



## **Resident Update February 8<sup>th</sup>, 2023**

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Dear Residents,

We hope you are all doing well and staying safe! Please review another informative issue of the Nepean Housing Resident Update.

**All the best,**

**Nepean Housing Corporation**

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**The Nepean Housing office holiday closure date:**

**February 20th, 2023 (Family Day)**



**Emergency service will continue to address fire, flood, no heat, problems with smoke or carbon monoxide (CO) detectors, elevator breakdown, problems with exiting or accessing the building or unit, and inability to lock or secure windows and/or doors in the event of a break-in. Call 613-823-8452, option 3.**

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### **Nepean Housing Updates**

Starting March 7, 2023, The Tenant Services Team will open up the office at 2 Hammill Court from 8:30 am – 10:00 am and 130 CentrepoinTE from 10:30 am – 12 noon. The office will be opened twice a month, the first Tuesday of each month and the last Tuesday of each month. Our staff will be available during these times to assist you with completing your annual rent reviews, collecting documents and answer any questions you may have. The schedule will be posted on the office door at both locations.

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### **Pest Control**

If you have a problem with bed bugs, cockroaches, or other insects or pests, please notify our office immediately. Early detection and reporting, as well as proper preparation and adherence to a treatment plan are key to controlling the problem. Your cooperation is greatly appreciated.



### **One-Time Top-Up to the Canada Housing Benefit**

The Government of Canada is providing a one-time payment of \$500 to lower-income renters to help with the cost of rent.

The benefit is available to renters who:

- Have an adjusted family net income of \$35,000 or less for families, or \$20,000 or less for individuals
- Are at least 15 years of age and their principal residence is in Canada on December 1, 2022
- Pay at least 30 per cent of their 2021 adjusted family net income on rent in 2022.

Applications can be made through your CRA My Account. To get your payment faster, register for direct deposit in CRA My Account. An online web form is available if you are unable to sign into, or register for a CRA My Account. Applicants who are unable to apply online can call the CRA at 1-800-282-8079.

Applications close on **March 31, 2023**.

For more information on how to apply, visit [One-time top-up to the Canada Housing Benefit - Canada.ca](https://www.canada.ca/en/revenue-agency/services/apply-for-benefits/one-time-top-up-to-the-canada-housing-benefit.html)

## **Tax Clinics**

Through the Community Volunteer Income Tax Program (CVITP), community organizations host free tax clinics where volunteers file tax returns for people with a modest income and a simple tax situation. To find a free tax clinic near you visit: [Find a tax clinic in your area \(cra-arc.gc.ca\)](https://cra-arc.gc.ca)

## **2023 Kathleen Blinkhorn Indigenous Student Scholarships Applications are Open**

The Ontario Non-Profit Housing Association is offering five scholarships of \$2,000 each to Indigenous students living in non-profit housing in Ontario for 2023.

To be eligible, students must:

- identify as an Indigenous person
- reside in non-profit housing during their school term
- be enrolled in a program at a college, university, or private trade school for the 2023-2024 school year (or program equivalent)

The deadline to apply is Friday June 16, 2023.

For more information on the Kathleen Blinkhorn Indigenous Student Scholarship, visit: [www.onpha.on.ca/kblinkhorn](http://www.onpha.on.ca/kblinkhorn).

## **AccessMHA**

AccessMHA is a great tool to help find mental health and/or substance use support services in your area. When you connect with one of AccessMHA's trained mental health professionals they will assist you in connecting with the appropriate services near you. For more information visit: <https://www.accessmha.ca/>

## **Psychiatric Survivors of Ottawa**

Looking to connect with others who may be experiencing mental health struggles? Psychiatric Survivors of Ottawa hosts many peer support groups both virtually and in person. Some activities include, craft and chat, walking groups, trivia and so much more. For more information about peer support groups and other programs they provide visit: <https://www.pso-ottawa.ca/peer-support-programs>

## **Ontario Electricity Support Program (OESP)**

You may be eligible to receive a monthly credit on your bill from the Ontario Electricity Support Program (OESP).

The Nepean Rideau and Osgoode Community Resource Centre (NROCRC) can help determine if you are eligible and apply for you. For more information or to book an appointment, contact NROCRC at 613-596-5626 ext 301 or by email at [info@nrocrc.org](mailto:info@nrocrc.org). Support is provided in English, French and Arabic.

## **Low-income Energy Assistance Program (LEAP)**

If you're behind on your electricity or natural gas bill and face having your service disconnected, you may qualify for emergency financial help through the Low-income Energy Assistance Program (LEAP). For more information visit: <https://hydroottawa.com/en/accounts-services/accounts/financial-assistance/low-income-energy-assistance-program>

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## **Winter is Here!**

### **Snow Removal Parking Spots**

Just a friendly reminder that tenants are responsible for ensuring that all ice and snow is cleared on driveways, car ports, parking spaces, steps, and landings. Our snow removal companies will be looking at main road ways and sidewalks. For the safety of yourself, your family and guests, all residents of garden homes should have an abrasive (salt, sand, de-icer) and a shovel.

Remember that the saltboxes in the communities are the property of the snow removal company and are not to be used by tenants.

### **Snow Removal Winter Weather Parking Bans**

Snow removal is particularly difficult on roadways where vehicles remain parked after a large snow fall. Between November 15 and April 1, the City may declare a Winter Weather Parking Ban for inclement weather including freezing rain or when Environment Canada forecasts 7 cm or more of snow in the Ottawa area. This includes any forecast for a range of snow more than 7 cm, such as 5 to 10 cm. The Winter Weather Parking Ban will be called to support clearing operations and will continue until the City issues a notice that it has been lifted.

When a winter weather parking ban is called, the City issues a special advisory to the local media and posts it on [ottawa.ca](http://ottawa.ca).

Vehicles without a residential parking permit that are parked on the street during a parking ban may be ticketed and towed.

### **Nepean Housing Snow Dumps Visitor Parking Winter**

**Some** visitor parking spots are dedicated snow dumps during the months of November through April, and they must be kept clear. Do not 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.



### **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.

### **The Heat is ON!**

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. In your basement, please be sure to keep a 4-foot clear radius around your furnace, gas hot water tank and electrical panel to minimize fire hazards.

### **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 clear radius around your furnace, gas hot water tank and electrical panel to minimize fire hazards