

Public Advisory: Update on Newfoundland and Labrador Housing Corporation Services

In light of recent developments related to COVID-19 and the discovery of a new variant in the province, Newfoundland and Labrador Housing Corporation (NLHC) is providing an update on important services it provides to tenants and clients of the Corporation.

NLHC will be operating at a reduced capacity which means there will likely be delays in service delivery. The nature and type of service provided is subject to change over the next few days and weeks as the Corporation continues to deal with the COVID-19 pandemic.

The health of NLHC employees, clients and members of the general public is paramount and as such, support and patience is appreciated.

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	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.

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.

- Receipt and processing of rental payments. Tenants are encouraged to utilize existing 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 and transfer applications will continue to be received and processed; however, at this time, with the safety of our employees and tenants foremost in mind, only move-ins and transfers of an emergency nature will be carried out. Rental applications can be submitted via NLHC'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.
- 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 tenants foremost in mind, only emergency repairs will be addressed. Maintenance requests will be processed based on urgency.

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

- 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 NLHC's online application process <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.

In-Person Appointments

- In-person appointments are temporarily suspended. For all inquiries, please contact your regional office.

Please continue to follow public health advice; stay home unless absolutely necessary, wear a mask if you must go out, practice proper hand sanitization and maintain physical distancing. For the most up-to date information related to COVID-19, please visit www.gov.nl.ca/covid-19.