

Update: COVID-19 and CityHousing Hamilton
June 15, 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.

Extended Drop Box Hours at End of June/Early July:

Regularly, the mall at 181 Jackson St W is open Mondays, Tuesdays and Fridays from 11am – 2pm to allow access to our drop box.

From June 22, 2020 – July 3, 2020 the mall at 181 Main St W will be open every business day (Monday – Friday) from 11am – 2pm. This does not include July 1, 2020 (Canada Day) as it is a statutory holiday and the mall will be closed. This is to allow extended access to our drop box for rent payments. Starting July 6, 2020, mall access will return to the Monday, Tuesday and Friday schedule.

Annual Renewals and Rent Calculations/Adjustments:

Since we started doing rent calculations again on April 27, 2020, CityHousing Hamilton staff have been working full time to ensure that your rent calculations are completed. From the beginning of the shut down, we have consistently communicated that rent amounts would not go to market rent for not being able to hand in annual renewal paperwork on time. Each month, for any tenant that had not handed in their paperwork, we extended their previous rent calculation until they could get paperwork in and the rent calculations staff could send them a new rent calculation amount. This will stop at the end of this month.

As of July 1, 2020 and going forward, we are no longer extending previous rent calculations. This means that if your annual renewal date is on or before July 1, 2020 and you have not yet handed in your paperwork, your rent WILL go to the market amount in July. To avoid this, it is very important that you hand in any outstanding 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.

If you have had a COVID-19 related income change, it may impact your rent calculation. Please contact your Residency Administration Representative to report any changes.

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	Tammi Fougere – ext. 7529
Marcus Bowen – ext. 7606	Tobi Scott – ext. 7283
Mary Tullo – ext. 6345	Tracy Murphy – ext. 3573
Melissa Shields – ext. 7573	

Tenant Support Workers Extensions:

Christine McKay – Ext. 2355	Gillian McLaughlin – Ext. 7813
Mike King – Ext. 7160	Kim Moore – Ext. 7711
Gabriella Mullins – Ext. 5173	Tina Santarelli – Ext. 2982
Sally Anderson – Ext. 7293	Marilyn Walker – Ext. 7357

Pest Control Services:

Our Pest Control Department is back to full operations. We are treating all pest control issues as we would have prior to COVID-19. If you have a pest issue, please don't wait until it's out of control. Call to report it at 905-546-2121.

Increase of Public Gatherings to 10 People :

Last week, the government announced that the number of people allowed to gather in a public space was increased from 5 to 10. This means that 10 people can gather in a public setting and they do not have to be from the same household. However, physical distancing in groups of 10 is still required. This means that if you are part of a group of 10 people from different households, you must remain 6ft (2m) from other people in that group. These rules apply to any gathering of people on CityHousing Hamilton properties. ***If you see a group of 10 or more people who are not practicing social and physical distancing, please report it to Hamilton Bylaw Enforcement at 905-546-2489.***

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 home, stay safe and stay healthy!