



## COMMUNITY SERVICES Housing Services

Waterloo Region Housing  
235 King Street East 6th Floor  
Kitchener Ontario N2G 4N5 Canada  
Telephone: 519-575-4400  
TTY: 519-575-4608  
Fax: 519-893-8447  
[www.regionofwaterloo.ca](http://www.regionofwaterloo.ca)

Waterloo Region Housing  
150 Main Street  
Cambridge Ontario N1R 6P9 Canada  
Telephone: 519-575-4400  
TTY: 519-575-4608  
Fax: 519-740-5957  
[www.regionofwaterloo.ca](http://www.regionofwaterloo.ca)

# Waterloo Region Housing closures and resources related to COVID-19

As the realities of COVID-19 change, we are responding accordingly to ensure the health and safety of the Waterloo Region Housing community. The following preventative measures are now in effect:

- **All communal spaces are closed** and all social and recreational activities suspended.
- **Staff entry to units is suspended** except for emergencies.
- **Offices are closed** except for urgent drop off or pick-up.

We recognize that these measures may present some challenges for you. However, we are figuring out other ways to continue to serve you. Please see the options below for how to pay your rent, how to send documents to us, and for other resources that may be helpful to you.

### **Changes in how rent payments are made**

Tenants who normally pay rent in-person by cash or debit can mail a cheque or money order, or pay their rent online. Contact your tenancy services coordinator by phone for more information on these options, or visit our website:

[www.regionofwaterloo.ca/livingincommunityhousing](http://www.regionofwaterloo.ca/livingincommunityhousing).



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### **Adjustments to rent if your income is reduced**

We understand that many of you have been financially impacted by COVID-19. If your income has changed and you need your rent adjusted, please submit record(s) of employment and/or letter(s) from employers, and your previous month's paystubs for your household. You can email these to your Tenant Services Coordinator or mail them to the following locations:

99 Regina St., Waterloo N2J 4V3  
150 Main Street, Cambridge, N1R 6P9  
235 King St. E. 6<sup>th</sup> Floor, Kitchener N2G 4N5

### **Tenant Services Coordinators – 519-575-4400**

Susan Bagshaw – [SBagshaw@regionofwaterloo.ca](mailto:SBagshaw@regionofwaterloo.ca) ext. 4070

Denise Fortier – [DFortier@regionofwaterloo.ca](mailto:DFortier@regionofwaterloo.ca) ext. 4045

Sandy Bernier – [SBernier@regionofwaterloo.ca](mailto:SBernier@regionofwaterloo.ca) ext. 7059

Nancy Wiesel – [NWiesel@regionofwaterloo.ca](mailto:NWiesel@regionofwaterloo.ca) ext. 7866

Michelle Reinhart – [MReinhart@regionofwaterloo.ca](mailto:MReinhart@regionofwaterloo.ca) ext. 4053

Cristina Santos – [CSantos@regionofwaterloo.ca](mailto:CSantos@regionofwaterloo.ca) ext. 1224

Kathy Stahlbaum – [KStahlbaum@regionofwaterloo.ca](mailto:KStahlbaum@regionofwaterloo.ca) ext. 1212

Katrina Halstead – [KHalstead@regionofwaterloo.ca](mailto:KHalstead@regionofwaterloo.ca) ext. 1221



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### **Locating documents needed for rent adjustments**

We recognize that it may be tough to get the documents you need to adjust your rent. We will work with you on this. While rent payments cannot be waived, tenants may only pay a minimal amount while waiting for their rent to be adjusted. Please call your tenancy services coordinator if you have questions.

### **Financial help**

- How to apply for Employment Insurance:  
<https://www.canada.ca/en/services/benefits/ei.html>
- If your Household is off work because you are ill with COVID-19:  
<https://www.canada.ca/en/services/benefits/ei/ei-sickness/apply.html>
- If you wish to have the one-week waiting period waived so that you may receive benefits right away, please call 1-833-381-2725
- If you do not qualify for EI, the Canada Revenue Agency will soon offer a new temporary Emergency Support Benefit of \$900 starting in April. Details to come. Until then, you can apply to Ontario Works at 519-883-2100 or [www.regionofwaterloo.ca/ontarioworks](http://www.regionofwaterloo.ca/ontarioworks).

During COVID-19, we will continue to serve you to the best of our ability. We thank you for your patience during these unprecedented times.

If you have questions about COVID-19, we encourage you to visit and subscribe to: [www.regionofwaterloo.ca/COVID19](http://www.regionofwaterloo.ca/COVID19) or call 519-575-4400.

If you have questions about your own health, please contact your health care provider or Telehealth Ontario.