



Tenant Information Package

Nipissing District Housing Corporation
200 McIntyre Street East
North Bay, ON P1B 8V6
705.472.2441



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Welcome!

Dear Tenant:

Welcome to your new home. We hope your experience with us will allow you and/or your family a safe, affordable place to call your own and provide the opportunity for you to develop and strive to reach your goals.

We are proud to say that the staff of the Nipissing District Housing Corporation (NDHC) is a group of conscientious, caring individuals who have dedicated themselves to the assistance of others to the best of their abilities.

Our mission is:

"To provide safe and affordable housing to those who need it the most and to support healthy, secure communities for our tenants."

With that in mind, our values and guiding principles are:

1. To be accountable for the timely, efficient fulfillment of our mission.
2. To serve our clients to the best of our abilities.
3. To treat all people fairly and equitably.
4. To continually pursue excellence.
5. To recognize our employees as a source of strength within the Corporation and for our tenants.

We recognize that the situations our clients face can be challenging and therefore it is imperative to us that we continuously strive to improve our performance and to gain and maintain the respect of our clients, tenants, colleagues and peers through mutual support and cooperation.

It is our hope that by working together, we can create a sense of community and an environment that is safe, healthy and genuinely enjoyable for everyone!

Sincerely,

TracyAnn Bethune

Manager of Nipissing District Housing Corporation



Office Hours and Telephone Numbers

Open Monday to Friday from
8:30am to 4:30pm

Office	705-472-2441
Toll Free	1-800-461-6113
Fax	705-472-4171

Maintenance Department

Regular maintenance, repairs and emergency
Monday to Friday from 8:30am to 4:30pm
705-472-2441 OR 1-800-461-6113

After hours, please NO NOT contact your custodian

The role of the custodian is to make minor repairs and to clean the common areas in apartment buildings (lobbies, hallways and stairways) only.

What is a maintenance emergency?

- No HEAT
- No WATER
- No POWER
- BROKEN WATER LINE (a dripping tap is NOT an emergency)



Our Team

Tenant Services Department 705-472-2441

Pauline Lebeau Tenant Administrative Worker	Ext. 33735
Brandon Devost Tenant Retention Officer	Ext. 33732
Neve Bélanger Tenant Retention Officer	Ext. 33733
Tiffany Fournier Tenant Retention Officer	Ext. 33738
Dennis Spencer Supervisor Tenant Services	Ext. 33731
TracyAnn Bethune Manager, Nipissing District Housing Corp.	Ext. 33740

Corporate Assets Department 705-472-2441

Raphael Duchesne Maintenance Clerk for all other units	Ext. 33743
Joshua Smith Maintenance Clerk for Edgewater and Golden Age towers ONLY	Ext. 33734
Jessica Sanche Maintenance Officer	Ext. 33739
Patricia Therriault Capital Works Officer	Ext. 33741
Christian Carrier Corporate Assets Supervisor	Ext. 33730



Apartment Buildings

Elevator Operating Procedure

Holding the Door Open

The door is timed to close within twelve (12) seconds. If it is necessary for the door to be kept open beyond twelve seconds (i.e. wheelchair); the “DOOR OPEN” button should be pressed.

Getting on and off

Please let all the people off first before attempting to enter the elevator. Most elevators will stop within ½ inch of the floor level. However, some types will vary. Before entering or exiting the elevator, always look to see if it is level with the floor.

Caught in the elevator

If the elevator stops or stalls between floors, press the “EMERGENCY” button and wait for help. Stay CALM and DO NOT try to leave the elevator before it returns to the floor level. If there is a telephone, pick it up and the answering service operator will talk to you and send help.

Maintenance checks

The elevator is checked once a month. If it is necessary for the elevator to be out of service for any length of time, it will be announced.



Garbage

Wrap your garbage before you throw it down the chute. DO NOT put in burning materials such as cigarettes and ashes. NEVER force cartons, coat hangers and bundles of paper into the chute because it may become blocked. DO NOT put bottles or boxes down the chute. Ask your custodian to dispose of them.

Keys and Laundry Card

Upon move-in, you will be required to sign for the following items: one entrance key, two apartment keys, one mailbox key and a smart card for the laundry machines. You should safeguard these items as they will have to be returned upon move out.

****For tenants who have postal boxes, arrangements need to be made with Canada Post at 1-800-267-1177****

If for any reason you require another key or laundry card, you will have to contact our office and make a request for a replacement. You should be aware that there is a charge to replace these items and payment in full will be required before any key or card is given to you.

If you have lost your keys or are locked out of your apartment:

Monday to Friday
8:30am to 4:30pm
Call 705-472-2441

Tenants of Family Units
You will be required to
provide identification.

After hours
Contact your security tenant
(no charge for this call)
You can also call Jim's
Locksmithing to provide you
with access to your unit
however you must pay for this
call.



Dryer Hose

According to the Fire Prevention Office, a dryer exhaust hose must be a corrugated aluminum type and not plastic. The vent of the clothes dryer can become clogged with lint over time, causing the dryer to dry less efficiently and resulting in dangerous house fires. Check and clean the lint trap and vent on a regular basis.

Electrical

Electronic equipment must be plugged in an approved power bar and all major appliances must be plugged directly into an outlet. Cheater blocks are not permitted.

Storage Tips

The furnace room should not be used for storage as it is a safety hazard. If it is reported that you do have items stored in this location, all items will have to be removed.

Yards

We inspect all yards regularly. Please make sure your yard is free of garbage. Loose garbage and unwanted furniture left around the garbage area or in the yard is not permitted.







Pets

Tenants are allowed to own pets however, the owners have responsibilities. Under the Lease Agreement and the Residential Tenancies Act pet owners are responsible to ensure that their pets do not interfere with the Landlord's or other Tenant's *quiet enjoyment* of the property. The Animal By-Laws require that all pets be properly licensed and that leashes can be no longer than **two (2) meters** in length.

A Notice to Vacate can be issued for keeping an animal which disturbs others or impairs their safety if the animal:

- Causes noise, an odour or damage;
- Attacked another tenant or the landlord or acted aggressively toward them;
- Causes the landlord or another tenant to have an allergic reaction;
- Could be dangerous to the landlord or another tenant, even if it has not harmed anyone.

In accordance with By-Law #151-93, tenants are required to keep their **pets on a leash at all times** and/or to carry their pets through **common areas** (including elevators and stairs). Pets of any kind are not allowed in lounges, common rooms or laundry rooms. Also, in accordance with By-Law #2009-113, pet owners will be charged for any clean-ups needed caused by your pet. Please **remember to stoop and scoop**.

North Bay & District Human Society Pet Clinic now offers spay and neuter services

For reservations please contact 705-478-8233

For more information:

www.northbayhumanesociety.ca



Complaint procedure regarding tenant's pets

Pet owners must observe all local municipal regulations including license/tag requirements, proper hygiene, animal control, etc. As a resident, you can contact your Municipal Office or local Humane Society to find out if they can take action under their By-Laws regarding:

- Noise of barking/whining dogs
- Owner not picking up after their dog/cat/other pet
- Dog/cat not on a leash
- Owner allowing their dog/cat/other pet to run loose on other people's property

You can contact your local Humane Society regarding abuse or neglect of any animal by calling 705-474-1251.

If you've been bitten

- Seek medical attention if needed
- Contact your local Healthy Unit and/or Police and/or Humane Society

If you require information before contacting the above agencies, please contact the Tenant Services Department.

Feeding wildlife

Feeding wild animals on NDHC property is not permitted. Not only can they become a nuisance but they can potentially be extremely destructive. Please remember, they are wild animals and should be left alone.



Tenant's responsibilities upon move-out

Upon move-out, you are responsible to ensure your unit is in the same condition it was when you moved in. You may be charged for damages over and above normal *wear and tear* of occupying a home. The following are some examples of what we will charge for, however this is not an exhaustive list:

- Damage to drywall, woodwork and/or flooring
- Dark colored paint applied by the tenant
- Removal of wallpaper applied by the tenant
- Replacement of locks if keys are not returned to the office within 48 hours of move-out
- Garbage left in the unit upon move-out
- Broken doors and/or windows
- Missing or broken fixtures
- Any additional cleaning required

If your unit needs fumigating, please call the office immediately.

A tenant may also be charged for damages caused by negligence such as:

- Fire damage
- Flooding



- Damage caused by back-ups due to blocked plumbing in relation to inappropriate use.





Fire Safety Plan

If you see, smell, hear or suspect fire ACT QUICKLY!

1. Upon discovery of the fire, alert ALL occupants and leave immediately.
2. If the fire is still small and you are able, fight the fire. Otherwise, leave immediately, closing all doors as you leave.
3. Call the Fire Department and give them your name and your correct address. Do not assume that someone else will call the Fire Department.
4. If you are caught in the smoke, keep low to the floor where the air is clearer and cooler. Take short breaths (through your nose) until you reach safety.
5. Notify the Housing Corporation.
6. Have an escape plan organized so that you and your family know what to do in an emergency and practice it. Consider that in an emergency, your power may be off. Make sure you can follow an escape plan even in the dark. Have an alternate plan in mind and rehearsed so that you are prepared for any situation. Ensure your baby-sitter is aware of your family fire safety plan.

For apartment buildings

If there is a fire DO NOT use the elevator, take the STAIRS. Go directly to the designated meeting



If you cannot get to the stairs,
hang a piece of cloth out of a visible window
to alert firefighters OR take a phone with you
and stand on a balcony.
Call 911 to alert the dispatchers and
try to get someone's attention.

For all buildings

All tenants and their families should:

- Be aware of where fire alarms, extinguishers and emergency exits are located within the building.
- Be sure of the correct address and location of your unit
- Have an emergency plan, where you can meet with your family in the event of an emergency. Be sure that your meeting spot is in a safe area that can be easily found in the dark. Make sure that you are far enough away from your building that you would not be caught in any explosions or falling debris and that you do not have to cross a busy street.



The most common fires in the home occur in the kitchen

For pan fires on top of the stove:

- Turn off the heat.
- Try to smother the flames by covering the fire with a pan lid (it should completely cover the pan)

Do not attempt to remove a burning pan!

For oven fires:

- Turn off the heat.
- Try to smother the flames by closing the door for a few minutes. If this doesn't work, open oven door a crack and use your fire extinguisher.
- Open oven door as little as possible

If the fire threatens to ignite nearby combustibles:

- Get everyone out of the house.
- Close kitchen door to prevent the fire from spreading and then get out.
- **Call your fire department.**
- Never put water on a grease fire.

**Never try to fight anything but a small fire and only
AFTER notifying the fire department!**



To avoid fire hazards:

- Never put cigarette ashes or butts, or any other burning materials into the garbage chute until you are certain that there are no smoldering materials left.
- Never dispose of flammable liquids, such as nail polish remover or household chemicals, in the garbage chutes. Please make sure any bottles containing these liquids are empty, rinsed and dried before disposing of them.
- Never force materials into the garbage chute, especially large boxes, coat hangers or other materials that could cause the chute to become blocked.
- Never leave anything in common areas that could be a trip hazard or that could easily ignite.
- Never use unsafe electrical appliances, frayed extension cords or over-loaded outlets. Do NOT use extension cords as a permanent source of power for any appliance.
- Report any violations of the Fire Code or any fire hazards to the Housing Corporation.

FIRE HAZARD



Schedule "A" to your Lease:

Rules and Regulations #9 Safety Equipment

"The tenant shall not tamper with or disconnect any heat, smoke or carbon monoxide detectors, fire alarms, door closures or any other safety equipment installed in the leased premises or the residential complex by the Landlord."

Smoke detectors save lives

Your smoke alarms are devices that can provide early warning of possible fires in your home. It is especially useful during the times you may be sleeping.

Your landlord has installed a smoke detector in your home for your safety and for the safety of your neighbours.

Sometimes the alarm will sound even if a small amount of food is burned on the stove or if someone smokes cigarettes directly under it. To stop the alarm, clear the smoke out of the home and gently fan clear air into the opening of the smoke detector.

If you feel your smoke detector is not working properly or if you notice the "power on" indicator is out, call the office and ask for the maintenance department and it will be checked.

Article 6.3.3.5 of the Fire Code:

There is a fine for "intentionally disabling the smoke alarm to make it inoperable".



****If a unit is found with a smoke detector disconnected or tampered with, we will have no alternative but to inform the Fire Prevention Office.****

If we are made aware that your hydro is being disconnected, we will be entering your unit to install battery operated smoke detectors at your expense.

Maintaining your smoke alarms

Test your smoke alarm weekly by doing the following:

- Firmly depress the “Push to test” button for at least five (5) seconds. The smoke alarm will sound a loud beep for about four (4) times per second. The alarm may sound for up to 10 seconds after releasing the “Push to test” button.
- Clean the smoke alarm at least once a month to remove dust, dirt or debris. Always turn off power to the smoke alarm before cleaning.
- Using a soft brush or wand attachment to a vacuum cleaner, vacuum all sides and cover of the smoke alarm. Be sure all the vents are free of debris.

****Important: Do not attempt to remove the cover or clean inside the smoke detector alarm.****

If you have any questions, do not hesitate to call the Maintenance Services Department at our office.



Community Services

What NDHC offers?

The Tenant Services Department of the Housing Corporation has a variety of functions over and above the administration of our units. We also offer:

- Tenant support
- Liaison with Tenant Associations
- Mediation
- Referrals to other agencies

General Community Services

Emergency Departments

Emergency	9-1-1
North Bay Regional Health Centre	
General Inquiries	705-474-8600
Emergency Department	705-495-7951
Mattawa General Hospital	705-744-5511
West Nipissing General Hospital	705-753-3110





Walk-in clinics

Blue Sky Family Health Clinic

705-476-1413

685 Bloem Street, 2nd floor

Open Saturday from 10am to 1pm

Statutory Holidays: please call the clinic prior to arriving to ensure they are open

****You must register 1 hour prior to closing in order to see a doctor.****

****Only Blue Sky Family Health Clients may use this clinic.****

Head to Toe Clinic

705-495-0300

1950 Algonquin Avenue, Suite 303

Operates Monday to Friday

Book ahead or same day for appointment

Near North Medical Clinic

705-495-2685

66 Josephine Street

Monday to Friday from 5pm to 8pm

****Please register ½ hour prior to closing in order to see a doctor.****

Powassan Medical Centre

705-384-5225

8 King Street East, Powassan

Dr. K. Runciman

705-724-3388

Dr. S. Houghton

705-724-5511



Other Emergency Numbers

Poison Control	1-800-268-9017
North Bay Police	9-1-1
Non-urgent Police matters	705-474-1234
Crime Stoppers Confidential Tip Line	1-800-222-TIPS (8477)
Crime Stoppers Near North Confidential Tip	705-476-TIPS (8477)

Emergency Shelters / Crisis Centers

Crisis Centre North Bay	705-474-1031
Esprit Place Family Resource Parry Sound	705-746-4800
Mattawa Women's Resource Centre	705-744-5567
Sturgeon Falls Family Resource Centre	705-753-1154
Nipissing Transition House	705-476-2429
Ojibwa Family Resource Centre	705-472-3321
Amelia Rising Women's Sexual Assault Centre of Nipissing Office	705-840-2403
Amelia Rising Women's Sexual Assault Centre 24 Hour Crisis Line	705-476-3355
Salvation Army Family Services	705-474-7859



Community Resources

North Bay and District Humane Society	705-474-1251
AIDS Committee North Bay	705-497-3560
Community Counseling Centre	705-472-6515
North Bay Food Bank	705-495-3290
Nipissing Legal Clinic	705-476-6603
Legal Aid Ontario	705-472-4893
North Bay & District Health Unit	705-474-1400
The Clinic: Sexual Health Services for All	705-474-1400 ext.2289
Low Income People Involvement (LIPI)	705-472-1337
North Bay & District Association for Community Living	705-476-3288
Telehealth Ontario	1-866-797-0000

Resources for Families

Kid's Help Phone	1-800-668-6868
Children's Aid Society	705-472-0910
North Bay Family Enrichment Centre	705-472-2152
Sturgeon Falls Family Resource Centre	705-753-1154
Nipissing Family Program (FASST)	705-494-4774 ext.226
Big Sisters and Big Brothers of North Bay	705-474-3041
Canadian Mental Health Association Community Resource Program	705-474-1299
Community Care Access Centre (CCAC) North Bay	705-476-2222
CCAC Sturgeon Falls	705-753-4000
CCAC Toll Free	1-800-533-2222
Nipissing Association for Disabled Youth (NADY)	705-476-5437 ext.3550



Resources for seniors

Victorian Order of Nurses North Bay	705-472-8060
Meals On Wheels North Bay	705-474-7048
North Bay Golden Age Club	705-474-6520
North Bay & District Association for Community Living	705-476-3288
Cassellholme North Bay	705-474-4250
Eastholme Powassan	705-724-2005
Phone Busters (Fraud reporting)	1-888-495-8501
Alzheimer's Society North Bay & District	705-495-4342
Ontario Drug & Alcohol Treatment Information Line (DART)	1-800-565-8603

Resources for Mental Health & Addictions

Beattie Garth Addiction Counselling	705-474-9947
Nipissing Detox & Substance Abuse	705-476-6240
Alcoholics Anonymous North Bay	705-474-7940
Narcotics Anonymous North Bay	705-475-3168
Claude Ranger Mental Health Clinic	705-494-3050
Rehabilitation Resources	705-476-6400
Ontario Problem Gambling Help Line	1-888-230-3505
PEP Place	705-494-4774
Ontario Drug & Alcohol Treatment Information Line (DART)	1-800-565-8603



The Motivational Wellness Kits are bags filled with sports equipment that tenants can borrow to use for **FREE**. They are beneficial to children of all ages, adults and seniors by providing fun games and equipment to

engage in healthy activities. This is a great way to enjoy staying active with friends and family.

For more information
please contact the
Tenant Services Department
at (705) 472-2441 ext. 3735

The GOOD FOOD BOX is filled with quality fruit and vegetables.

The produce is purchased at wholesale cost, therefore saving the participant money and allowing them to get more produce for less.



A large box feeds 3-4 people and costs \$20.

A small box feeds 1-2 people and costs \$10.

To find out more about our distribution/pick up sites;
goodfoodboxnipissing@gmail.com