

**Frequently Asked Questions  
Re: Update on Services**

**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 Housing Program**

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

A: Yes. Rental applications will continue to be received and processed; however, at this time, with the safety of our employees and our tenants foremost in mind, only move-ins and transfers of an emergency nature will be carried out. Rental applications can be submitted via NL Housing's online application process at: <https://www.nlhc.nl.ca/housing-programs/>, by mail or the secure drop box located at each of our regional offices. If you do not have access to email, and need to place an application due to an emergency situation, please contact your regional office.

**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 your regional office.

**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](mailto:rentalaccountinformation@nlhc.nl.ca) or the secure drop box located at each of our regional offices.

## **Rental Housing Program (con't)**

**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, leave them in the secure drop box located at each of our regional offices or contact your regional office to make alternate arrangements.

**Q: When will my lease renewal take place?**

A: Please submit your information via regular mail or the secure drop box located at each of our regional offices and it will be processed accordingly.

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

A: Yes, housing officers and social workers continue to be available by contacting these employees directly or by calling your regional office.

## **Maintenance Program**

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

A: All maintenance requests should continue to be reported to your regional office and all such requests will be logged; however, at this time, with the safety of our employees and our tenants foremost in mind, NL Housing will only be addressing **emergency** repairs. 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 NL Housing will continue.

## **Programs**

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

A: Yes, home repair applications will continue to be received and processed; however, there may be service delays. Repairs of a more urgent nature will receive priority. Applications can be submitted via NL Housing's online application process at: <https://www.nlhc.nl.ca/housing-programs/>, by mail or the secure drop box located at each of our regional offices. If you do not have access to email, and need to place an application due to an emergency situation, please contact your regional office.

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

A: Virtual inspections will continue.

**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 continue to be processed.

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

A: Process payments continue to be processed as normal. Please email invoices or inquiries regarding payments to: [invoices@nlhc.nl.ca](mailto: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.

## **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](mailto:eftsetup@nlhc.nl.ca)

## **In-Person Appointments**

**Q: Are in-person appointments still available?**

A: At this time, in-person appointments are temporarily suspended. For all inquiries, please contact your regional office.

For general inquiries related to NL Housing 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	724-3000	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).