

Nepean Housing News

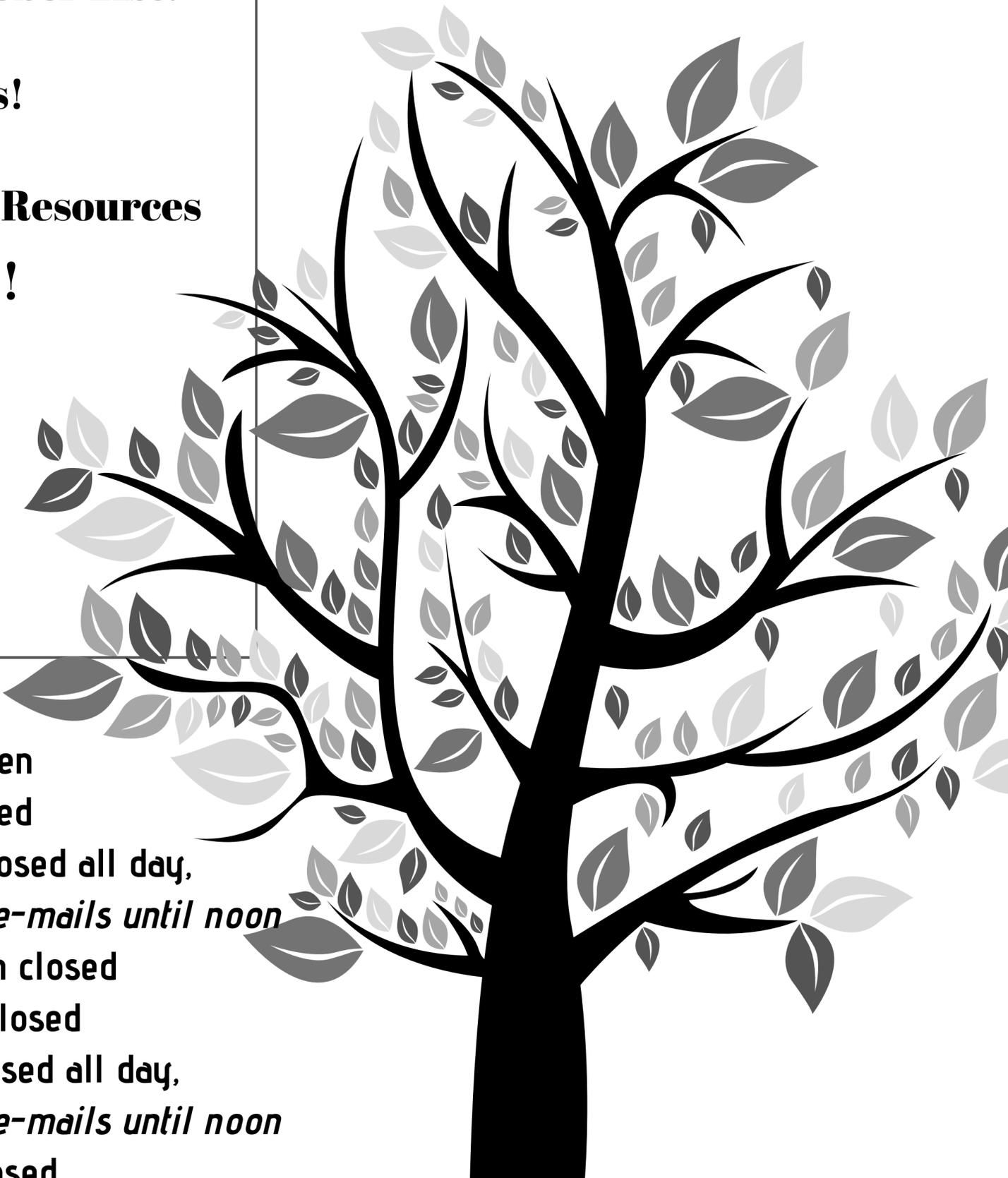
In This Issue

- ➔ **Information about changes to RGI calculation**
- ➔ **Don't forget to vote- Monday October 21st!**
- ➔ **Winter Tips!**
- ➔ **Community Resources & more!**

Plus: A chance to win 1 of 3 Tim Hortons Gift Cards

Holiday Hours

Monday November 11th open
Friday December 13th closed
Tuesday December 24th closed all day,
taking telephone call and e-mails until noon
Wednesday December 25th closed
Thursday December 26th closed
Tuesday December 31st closed all day,
taking telephone call and e-mails until noon
Wednesday January 1st closed



VOTE!!!



Don't forget to vote! The federal election is Monday, October 21, 2019. Elections Canada is the official source for information on registration and voting in federal elections and has an extensive website. <https://www.elections.ca>. If you have a question that isn't answered there, Elections Canada has a toll-free number, 1-800-463-6868.

Your voice matters!

In the meantime, please review another informative issue of the Nepean Housing News in our brand new format. You'll find lots of information about seasonal and safety issues as well as information on community programs and services and updates to policies around RGI calculations. Enjoy the crisp fall weather!

Tom Belanger- Executive Director



Now Hiring

NHC is seeking several contract Community Development Recreation Assistants – Portable Support Workers to run homework clubs. The goal of our programming is to provide children and youth a safe and supportive place to enhance social and life skills. Ideal candidates would have a minimum of one-year experience working in a youth programming setting.

All applicants will be required to submit a resume and a police reference check for working with the vulnerable sector along with a list of at least two references. Recent first aid and CPR are considered assets. Applicants must be proficient in French, English and Math to be able to assist children at a grade 1-6 level.

Minimum time commitment per week:

3-12 hours per week. Available shifts are between 3:00 pm to 6:00 pm, or 3:30 pm to 6:30 pm, or 4:00 pm to 7:00 pm, Monday to Thursday. There may be additional evening hours, depending on the candidate's availability. Varied shifts.

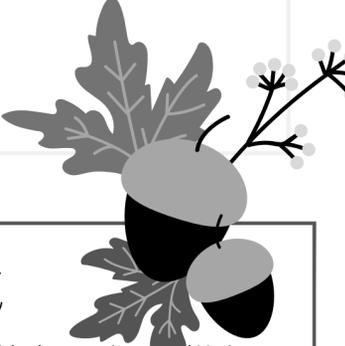
Job Type: Contract

Salary: \$15.00 to \$17.00 /hour

To apply, email your résumé to:

saradeloso@nepeanhousing.ca. Please explain how you meet the criteria for the position.

Due to the potential volume of applicants, only successful candidates will be contacted for an interview.



Contest

We are having a contest where participants will be entered into a draw for one of three \$15.00 Tim Hortons gift cards. We are asking something very simple: please send us your e-mail address, even if we already have it. To enter the contest, send an e-mail to info@nepeanhousing.ca with the subject line: E-Mail Contest.

In the body of the email, be sure to include your full name, full address and telephone number.

The deadline to enter is October 31st, 2019.



Resident Satisfaction Survey

When you want somebody's opinion, you ask for it, right?

Well, we're asking! Since August, NHC has been conducting resident satisfaction surveys about our customer service. So far, we have asked residents in Draffin and 130 Centrepointe & Plunkett to fill in a survey. We will continue to request survey responses community by community into the end of 2019 and into 2020. Want to fill in yours now?

Visit:

<https://www.surveymonkey.com/r/residentinfosurvey>

IMPORTANT CHANGES TO RENT-GEARED-TO-INCOME (RGI) ADMINISTRATION

The Province of Ontario recently announced four changes to The Housing Services Act (HSA), 2011. Following is a brief description of the changes. More information will be available as the changes come into effect.

1. Community Safety (Effective September 23, 2019)

A Housing Provider can refuse to offer an RGI unit to a household based on a previous eviction for serious illegal activity. The household must have been evicted from HSA- designated properties on an N6 (Illegal Act) by The Landlord and Tenant Board.

2. Transfers Between Housing Providers (Effective July 1, 2020)

Any tenant wishing to transfer from one housing provider to another will no longer have to re-qualify for RGI housing to get on the waiting list with The Registry.

3. Refusal of Offers, Selections and Overhoused (Effective January 1, 2020)

a) Offers: A household is no longer eligible for RGI assistance if a household refuses one offer. This replaces the previous rule of three offers. This applies to all applicants on the Centralized Waiting List (CWL) and internal transfer lists.

b) Preferences: Applicants are permitted to change or remove its preference for a housing project. However, if the household does not indicate their preference within a specified time, ALL appropriate selections in the service area will be chosen for the household.

c) Overhoused / Occupancy Standards: A household continues to qualify for RGI assistance during the first year of being Overhoused (too many bedrooms for the household) if it follows the process to be transferred to an appropriately sized unit. NHC's rule is that households are eligible for ALL properties with appropriate sized units in the NHC portfolio. The household must also complete an application with The Registry. After the first and second year of being Overhoused, the household must increase the number of properties to an amount determined by Service Manager rules.

4. Rent-Geared-to-Income Calculations (Effective July 1, 2020)

An annual process based on 30% of adjusted family net income from the Income Tax Notice of Assessment (Line 236 of the NOA) will be used. That means that filing annual Income Tax will be required. In-year reviews will be conducted ONLY if there is a permanent change in household composition, a permanent decrease in income of 20% or more, or there is a change in full-time student status. Calculations for fluctuating income will change.



Tips Corner- Getting Ready for Winter



Now that cold weather has arrived, it is very important to close the source of water for outside taps. If there is an outside tap on your home, please close and drain to prevent freezing during the winter that can cause pipes to burst or leak. Report dripping faucets to us for repair. As new residents move in, we are removing outside water taps as a means of water conservation. If you are considering using a rain barrel, please contact us.

What's In Your Backyard?

If we encounter high levels of snow accumulation, we must hire a contractor to remove snow from roofs. Removing snow and ice from roofs can present a problem in the winter if backyards are not cleared of personal items or moved at least four feet from the roof line.

Snow Removal Parking Spots

Just a friendly reminder that tenants are responsible to clear ice and snow on walkways, driveways, car ports, parking spaces, steps, and landings. Our snow removal companies will be looking at main roadways and sidewalks along with open areas in parking lots. For the safety of yourself, your family and guests, all residents of townhomes should have an abrasive (salt, sand, de-icer) and a shovel.

Snow Removal on Roadways

Snow removal is particularly difficult on roadways where vehicles remained parked. Even worse, when vehicles are abandoned throughout the winter months and left on the roadways to simply sit, through-traffic is difficult. The City of Ottawa will ticket and tow vehicles left on city streets.

Overnight parking ban

Between November 15 to April 1, there is no on-street parking between 1 a.m. and 7 a.m. when Environment Canada forecasts 7 cm or more of snow in the Ottawa area. This includes any forecast for a range of snow, such as 5 to 10 cm. When an overnight winter parking ban is made, the City issues a special advisory to the local media and posts it on ottawa.ca. The parking ban ends when snow clearing is completed and the City issues an advisory indicating that it has been lifted.

Parking Issues

Some visitor parking spots are dedicated snow dumps during the months of November through April, and they must be kept clear. Don't risk damage to your vehicle or a parking ticket – do not park in designated snow storage areas! Remember that street (and lane) parking during the winter months and anywhere there is a “No Parking” sign will result in a ticket. Please DO NOT BLOCK any parking spaces! Please also heed Visitor parking registration requirements during posted hours.

The Heat is ON!

New high efficiency furnaces require different exterior venting, and that venting is lower to the ground. This means that snow MUST be kept clear from the pipes. If snow piles up against the outlet, your furnace will shut down, and you will lose your heat. “No Heat” calls for this reason can result in a charge to you! Please ensure all vent pipes are kept clear this winter. Also remember that many furnaces have a switch (similar to a light switch) that must be in the ON position for the furnace to work.

Furnace Filters

Clogged filters cause your furnace to operate less efficiently, costing more money in fuel and reducing the quality of the air you breathe. Replace your filters once a month during the heating season. Furnace filters can be bought at most hardware stores.

Propane tanks and storage

There can be only one propane tank per unit, at a time, and it must be attached to a barbeque. Additional propane tanks cannot be stored inside the unit or inside of a shed. The Technical Standards Safety Association states that tanks must be in a chain link fenced area similar to a propane tank fueling station. In your basement, please be sure to keep a four-foot clearance around your furnace, gas hot water tank and electrical panel to minimize fire hazards.

General Cleaning

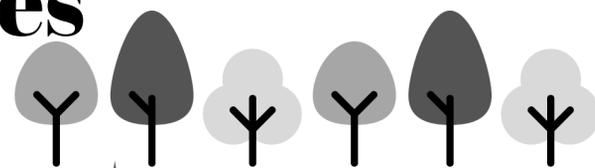
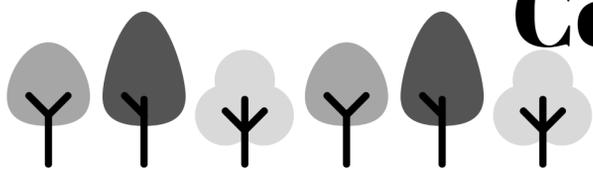
Fall is a good time to sweep out your carports and do a general clean up around the entrances of your home. Please keep clutter to a minimum. Remember that carports are not to be used for storage.

Don't be Frozen Out!

With colder weather comes the possibility of frozen pipes. Make sure the heat in your unit remains above 15 degrees so that pipes will not freeze. We've seen the result of this, and, besides the mess and loss of property, the cost to repair is substantial.

Check your insurance policy to ensure this peril is covered.

Community Resources



Walk-In Counselling Clinic

Thursdays: 1:30 p.m.-8:00 p.m.

(Last session starts at 6:30 p.m.)

Do you need someone to talk to?

NROCRC offers walk-in counselling clinics that offer:

- Support for life's challenges
- Trained, professional counselors
- Counselling to individuals, couples and families
- No appointments, free

For more clinic locations visit: www.walkincounselling.com

Free Legal Services

Dates subject to change at short notice

Clinics are first come / first served

Second Thursday of each month

9:00 am to noon & 1:00 pm to 4:00 pm

Consultations at this clinic include: Affidavits,

Notarization, and Family & Estate Law

with Nelligan O'Brien Payne LLP

Last Thursday of each month

1:00 pm to 4:00 pm

Consultations at this clinic include: Affidavits, Notarization, Family, Immigration, Mental Health and Disability

with Peter Stieda B.Sc, LLL, LLB.

Visit www.nrocrc.org for up-to-date information on services and programs in the community.

Contact NROCRC at (613) 596-5626

1547 Merivale Road, Unit 240 (Emerald Plaza)

Caring and Sharing Exchange and Toy Mountain for Holiday Assistance

Christmas Exchange: Starting the beginning of October and until the 19th of November, the Intake Department at NROCRC will make referrals to the Christmas Exchange and Toy Mountain.

This year, Caring and Sharing is following the LICO (Low income Cut Off) to determine eligibility for Vouchers and Hampers. Quantities are limited and are based on donations.

These programs provide families in need with assistance during the holiday season. You may also contact your local food bank to see if they have a Christmas hamper program. All duplicates are screened, so choose your holiday assistance program wisely as resources are stretched across the city.

Contact NROCRC at (613) 596-5626 ext. 303

1547 Merivale Road, Unit 240 (Emerald Plaza)



A Friendly Voice: Seniors Support Phone Line

Your age shouldn't stop you from laughing and having fun. If you're a senior and are feeling lonely and need to chat, then please give A Friendly Voice a call. They would love to hear from you!

613-692-9992 or 1-855-892-9992

The Snowsuit Fund

The Snowsuit Fund is again gearing up to distribute snowsuits to low-income families in the Ottawa Area. Families who are receiving Government Assistance have been notified to go directly to the depot for their application. Again this season, there will be a service charge of \$10.00 per new snowsuit for all families (CASH ONLY). There is no charge for used snowsuits.

You must bring proof of income eligibility. If you are low income, bring either your Child Tax Benefit or GST notice (base year 2018). These are mailed to you in July if you have filed your income tax prior to April 30, 2018.

If you are a new arrival to Canada, provide your date of arrival with RAP form/start-up allowance OR drug card (if applicable).

To prove your child's date of birth, bring the Birth Certificate, Statement of Live Birth, Permanent Resident Card, or Citizenship Card. Proof of residence in Ottawa could be your Ontario Driver's License, Lease Agreement or utility bills (Hydro, Enbridge, Bell, Rogers).

The Snowsuit Fund Depot is open Tuesday-Saturday from 9 am to 4 pm. Please arrive at least 30 minutes before closing for same-day service.

For more information, please contact them at (613) 746-8719 or visit <https://snowsuitfund.com>. The Depot is located at 22 Donald Street Unit 134.

Energy Assistance Programs

A number of special programs are available in Ontario to help low-income energy consumers. You need to meet certain criteria to qualify for these programs. In addition, utility retailers offer programs that can help you reduce your energy use and lower your overall household costs.

Ontario Electricity Support Program (OESP)

- This program provides low-income consumers with a monthly on-bill credit to reduce their electricity bill.
- The amount of the monthly credit will depend on how many people live in your home and your combined household income.
- For more information, visit : <https://ontarioelectricitysupport.ca>.
- If you need assistance filling in an application for OESP, contact NROCRC 613-596-5626 ext. 301.

Low-income Energy Assistance Program (LEAP)

- Emergency financial assistance
- This program provides a one-time grant towards your electricity or natural gas bill if you are temporarily unable to make ends meet in an emergency situation. For more information, visit:
[http://www.ontarioenergyboard.ca/oeb/Consumers/Consumer+Protection/Help+for+Low+Income+Energy+Consumers/Low+Income+Energy+Assistance+Program+\(LEAP\)](http://www.ontarioenergyboard.ca/oeb/Consumers/Consumer+Protection/Help+for+Low+Income+Energy+Consumers/Low+Income+Energy+Assistance+Program+(LEAP))
- If you need assistance filling in an application for LEAP, contact Housing Help. They have a satellite office at NROCRC. You need to register first – no walk-in's. (613) 563-4532.

Need Energy Savings Tips? Visit Envirocentre at <http://www.envirocentre.ca/> or 613-656-0100. Under the Energy tab, Tenants and Homeowners, you'll find information about available programs and rebates. It's worth a visit!

Who and How to Contact NHC

(613-823-8452)

For Maintenance Requests:

Ext. 114 info@nepeanhousing.ca

For Rent Payments:

Susan Shea, ext. 112

susanshea@nepeanhousing.ca

For Rentals (Marketing) or Rent Calculations:

Nathalie Anderson, ext. 113

nanderson@nepeanhousing.ca

For Community Programs, referrals, supports:

Sara Dell' Oso, ext. 119

saradellosa@nepeanhousing.ca

Director of Administration:

Selene Commerford, ext. 116

selene.commerford@nepeanhousing.ca

Maintenance Supervisor:

Russ Thompson, ext. 115

rthompson@nepeanhousing.ca

Front Desk & Work Orders:

Kirsten Ostertag, ext. 114

Executive Director:

Tom Belanger, ext. 118

tombelanger@nepeanhousing.ca

Adult Computer Training in Microsoft Suite

Would you like to improve your computer skills and increase your opportunities for finding employment? NHC is hosting a FREE introductory workshop on how to use Microsoft Suite programs in Excel, Word, PowerPoint, and Outlook on November 27th from 5:30 to 9:00 pm at 16 Kilbarron Road (main office) in the Barrhaven Community House. Pizza dinner will served at 5:30.

Course content includes:

Computer Basics: Safe internet use, compartments of your computer, desktop, saving files...

Word: Basic font formatting, saving a document, preparing your document for printing.

Excel: Navigating a spreadsheet, font formatting, basic formulas.

Outlook: Sending/receiving emails, To, CC and BCC, contacts and calendar use.

Power Point: Creating a simple presentation and saving the presentation.

A \$5.00-dollar commitment fee (Cash only please) will be requested from participants in order to confirm their spot. Minimum of 8 confirmed participants required for the course to proceed. To register contact saradellosa@nepeanhousing.ca, and she will schedule a time with you to fill in a registration form and collect the registration/commitment fee.



Habitat for Humanity Ottawa

Habitat for Humanity is now accepting family applications for their 2020 development in Wateridge Village. Join them at one of their upcoming Housing Information Sessions:

Thursday October 24, 2019, 7:00 pm – 8:00 PM

Richlieu-Vanier Community Centre,

300 Des Peres-Blancs

Ave, Ottawa, ON K1L 7L5

Pre-registration is required

Tuesday October 29, 2019, 7:00 pm – 8:00 PM

East Gate Alliance Church,

550 Codd's Road, Ottawa,

ON, K1K 2G8

Pre-registration is required

For more information or to register, please visit their website at: <https://habitatgo.com/own-a-home/> or, send them a message on Facebook or contact Nancy at community@habitatgo.com or 613-749-9950 ext. 225.