



Housing Cambridge COVID-19 Notice 03

March 17, 2020

In an effort to do our part in flattening the curve of the COVID-19 Virus, the Housing Cambridge office will be closed to the public effective immediately.

What does this mean for our tenants? Until further notice we will not be open for walk-ins at the office, we will not be able to process cash or debit payments, and we will only be addressing emergency maintenance concerns.

How do I pay my rent?

Rent should be paid via Pre-Authorized Debit (PAD), E-mail Money Transfer (EMT), Cheque, or Money Order (dropped off in the mailbox by the front door of our office, which is regularly monitored).

If you have provided post-dated cheques, are set up for PAD, or if your rent is paid direct through OW or ODSP, no further action is required on your part.

What if I am not able to pay my rent on time?

If you are not able to pay your rent on time, you must contact the Tenant Services Manager (cathy@housingcambridge.com or 519-650-5599 ext 225) immediately.

What if I have an emergency maintenance request?

If you are experiencing a maintenance emergency during office hours, please contact the Maintenance Coordinator (stacey@housingcambridge.com or 519-650-5599 ext 222). If this emergency is outside of regular business hours, you may contact After-Hours (519-650-4759) and On-Call will get back to you in a timely manner.

What if I have a maintenance request?

We will only be addressing **emergency maintenance requests**. If you are experiencing a maintenance emergency during office hours, please contact the Maintenance Coordinator stacey@housingcambridge.com or 519-650-5599 ext 222 (please note requests will be addressed on an emergency priority basis). All non-emergency requests will not be addressed. If this emergency is outside of regular business hours, you may contact After-Hours (519-650-4759) and On-Call will get back to you in a timely manner.

What if I have documents to submit to the office?

If you need to submit your annual review package, paystubs, or any other documents to the office, you may leave them in the mailbox at the front of the office, or e-mail them to the appropriate staff person.

For all other questions, inquiries, or concerns, you may contact info@housingcambridge.com and you will receive a response within 24 hours.

We thank all of our tenants for the patience and understanding at this unprecedented time.