



## **Update: COVID-19 and CityHousing Hamilton** **July 21, 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.hamilton.ca/cityhousing-hamilton](http://www.hamilton.ca/cityhousing-hamilton).

In alignment with Provincial move to Stage 3 and the City of Hamilton, CityHousing Hamilton is making some changes to our operations.

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

Our main office will be open to tenants Monday to Friday, 8:30am – 4:30pm effective Monday, July 26, 2021. Appointments are not required. However, we encourage tenants to book an appointment where possible, as our staff have not yet returned to the office full time.

The Coin-a-Matic Laundry Card Machine is available during our main office hours.

Our main office drop box continues to be available 24 hours per day, 7 days per week.

### **First Place Office Hours**

First Place office space will be open to tenants of First Place as per the following schedule:

#### ***July 26 – September 3, 2021:***

Monday, Tuesday and Thursday  
10:00am-12:00pm and 1:00pm – 3:00pm

#### ***September 7, 2021 and onward:***

Monday to Friday  
10:00am-12:00pm and 1:00pm – 3:00pm

### **Site Office Hours**

Site office hours with the Property Managers and Tenant Support Workers will resume at CityHousing Hamilton locations effective August 3, 2021. Appointments are no longer required. Tenants and staff are required to wear masks and keep a 6 feet distance between them, at all times. Staff will continue to regularly sanitize office spaces between meetings with tenants.

### **Community Rooms and Tenant-Led Groups/Programming:**

Community Rooms at CityHousing Hamilton Buildings will be opened effective July 26, 2021. Tenants, staff, contractors and partners accessing Community Rooms are still required to wear a mask and maintain a 6ft distance from others that are not part of their own household. This is strict requirement that all those accessing community rooms must adhere to, at all times.

Tenant-led groups that wish to restart programs should contact:  
**Brenda Silverthorne** at [Brenda.silverthorne@hamilton.ca](mailto:Brenda.silverthorne@hamilton.ca) or Ext. 6049 or;  
**Carey Lavigne** at [carey.lavigne@hamilton.ca](mailto:carey.lavigne@hamilton.ca) or Ext. 4996.

Brenda and Carey will provide tenant-led groups with health and safety information and supplies. They are devoting the first two weeks of August to help tenants safely and successfully restart programs. ***Please do not start your programming without first contacting Brenda or Carey.***

### **Common Areas of Buildings and COVID Safety Requirements:**

As per direction from the City of Hamilton and the Province, all those accessing any indoor common areas of CityHousing properties/buildings are still required to wear a mask and exercise physical distancing, at all times. This is required even for those who may be fully vaccinated. This includes lobbies, hallways, stairwells, laundry rooms, common rooms, locker areas etc. If you are outdoors on our property, but unable to maintain a distance of 6 ft from others, you are also required to wear a mask.

### **Maintenance**

We are slowly starting to respond to routine/non-urgent maintenance requests in addition to emergency and urgent requests. Given the pause on non-urgent work during the pandemic shut downs, there is a backlog of work orders that we are prioritizing and working our way through. We thank you for your patience as we work our way back to providing regular maintenance services.

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

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

### **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.

### **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](mailto:phscovid19@hamilton.ca).

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