

ALL RESIDENTS - COVID-19 UPDATE – June 25, 2020

OUR HEAD OFFICE IS OPEN

Monday to Friday - 9 a.m. to 4 p.m. Closed for lunch 1 p.m. to 2 p.m.

Closed July 1st, August 3rd and September 7th

We have reopened our Hamilton head office following public health recommended guidelines to allow us to provide contact less service between residents & staff.

What we can offer:

- Payments by debit
- Pick Up forms & documents
- Answer questions; we do encourage you to call 905-527-0221 or email info@vpch.com

What we can't offer just yet:

- Receive and handle incoming documents (please use our dropbox on site)
- Receive cash payments
- Receive guests into the head office area

Rent Payment Methods Encouraged:

- Pre-authorized withdrawal – automatically withdrawn from your account on 1st of month
- Online/telebanking/at the teller – through your bank
- Money Order & Cheque dropped to our dropbox at 155 Queen St. North, Hamilton or onsite

UNIT AND PROPERTY MAINTENANCE

We are scheduling preventative maintenance, large capital projects and other non-urgent maintenance requested repairs.

When it is necessary for staff or contractors to enter your unit they will be following our new COVID Unit Entry protocol, which is available on our website.

Note that there will be specific requirements of you to prepare your unit which will be communicated in the notice of entry, such as the following;



- open all doors and any windows to the area requiring maintenance
- ensure that pets are confined to the backyard, a separate room, or crate.
- all personal items out of the way; furniture, clothing, food, etc.
- disinfect surfaces staff/contractors will come in contact with to complete the maintenance

Victoria Park Community Homes 155 Queen St. North Hamilton ON L8R 2V6
P: 905.527.0221 T: 1-866-780-7275 F: 905-527-3181 E: info@vpch.com www.vpch.com



- maintain a physical distance of 2m (6 feet) away from staff/contactors at all times and you are encouraged to wear a mask or vacate the unit for the duration of the work or you may be asked to confine yourselves to a location in the home away from the area the work is being completed.



- Staff or contractors will be wearing personal protective equipment (gloves, masks and eyewear) for your protection.

ANNUAL UNIT INSPECTIONS

This year we are deferring Annual Unit Inspections. If applicable, furnace filters and batteries for thermostats replacements will be arranged by staff.

ANNUAL SMOKE DETECTOR TESTING

As we are required by law to test smoke detectors annually, you will be getting notices of entry over the next few months to complete the testing of your smoke detectors on every floor - if they have not already been done this year.

COMMUNAL SPACES and PLAYGROUNDS

Communal indoor spaces and outdoor playgrounds at our properties remain closed. These amenities will reopen when the applicable Region lifts restrictions.

WINDOW AIR CONDITIONERS

Residents are required as per their lease to obtain written consent from Vic Park to install a window air conditioner (A/C). Such consent is not unjustly withheld; however, there are



standards that must followed for a proper and safe installation.

Improperly installed window A/Cs are a **serious safety hazard**, can cause damage to the property and are not energy efficient. Any window A/C found to be installed improperly will be required to be **removed or corrected to be properly installed immediately**. We

strongly encourage residents to use floor models A/Cs to cool their units to avoid any of these issues. If this is not possible, contact staff to ensure you have permission to install and how to install one properly. We can also offer a reasonable professionally installed option.



If you are looking for financial assistance or other resources in your community, visit our website www.vpch.com/covid-19-resources/

