



COVID-19 HOUSING FAQ

1

I am struggling to pay the rent due to COVID-19. What should I do?



Communicate your concerns to your landlord via email or phone. Inform them of your intention to pay the rent and that your ability to pay has been affected by COVID-19 (lay off, job loss).

2

I can't pay rent due to COVID-19. Can my landlord ask me to leave right away?



You may not need to leave your housing right away, as different rules apply depending on your housing situation. Please visit [Steps to Justice](#) for information on what you can do if your landlord asks you to leave your unit. For further support, please email your International Transition Coordinator team at internationaltransition@conestogac.on.ca.

3

I don't have housing. What can I do?



If you don't have a place to stay, please visit our housing [database](#), [webpage](#), and [YouTube](#) channel for housing search resources. Please reach out to International Transition Coordinator at internationaltransition@conestogac.on.ca for additional housing support & resources.

4

I live with roommates. How can I practice physical distancing?



Have open communication with roommates about physical distancing:

- Do not invite friends or guests to visit your house / apartment
- Wash hands often for at least 20 seconds and avoid touching your face
- Regularly clean highly touched surfaces with a disinfecting cleaning solution
- Greet others with a wave instead of a handshake, hug or kiss
- Minimize outdoor trips and go to grocery stores at off-peak hours

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I am not able to pay my utility bills due to COVID-19. What can I do?



If you pay for heat, electricity or water in addition to your rent and are struggling to pay due to COVID-19, call your utility company to ask if they offer any assistance. See below for contact information for utility companies servicing Kitchener, Waterloo, Cambridge, Guelph and Brantford areas.

City	Gas (Heat)	Water	Hydro (Electricity)
Kitchener	City of Kitchener Utilities www.kitchenerutilities.ca	City of Kitchener Utilities www.kitchenerutilities.ca	Kitchener-Wilmot Hydro www.kwhydro.on.ca
Waterloo	Enbridge Gas Inc. (Union Gas) www.uniongas.com	City of Waterloo www.waterloo.ca/en/living/accounts-and-billing.aspx	Waterloo North Hydro www.wnhydro.com
Guelph	Enbridge Gas Inc. (Union Gas) www.uniongas.com	Guelph Hydro (Alectra Utilities) www.guelphhydro.com	Guelph Hydro (Alectra Utilities) www.guelphhydro.com
Brantford	Enbridge Gas Inc. (Union Gas) www.uniongas.com	City of Brantford https://myutility.brantford.ca	Brantford Power www.brantfordpower.com
Cambridge	Enbridge Gas Inc. (Union Gas) www.uniongas.com	City of Cambridge https://www.cambridge.ca/en/your-city/Water-Account.aspx?	Energy+ Inc www.energyplus.ca

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Where can I get more information?

For further information on housing law and COVID-19, access [Steps to Justice COVID-19 Housing Law](#), [Landlord & Tenant Board](#), [Community Legal Education Ontario - Housing Law](#) or [Legal Aid Ontario](#).



For additional housing support, please email your International Transition Coordinator team at internationaltransition@conestogac.on.ca