



Social Services Department  
Housing Services  
T 519.824.7822 1.800.663.0750  
F 519.837.6349

County of Wellington

138 Wyndham Street North  
Guelph ON N1H 4E8  
[www.wellington.ca/housing](http://www.wellington.ca/housing)

September 14<sup>th</sup> 2020

## Housing Services Updates

The staff at County of Wellington Housing Services want to take this opportunity to reach out and share a few updates. As we have reached the end of the emergency status in Ontario, we are resuming usual work practices with added precautionary measures.

**Tenant Support:** Housing Services is committed to working in partnership with you to maintain your tenancy during this difficult time. As our offices are currently closed to the public, we are available over the phone, email, or mail. Exceptions are made for individual appointments for lease signings, as we have resumed the process for offering units. 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.

**Safety Measures:** You will notice staff wearing masks and other personal protective equipment, frequent cleaning of common areas, and contractors actively working in units and around the buildings. We appreciate your cooperation as we continue to follow Public Health recommendations and keep the community safe.

**Face Coverings in Housing:** Public Health recommends the use of face coverings and social distancing as methods to protect each other from the potential spread of COVID-19. Face coverings are mandatory in **commercial establishments**, and encouraged in other places where physical distancing is a challenge. Multi-residence buildings do not fall under this current order, but we certainly encourage use of face masks in all common areas of our buildings. Please visit the following links for detailed Public Health information:

**Face Coverings FAQ:**

<https://wdgpublichealth.ca/your-health/covid-19-information-public/face-coverings-faqs>

**Section 22 Class Order for Commercial Establishments:**

<https://wdgpublichealth.ca/your-health/covid-19-information-public/face-coverings-faqs/section-22-class-order>

**Lounges:** Common rooms and lounges remain closed until further notice, however you may see staff meeting with individuals while following COVID 19 precautionary guidelines on a case by case basis.

**Community Partners:** Community partners are resuming programming in some areas, with modifications and some programs offered outside with social distancing, masks, and additional cleaning requirements.

**Landlord & Tenant Board:** We continue to work with tenants to maintain housing stability through this time. The LTB temporarily suspended hearings and evictions, however telephone hearings are resuming as well as certain eviction orders. Please visit the LTB website for up to date information about hearings and legal proceedings: <http://tribunalsontario.ca/ltb/>

**Rent Payment and Arrears:** Please contact your Property Services Officer if you have any questions about how to pay rent, or if your income has changed. While our offices remain closed to the public, rent can still be paid 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>

#### **Additional Resources:**

##### **Mental Health & Addiction Support:**

Here 24/7 - [www.here247.ca](http://www.here247.ca) 1 844 437 3247 or 519 821 3582  
Family Counselling and Support Services – 519 824 2431

##### **Food & Household Supports:**

The Seed, Guelph - [www.theseedguelph.ca](http://www.theseedguelph.ca) 519 821 6638 x396  
Salvation Army, Guelph – [www.guelphsa.ca](http://www.guelphsa.ca) 519 836 9824  
St Vincent de Paul – 519 836 6806  
Hope House, Guelph – 519 265 4299  
Guelph Food Bank – 519 767 1380  
Centre Wellington Food Bank – 519 787 1401  
Community Resource Centre, Centre Wellington – 226 748 4013

##### **Financial Supports:**

Ontario Works: <https://www.wellington.ca/en/social-services> 519 837 6274  
Ontario Disability Support Program: 519 822 7500

We hope you are staying healthy and well throughout this time. If you have questions about the information in this letter, please contact the office.

Sincerely,  
Housing Services Staff



Alternative Formats Available Upon Request