

THE PORCH LIGHT

HALDIMAND NORFOLK HOUSING CORPORATION NEWSLETTER | DECEMBER 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.

The HNHC Office will be closed for the Holidays...

from 4:00 p.m. on Thursday, December 22, 2022, and will re-open on Tuesday, January 3, 2023, 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 January 3, 2023, for other non-emergency maintenance requirements is appreciated.

Did you know?

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

Visit www.hnhousing.ca/contact/

FROM THE FRONT DESK

Hi! My name is Cheri and I'm one of the newest members of HNHC. I am the Business Services Assistant and most often the first point of contact here at the office. I have spoken with many of our residents and now that our office is open 3 days a week, I've even met a few!

I am available to assist with questions or concerns Monday through Friday, 8:30 a.m. – 4:00 p.m. by telephone, or on Mondays, Tuesdays, and Thursdays in person.

As of September 1st, our office is now open to the public on Mondays, Tuesdays, and Thursdays from 9:00 a.m. to 4:00 p.m. Our office will remain closed Wednesdays and Fridays, but you can still reach us by telephone. And of course, you can always submit feedback, maintenance requests, or find common forms on our website at www.hnhousing.ca.

Please note our office shut down – we will be closed Friday, December 23, 2022, and reopening on Tuesday, January 3, 2023, as detailed above. Our Board and Staff wish you a safe and happy Holiday season!

Cheri

Low-income Energy Assistance Program (LEAP)

LEAP is a program offered by the Ontario Energy Board. It is there to assist you if you are behind on your electricity bill or natural gas bill and are facing the threat of being disconnected. To find out if you qualify for the emergency financial help and to find a list of agencies who assist in offering the program you can visit their website at www.oeb.ca, click on consumer information and protection – click Bill Assistance Programs - click Low-income Energy Assistance Programs

Annual Tenant Satisfaction Surveys

Last month Annual Resident Satisfaction Surveys were mailed to all of our residents. Your feedback is important to us and helps us to make improvements. If you are in an apartment building, please submit your survey in the “Have Your Say” Survey box in the lobby, if you are a family resident; please mail your survey back in the enclosed stamped envelope. As in the past, surveys will be drawn at random at the end of November, December, and January to win one of several gift cards. Surveys can also be completed on our website at <https://hnhousing.ca/hnhc-tenantsurvey/>. Online surveys are also eligible for the gift card draw.

For those of you that have already sent in your survey, Thank you!

HOLIDAY MESSAGE FROM YOUR PROPERTY MANAGEMENT TEAM

Another year is ending and the holiday season is fast approaching. The Property Management Team would like to extend a huge thank you to our tenants, community partners, contractors, and vendors! Thank you for supporting us, for being there when we needed you, and for your patience and understanding when things did not exactly go according to plan. We have all struggled with challenges this year from illness, increasing costs, supply shortages, and through it all, we responded, and adapted with great successes!

We finished unit inspections this year and completed hundreds of work orders catching up on much-needed maintenance and repairs. Thank you to so many of our



tenants who take such good care of their homes, we appreciate you!

Annual Fire Drills were recently conducted at all of our multi-residential buildings. Your safety is important to us and we would like to thank everyone who came out and saw us while we tested our fire safety plan. In the event of a real fire alarm, please exit the building as quickly and safely as you can and go to the designated grouping area. The Fire Chief will advise when it is safe to return. The Fire Safety Plan is included in your move-in package with your lease.

Through various funding opportunities, we were able to complete a large number of projects to improve our properties. We updated lighting, painted interior common areas, repaired concrete curbs and walkways, and painted parking lot lines. Three elevators were modernized!

We re-opened most of our common lounges and updated laundry facilities. We also continued to upgrade our technology by replacing battery backup systems, upgrading enterphones, and installing or updating video surveillance systems.

Our Snow clearing contractors are gearing up for another season and have placed ice melt at all our building entrances for tenant use. When the snow falls, our contractors respond quickly to make sure emergency services can get to you. They have multiple properties to look after so once they have visited each site they will be back to finish plowing, clearing sidewalks, and salting if needed. During snowstorms be cautious it will be slippery in areas, stay home if you can and be safe.

Enjoy the holiday season! Spend time with family & friends, take time to practice self-care, eat well, exercise, and treat yourself to a little extra time & attention.

Happy Holidays!

Tricia & Todd

WINTER SNOW REMOVAL

Winter in Ontario inevitably brings snow. If 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 onsite 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.

Unit Inspections 2023

2023 unit inspections will be scheduled in early 2023. Watch for notices in the mail. Please call in any maintenance requests to your PMA as needed. We won't be able to take the time you deserve to discuss maintenance issues during the inspections. We will be focusing on health & safety concerns, overall unit conditions, and water leaks that may cause damage and increase utility costs.

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 Christmas trees are not allowed in apartment buildings due to the fire hazard
- ✓ Use solar lights on your balcony, don't run extension cords under doors or through windows
- ✓ Keep common area windows in the hallways closed so the building heat can do its job

For our Family Units:

- ✓ Remove window Air Conditioning units
- ✓ Keep your curtains and blinds 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 happy
- ✓ Clear a space around your heat vents, don't 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. 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.



HALDIMAND NORFOLK HOUSING CORPORATION
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