



Resident Update

May 2023

Greetings, Nepean Housing Residents!

We hope this message finds you well. We're excited to share the latest edition of the Nepean Housing Resident Update for the spring season with you.

This issue covers important information such as air conditioning installations, alteration requests, community resources, and more.

Best regards,
The Nepean Housing Corporation

Spring Clean Up



Now that the snow has melted, it's time to enjoy the outdoors again. Let's work together to ensure that our neighborhoods remain clean and safe. Please take a moment to remove any clutter that may have accumulated in your backyard or driveway during the winter months. Remember that carports should only be used for cars and not storage, and try to avoid littering to keep our gardens, parks, and parking lots clean.

As the weather warms up, we're also noticing an increase in pet waste left behind by both dogs and cats. We ask that all pet owners be responsible and supervise their pets while outside. Cat owners, while not required to keep their pets leashed or indoors, must still be responsible for their pet's outdoor activities and prevent damage or disturbance to others' property as per the Animal Care and Control By-law of the City of Ottawa. Similarly, dog owners are required to keep their pets leashed and "stoop and scoop" their waste as per the *Animal Care and Control By-law No. 2003 - 77, Section 37*. Nepean Housing and your neighbors greatly appreciate your cooperation in keeping our community clean and safe.



Alteration Requests

All residents (new and existing) must fill out an [Alteration Request Form](#) and obtain written approval from Nepean Housing prior to making any changes to their units. These changes could include painting walls, electrical or plumbing fixtures, flooring, fences, gates, etc.

If our staff notice, any alterations that were not previously approved by the office, tenants may either be asked to remove the alteration or will be charged back upon moving out.

To submit your alteration request form or ask further questions, please email info@nepeanhousing.ca

Installation of Air Conditioners (ACs)

Spring has sprung, and that leads to thoughts of summer, and that leads to thoughts of air conditioning!

To ensure the safety of tenants, guests, contractors, and staff, NHC has established guidelines for the use and installation of air conditioners (ACs).

Improper installation of window ACs have led to them falling and causing injury or death. Poor installation of a window AC can lead to damages to the property, both inside and outside the unit.



Any AC used above the ground floor must be a portable / floor model AC (i.e., non-window mounted). Tenants must have written permission from NHC prior to installing an AC by:

- Completing this [“Request for Installation of Air Conditioner”](#) form and returning it to the main office.
- Obtaining, maintaining and providing proof of third-party liability insurance.
- Agreeing to return NHC property to its original condition upon NHC’s request and/or move-out.
- Agreeing to pay all costs for changes, installations, repairs and for damages to any person or property resulting from the installation.

Window ACs may ONLY be installed:

- If installing one does not void the window warranty
- Within a window, not in a window in a door
- In ground floor windows

ACs must:

- Be self-evaporating (dripless)
- Be installed in the lower window position of a vertical sliding window
- Not exceed the electrical capacity of the unit
- Not be installed prior to April 15 and must be removed by October 15 each year

ACs must be installed:

- In compliance with the manufacturer’s instructions
- Without drilling holes into or modifying the window frame or building

- Using the supplied window inserts, plexiglass, lexan, or ¼” plywood painted white
- By adequately sealing the opening of the window
- By plugging directly into the electrical outlet or using appliance grade extension cord (12 gauge, 6 feet / 2 metre)
- The AC does not sit on or be supported by the window frame using support brackets that do not require tools (i.e., no drills, no screwdrivers) and do not damage or mar NHC property (ground floor windows only)

At 130 Centerpointe Drive, NHC charges an additional fee for each air conditioner installed to reduce hydro costs.



Pest Control

If you encounter any issues with bed bugs, cockroaches, or other pests in your unit, we encourage you to inform our office right away. Early detection and reporting, along with following the treatment plan and proper preparation, are critical in controlling the problem. Your cooperation is highly valued, and we thank you in advance for notifying us promptly if you have any pest-related concerns. We will work with you to develop a plan of action to mitigate the issue and ensure that our properties remain a comfortable and safe place to live.



Parking Lots and Driveways

As the weather warms up, children naturally want to play outside. However, it's important to remember that skateboarding and biking in parking lots and driveways can be very risky. Drivers may not always see children and may not have enough time to stop, leading to potentially dangerous situations. We value the safety of all our residents, especially children, and encourage you to have a conversation with your children about the risks involved. Please supervise your children when they are playing outside and remind them that their actions can have consequences, including property damage.

Please note that as a tenant, you are responsible for any damage caused by your children, including to cars. We ask for your cooperation in ensuring that your children play safely and do not cause any harm to other residents or their property. Thank you for your understanding and for helping us maintain a safe and enjoyable living environment for everyone.

Use of Pools

NHC's pool policy does not allow the use of pools, due to legislation, health and safety concerns, expense, and damage to property.

We understand that having a wading pool can provide a fun and refreshing activity for young children, especially on hot summer days. However, we must carefully consider all aspects of having a pool in our community. It's important to note that even a small amount of water can pose a significant safety risk to unsupervised children or animals, and could lead to injury or drowning. Additionally, the threat of lawsuits to both NHC and residents is a concern that we must take seriously. Furthermore, the pool can collect water from all sources, including rainwater, which can become a breeding ground for mosquitoes that carry diseases like West Nile Virus. To help prevent the spread of such illnesses, the City of Ottawa has urged citizens to eliminate or minimize all sources of standing water. We also want to be mindful of the rising cost of water, which places pressure on our operating budget. As a result, we kindly request that residents refrain from installing wading pools on NHC properties. We appreciate your cooperation and understanding in keeping our community safe and financially sustainable for all.

Flowers and Landscaping

We would like to encourage our residents to add some personal touch to the landscaped garden areas around their homes with non-climbing plants or flowers. However, we kindly ask that you refrain from planting trees, shrubs, or any permanent fixtures without prior approval from the Property Service Manager. If you are planning to install any view-limiting fixtures, such as fences or trellises, please contact the Property Service Manager before doing so.

Additionally, to conserve water, we ask that you refrain from high water usage. Please be informed that NHC has a Landscape Contractor in charge of lawn and shrub maintenance. As such, it is essential to ensure open access to all areas for our landscapers to carry out their maintenance duties.



Late Rental Payments

Please call us if you think you may fall behind on your rent payment (613-823-8452 ext. 112). We will work with you to find a solution. We can make payment arrangements where reasonable and appropriate. We can also provide information about community resources that may be able to assist you. It is our goal to prevent evictions; however, eviction may be our last resort if we are unable to reach a workable agreement.

There are added expenses related to an application for eviction, including NSF charges (\$20, if applicable), application fee to the Landlord and Tenant Board (\$190) and enforcement fee (Sheriff, \$300 to \$400).

If you leave owing a balance, your name will be added to the Provincial Database for social housing, and this will prevent you from being on the waiting list for any other social housing in the province. In addition, your file will be referred to a collection agency, and your debt will be added to your credit history, resulting in bad credit which would influence future financial transactions (renting and/or purchasing of any consumer goods or housing).

Need help with managing your budget? Call:

- Housing Help, 613-563-4532
- Credit Counselling Service of Eastern Ontario, 1300 Carling Avenue, Suite 209, 613-728-2041. They provide FREE budget and financial counselling for people with credit difficulties.
- Entraide Budgetaire, 300 Olmstead, 2nd Floor, 613-746-0400, offers FREE individual counselling on family resources management as well as advice for financial crises.
- Employment & Financial Assistance Branch, City of Ottawa, 613-560-6000, provides income support to households without jobs or other sources of income as well as to low-wage earners.



Nepean Housing Programs

There are lots of great programs from Nepean Housing coming your way this summer! It's sure to be a busy summer for everyone in the family.

The Community Development staff is excited to bring you community events, summer camps for children & youth and more. We don't want to give away all the juicy details just yet so keep an eye on your email inbox for more updates to come!

The Community Development Team looks forward to seeing you this summer. ☺

For more information about upcoming programs visit:
www.nepeanhousing.com/community-programs

City of Ottawa Youth Recreation Update

From April 15th to August 31st, the city of Ottawa will allow children and youth, aged 17 and under to "Play Free". This means that there will be free drop-in activities for gym sports, swimming, and museums daily.



Please visit www.ottawa.ca for more information.



Barrhaven Scottish Rugby Club

On May 6th, from 9am-11am join Barrhaven Scottish RFC for a free trial session of rugby for your U8-U12 boy or girls. The session is **FREE**, no pre-registration necessary – there will be a sign-up sheet at the field.

Located at Quinn's Pointe Field, Minto Recreation Complex.

Ottawa Festivals

One of the perks of being the nation's capital is we are home to some of the most beautiful and fun festival's all summer long! Look at what's happening in the city below.

Childrens Festival: May 11 – May 14, 2023

Canadian Tulip Festival: May 12 – May 22, 2023

Tim Hortons Dragon Boat Festival: June 22 – June 25, 2023

Greek Festival: August 11 – August 20, 2023

Capital Pride: August 19 – August 27, 2023

Visit www.ottawafestivals.ca for more information.



Food Bank Information

The cost of groceries has continued to rise since the 2020 pandemic, it is important to be made aware of the local resources that are here to help you!

Below is a list of food banks located in the surrounding areas of each NHC neighbourhood.

The Barrhaven Food Cupboard located at 100 Malvern Dr (613) 825-4505

FAMSAC Food Cupboard located at 35 Stafford Rd Unit #7 (613) 820-5428

Care Centre Ottawa located at 500 Viewmount Dr (613) 693-0890

Sadqa Food Bank 174 Colonnade Rd #34 (613) 225-0909

Britannia Woods Food Pantry 115 Ritchie St #9 (613) 820-0853

Employment Services

If you are looking for employment opportunities, Pinecrest-Queensway Employment Services can help you accomplish your career goals. PQCHC offers a full suite of employment programs to help job seekers of all experience levels. Visit their website to take a further look at what they have to offer you, free of charge.

www.pqchc.com/services/employmentservices

If you have further questions, you can email employment.info@pqchc.com or call at 613.288.3880



The Walk-In Counselling Clinic

May is Mental Health awareness month, it is important that we all take time to prioritize our mental well being.

If you need someone to talk to, The Walk-In Counselling Clinic provides immediate counselling to individuals, couples, and families. The walk-in sessions are free to all

members of the community, with no restrictions based on age or location/address and no need for an appointment.

On-site and virtual sessions located at 301-2255 Carling Avenue, Ottawa.

Call: 613-722-2225 or 613-755-2277 for more information.

www.jfsottawa.com
