



Update to Memo re: COVID-19 and CityHousing Hamilton

March 23, 2020

Dear Tenants:

This is an update to the previous notices dated March 16 & 17 2020, to keep you informed about our response to COVID-19. Your health and safety remains a top priority for us.

Further Action CityHousing is Taking in Response to COVID-19:

Limited Drop Box Hours - Rent Payments, Laundry Cards and Annual Renewal Paperwork

We encourage you to pay your rent online or through telebanking. See the separate flyer for details on how to set up online payments or telebanking. If cash or money order is your only option please note that the mall doors at 181 Main St W will be open on Mondays, Tuesdays and Fridays from 11am – 2pm only. You can place your rent payment and/or Annual Renewal paperwork in the drop box outside the office doors. You will also be able to access the laundry card machine in the hallway. Please note that the office will remain closed. Access will be limited to the drop box and laundry card machines only.

Annual Renewal Packages and Subsidy Expiry Dates for Rent-Geared-to-Income Tenants:

We know many of you are concerned about upcoming due dates for your Annual Renewal Paperwork and that your monthly rent may go to market value while we are closed. In order to ensure that this does not happen, we have made the decision to extend all subsidy expiry dates for the duration of our closure. This means that while we are closed, your rent will NOT go to market value if it is not already at market value. You should continue to pay your rent based on the last rent-geared-to-income calculation you received. If your Annual Renewal Paperwork is due, please mail it in as soon as possible. When we are back to regular operations, we will still need it to process your rent calculation. If your income has dramatically decreased as a result of COVID-19, please let us know.

If you have lost your job and need to apply for Employment Insurance, please visit:

<https://www.canada.ca/en/services/benefits/ei/ei-regular-benefit/apply.html>

Food Security and Wellness:

We encourage all tenants to reach out to family, friends and neighbours to help each other with food and other basic needs. ***If you are unable to find help and you are in need of food, please call 905-546-2424 extension 5179 for emergency food assistance information.***

To ensure we are doing everything we can to keep you safe and secure during the COVID-19 pandemic, CHH staff will be reaching out to ALL tenants via telephone to complete wellness checks/determine emergency food requirement checks.

Toilets:

As a reminder, please do not flush anything besides toilet paper down the toilet. This includes wipes, diapers, feminine hygiene products etc. We are trying to minimize the need for a maintenance person having to attend your unit. Your cooperation with respect to this request will help tremendously.

Maintenance:

As a reminder, we will continue to respond to urgent and emergency maintenance requests that impact your health and safety. Any routine maintenance requests continue to be deferred to a later date. We ask for your patience and understanding as there will be delays associated with routine maintenance requests. The phone lines for your maintenance area are still open. Please use your discretion and call in only those maintenance requests that need urgent attention.

Thank you for your cooperation in keeping our communities safe and healthy!