



Housing Cambridge

COVID-19 Notice 05

Dear Residents:

At this difficult time, we at Housing Cambridge are making every effort to make sure the channels of communication remain open. We don't know when things will return to normal, but we wanted to make sure that in all of our interactions, everyone stays safe.

For updates on the coronavirus, the Region of Waterloo Public Health Unit is the most credible and reliable source of information about COVID-19 for this area. The website, www.regionofwaterloo.ca/COVID19 which Public Health updates regularly, has a wealth of information on the current situation, on how to protect yourself, what to do if you're sick and how to recognize possible symptoms.

If you are in quarantine or are infected, please let us know immediately so that we can protect others and not further the spread.

At this time, we need to talk to you about a basic tenant responsibility:

RENT

As you know, rent payments are due on the first of the month. However, we know that for some people, their work hours have been cut or they have been laid off completely. If you are a rent geared-to-income (RGI) tenant, we will make every effort to reduce your rent as your household income changes. If you are not an RGI tenant and you are having difficulty paying your rent, please contact us as soon as possible. For any of the situations noted above, please contact Cathy Shafe, Tenant Services Manager by phone 519-650-5599 ext. 225 or by email at cathy@housingcambridge.com.

Nobody knows exactly what governments will do to help tenants or community housing providers at this point. While the news may report on calls for rent

forgiveness, governments have not made this an option. Whatever "relief" is available is just a deferral of payments. If payments are pushed back, the amount of rent owed just

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builds up. At the same time, for community housing providers, all our expenses continue. These expenses include taxes, maintenance, insurance, mortgage payments and utilities.

The government has told tenants they will not be evicted if they don't pay April's rent. That is true, and the Landlord Tenant Board has presently limited their eviction orders to health and safety issues and illegal acts. However, at some point rents are going to have to be paid. Governments are indicating that they are working to get financial assistance in various forms out to Canadians. At the same time, we have few details and there is no indication that it will be provided in the form of rent support to tenants. Our advice to you is to keep paying whatever rent you can and to have a conversation with Cathy Shafe before you start making deductions. If you feel a deferral is necessary because of a change in your employment status, please contact Cathy before making deductions. If you can provide proof of a change in your income, and you are not an RGI Tenant, we will make every effort come to a temporary agreement for partial payments.

PLEASE NOTE: If we have post-dated cheques from you or if you are signed up for Electronic Funds Transfer (EFT) - unless we hear from you, we will cash or deposit them as we normally do. Please contact Cathy Shafe if the funds in your account are not sufficient. It is far better that we have a conversation and work together rather than just have the cheques or the EFT bounce.

At the end of all this, if the government doesn't provide rent support, then rent will still be owing and have to be paid. At that point, if we work together now, we will be willing to enter into a payment plan for re-payment. At that time, because our expenses go on, we will need you to do your part with timely payments. Be careful not to fall any further behind on rent than is absolutely necessary, as food and shelter are the two most important things.

If rent is not paid in full, we may continue to send you N4 notices based on the unpaid rent and we may file an application to the Landlord Tenant Board based on that rent arrears notice. Please understand that if we do this, it's not in order to evict you during this crisis, or even after it's over. Our goal is to get into the line at the Board as they will be VERY backlogged when this is all over and they are back in operation. Remember, there are no hearings, the Sheriff is not enforcing eviction orders, and we need to ensure that we do not experience year-long waits for a hearing if rent does not get paid. Our preference is that we work together to make sure that a hearing is not necessary.

NOTE: You can request to receive these notices by email at info@housingcambridge.com.

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