



Nepean
Housing
Corporation

RESIDENT UPDATE

November 2024

Hello Nepean Housing Residents!

We hope that you and your families have been enjoying the mild weather we've been having! NHC has information in this newsletter that we are excited to share. Please enjoy this edition of the fall newsletter.

Happy regards,
Nepean Housing Corporation

Emergency Maintenance Over the Holidays

The NHC Property Services Team will continue to answer emergency calls through the holiday closures. Please call 613-823-8452, option 3 for emergencies such as:

- Fire
- Flood
- No heat
- Problems with smoke or carbon monoxide (CO) detectors
- Elevator breakdown
- Problems with exiting or accessing the building or unit, and
- Inability to lock or secure windows and/or doors in the event of a break-in

Is Your Smoke Detector Beeping?

If your some detector is beeping, please let us know right away. Call the main office during office hours (8:30am - 4:30pm) or the emergency line if your smoke detector begins beeping outside of office hours. A beeping smoke detector is a valid reason to call the emergency line outside of regular hours because your smoke detector is an essential safety feature of your home.

Fall Clean-Up

Fall is a good time to tidy up your carports and do a general clean-up around the entrances of your home to get ready for winter and snow. Please keep clutter to a minimum and remember that carports are not to be used for storage.

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Contact Nepean Housing:

613-823-8452
info@nepeanhousing.ca

NHC Office Hours:

Monday - Friday
from 8:30 am - 4:30 pm

Office Closures:

December 24 from 12:00-4:30pm
December 25
December 26
December 31 from 12:00-4:30pm
January 1

GETTING READY FOR WINTER

Winter Weather Parking Bans

From November 15th - April 1st, the city may declare a Winter Weather Parking Ban following inclement weather (freezing rain or when Environment Canada forecasts a range of snow more than 7cm). A Winter Weather Parking Ban supports clearing operations and is issued by the City as a special advisory.

For more information:
ottawa.ca/en/parking-roads-and-travel/parking/winter-parking

Nepean Housing Snow Dumps and Visitor Parking

Between November - April some visitor parking spots are dedicated snow dumps and are to be kept empty. To prevent damage to your vehicle and/or a parking ticket, do not park in these spots, street parking, or parking in "No Parking" zones during the winter months.

Snow Removal

Please remember, tenants are responsible for clearing ice and snow from driveways, carports, parking spaces, steps, and landings. Snow removal companies will clear main roadways and sidewalks. Saltboxes in the communities are property of the snow removal company and are not to be used by tenants. We also ask that tenants do not touch or move the reflective sticks placed by the snow removal company.

Adjusting Your Furnace

The days are growing shorter and the wind is starting to get chilly. After a long day, we'll all be happy to cozy up in a warm home.

To make sure that your furnace is on in your townhome and ready to pump out warm air:

1. Make sure the thermostat is set to heat
2. Turn the fan on to auto
3. Check that the furnace switch in the basement is turned on

Please make sure that these settings are correct so that your furnace can work properly. If it still is not working after you followed these steps, the maintenance team will come check your furnace. Ensure the heat in your unit remains above 15°C to prevent frozen pipes, property damage, and repair costs.



Outdoor Pipes and Taps

Please keep all pipes/vent pipes clear of snow. Snow that piles up against the outlet will shut down your furnace causing you to lose heat and risk carbon monoxide poisoning inside your unit. Maintenance calls for this reason can result in a charge to you.

If you have a functioning water tap outside your home, please close and drain the tap to prevent freezing, which can cause pipes to leak or burst.

Living Together as a Community

Multi-residential living requires a great deal of both respect and tolerance between neighbours. As neighbours, we also need to act with common courtesy.

- Music should be kept at a reasonable level. City of Ottawa By-law No. 2017-255, Section 4 states that music cannot be loud enough for others to hear from 11:00 pm - 7:00 am.
- For those who signed the “No Smoking” tenancy agreement, it also means smoking off property; and for those who did not sign the agreement, this is a reminder that smoking is NOT permitted on NHC property. All smokers must make best efforts to avoid having smoke enter other tenants’ residences.
- Tenants who don’t have a parking spot must not allow their guests to park on the property, except for paid Visitor spots.
- Remember that residents are responsible for the actions of their pets.
- Disputes between neighbours must be civil and avoid name-calling. Recognize that everyone has different abilities and may require space, assistance and/or understanding.

Please advise us of issues in writing, with as many details possible including, dates and times.



Smoking Restrictions

NHC’s Non-Smoking Policy prohibits smoking in and around all NHC buildings and properties, including indoor areas and outdoor spaces within nine meters (30 feet) of windows, entrances, or exits. For those who signed the “No Smoking” tenancy agreement, smoking must be done off the property. For those who did not sign the agreement, this is a reminder that smoking is not permitted on the property.

By-Law:

By-Law (dial 311) will addresses some types of complaints. You can also file a complaint through myservice.ottawa.ca/

Emergencies:

If someone’s safety is at risk, someone is feeling threatened or harassed, call the police: 911.

Non-emergencies:

If the issue is not an emergency, you can call the Ottawa Police non-emergency line: 613-236-1222 or file a report online: www.ottawapolice.ca/en/reports-and-requests/file-a-report.aspx

Shopping Carts Inside Apartment Buildings

We kindly remind residents of 2 Hammill Court and 130 Centrepointhe Drive that shopping carts belong to the grocery store and should not be brought onto NHC property. They cannot be stored in communal areas of the buildings, including hallways and stairs. Shopping carts stored inside can limit the accessibility of the space and pose a safety concern. In the event of an emergency, areas like hallways and stairs need to be clear for people to walk and exit the building safely.



Alteration Requests

All residents (new and existing) must fill out an [Alteration Request Form](#) and obtain written approval from Nepean Housing prior to making any changes to their units. These changes could include painting walls, electrical or plumbing fixtures, flooring, fences, gates, etc. If our staff notice any alterations that were not previously approved by the office, tenants may either be asked to remove the alteration or will be charged back upon moving out.

To submit your alteration request form or ask further questions, please email info@nepeanhousing.ca. The alteration form can also be found on our website under the “Property Services” tab.



Pest Control

If you encounter any issues with bed bugs, cockroaches, or other pests in your unit, we encourage you to inform our office right away. Early detection and reporting, along with proper preparation and following the treatment plan, are critical for controlling the problem. We will work with you to develop a plan of action to deal with the issue and ensure that your home remains a comfortable and safe place to live.

Please see our Pest Control Special Edition Newsletter for more information.

City of Ottawa Garbage Limit

Starting September 30, 2024, the City of Ottawa lowered its limit for how much garbage will be picked up. Garbage pick up will now only take three items from the curb per household.

Examples of what counts as one item:

- A garbage bin with a removable lid up to 140L (it can have multiple bags inside)
- A garbage bag not inside a bin
- A bulky item (like furniture)

Blue bin, black bin, and green bin recycling rules remain the same.

If you need to put out more than 3 items, you must purchase a yellow garbage bag from the city. The City of Ottawa has information on [where to purchase yellow bags](#) on their website. If there are more than 3 items on the curb that are not in yellow bags, the extra items will not be removed.

Late Rental Payments

Please call us if you think you may fall behind on your rent payment (613-823-8452 ext. 112). We will work with you to find a solution. We can make payment arrangements where reasonable and appropriate. We can also provide information about community resources that may be able to assist you. It is our goal to prevent evictions; however, eviction may be our last resort if we are unable to reach a workable agreement.

There are added expenses related to an application for eviction, including NSF charges (\$20, if applicable), application fee to the Landlord and Tenant Board (\$190) and enforcement fee (Sheriff, \$300 to \$400).

If you leave owing a balance, your name will be added to the Provincial Database for social housing, and this will prevent you from being on the waiting list for any other social housing in the province. In addition, your file will be referred to a collection agency, and your debt will be added to your credit history, resulting in bad credit which would influence future financial transactions (renting and/or purchasing of any consumer goods or housing).

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Need help managing your budget? Call:

- Housing Help, [613-563-4532](tel:613-563-4532), or action-logement.ca/en/housing-help/
- Credit Counselling Society, [1-888-527-8999](tel:1-888-527-8999), 331 - 116 Albert Street, nomoredebts.org/canada-credit-counselling/ontario/ottawa. They provide FREE budget and financial counselling for people with credit difficulties.
- Entraide Budgetaire, 290 Dupuis St, Suite 116, [613-746-0400](tel:613-746-0400), or centre-ebo.com/?lang=en offers FREE individual counselling on family resources management as well as advice for financial crises.
- Employment & Financial Assistance Branch, City of Ottawa, [613-560-6000](tel:613-560-6000), provides income support to households without jobs or other sources of income as well as to low-wage earners. You can also access the City of Ottawa Financial and Social Assistance website here: ottawa.ca/en/family-and-social-services/financial-and-social-assistance#

COMMUNITY RESOURCES

NHC's Online Resources

See our special edition newsletters for more information about food security, affordable health care options, and financial assistance programs. They are also available here on our website: nepeanhousing.com/communitypartnersandresources



Winter and Holiday Programs

NHC recently published a list of winter and holiday programs that are available this year. You can find this information on our website: nepeanhousing.com/post/2024-winter-holiday-resources

Employment Services

Need help accomplishing your career goals? Pinecrest-Queensway Employment Services can help. PQCHC offers a full suite of employment programs to help job seekers of all experience levels. Visit their website to take a further look at what they have to offer you, free of charge. www.pqchc.com/services/employmentservices

If you have further questions, you can email employment.info@pqchc.com or call at 613-288-3880.

City of Ottawa Hand in Hand Program

The City of Ottawa “Hand in Hand” Program is available to those of low income, or those receiving social assistance such as the Ontario Disability Support Program or Ontario Works. The program helps residents of Ottawa participate in recreation and culture activities in the city.

For more information and to see if you qualify, please visit ottawa.ca/en/family-and-social-services/older-adults/financial-assistance#section-89551f56-14c3-4f6e-b24c-5e5072350977 for more information.

Food Bank Information

Check which food bank is your foodbank at ottawafoodbank.ca/hunger-in-ottawa/. Here is a list of food banks near NHC neighbourhoods:

Madden, Kilbarron, Clenning, and Letourneau:

- The Barrhaven Food Cupboard, located at 100 Malvern Dr, (613) 825-4505, barrhavenfoodcupboard.ca/

130 Centrepointe, Plunkett, Pallister, and Draffin:

- Pinecrest Terrace Community House, located at 2483 Iris St, Unit B, (613) 596-6703, pinecrestterrace.ca/food-bank

Dunbar:

- Morrison Gardens Food Centre, 985 Morrison Dr, (613) 596-6229, pqchc.com/services/morrison-gardens

Hammill:

- FAMSAC Food Cupboard, located at 2006 Robertson Rd Unit #8 (613) 820-5428, <https://famsac.ca/>

Our 2024 Winter and Holiday Programs info sheet has more information about which foodbanks are running holiday hamper programs this year.

ACCESSIBLE LEGAL SERVICES

	Contact Information:	Areas of Law they assist with:
<p>University of Ottawa</p> <p>Available to low income persons in Ottawa and University of Ottawa Students</p>	<p>uottawa.ca/faculty-law/common-law/student-centre/courses/clinics/community-legal-clinic</p> <p>613-562-5600</p>	<ul style="list-style-type: none"> • Criminal law • Family law • Tenant law
<p>Community Legal Services of Ottawa</p> <p>Free to everyone</p>	<p>clsottawa.ca/</p> <p>613-733-0140</p>	<ul style="list-style-type: none"> • Tenant law • Immigration law • ODSP/OW • Worker's Compensation (WSIB) • Employment Insurance • Canada Pension Plan • Canada Child Tax Benefits
<p>Legal Aid Ontario</p> <p>For persons of low income</p>	<p>legalaid.on.ca/</p> <p>1-800-668-8258</p>	<ul style="list-style-type: none"> • Criminal law • Domestic Violence • Family Law • Mental Health • Refugee and Immigration
<p>Pro Bono Ontario</p> <p>Free to everyone</p>	<p>probonoontario.org/hotline/</p> <p>1-855-255-7256</p>	<ul style="list-style-type: none"> • Preparing for court • Appeals • Employment Law • Housing Issues • Corporate Law (charities, non-profits, small businesses) • Power of attorney

NHC UPDATES

Congrats to the Prize Winners!

NHC has held some contests over the past few months. Congrats to our winners from the Pest Control Newsletter Quiz, and the Draffin and Pallister BBQ Feedback form prize draws.

We offer a big congratulations to the winners of the Nepean Housing 40th Anniversary Contest. We would also like to thank everyone who submitted to the contest!

1st Place Winner: Elizabeth C.
2nd Place Winner: Karri D.
3rd Place Winner: Tina B.



Check out the winning submissions on our website by scanning the QR code or through this link: nepeanhousing.com/40th-contest-winners

40th Anniversary Contest Prizes



NHC Contacts

Main office:

613-823-8452

info@nepeanhousing.ca

Work orders, tenant complaints, pest issues, neighbor disputes, or safety concerns:

Amanda Montroy

613-823-8452 ext. 114

info@nepeanhousing.ca

Community programs and services:

Amanda Awwad

613-823-8452 ext. 122

amanda.awwad@nepeanhousing.ca

Information about your tenancy and rent calculations:

Nathalie Anderson

613-823-8452 ext. 113

nanderson@nepeanhousing.ca

Rental payments:

Kim Dufresne

613-823-8452 ext. 112

kdufresne@nepeanhousing.ca



Pest Control Newsletter Winners



NHC's Post-Secondary Bursary Program

More details coming soon!



To celebrate Nepean Housing Corporation's 40th Anniversary, the Board of Directors is launching a **new Post-Secondary Bursary Program** for students living in NHC communities.

The program will provide **\$2,000 bursaries to 5-6 students each year for five years**, starting in the 2025-2026 school year.

We're excited to share more details soon, including how NHC residents can apply and the generous sponsors who are making this program possible.

Stay tuned – we'll provide a full update by email and on our website in **December!**

NHC Community notices

HERE'S WHAT'S BEEN GOING ON IN OUR COMMUNITIES

For inquires, please contact Amanda:

Amanda.Awwad
@Nepeanhousing.ca
or
(613)823-8452 (ex. 122)

SUPPER OF THE MONTH

Supper of the Month will be back! Keep your eyes open for future registrations.

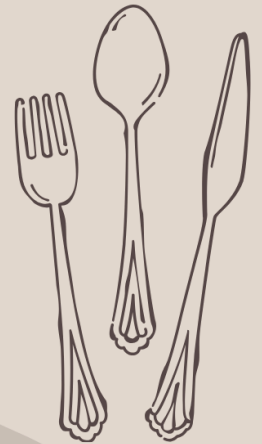
DUNBAR | OCTOBER 2024

DRAFFIN | NOVEMBER/
DECEMBER 2024

SHARE YOUR FAMILY RECIPE

NHC is making a recipe book.

Share your recipe for a chance to win one of six Ottawa Good Food Boxes! Find out how to enter at nepeanhousing.com/40th



Craft Corner

2 Hammill
130 CentrepoinTE

Here's some of the projects we've been working on!

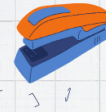


NHC'S ANNUAL

BACKPACK AND SCHOOL SUPPLIES DRIVE

SEPTEMBER 2024

This year we delivered over 200 backpacks to students in our neighbourhoods. We hope everyone's school year is off to a great start!



Did you see our new resource sheets?

You can find them online at nepeanhousing.com/communitypartnersandresources

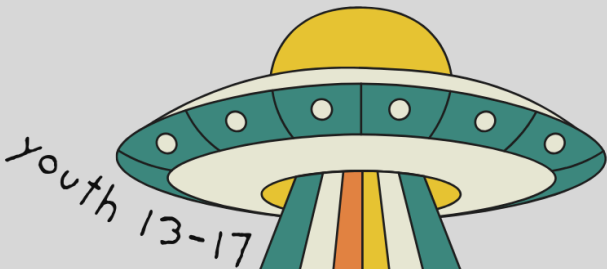


NHC 40TH ANNIVERSARY SUMMER BASH

Thanks to everyone who was able to join us for our events this summer!

We had to reschedule a few times because of the weather, but we were able to celebrate with some BBQ and activities in our Draffin, Hammill, and Pallister neighbourhoods.

It was a blast!



CITY SEEKERS

Youth activities that are out of this world

Registration closed but the City Seekers program will return

