

Update: COVID-19 and CityHousing Hamilton

April 12, 2021

Dear Tenants:

We are committed to keeping you updated with important information about our response to COVID-19. Your health and safety is our highest priority. Our communications can be found on our website at www.cityhousinghamilton.com.

Your Rent, Rent Arrears and Landlord Tenant Board Proceedings

Tenants are responsible for any rental arrears that they accumulate during the COVID-19 pandemic. CityHousing Hamilton is opening rental arrears applications at the Landlord Tenant Board and enforcing evictions as the provincial orders allow.

If you have outstanding arrears, it is very important that you contact your Property Manager to make a repayment arrangement immediately. Outstanding arrears could lead to eviction.

CityHousing Hamilton has implemented a cashless policy which means that we do not accept cash from tenants for rent payments. CityHousing Hamilton staff are available to answer questions and support tenants to find a cashless payment alternative. The Cashless Payment Options Package includes the various payment methods to help find the option that works best for each tenant; including:

- Cheques
- Post Dated Cheques
- Money Orders
- Debit at CHH Payment Counter (not available during office shutdown)
- Preauthorized Payments
- Telephone/Online Banking
- Bank Branch
- Direct Pay from OW/ODSP

Maintenance

We are responding to urgent and emergency maintenance requests that impact your health and safety only for the duration of the shutdown. We ask for your patience and understanding as there will be delays with routine maintenance requests. They will be done at a later date. The phone lines for maintenance are still open. Please use your discretion and call in only those maintenance requests that need urgent attention.

Urgent or emergency maintenance: 905-523-8496, ext. 6200 or complete a [Maintenance Request Form](http://www.cityhousinghamilton.com) on our website at www.cityhousinghamilton.com

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

Annual Renewals and Rent Calculations/Adjustments:

If you have outstanding annual renewal paperwork, please send it in as soon as possible. Please remember, our staff are here to help. Call your Tenancy Administration Representative, your Tenant Support Worker or your Property Manager if you need help getting your paperwork handed in on time.

Tenancy Administration Representatives (Rent Calculations) Extensions:

Katherine Howlett ext. 7466	Patrick Morrallee ext. 7614
Mia Cantwell ext. 1942	Sarah Varga ext. 7140
Coleen Gallant ext. 5856	Pira Turcan ext. 7301
Dawn Sacks ext. 7584	Pauline Haase ext. 7304

Property Manager Extensions:

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	Mike King – ext. 3573
Melissa Shields – ext. 7573	

Tenant Support Workers Extensions:

Carlie Weeks – ext. 2982	Gillian McLaughlin – ext. 7813
Monica Palinsky – ext. 7160	Denise Zawislak – ext. 7711
Tina Santarelli – ext. 2355	Sally Anderson – ext. 7293
Yasmeen Mirza – ext. 7357	

Main Office Hours, Coin-a-Matic Laundry Card Machine and Drop Box

The main office hours are temporarily suspended during the province-wide Stay-at-Home order. The office will not re-open to tenants until the Stay-at-Home order is lifted.

If you need access to the Coin-a-Matic Laundry Card Machine and are unable to access one in or close to your building, please contact the main office at 905-523-8496 to make an appointment with reception to access the machine.

Our main office drop box has now been relocated to our new main entrance on 181 Main St W. It is available 24 hours per day, 7 days per week.

Site Office Hours

Site office hours are temporarily suspended during the Stay-at-Home Order/Shutdown. When they resume, tenants will be seen by appointment only. Please check notices in the lobby of your building for details about booking appointments.

Site hours will require appointments with 15-minute intervals between appointments to ensure there is time to sanitize the space. Physical distancing will be in place and both CHH staff and tenants are required to wear masks. If you don't have a mask, please contact your Tenant Support Worker. We can supply a free one.

Community Rooms:

Community Rooms in CityHousing Hamilton buildings remain closed as per recommendations from Hamilton Public Health.

Playgrounds and Basketball Courts

Playgrounds and basketball courts located at CityHousing Hamilton properties are open for tenant use. Please be advised of the following:

- Playground structures/basketball courts are NOT cleaned and disinfected;
- Parents should ensure that their children maintain good hand hygiene and physical distancing while using these facilities;
- If your child isn't feeling well, please do not allow them to use the playground/basketball court.

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 St. Matthew's to register for emergency food at 905-523-5546 ext. 240.

General COVID-19 Information:

For COVID-19 related public health and health-related information, call the hotline at 905-974-9848 or email: phscovid19@hamilton.ca.

Masks and Social and Physical Distancing

With the COVID-19 variants circulating in the community, it is even more important to stay diligent with your safety. Please make sure you are wearing your mask and socially and physically distancing yourself from others. This means:

- Always wear your mask when you are outside your unit
- 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 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

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