



March 18, 2020

## **Public Advisory: Update on Newfoundland and Labrador Housing Corporation Services**

In response to the rapidly evolving situation related to the COVID-19 global pandemic, Newfoundland and Labrador Housing Corporation (NLHC) is providing an update on important services it provides to tenants and clients of the Corporation.

NLHC is currently operating at a reduced capacity and there may be delays in service delivery. The nature and type of service provided is subject to change as the Corporation continues to deal with the COVID-19 pandemic.

The health of employees and members of the general public is paramount and as such, support and patience is appreciated. Whenever possible, please take the advice of the province's Chief Medical Officer of Health and stay home.

For general inquiries related to NLHC services, please call your local regional office from 8:30 a.m. – 4:30 p.m. Monday to Friday.

Avalon Regional Office	724-3000	Grand-Falls Windsor Office	292-1000
Corner Brook Office	639-5201	Marystown Office	279-5375
Gander Office	256-1300	Stephenville Office	643-6826
Goose Bay Office	896-1920		

The public is reminded that all health related questions should be directed to 811 or [www.811healthline.ca](http://www.811healthline.ca).

## **SERVICES CONTINUING AS PER NORMAL OPERATIONS**

### **Emergency Housing Line**

- For anyone experiencing homelessness, please contact the emergency housing line at 1-833-724-2444.

### **Rental Housing and Maintenance Program**

- Garbage collection, janitorial services, snow clearing, etc. in buildings where these services are provided by NLHC
- Move-out services will continue as normal. If you have any questions please contact your regional office.

- Rent payments at regional offices. Tenants are encouraged to utilize other payment options such as payment through online banking, telephone banking, or through pre-authorized payments.

### **Finance**

- Payment and invoice processing.

## **SERVICES THAT ARE MODIFIED**

### **Rental Housing and Maintenance Program**

- Rental applications will continue to be received; however, applications will be assessed on a case-by-case basis and only those of an urgent nature will be processed. Applicants are encouraged to apply via NLHC's online application process (<https://www.nlhc.nl.ca/housing-programs/rental-housing-program/>) or submit a completed application via facsimile during this time. If you have any questions please contact your regional office.
- Only emergency transfers will be carried out at this time.
- NLHC will only be addressing emergency repairs. Please contact your regional office for assistance. Maintenance requests will be processed based on urgency.
- Move-in services will be provided on an urgent basis only. If you have any questions please contact your regional office.

### **Home Repair Programs (Provincial Home Repair, Home Modification and Home Energy Savings Program)**

- Only applications of an urgent or emergency nature will be accepted and considered at this time. Applicants are encouraged to apply via NLHC's online application process (<https://www.nlhc.nl.ca/housing-programs/>) or submit a completed application via facsimile during this time.
- Existing Emergency applications will be assessed on a case-by-case basis and respond to based on urgency.