



Resident Update February 8th, 2024

Dear Residents,

We trust this message finds you in good health and spirits! We invite you to delve into the latest edition of the Nepean Housing Resident Update, brimming with valuable information and tips!

**Wishing you all the best,
Nepean Housing Corporation**

The Nepean Housing office holiday closure date:

February 19th, 2024 (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.

Nepean Housing Updates

Welcoming Our New Team Members!

Please join us in welcoming Zach and Shania to our staff team! Zach joins our Property Services team, ensuring our community remains well-maintained and comfortable for all. Shania joins our Community Development team, bringing her passion for fostering positive relationships among residents.

Effective Maintenance Requests: Send Photos with Your Work Orders

When submitting maintenance requests by email, please include a description of the issue along with photos if possible. These details help us address your concerns promptly and efficiently. Send your requests to info@nepeanhousing.ca



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.



Cleaning Up After Your Pet

Just a friendly reminder to all residents to clean up after your pets. Dog waste is a public health hazard, takes the pleasure out of outdoor activities and pollutes the environment. Help improve our communities and make it a habit to clean up after your pets.

Safety Alert: Prevent Hazards Around Heating, Water Tanks, and Gas Equipment

We kindly want remind residents to ensure personal belongings are kept clear of the furnace and hot water tank (HWT) areas. It's crucial to avoid hanging items off copper or gas lines, as this can pose a safety hazard. Let's prioritize safety by keeping these areas clear and free from any obstructions.

Safety Advisory: Proper Charging Practices for Electric E-Bikes and Scooters

Attention e-bike and scooter owners: it's important to practice safe charging habits to prevent potential hazards. Never leave your electric E-Bike or Scooter plugged in when fully charged, as this may lead to battery overheating and fire risk. Prioritize safety by unplugging your device once it's fully charged to mitigate any potential risks.



Important Notice: Avoid Using Drano for Blocked Sinks

When dealing with a blocked sink, please refrain from using Drano. While it may seem like a quick fix, Drano often fails to clear stubborn blockages and poses a risk of chemical burns to our staff or contractors when removing and or repairing the drain.



Winter is here, and its *snow* laughing matter!

Snow Removal

Please remember, tenants are responsible for clearing ice and snow from driveways, carports, parking spaces, steps, and landings.

Snow removal companies will clear main roadways and sidewalks. Saltboxes in the communities are property of the snow removal company and are not to be used by tenants. We also ask that tenants do not touch or move the reflective sticks placed by the snow removal company.

Winter Weather Parking Bans

November 15th - April 1st the city may declare a Winter Weather Parking Ban following inclement weather (freezing rain or when Environment Canada forecasts a range of snow more than 7cm).

A Winter Weather Parking Ban supports clearing operations and is issued by the City as a special advisory.

Nepean Housing Snow Dumps & Visitor Parking

Between November - April some visitor parking spots are dedicated snow dumps and are to be kept empty. Prevent damage to your vehicle and or a parking ticket by avoiding these spots, street (and lane) parking, and parking in "No Parking" zones during the winter months.

The Heat is ON!

As the winter chill sets in, it's crucial to ensure that the warmth you rely on remains uninterrupted. Units with our high-efficiency furnaces are primed to keep you cozy, but they require a little help from you to function optimally.

Firstly, let's talk about keeping the heat flowing. The exterior venting of these furnaces sits lower to the ground, making it susceptible to snow accumulation. It's imperative to keep these vent pipes clear of snow to prevent your furnace from shutting down and leaving you in the cold. Remember, "No Heat" calls stemming from blocked vents may result in charges. Additionally, double-check that the furnace switch is in the ON position for seamless operation.

Now, onto a different kind of blockage. Take a moment to inspect the area around your exhaust and intake pipes, ensuring they're free from snow buildup and any obstructions like garbage cans. Debris sucked into these vents can trigger furnace shutdowns, potentially leading to charges for the tenant. Let's work together to keep the heat on and the winter.



For Tenants Receiving RGI Assistance Income Tax Time!

For rent-geared-to-income (RGI) households, once every 12 months, we must collect information from you about your household income and who lives with you. The law that decides what is needed is the Housing Services Act, Ontario Regulation 367/11, Section 29. The information you give us helps us calculate what rent your household should pay.

It will soon be time to file your income tax. Please make sure to do this as quickly as possible. Not only will that make your annual review easier, it will also avoid any delays in your household receiving government payments such as HST credits, child tax credits and pensions.

Following is a list of each community along with the annual review date. The reviews will be sent out via mail approximately 3 ½ months prior to the due date.

Community	Review Date
Driffin Court	July 1
130 Centrepointe	August 1
Pallister Private	August 1
Plunkett Court	August 1
2 Hammill Court	September 1
Hammill Court	September 1
Dunbar Court	October 1
Madden Court	October 1
Clenning (FMH-2)	November 1
Kilbarron & Letourneau (FMH-1)	November 1

If you have any questions, Contact Nathalie at 613-823-8452 ex 113 or e-mail: nanderson@nepeanhousing.ca

To find more info on tax clinics and eligibility check out our community resource section below!



Check Out Our Website!

Just a friendly reminder to check out our recently updated website if you haven't already! It's been a few months since we unveiled its fresh new look and added more information about us!

Take a moment to visit <https://www.nepeanhousing.com/> and see what's new. Thank you for your continued support and participation.



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.

In order to be eligible for the CVITP, individuals must have a modest income and a simple tax situation.

What is a simple tax situation?

In general, a tax situation is simple if an individual has no income or if their income comes from these sources:

- Employment
- Pension
- Benefits, such as Canada Pension Plan, Old Age Security, disability insurance, employment insurance and social assistance.
- Registered Retirement Savings Plans (RRSPs)
- Scholarships, fellowships, bursaries, or grants.
- Interest (Under \$1,000)

What is considered a modest income?

The following table provides a guideline to determine what is considered a modest income. In general, a modest income means the total family income is less than or equal to the amount shown in the chart below, based on the size of the family.

Family Size:	Total Family Income:
1 Person	\$35,000
2 People	\$45,000
3 People	\$47,500
4 People	\$50,000
5 People	\$52,500
More than 5 people.	\$52,000, Plus \$2,500 for each additional person.

For more information, please visit:

<https://www.canada.ca/en/revenue-agency/services/tax/individuals/community-volunteer-income-tax-program/lend-a-hand-individuals/about.html>

To Find a Free Income Tax Clinic please visit:

[Free tax clinics - Canada.ca](http://Free%20tax%20clinics%20-%20Canada.ca)

How to use the online search tool for free income tax clinics.

1. Select what type of clinic you want: Walk-in, by Appointment, Drop off or Virtual.
 2. Select your province and city.
 3. Select which returns you'd like prepared: Current Year only, Current year and last year only, Current year and prior years.
 4. Select the language in which you would like your services provided in.
 5. Then click search and the free tax clinics matching your preferences will appear.
- Once you have a list of tax clinics matching your preferences you can click them to get further information.

Please pay attention to the Clientele section if it says 'Resides within local community' you can not use that tax clinic unless you live within their community

2024 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 2024.

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 2024-2025 school year (or program equivalent)

The deadline to apply is Friday, May 31, 2024.

For more information on the Kathleen Blinkhorn Indigenous Student Scholarship, visit: [2024 Kathleen Blinkhorn Indigenous Student Scholarship Form \(jotform.com\)](https://www.jotform.com/2024-Kathleen-Blinkhorn-Indigenous-Student-Scholarship-Form)

CHEO: Kids Come First Care Clinic

The Kids Come First Care Clinic is available for in-person assessment for children and youth with acute illnesses which include a fever, cough, earache, sore throat, or runny nose. The Kids Come First Care Clinic is located at CHEO's main campus, 401 Smyth Road, Ottawa Ontario. **The clinic is by appointment only.**

For more information on the clinic and how to book an appointment please visit:

<https://www.cheo.on.ca/en/clinics-services-programs/kids-comes-first-covid-19-care-clinic.aspx>

Access MHA

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 please 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@nrocr.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 please visit:

<https://hydroottawa.com/en/accounts-services/accounts/financial-assistance/low-income-energy-assistance-program>



HELP FOR
LOW-INCOME
ENERGY
CONSUMERS
