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[UPDATE FROM NEPEAN HOUSING CORPORATION- \(COVID-19\)](#)

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

Nepean Housing Updates

City of Ottawa: Rental Housing Property Management By-Law No. 2020-255

NHC distributed a document required under the By-Law called "Information for Tenants" in August with a request that tenants sign and return the acknowledgement of receipt. Thank you to all of those who did this both in August / September and when we sent a follow-up e-mail in October. For those tenants who have not yet returned the acknowledgement, please do so as quickly as possible. This can be done by sending an e-mail to info@nepeanhousing.ca with the memo line "Info for Tenants Received" and including your name and address in the body of the e-mail. Your cooperation in assisting with this valuable By-law is greatly appreciated.

So, how was your Halloween?



Getting Ready for Winter!

Here are a few things to consider as we all get ready for winter.

- Do you have an emergency kit? Make sure among other things, your kit includes:
 1. batteries
 2. flashlight
 3. battery-powered radio
 4. non-perishable food (check 'best before' dates)
 5. two liters of water per adult per day



The general thinking is you should have enough of everything your family might require for three days. Don't forget things like pet food, baby formula and a first aid kit with a reserve of any medications you need.

- Shut off hose bibs (if applicable)
- Remove AC units from windows
- Have shovels and salt/sand on hand. Remember that the salt boxes in the communities are the property of the snow removal company and are not to be used by tenants.

NHC Offline November 12 to 22

We're upgrading our software, so the system will be offline for several days. What that means is we may not be able to provide the most up-to-date answer to any questions you may have about your rent charge or balance. We'll continue to process all payments, including e-transfers, and we'll take maintenance requests by e-mail, through our website and by phone. **This also means that any changes to pre-authorized payments for December must be made by November 10! There will be no changes, additions or deletions after that date.** We apologize for this inconvenience, but the improvements in our software will be beneficial as tenants will be able to access their account, provide maintenance requests and submit annual review documentation online. More on that soon!



Staff Changes

Many of you are used to speaking with Kirsten when you call our office. Kirsten has moved over to another desk to deal with the corporate side of things. Aply replacing her is Amanda M. (not to be confused with Amanda A. in Community Development). Susan, Tenant Accounts Co-ordinator, is moving over to Tenant Rental Co-ordinator (Tenant Rental Co-ordinator) to fill in for Nathalie while she's on maternity leave. Kayleigh has joined the team to assume Susan's duties. And there's one more: Glenn is now the Property Services Manager. Congratulations and welcome to everyone!

Christmas Hours

NHC operations will close on these dates:

Friday, December 24 at noon

Monday, December 27

Tuesday, December 28

Friday, December 31 at noon

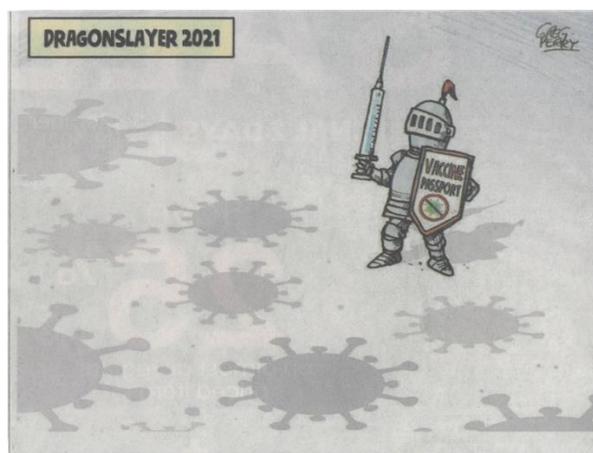
Monday, January 3

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.

COVID Updates

Vaccine Certificate

The enhanced COVID-19 vaccine certificate with QR code and verify Ontario app are now available for download. To learn more visit [here](#).



Do-It-Yourself Test Kits for Children

The CHEO Assessment Centre at Brewer Park Arena now offers Do-It-Yourself Test Kits. Instead of booking a traditional in-person appointment for a COVID-19 test, parents can choose a convenient date and time to pick-up a Do-It-Yourself Test Kit. The test kit includes instructions, a registration form and a self-swab PCR test. Once completed either on-site, in the car, or back at home, the test kit is then dropped off at Brewer for processing at the lab.

For more information on COVID testing visit: [COVID-19 Testing Information - Ottawa Public Health](#)

Vaccine Boosters

Since August, select groups have been eligible for a third shot of the COVID-19 vaccine in Ontario, with criteria expanding to include more vulnerable populations over the past several weeks. To learn more visit [here](#).



Other Information

A Green Idea

(from the City of Ottawa brochure “Sorting is simple...and the right thing to do”)

Organics: Almost half of what you’re throwing out every day is food waste. When you put your banana peel in the garbage, it goes to the landfill. When placed in the green bin, it becomes compost for farmers’ fields. The farmers grow new food from your organic waste. In addition, keeping organics out of the landfill reduces harmful green house gas emissions.

Recycling: Fact: While many residents are avid recyclers, 13% of the material being placed in garbage bags can go in the blue or black bin. If you’re not sure if something belongs in the blue or black bin, visit Ottawa.ca/wasteexplorer to find out. What you put in the blue and black bin is processed right here in Ottawa. Check out the *What happens to my recycling?* video on the City’s YouTube channel.

10 Easy tips to use your green bin:



1. All food waste, whether frozen, dried, raw, cooked or gone bad, belongs in the green bin.
2. Even if you have a backyard composter, you can still use your green bin for food scraps like meat and bones.
3. You can line your kitchen compost container with paper or any plastic bag (e.g. bread, milk, produce).
4. To prevent smells, give your kitchen container a quick rinse and hose down your green bin.
5. Lemon juice, vinegar or baking soda will keep your bins clean.
6. Store food waste in your fridge or freezer until collection day to reduce odours and deter animals.
7. Not just food waste can go in the green bin. For example, greasy pizza boxes, wax paper, even kitty litter are accepted.
8. Dog waste is also accepted in a sealed, leak-proof bag.
9. Used paper towels, napkins and facial tissue are accepted in a sealed plastic bag.
10. Not sure if it goes in the green bin? Visit Ottawa.ca/wasteexplorer.

Bins: Don’t have a blue, black or green bin? Request a new, additional or replacement bin at Ottawa.ca/311, or call 311 to have one delivered to your front door for free.

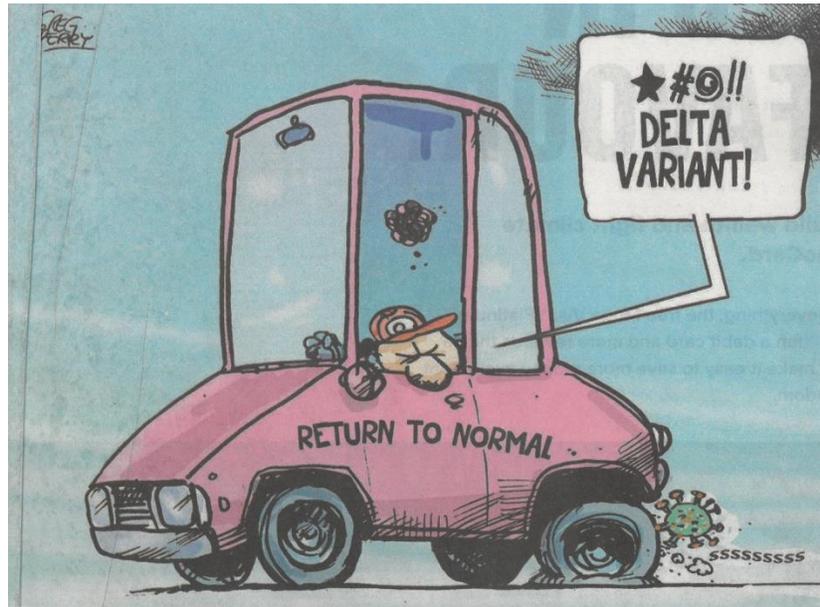
Ontario Reinstating License Renewals

In March 2020, the Ontario government temporarily extended the validity of expired:

- Driver's licenses
- Photo cards
- Health cards
- Licence plate stickers



However, the [Ontario government has announced](#) that Ontarians with expired licenses or cards will need to get them renewed **by February 28th, 2022**. You can find more information on how to renew your licences and cards [here](#).



Pet Care

Unfortunately, we're getting more and more complaints about how tenants care for their pets. The complaints include (but are NOT limited to) not picking up after dogs and cats wandering through the community.

Your tenancy agreement (lease) states: If you decide to keep a pet, you are responsible for your pet's actions. You will not allow your pet or any pet you, occupants or guests bring on the premises to disturb the reasonable enjoyment of the premises by us or other tenants.

"Reasonable enjoyment" means you and your kids don't have to worry about stepping in dog feces on the lawn or in the park. It also means not having your garden torn up, little gifts of dead mice or birds left at your front step and having unwanted feline visitors walking into your unit through an open door or a pushed-in screen.



The Humane Society urges people to be responsible pet guardians, particularly with cats. It is unsafe to allow cats to roam freely and fall victim to cars or disturbed individuals and be exposed to toxic items or spoiled food that can be consumed. Please – for your pet’s sake as well as your own and your neighbours – be a responsible guardian for your pet.

Community Resources

Youth Services Bureau

The Youth Services Bureau of Ottawa is currently hiring!
Visit <https://ysb.ca/about/careers/> to review all available jobs!

