



Notice To Gignul and Madawan Tenants

Due to the COVID-19 State of Emergency declared by the Province of Ontario and as directed by Ottawa Public Health, Gignul offices are now closed to the public. Self isolation, social distancing, practicing safe hand washing and disinfecting high traffic areas in your homes is the most effective means of limiting transmission of the corona virus.

Please be assured that Gignul is taking the necessary precautionary steps to protect tenants and staff as we move forward in this fast changing and evolving health crisis. We will be making more information available on our website at: www.gignulhousing.org The Gignul office will answer calls between 10:00 am and 2:00 pm from Monday to Friday. At this point, the Gignul offices will be closed to the public until April 17, 2020.

The collection of rent will be on a modified basis. A locked mail box at 396 MacLaren Street has been installed where rent payments can be dropped off at any time. INTERAC eTransfer payments can be made following the instructions that will be posted on the Gignul website. We are also looking at the possibility of offering debit payments in a contained entry space at the Gignul office between Monday, March 30th and Friday, April 5th from 10:00 am to 2:00 pm.

All maintenance requests of a regular nature are deferred until further notice. We will receive maintenance requests and track all follow-up as soon as the emergency is lifted and further instruction is provided through Ottawa Public Health. All emergency maintenance requests can be called into the office or through our On Call Message Centre and will be responded to on a priority basis.

The provincial emergency is in place until the end of March at which time it will be reassessed. We will do our best to keep all tenants informed and up-to-date as developments unfold. Also, please pay attention to the news on the television, radio and social media. We would also ask that you be mindful of your neighbours, especially seniors, to check in on them to ensure they are safe. Gignul staff is happy to respond or connect people with other agencies that may be providing assistance during this public health emergency.