**To access this and past Updates, please visit NHC’s** [**website**](https://www.nepeanhousing.com/community-events)**, or Ctrl/click on this link** [**UPDATE FROM NEPEAN HOUSING CORPORATION- (COVID-19)**](https://www.nepeanhousing.com/community-events)

**PLEASE SHARE THIS INFORMATION WITH NEIGHBOURS**

**WHO DON’T HAVE AN E-MAIL ADDRESS**

**Nepean Housing Easter Weekend Holiday Hours**

The Nepean Housing main office will be closed Friday April 10th and Monday April 13th. Sanitizing will continue in the apartment buildings. During holiday, non-business hours and on weekends emergency maintenance is available by calling 613-823-8452, extension 3. Emergency includes; flood, power failure to the whole unit, no heat, fire (call 911 and then call us!).

**Ontario Action Plan**

### [$3.7 billion to support people and jobs](https://budget.ontario.ca/2020/marchupdate/action-plan.html#section-3), including:

* $75 million in urgent additional support for 194,000 low-income seniors by proposing to double the [Guaranteed Annual Income System (GAINS)](https://www.ontario.ca/page/guaranteed-annual-income-system-payments-seniors) maximum payment to $166 per month for individuals and $332 per month for couples for six months, starting in April 2020;
* Helping families pay for extra costs associated with school and daycare closure during the COVID‑19 outbreak by providing a one-time $200 payment per child up to 12 years of age, and $250 for those with special needs, including kids enrolled in private schools;
* Providing six months of [Ontario Student Assistance Program (OSAP)](https://www.ontario.ca/page/osap-ontario-student-assistance-program) loan and interest accrual relief for student borrowers, in partnership with the federal government;
* $200 million in new funding to provide temporary emergency supports for people in financial need as well as funding to municipalities and other service providers so they can quickly respond to local needs;
* Making electricity bills more affordable for eligible residential, farm and small business consumers through a $1.5 billion increase in electricity cost relief compared to the 2019 Budget. In addition, the Province is also setting electricity prices for time-of-use customers at the lowest rate, known as the off-peak price, 24 hours a day for 45 days, to support ratepayers in their increased daytime electricity usage as they respond to the COVID‑19 outbreak, addressing concerns about time-of-use metering;
* $9 million in direct support to families for their energy bills by expanding eligibility for the [Low‑income Energy Assistance Program (LEAP)](https://www.oeb.ca/rates-and-your-bill/help-low-income-consumers/low-income-energy-assistance-program) and ensuring that their electricity and natural gas services are not disconnected for nonpayment during the COVID‑19 outbreak;

**Smoking**

Many people are getting “cabin fever” and are very frustrated with staying at home. Tempers can be triggered quickly by even minor annoyances. One of those annoyances (minor for some, major for others) is the odours from smoking – anything.

Even if you haven’t signed a no smoking addendum with your lease, we urge you to consider your neighbours when you need to light up. *Please* – do not smoke in your home or on the property, especially during these times when everyone is stuck at home. It will make life so much easier for many people. Thank you!

**Social Distancing**

And while we’re on the subject of things-not-to-do, this is a reminder about social distancing. We’re really confused why we’re getting reports of people having parties, gatherings of people in lobbies and kids playing in groups in an open space. These types of events present real risk to individuals, to say nothing about fines from the City of Ottawa or, in certain cases, a notice of termination of tenancy. While the province has halted evictions based on arrears, other evictions can proceed, including those that endanger other people.

As a reminder, gatherings of more than five people are not permitted. The appropriate distance to keep between people is 6 feet / 2 meters. These are not NHC rules – they come from Ottawa Public Health and every other public health group and politician in Canada. Again, another plea: *Please* respect yourself, your family and your neighbours enough to observe these common sense rules.

**E-Transfer**

Thank you to everyone who has been using e-transfer to pay their rent. As we said earlier, we are restricted by how much we can accept in any 24-hour period, so it might take us a while to process your e-transfer. If there is a delay in processing, we will record the date you sent the e-transfer on your account, not the date we process it.

We’re also having delays processing e-transfers because we don’t have enough information from the tenant. There are situations where other people pay on the tenant’s behalf; they use a nickname, or different name than we have on file; no address is provided; or, they’ve changed the password we gave them or created their own password.

This is what we need to process e-transfers:

* The tenant name used to sign the lease
* The address
* The proper password, which is the tenant code. It will start with a lower case t and have seven digits after it. For example: t0009876.

E-transfer is easy and secure. Please give us a call if you need your tenant code.

