



**Durham Region Non-Profit
Housing Corporation**

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Community News

For Tenants of Durham Region Non-Profit Housing

Spring 2015



A Welcome from the President of the Board of Directors

It's with great pleasure and excitement that in January, as a newly elected City and Regional Councillor, I was asked to serve as the new President of Durham Region Non-Profit Housing Corporation. I was honored to be asked to serve as I am a person that has faced homelessness and poverty and I have firsthand knowledge of the challenges that face many citizens across our Region.

One of my first duties was to meet the staff at Durham Regions Non Profit Housing. My goal was to better understand the issues facing tenants and our team. One of the areas we would like to improve on is communication both internally and externally. I am a great believer that when we communicate openly, we can help resolve issues, find solutions and create new ideas, find solutions and create new ideas to help build communities that are vibrant, safe and a place we can call home.

If you have any issues or concerns let's make sure we are made aware of them so that we can find solutions together. Make sure you reach out to our team if you find yourself overwhelmed or running on empty. If we are aware, we may have a chance to help or find you resources or supports for you. Just call the office.

The summer is just around the corner and I will be visiting many of you throughout the spring and summer months. I look forward to meeting you! I have also committed to the staff to meet with them on a monthly basis so I can take their concerns and ideas forward.

I am proud of Durham Region and I believe that our best days are still in front of us. When we are able to work together, great things can be done. When we work alone, we see little progress. Let's work together as we build communities that we can call home.

Enjoy the warmer weather, be safe and I look forward to meeting you soon.

Dan Carter
President

Need Room for a 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 905 436-6610 and ask about availability. Staff can send you an application form. Remember, we need at least 7 days advance notice to reserve the space for you and have it approved.

Please Note: Rooms are not available for booking on statutory holidays or long weekends

Easy Ways to Pay Rent

Many of our tenants already pay their rent by pre-authorized payment, internet and telephone banking because it is convenient for them...No more trips to our office (unless you want to see our smiling faces!). Internet and telephone banking is available through most banks except CIBC and Scotiabank. If you are interested in setting up pre-authorized withdrawals, telephone or internet banking, please contact our office at 905-436-6610.

Remember that payments made by telephone or internet may take up to four business days to process by your bank, so please ensure DRNPHC will receive your payment by the 1st of the month.

In addition you can pay your rent by cash, money order, Interac direct payment and post-dated cheques at our Head Office.

A Note from the Executive Director

Durham Region Non-Profit Housing Corporation turned 30 this year. Safe, affordable housing offers stability. We are delighted that tenants have had input in how their housing is maintained, for example our NEW No Smoking policy. This is a slow process, however, significant decisions take time.

We have a unique opportunity to work and cooperate with each other. Many of our sites offer mixed housing, whereby singles, seniors and families reside in the same community. Younger, more active tenants may offer to pick-up groceries or change a light bulb and in exchange seniors may help out with babysitting; neighbours may get together for potlucks, and teach each other about gardening or how to change a filter. This is when we learn about our differences and what we have in common.

DNP staff work with service agencies in the Durham Community to provide necessary services and supports to tenants with specific needs.

When and where we can, DNP will continue to make significant energy upgrades. Recent energy conservation programs have included:

- Bathroom upgrades including low-flow toilets, shower heads and tap sets
- Higher efficiency furnace replacements
- Replacement to energy efficient refrigerators and,
- Installation of compact fluorescent light bulbs

Tenants can help by:

- Turning off unnecessary lights
- Reducing water consumption
- Cleaning or replacing air filter on furnace

By working together positive outcomes will naturally ensue.

B...C...ing ya. Have a great summer!

Bill Clapperton
Executive Director

Tenant Insurance

Tenant Insurance can protect Durham Region Non-Profit Housing Tenants from the aftermath of an unforeseen event such as fire, theft or flood.

Tenants are required to obtain Tenants Insurance covering your personal property and liability for you and your unit. The Corporation requires that all tenants purchase and maintain Tenant Insurance, in the unfortunate event of a fire, theft or water damage and if you are sued for causing property damage or injury to others. 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. Durham Region Non-Profit Housing's insurance plan will not cover you for any personal losses or damages to the 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 or contact HSC regarding their Tenants Insurance Program at <http://tenant.hscorp.ca> or by calling a licensed insurance broker from Marsh's Private Client Services at 1-866-940-5111.

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.

Community Partners

Durham Region Non Profit Housing has many partners throughout the community, making resources more accessible to our tenants

VON – “VON offers more than 75 different home care, personal support, and community services to enhance each client’s quality of life by providing them with the personal assistance and the support needed to make them comfortable in their own home.” Call (905) 571-3151 for more information

Brock Community Health Centre – “Has a range of community-based health services that are provided by an inter-professional team including physicians, nurse practitioners, registered nurses, registered dietitians, health promoter, community health workers, social workers, and other health professionals needed in our community.” Call 705-432-3388

Girls INC – “Every day across Durham Region , Girls INC is providing real solutions to unique issues that girls face” for further info call 905-428-8111

DMHS – “Durham Mental Health Services (DMHS) is a charitable not-for-profit agency providing services and supports to individuals and families who are living with mental health concerns.” Call 1-855-888-DMHS (3647)

Girl Guides Canada – “Girl Guides of Canada-Guides du Canada enables girls to be confident, resourceful and courageous, and to make a difference in the world.” Call 1-800-565-8111 for further information

Rent Geared Income Quick Tips...

All Rent Geared to Income Tenants

It is important that your Annual Reviews and Quarterly Reporting Statements are handed in on time. If you miss the deadlines for handing in your documents you could be subject to receiving a termination of subsidy letter and this could be quite overwhelming.

- ❖ Please remember to answer “yes” or “no” to all the questions and to sign the back of page 4
- ❖ Tenants that are on Quarterly Reporting need to submit their paystubs along with the Quarterly Reporting statements
- ❖ Once you have filed your Income Tax Return and you have received your Notice of Assessment from Service Canada you should submit a copy to our office
- ❖ Tenants are reminded to report any changes in their income or occupancy as soon as the change occurs
- ❖ If you need assistance completing your documentation, we are happy to come out to your community to help

Transitioning to Non Smoking Housing

We are excited to introduce a no smoking policy for our 1100 rental housing units.

A survey completed earlier this year revealed strong support among current tenants for a smoke-free living environment with 92% in agreement that second-hand smoke was harmful to their health and 54% of tenants indicating they would like to see the whole property become smoke-free.

Our no smoking policy will be implemented on April 1, 2015 with half of our 18 properties; the remaining 9 sites will adopt the policy on October 1, 2015. As of these dates, the lease agreement for new tenants will contain a no smoking clause. Current tenants will be ‘grandfathered’ (exempted) from this policy for the duration of their tenancies but should you so choose, are welcome to voluntarily sign a new lease containing the no smoking clause.

The following are the transition dates for our housing sites:

April 1st: CY Elsey, Dryden Heights, Wilson Village, Wood Farm Manor, Beatrice Woods, Old Schoolhouse, St. Andrew’s Place and Perry Terrace

October 1st: Bowmanville Heights, Conant Place, Garrard Heights, Gillespie Gardens, Highbush Village, Maple Glen, Marigold Court, Mearns Meadows, Orchard Valley, Ormond Place and Reach Gardens

Fun Facts

OLD SCHOOL HOUSE APARTMENTS



Cannington Public School was built in 1910.

The entrance seen here on the west side (facing Queen Street) was for the girls and the entrance on the east side was for the boys.

Once you climbed the beautiful solid hand carved stairway everyone would meet in a mutual area comparable to a foyer of today.

The top floor had 4 large classrooms, the Principal's Office and the Library.

The lower level was for Kindergarten to grade 4.

Durham Region Non Profit Housing converted the building into Old School House Apartments in January of 1989.

Spring Clean Up...

Poop and Scoop

Tenants with pets, please be reminded to pick up after them. The nice weather is approaching and a lot of Tenants share common areas or have linked yards. Please be mindful as other Tenants don't want to smell or step in feces that are left behind. Children will be out playing in common areas and site parks, so please remember to Poop and Scoop!



Large Item Pick-Up

Tenants requiring large items, such as sofas and mattresses, to be disposed of must contact their local municipality to arrange pickup. Instructions will be given as to where and when to place your large items out. Please place these items out on the day of pickup or the evening before only. The number in your area to call to arrange such a pickup is:

Oshawa: 905-436-3311

Whitby: 905-668-3437

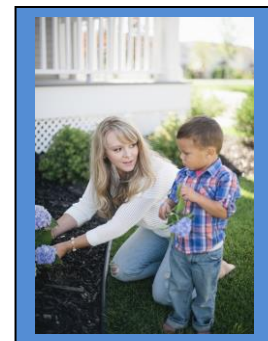
Pickering: 905-420-4630

Uxbridge: 1-800-667-5671

For sites located in Bowmanville, Sunderland, Cannington, and Beaverton please contact your Superintendent for more information.

Gardening/Flowers

Do you have a green thumb & would like to plant flowers outside of your home? Please contact your Property Manager to see what resources we have available.



FRIENDLY REMINDER...

Our hard working site staff has scheduled time off so that they can enjoy the same quality of life as tenants. Please do not knock on your superintendent's door. In the event of an emergency, please call your site number or call 905-436-6610 to reach an on duty staff member.

Fun Facts**DRYDEN HEIGHTS**

Early in 1999 Durham Region Non-Profit Housing completed a joint venture with Ontario March of Dimes.

This venture was the construction of 12 newly retrofitted wheelchair accessible units.

These units are located at Dryden Heights in Whitby. These units allow clients to retain their on-site support services while enabling them to live independently within the community

Professional Conduct

All staff is Durham Non-Profit employees and a professional code exists to ensure high standards of service and conduct. Staff may not:

- Accept tips, money or gifts from tenants at any time
- Sell items or services to tenants
- Buy or take property or personal belongings from tenants, their families or their estates, or use it for personal gain
- Accept payment for services during or after work hours
- Borrow money or any item from tenants
- Abuse tenants, staff members, service agency representatives or anyone else in the workplace, either verbally or physically

DNP takes its responsibility seriously to provide a comfortable and safe environment for all tenants. DNP has a policy that requires staff to take action to terminate the tenancy of any tenant who is involved in an illegal act.

If you see or suspect anyone engaging in illegal activity or if an emergency situation arises, please call DRPS at 1-888-579-1520 or Crime Stoppers at 1-800-222-8477

DNP has zero tolerance for the following acts:

- Any drug related activity
- Assault or threatened assault
- Unlawful use or possession of a firearm
- Street gang activity
- Any activity that threatens the health, safety or welfare of the staff and other tenants or persons on the residential premises

**Balcony Safety Tips****For safety reasons, the balcony of your unit is regulated in its use:**

- Ensure to keep the balcony door locked so that children cannot access the balcony on their own. (Children should not be on the balcony without adult supervision.)
- Please ensure that there is nothing on or near the balcony that children may use to climb over the railing.
- Objects are not permitted to be thrown out the windows or off of your balcony.
- Storage of personal property is not permitted on the balcony, only seasonal furniture.
- Partitions are not permitted to be hung over the glass balcony panels.

If you installed decorations on the balcony over the holiday season, these items should now be removed.

Local Homes, for Local People

MISSION STATEMENT



The mission of Durham Region Non-Profit Housing Corporation is to help meet the housing needs of the Region's diverse population through the provision of a practical, well-maintained and affordable housing portfolio integrated within the community. The Corporation assists with related services to support residents in their housing.



Recipe – Rotini & Cheese



Ingredients

- 2 bacon slices
- 1 tablespoon butter
- 1 tablespoon olive oil
- 1 cup finely chopped onion
- 2 garlic cloves, minced
- 1 1/2 teaspoons all-purpose flour
- 2 teaspoons Dijon mustard
- 1 cup 1% low-fat milk
- 3/4 cup (3 ounces) shredded sharp cheddar cheese
- 1/2 teaspoon kosher salt
- 1/4 teaspoon freshly ground black pepper
- 5 cups hot cooked rotini (about 8 ounces uncooked pasta)
- 3/4 cup frozen green peas, thawed

Preparation

1. Cook bacon in a large nonstick skillet over medium heat until crisp. Remove bacon from pan; crumble. Increase heat to medium-high. Add butter and oil to drippings in pan; swirl to coat. Add onion; sauté for 5 minutes, stirring occasionally. Add garlic; sauté for 30 seconds, stirring constantly. Add flour, and sauté 1 minute, stirring frequently. Stir in mustard. Gradually add 1 cup milk, stirring constantly with a whisk, and bring to a boil. Cook for 3 minutes or until slightly thickened. Remove from heat. Let stand 5 minutes. Add cheese, salt, and pepper, stirring with a whisk until smooth.

2. Place pan over low heat. Stir in bacon, pasta, and peas; cook for 1 minute or until thoroughly heated, tossing to coat

Please see Durham Health Connection Line for more healthy recipes 905-666-6241 or 1-800-841-2729 durham.ca/healthy_eating

If you have a question & would like it answered in the Summer newsletter, please email DRNPHC@durham-housing.com & you'll be entered in a draw for a gift card!!!!

