



Update: COVID-19 and CityHousing Hamilton
December 23rd, 2020

Dear Tenants:

Effective December 21st at 12:01 Hamilton moved into Grey-Lockdown and will remain in this lockdown until at least January 23, 2021. This is an update to keep you informed about our response to COVID-19. Your health and safety remain a top priority for us.

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

Continued Assessment/Adjustment/Suspension of Organizational Activities:
To preserve the health, safety and wellness of our tenants, staff and visitors **we are suspending the following activities until further notice:**

- 1) Face to face (meetings/appointment)
- 2) Site Office Hours for Property Managers and Tenant Support Workers
- 3) Tenant On-site programming

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

The mall doors will be closed from **December 25th till January 4th**. We encourage you to pay your rent online or through 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 starting January 5th**. 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.

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 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

Who To Call and When:

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.

Urgent or emergency maintenance: 905-523-8496 and press #1.

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

CHH maintenance department will be closed from **December 25th till January 4th**. If you have any emergency requests during this time, contact After hours emergency: 905-523-8496 and press #8

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 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*** St. Matthew's to register for emergency food at 905-523-5546 ext. 240. St. Matthews will be accepting registration up until December 23rd and December 28th and December 29th.

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