



Pathway Housing & Support Services Inc.

3023 Parkerhill Road, Box 100 - Mississauga, Ontario L5B 4B3

Head Office Number: 905.272.2285, Ext.22 - Fax Number: 905.272.1818

Website: www.pathwayhousing.ca - Email: nortonlake@pathwayhousing.ca

Norton Lake Office Number: 905.796.8684

COVID-19 UPDATE

Are you a Considerate Neighbour...?

Staying at home to stop the spread of COVID-19 is the right thing to do. Thank you for doing your part!

Since so many more people are at home, including children who are active and full of life, there is naturally a lot more noise flowing through the walls and floors. With understanding and mutual respect, people can live in multi-unit communities without disturbing the peace and quiet of another resident's home.

Reasonable Noises, such as children playing or crying, people talking or having fun, people cooking or cleaning, dogs occasionally barking, or the use of tools during permitted hours, are part of the healthy reality of living in a mixed housing community.

Unreasonable Noises that are frequent, long-lasting and LOUD, such as banging on floors or walls, arguments, fighting, music, screaming, or using tools when not permitted, must be reported in writing to the Management Office so that they can be investigated and resolved.

In a mixed housing community, everyone's lifestyle and activity schedules are different. Some people work at night and sleep during the day, some people have children, some people have pets, some people may even have medical conditions, which may result in unusual sounds. In each situation, reasonable and normal sounds heard at different times throughout the day or night are a healthy part of community living. Unreasonable, frequent, and extreme noises are not. Since everyone wants to live in a safe, clean and comfortable community all residents must cooperate, be considerate and take steps to prevent unreasonable noise from negatively affecting their neighbours.

Thank you for being a considerate neighbour!

MANAGEMENT OFFICE: Staff are working and can be reached by phone or by written communication (email or letter). **No walk-in service is available** until health officials recommend that it is safe to open our offices for public access.

SELF-ISOLATION: If you have been exposed to COVID-19 you must follow guidelines for self isolation, inform the management office, and minimize your physical contact with other people.

CLOSED AREAS: Access to all common areas, remain closed to prevent group gatherings, which may promote the spread of COVID-19. Please avoid large gathering inside individual units that may be in contravention with the health department guidelines and directives. Please note that in some cases by-law officers maybe contacted.

RENT: We are thankful that most tenants continue to pay their rent on time during the COVID-19 public health crisis. This is important because, as a not-profit organization providing affordable housing, we have operational expenses such as insurance, maintenance, utilities, property taxes and mortgage, **which must be paid** to ensure that residents remain housed and continue to have a safe, clean, and well-maintained community to call home.

If you have difficulty paying your rent *due to COVID-19* please contact the Management Office to discuss your options.

Let's stay SAFE and protect our community.

As COVID-19 closures and restrictions are gradually eased, the following measures apply to your housing community:

- **Maintain physical distancing**, minimize your exposure, and help prevent the spread of COVID-19
- please limit visitors to your home and avoid gathering with people in the lobby and other common areas.
- Follow all notices regarding limited access to the laundry room and other common areas.
- Keep personal hygiene by washing hands often and use hand sanitizers
- Avoid excessive ordering items on-line. The carrier companies do not deliver packages to individual units but leaving them on the floor in the lobby. Management is not responsible for safety of these packages.
- Please **DO NOT** drop on the floors in the common areas, including elevators, discarded protective gloves and masks.

We Appreciate Residents

- ✓ who properly dispose of garbage and recycling materials
- ✓ who are polite and respectful when dealing with staff and neighbors
- ✓ who make positive helpful suggestions
- ✓ who care about their community and show it with their actions

Together We Will STOP the Spread of COVID-19

Management