



Niagara Regional Housing

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nrh.ca

IMPORTANT NOTICE TO ALL TENANTS: COVID-19 UPDATE

March 19, 2020

We want to keep you safe!

For your own safety, it is very important that you stay in your units as much as possible and “social distance”. This means you must stay at least 2 metres away from each other at all times. Please DO NOT gather in common areas of the building (lobbies, yards, laundry rooms, common rooms). Do not allow visitors into your unit if they are sick or have been out of Canada in the last 14 days.

Office

- NRH is doing most business over the phone right now. Due to increases in phone calls, we will respond to emergency calls only. If it is not an emergency, leave a message and we will get back to you as soon as possible
- **Please do not come to our office in person unless absolutely necessary**

Rent and Income Changes

We understand that many of you may experience a decrease in your household income. During this time, please continue to pay your rent as you are able until a new calculation can be completed. You can pay rent by:

- Online banking
- Telephone banking
- Secure community dropbox (cheque only, NO CASH) – staff will empty these boxes regularly
- Mail

If you currently pay your rent with cash, please begin paying by one of the methods above or by money order.

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If you would like to be set up for Pre-Authorized Payment (PAP) please contact your Property Administrator (PA).

Important:

- Don't forget to mail in documentation that shows any household income changes
- There may be delays in rent recalculations but NRH will not proceed with eviction due to outstanding rent balances during this time
- You will be responsible for any outstanding rent balances that occur during this time – please speak to your Tenant Support Representative (TSR) or your Property Administrator (PA)

Maintenance

- At this time, we will only respond to urgent/emergency maintenance requests that impact health and safety. Please only call in for maintenance emergencies that need urgent attention such as fire, flood, loss of heat, bed bugs or emergencies as determined by NRH.
- Routine maintenance requests will be delayed

Your neighbours

- Please support each other by calling to check to see if your neighbour is lonely or needs help. NRH will post information on notice boards and on our website at <http://www.nrh.ca/tenants/default.shtml>. We will do everything possible to help you through this difficult time. If you or a neighbour needs emergency help, please call your Community Support Coordinator (CPC).

We appreciate your patience during this time and thank you for your cooperation in keeping our communities safe and healthy.

Sincerely,

Cameron Banach
Housing Operations Manager

Please call 905-682-9201 if you need this information in a different format or translated into another language.