



**DURHAM REGION NON-PROFIT HOUSING CORPORATION**  
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# TENANT COMMUNICATION – COVID 19 UPDATE

November 2, 2020

Durham Region Non-Profit Housing is making every effort to provide a safe environment for tenants, guests, staff and other stakeholders. We wanted to provide an update to let you know about some changes to how we are operating and things you need to know as we continue to manage through COVID-19:

## **Follow Durham Region Orders and Recommendations for COVID-19**

- Non-Medical Masks are Mandatory in residential apartment common areas such as hallways, laundry rooms, elevators, lobbies, etc.
- Limit close contact with people outside of your household – including neighbours and staff of DRNPHC.
- Stay 6 feet apart.
- Wash your hands often and avoid touching your face
- If you have COVID-19 Symptoms or have tested positive, contact public health for next steps and inform DRNPHC.

## **COVID-19 Screening**

- DRNPHC staff are screened for symptoms of COVID-19 before they report to work
- All contractors are screened before they come to one of buildings to make sure they do not have COVID-19 symptoms.
- Tenants who have COVID-19 symptoms should advise DRNPHC right away.

## **Requesting Maintenance**

- Tenants should continue to make requests for repairs when there is something wrong in their unit.
- For emergency repairs please call on-duty superintendent or by calling 905-436-6610
- For routine maintenance requests you should contact our main office:
  - By calling **905-436-6610** during regular business hours
  - By visiting our website and requesting repairs [www.durham-housing.com](http://www.durham-housing.com)
- DRNPHC will review and prioritize work orders making sure emergency and urgent repairs are completed.
- Non-urgent work orders may be placed on hold depending on the nature of the work.

## **Contacting the Office & Rent Payment**

- The main office is open to visitors **by appointment only**. Appointments can be made for tenants needing to meet with staff about their tenancy, pay their rent or similar.
- If you need to come to the office please contact us at **905-436-6610** or via e-mail at [drnphc@durham-housing.com](mailto:drnphc@durham-housing.com) to request an appointment.
- There is a document drop box near the office entry. Follow the arrows to drop your documents.

If you have a COVID-19 question for the Durham Region Health Department they can be contacted via Telephone: 905-668-2020 or 1-800-841-2729.

**Please stay safe!**  
**Durham Region Non-Profit Housing Corporation Management Team**

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*Celebrating More Than 30 Years Of Service*