



Housing

Updated – Friday, June 26, 2020

Frequently Asked Questions

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 are temporarily suspended and cash payments are not being 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: All rental and transfer applications will be received and processed accordingly. 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: Regular move-in and move-out services commenced June 9, 2020. If you have any questions please call 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 for processing, and it will be processed accordingly.

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

A: Residential tenancy dispute applications can be submitted by postal mail or email at landlordtenant@gov.nl.ca. The Residential Tenancy staff will call applicants to schedule hearings. For any questions on the process call 1-877-829-2608 or email at landlordtenant@gov.nl.ca.

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

A: Please call 1-833-552-2182

Maintenance Program

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

A: Effective June 29, NLHC will resume processing regular maintenance requests. Please call 1-833-552-2182

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 resume as per normal operations.

Programs

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

A: NL Housing is now accepting both regular and emergency Provincial Home Repair and Home Modification Program applications. Also, we are currently accepting only HESP oil applications. All 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.

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

A: Previously scheduled inspections have resumed. Clients will be contacted accordingly and advised when their inspection will be scheduled.

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

A: All PHRP/HMP and HESP applications will be processed accordingly.

Q: How can I find information regarding the status of payment for PHRP/HMP/HESP loans?

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](tel:709-724-3115) or email loans@nlhc.nl.ca. An NLHC service representative will respond to your inquiry as quickly as possible.

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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