

THE PORCH LIGHT

HALDIMAND NORFOLK HOUSING CORPORATION NEWSLETTER | DECEMBER 2021



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 Thursday, December 23, 2021 and will re-open on Tuesday, January 4, 2022 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 Tuesday, January 4, 2022 for other non-emergency maintenance requirements is greatly appreciated.

Did you know?

Non-emergency maintenance requests and messages can be sent through our website.

Visit www.hnhousing.ca/contact/

VACCINATION POLICY

The Haldimand Norfolk Housing Corporation houses upwards of 1000 community members across Haldimand County and Norfolk County, including seniors, families, and individuals, many of whom are considered part of our vulnerable population. As important as providing affordable and quality housing, it is vitally important that we provide safe housing.

As such, in an effort to protect our residents and staff, the HNHC Board of Directors approved a Vaccination Policy effective November 17, 2021. This policy requires that all Board Members, Staff Members, and Contractors be double vaccinated against COVID-19.

Additionally, any new employees will be required to provide proof of vaccination before they are approved to start employment with HNHC.

Masks will still be mandatory in all common areas of our buildings, even if you are double vaccinated. Once you enter your building you are required to wear your mask until you have entered your residence, and any time you are walking within the building, whether it be to do your laundry, use the garbage room, or check your mail. We understand that some residents have medical conditions that prevent them from wearing masks and ask that other residents respect their situation with compassion and understanding.

COMMON ROOMS

We have been receiving questions from tenants regarding the common rooms in our buildings and when they will be opening. Please be advised that the common rooms will remain closed and therefore we ask that you do not enter these rooms as they are off-limits to people, gatherings and functions. With the holiday season upon us we want to do our part with keeping everyone safe and healthy. We will review this decision in the New Year and provide an update.



SIGNAGE

Housing staff has noticed that some of our signs are being taken down by tenants or their guests and tenants are creating signs and posting them on doors regarding deliveries. We ask that you do not remove any of our signage and do not post any signage of your own in our buildings.

A MESSAGE FROM YOUR PROPERTY MANAGERS

Hello Residents,

It's been another interesting year and on behalf of the Property Management Team, we would like to thank all of you for your patience as we continue to navigate COVID restrictions.

We are still working through the backlog of non-emergency repairs that built up when we weren't able to come into your homes.

We are so grateful to all of you for participating in the vaccination clinics and doing your part by wearing your masks in the common areas of our buildings. You



deserve a round of applause!

We would like to take this opportunity to reach out to our apartment residents. In a multi-residential building, there can be issues between tenants from time to time. We hope these issues can be resolved and our tenants remember to be neighbourly – we know it's not always easy.

If you have an issue regarding noise, odour, social distancing, parking, privacy, etc. it is always best to be considerate and put yourself in your neighbour's shoes. We can look into reported concerns, but in many cases, if you talk to your neighbour about your concern, it can be resolved more quickly.

A simple example is if your neighbour has their radio too loud you can knock on their

door, bring them a coffee and have a conversation about it. If you are kind to one another and communicate with respect an issue can be resolved – and you'll gain a better understanding of each other.

When an issue is allowed to fester and people talk behind each other's backs and stir up the building, it causes stress, anxiety, ill feelings, and even hostility.

This is not a good thing and it affects everyone in the building!!!

Please remember to put your best foot forward when approaching a tenant about an issue or if you are responding to a tenant who has approached you about something that concerns them.

We can help, but it's best if you make attempts to settle issues first. Tenants can feel like they are being "told on" if housing steps in, which is unfortunate but a normal reaction.

Please strive to be the best person you can be and your building or neighbourhood will be better off for it.



Happy Holidays!

Todd & Tricia

WINTER SNOW REMOVAL

Winter in Ontario inevitably brings snow. Some find it soothing and an enjoyable part of winter and others detest its existence. Having said this when there is an accumulation of snow our snow clearing contractors have multiple sites to take care of and not just sites owned by the housing corporation. If you need to go out and there has been a snowfall please be careful! Our contractors may not be able to attend onsite until midday if there has been a significant amount of snow.

Our snow clearing contractors are instructed to attend onsite to make sure emergency services can get to a building and then they are allowed to return to the property to clean up sidewalks, parking lots, etc.

Keep in mind that there is ice melt at the main exit doors of our apartment buildings that you can use to throw on the sidewalks if necessary. This ice melt is not meant to be dumped around your vehicle or in your parking space but is provided to help prevent slips and falls for those that feel the need to venture out before the snow clearing contractors have been on-site to properly remove snow, salt, and apply ice melt. We want our residents to be safe, black ice can be hard to see and we suggest when possible, that you stay safe inside the building until our contractors have been able to plow, shovel, salt, and apply ice melt.

2022 Unit Inspections

Watch for notices from your Property Management Team about unit inspections in 2022. We will be scheduling inspections as provincial legislation and public health guidelines allow. Unit inspections provide an opportunity to assess unit conditions, identify health and safety concerns and determine what maintenance is needed. Don't wait for a unit inspection to report maintenance issues! Call your Property Maintenance Team whenever you need something fixed. Small repairs can become big problems if left unreported. We look forward to seeing you next year!

WINTER SAFETY & HEATING CHECKLIST

For our Apartment Residents:

- ✓ Make sure all furniture & belongings are pulled away from the heaters in your home
- ✓ During the day, open your blinds/curtains to let the sun in
- ✓ At night, close your blinds/curtains to keep the heat in
- ✓ Artificial Christmas trees only - live trees are not allowed in the buildings due to the increased fire hazard
- ✓ Use solar lights on your balcony, no extension cords under door or through windows
- ✓ Keep common area windows in the hallways closed so the building heat can do its job

For our Family Homes:

- ✓ Remove all window air conditioning units
- ✓ Keep your blinds/curtains open during the day and closed at night
- ✓ Remove outside hoses and turn off the water supply to the outside taps
- ✓ Replace the furnace filter every two months to keep your furnace running smoothly
- ✓ Clear a space around your heat vents, do not cover them with furniture
- ✓ Remember to keep your driveway and walkways clear of ice and snow

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 - Ext. 6
(in Norfolk County) or

1-800-265-2819 - Ext. 6
(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, simply because contractors may not be available at this time.

HNHC is proud to support the Salvation Army kettle campaign with staff volunteers and our own “mini-kettle” in the office. The Salvation Army in Simcoe and Dunnville offer many services for those in need or those in low-income situations, including:

- » Food Bank (Simcoe & Dunnville)
- » Accommodations (limited)
- » Furnishings (limited)
- » Christmas Hampers
- » Transportation (limited)
- » Financial Partnership Program
- » Low Income Energy Assistant Program (Help paying your monthly utility bills)
- » Clothing



Giving
Hope
Today

If you are in need of their support, please contact them: Simcoe Office: **519-426-3640** or Dunnville Office: **800-882-9910 ext. 21** or by email: salarmy.simcoe@eastlink.ca

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

Are you trying to go back to work but are unable to find a babysitter? Do you need help with child care costs?

You may be eligible for the Child Care Fee Subsidy. This is a program that helps families pay for licenced child care. You may qualify if you live in Haldimand or Norfolk County and have a child or children that require care and at least one of the following apply:

- » You are employed
- » You are attending school
- » You are retraining
- » You are a parent with special needs or therapeutic needs
- » You have a child with special needs or therapeutic needs.

Please call 519-426-6170 or 905-318-6623, ext 3745 or visit <https://hnss.org> for more information.

EarlyOn Child and Family Centers provide no cost opportunities for children up to age 6 to participate in play and inquiry-based programs and to support parents and caregivers. You can find support, advice and make personal connections and access a network of resources. Listed below are a few EarlyON Centers in the area:

Simcoe - 12 Colborne St N., Simcoe
1-866-463-2759

Delhi - 105 Church St W, Delhi (United Church)
1-866-463-2759

Port Rowan - 46 Front Road, Port Rowan St Johns
Anglican Church 1-866-463-2759

Dunnville - 223 Fairview Ave W, Dunnville
1-866-463-2759

or visit <https://hnss.org> for more information.

Are you struggling to make ends meet and need one-time assistance with rental arrears or utility arrears?

Please call the Housing Stability Bank at 519 426 6170 905-318-6623 Ext 3234 to apply and find out more information or log onto the website <https://hnhousing.org> to retrieve an application.



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