



## NORFOLK HOUSING ASSOCIATION

December 11, 2020

Dear Resident,

In light of announcements coming from the Provincial government this week, we wanted to reach out to share a few changes and reminders.

**Effective immediately, our office will be closed to appointments and staff will be working from home as much as possible. Staff continue to be available via phone and email, Monday to Friday, 9am to 4pm. Maintenance staff will continue to be onsite and attending to maintenance concerns.**

**It is important that you continue to submit your maintenance requests.** No one will enter your unit without obtaining your permission, going through some covid-related procedures, and scheduling the work at a time that makes sense for you and your personal comfort and safety. But it is important that we have on record any items in your unit that could need repair or replacement, so that the maintenance team can work with you to minimize long-term damage to your unit.

Please help us by submitting requests as you always have, and trust that we will work within your comfort to manage the request. You can do so by going to the website - [www.norfolkhousing.ca](http://www.norfolkhousing.ca) - and clicking on "Submit Maintenance Request" or by calling our office line during business hours at 403.270.3062.

**Please think of your neighbours - we strongly encourage you to wear your mask and generously use sanitizer in all common areas - especially the laundry room and elevators.** We know this time can feel frustrating and scary in different ways and home should feel comfortable and safe. Doing these small things can help it feel safe for everyone in the building.

**Please let us know if you test positive for COVID.** We will never share your identity, but we will heighten sanitization in your building for two weeks and let residents know to take extra precautions for the duration.

**If we learn of a positive COVID case in your building, we will inform you without sharing who it is.** This is to both protect the person in question and their privacy, while also allowing all other residents to heighten their own safety measures.

**The office will be closed from Dec 21-Jan 3 inclusive.** No staff will be answering emails or phone calls during this time. However, the emergency phone will be monitored.

**Please contact the emergency line (403.651.3717) if you require something urgent or for the following types of items:**

- a leak of any kind in your unit or building
- flooding or a burst pipe
- a welfare check on a neighbour you are worried about
- fire, or any electrical issues
- loss of heat to your unit
- elevator breakdown
- appliance breakdown
- loss of power in your unit or building

We have enjoyed unseasonably warm weather, but it will not last. **Please be very mindful of closing windows as the temperatures drop - especially if you are going away.** Burst pipes can create massive issues, property damage, and resident displacement. Thank you!

**Please take care of yourselves and each other and try to enjoy the best of the season.**

A reminder that there is a free skating rink and fire pit at Edinborough Park!

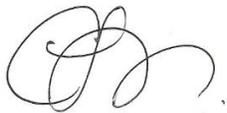
You can also download Zoom to any mobile or computer - it's free to download!  
And free to use for video calls 40 minutes or less.

And check out Calgary Dollars for all sorts of upcoming events - and chances to  
earn dollars you can put towards your rent! [www.calgarydollars.ca](http://www.calgarydollars.ca)

**Stay safe out there. And look for us on December 18th with some holiday  
surprises and a bit of cheer.** Staff will be in groups of 1-2 wearing masks and  
knocking on doors as per the schedule in your December newsletter. Please only  
answer your door if you feel comfortable. We will leave them outside your doors  
if you don't answer.

Thank you for being a valued member of the Norfolk community. We're so glad  
you're here.

Happy holidays,



Cynthia Mazereeuw  
Stakeholder Relations Lead