



Addendum to Memo re: COVID-19 and CityHousing Hamilton

March 17, 2020

Dear Tenants:

The information in this document is an update to the previous notice dated March 16, 2020 to keep you informed about our preparation and response to COVID-19. On behalf of CityHousing Hamilton, we want you to know that your health and safety is a top priority for us.

It is very important that you stay in your units as much as possible and engage in social distancing. Please DO NOT congregate in common areas of the building including lobbies, yards or laundry rooms.

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

Offices:

Effective March 17, 2020, our Main Office located at 181 Main St W and First Place Office located at 360 King St E will be closed to the public until further notice.

Maintenance:

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

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

Rent and Income Changes:

We understand that many of our tenants may experience a significant decrease in household income as many businesses and employers are experiencing temporary shut downs. During this period we advise you to do the following:

- Continue to pay as much of your rent as you are able. Where possible please pay via online or telephone banking. If you need your account number to set this up, please contact the Financial Coordinator at 905-523-8496 ext 7413.
- Send in documentation regarding income changes via mail

As we are also experiencing some operational reductions to service, rent recalculations may be delayed. ***CityHousing Hamilton will not proceed with eviction due to outstanding rent balances during the temporary shutdown. However, it is very important that you keep us informed if your income changes due to COVID-19 and that you pay your rent as much as possible. Please be advised that you will be responsible for outstanding rent balances accumulated during the shut down.*** Please leave a message for your Residency Administration Representative or your Property Manager should this occur.

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