

Mainstay Housing COVID-19 Update for Tenants

March 18, 2020

During this time of the COVID-19 pandemic, we are here to support you. We are also committed to protecting your health and wellbeing. We know this virus is affecting everyone in different ways and it can be stressful.

Our number one goal: reduce non-essential face-to-face contact with others to prevent the spread of the virus.

Here is an update about the latest steps we are taking. Thank you for working with us.

- 1. All tenant monthly meetings and gatherings are cancelled.** Health officials are clear we should no longer gather in groups.
- 2. We are only completing emergency or urgent maintenance requests.** All regular or non-urgent requests will be dealt with after the concern for the spread of the virus has ended.
- 3. Mainstay's Head Office is closed.** If you feel there is a reason you need to come to head office, **you must call in advance.**
 - Rent payments: If you normally pay your rent in person at the Head Office, please call Mainstay Head Office at 416-703-9266 to make other arrangements.
 - Key replacements: Please call 416-703-9266 ext. 231 for key replacements. Because Head Office is closed, someone will be assigned to deliver your new keys to you.
- 4. Staff will be screening all tenants for illness before any face-to-face contact.** Please be patient and respectful of Mainstay staff. They will ask you questions about your overall health before they begin conversations with you.
- 5. No one will lose their housing because of COVID-19.** If your income is reduced because your workplace has closed or hours have been reduced because of the virus, please call Mainstay Head Office to have your rent recalculated. You can also call us if you are worried your preauthorized payment or cheque will not clear.
- 6. Support services for tenants who need them are still available.** Supportive Housing Workers are continuing to visit Mainstay buildings. However, their schedules may change. Please check the posted schedule in your building. If you are feeling stressed or anxious and need additional support, or have any questions, please call the Head Office at 416-703-9266.

We will update you if anything changes.