

# THE PORCH LIGHT

SPRING 2020

A NEWSLETTER FOR ALL OF OUR RESIDENTS AT  
HALDIMAND NORFOLK HOUSING CORPORATION, QUETZAL FAMILY HOMES, DUNNVILLE  
NON-PROFIT HOUSING CORPORATION, DEL-GOLD VILLA,  
AND LONG POINT AREA NON-PROFIT HOUSING CORPORATION.



## Inside this Issue:

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- ❖ Online Education

### Inserts

- ❖ 2020 Tenant Survey
- ❖ Resident Puzzle & Coloring Contest
- ❖ Fridge Magnet with HNHC Contact Information

## A Message from Matt Bowen, Chief Executive Officer

It has been an unusual Spring to say the least. The COVID-19 Pandemic has affected all of our lives and caused a lot of stress and uncertainty. On a positive note, the birds are singing and the flowers are growing!

We're hoping that soon things will be back to normal, or as close as possible and that we can re-open our office. Before this hit, we had lots of plans for the first part of 2020 and although they will be delayed, we are still anxious to roll them out.

Our new website was launched earlier this year. If you haven't visited it yet, please check out [www.hnhousing.ca](http://www.hnhousing.ca). A few highlights of our site are:

- ❖ **Home page** – learn about our goals and strategic plan.
- ❖ **Contact Us** – send us a message, submit a maintenance request, submit a complaint, find our phone number and address.
- ❖ **Latest News** – this is where we post updates, notices, and other communications to our residents.
- ❖ **Resources** – this page includes links and phone numbers for community supports and services

In other news, I'd like to congratulate Mary Vukelich on her retirement! Mary retired in early April from the Property Management department having reached her 25th year with HNHC!

I am pleased to announce that Tricia Feist has joined our team as the new Property Manager for Portfolio 2. Tricia returned to HNHC for this opportunity and will be an instrumental part of the new direction we are heading. Tricia's education, experience, enthusiasm, and passion for resident engagement made her a clear choice.

Lastly, I'd like to thank you, our residents, our contractors, and staff who have all worked together to get through this pandemic. Residents are respecting the social distancing guidelines while HNHC staff are reacting quickly to roll out pandemic and business continuity plans. We're in this together!

*Matt*

# HNHC WELCOMES NEW PROPERTY MANAGER - TRICIA FEIST

Many of you might remember me from my previous position as Rent Subsidy Officer. I am excited to be back at HNHC as a Property Manager.

In our winter newsletter, you learned about our new Property Management Department. We now have 2 teams consisting of a Property Manager and Property Management Assistant.

I'm happy to be in this new role and look forward to getting to know each of you better. We hope that these changes will allow for faster response time, increase quality of service, and improve tenant satisfaction. You can reach us by phone, email or on our new website: [www.hnhousing.ca](http://www.hnhousing.ca)!

*Tricia*

## Portfolio 1

HNHC Properties in Norfolk County\* plus Long Point Area Non-Profit (Port Rowan) and South & Metcalfe Non-Profit (Simcoe)

**Janet Earl, Property Manager, Ext. 115**  
**Todd Smith, PM Assistant, Ext. 116**

## Portfolio 2

HNHC Properties in Haldimand County plus \*39 Nichol Street, Waterford and Del-Gold Villa (Delhi)

**Tricia Feist, Property Manager, Ext. 123**  
**Clair DeBathe, PM Assistant, Ext. 113**

**NEED TO REACH YOUR PROPERTY MANAGEMENT TEAM? CALL  
(519) 426-7792 (NORFOLK COUNTY) ~~ 1-800-265-2819 (HALDIMAND COUNTY)**

## Unit Inspections

Due to the COVID-19 Pandemic and following the guidelines of the Chief Medical Officer of Health we have postponed unit inspections until it is safe for both our tenants and staff to proceed. We hope that we will be able to get out to see you in the Fall.

Watch for updates and until then, please contact us right away if you have any urgent maintenance requests. Most of our contractors are able to respond to emergency work orders.

Maintenance and repair requests can be submitted by emailing [maint@hnhousing.ca](mailto:maint@hnhousing.ca) or visit our website at [www.hnhousing.ca](http://www.hnhousing.ca) and click this button at the bottom of each page.

Click Here to Request  
Maintenance

## **NEW for our Family Units!!**

With the permission of your Property Manager, residents of our Family Homes are now permitted to install a shed that meets the following criteria:

- ❖ Maximum size: 8' x 8' x 6'.
- ❖ Must be constructed of durable, weather resistant material (i.e.: Resin/Vinyl, Pre-primed siding treated to resist insects and decay; galvanized steel).
- ❖ Must be placed on gravel/screenings or patio stones.
- ❖ Must be in backyard only and within the limits of your rental unit.
- ❖ Tenants are responsible to remove shed at time of move-out unless otherwise directed by their property manager or sheds will become the property of the Housing Corporation upon tenant move out.

**If you would like to install a shed, call your Property Manager first to discuss your plans.**

## EMERGENCY REPAIRS AFTER THE OFFICE IS CLOSED

The Housing Corporation considers the following to be After Hours Emergencies: no heat, no hydro, burst pipe that is gushing water, sewer backup, fire or death. Needless to say, for fire or death, please call 911 immediately! For maintenance emergencies, please call our answering service to report an after hours emergency at: 519-426-7792 (in Norfolk County) or 1-800-265-2819 (in Haldimand County).

The duty manager will call a contractor and ask them to attend as soon as possible. Please note that sometimes a staff person will advise you that your call is not considered an emergency or a contractor is not available and that we will issue the work order on the next business day.



## Landscaping

The Housing Corporation hires landscape contractors for the spring/summer months to maintain the grounds at our apartment buildings. We appreciate your cooperation in keeping the common areas clear of seasonal items so that our contractors can maintain the grounds. Contractors are required to attend on-site weekly and duties include:

- ☑ Remove all leaves and debris from grass areas;
- ☑ Mow, edge, and trim all lawn areas;
- ☑ Rake/sweep, if necessary to remove large clumps of grass clippings;
- ☑ Sweep/blow sidewalks/pavement areas;
- ☑ Trim shrubs and hedges, prune trees and sucker growth (monthly basis).

**Apartment Building Residents** – As a tenant, you rent your apartment and your patio/balcony, all other property around your building is the responsibility of the Housing Corporation.

If you would like to garden, please do so in pots on your patio or balcony. Please keep all outdoor personal belongings on your patio/balcony.

**Family Home Residents** – Please be reminded that as per your Lease and County By-Laws, tenants living in a townhouse, duplex or single family home are responsible to cut grass on their rental property and remove debris from the yard and driveway, public walkway, and the walkway leading to the leased premises and the porch. Staff are on-site monthly in our family neighbourhoods to ensure compliance with your Lease and Property Standards By-Laws.

## Garbage & Recycling: Bulky Pick-up

### **Haldimand County:**

<https://www.haldimandcounty.ca/garbage-recycling/>

- ➡ Residents may call Modern at 1-844-624-3126 to schedule a bulky item collection (You may schedule a maximum of two bulky item collections per year)
- ➡ You may set out up to six items per collection

**Norfolk County:** Norfolk County will be picking up bulky items this June. Please visit their website to find out what you can put out and please do not put your items out until your designated week:

<https://www.norfolkcounty.ca/living/garbage-and-recycling/>

- ➡ Simcoe: June 1-5
- ➡ Port Dover: June 8-12
- ➡ Waterford: June 8-12
- ➡ Delhi: June 15-19
- ➡ Port Rowan: June 22-26

### **Smoke/Carbon Monoxide Alarms**

Please contact us right away if you have any problems with your smoke or carbon monoxide detectors.

The Ontario Fire Code makes us responsible to check them once a year and for tenants to report any damaged or malfunctioning units. **It is a legal offence to remove or tamper with fire safety systems.**

### **Cannabis**

Cannabis plants are not allowed on any of our properties even if you have a medical license to use and/or grow.

Landlords have the right to forbid tenants from growing cannabis and can take legal action if tenants do not adhere to this restriction as per our policy.

## Friendly Reminders – Fire Safety

### **Outdoor Fires/BBQs**

- **Haldimand County Bylaw 1662/16 Outdoor Fires/BBQs**
- **Norfolk County Bylaw 2016-72 Outdoor Fires/BBQs**

\*COVID-19 Restrictions – all open air fires currently banned in both counties\*  
Open air fires are not permitted on any of our properties and each county has its own by-law regarding recreational fires. If you have any questions, please contact your Property Manager.

### **BBQs**

- ◆ For our Apartment residents please refer to Section 25.2\* of the Attachments to your lease agreement. We would encourage our tenants to use an electric grill if they wish to BBQ.
- ◆ For our families, please ensure your BBQ is not placed near any combustible material (siding, fences, etc.).

\*25.2 The Tenant shall not barbeque on the balcony, patio, or within 5 meters (approximately 25 feet) of the apartment building.

## Community Gardens given the green light!

Thompson Creek Community Garden in Dunnville, a tenant-run community garden and Greenock Garden in Port Dover, a vegetable garden maintained by the Port Dover and Woodhouse Horticultural Society who donates the harvest to the local Food Bank, have received the approval of the Haldimand Norfolk Medical Officer of Health to proceed for the 2020 growing season.

Dr. Nesathurai advised that, "the public health service is supportive of initiatives that improve access to fresh food."

Both garden organizers will be putting safety measures in place to respect social distancing and keep their gardeners safe. We ask that all residents please respect these guidelines and to contact HNHC with any questions or concerns.



## Tenant Advisory Team

Would you be interested in joining a Tenant Advisory Team?

Our communities are your homes and we value your knowledge and experiences. The purpose of a tenant advisory team is to:

- ◆ Advise us on tenant related policies
- ◆ Provide input for our newsletter
- ◆ Assist with quality improvement initiatives
- ◆ Give feedback on community programs



Meetings would be held 2-3 times per year in your community and would be organized by HNHC staff.

If you are interested, send an email to [hnhc@hnhousing.ca](mailto:hnhc@hnhousing.ca), we will let you know when planning begins.

GALE COURSES



ONLINE  
LEARNING  
ANYTIME,  
ANYWHERE

**The BEST Library resource**  
*(no one knows about)*

Gale Courses, offered through the Library system are one of the best FREE resources available to residents of Haldimand and Norfolk Counties.

Gale Courses has a huge catalogue of all sorts of online courses – all you need to sign up is your library card. You can brush up your business skills with beginner, intermediate, and advanced level courses in Excel, Word, Quickbook, and many others. For the creative soul there are multi-level courses in everything from Photoshop, to Web Design, Writing, Intro to Digital Scrapbooking, Guitar, and even Drawing. The catalog includes college readiness courses, Law courses, Personal Development, and Healthcare and Medical.

It would take us the whole newsletter to tell you about all of the courses offered through this program, but why don't you look for yourself!

**Haldimand County:**

<https://education.gale.com/l-cale72645>

**Norfolk County:**

<https://education.gale.com/l-norfolk/>

If you don't have a library card visit their site to request one by email.

## Tenant Satisfaction Surveys

*A message from Louise Jones, Business Services Supervisor*

Part of my role at HNHC is to promote continuous improvement. One way is to help our Property Management Team to improve the services and support they provide to our residents. **We need your feedback to do that!**

Please complete the enclosed survey and return it by **June 30, 2020**.

These surveys are completely anonymous and to make it easy to return the survey, we have enclosed a self-addressed stamped envelope. We have also posted the survey online, so if you prefer to complete an electronic version, please visit: [www.hnhousing.ca/hnhc-tenantsurvey2020/](http://www.hnhousing.ca/hnhc-tenantsurvey2020/). Thank you. We look forward to hearing from you!!



## Resident Satisfaction Survey

This **anonymous** survey is intended for all residents of Haldimand Norfolk Housing Corporation and the Non-Profit Housing providers we manage; Dunnville Non-Profit Housing Corporation, Long Point Area Non-Profit Housing Corporation, South & Metcalfe Non-Profit Housing Corporation, and Del-Gold Villa Non-Profit Housing Corporation. **Please return by June 30, 2020.**

1. Which Building/Community do you live in? *(please check one)*

<b>Haldimand County</b>	
<u>HNHC:</u> <input type="radio"/> 109 King, Hagersville <input type="radio"/> 68 Selkirk, Caledonia <input type="radio"/> 503 Main, Dunnville <input type="radio"/> 400 Queen, Dunnville <input type="radio"/> 440 Queen, Dunnville	<u>HNHC:</u> <input type="radio"/> Elizabeth, Dunnville <input type="radio"/> Queen, Dunnville <input type="radio"/> Main, Dunnville  <u>Dunnville Non-Profit:</u> 550 George, Dunnville
<b>Norfolk County</b>	
<u>HNHC:</u> <input type="radio"/> 54 William, Delhi <input type="radio"/> 243 Western, Delhi <input type="radio"/> 219 Regent, Pt Dover <input type="radio"/> 11 Arthur, Simcoe <input type="radio"/> 91 Oak, Simcoe <input type="radio"/> 20 Scott, Simcoe <input type="radio"/> 39 Nichol, Waterford <u>South &amp; Metcalfe:</u> <input type="radio"/> 265 Metcalfe, Simcoe <input type="radio"/> 269 Metcalfe, Simcoe	<u>HNHC:</u> <input type="radio"/> Banstead, Delhi <input type="radio"/> Gibraltar, Delhi <input type="radio"/> Ashton, Simcoe <input type="radio"/> Oakwood, Simcoe  <u>Del-Gold Villa:</u> <input type="radio"/> 283 William, Delhi  <u>Long Point Non-Profit:</u> <input type="radio"/> Building 40, Pt Rowan <input type="radio"/> Building 42, Pt Rowan <input type="radio"/> Family Homes, Pt Rowan

HNHC communicates with our residents by telephone, email, letter post, signage in apartment buildings, and more recently through our new website [www.hnhousing.ca](http://www.hnhousing.ca) *(click on "Latest News" for updates and resident communications).*

2. Are you satisfied with the manner and frequency HNHC communicates with you?

- Yes
- No

3. When you speak with our staff, do you feel you are spoken to respectfully?

- Yes
- No

4. Have you visited our new website yet?       Yes     No

Comments regarding communication: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



## HEALTH & SAFETY

5. Are you satisfied with the cleanliness of your home (*apartment building and common areas*)?
- Yes
  - No
6. Are repairs and maintenance completed in a timely manner?
- Yes
  - No
7. What would you say is the average time you have had to wait for a repair?
- Less than 1 week
  - 1-2 weeks
  - 3 weeks or more
8. Are our contractors respectful?
- Yes
  - No
9. Do you feel safe in your home?
- Yes
  - No

Comments regarding health & safety: \_\_\_\_\_

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## RESIDENT SATISFACTION

10. Overall, how satisfied are you with HNHC?
- Completely Satisfied
  - Somewhat Satisfied
  - Neither Satisfied or Dissatisfied
  - Completely Dissatisfied
  - Somewhat Dissatisfied

Comments regarding resident satisfaction: \_\_\_\_\_

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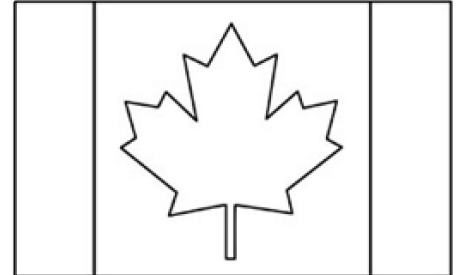
*Thank you*

**PLEASE RETURN YOUR SURVEY BY JUNE 30, 2020**

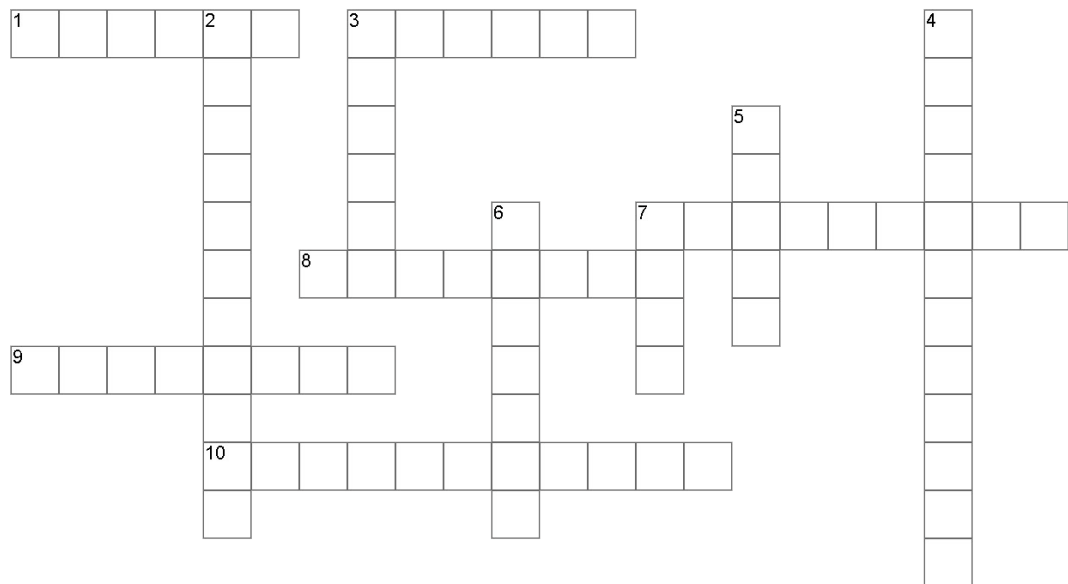
## DRAW #1: Win a \$50 Giant Tiger Gift Card!

To enter, complete the puzzle, include your name and address and return to our office by June 30, 2020:

HNHC, Unit 2 - 25 Kent Street North, Simcoe, ON N3Y 3S1



# Canada Day Crossword



### ACROSS

- Country located at the northernmost part of North America.
- Meal eaten outdoors.
- Low explosive pyrotechnic devices used for entertainment purposes.
- Event celebrated by a community and centering on some aspect of that community traditions, often marked as a local or national holiday.
- They were united in July 1, 1867, enactment of the Constitution Act.
- A day that commemorates a past event that occurred on the same date of the year as the initial event.

### DOWN

- Canada Day was originally called \_\_\_\_\_.
- Procession of people, marching along a street.
- One of the colonies united in July 1, 1867.
- Canada Day is celebrated on the \_\_\_\_\_ of July.
- The study of past events.
- Symbol of a country.

DOMINION DAY  
CANADA  
FIRST

HISTORY  
FESTIVAL  
FLAG

NEW BRUNSWICK  
ANNIVERSARY  
PARADE

FIREWORKS  
COLONIES  
PICNIC

Name: \_\_\_\_\_  
Address: \_\_\_\_\_

PLEASE RETURN BY JUNE 30, 2020 TO BE ENTERED INTO THE DRAW. YOU MAY SUBMIT ENTRIES FOR BOTH THE PUZZLE CONTEST AND COLOURING CONTEST. COMPLETE BOTH SIDES AND ENTRIES WILL BE INCLUDED IN EACH DRAW.



**HNHC**  
COMMUNITY HOUSING 

**SPRING 2020**

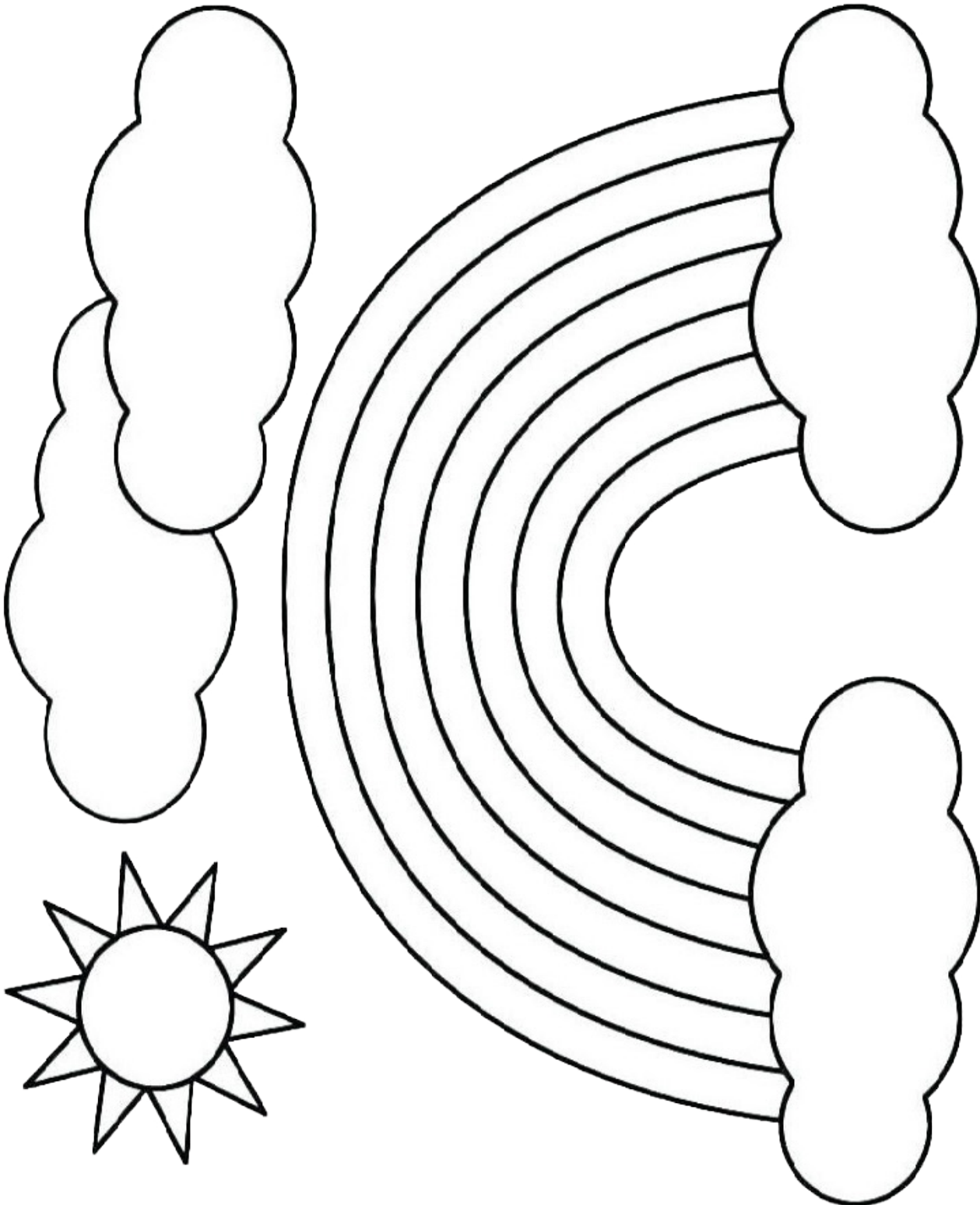
**KIDS**  
(OF ALL AGES)

# COLOURING CONTEST

## DRAW #2: Win a \$50 Giant Tiger Gift Card!

To enter, colour the picture below - show us your creativity and style! Include your name and address and return to our office by June 30, 2020:

HNHC, Unit 2 - 25 Kent Street North, Simcoe, ON N3Y 3S1



Name: \_\_\_\_\_

Address: \_\_\_\_\_

PLEASE RETURN BY JUNE 30, 2020 TO BE ENTERED INTO THE DRAW. YOU MAY SUBMIT ENTRIES FOR BOTH THE PUZZLE CONTEST AND COLOURING CONTEST. COMPLETE BOTH SIDES AND ENTRIES WILL BE INCLUDED IN EACH DRAW.