



Frequently Asked Questions

Updated – Tuesday, April 14, 2020

Emergency Housing Program

Q: Will the Emergency Shelter Program continue to operate?

A: Yes. For anyone experiencing homelessness, please contact the emergency shelter line at: 1-833-724-2444.

Rental, Loan or Mortgage Payments

Q: Can I still make rental, loan or mortgage payments at my regional NLHC office?

A: No, effective **Tuesday, March 24, 2020**, counter services at all Newfoundland and Labrador Housing Corporation (NLHC) Offices will be temporarily suspended and cash payments will not be accepted. Tenants and clients paying rental, loan or mortgage payments should utilize other payment options such as online banking, telephone banking, existing pre-authorized payments, or cheque payments by mail.

To pay online:

1. Ensure you have your 13 digit rental account number or eight digit loan/mortgage account number which can be found on your lease document or most recent correspondence from NLHC. If you do not have your account number, please email: rentalaccountinformation@nlhc.nl.ca
2. Provide your financial institution with the NLHC Bill Payee name from the list below:

BILL PAYEES TO BE SELECTED BY CLIENT WHEN MAKING PAYMENT BY INTERNET BANKING	
RENT PAYMENTS BY CLIENTS	
Number of Digits To Be Entered in "Account Number" Blank: 13 (Do not enter spaces or dashes).	
Financial Institution	Bill Payee
Bank of Montreal	Newfoundland & Labrador Housing Lease
Bank of Nova Scotia	NFLD LABRADOR HOUSING RENTAL
CIBC	NEWFOUNDLAND & LABRADOR HOUSIN
Newfoundland & Labrador Credit Union And Other Credit Unions	NEWFOUNDLAND & LABRADOR HOUSING RENT
Royal Bank	NFD/LAB HOUSING CORP- RENTAL/LEASE
TD	NEWFOUNDLAND & LABRADOR HOUSING
LOAN OR MORTGAGE PAYMENTS BY CLIENTS	
Number Of Digits To Be Entered in "Account Number" Blank: 8 (Do not enter spaces or dashes).	
Financial Institution	Bill Payee
Bank of Montreal	Newfoundland & Labrador Housing Loan
Bank of Nova Scotia	NFLD LABRADOR HOUSING LOAN PMT
CIBC	NEWFOUNDLAND & LABRADOR HOUSIN
Newfoundland & Labrador Credit Union & Other Credit Unions	NEWFOUNDLAND LABRADOR HOUSING - MORTGAGE
Royal Bank	NFD/LAB HOUSING CORP-LOAN
TD	NEWFOUNDLAND & LABRADOR HOUSING

Rental Housing Program

Q: Are you still accepting new applications and processing existing applications for rental housing or transfers?

A: Rental applications will continue to be received; however, applications will be assessed on a case-by-case basis and only those of an **emergency** nature will be processed. Only emergency transfers will be carried out at this time. Rental applications must be submitted via NLHC's online application process at: <https://www.nlhc.nl.ca/housing-programs/> or by mail. If you do not have access to email, and need to place an application due to an **emergency** situation, please call: 1-833-552-2182.

Q: I was scheduled to move into an NLHC unit? What happens now?

A: Move-in services will be provided on an **emergency** basis only. If you have any questions, please contact: 1-833-552-2182.

Q: How do I give Notice to Vacate?

A: If you are moving out, please provide your 30-day written notice via email to: rentalaccountinformation@nlhc.nl.ca

Q: I have submitted my 30-day notice to vacate. How do I return my keys?

A: If you have already provided your notice and need to return your keys, please send them in by mail, or call 1-833-552-2182 to make alternate arrangements.

Q: How much rent should I pay if my income changes?

A: Processing of rental adjustments will continue. Please email: rentadjustments@nlhc.nl.ca to submit your request and income information. If you do not have email access, please call: 1-833-552-2182.

NLHC encourages tenants who have had their income negatively affected by COVID-19 to consider applying for the recent assistance measure announced by the Government of Canada called the Canada Emergency Response Benefit. Details regarding these benefits and other Federal assistance can be found at <https://www.canada.ca/en/department-finance/economic-response-plan.html>

Q: When will my lease renewal take place?

A: Please submit your information via regular mail and it will be processed once full services resume.

Q: If I have a Residential Tenancy hearing scheduled, do I have to attend?

A: Effective March 19, 2020, Service NL has advised that residential tenancy dispute hearings, where the safety of landlords, tenants or rental property are at risk, will be adjudicated through scheduled teleconferences. All other residential tenancy dispute hearings will be rescheduled.

Residential tenancy dispute applications should be submitted to Consumer Affairs by email at landlordtenant@gov.nl.ca, fax 1-709-729-6998 or via regular mail. Questions related to residential tenancy disputes can be directed to 1-877-829-2608.

Q: Can I contact my housing officer or social worker?

A: NL Housing is currently operating at a reduced capacity and there may be delays in service delivery. For any **emergency** inquiries please call 1-833-552-2182.

Maintenance Program

Q: What will I do if I have a Maintenance related issue?

A: NL Housing will only be addressing **emergency** repairs. Please contact 1-833-552-2182 for assistance. Maintenance requests will be processed based on urgency.

Q: Will services such as garbage collection, snow clearing and janitorial continue in my building or on my street?

A: Garbage collection, janitorial services, snow clearing, etc. in buildings where these services are provided by NLHC will continue on a modified schedule.

Programs

Q: Are you still accepting Provincial Home Repair, Home Modification Program, and Home Energy Savings Program (PHRP/HMP/HESP) applications?

A: At this time, applications are only being accepted and considered for **emergency** situations, and these applications must be submitted via NLHC's online application process at: <https://www.nlhc.nl.ca/housing-programs/> or if you have an **emergency** situation and do not have email access, please contact: 1-833-552-2182.

All HESP applications will be placed on hold until full services resume.

Q: Are previously scheduled PHRP/HMP/HESP inspections continuing?

A: Previously scheduled inspections will be postponed.

Q: I am awaiting an approval package for my PHRP/HMP/HESP application. What will happen to my application?

A: Your application will remain active and will proceed once full services resume.

Q: Will there be delays in processing payments for PHRP/HMP/HESP?

A: Please email invoices or inquiries regarding payments to: invoices@nlhc.nl.ca

Q: If I have an approved application, but cannot engage a contractor due to the COVID-19 restrictions, will my application be cancelled?

A: No applications will be cancelled due to COVID-19 restrictions.

Q: I'm unable to make my current PHRP/HMP loan payment, can it be deferred?

A: If you are experiencing a change in income due to COVID-19, NLHC will review and process any eligible adjustments to loan agreements as required. To discuss your loan agreement, please call 709-724-3115 or email loans@nlhc.nl.ca. An NLHC service representative will respond to your inquiry as quickly as possible.

NLHC encourages tenants who have had their income negatively affected by COVID-19 to consider applying for the recent assistance measure announced by the Government of Canada called the Canada Emergency Response Benefit. Details regarding these benefits and other Federal assistance can be found at <https://www.canada.ca/en/department-finance/economic-response-plan.html>

Vendor Information

Q: Will I continue to get paid for goods or services provided to NLHC?

A: For uninterrupted payment, please ensure that you are set up for direct deposit. If you are not currently receiving payment by direct deposit, and would like to be set up, please email: eftsetup@nlhc.nl.ca