



DURHAM REGION NON-PROFIT HOUSING CORPORATION
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Tenant Communication

COVID-19 Update

January 13, 2021

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 a new 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:

Contacting the Office & Rent Payment

The main office is **closed to the public**. If you need to connect with the office staff please contact us at **905-436-6610** or via e-mail at drnphc@durham-housing.com.

- There is a new document drop box near the office entry. Follow the arrows to drop off your documents.
- If you have access to e-mail, please e-mail your documents to us.
- Rent can be paid in various ways, including online and telephone payments, cheques, money order and pre-authorized payment through your bank account.

Requesting Maintenance

Due to COVID-19 **non-urgent work orders will be put on hold**. Tenants should continue to make requests for repairs when issues arise in their unit so that we can assess the urgency.

- 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

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.

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