

COVID-19 Resident Q&A

Your Questions, Horizon's Answers

Updated March 20, 2020

We encourage everyone to access our email updates.

- Email us at tenantrelations@horizonhousing.ab.ca.
- Send us your name and building and we will add you to our email list.

This will help us provide important information quickly.

<p>I need to pay rent.</p> <p>Should I come to my Resident Building Manager's office or go downtown office to do so?</p>	<p>Debit rent payments are not being accepted at this time.</p> <p>There are still three methods of rent payment:</p> <ul style="list-style-type: none"> • Pre-Authorized Debit (PAD) • Cheques from third parties • Cheques or money orders under office door <p>You can pay rent by cheque or money order – put it under your Manager's office door. Include your name and unit number.</p> <p>Our downtown office is closed but we are working remotely.</p> <p>If you cannot pay rent by money order, cheque, or pre-authorized debit, please contact Resident Services Team:</p> <p>403-297-1746 or tenantrelations@horizonhousing.ab.ca</p> <p>When leaving a message, provide contact information so someone can get back to you.</p>
<p>Why isn't my leaky tap being fixed?</p>	<p>We focus on cleaning and emergency repairs.</p> <p>Staff is maintaining distance of 8 feet from others.</p> <p>Staff stay home if they are ill.</p> <p>Only emergency repairs are addressed:</p> <ul style="list-style-type: none"> • Fire • Flood or major leaks • No heat or electricity • Elevator repair • Broken appliances • Lost keys • Pest infestation

	<p>Garbage pick-up, snow removal and common areas cleaning continue.</p> <p>Continue to submit Repairs and Maintenance Requests – these will be addressed once current restrictions end.</p>
<p>My lease renewal is coming up. What should I do?</p>	<p>Lease renewals will be handled as usual.</p> <p>All paperwork will be put under your unit door.</p> <p>Return completed paperwork under your Manager’s office door.</p> <p>If you have questions about your lease, contact Resident Services: 403-297-1746 or tenantrelations@horizonhousing.ab.ca</p>
<p>I am required to provide documentation for income testing. What should I do?</p>	<p>All paperwork will be put under your unit door.</p> <p>Return completed paperwork under your Resident Building Manager’s office door.</p>
<p>How will Horizon continue to communicate with me?</p>	<p>You can expect communications on-paper, on notices posted within the building, by email, or phone.</p> <p>We are limiting in-person contact: phone or email are best.</p> <p>Also check out our Twitter, Facebook, or website.</p>
<p>I have a complaint. What should I do?</p>	<p>If you have a complaint, contact Resident Services: 403-297-1746 or tenantrelations@horizonhousing.ab.ca.</p> <p>We will follow up as soon as possible.</p>
<p>What is Horizon doing to prevent the spread of COVID-19?</p>	<p>We are cleaning and disinfecting high-contact surfaces three times daily.</p> <p>Hand sanitizing stations have been installed in all building lobbies.</p> <p>We are limiting in-person contact – please call or email us.</p> <p>Only emergency repairs will be addressed at this time.</p> <p>Debit rent payments are not be accepted at the Manager’s office. Cheques or money orders can be put under the Manager’s office door.</p>

<p>What can I do to help?</p>	<p>We all must help stop the spread:</p> <ul style="list-style-type: none"> • Limit in-person contact – call or email instead • Practice good hygiene • Keep 8 feet distance from others • Wash hands many times during the day • Follow advice from the government: www.alberta.ca/covid-19
<p>Is Horizon limiting access for guests and visitors to its buildings?</p>	<p>Not at this time.</p> <p>We are asking everyone not to visit if they are ill.</p>
<p>We have a social activity at the building scheduled. Should I attend?</p>	<p>For now, common rooms are closed.</p> <p>Check with your support agency what their plans are for meetings.</p> <p>We strongly recommend to cancel social gatherings in your unit to limit the spread of the virus.</p>
<p>I am self-isolating, but I smoke, have a pet, or need to take my garbage out. What should I do?</p>	<p>Alberta Health Services advises against leaving home unless absolutely necessary so that you do not infect others.</p> <p>If you need to leave your home to smoke, take your pet out, or take your garbage out, it is essential to wash your hands thoroughly before and after you go out.</p> <p>Stay at least 8 feet from others.</p> <p>Covering your nose and mouth with a scarf or a mask if you must leave your unit.</p> <p>Do not use public transport.</p>
<p>What about pets and the virus?</p>	<p>If you have been diagnosed with COVID-19 and own a pet, follow these precautions:</p> <ul style="list-style-type: none"> • Avoid close contact with your pet • If possible, have another member of your household care for the pet • Limit your pet’s contact with other people and animals. This means isolating your pet as well. <p>You can find out more information about pets here: https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/prevention-risks.html#animal-canada</p>

<p>I'm feeling stressed out by all this. What should I do?</p>	<p>It is important to access support when you need it.</p> <p>Talk to someone you trust such as a friend, family member or support worker.</p> <p>Be open and honest about how you feel.</p> <p>Remember to focus on the facts rather than speculation or rumour.</p>
<p>I'm not having symptoms but am concerned and want to talk to someone. Should I call Health Link?</p>	<p>Please refer to credible sources for information first:</p> <ul style="list-style-type: none"> • Alberta Health Services • Public Health Agency of Canada • World Health Organization <p>Alberta Health Services has online self-assessment tool to tell you what to do. Google "Alberta Health Services COVID-19" for the link.</p> <p>If you need to call Healthy Link at 811 and cannot get through, keep trying or try at off-hours such (late evening or early morning).</p> <p>Do not call 911 for information on COVID-19.</p>
<p>My support worker isn't at the building and I need to talk to someone. What should I do?</p>	<p>Call your support worker directly.</p> <p>Another resource is the Distress Centre's 24-Hour Crisis Line: 403-266-HELP (4357). The Centre also offers chat options https://www.distresscentre.com/</p>
<p>What do I do if I suspect I have COVID-19 or suspect I've been exposed to it?</p>	<p>Follow Alberta Health Services recommendations: https://www.albertahealthservices.ca/covid-19</p> <p>Advise Resident Services immediately: 403-297-1746 or tenantrelations@horizonhousing.ab.ca</p>
<p>Should I wear a medical mask?</p> <p>Should I wear gloves?</p>	<p>Follow advice of health authorities:</p> <ul style="list-style-type: none"> • Alberta Health Services https://www.albertahealthservices.ca/topics/Page16997.aspx • World Health Organization https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/when-and-how-to-use-masks • Centre for Disease Control and Prevention https://www.cdc.gov/coronavirus/2019-ncov/prepare/cleaning-disinfection.html