

Community News

For Tenants of Durham Region Non-Profit Housing Corporation

Message from the Chief Operating Officer and Board President

As 2020 is fast coming to an end, DRNPHC is hoping you are graced with peace and joy and that whatever your challenges have been this year, that they will be easier and lighter in 2021.

This year the COVID-19 crisis has made it more difficult for people to connect and lend support but we have many wonderful examples of how our tenants have been providing joyful moments regardless:

- 'Calling other tenants just to say hello'
- 'Dropping off much-needed groceries for those who cannot get out'
- 'Sewing COVID-19 face masks and distributing them free to other tenants'
- 'Shovelling a neighbour's snowy driveway'
- 'Signs in windows to thank front-line workers'



Happy Holidays!

Please remember that if you need some support during this time, please give us a call and we will try to assist you with the resources we have available to us. Call us at 905-436-6610 or email us at drnphc@durham-housing.com.

Wishing you the very best in 2021!

Dan Carter
President & Mayor of Oshawa

Tracy Greig
Chief Executive Officer

What's in this Issue?



Message from the Board President and Chief Executive Officer

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Follow us on Twitter: @DRNPHC

Durham Region Non-Profit Housing Corporation

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Fax: (905) 436-5361

DRNPHC@durham-housing.com

www.durham-housing.com



COVID-19 Safety Tips

2020 has been a challenging year, no doubt about it. With that said, we also know these public health guidelines have and will continue to make a difference in the fight to reduce the spread of COVID-19 in our community. Please continue to:

Follow Durham Region Orders and Recommendations for COVID-19

Wear Non-Medical Masks as they are Mandatory in residential apartment common areas such as hallways, laundry rooms, elevators, lobbies, etc.

Limit close contact with people outside of your household – including neighbours and staff of DRNPHC.

Stay 6 feet apart.

Wash your hands often and avoid touching your face

If you have COVID-19 Symptoms or have tested positive, contact public health for next steps and contact DRNPHC

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Townhouse Tenants-Heat

It's hard to believe that Winter is here! Turn off outside water and keep your unit heated!

The team at DRNPHC is geared up for the Winter season and the cooler temperatures outside means it's time to heat the inside.

It's tough to predict how the outside temperatures may drop. If there is not enough heat in your unit the pipes may freeze and eventually burst, flooding your unit and potentially other units as well.

Cost incurred for restoration will be at the expense of the tenant if it is found that the cause for the burst pipe is due to lack of heat in the unit.

Should you be away from your unit, please ensure to:

- Have someone check up on the unit every day.
- Ensure the heat remains on and at an adequate temperature in the unit (taking into consideration the outside temperature).

Following these tips will help you avoid unexpected expenses caused by burst pipes, providing you with peace of mind to fully enjoy the winter months.



****2020 HOLIDAY OFFICE HOURS****

28A Albert St., Oshawa

Following are our office hours during the holiday season:

December 24-8:30a.m. – 12:00 Noon

December 25 -Closed

December 28-Closed

December 29 8:30a.m. – 4:30p.m.

December 30 8:30a.m.-4:30p.m.

December 31 8:30a.m. – 12:00 Noon

January 1-Closed

Regular office hours resume on Monday, January 4, 2021

***Please note that although Durham Region Non-Profit Housing Corporation remains operational, our office doors are closed to the public.**

Access to the office is available however by calling 905-436-6610 during regular business hours and making an advance appointment.



2021 Rent Freeze

The Government of Ontario has passed legislation to freeze 2021 rent at 2020 levels. This means that rents will not increase in 2021 for occupied units covered under the Residential Tenancies Act. The rent freeze will impact both Market and RGI units at DRNPHC.

RGI Simplification

The Housing Services Act has changed to simplify how Rent-Geared-To-Income is calculated. Since July 2020, there is a change in the way rent is calculated. ff. Notices have been sent to RGI tenants to explain the changes and anticipate that this will be a welcome change to the process.

Some of the changes include:

- Your rent will be based on your income from your last Income Tax Return.
- Your rent will normally only change once a year after your Annual RGI Review.
- You will only have to tell us about certain changes to your income between Annual RGI Reviews.

You will need to file your income taxes every year. When we do your Annual RGI Review, you will need to give us a copy of your Proof of Income Statement from the Canada Revenue Agency (CRA). The Proof of Income Statement is a simple version of your tax assessment that summarizes your income and deductions for the tax year.

You do not need to give us your Proof of Income Statement until your first Annual RGI Review after July 1, 2020.

Hot Chocolate

“Bomb” DIY

Have you seen hot chocolate bombs and wonder how you can make them yourself? Don't have the molds at home? Take a look at this simple and easy idea and enjoy for a fraction of the cost!

What you need:

- Kinder Surprise/hollow chocolate “egg”
- Marshmallows/your choice of fillings
- Hot chocolate mix

Steps:

Carefully, break the chocolate egg into two as shown below.

Fill with hot chocolate mix, marshmallows and any other fillings.

Run some warm water on a plate or other flat surface and dry immediately. While still warm, melt the edges of the chocolate egg and place it back together.

Leave for a few minutes to allow for the chocolate to set.

Place in a mug and pour warm milk over to melt the egg.



Rent Payments

DRNPHC provides many options to pay your monthly rent, including:

Online Rent payments

Pre-Authorized Payment

Cheque or Money Order

CASH or Debit at head office (by appointment only)

****Good news for our tenants banking with CIBC and Simplii****

We are happy to now offer you the convenience of on-line rent payments. Please call our office for further information, we'd love to hear from you.

Requesting Maintenance

Tenants should continue to make requests for repairs when there is something wrong in their unit.

- For emergency repairs please call on-duty superintendent or by calling 905-436-6610
- For routine maintenance requests please contact our main office:
 - By calling 905-436-6610 during regular business hours
 - By visiting our website and requesting repairs www.durham-housing.com

DRNPHC will review and prioritize work orders making sure emergency and urgent repairs are completed. Non-urgent work orders may be placed on hold depending on the nature of the work and the current pandemic status.

Word Search!

To solve, simply complete the Word Search and mail it to:

28A Albert Street,
Oshawa, ON
L1H8S5

or E-mail to:

drnphc@durham-
housing.com

for your chance to win a \$25 gift card.

The Winner will be announced in our next newsletter!

Good Luck!



Winter Word Search

First Name _____ Last Name _____

Address _____

E-mail _____ Phone # _____

WINTER WORD SEARCH

E	T	C	G	B	W	T	B	X	E	S	S	Y	H	I
T	N	A	H	Q	L	W	I	K	Q	E	N	T	O	J
A	Y	E	H	I	I	A	U	V	F	O	S	L	T	
L	W	C	Z	N	L	L	Z	O	S	W	W	O	I	S
O	I	W	T	O	F	L	L	Z	I	W	G	R	D	E
C	I	E	M	W	R	G	Y	P	A	H	O	F	A	W
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H	S	N	E	E	R	T	E	N	I	P	D	J	S	S
C	S	C	T	M	I	T	T	E	N	S	Y	A	N	N
T	E	P	A	E	L	C	I	C	I	F	K	O	A	G
O	J	E	K	R	H	B	O	O	T	S	W	M	C	I
H	Y	U	S	E	F	D	N	I	W	B	W	O	V	V
F	I	R	E	P	L	A	C	E	A	O	L	E	E	I
A	V	U	C	R	U	G	U	L	N	D	D	C	E	N
C	P	Y	I	J	U	U	L	S	U	Q	S	I	Y	G

WORDS TO FIND:

BLIZZARD	BOOTS	CHILLY
COLD	FIREPLACE	FROSTY
FROZEN	GIVING	GLOVES
HAT	HOLIDAYS	HOTCHOCOLATE
ICE	ICESKATE	ICICLE
MITTENS	PINETREE	SCARF
SNOW	SNOWBALL	SNOWFLAKE
SNOWMAN	SNOWSUIT	WIND
WINTER		