



Resident Update November 2023

Hello Nepean Housing Residents!
There's snow place like home

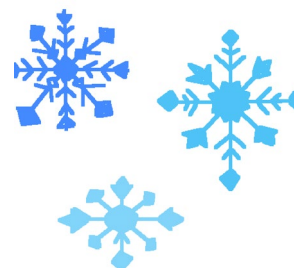
We hope you're doing well and staying safe this season. Here is our newest Resident Update!

In this issue, learn about getting ready for winter, community resources and more.

All the best,
Nepean Housing Corporation

The Nepean Housing office holiday closure dates:

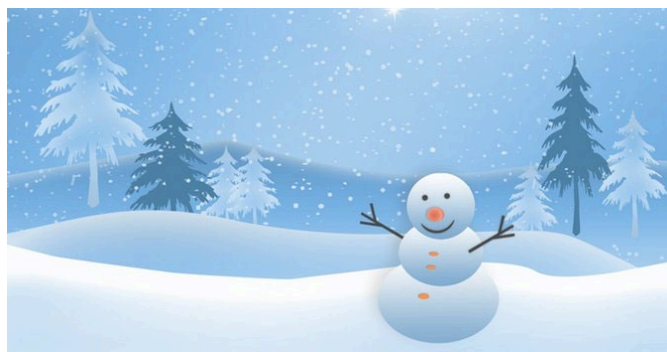
Friday, December 8th at 11:30 AM
Friday, December 22nd at 12 PM
Monday, December 25th
Tuesday, December 26th
Friday, December 29th at 12 PM
Monday, January 1st



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.



Winter is almost here, and its snow laughing matter!

There's snow place like home

With snowy days just around the corner, now is the perfect time to clean carports and entrances to homes. This will make shoveling easier!

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.

For more information visit: [City of Ottawa Winter Weather Parking Bans website](#)

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.

Frost and Foremost!

Cold weather is coming. Ensure the heat in your unit remains above 15 degrees to prevent frozen pipes, property damage and repair costs.

Garden Homes With Outdoor Water Taps

If you have a functioning tap outside your home, please close and drain the tap to prevent freezing, which can cause pipes to leak or burst.

Have a leak? Visit the [Nepean Housing Corporation website](#) to submit a Work Order



The Heat is ON!

Please keep all pipes/vent pipes clear of snow. Snow that piles up against the outlet will shut down your furnace causing you to lose heat and risk carbon monoxide poisoning inside your unit. Maintenance calls for this reason can result in a charge to you. Be sure your furnace switch (like a light switch) is in the ON position to work.



Smoking & Vaping:

With cold weather approaching please, respect your neighbours by not smoking or vaping in public and common spaces. Remember, NHC property is smoke free; this includes carports, walkways, roadways, back and front yards, and applies to all (tenants, guests, contractors and staff). Breaking this standard can result in a Notice of Termination.



Pest Control

Have a problem with bed bugs, cockroaches, or other insects or pests? **Notify our office immediately.** Early detection and reporting are key to controlling the problem.



Community Resources

Cold & Flu Season is here

In collaboration with the city, Ottawa Public Health offers **free health drop-in services to all Ottawa Residents** at accessible Neighborhood Health and Wellness Hubs. Visit the [Ottawa Public Health Neighbourhood Health and Wellness Hubs](#) webpage to learn where you can access health services and your flu shot



Snowsuit Fund

Registration is **OPEN** for the snowsuit fund! Please note, there is a Low Income (annual before tax) Cut Off to qualify.

Vist
<https://snowsuitfund.com/check-your-eligibility/>
to learn if you qualify & apply

Ontario Electricity Support Program (OESP)

You may be eligible to receive a reduction on your electricity bill with OESP.

OESP will apply a monthly credit to your bill. The Nepean Rideau and Osgoode Community Resource Centre can help you determine you eligibility and apply.

For more information, call 613-596-5626 ext 301 or email info@nrocc.org

Low-income Energy Assistance Program (LEAP)

If you are behind on your electricity or natural gas bill and face service disconnection you may qualify for emergency financial help through LEAP.

Contact: Housing Help Corporation at 613-563-4532 or Western Ottawa CRC, 613-591-3686



Toy Mountain Ottawa

Registration is **OPEN** for Toy Mountain!

Please note there is a Low Income (annual before tax)

Cut Off to qualify. Call 2-1-1 to apply.

[Click here to learn more](#)



Ottawa Food Bank

Ottawa Food Banks

With rising food costs food this year, we want to be sure you know where your nearest food bank is.

Visit [Get Help - Ottawa Food Bank](#) online or call

613-745-7001 to learn which Food Bank is near you



Christmas Exchange

Registration is **OPEN** for the Christmas Exchange through the Nepean Rideau and Osgoode Community Resource

Centre. **Registration is open until November 25th.** There is a Low Income (annual before tax) Cut Off to qualify.

[Visit NROCRC Caring and Sharing – Christmas Exchange Program to learn more & apply](#)

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