

# THE PORCH LIGHT

HALDIMAND NORFOLK HOUSING CORPORATION NEWSLETTER | SPRING - SUMMER 2022



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.

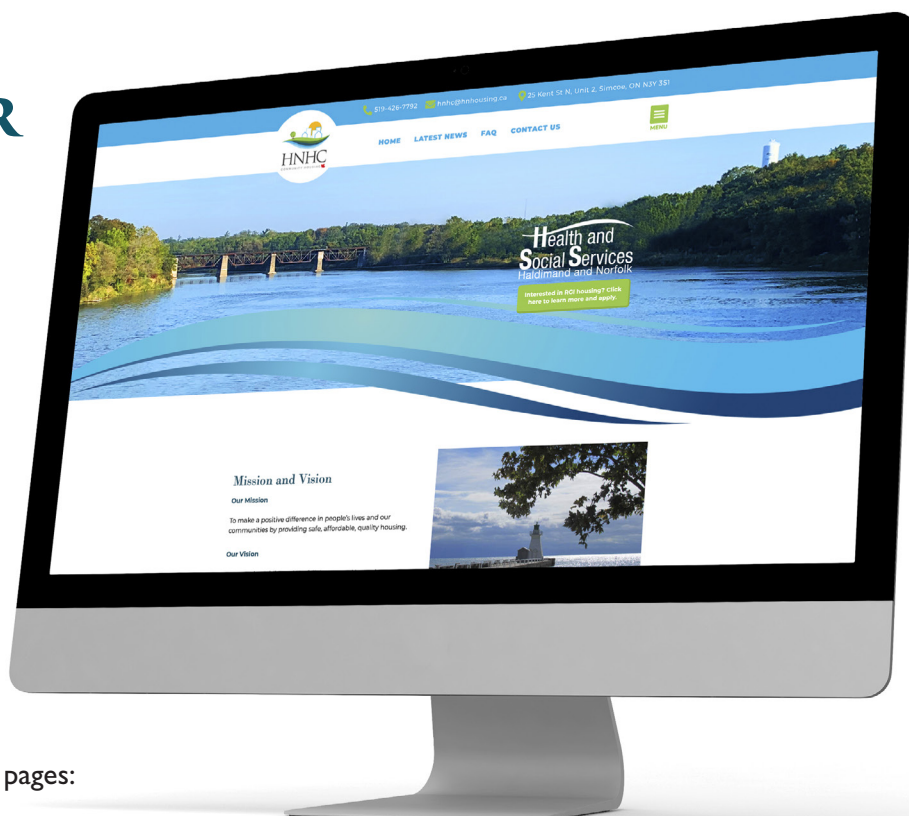
## HAVE YOU CHECKED OUT OUR WEBSITE YET?

Here are some of the things you can do on our website:

**LATEST NEWS** This is where we post important announcements, tenant notices, media releases, and other timely information.

**FAQ** Have questions? Check out our FAQ page, we have answers for both tenants and applicants.

**CONTACT** On our Contact page enter a repair request, lodge a complaint, or just send us a message.



Click on Menu to find links to the following pages:

<b>Our Team</b>	Find out more about HNHC's Staff and Board
<b>Portfolio</b>	View our current Portfolio
<b>Community Resources</b>	A list of supportive resources & contact info
<b>Tenant Resources</b>	Download Applications, Forms & Newsletters
<b>Tenant Survey</b>	Fill out a Satisfaction Survey
<b>Repair &amp; Maintenance Survey</b>	Let us know how your last maintenance or repair visit went

### Inside this issue:

Good Neighbours	page 2
Fire Safety	page 2
Reporting Maintenance	page 2
2022 Smoke Alarm Replacements	page 3
Installing Your A/C	page 3
Tenant Satisfaction Survey Results	page 3
Community Resources	page 4
Recipe - Easy Pepperoni Rolls	page 4
Social Media & Cyber Safety	page 4

## YOU CAN HAVE GOOD NEIGHBOURS ONLY IF YOU BE A GOOD NEIGHBOUR

In a multi-residential building or townhouse neighbourhood, there can be issues between tenants from time to time. If you have an issue regarding noise, odour, social distancing, parking, privacy, etc. it is always best to be considerate and compassionate.

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/television too loud you can knock on their door, bring them a coffee and have a conversation about it.

## HAVE MAINTENANCE CONCERNS?

### CONTACT US, WE WANT TO NAIL IT!

Do you need a repair in your home? Please don't wait for unit inspections, call it in right away, or submit a maintenance request online at: <https://hnhousing.ca/contact/>

### Who to Call

<b>Clair DeBathe</b> Property Management Assistant 1-800-265-2819, Ext. 113	For Haldimand County, Waterford, and Del-Gold Villa
<b>Kyra Eves</b> Property Management Assistant 519-426-7792, Ext. 116	For Norfolk County (except Waterford & Del-Gold Villa)

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. Please remember to be kind and avoid confrontations when approaching a tenant about an issue or if you are responding to a tenant who has approached you about something that concerns them.

Remember your goal is to have a conversation not a confrontation. Please strive to be the best person you can be and your building or neighbourhood will be better off for it.

## FRIENDLY REMINDERS – FIRE SAFETY

### Outdoor Fires/BBQs

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

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.

## 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). When you hear the voice prompts, dial 6 to be connected with our after hours service.

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.

## Smoke Alarm Replacements for 2022

Some of our apartments and family units' smoke alarms are scheduled for replacement in 2022. The Technical Services Department has purchased Kidde 3-in-1 Smoke/CO/LED Strobe 10 year talking devices to be installed in those apartments and family units this year.

These replacements will also satisfy future Accessibility of Ontarians with Disabilities Act (AODA) requirements. If your home requires a smoke alarm replacement, you will receive notification from your Property Management Team with dates the replacements will take place in 2022.



## Keeping Cool This Summer - A/C 411

Many of our residents purchase an Air Conditioner to keep cool on warmer days. Housing would like to remind those of you who install an A/C to ensure that they are installed properly in an air conditioner sleeve.

Your air conditioning unit should be installed so that the condensate water that is created drips to the back of the air conditioner unit and outside the residence.

If you prop up the front of your machine so that there is a slope created the water will run to the exterior of the air conditioner sleeve.

We do not want mold or damage caused to the floor or drywall so please ensure your air conditioner is installed properly and condensate water is dripping outside. If you have any questions, give us a call!

## Tenant Satisfaction Surveys

Thank you to all of the tenants who filled out our 2021 Tenant Satisfaction Surveys that were sent out last Fall. We received 165 Surveys back which is 31% of those that were sent out, up from 24% received back in 2020.



**92% of respondents were happy with the manner and frequency that HNHC communicates with them.**



**95% of you feel that when you speak with our staff, you are spoken to respectfully. We want that to be 100% so we'll work on that!**



**Only 14% have visited our website! We'd like to see this number grow!**



**80% of you are satisfied with the cleanliness of your building/home. We're working hard with our Janitorial Contractors to bring this number up!**



**82% of you felt that repairs and maintenance are completed in a timely manner. Results looked like this for the average time for repairs and maintenance:**

40% Less than 1 week

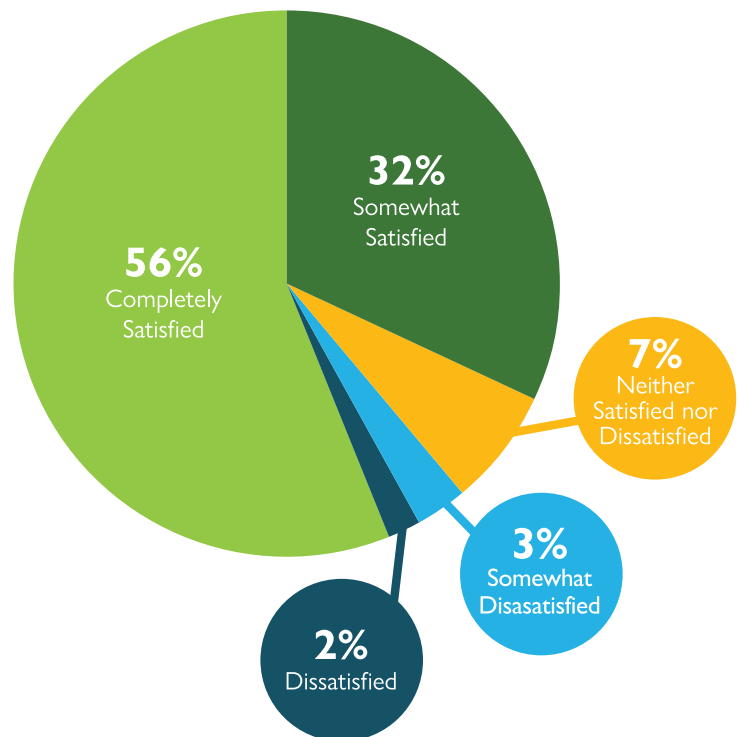
37% 1-2 weeks

17% 3 or more weeks

6% chose not to answer or weren't sure

**Covid and a few other factors played a part in this, we hope to get those numbers up soon!**

## Overall Residents Satisfaction



## COMMUNITY RESOURCES

### Community Career and Employment Services:

Community Career and Employment Services provides FREE services to people needing help finding employment, adult learner upgrading programs, literacy programs, career preparedness workshops and more. Services are brought to you in partnership with Employment Ontario.

In Norfolk County: Community Career & Employment Services  
- Operated by Fanshawe College -  
Simcoe: 519-428-1135 Ext. 0

In Haldimand County: St. Leonards Community Services - Dunnville Employment Centre:  
905-774-7501

### Salvation Army:

Food bank, emergency assistance, assistance with filing taxes, budgeting and financial partnership.

If you are in need of their support, please contact:  
Simcoe Office: 519-426-3640 or  
Dunnville Office: 800-882-9910 ext. 21

### For the Tastebuds

#### EASY PEPPERONI PIZZA ROLLS

##### Ingredients:

- 1 Pillsbury Classic Pizza Crust
- 4 oz. Mozzarella – cut into pieces
- ¼ cup pizza sauce
- 1 small bag of mini pepperonis (or use regular size and cut in half)
- 2 Tbsp Olive Oil
- 1 Tbsp Garlic Bread Sprinkle

##### Instructions:

1. Roll Pizza crust into an 18 x 15 inch rectangle. Cut into 36 pieces.
2. Cut Mozzarella into 36 pieces.
3. Top each piece with 4 mini pepperoni's, a piece of mozzarella and a small amount of pizza sauce.
4. Roll each piece of crust into a ball and place seam side down on a greased baking sheet. Repeat until all pizza crust is used.
5. Brush each pizza roll with olive oil and sprinkle with Garlic Bread Sprinkle.
6. Bake at 400 degrees for 20 – 25 minutes or until golden brown.



### Gale Courses

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.

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.

## SOCIAL MEDIA & CYBER SAFETY

TikTok, Facebook, Twitter, Instagram, and other social media platforms help you to stay in touch with family and friends around the world. We're all spending more time apart than ever before, so connecting online can be crucial.

Still, it's important to remember that these platforms can pose risks if you aren't careful about how you use them. To help protect your privacy and the security of your social media accounts, follow these top tips:

1. Be cautious of sharing too much about yourself online.
2. Disable geotagging or posting your current location.
3. Make sure you have your privacy settings set to the highest setting.
4. Password protect your phone, your devices, and all of your accounts with strong passwords. Don't use the

same password for everything!

5. Be selective with friend requests. If you don't know the person, don't accept their request.
6. If someone you've met online asks you for money, even if you've developed a relationship with them, be careful because they could be a scammer.
7. Click links with caution - If you get an email with a link, don't click on it unless you know and can verify who the email is from.
8. Protect your computer by installing antivirus software.

Also, ensure that your browser, operating system, and software are kept up to date, and remember to log off when you're done.



**HNHC**  
COMMUNITY HOUSING

**HALDIMAND NORFOLK HOUSING CORPORATION**

**UNIT 2 - 25 KENT STREET NORTH, SIMCOE, ONTARIO N3Y 3S1**

**(519) 426-7792 (Norfolk County) • 1-800-265-2819 (Haldimand County)**



## **What our Apartment Residents Need to Know**

### **1. Balcony/Patio Enclosures**



The Housing Corporation does not permit any hanging enclosures around your patio/balcony. You are not permitted to enclose the patio with tarps, or other hanging objects as they can pose a safety hazard should it fall from your balcony, and further creates an undesired look for your building. Also, enclosures and privacy screening can create mold and mildew on building surfaces and prevents housing from spraying for spiders and powerwashing the building as well as assessing the condition of the patios and balconies.

### **2. Patio extensions**

The Housing Corporation does not permit the extension of your patio. Your patio can only be extended towards the bedroom window of your apartment and out no further than the original cement patio, and only if you are converting this area to a garden. This area must be maintained as a garden or filled in with grass. All items extending further than your patio must be removed as you are now encroaching onto the Housing Corporation's Property and this makes it harder for the landscapers to properly do their job if they are unable to trim around your patio.



### **3. Fires**

Due to the risk involved, we **do not** allow recreational fires on any of our properties. We do not allow open fires, chimineas, fire bowls, etc. on your patio/balcony or in the common areas of the building.

### **4. Barbecues**



Any device that produces an open flame is not permitted on patios, porches, balconies, roofs, or verandas. Propane cannot be stored in or near a multi-residential building as per the Fire Code. If your building has a community barbeque in an approved exterior common area, please remember that barbecues must be a safe distance from any combustible material including siding, wooden fencing, etc. and it would be open for use by everyone. Please remember to be respectful to other tenants and clean up after each use.

### **4. Abandoned/Unplated Vehicles**



Any vehicle that does not have the proper plates and valid stickers is not permitted to be kept on or around Housing Corporation properties. You will be given a warning to either get the license plate validated or to remove the vehicle from Housing Corporation property immediately. If that is not done we will arrange to have it removed at your cost. Leaving an unused vehicle in the same spot can cause further damage to our driveways as well as the risk of oil or other fluids leaking onto and damaging the pavement. Vehicles are also not permitted to be parked on grassed areas owned by the Housing Corporation.

## 5. Pests

Please call right away if you notice pests such as ants, cockroaches, mice, or bedbugs. The quicker we can respond the better the outcome and we can prevent serious infestations that are costly and can be very difficult to treat. We appreciate your help with these problems by not leaving food out and cleaning up after any spills.



## 6. Gardening

Residents on the ground floor are allowed to have gardens under their bedroom windows but cannot extend further than their existing patio and to their window. We ask that if you plan to have a garden that you properly maintain it, or it will be removed.

## 7. Tenant Complaints



We hope that with mutual respect and consideration, residents can find ways to resolve many of the issues that individuals living in an apartment setting come across. When that doesn't work, the Housing Corporation asks that if you have complaints regarding another tenant, that you monitor and keep documentation of your complaints.

However, should you ever feel threatened, in danger, fearful, or have a noise complaint, **please report this to the police** as well as the housing office. The non-emergency line for the OPP is **1-888-310-1122**. Of course, in cases of emergency, dial 911 immediately.

For minor nuisances, please keep written documentation of dates and what situation occurred, and after 5 or more occurrences submit the document to the Housing Corporation. Written documentation is a requirement of the Landlord Tenant Board and helps us resolve the situation.

## 8. Property Maintenance

When the property maintenance workers are on-site at your building, we ask that you kindly remove any items sitting outside of your patio so they can properly do their work. Please avoid walking your pets, sitting on your patio (mainly for ground floor tenants), or walking about the grounds at this time as it can be dangerous to walk near a mower or weed eater due to their ability to throw rocks or sticks at a high velocity. If the workers feel you are too close, they have to stop their work and wait for you to pass by and this can become problematic.

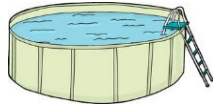


If you have any additional questions, please contact your Property Management Team. You can reach us by telephone, email, or through our website [www.hnhousing.ca](http://www.hnhousing.ca)

Tricia Feist, ext. 123  
Clair DeBathe, ext. 113

Todd Smith, ext. 115  
Kyra Eves, ext. 116

## What our Family Residents Need to Know



### 1. Pools

Pools that can hold 18 inches of water or more **are not** permitted. This is a requirement of your lease agreement and County By-laws (Norfolk County By-Law 2005-179, Haldimand County By-Law 989/09). Failure to comply may put your tenancy at risk and result in a fine from the County.



### 2. Fires

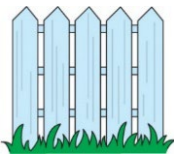
Due to the risk involved, we **do not** allow recreational fires on any of our properties. We do not allow open fires, chimineas, fire bowls, etc.

### 3. Barbecues

Any device that produces an open flame is not permitted on patios, porches, balconies, roofs, or verandas. Please remember that barbecues must be a safe distance from any combustible material including siding, wooden fencing, etc.



### 4. Fences



Our fencing divides one property or rental space from another. These fences cannot be altered. We do not allow lattice nor do we allow tarps or any type of privacy screening to be installed on or along our fences.

### 5. Weeds, Sucker Growth, and Grass Cutting



A common occurrence is the growth of weeds, unwanted plants, and trees along fence lines, foundations, driveways, and window wells. It is your responsibility to cut grass, remove weeds, and sucker growth from your rental property. If we are required to hire a contractor to complete this work, the cost will be charged back to you.

### 6. Sheds/Temporary Structures

We allow sheds in family residences that have their own backyard; however, **approval from**

**your property manager is required before you erect your shed.** A single shed can be erected in the backyard as long as it does not exceed 8ft in length x 8ft in width x 6ft in height. A shed must be store-bought and made out of a prepared kit that is plastic, resin, metal, or canvas. Sheds must be maintained by the tenant and follow local by-law requirements for location. If sheds or temporary structures become rundown or unsafe they must be taken down otherwise we will remove them at your expense.



## 7. Abandoned/Unplated Vehicles



Any vehicle that does not have the proper plates and valid stickers is not to be kept on or around Haldimand Norfolk Housing Corporation properties. You will be given a warning to either get the license plate validated or remove it, and if that is not done we will arrange to have it removed at your cost. Leaving an unused vehicle in the same spot can cause further damage to our driveways as well as the risk of oil or other fluids leaking onto and damaging the pavement.

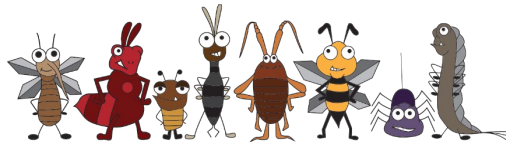
## 8. Tenant Complaints



We hope that with mutual respect and consideration, residents can find ways to resolve many of the issues that may come up between neighbours. When that doesn't work, the Housing Corporation asks that if you have complaints regarding another tenant/neighbour, that you monitor and keep documentation of your complaints.

However, should you ever feel threatened, in danger, fearful, or have a noise complaint, **please report this to the police** as well as the housing office. The non-emergency line for the OPP is **1-888-310-1122**. Of course, in cases of emergency, dial 911 immediately.

For minor nuisances, please keep written documentation of dates and what situation occurred, and after 5 or more occurrences submit the document to the Housing Corporation. Written documentation is a requirement of the Landlord Tenant Board and helps us resolve the situation.



## 9. Pests

Please call right away if you notice pests such as ants, cockroaches, mice, or bedbugs. The quicker we can respond the better the outcome and we can prevent serious infestations that are costly and can be very difficult to treat. We appreciate your help with these problems by not leaving food out and cleaning up after any spills.

If you have any additional questions, please contact your Property Management Team. You can reach us by telephone, email, or through our website [www.hnhousing.ca](http://www.hnhousing.ca)

Tricia Feist, ext. 123  
Clair DeBathe, ext. 113

Todd Smith, ext. 115  
Kyra Eves, ext. 116



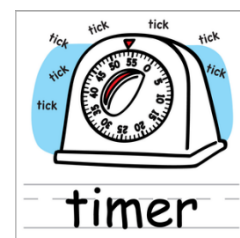
# LAUNDRY ROOM ETIQUETTE

As most of you have noticed there have been new washers and dryers installed in most buildings. These new washers and dryers have the option for cashless payment as well as other features.

Here is some important information regarding these machines and their use:



- Any issues with the machines are to be reported to [Coinamatic](#), not Housing. Please call 1 (800) 561-1972 or visit their website [www.coinamatic.com](http://www.coinamatic.com), here you can file a maintenance request online and you will be notified when the repair is complete. The Housing Office does not maintain or manage the machines in any way.
- If an issue has gone on for a significant time and has been reported to Coinamatic and it is still not resolved, then you may call Housing and advise them of the delay.
- As a Housing Provider, we are not required to provide on-site laundry for tenants. They are provided as a courtesy for your convenience. We hope that our tenants will extend the same courtesy in helping keep the machines in working condition and sanitary.
- We ask that all tenants and/or their home care workers ensure they have cleaned out the washers and dryers after each use. This includes inside the seal around the door of the washer. This is where a lot of debris and particles get left behind. Someone else should not be having to clean up your bodily fluids or pet hair before they use the machine.
- Please remember to check the PSW Laundry schedule before you do your laundry and please be respectful of the PSW times. If you need to update your PSW schedule, please contact your Property Management Assistant so they can update the schedule.
- Please ensure you are removing your laundry promptly after the cycle has finished. There are a lot of tenants in the building who are possibly waiting to do laundry. Please do not leave it sitting for a long period of time. Consider setting a timer!



## Some tips from Coinamatic

<https://coinamatic.com/residents/detergent-use/>

### Choosing & Using the Right Products

Proper detergent use is the key to great laundry results. There are two types of washers available today – top-loading washers and front-loading washers. There are also different types of laundry detergents available – powder, liquid, concentrated, 2× concentrated and HE, detergent pods and detergent strips. It is very important to use the proper type and amount of detergent for the machine type you are using.

Firstly, if you are using a front-loading machine, it is highly recommended that you use detergent specially formulated for high efficiency front-loading washers. Look for packaging with the HE symbol.



However, if you must use regular detergent in a front-loading high efficiency washer, use **¼ cup only**.



**Remember – more is not better!** Always follow the manufacturer's measurement directions. Both liquid and powdered detergent comes in regular, concentrated, 2× concentrated and 3× concentrated form. It is very important to note the difference and adjust the amount of detergent used. Too much detergent causes poorly rinsed clothes that can result in skin irritation. Too many suds can also cause the washer to not spin properly and shut down completely, resulting in some very wet and soapy laundry.

For the best results, use the automatic dispenser provided on the machine for liquid detergent and liquid fabric softener only. If you are using powdered detergent, detergent pods, or detergent strips, place directly into the drum before adding the laundry. If you are using a top-loading washer, add the detergent directly into the tub before you add the laundry.

For more laundry tips, visit: <https://coinamatic.com/residents/laundry-tips/>