

Tenant News

Capital Region Housing's Quarterly Tenant Newsletter • Spring 2020



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Message from the CEO



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Capital Region Housing TENANT NEWSLETTER Spring 2020



I hope everyone is well. Since our last tenant newsletter, your daily life has changed a lot due to the COVID-19 pandemic. Whether it is self isolating in your home, a change in your job or less contact with people, it has been a big adjustment.

Capital Region Housing is here for you to help ease that transition as much as we possibly can. As the Government of Alberta allows some services to re-open over the next few weeks and months, we will update you when our offices will re-open. Until then, we have adjusted our service to you in a few ways:

- We have expanded our call centre hours to serve you longer (8:30 a.m. – 7 p.m., weekdays) and we're also available through email: inquiries@crhc.ca. This is in response to closing our in-person customer service in mid-March.
- We have adjusted how you can pay your rent by cheque due to our offices being closed. The Government of Alberta announced some measures to protect you as a renter during this public health emergency. We also posted resources on our website including financial aid resources, mental health resources, health information translated in different languages and much more. Visit: www.crhc.ca/covid19-update to view all this important information.

- For tenants in multi-family buildings, we put up posters containing important health information to help prevent the spread of the COVID-19 virus, including physical distancing tips and security information to keep you and your family safe. We also increased our cleaning in common areas such as door handles (entrances, exit stair wells, laundry rooms), mailboxes, elevator buttons, handrails and laundry machines.
- We partnered with the Muslim Association of Canada (MAC) to deliver food hampers to our tenants during this time of need. We thank MAC for their hardwork in raising funds to make this happen for 500 CRH families. To receive a hamper, visit: www.macnet.ca/foodshare. Learn more on page 4 of this newsletter.
- We established safe working procedures with our contractors to ensure they follow safe procedures before entering your unit or property to do work to avoid spreading the virus.

In short, ensuring your safety and security is our top priority. We are invested in your success as a tenant and we are here for you. I strongly encourage you to reach out to us through our call centre if you have a question, a concern or see something on your property that we can help improve upon.

If you have any questions, please email us at: communications@crhc.ca

**Stay safe, stay healthy
and, if possible, stay home.
Until next time, Greg.**

Greg Dewling, CEO
Capital Region Housing

Watch my video update: <https://vimeo.com/416417999>

Spring

Maintenance Tips



Townhomes

Interior maintenance:

- Change furnace filter.
- Test smoke detector and carbon monoxide detector.
- Check all plug ins for damage and report any issues to site manager.
- Clean bathroom exhaust fan cover. Make sure there is air flow.
- Check faucet for leaks or drips and report any issues to site manager.
- Check your dryer vents and hoses for lint build up.
- Check filter on your range hood fan.
- Make sure that your basement is clean and clear, with no items on the floor.
- Keep items off the floor to protect them from sewer backup or flooding.



Exterior maintenance:

- Rake and mow your backyard. Long grass attracts pests.
- Remove any items stacked against your house or close to your back door/basement window – this attracts pests.
- Only outside furniture is allowed in your yard. Remove any couches, chairs or appliances.
- Make sure not to hang any carpets/clothes on the fences. This causes the wood to rot.
- Report any broken fence boards/gates to your site manager.
- Clean outside planters by removing weeds and long grass.



Apartments

Interior maintenance:

- Test smoke detector and carbon monoxide detector.
- Check all plug ins for damage and report to site manager.
- Clean bathroom exhaust fan cover and make sure there is air flow.
- Check faucet for leaks or drips and report any issues to site manager.
- Check filter on your range hood fan.



Exterior maintenance:

- Clean your patio. Only outside furniture is allowed on your patio.
- Don't hang clothes or carpets over the railings.

CRH Stars Awards



Calling all high school students!

Do you work hard on your academics? Are you involved in the community?

If you are in Grades 10, 11 or 12, apply now for a CRH Stars Award.

Award winners receive \$100 to \$250 – plus the top Grade 12 student can get a \$5,000 scholarship to the post-secondary school of their choice!

Award categories include:

- Academic Excellence – for students with an average of 75 per cent or higher
- Community Impact – for students who are involved in the community
- Academic Improvement – for students who have worked to improve their grades

Applications are due by Monday, July 6, 2020

Learn more and apply online at

www.crhc.ca/crh-stars

Questions?

Contact CRHstars@crhc.ca



A Nationwide Mosque Campaign

COMMUNITY FOOD SHARE

Providing food packages and meals to **Capital Region Housing** tenants and neighbours during the covid-19 pandemic

TO DONATE, VISIT

MACNET.CA/FOODSHARE

CHOOSE: RAHMA MOSQUE- EDMONTON

SIGN UP TO RECEIVE A MAC PACK: tinyurl.com/MACPACKS

In collaboration with



Give



Capital Region
Housing
The Way Home

6104 172 st | office@rahmamosque.com

Prevent the Spread of Coronavirus (COVID-19) What you need to know



You can help prevent the spread of COVID-19 in Alberta. Prevention starts with awareness. Prevention starts with awareness.

- Practice physical distancing
- Self-isolate if you're feeling sick
- Wash your hands frequently
- Cover coughs and sneezes
- Avoid touching your face
- Do not travel outside of Canada

Practice physical distancing

Legally enforceable public health measures are in place to limit the time Albertans spend in contact with each other. Anyone violating these restrictions is now subject to fines.

Monitor your symptoms

COVID-19 symptoms are similar to influenza and other respiratory illnesses. Symptoms can include:

- Cough, fever, shortness of breath, runny nose, sore throat.

If you have any of these symptoms stay home and self-isolate; do not go to an Emergency Room (ER) or medical clinic. **Call Health Link at 8-1-1 for more information. Services are available in 240 languages.**

Self Isolate

You are legally required to self-isolate for:

- 14 days if you returned from international travel or are a close contact of a person with COVID-19.
- 10 days if you have a cough, fever, shortness of breath, runny nose or sore throat that is not related to a pre-existing illness or health condition.

If you are self-isolating:

- Stay home — do not go to work, social events or any other public areas or community settings.
- Avoid close contact with other people, including household members but especially seniors and people with chronic conditions or compromised immune systems.
- Do not use public transportation or ride sharing.
- Do not go for walks in public places. This includes children in mandatory self-isolation.
- If you go outside, you must remain on private property not accessible by others.
- If you live in an apartment building or high-rise, you must stay inside and cannot use the elevators or stairwells. If your balcony is private and at least two metres away from other balconies, you may use your balcony to get fresh air.

For more information, visit:
alberta.ca/covid19

Contact Capital Region Housing at:
780-420-6161
inquiries@crhc.ca,
www.crhc.ca/covid19-update





Physical Distancing Tips

It is important that all Capital Region Housing tenants follow the Government of Alberta's COVID-19 prevention recommendations. These measures will reduce the spread of COVID-19 and help keep you and your family healthy and safe.

What is physical distancing?

- Physical distancing involves taking steps to limit the number of people you come into close contact with.
- This is not the same as social isolation. You do not need to remain indoors, but you do need to avoid being in close contact with people.
- Going for a walk in your neighbourhood or park is encouraged as long you maintain distance from others.
- Go out for groceries, medical trips and other essential needs, but try to maintain a distance of at least two (2) metres (six feet) between yourself and other people.
- Reduce the number of times you leave your house to perform errands.

Elevator use

- Avoid overcrowding — take the stairs or wait for the next elevator.
- Cover your cough.
- Avoid touching your face after pushing the button.
- Limit the number in an elevator car to 2–3 people.
- Wash your hands with soap or use hand sanitizer after leaving the elevator.

Grocery shopping

- Order online and get your groceries delivered if you can.
- If you cannot, try to shop at times when there are fewer shoppers (first thing in the morning or late at night).

- Wipe down handle of grocery carts and baskets, and wash or sanitize hands before entering and after leaving the store.
- Use self-check out if available.

Public transportation

- Cover your cough.
- Avoid touching your face after pushing the button.
- Try to maintain as much distance as possible between yourself and other riders.
- Sanitize hands on exit.

Small social gatherings

- Family visits, house parties — postpone if possible or hold virtually.
- Cancel if household members are senior citizens or have high-risk medical conditions — consider ways of virtually supporting those loved ones who are at high risk and are choosing to stay home.
- Do not go to any gathering if you have a fever or a cough, even if symptoms appear to be mild or resembling a common cold.

Restaurants, coffee shops and pubs

- Avoid gathering in public places
- If necessary to gather:
 - Use hand sanitizer pre- and post-drinks, snacks and meals.
 - Use utensils (do not eat finger food, sandwiches, etc. with hands).
 - Maintain a two-metre distance between other patrons.
 - Use napkin for pump dispenser condiments (ketchup, salt, pepper etc.).
 - Do not eat from the open dishes (e.g., peanuts, candy).
 - Do not share dishes and drinks.
 - Consider using take-out, drive through or delivery services for food.

For more information, visit: alberta.ca/covid19

Source: www.alberta.ca/prevent-the-spread.aspx

Capital Region Housing **EMPLOYEE PROFILE**



Osarobo, customer service clerk

Osarobo joined Capital Region Housing in March 2020. Along with the other clerks on our customer service team, she is the first point of contact when you email, call or visit us. She provides information, help and support when you have questions or concerns related to your home.

“Housing is a basic need. It is an indicator of a person’s quality of life,” says Osarobo. “I work at Capital Region Housing because I believe access to affordable housing is required for people to reach their health, education and standard of living goals.”

Have a question? Osarobo and our customer service team are here to help. Get in touch at 780-420-6161 or inquiries@crhc.ca. Note that our building is closed and in-person visits are suspended during the COVID-19 pandemic.

DID YOU KNOW? Our customer service staff have been very busy in the first three months of 2020.

Stat	January	February	March <i>(suspended in-person visits to our building on March 16)</i>
Calls taken by our call centre, excluding maintenance and direct line calls	3,148 handled 5,278 total	3,606 handled 6,403 total	4,676 handled 7,008 total
Tenant and applicant visits	2,004	1,580	1,062 <i>(up until March 13)</i>
Email inquiries responded to	232	264	378
Families received a housing placement in community housing, near market housing or mixed income housing	47	42	45
Applications received	204	160	143
Applications processed	862	1,128	925

TenantTalks

Tenant meetings **postponed!**



Following last year's tenant meetings, we intended to schedule two Tenant Talks events this summer. Unfortunately, due to the COVID-19 pandemic, holding such a large gathering of people is not allowed by the Government of Alberta. Tenant Talks have been postponed indefinitely. When we reschedule Tenant Talks, we will let you know dates, times and locations. **Thanks for your patience and stay safe!**

Get social with us!

Get social with us! Want to be the first to know about news, programs and services offered by us? Follow us on Twitter, Instagram, LinkedIn, Facebook & YouTube for the latest news and events.



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