



March 26th, 2020

NOTICE FOR ALL BUILDING TENANTS

Dear Residents,

As we all navigate through a new world of COVID – 19, Greater Victoria Housing Society (GVHS) is doing its part to help stop the spread of this disease.

To ensure the safety of both tenants and staff, we are changing the way we work and changing what we will work on. If there is a repair that needs to be done in your home, please email or call our head office to notify us about the problem. Our operations coordinator can be reached at info@greatervichousing.org or (250)384-3434 ext. 24.

Please note, for the meantime we are only doing emergency work. Other requests will be saved for a later date when health and safety precautions are back to normal.

The categories of emergency work include:

Water Leaks – Anything that is causing harm or damage to tenant belongings or the building itself

Electrical Issues – Electrical breaker that continually trips, a burning or smoking smell from an outlet/heater, appliance plug that stops working

Heater issues – Heater that does not turn off or heater that does not turn on

Fridge not operating – A fridge that cannot be addressed within business hours that is past 16 hours from the time it occurs. (If on the weekend or Friday – fridge will be considered an emergency as GVHS will need to repair the issue)

Plugged toilet or Sink – Plugged toilet is considered an emergency and access to a working bathroom is critical for a resident. A sink on the other hand **may not be** an emergency but will depend on the length of time expected to only have a one kitchen or bathroom sink working.

Pests – Any issues regarding pests inside residential units should be notified immediately for evaluation by GVHS

Life Check and Health Emergency – Entry to emergency response or notification of the potential of a health concern

All work regardless of the category or type will need to comply with WorkSafeBC regulations, and you are required to make the work site and immediate surrounding area clean, and free of all furniture and belongings.

We ask that you play your part and aid us in keeping staff and fellow residents safe during these difficult times.

Sincerely,

GVHS Operations Staff