



Update: COVID-19 and CityHousing Hamilton
March 30, 2020

Dear Tenants:

This is an update to the previous notices dated March 16, 17 and 23, 2020, to keep you informed about our response to COVID-19. Your health and safety is our highest priority. For access to previous notices, please visit our website at www.cityhousinghamilton.com.

Social and Physical Distancing:

For your safety, please make sure you are socially and physically distancing yourself from others. This means:

- Do not get together in groups in lobbies, at entrances, in laundry rooms, in common spaces or in yards of your buildings/properties
- Keep 6 ft (2 metres) between yourself and other people (i.e. Do not touch, shake hands, hug etc.)
- Do not take your kids to playgrounds or for play dates (this includes play equipment located in your survey)
- Do not invite people over to your home
- Stay in your own home as much as possible
- Only go out to get things you need like groceries or medicine, then return home

Paying your Rent, Laundry Cards and Annual Renewal Paperwork:

CityHousing Hamilton will not proceed with eviction due to outstanding rent balances during the temporary shutdown. However, it is very important that you pay your rent as much as you can. You will be responsible for outstanding rent balances accumulated during the shut down.

Please try to pay your rent online or through telebanking. You will need your tenant account number to set this up. You can get your tenant account number by calling your Property Manager or our finance department at 905-523-8496 ext. 7413.

If you can only pay cash or money order, 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. The office will stay closed. You will only have access to the drop box and laundry card machine.

Extra Cleaning in Your Buildings:

For your safety, our staff/contracted cleaning services are cleaning and disinfecting all frequently touched surfaces in our buildings twice per day (i.e. elevator buttons, door handles etc.). We encourage you to do the same in your units.

Suspension of Recycling Program in Buildings:

Effective immediately, we are stopping all recycling programs in our buildings. We are doing this for the health and safety of our staff and tenants as handling recyclables puts them at possible risk of exposure to COVID-19. Please put your recyclables in the garbage until we are back to regular operations.

Community Garden Program:

On March 31, 2020, the Provincial Government announced the closure of all outdoor amenities. This includes Community Gardens. Effective immediately, the Community Garden Program is closed. If you are a part of this program, please do not use your community gardening plot. You cannot access garden plots while keeping a safe physical distance from others.

Self-Isolation Directive for Seniors 70+

On March 30, 2020, the Provincial Government gave a directive that all Seniors aged 70+ should self-isolate as much as possible. This is for their safety. Seniors who are 70+ are at the highest risk of a serious outcome to their health if they get COVID-19. If you are 70+, you should be self-isolating.

Several of our Building Attendants are over the age of 70. To comply with the Provincial directive and to keep them safe, we have directed them to stay home and self-isolate. This may have affected the Building Attendants in your building. As a reminder, please do not contact your Building Attendants with any concerns you have about your unit or the building. Please call the office.

Who To Call and When:

Urgent or emergency maintenance: 905-523-8496 and press #1.
You will be directed to the maintenance department.

Other urgent or emergency requests: Call your Property Manager.
Property Managers' names and extensions are listed below:

Dave Chambers – ext. 7897	Mike Brown – ext. 3079
Jacquie Rosettani – ext. 7553	Rayka Todorova – ext. 7610
Laura Seaton – ext. 4995	Shauna Wheeler – ext. 2939
Lisa Marie Henderson – ext. 7625	Tammi Fougere – ext. 7529
Marcus Bowen – ext. 7606	Tobi Scott – ext. 7283
Mary Tullo – ext. 6345	Tracy Murphy – ext. 3573
Melissa Shields – ext. 7573	

After hours emergency: 905-523-8496 and press #8.
You will be directed to our After Hours Service.

2019 Rent Tax Receipts: 905-523-8496 ext 5619.
Rent receipts will be mailed within 10 business days.

Please limit your calls to urgent or emergency matters only.

Annual Renewal Packages for Rent-Geared-to-Income Tenants:

We have made the decision to extend all Annual Renewal Paperwork due dates for as long as we are closed. 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 your last rent-geared-to-income calculation. 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 do your rent calculation. If your income has decreased as a result of COVID-19, please let us know.

Financial Assistance:

If you have lost your job or need financial assistance, here are some resources:

- Ontario Works Application Centre: 1-877-678-6333.

- Employment Insurance (EI) Benefits are available through the online application at <https://www.canada.ca/en/services/benefits/ei.html>
- The Federal Government has announced a new benefit called the Canada Emergency Response Benefit (CERB) to help people who have been impacted by COVID-19. This will be managed by the Canada Revenue Agency. This could help you if:
 - You are not eligible for Employment Insurance sickness benefits and are sick with COVID-19;
 - You are taking care of a family member who is sick with COVID-19;
 - You are a parent who is unable to work due to childcare/school closures
 - You have lost your job due to a closure related to COVID-19 and you are not eligible for Employment Insurance (EI).

The Canada Emergency Response Benefit (CERB) will be available in April. Applications can be completed online using the normal EI portal at: <https://www.canada.ca/en/services/benefits/ei/ei-sickness/apply.html>.

The dedicated phone line for inquiries related to EI and COVID-19 is 1833-381-2725 (toll-free) or Teletypewriter (TTY): 1-800-529-3742.

Food Security:

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 need food, please call 905-546-2424 extension 5179 for emergency food assistance information.***

Maintenance:

We will continue to respond to urgent and emergency maintenance requests that impact your health and safety. Any routine maintenance requests will be done on a later date. We ask for your patience and understanding as there will be delays 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!