



NORFOLK HOUSING ASSOCIATION

May 26, 2020

Dear resident of NHA,

We realize that checking in online is not always easy for everyone, so we are reaching out again via paper.

We wanted to update you on our office re-opening and important maintenance items.

First, please know that we are taking your health and that of all of our residents VERY seriously. We have been bleaching commonly used surfaces in all buildings twice daily since March 11th and have plans to continue for the foreseeable future.

We use PPE and have our Maintenance Asset Lead outfitted with full body and face gear so that he can safely enter units to do repairs as necessary. Our contractors are also only entering units in full PPE and only as necessary. Though we are postponing all non-essential maintenance requests, we cannot postpone indefinitely as they can lead to larger repairs.

But we need to know what is happening in your unit. A small leak can become a large leak if unattended and be much more difficult for us to repair safely and quickly.

Please let us know of ANY maintenance concerns NOW – we will contact you to discuss the urgency, to discuss your health and wellness concerns, and to discuss if or how we can access your unit to make the repairs.

Do NOT wait until “after COVID” to let us know about maintenance issues. The worst thing would be to have damages or repairs so severe that we have to vacate units; please help us avoid that by reporting all problems and letting our staff work with you to sort out a timing and priority schedule that keeps us all safe.

The office will remain closed through June but we are tentatively planning to open BY APPOINTMENT ONLY to residents on July 6th, 2020. You can expect further communications on this later in June. Please continue to reach us during business hours at 403.270.3062 to submit your maintenance requests or for any other inquiries.

Our goal in all of this is to keep you, our residents, and all of our families safe. Please know that we understand this could cause some frustration and we're hoping everyone will work together to make this as simple as possible.

We ask that you help us by notifying the office if you are diagnosed with COVID-19 so that we can help take extra precautions to protect you, staff, and your neighbours.

If you are isolated and unsure how to get the supports you need, please use us as a resource and reach out to your own support networks. We are here to help you and make sure you are ok. We can help you get food, supplies, and connect you with other resources as necessary but need you to use the supports you already have in place first.

Please wash your hands before you leave your unit and immediately upon returning home if you are going in and out of the building. We are all responsible to keep all of us safe!

Thank you,



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