

Here for you in difficult times

April 8, 2020

Please know we will do all we can to support you and your family through these extraordinary times.

However, it is important to understand we will be providing a restricted range of services following the latest government guidance on tackling the Coronavirus crisis. Our number-one priority will continue to be ensuring all tenants and their families remain **safe and secure** in their homes, while safeguarding the welfare and wellbeing of our staff.

As a result, our housing office is now closed and our housing staff are working from home.

These new working arrangements are focused on providing **essential services** and in putting them in place, we have:

- fully equipped staff to work from home and although home visits are suspended, your tenant services coordinator will remain **in contact** with you by telephone or email;
- started a tenant outreach phone campaign to talk to tenants about **needed supports and overall wellness**;
- restricted repairs and maintenance to emergency and **essential services** only;
- urged all tenants to let us know if, through being **ill or self-isolating**, they will find it difficult to pay their rent;
- applied new rent reduction policies for tenants with documented **loss of employment**;
- ensured all **appointments** with new applicants are fulfilled by phone;
- developed a Wellness Watch Buddy System for **wellness checks for seniors**;

Please remember, you can contact us by email and phone. Now is the time, if you haven't done so already, to register for **Pre-Authorized Payment**. Also, you can pay your rent by:

- **Cheque or Money Order:** payment may be dropped off in an envelope with your name and address in the office drop box and a receipt will be mailed to you;
- **Coming Soon – E-transfer:** we are currently working with Saskatchewan Housing Corporation on the setup of an e-transfer payment option. Watch for details available soon.

Our message to all tenants is if you're worried about paying your rent, **get in touch**. The sooner you contact us, the quicker we can help you. Please be assured we are here for you and we will do everything we can to **support you and your family** through these difficult times.

If you have any questions about how Coronavirus is impacting our services, we have included a **Frequently Asked Questions (FAQs)**. Keep up to date with housing related Coronavirus updates on our website.



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