

Hello Nepean Housing Residents!

We hope you're doing well. We're excited to share the latest edition of the Nepean Housing Resident Update for the spring season with you.

Best regards,
The Nepean Housing Corporation

Resident Update

May 2024



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Spring Clean Up

Spring has sprung! The weather is finally perfect for some time outdoors. Let's work together to ensure that our neighborhoods remain clean and safe so we can enjoy our time outside. We ask that you take a moment to clear your driveways and yards of any clutter that may have accumulated over the winter. Remember that carports should only be used for cars and not storage, and try to avoid littering to keep our gardens, parks, and parking lots clean.

As the weather warms up, we're also noticing an increase in pet waste left behind by both dogs and cats. We ask that all pet owners be responsible and supervise their pets while outside. Cat owners, while not required to keep their pets leashed or indoors, must still be responsible for their pet's outdoor activities and prevent damage or disturbance to others' property as per the Animal Care and Control By-law of the City of Ottawa. Similarly, dog owners are required to keep their pets leashed and "stoop and scoop" their waste as per the Animal Care and Control By-law No. 2003 - 77, Section 37. Nepean Housing and your neighbors greatly appreciate your cooperation in keeping our community clean and safe.

Contact Nepean Housing:

613-823-8452
info@nepeanhousing.ca

Office Hours:

From July 2nd to September 2nd, the office will be open from 8:30am-4:00pm.

Office Closures:

- May 20
- July 1
- August 5
- September 2

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.

Installation of Air Conditioners (ACs)

If this winter was any indication, summer is going to be warm! If you plan on keeping cool by using an air conditioner (AC), please make sure to do so in a safe manner by following our guidelines below. It is important to follow these guidelines as improper installation of window ACs have led to them falling and causing injury or death. Poor installation of a window AC can lead to damages to the property, both inside and outside the unit.

Any AC used above the ground floor must be a portable / floor model AC (i.e., non-window mounted). Tenants must have written permission from NHC prior to installing an AC by:

- Completing this “Request for Installation of Air Conditioner” form and returning it to the main office.
- Obtaining, maintaining and providing proof of third-party liability insurance
- Agreeing to return NHC property to its original condition upon NHC’s request and/or move-out
- Agreeing to pay all costs for changes, installations, repairs and for damages to any person or property resulting from the installation

Window ACs may ONLY be installed:

- If installing one does not void the window warranty
- Within a window, not in a window in a door
- In ground floor windows

ACs must:

- Be self-evaporating (dripless)
- Be installed in the lower window position of a vertical sliding window
- Not exceed the electrical capacity of the unit
- Not be installed prior to April 15 and must be removed by October 15 each year

ACs must be installed:

- In compliance with the manufacturer’s instructions
- Without drilling holes into or modifying the window frame or building
- Using the supplied window inserts, plexiglass, lexan, or ¼” plywood painted white
- By adequately sealing the opening of the window
- By plugging directly into the electrical outlet or using appliance grade extension cord (12 gauge, 6 feet / 2 metre)
- The AC does not sit on or be supported by the window frame using support brackets that do not require tools (i.e., no drills, no screwdrivers) and do not damage or mar NHC property (ground floor windows only)

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 in controlling the problem. We will work with you to develop a plan of action to deal with the issue and ensure that our properties remain a comfortable and safe place to live.



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

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 specifics on 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.

Use of Pools

NHC’s pool policy does not allow the use of pools due to by-laws, health and safety concerns, expense, and damage to property. This decision was made after considering all of the ramifications for our community. We understand that having a wading pool on a hot day can be refreshing, but it’s also important to remember that it’s possible for children and animals to drown even in an inch of water. The safety of all of those who live in our community is our top priority. Additionally, the threat of lawsuits to both NHC and residents is a concern that we must take seriously. Furthermore, the pool can collect water from all sources, including rainwater, which can become a breeding ground for mosquitoes that carry diseases like West Nile Virus. To help prevent the spread of such illnesses, the City of Ottawa has urged citizens to eliminate or minimize all sources of standing water. We also want to be mindful of the rising cost of water, which places pressure on our operating budget.

We appreciate your cooperation and understanding in keeping our community safe and financially sustainable for all.

By-Law:

By-Law (dial 311) will address some complaints.

Emergencies:

If someone’s safety is in 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: <https://www.ottawapolice.ca/en/reports-and-requests/file-a-report.aspx>



Use of Fireworks

Fireworks cause a similar safety concern and are not permitted. “Consumer fireworks” means an outdoor, low hazard, recreational firework and can only be discharged on private property with permission of the property owner. Because minimum safety distances as indicated on the fireworks product must be maintained from spectators, buildings and vehicles, they are not permitted on NHC property.



Flowers and Landscaping

While NHC has a Landscape Contractor in charge of lawn and shrub maintenance, residents are encouraged to add a personal touch to their gardens as long as they are not climbing plants or flowers. We kindly ask that you refrain from planting trees or shrubs, installing fences or trellises, or any permanent fixtures without prior approval from the Property Service Manager. Please ensure that the Landscape Contractor can still access the property to carry out their lawn and shrub maintenance duties. We're excited to see everyone's gardens bloom and flourish this summer!

Fire Pits

NHC does not allow for fire pits / pots because it is unsafe to set and maintain fires in certain areas of the city. Population density and average lot size criteria were considered in the determination of the areas in which open air fires are permitted. Risk management issues, such as proximity to dense forest of certain types, were also considered. Because of these reasons, NHC cannot permit fire pots / pits.

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).

Need help with managing your budget? Call:

- Housing Help, 613-563-4532, <https://www.action-logement.ca/en/housing-help/>
- Credit Counselling Society, 1-888-527-8999, 331 - 116 Albert Street, <https://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, <https://www.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, 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: <https://ottawa.ca/en/family-and-social-services/financial-and-social-assistance#>

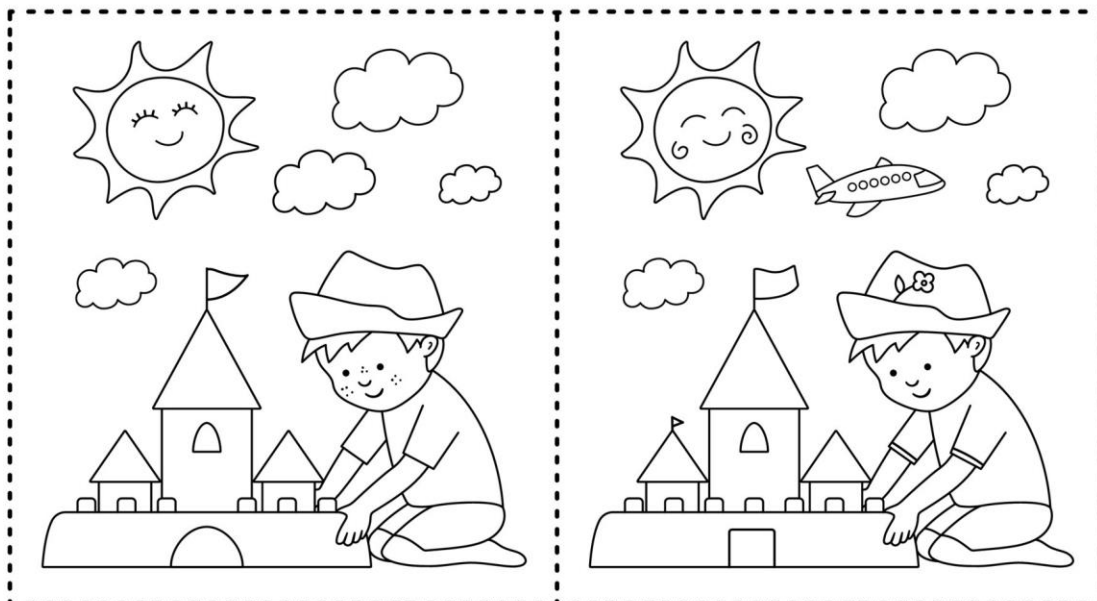
Playing in the Community

The weather these days is perfect for playing outside! We love to see our younger residents enjoying community spaces. However, we would like to remind residents that parking lots are dangerous places to play. Drivers may not always see children and may not have enough time to stop, leading to potentially dangerous situations. We value the safety of all our residents, especially children, and encourage you to have a conversation with your children about the risks involved. Playing with sports equipment in parking lots may lead to accidentally damaging to a neighbours' vehicle or unit. We ask that you supervise your children when they are playing outside and remind them that their actions can have consequences, including property damage. Please note that as a tenant, you are responsible for any damage caused by your children, including to cars, fences, and windows.

We thank you for your cooperation in ensuring that your children play safely and do not cause any harm to other residents or their property, and ensuring that everyone remains safe and happy.



Spot 10 differences and color



Community Resources

Food Bank Information

With inflation and the cost of food through the roof, it's important to know options for local resources. Below is a list of food banks located in the areas around our NHC neighbourhoods.

- The Barrhaven Food Cupboard, located at 100 Malvern Dr [\(613\) 825-4505](tel:6138254505), <https://www.barrhavenfoodcupboard.ca/>
- FAMSAC Food Cupboard, located at 2006 Robertson Rd Unit #8 [\(613\) 820-5428](tel:6138205428), <https://famsac.ca/>
- Care Centre Ottawa, located at 500 Viewmount Dr [\(613\) 693-0890](tel:6136930890), <https://www.carecentreottawa.ca/>
- Sadaqa Food Bank, 174 Colonnade Rd #34 [\(613\) 225-0909](tel:6132250909), <https://www.sadaqafoodbankottawa.com/>
- Britannia Woods Food Pantry, 115 Ritchie St #9 [\(613\) 820-0853](tel:6138200853), <https://www.britanniawoods.com/project/britannia-woods-food-pantry/>

Affordable Food Options

These food services offer a variety of foods at a discount. Grocery stores will use these apps to sell discounted food that is still good to eat but not able to sold the next day because it won't be "fresh".

- <https://www.flashfood.com/>
- <https://www.oddbunch.ca/>
- <https://www.toogoodtogo.com/en-ca>

Flyers

Flyers are a great way to see what grocery store deals are available. Flipp is a great way to access those flyers digitally and compare prices between multiple stores.

- <https://flipp.com/>

City of Ottawa Youth Recreation "Play Free" Program

For all of 2024, the City of Ottawa is offering the "Play Free" program where youth 17 and under and accompanying adults can attend drop in activities for free.

Please visit www.ottawa.ca for more information.



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



NHC

Community

Notices

Here's what's been going on in our communities.



For inquiries about community events, contact Amanda:
amanda.awwad@nepeanhousing.ca
(613)823-8452 ex. 122



**NHC
40TH
ANNIVERSARY
PARTY**

It's going to be **RAD**
SUMMER 2024



Indoor Gardening Club



Amanda's Garden

CHILDREN'S VILLAGE SUMMER CAMP

BARRHAVEN

Register in person:
May 21st 5:00-6:00pm

PALLISTER

Register in person:
May 21st 5:00-6:00pm

MEAL OF THE MONTH

Meal of the month will return in the fall!



An awesome example made by one of your neighbours!