



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

COVID-19 Updates

The health and security of our residents is of critical importance to the Whistler Housing Authority (WHA) and we are taking the prudent steps necessary to do our part to protect our community. The WHA administration office at 2400 Dave Murray Place, as well as the WHA's Property Management offices, are currently closed to the public and staff are working remotely. We will continue to provide our services for the Employee Housing Program. Email for now is our primary form of communication with the public. To send a message to the WHA, please email: mail@whistlerhousing.ca

The WHA is exploring all mechanisms available to ensure the financial security of our housing inventory so that we can best support our community.

Our Federal and Provincial Governments have provided several opportunities for income and rental assistance in response to COVID-19. Updates on these supports can be found here:

- [Federal Government's Economic Response Plan to COVID-19](#)
- [Province of BC's Announcement of COVID-19 Support](#)

In addition, our local government, 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 additional information to assist you during our current climate with COVID-19.

- **Canada Emergency Response Benefit (CERB):** The Federal Government has launched its Canada Emergency Response Benefit for individuals who have stopped working because of COVID-19 or are eligible for Employment Insurance regular or sickness benefits. Applicants apply according to their birthday month - People born in **January, February** and **March** apply on **Mondays** starting April 6; those born in **April, May** and **June** apply on **Tuesdays** starting April 7; people born in **July, August** or **September** should on **Wednesdays** starting April 8; and those born in **October, November** and **December** apply on **Thursdays** starting April 9.
- **FAQ's:** These 'Frequently Asked Questions' will help you with Canada Emergency Response Benefit(CERB) applications: <https://www.canada.ca/en/services/benefits/ei/cerb-application/questions.html>
- For **Employment Insurance Benefits** for those who have been laid off, including the self-employed, apply here: <https://www.canada.ca/en/services/benefits/ei/ei-regular-benefit/apply.html>
- The BC Government has also launched the **Temporary Rental Supplement (TRS)** to assist renters who may have difficulty paying rent. This supplement is in addition to funding available from the Federal Government and the \$1,000 B.C. Emergency Benefit for Workers. The Temporary Rent Supplement will provide for up to \$500 per month, for eligible households to be paid directly to the landlord on the renter's behalf. Additional information will be available at <http://www.bchousing.org> upon its launch and here: <https://news.gov.bc.ca/factsheets/information-for-renters-and-landlords-during-covid-19>.
- **My Service:** For faster receipt of Federal and Provincial subsidies and grants, it is recommended to create an online account through the CRA portal, My Service. This will assist with delays for receiving funds by mail.

Specifically for WHA Tenants:

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
- For all other WHA rental properties contact: Steve Duncan - steve@mountaincountry.ca

Effective April 1st, there will be a freeze on any new annual rent increases and no WHA Tenant will be evicted in as a result of non or reduced payment of rent during this state of emergency. This will be reassessed in the future.

Tenants will be responsible for any unpaid rent in the future.

Access to WHA Properties:

- 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.
- 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.
- 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.

Rent Payment:

- 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.
- The only acceptable method for rent payment is by Pre-Authorized Debit. Cash payments will not be accepted.
- If your income has not changed as a result of the COVID-19 crisis, you are required to pay your rent.

Specifically for WHA Owners:

For Whistler residents who own Employee Restricted units and are experiencing financial difficulties, we encourage you to speak to your lender directly about repayment scenarios. If you are considering selling your unit, please contact the WHA at mail@whistlerhousing.ca and the WHA will assist you through the resale process.