



To: All Members

Date: March 17, 2020

From: The Community Housing Management Network and the Board of Directors

RE: COVID-19 Coronavirus

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We are aware of growing concerns regarding the Coronavirus (COVID-19) and while there are no confirmed cases at your property, we are taking proactive measures to ensure that both members and staff are well prepared and protected.

We are encouraging everyone to take their own precautions. The Public Health Agency of Canada issued guidelines to minimize any potential health risks (on the back of this memo).

Additionally, the World Health Organization advised the following:

- Maintain social distancing (at least 1-meter distance between yourself and anyone who is coughing or sneezing)
- Avoid touching eyes, nose and mouth

Ontario's self-assessment website <https://www.ontario.ca/page/2019-novel-coronavirus>

The virus is quickly spreading, and we will be taking every measure to ensure that your co-op is being serviced while ensuring that Network staff and Co-operative members remain healthy.

The Network and the Board of Directors have agreed that the following measures will be taken:

- All social events, hall rentals and meetings will be suspended until further notice
- The office will be closed to members from March 18<sup>th</sup> to April 2<sup>nd</sup>. This date may change should the need to extend the closure be warranted. This means that you will not be able to pay your housing charge by debit until the office is re-opened.  
Payments made by cheque, money order or bank draft can be left in the secure mailbox located under the office air conditioner. Please put your payment in a ziplock bag to protect it from any wet weather.  
Members are encouraged to use Tenantpay. Housing Charge payments can be done through your own bank's website, telephone banking, or at the teller. Those members that have not yet used Tenantpay, will receive their Tenantpay account information in a separate letter.
- Staff will be reachable via email and will be checking phone message throughout the day.
- While maintenance requests are still available, we will only be entering units on an emergency basis.

We will be assessing the situation on a day to day basis and will adapt as needed.

If you have any questions, please do not hesitate to contact your Co-operative office at 905-385-7819 or [winkleighcoop@gmail.com](mailto:winkleighcoop@gmail.com)

Thank you for your patience and understanding during this time.