



Housing

Updated - June 8, 2020

Public Advisory: Update on Newfoundland and Labrador Housing Corporation Services

Newfoundland and Labrador Housing Corporation (NLHC) is resuming some programs and services that have not been available to the public due to the COVID-19 pandemic. Programs and services will resume using a phased-in approach beginning June 9, 2020. However, in an effort to maintain the safety and well-being of our staff, clients and our communities, and in alignment with public health guidelines, some services continue to operate at reduced capacity.

The initial phase of resuming services focuses on move-in services for the Corporation's rental units and accepting and processing applications for our home repair programs.

For general inquiries related to NLHC services, please call 1-833-552-2182.

SERVICES CONTINUING OR RESUMING 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

- Regular move-in services will commence June 9, 2020. If you have any questions please call 1-833-552-2182.
- Regular move-out services. If you have any questions please call 1-833-552-2182.
- Rental applications will be received and processed accordingly. Applicants must apply via NLHC's online application process (<https://www.nlhc.nl.ca/housing-programs/rental-housing-program/>). If you have any questions please call 1-833-552-2182.
- Garbage collection, janitorial services, snow clearing, etc. in buildings where these services are provided by NLHC.

Finance

- Payment and invoice processing.

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

- Programs will resume as of June 9, 2020. Applications will be accepted and processed as of this date. Applicants must apply via NLHC's online application process (<https://www.nlhc.nl.ca/housing-programs/>). If you have any questions please call 1-833-552-2182.

SERVICES THAT ARE MODIFIED

Rental Housing and Maintenance Program

- NLHC will only be addressing emergency repairs. Maintenance requests will be processed based on urgency.
- Online and telephone access to programs and services by the general public remains the preferred method to support services; however, commencing June 9, 2020, for more urgent matters, regional offices may schedule office visits for clients by appointment only. To schedule an appointment please call: 1-833-552-2182.
- Cash payments will not be accepted at this time. 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.