**Dear Tenants,**

We at \_\_\_\_\_\_(insert your company information here) understand how stressful things are right now with the arrival of COVID-19 in Canada. As a company \_\_\_\_\_\_(insert your company information here) is taking measures to protect our staff and tenants wherever possible. As a result, please note the following changes to protocol.

**Office Closure**

The \_\_\_\_\_\_(insert your company information here) office is closed to walk-in appointments. We are fully operational and can answer your inquiries by phone, email, and your tenant portal. We will not be accepting in-person meetings until further notice.

**Repairs and Maintenance**

To protect our tenants and trades people, only emergency repairs and maintenance will be actioned until further notice. Please continue to submit any necessary work required, so that we can plan for its completion once the restrictions pass. Urgent emergency work will be actioned as best we can.

**Rent Payments**

We ask that all rent be paid electronically through our direct withdrawal system. We have been attempting to move all payments to this method and would appreciate your help in doing so. If we have cheques in office we ask that you switch to this method to prevent our staff having to take deposits to the bank, which can put them at risk. Full rent is due as normal and regular action will be taken for non-payment. Please contact the office at \_\_\_\_\_\_(insert your company information here) or email \_\_\_\_\_\_(insert your company information here) to switch to direct withdrawal.

**Inability To Pay Rent**

In this difficult time we are trying to work with your landlord to offer flexibility if your employment has been affected by closures due to the virus. **If you will be unable to pay your rent in full, please reach out to your property manager** \_\_\_\_\_\_(insert your company information here)  **to let us know in advance.** Please provide proof of suspended employment from your employer and we will be able to offer some flexibility. An N4 notice of non-payment will still be issued, but as long as proof of suspended employment is provided, and you follow the arrangement made with your landlord, an L1 will not be filed at the board.

For anyone that does not provide proof of suspended employment or does not follow any agreements made with landlords the regular non-payment protocol will ensue.

**Financial Assistance**

The government of Canada is taking measures to assist those who have been financially affected by the virus. They are offering expedited EI and additional Child Tax Benefits. If you are self-employed there are financial programs to help as well. Please see the following document which outlines financial assistance options for rent and utilities.

We wish you and your families all the best in this situation and hope that you remain safe. We are here to answer any questions you have.

Best Regards—\_\_\_\_\_\_(insert your company information here)

**FINANCIAL RESOURCES FOR TENANTS**

**FINANCIAL ASSISTANCE FOR RENT AND UTILITIES**  
The Region of Waterloo offers many Financial Assistance programs for those who have financial difficulty in paying rent or utilities. Information can be found at: [**https://www.regionofwaterloo.ca/en/living-here/financial-assistance.aspx**](https://www.regionofwaterloo.ca/en/living-here/financial-assistance.aspx)

\_\_\_\_\_\_(insert your company information here) **UTILITIES PAYMENT RELIEF**

We recognize that this is a difficult time for everyone, and we want our customers to know that we are here to support them. As part of \_\_\_\_\_\_(insert your company information here) commitment to customers, we have offered:

1. Increased payment flexibility to customers experiencing hardship. If you are concerned about paying your bill, or have been impacted by the pandemic, \_\_\_\_\_\_(insert your company information here) wants to help. Please call us to discuss payment arrangements in order to provide more time to pay outstanding balances.
2. We understand the unique challenges for everyone, and some customers may have difficulty making their monthly payments. Effective March \_\_\_, 2020, \_\_\_\_\_\_(insert your company information here) will be removing all interest charges on outstanding balances until May 31, 2020.
3. The Province’s winter hydro disconnection moratorium is scheduled to expire on April 30, 2020. \_\_\_\_\_\_(insert your company information here) has extended the disconnection moratorium until May 31, 2020.

**KITCHENER-WILMOT HYDRO INFORMATION FOR CUSTOMERS  
STAY UPDATED:** [**https://www.kwhydro.on.ca**](https://www.kwhydro.on.ca/)

Kitchener-Wilmot Hydro has a comprehensive pandemic plan that is currently being implemented and updated as needed throughout this situation. The plan is designed to ensure that operations and infrastructure are properly supported, so that Kitchener-Wilmot Hydro can continue to provide reliable electricity services to its customers.

For the protection of the general public, we will be restricting access to our office located at 301 Victoria St S. Kitchener-Wilmot Hydro is asking customers to interact via phone, e-mail, or online at kwhydro.ca until further notice.

To switch to online billing, register your account at [**Sign up for My Account**](https://www3.kwhydro.on.ca/app/register.jsp)**.**

If you are in need of financial assistance and would like more information, follow [**this link**](https://www.regionofwaterloo.ca/en/living-here/utility-bill-help.aspx)

Call Kitchener-Wilmot Hydro at **1-519-743-3600**

**KITCHENER UTILITIES  
STAY UPDATED:** [**www.kitchenerutilities.ca**](http://www.kitchenerutilities.ca)

In response to the COVID-19 pandemic, the City of Kitchener, the region and all area municipalities are making significant changes to services and programming, including tax and utility payments. To help alleviate some of the financial burden, the City of Kitchener will waive penalties and interest charges for property tax and utility payments until May 31. Utility collection notices and disconnections are suspended during this period. Utility bills will continue to be accepted and processed by the City of Kitchener. There are several options to pay your Kitchener Utility bill online or by mail. To learn more, visit Kitchener [**Utilities Payment Options**](https://www.kitchenerutilities.ca/en/myaccount/Pay-Your-Bill.asp) page.

To have more of your questions answered, please visit: [wwwkitchener.ca/covid19](https://www.kitchener.ca/en/shared-content/wwwkitchener.ca/covid19)  
  
To switch to online billing, register your account at [eBilling](https://ebilling.kitchener.ca/sap/bc/ui5_ui5/sap/ZUMCUI5/index.html#page%7C%7B%22id%22%3A%22createAccount%22%7D%7C0)

Call Kitchener Utilities at **1-519-741-2450**

**EI BENEFITS and SERVICES  
STAY UPDATED:** [**https://www.canada.ca/en/employment-social-development/corporate/notices/coronavirus.html**](https://www.canada.ca/en/employment-social-development/corporate/notices/coronavirus.html)

Regular EI Benefits are in place for those who are off of work due to Covid 19. You can apply for these benefits online.

The government is in the process of creating a program, Emergency Support Benefit, for workers who wouldn’t normally qualify for EI, such as the self-employed. This will be available for application in April and will provide supplementary income of $1800/mo for up to 15 weeks. Visit the CRA website for more information.