

The Capital Region Housing Corporation (CRHC) continues to take the health and security of the public, our residents and staff seriously, and will continue to take necessary action to do our part, and protect our communities.

### Hats off to our Caretakers!

Our caretakers continue to do an outstanding job at ensuring all touchpoints are sanitized throughout the day. Keeping public spaces clean and sanitary has been part of the success story in BC “flattening the curve” and their efforts pay dividends throughout our sites.

### We're in this Together

Deemed an essential service, CRHC staff continue to work in limited numbers at our offices as well as from home. Staff are continually practicing safe distancing, limiting face to face meetings and using technology to continue to perform their jobs and serve our tenants. There are hand washing areas on every floor and every office and cubicle has been given hand sanitizer. Their vigilance in being kind, calm and safe at this difficult time is commendable.



### Phase 2 – a Careful Restart – Changes Ahead

We're following the most up to date orders from the BC Centre for Disease Control, Provincial Health Officer, recent WorkSafeBC requirements, and our CRD approved Exposure Control Plan to ensure this new phase of recovery inspires confidence and security for everyone.

#### Office visits continue by appointment only

On June 1 our office doors re-opened, and as a way to ensure physical distancing in our limited reception area we will be accepting one client, or three individuals of the same household, at any one time in our office.

Therefore if you require a face-to-face meeting we recommend that you call or email the employee you wish to meet with to make an appointment. We can accommodate walk in rent payments, however if you arrive at the office without an appointment, or see someone is already in the reception area, please wait outside until the person ahead of you has left the building before entering our office. We thank you for helping keep us all safe.

#### Repairs and Maintenance

Caretakers are working to keep the common areas in buildings as clean as possible with enhanced cleaning of public touch points, such as door handles. Your caretaker will be prioritizing work based on health and safety of the Tenants and buildings. Requests for repairs or concerns and complaints can be sent to [CRDhousing@crd.bc.ca](mailto:CRDhousing@crd.bc.ca) OR by phone at 250-388-6422.

## Some Helpful Reminders

As we work through the COVID-19 Pandemic together, there continues to be new information we need to share, and we understand sometimes that information may seem overwhelming. We hope you'll find these reminders useful.

### Paying your rent

Stay in contact with CRHC office, we are here to help. If you have not paid your rent for June, or perhaps you had lapses sometime during the COVID crisis, and have not yet spoken to CRHC staff, please contact the CRHC office by phone or email immediately so we can help in this difficult time.

- Staff will explore each situation on a case by case basis and can direct you to important resources that will assist you during this challenging time.

### Temporary Rent Supplement

A temporary rent supplement is available to tenants at Village on the Green, Vergo and Millstream Ridge. Other communities are not eligible due to existing operating agreements with BC Housing.

- Eligible households with dependents can receive up to \$500 per month
- Eligible households without dependents can receive up to \$300 per month
- The supplement is paid directly to landlords
- Applications for the supplement are open on the [BC Housing website](#)

### Help With Hydro

The COVID-19 Customer Assistance Program provides customers the option to defer bill payments or arrange for flexible payment plans with no penalty. Customers are encouraged to call BC Hydro's customer team at 1 800 BCHYDRO (1 800 224 9376) to discuss bill payment options. Customers facing temporary financial hardship and possible disconnection of their service due to job loss, illness, or loss of a family member may also be eligible for BC Hydro's Customer Crisis Fund, which provides access to grants of up to \$600 to pay their bills.

### Managing COVID-19 Stress, Anxiety & Depression

Stress, anxiety, and depression are not unusual for people of all ages. But there are things we can do to support one another during these challenging times. If you need further help or direction to resources, follow this link:

<https://www2.gov.bc.ca/gov/content/health/managing-your-health/mental-health-substance-use/managing-covid-stress>