



DURHAM REGION NON-PROFIT HOUSING CORPORATION
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March 31, 2020

Update: COVID-19

Dear Tenants,

As Durham Region Non-Profit Housing continues to monitor the COVID-19 situation, we are taking every precaution needed to reduce the possible impacts to our tenants, staff, guests and contractors.

It is with an abundance of caution that **our offices remain closed until further notice**. Even though our offices are closed, our staff remains available should you need to contact us for the following:

- If there is an emergency maintenance event in your unit, such as loss of heat, loss of electricity, water, broken toilet, fire, death or flood please contact our head office at **905-436-6610**. All other repairs will be on hold until further notice.
- For non-emergency purposes, please email us at drnphc@durham-housing.com or call us at 905-436-6610. We will strive to reply to all calls and e-mails as time permits.

Rent can be paid by mailing a cheque to our head office or by online banking.

Please note that Durham Region Non-Profit Housing is following the Durham Region Public Health guidelines with respect to the Coronavirus (COVID-19). We encourage you to do the same. **Should you need to self-isolate or have symptoms of COVID-19**, please stay home, do not have any contact with others, and contact the Durham Region Health Department 905-668-2020 or 1-800-841-2729. We ask that you also advise us so we can take appropriate safety measures and provide you the support you may require. Everyone has the responsibility of keeping our communities safe.

DRNPHC staff are working hard to keep our sites clean and sanitized. Since cleaning is occurring during off peak hours to protect everyone's health, you may not be aware this is happening. Please respect the 2-meter social distancing guidelines with each other and with staff. DRNPHC has hired external contractors to disinfect common areas of all of our buildings weekly as an extra precaution.

We greatly appreciate your support and understanding during this time. Please reach out to us if you have questions, concerns or comments.

Sincerely,

DRNPHC Management Team