



MEMORANDUM

MEMO TO: All tenants
DATE: March 18, 2020
RE: Corona Virus and Red Door Housing Society Operations

Please be advised that effective immediately all site offices will be CLOSED and the Head Office is CLOSED TO ALL VISITORS, we are open to only deal with emergency matters and to complete review requests, rent payments etc. Please do not attend to the head office location during this outbreak period.

Maintenance

All **emergency maintenance requests** will continue to be handled to the best of our ability; this of course is contingent on our contractors being available to work during this outbreak period.

All other requests can be made as usual however, they will only be completed as and when we are able to resume full working ability.

Income Review

During this period, we realize that there will be layoffs etc. all requests for income review must be done **via email to deanna@reddoorhousing.ca**. During this period we will accept reviews without the signed application for subsidy, (they will be forwarded at a later date for you to complete) your request via email should include your attached current proof of income and three months current bank statements. Please note that should you choose to use Canada Post and/or drop documents off to head office drop box, this will slow down your process time.

Please be advised that we will process at our earliest convenience and be aware that there will financial assistance available from the government for individuals, and families to be able to pay their rent and buy groceries.

Market Renters

During this period please contact via email deanna@reddoorhousing.ca for options should you require assistance during this period.

Rent Payments

Rent payments are due and payable on the 1st day of the Month, during this period if you are not already signed up for EFT please do so, you can print the forms from www.reddoorhousing.ca complete and return via email to belinda@reddoorhousing.ca. Other acceptable forms of payment are by E-transfer also to belinda@reddoorhousing.ca. **During this period, we will not be processing personal cheques.**

Finally lets work together, we realize that this is a very stressful time not only for you as tenants, for the staff of Red Door Housing Society as well as this virus is having an effect on all of our communities, nationwide and worldwide. Please be patient and know that Red Door Housing Society will continue to work to the best of our ability during this crisis period.

PLEASE CHECK WWW.REDDOORHOUSING.CA FOR UPDATES ON OUR OPERATIONS DURING THIS PERIOD.