



May 28, 2020

Dear Tenant,

COVID-19 Response: Use of Common Rooms as Cooling Spaces

As temperatures continue to rise as summer approaches, the Northumberland County Housing Corporation (NCHC) has made the decision to re-open common rooms in our buildings to serve as cooling spaces for tenants.

We ask tenants to respect the use of these common rooms as cooling spaces and continue to follow public health directions and practice physical distancing while using these spaces to cool down.

Common rooms are being opened immediately, with the following rules put in place:

- Use spaces only for cooling purposes and not socializing, the safest place for you to be remains your unit following public health directives;
- Respect your fellow tenants, visit the common room for short durations to cool down and then return to your unit;
- Abide by the signage and practice physical distancing (remaining 6 feet apart at all times from people not in your immediate household);
- Consider and practice physical distancing when entering and exiting the common rooms;
- Follow the revised space capacity posted, these have been developed based on square footage of the space along with abiding by provincial orders of gathering limitations; and
- Tenants with personal air conditioners in their units should be able to remain cool in their own units and not require the use of common rooms.

We have increased disinfection of all common touch points in your building however, should tenants wish to use Personal Protective Equipment (PPE) such as masks and gloves in the common areas, we ask that this be disposed of safely in your unit and that you follow public health directives on the safe use of PPE. Further, should you wish to disinfect touchpoints when using the common rooms to cool down, please feel free, but this is not a requirement.

Tenant safety and wellbeing is NCHC's highest priority. We are working to ensure each tenant is able to reside in our buildings safely, and we require support from each tenant to achieve this. We cannot do this alone.

We look forward to a time that we can safely gather with you to celebrate the contributions each of you make to our community and to this residence.



Northumberland County's Community and Social Services department remains open, however we encourage 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 of our offices at 555 Courthouse Road, Cobourg.

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