



helping to make **Whistler** the place you call **home**

Updated March 24, 2020

## COVID-19 Updates

The Whistler Housing Authority has the health and security of our residents top of mind and we are taking the prudent steps necessary to do our part to protect our community. With the recent release of the [Federal Government's Economic Response Plan to COVID-19](#) as well as [the Province of BC's announcement of support](#), the WHA is exploring all mechanisms available to ensure the financial security of our housing inventory so that we can best support our community. We encourage residents to also be checking sources of government information related to COVID-19.

The Resort Municipality of Whistler is sharing the most up to date information for our community here:

<https://www.whistler.ca/services/emergency/covid-19-coronavirus>

The following is information to assist you during our current climate with COVID-19.

- 1) The WHA administration office at 2400 Dave Murray Place, as well as the WHA's Property Management offices are closed to the public and staff are working remotely. We will continue to provide our services for the Employee Housing Program, but email for now is our primary form of communication with the public.
- 2) For renters who live in market rentals experiencing difficulties, we encourage you to speak with your landlord or employer. There is enhanced Employment and Income Assistance available. The information is here: <https://www.canada.ca/en/departement-finance/economic-response-plan.html#individual>
- 3) For Whistler residents who own Employee Restricted units are experiencing financial difficulties, we encourage you to speak to your lender about repayment scenarios, or if you are considering selling, contact [mail@whistlerhousing.ca](mailto:mail@whistlerhousing.ca)
- 4) For tenants living in WHA rental units, if you need assistance, or if someone in your household is infected with COVID-19, please inform your Property Manager at Mountain Country Property Management (MCPM).
  - For tenants living in WHA units in Cheakamus Crossing contact: Gina Ciccone - [gina@mountaincountry.ca](mailto:gina@mountaincountry.ca)
  - For all other WHA rental properties contact: Steve Duncan - [steve@mountaincountry.ca](mailto:steve@mountaincountry.ca)
- 5) Access to WHA Properties:
  - a. **Non-Essential Access to WHA Rental Units:** The Whistler Housing Authority and Mountain Country Property Management and their contractors will not be accessing tenant units for non-essential purposes until further notice.
  - b. **Emergency and Essential Access to WHA Rental Units:** Access to units will occur if there is an emergency such as fire or flood, for public safety concerns, and for repairing any essential services such as heat and hot water. Communication will be provided to tenants where access is required, except in the event of an emergency and communication is not possible.
  - c. **Access to Units for WHA Tenant Turnovers and Resales:** Access to WHA units for move-ins, move-outs and for rental or resale property showings will be coordinated by the WHA or by MCPM. All efforts will be made to observe recommendations for social distancing and cleaning. It is recommended tenants and owners wipe down contact points if their property has been accessed. Increased sanitation procedures have been implemented at WHA rental properties.

- 6) **Rent Payment at WHA Properties (Electronic Methods Only):** The only acceptable method for rent payment is by Pre-Authorized Debit. Cash payments will not be accepted. If you have experienced financial challenges directly related to the COVID-19 crisis, please contact your property manager. Staff will explore each situation on a case by case basis. If your income has not changed as a result of the COVID-19 crisis, you are required to pay your rent.
- 7) **Communication:** Open and clear communication is important to the WHA. If you have any questions or concerns, please insure you contact our office. Although our staff are primarily working remotely, we are all accessible by email and are checking voice messages throughout the day. To send a message to the WHA, please email: [mail@whistlerhousing.ca](mailto:mail@whistlerhousing.ca)