



Social Services Department
Housing Services
T 519.824.7822 1.800.663.0750
F 519.837.6349

138 Wyndham Street North
Guelph ON N1H 4E8
www.wellington.ca/housing

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COVID-19 Housing Services Updates

The COVID-19 pandemic has disrupted many aspects of our lives and has resulted in financial challenges for many individuals and families. The County of Wellington Housing Services is aware of these challenges and we are here to help.

Rent Payment Reminder

It is important that you pay your rent. During this pandemic your obligation to pay rent has not changed. We are asking that you pay what you can to avoid accumulating charges. Underpayment of rent will be treated as arrears that must be repaid. N4's will be issued as of June 1st 2020 if you have rental arrears. If you are experiencing financial difficulty or have experienced a change in your income, as a result of COVID-19, please contact us.

Please note that you can submit payment to the County of Wellington by:

- **Mail:** Cheques can be mailed to the following address:
County of Wellington at 138 Wyndham Street North Guelph ON, N1H 4E8
- **Drop box:** The drop box is located at the top of the accessibility ramp to the left of the main entrance for cheques and other documents.
- **Preauthorized Payment Program:** Void cheque or Direct Debit Authorization form from your financial institution.
- **Online Payments:** Please contact our office to learn more, or register for the online payment portal at the following link: <https://www.wellington.ca/tenant>

If you have experienced a reduction in income due to COVID-19, please consider applying for provincial and federal assistance (EI and CERB), financial Assistance may also be available through Ontario Works. For more information on financial assistance please visit: www.wellington.ca/covid19

Tenant Support

Housing Services is committed to working in partnership with you to maintain your tenancy during this difficult time. We are available over the phone, email, or mail. Staff presence in and around your building is increasing as we continue to monitor the safety and upkeep of our properties, deliver notices, and in some cases meet with tenants under specific circumstances.

Thank you for cooperation at this time.

Housing Services Staff



Alternative Formats Available Upon Request