

March 21<sup>st</sup>, 2020

**SUPPORT FOR RESIDENTS DURING COVID-19**

**Dear Residents,**

These are unprecedented times and as responsible residential property owners and managers, we want to support our residents with important information and resources.

We want to make sure residents are aware of measures the federal government has put in place to support residents who may be suffering financial hardship related to job loss, additional burdens caring for family, or illness due to COVID-19. Here are some resources you may be eligible for:

**Employment Insurance:**

[www.canada.ca/en/services/benefits/ei/ei-sickness/apply.html](http://www.canada.ca/en/services/benefits/ei/ei-sickness/apply.html)

**Emergency Care Benefit:**

[www.canada.ca/en/revenue-agency/services/e-services/e-services-individuals/account-individuals.html](http://www.canada.ca/en/revenue-agency/services/e-services/e-services-individuals/account-individuals.html)

- Intended for those who don't qualify for EI, can't go to work, and don't have paid sick leave
- Provides up to \$900 every two weeks for up to 15 weeks, to those affected by COVID-19
- Who can apply: Workers—including self-employed—who are quarantined or sick with COVID-19
- Those staying home to take care of a family member with COVID-19 who doesn't qualify
- Parents staying home to care for children because of school closures

**Emergency Support Benefit:**

[www.canada.ca/en/revenue-agency/services/e-services/e-services-individuals/account-individuals.html](http://www.canada.ca/en/revenue-agency/services/e-services/e-services-individuals/account-individuals.html)

- Intended to be a long-term income support
- More details to come from the federal government

In addition, we wanted to let you know that we have stopped the collection of rental increases and will not issue any further rental increases during this period of crisis, commencing with the April rent payment. We are currently looking at other viable options for physical rent payments that will not risk the health of our employees or residents including; accepting credit cards and cheques as well we are reviewing flexible payment options for our residents. Please contact your regional office for further assistance.

Our top priority is to protect the health and safety of our residents and employees, and to continue to provide essential housing services in a healthy and safe manner. Alongside a number of like-minded rental companies, we are in contact with all levels of government and will continue to work with them to identify additional initiatives to further support our residents.

We will continue to monitor the situation and will communicate updates to our residents as the situation progresses. In the meantime, we urge you to follow the guidance of public health officials in the coming days and weeks.

Stay well and stay safe,

**Northview Apartment REIT**