



Update: COVID-19 and CityHousing Hamilton
July 21, 2020

Dear Tenants:

This is our regular update to keep you informed about our response to COVID-19. Your health and safety is our highest priority. We are committed to keeping you updated with important information. Our communications can be found on our website at www.cityhousinghamilton.com.

Paying Your Rent

Please be reminded that tenants are responsible for any rent arrears that they accumulate during the COVID-19 shutdown. In May, we started to send out N4 - Notice to End a Tenancy Early for Non-Payment of Rent notices to those tenants who have rent amounts owing.

While we are not currently doing evictions, outstanding rent could lead to eviction when we return to regular operations. It is very important that if you have rent owing, you contact your Property Manager about a repayment plan for it.

Rent payments can be made through online banking, telebanking or through our drop box.

New Drop Box Hours:

As of July 20th, 2020 the mall at 181 Main St W will be open every business day (Monday – Friday) from 10am – 5pm. This is to allow extended access to our drop box for dropping off rent payments, renewal paperwork etc.

Annual Renewals and Rent Calculations/Adjustments:

Just a reminder that as of July 1, 2020 CityHousing Hamilton stopped extending previous rent calculations. If you have outstanding annual renewal paperwork, your rent could increase to market value. Please send in your paperwork as soon as possible.

Please remember, our staff are here to help. Please leave a message for your Residency Administration Representative, your Tenant Support Worker or your Property Manager if you need help getting your paperwork handed in on time.

Residency Administration Representatives (Rent Calculations) Extensions:

Karen Hayton	ext. 7466	Patrick Morrallee	ext. 7614
Amy Barrett	ext. 7692	Mia Cantwell	ext. 1942
Coleen Gallant	ext. 5856	Pira Turcan	ext. 7301
Dawn Sacks	ext. 7584	Sarah Varga	ext. 7140
Pauline Haase	ext. 7304		

Property Manager Extensions:

Dave Chambers – ext. 7897	Mike Brown – ext. 3079
Jacque Rosettani – ext. 7553	Rayka Todorova – ext. 7610
Laura Seaton – ext. 4995	Shauna Wheeler – ext. 2939

Lisa Marie Henderson – ext. 7625
Marcus Bowen – ext. 7606
Mary Tullo – ext. 6345
Melissa Shields – ext. 7573

Tammi Fougere – ext. 7529
Tobi Scott – ext. 7283
Tracy Murphy – ext. 3573

Tenant Support Workers Extensions:

Christine McKay – Ext. 2355
Mike King – Ext. 7160
Gabriella Mullins – Ext. 5173
Sally Anderson – Ext. 7293

Gillian McLaughlin – Ext. 7813
Kim Moore – Ext. 7711
Tina Santarelli – Ext. 2982
Marilyn Walker – Ext. 7357

Site Hours

CHH is in the process of safely returning to site hours at CHH buildings. Tenants will be seen by appointment only. Please check notices in the lobby of your building for details about booking appointments.

Site hours will require appointments with 15-minute intervals between appointments to ensure there is time to sanitize the space. Physical distancing will be in place and both CHH staff and tenants are required to wear masks. If you don't have a mask, please contact your Tenant Support Worker. We can supply a free one.

Mandatory Masks

Effective July 20, 2020, the City of Hamilton passed a bylaw making the wearing of masks mandatory in all public indoor spaces. For CityHousing Hamilton, this means that both tenants and staff must wear a mask that covers their nose, mouth and chin in all public spaces of our buildings. This includes public office spaces, elevators, lobbies, hallways, common rooms, garbage rooms, laundry rooms and any other space in buildings that is shared among the public. Please do your part to protect yourself and others by wearing a mask when you are outside your unit in CHH buildings.

Transit

HSR requires individuals to wear masks when using public transit. HSR has provided CHH with a supply of masks to be distributed to tenants who do not have their own mask. If you need a mask, please contact your Tenant Support Worker.

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.

Thank you! Stay safe and stay healthy!