



**Durham Region Non-Profit
Housing Corporation**

What's in this issue?

A Note from the General
Manager

Winter Tips

Tenant Insurance

Controlling Pests

Website

AODA

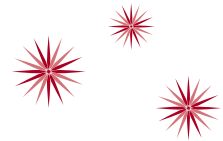
Laundry Facilities

Information Durham

Family Celebrations



Our View's, and Tenant News



A Note from the General Manager

Hello Tenants:

To all tenants of Durham Non-Profit Housing...a huge THANK YOU is extended. By helping to make our eighteen sites safe, enjoyable places to live for seniors, families and people with disabilities, our goal to build strong, healthy communities becomes attainable as we work in partnership.

We provide housing from Clarington in the east to Pickering in the west, as well as Uxbridge and Brock in the north. From time to time, we recognize the need to provide services to tenants and extend beyond those services offered by a landlord and we shall endeavour to create additional partnerships with service agencies that may assist when and where possible.

In this newsletter, I hope to share with you our challenges and our achievements. But mainly to update you with helpful information that has either occurred or is planned throughout our housing sites in Durham Region. After reading this newsletter, I would encourage you to comment on its content and submit topics of interest that you believe would be helpful to tenants as a whole or your neighbours. We look forward to your input.

Also at this time, I would like to extend to you, on behalf of all the staff at Durham Non-Profit Housing Corporation, a very enjoyable Holiday Season. All the best to everyone for a safe, happy and healthy New Year.

Bill Clapperton
General Manager



Winter Tips...



With colder weather arriving, it's time to make sure that items that may freeze are brought indoors.

Winter Tips for Townhouse Living

As townhouse residents are required to maintain the temperature of their own unit, it is important not to set your thermostat too low as this may cause water pipes to freeze, burst and damage your unit. Any damage caused in this manner will be charged back to you. Turn off all your exterior water taps from the inside and leave the outside taps open to avoid frozen lines and possible water damage. Townhouse residents are responsible for keeping their sidewalk and

driveway cleared of snow and ice. Do not use rock salt on your concrete steps or landings as it will damage the concrete and result in costly repairs. Use Icemelt or a similar product.



Tenant Insurance

Please note that Durham Non-Profit Housing does NOT provide insurance for your belongings. The Corporation requires that all residents purchase and maintain tenant insurance, in the event of a fire, theft or water damage and if you are sued for causing property damage or injury to others.

any losses or damages to property.

Of course, it is always a good idea to compare prices before buying your insurance. For more information and pricing, please contact a local insurance broker directly (see the Yellow pages) or talk to SoHo Insurance company at www.sohoinsurance.ca



Tenant Insurance can help you replace furniture, clothes, kitchenware and other belongings that you may not be able to afford to replace. It may also cover accidental damages that you, your family or guests may cause.

If you are currently receiving assistance from Ontario Works (OW) or the Ontario Disability Support Program (ODSP), please note that you may qualify for assistance to cover the cost of your insurance premiums. Call your OW or ODSP caseworker to find out about it today.

Durham Region Non-Profit Housing's insurance plan will not cover you for

Controlling Pests

Tenants are cautioned to properly inspect any used "second hand" items they are moving in to their unit. Fleas, bed bugs, and other pests can multiply quickly and cause an infestation that can spread to other units. These infestations are costly. Outbreaks of this type that can be attributed to a specific tenant's

actions or inactions will result in that tenant or tenants being held personally liable for any costs associated with resolving it.



Website...

Our New Website is up and running.

Download market rental application, and eviction prevention supports.

You can find our properties on our interactive map, and submit feedback to us.

On our vacancies page you will find our latest listings that are available for rent. Act quickly because they don't last long.

Not sure of some of our policies? Check out the policies menu to find the information you are looking for.

Keep up to date with Durham Region Non Profit Housing by checking in on

the News menu. We will keep you posted on all that is happening with Durham Region Non-Profit Housing.



Accessibility for Ontarian's with Disabilities Act

In 2005 the Ontario Government passed a bill that would enforce service providers to ensure all aspects of their business were accessible to those Ontarian's with disabilities of all kinds.

The entire Act is to be in compliance by the year 2025.

On January 1, 2012 the Customer Service Standards portion of the Act comes into force.

Durham Region Non-Profit Housing is in full compliance and continues to find ways to improve our customer service initiatives for both our able bodied and our tenant's with

Laundry Facilities

Please remember that when you are using laundry facilities in apartment setting that there are other tenant wishing to use the machines as well. Limit yourself to as few machines as possible to allow for others to complete their laundry.

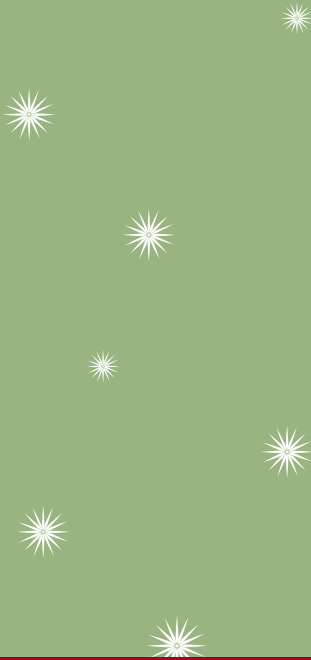
We also ask that you ensure that you

disabilities.

Please see our policy on the website, and if you have any questions or suggestion please contact the Tenant Services Department at 905-436-6610

We will do all that we can to accommodate the needs to those renting and wishing to rent with Durham Region Non-Profit Housing, and your support is appreciated in ensuring that we meet your needs. Therefore we ask that you let us know in advance if there is some sort of accommodation you may require.

are removing your belongings in a timely manner so other do not have to wait for you to come and remove them. This will also prevent others from touching your belongings which may produce an altercation.



Durham Region Non-Profit Housing Corp.
28A Albert St.
Oshawa ON
L1N 8S5

Phone:
(905)436-6610

Fax:
(905)905436-5361

E-Mail:
tenantservices@durham-housing.com

Local Homes, for Local People

We're on the Web!

Visit us at:

www.durham-housing.com

Holiday Office Hours:

Closed at noon on December 24th.

Closed December 26th and 27th.

Closed at Noon on December 30th.

Closed January 2nd 2012

Regular Office hours will **resume on Tuesday January 3rd**

Tenants are reminded that their rent is due by the first of each month; therefore, the Corporation strongly encourages tenants to take advantage of our other payment options such as post-dated cheques, pre-authorized, telephone and on-line payment services.

Policy Matters

Have there been any changes to your income source or has someone moved in or out of your home?

You **MUST** report any changes to us within 10 days.

Failure to do so may put your tenancy at risk and result in the loss of your subsidy. Any changes in your income or the number of persons living in your unit must be reported to head office within 10 days. Please don't wait until you're faced with an arrears situation.

Where do polar bears vote?

The North Poll



Information Durham

Who can help?

Dial 2-1-1 for information.

- Social Services
- Emotional and mental health
- family recreation and social programs
- parenting and childcare
- support for senior and vulnerable persons
- other services in Durham Region such as:
 - The John Howard Society
 - Children's Aid or assistance with
 - Community Start-Up money or Rent Money

It's FREE, confidential and serves 150 languages and you can call 24/7

Need room for your family celebration?

If you need extra space for that family celebration, why not book one of our Community Rooms? Many of our sites have one and they are the best value in your neighbourhood. Call 436 6610 and ask about availability. Staff can send you an application form. Remember, we need 7 days advance notice to reserve the space for you and have it approved.

(Rooms are not available for booking on statutory holidays or long weekends)

Once again, enjoy the holiday season and have a safe and healthy 2012 from Our Management Team and staff at Durham Non Profit Housing Corporation

Bill Clapperton, General Manager

Susan Hanley, Manager, Housing Operations

Laurie Goard, Manager, Finance

Ian Faulkner, Acting Manager, Tenant Services