



March 31, 2020

Dear Tenant,

COVID-19 Loss of Income: NCHC Housing update

As a result of the shut down of non-essential businesses, some tenants may experience a cut in hours or temporary layoff. Northumberland County Housing Corporation (NCHC) is committed to supporting tenants throughout the COVID-19 pandemic.

Tenants who may have a change to their income as a result of COVID 19, should follow these steps:

- Let us know ASAP – email or call. Do not come into the office. Contact information is below.
- Identify all people in your household who have had a cut in hours, a layoff or job loss.
- Tell us your income for March and the date the cut in hours/layoff came into effect.
- Tell us the reduced number of hours each household member is receiving per week and the hourly wage, even if the number is zero.
- Tell us if you have applied for EI benefits.
- Email us a copy of your paystubs, ROE or layoff notice **within 60 days**.
- Once you are receiving EI, notify us and email a copy of your confirmation including the amount.

We will re-calculate your rent accordingly and as quick as possible.

We have attached a COVID-19 Emergency Income Reduction Form here as well that can be used to report an income reduction.

While we anticipate that for most tenants COVID-19 may represent a reduction in their income, we recognize that for some essential service workers income may increase. We ask that all income changes be reported to us as soon as you are aware of them.

As per our previous correspondence, please don't forget that rent remains due on the first of every month and any arrear payment plans are also due. We encourage all tenants to pay rent through automatic withdrawals or post-dated cheques. For more information on how to pay your rent, please contact your tenant relations caseworker.

The Community and Social Services department remains open but encourages all non-emergency needs to be addressed using phone, email or text. If you are unsure how to contact your caseworker directly, please call our reception at 905-372-3329 ext 2445 or 1-800-354-7051.



Our document drop-box remains available 24-hours a day outside of the main doors at 555 Courthouse Road, Cobourg.

As a reminder, the following measures remain in place, with both our staff and tenant's health in mind:

- Annual inspections are postponed
- All organized group activities hosted by the NCHC or outside agencies are cancelled until further notice
- Common Rooms will be closed until further notice
- Tenants are encouraged to become familiar with the advice from the Health Unit and practice preventative measures such as proper hand hygiene measures
- All non-emergency repairs will be postponed until further notice
- We encourage that you connect with us by phone, email or text rather than in-person wherever possible
- All annual renewal information and paystubs should be sent in via mail, email or fax wherever possible
- We are doing more frequent cleaning and disinfection practices of all common areas in NCHC buildings
- Posting of signs in common area and on front doors to increase awareness for tenants and visitors

Additional measures that have been put in place include:

- All playground and outdoor exercise equipment is closed to use
- Tenants are encouraged to practice social distancing when using other common areas in building, including laundry rooms, elevator lifts and garbage rooms

As per the Public Health Unit, to reduce the spread of germs including the flu and COVID-19, the Public Health Unit recommends:

- Wash your hands often with soap and water, or use hand sanitizer
- Avoid touching your eyes, nose, and mouth unless you have just washed your hands
- Cover your coughs and sneezes with a tissue or your arm, not your hand
- Stay home if you are sick
- If you are ill and must visit a hospital emergency department, clinic or other health care provider, call ahead or tell them when you arrive that you have a respiratory illness and wear a mask while waiting to be seen. This allows health care workers to reduce the potential spread of illness.
- Avoid visiting people in hospitals or long-term care homes if you are sick
- Get your flu shot

We will keep you updated as new facts are confirmed and as we take additional actions. In the meantime, we encourage people to continue to stay informed by regularly reviewing evidence-



based, credible sources of information about this situation. You can find more up-to-date information by visiting the following websites:

- Haliburton, Kawartha, Pine Ridge District Health unit: www.hkpr.on.ca/featured_posts/novel-coronavirus/
- The Ontario Ministry of Health: www.ontario.ca/coronavirus
- Public Health Agency of Canada: www.canada.ca/coronavirus

Should you have any questions or concerns about your tenancy please contact the Housing Services Division at 905-372-3329 ext. 2445.

Should you have any questions or concerns relating to the condition of your unit or facility, please contact the Facilities Department at 905-372-3329 ext. 2356. To report an after-hours emergency repair please contact the after-hours line at: 1-866-951-7956.

Sincerely,

Rebecca Carman
Housing Services Manager