

THE PORCH LIGHT

HALDIMAND NORFOLK HOUSING CORPORATION NEWSLETTER | DECEMBER 2020



A newsletter for our residents at Haldimand Norfolk Housing Corporation, Long Point Area Non-Profit Housing Corporation, Dunnville Non-Profit Housing Corporation,

South & Metcalfe Non-Profit Housing Corporation, and Del-Gold Villa Non-Profit Housing Corporation.

The HNHC Office will be closed for the Holidays from 4:30 p.m. on Wednesday, December 23, 2020 and will re-open on Monday, January 4, 2021 at 8:30 a.m.

An HNHC Staff member will be on-call during this time, but will only be responding to telephone calls that are considered a maintenance emergency in nature - loss of heat, loss of hydro, water leaks or damage, smoke detector malfunction, fire, or death.

Your consideration in waiting until Monday, January 4, 2021 for other non-emergency maintenance requirements is greatly appreciated.

A MESSAGE FROM CEO, MATT BOWEN

2020 was an unprecedented year filled with challenges and opportunities. It also served as a pivotal one. We started with a reorganization that focused on improving service delivery and communication. Our new Property Management Team was formed and immediately set plans in motion to connect, engage, and build trust with our residents and stakeholders.

Many of our goals were thrown a curveball in March as we were faced with one of the biggest challenges to date. COVID-19 halted our plans to roll-out a tenant engagement strategy. I am very proud of our team who faced the challenges head-

on and although restrictions kept in-person contact limited, our staff maintained regular contact by telephone, email, letters, and through our website.

We're very grateful to our partners in the community who have served and support our residents in many ways. Providing meals, delivering groceries, sewing face masks just to name a few. *Thank You!*

We also launched our new website and a new logo giving us a whole new look. The website includes information about our portfolio, a resources page, links to the County's Housing & Homelessness site, the ability for residents to complete online maintenance requests, ask questions or submit feedback, as well as a Latest News page for updates and other important communications. If you haven't seen it yet, please take the time to visit www.hnhousing.ca. Let us know what you think and complete a survey!

As we close in on the year, I am confident that the work we accomplished is moving us in the right direction. I'd like to take this opportunity to thank our residents for their strength, patience, and adaptability as we navigated through these uncharted waters. On behalf of the HNHC Board of Directors and Staff, we wish you all best wishes for a safe, healthy, and happy holiday season!

COMMON ROOMS

The Housing Corporation took the unusual step of closing common rooms and common washrooms in the Spring of 2020 as a result of the COVID-19 pandemic and subsequent Municipal and Provincial Emergency Orders. The closure was in response to Public Health guidelines that prohibited gatherings in enclosed public spaces and due to the Housing Corporations' challenges with ensuring these spaces are disinfected and sanitized after each use.

At this time the common rooms and washrooms will remain closed to all tenants. We will only re-open these areas when the Province and the Municipality have removed COVID-19 restrictions and we are confident that we can offer this space safely to tenants.

We encourage all tenants to continue to practice social distancing, frequent hand washing, use of hand sanitizer and to wear a mask when outside of their apartment, including in the common areas of the building.

We would like to thank you for looking after the building and each other during these uncertain times.

UPDATE FROM PROPERTY MANAGER, TRICIA FEIST

2020 has been a year of change, challenge, and most of all community. In the Spring, the Haldimand Norfolk Housing Corporation wished Mary V. a very happy retirement after more than 25 years of service. I returned after having the opportunity to work and cross-train with the Housing Services Team and the Service Manager. Todd S. took on the role of Acting PM, Clair joined the PM Team, and we welcomed back Kyra who was previously a SSW co-op Student. In November, another retirement was announced and we wished Janet E. a happy farewell after 30 years of service!

We would like to thank all the residents who have looked out for each other, coordinated grocery runs, made posters to lift each other's spirits, and followed the Public Health guidelines to keep each other safe. We know people can feel isolated and at times anxious and we understand folks are missing social gatherings. Our hope is that soon these can resume.

Community support during the pandemic has never been stronger. Local groups have come together to make masks, gowns, and other PPE. Community initiatives and food security programs saw hot lunches and fresh food packs being delivered to vulnerable residents. The list of

creative ways people have responded to the crisis is endless and these approaches have inspired hope and strengthened our community.

We look forward to 2021 and we hope that we will all have weathered the storm and come out stronger and more resilient. We look forward to re-opening common area rooms, rolling out our tenant engagement events, and working with you to truly make a difference.

For now, stay safe, continue social distancing, wear a mask, wash your hands, and take care of one another. Make that call to a friend, family, or community group if you need help. Let's get through this COVID Winter, remember Spring is March 20, 2021.

NEED TO REACH YOUR PROPERTY MANAGEMENT TEAM?

Contact us at

519.426.7792 (Norfolk Cty)

or

1.800.265.2819 (Haldimand Cty)

UNIT INSPECTIONS

Please be advised that unit inspections have been paused until it is safe to resume.

Due to the coronavirus, housing staff will be limiting their interactions at the buildings to assist with keeping everyone safe.

We all need to do our part to help with controlling the spread of this virus so we are following the guidelines strictly.

We kindly ask that tenants call our office to report maintenance emergencies like plumbing and electrical issues as well as life safety concerns such as smoke detectors beeping and loose railings. If you are unsure about a repair, please call our office and housing staff can determine how to proceed.

Our hope is that things will return to some sense of normalcy and inspections and many other things can proceed later in 2021.

BLIZZARD CONDITIONS

Please be advised that during a blizzard snow will be removed from the building roadway and the building entry doors as often as is required so that emergency personnel can safely attend to your building in the event of an emergency.

Normal snow clearing operations, as noted above, will start after the blizzard is over. Staff will also attend on-site after the blizzard is over to determine if the snowfall has been so great as to warrant plowing the entire parking lot, including all parking spaces. If that is the case you will be notified in writing and asked to move your car out of the parking lot.

WINTER HEATING CHECKLIST

Run through this checklist to make sure you are staying warm this winter!

- Make sure all furniture/belongings are pulled away from the heaters in your home.**
- Ensure all doors and windows are shut tight.**
- Report any air leaks or drafts to the property management team.**
- During the day, open your blinds to let the sun in.**

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 on-call 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 and that we will issue the work order on the next business day. For example, if the pipes have let go under your kitchen sink, we will ask that you not use the sink until the next business day. As another example, if you have hydro to half your house, and it's after 11:00 p.m., we may ask you to wait until the morning, simply because contractors may not be available at this time.

Non-Emergency
Maintenance Requests can
be made on our website!

www.hnhousing.ca

TOGETHER WE CAN DO MORE!



Community partnerships are key to our success. The Housing Corporation would like to express our sincere appreciation and special thanks to the agencies that have partnered with us throughout the year in support of our residents:

Abel Enterprises; Achieve Mental Health Wellness & Recovery Center; Brant Haldimand Norfolk Community Legal Clinic; Canadian Hearing Society; Canadian Mental Health Association Brant Haldimand Norfolk; Catholic Women's League; Community Addictions and Mental Health Services; Community Living Haldimand; Crimestoppers of Haldimand Norfolk; Dunnville Employment Centre; Fanshawe College - Simcoe Campus; Grace Reformed Church (Dunnville); Haldimand & Norfolk Senior Support Services; Haldimand County and Norfolk County By-Law Services; Haldimand County Emergency Services and Norfolk County Fire and Rescue Services; Haldimand County OPP and Norfolk County OPP; Haldimand Norfolk Adult Literacy Council; Haldimand Norfolk County Community Mobilization; Haldimand Norfolk Health Unit; Haldimand Norfolk R.E.A.C.H.; Haldimand-Norfolk Housing

Services and Homelessness Prevention Services; Hamilton, Niagara, Haldimand, Brant Local Health Integration Network; Housing Services Corporation; Mobile Crisis Rapid Response Team; Mohawk College; Norfolk Association for Community Living; Norfolk Community Paramedicine; Norfolk County HR; Norfolk General Hospital; Norfolk Police Services Board; O.D.S.P.; Ontario Works Department; Rotary Club of Norfolk Sunrise; Soroptimists International of Haldimand Norfolk; St. Joseph's Healthcare; St. Paul's Presbyterian Church (Simcoe); The Alzheimers Society of Haldimand Norfolk; The Children's Aid Society of Haldimand-Norfolk; The County of Haldimand; The County of Norfolk; The Health & Social Services Advisory Committee; The Salvation Army; United Way of Haldimand-Norfolk; Victim Services of Haldimand Norfolk; Women's Services of Haldimand Norfolk.



HNHC
COMMUNITY HOUSING 

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