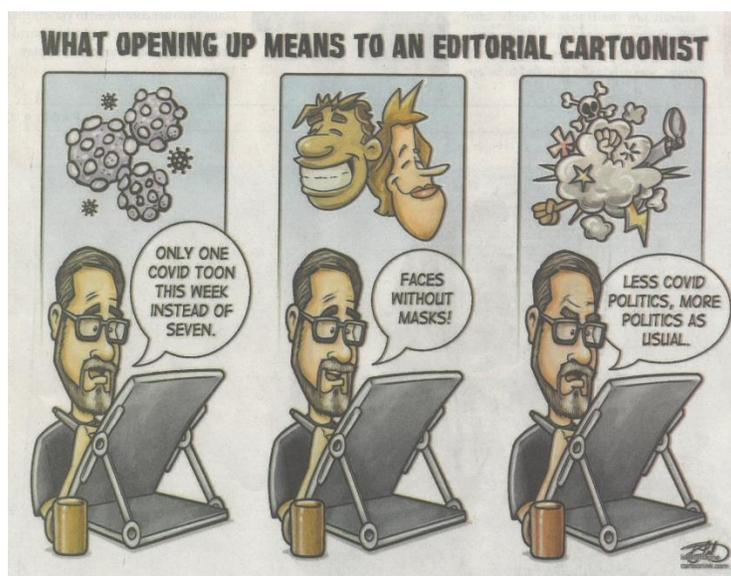


To access this and past Updates, please visit NHC's [website](#), or Ctrl/click on this link [UPDATE FROM NEPEAN HOUSING CORPORATION- \(COVID-19\)](#)

PLEASE SHARE THIS INFORMATION WITH NEIGHBOURS
WHO DON'T HAVE AN E-MAIL ADDRESS

See you in November!

Hard to believe, but NHC has churned out over 60 editions of this Tenant Update since March, 2020. Starting daily, we gradually moved to weekly, bi-weekly, then monthly, and now we're going to transition to quarterly, meaning the next Tenant Update will be in November. We hope you've found these Updates helpful and that they've provided information to you on various topics. Until then, stay safe, stay healthy!



Walk out of your front door and get vaccinated in your neighborhood!

Ottawa Public Health is expanding the way that residents can access the COVID-19 vaccine. We are currently working with community partners including The South Nepean Satellite Health and Resource Centre, the Nepean Rideau and Osgood Community Resource Centre and Ottawa Public Health to determine if there is a need for a pop-up COVID vaccination clinic right in your neighborhood that will be able to administer first and second doses of the COVID-19 vaccine on-site in your neighborhood. This program is intended to help reduce barriers for residents who have not yet received the vaccine or need their second dose.

In order to be able to host a clinic, a minimum of 10-15 community members would need to commit to attending. We are inviting residents self-identify if they or someone in their household would be interested in attending a pop up clinic in the community.

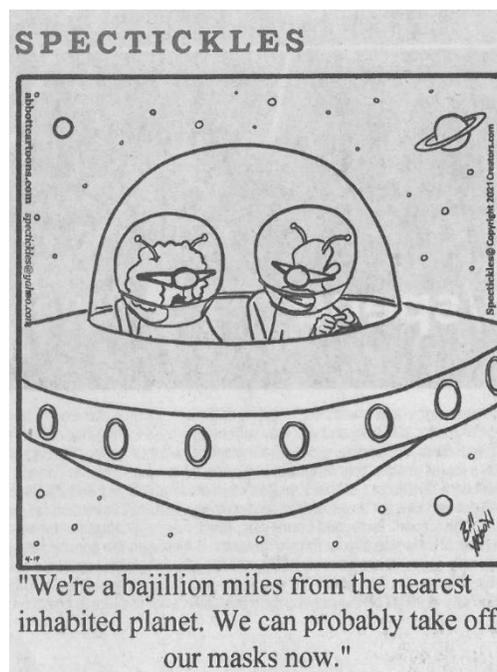
If enough people are interested, we anticipate the clinic will take place over the next few weeks. If not enough people are interested, we will not be able to host a clinic and will notify those who have expressed interest.

Please note that organizing a clinic requires us to share your information with our partners. This information will be for the sole purpose of arranging a Covid 19 vaccination clinic and for no other reason. The information will be destroyed after the clinic and earlier if the clinic does not proceed.

Who can get vaccinated at the clinics?

- All Ottawa residents age 12 or older are eligible to receive a first dose.
- All Ottawa residents age 12 or older are eligible to receive a second dose. *If your first dose was an mRNA vaccine (Moderna or Pfizer), your second dose appointment must be at least 28 days after.*

If you or someone in your household is interested, please fill in a form [here](#) to express your interest and willingness to commit to attending a clinic.



Save the call!

As NHC is moving from only emergency calls and trying to catch up on day-to-day work orders, here is a reminder of what you can do to minimize the number of work orders.

Only flush the three **Ps** – **p**ee, **p**oo and toilet **p**aper – down the toilet! These are the only items that belong in your toilet.

The following items should *never* be flushed down the toilet:

- Personal care wipes/baby wipes
- Diapers
- Cotton swabs

- Hair
- Dental floss
- Tampons
- Sanitary products
- Condoms
- Old medicines
- Grease/fat from food

And, while we're on the topic, take care of sink drains, too!

- NEVER pour fats, oils or grease down sink drains or toilets.
- DO NOT use hot water or chemicals to flush grease down the drain.
- ALWAYS place strainers (crumb catchers) into sink drains to catch food scraps.



Love your cat? Keep it in the house!

Ottawa Police conducted an animal cruelty investigation following the deaths of four cats in the west end. While they originally believed that the cats all showed signs of abuse by humans, it was later determined that it was most likely a coyote. Whether the harm was done by a human or an animal, to save a life and a lot of heartache, keep your precious pets – cats and dogs – in the house when they're not under supervision.

Rental Housing Property Management By-law

In August 2020, Ottawa City Council approved the Rental Housing Property Management By-law (no. 2020-255) in order to increase the consistency of rental housing quality throughout Ottawa. These regulations aim to resolve property-related incidents between landlords and tenants without the need for City intervention.

After reviewing the By-law, we've determined that NHC has met most of the requirements already. All tenants would have been informed of most of the items required when they signed the Tenancy Agreement.

Beginning in September 2021, landlords must provide tenants with the following:

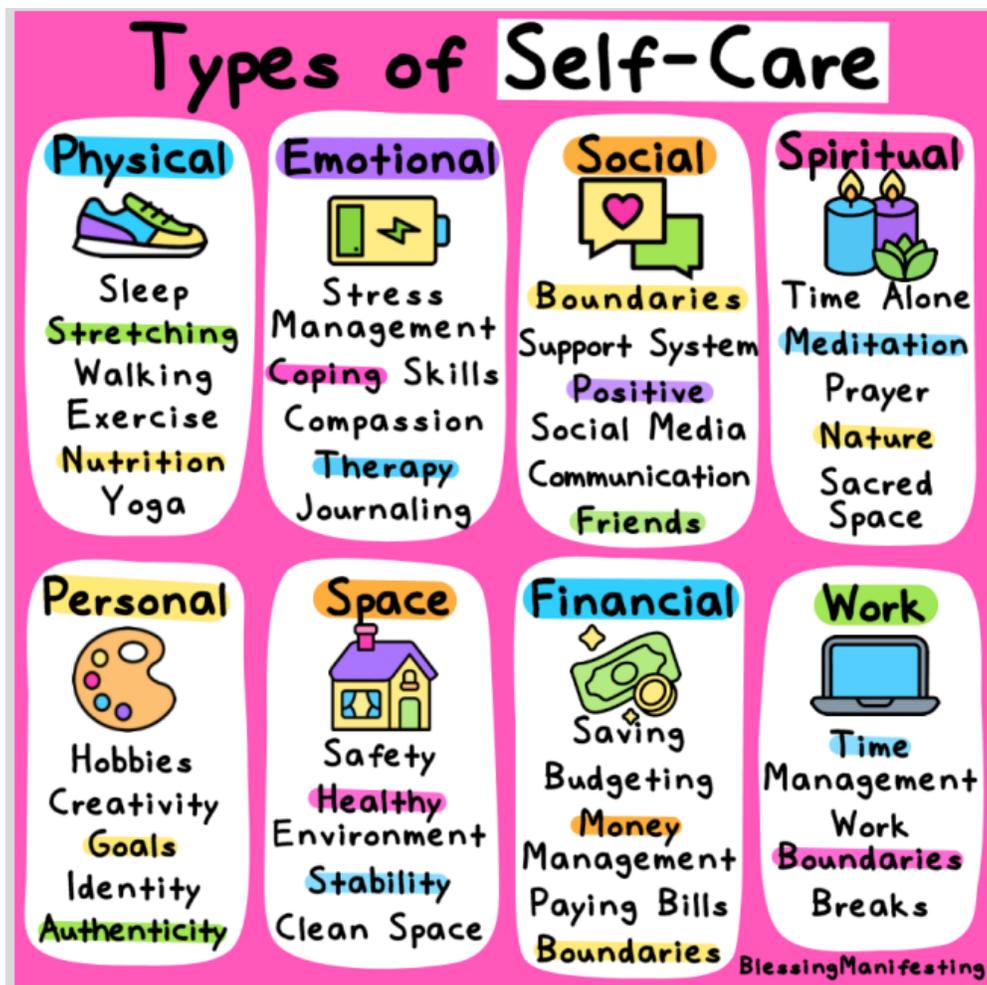
- Up-to-date contact information for the landlord or property manager, including mailing address, telephone number, and at least one method of electronic text communication.

- Mailing address: 16 Kilbarron Road, Nepean, ON, K1J 5B2
 - Telephone number: 613-823-8452
 - Maintenance Requests: ext. 114
 - Rent Calculation Inquiries: ext. 113
 - Rent Collection Inquiries: ext. 112
 - Electronic text communications (e-mail): info@nepeanhousing.ca
- Information on how tenants can submit service requests.
 - In all instances, provide your name, address, the reason for the call, and whether NHC can enter your unit if you are not at home. If calling, please speak clearly and slowly – some phones do not transmit very well.
 - Call 613-823-8452. If staff are not available to answer the call, dial ext. 114 and leave a message.
 - By e-mail at info@nepeanhousing.ca
 - Through NHC's website at www.nepeanhousing.ca, Maintenance Request.
 - Information on how tenants can submit complaints to the City, if service requests remain unresolved.
 - Call 311 and ask for By-law Enforcement. (We do request that you communicate with us first, as most inquiries can be addressed this way.)
 - Site-specific information about fire safety equipment, solid waste management, and where to legally park on-site or nearby.
 - Given the requirement for site-specific information, NHC will provide both an e-mail and paper copy to all tenants by August 31, 2021.
 - Instructions on how tenants can voluntarily register and de-register their support requirements to the landlord by having their name added or deleted from the tenant support registry.
 - A tenant support registry records any request for assistance made by a tenant for such issues as:
 - Evacuation from the building
 - Periods where a vital service is disrupted (i.e. support in power outages)
 - Pest control preparation
 - Assistance in understanding documents due to cognitive or development disability or language or communication barriers
 - Any other concern that may require accommodation under the Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act (AODA), or the Residential Tenancies Act.
 - NHC currently maintain a list of all tenants who require assistance for evacuation from the building or periods where a vital service is disrupted. NHC will request updated and new support requirements by providing both an e-mail and paper copy of the request to register to all tenants by August 31, 2021.

NHC will provide two copies of an “Information for Tenants” document to all tenants no later than November 30, 2021. This document will include all of the information listed above. One copy is for the tenant to retain and the second copy must be signed by the tenant and kept by NHC with the tenancy agreement.

Self-Care

We’re getting there! But, while we’re still on the journey to “normal,” remember to take care of yourself.



And remember that everyone carries around their own invisible baggage. Some days that baggage is light, some days it drags them down. Before you speak, THINK. Is it:

- T – True?
- H – Helpful
- I – Inspiring?
- N – Necessary?
- K – Kind?

