

March 23, 2020



Dear Valued Resident,

### **SUPPORT FOR RESIDENTS DURING COVID-19**

Faced with the unprecedented challenges in Canada resulting from the COVID-19 crisis, our top priority is to protect the health and safety of Residents and Team Members and to continue to provide vital housing services in a healthy and safe manner.

We are committed to helping protect Residents and to keeping you in your homes. We want to assure you that we are committed to helping provide the necessary support during the COVID-19 pandemic.

#### **Federal Support & Resources**

**The Federal government has put in place support for those who may be suffering financial hardship related to job loss, additional burdens caring for family, or illness due to COVID-19.**

Here are some resources that may be helpful to you:

##### **Employment Insurance**

- Visit: <https://www.canada.ca/en/services/benefits/ei/ei-sickness/apply.html>

##### **Emergency Care Benefit**

- Visit Canada Revenue Agency website: <https://www.canada.ca/en/revenue-agency/services/e-services/e-services-individuals/account-individuals.html>
- Intended for those who don't qualify for EI, can't go to work, and don't have paid sick leave
- Provides up to \$900 every two weeks for up to 15 weeks, to those affected by COVID-19
- Who can apply:
  - Workers — including self-employed — who are quarantined or sick with COVID-19
  - Those staying home to take care of a family member with COVID-19 who doesn't qualify
  - Parents staying home to care for children because of school closures

##### **The Emergency Support Benefit**

- Visit Canada Revenue Agency website: <https://www.canada.ca/en/revenue-agency/services/e-services/e-services-individuals/account-individuals.html>
- Intended to be a long-term income support
- More details to come from Federal Government

#### **Additional Rent Support from Timbercreek**

We are committed to supporting Residents facing extreme hardship related to job loss, self-isolation, additional burdens caring for family, or illness due to COVID-19. As such, if additional support is needed, we will work on a case-by-case basis with Residents who demonstrate financial hardship with their rent payment. Further, Timbercreek, alongside several other rental-housing providers, are in contact with all levels of Government and will continue to work with them to identify additional initiatives to further support our Residents.

In addition, we wanted to let you know that we have stopped the collection of rental increases and will not issue any further rental increases during this period of crisis, commencing with the April rent payment.

#### **Rent Support Contact Information**

Residents who are facing challenges with their rent payment are asked to please email [residentsupport@timbercreek.com](mailto:residentsupport@timbercreek.com) or call 1-844-928-7191. A Timbercreek Team Member will connect with you as quickly as possible to provide further information. For Quebec residents, please email [supportresident@timbercreek.com](mailto:supportresident@timbercreek.com).

We will continue to monitor the situation and will communicate as the situation progresses. In the meantime, we urge you to follow the guidance of public health officials in the coming days and weeks.

Lastly, we would like to commend and thank our front-line teams across the country who are keeping the buildings clean and operational and who are committed to providing safe and secure housing to all Residents. Thank you also to all Residents for your continued cooperation and patience as we all work together to get through this crisis.

Stay well and stay safe.

Timbercreek Communities