

Niagara Regional Housing News

New Domain Name

As of September 30th 2008, the Niagara Region will be changing its domain name to: www.niagararegion.ca. The e-mail addresses for the Niagara Region and NRH employees will be changed to this form: firstname.lastname@niagararegion.ca. This change will make it easier for citizens to access our information.

New NRH Website

NRH would like you to visit our new and improved website: www.nrh.ca.

We appreciate any comments or questions you have regarding our new website. An official newsletter and survey has been mailed out to you, so you will be receiving it shortly. Please give us your input by completing the survey and return it to us.

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Location

Our office is located at:

Campbell East Regional Administration Building
2201 St. David's Road, Thorold

Mailing Address: Niagara Regional Housing
P.O. Box 344
Thorold, ON L2V 3Z3

For inquiries call:

905-682-9201

1-800-232-3292 (Grimsby or outside Niagara Region)

Fax: 905-687-4844



ANNOUNCEMENTS

Dr. Albert Rose Bursary

The Dr. Albert Rose Bursary Program is being offered to students who are tenants in rent-geared-to-income housing.

Bursaries will be available to tenants graduating from high school in 2008 intending to enrol in a full-time post secondary education program (1st or 2nd year). Bursaries are available to a maximum of \$3000 annually.

There will also be annual awards available to tenants planning to enrol in short-term academic, trade or skill- based training.

These awards are a maximum of \$1000. Mature students can also apply for the bursary.

The amount of the awarded bursary will depend on the number of qualified applicants. Applications can be received by e-mail at:

bursary.mah@ontario.ca

Phone: 416-585-6021

For further information and assistance, please contact Melissa Colitti or Michelle Keltos, Community Programs Coordinators at 905-682-9201, ext. 3935 and 3936.

PRO-Kids Program

This program provides children access to recreational programs, such as soccer, swimming, baseball, arts and crafts at no cost. PRO-Kids is funded by the Niagara Region, Community Services and Children's Services and Niagara Regional Housing as part of the National Child Benefit Reinvestment Strategy. It is coordinated by the YMCA of Niagara and is available to tenants from infancy to age 18.

For eligibility or general information call 905-984-3750 or 905-945-2271 ext. 750 (Grimsby), email: pro-kids@niagararegion.ca.

Tenant Insurance

NRH does not provide insurance for your belongings. Your tenancy agreement requires you to purchase a Tenant Insurance Package because it can help you replace furniture, clothes, kitchenware, and other belongings damaged by fire, flood, or theft. It can also pay for accidental damages you, your family, or your guests may cause. Please purchase insurance if you do not already have it.

Information Niagara - Just Dial 211

Information Niagara allows residents of the Niagara region to access the contact information for all community and social service agencies. It is your one-stop shop for up-to-date community information and



NIAGARA REGION

volunteer opportunities in the Niagara region. To use this free service, just dial 2-1-1 or visit the website at www.informationniagara.com

RGI Clinic

Rent Geared to Income (RGI) Clinics are held in tenant buildings in order to answer questions that tenants have about rent Calculation

**Niagara Regional Housing
Approved RGI Clinic Location Schedule
2008-2009**

Month	December (2008)	January	February	March	April	May
Date	10th Wednesday	14th Wednesday	11th Wednesday	11th Wednesday	8th Wednesday	13th Wednesday
RGI Clinic 1 Location	<i>TAG Members Only NRH Boardroom 2201 St. David's Rd.</i>	5130 Portage Rd. Niagara Falls	561 Steele St. Port Colborne	14 Centre St. St. Catharines	1A Bowden St. Fort Erie	3874 Portage Rd. Niagara Falls
Date		28th Wednesday	25th Wednesday	25th Wednesday	22nd Wednesday	27th Wednesday
RGI Clinic 2 Location		6858 Ailanthus Ave. Niagara Falls	557 Steele St. Port Colborne	30 Robinson St. Grimsbey	61 Woodcroft Cr. Welland	4900 Buckley Ave. Niagara Falls
PA	n/a	Tim	Dave	Warren	Dave/Lyn	Myrna/John
TSR	n/a	Catherine	Michelle	Jackie	Michelle	Tanya

Month	June	September	October	November	December
Date	10th Wednesday	9th Wednesday	14th Wednesday	11th Wednesday	9th Wednesday
RGI Clinic 1 Location	440 Scott Street St. Catharines	124 Elmview St. Welland	4520 Huron St. Niagara Falls	15 Gale Cr. St. Catharines	<i>TAG Members Only NRH Boardroom 2201 St. David's Rd.</i>
PA	Tim	Lyn	Myrna	Shirley	
TSR	Catherine	Michelle	Tanya	Jackie	
Date	24th Wednesday	23rd Wednesday	28th Wednesday	25th Wednesday	n/a
RGI Clinic 2 Location	479 Carlton St. St. Catharines	211 King St. Welland	300 Davy St. Niagara on the Lake	45 Manchester Ave. St. Catharines	n/a
PA	Alf			Alf	
TSR	Catherine			Catherine	

NOTE:

****RGI Clinic 1 Location will be held following the monthly TAG Meeting and after a 10 minute break**

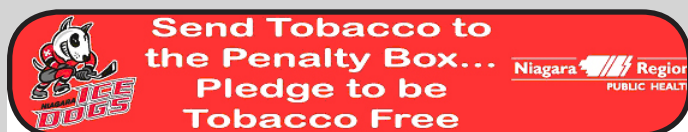
****RGI Clinic 2 Location meeting times are to be determined and will be announced prior to the above scheduled meetings**

SAFE AND HEALTHY LIVING

Streetproofing Tips for Children

When children grow up, they begin to spend more and more time outside. Whether they are going to a friend's house, playing, or simply coming home from school, it seems as if they are almost never home. That is why we must ensure that our children know how to stay safe. Here are a few things that your child should know about strangers and staying safe when outside.

- A "stranger" is ANYONE you don't know- and may be a man or woman.
- NEVER get into a vehicle with a "stranger" no matter what they want or offer you.
- NEVER accept anything from a stranger.
- Try to remember the colour and type of vehicle a stranger who approaches you is in.
- If a stranger approaches you, tell your teacher or parents as soon as possible.
- Strangers are usually bigger and stronger; so don't even get close enough to their vehicle so that they can grab you.
- Walk on regular paths, such as sidewalks. If there are no sidewalks, walk on the road, facing traffic coming towards you.
- Don't take shortcuts through schoolyards, parks, or along railroad tracks.
- Walk with a buddy.
- Tell your parents where you are going, and call them when you get there. Do the same when you leave and go home.
- If you need to: RUN TO A BLOCK PARENT HOME. It's a safe place.



Public Health and the Niagara IceDogs are working together to "Send tobacco to the penalty box." Why, you ask? Each day 101 Canadians die from sickness related to tobacco. That is 37,000 people every year. Tobacco-free sports and recreation is about:

- creating a healthier place for people of all ages to be active;
- developing good role models;
- helping people who are trying to quit using tobacco products.

To pledge to be tobacco-free and to enter to win IceDogs tickets and autographed gear visit www.niagararegion.ca.



HealthBytes is a free e-newsletter available to all Niagara residents. By subscribing, you will receive seasonal health messages, collect health tips you can use, and learn about upcoming events.

HealthBytes will be sent directly into subscribers' inboxes every September, January, April and July.

To subscribe, please send an email with your name and email address to healthbytes@niagararegion.ca or visit www.niagararegion.ca.

The Health Bus is a health clinic on wheels. You do not need a Health Card...it's FREE!!

HEALTH BUS FALL/WINTER SCHEDULE - BEGINNING November 3rd, 2008

Monday	Tuesday	Wednesday	Thursday	Friday
<p>Niagara Falls <i>(afternoon & evening)</i></p> <p>1:30 p.m. - 3:30 p.m.</p> <p>(formerly) PHARMACY 1 (Dental Services Available)</p> <p>5175 Victoria Ave. Niagara Falls</p>	<p>Welland <i>(day)</i></p> <p>10:00 a.m. – 12:00 p.m.</p> <p>HOPE CENTRE (Dental Services Available)</p> <p>160 East Main St. Welland Bus Terminal Aaron Hussey 905-788-0744</p>	<p>Port Colborne <i>(day)</i></p> <p>10:00 a.m. – 12:00 p.m.</p> <p>FOOD BASICS (No Dental)</p> <p>124 Clarence & Elm St Port Colborne Mark Kelba 905-834-8800</p>	<p>Beamsville <i>(afternoon)</i></p> <p>1:30 p.m. – 3:30 p.m.</p> <p>NO FRILLS (No Dental)</p> <p>4961 King Street Beamsville Town Centre Cheryl Scott – Beamsville Community Care 905-563-5822</p>	<p>St. Catharines <i>(morning)</i></p> <p>9:30 a.m. – 11:30 a.m.</p> <p>COMMUNITY CARE (Dental Services Available)</p> <p>12 North Street. St. Catharines Betty Lou Souter 905-685-1349</p>
<p>4:30 p.m. - 6:30 p.m.</p> <p>OUT OF THE COLD (Dental Services Available)</p> <p>Community of Christ Church 4865 St. Lawrence Ave. Niagara Falls Verna Craig 905-354-1640</p>	<p>1:00 p.m. – 3:00 p.m.</p> <p>HOPE CENTRE (No Dental)</p> <p>160 East Main St. Welland Bus Terminal Aaron Hussey 905-788-0744</p>	<p>1:00 p.m. – 3:00 p.m.</p> <p>FOOD BASICS (Dental Services Available)</p> <p>124 Clarence & Elm St Port Colborne Mark Kelba 905-834-8800</p>	<p>5:00 p.m. – 7:00 p.m.</p> <p>OUT OF THE COLD (Dental Services Available)</p> <p>St. Alfreds Church 272 Vine street St. Catharines Jane Cocco 905-708-7402</p>	<p>1:00 p.m. – 3:00 p.m.</p> <p>WAL-MART (Dental Services Available)</p> <p>750 Garrison Rd. Fort. Erie 905-991-9971</p>

The schedule might change. For information call the Public Health Department:

- 905-688-8248 ext 7512
- 905-688-3762 or 1-800-263-5757

Questions for **dental** call:

- 905-688-3762 and ask for the dental program

RENT PAYMENT OPTIONS

Debit

For your convenience, debit is now available for any payments. NO Master Card or Visa.

Telephone and Online Banking

Telephone and online banking is now available. Check with your local bank to see if this option is available for you. You will be required to provide your tenant number when you sign up.

Pre-Authorized Payment Plan

With this option, you may pay your rent by arranging to have automatic monthly bank withdrawals from your account. A fee of \$20 is applied to your account for any returned

payment.

Post-dated cheques

You can also pay by monthly cheques or post-dated cheques. Please make sure your cheques have your name, address, unit number and tenant account number on them.

Cash

Cash is accepted at our office only. Property Administrators cannot accept cash on site.

Reminder

Rent is due on the first day of the month.

TIPS FOR WINTER

Tips for Preparing your Home for the Fall and Winter Seasons...

- Shut off all outside water taps from the inside. Open them on the outside to drain and avoid freezing pipes.
- If your windows are cracked, call the maintenance line to get them fixed as soon as possible.
- Any leaves collected from your yard should be put in clear garbage bags for collection.
- Replace your furnace filter before you turn heat on. Buy a few spare filters so that you are prepared to change them during the winter months, recommended every 2 months.
- Have a shovel ready to remove the snow from your unit's walkway. Also, salt the walkway to remove any ice. Post Office employees will not deliver your mail if snow and ice are not removed from your walkway.
- Remove any unlicensed vehicles from parking lots. If they are not removed they will be towed to allow easy access to parking lots for snow removal.

Thermostat

Please do not place anything (bookself, entertainment unit, etc.) in front of your home's thermostat. Specifically, if heat-producing items, such as televisions and computers, are placed close to a thermostat, the thermostat could be tricked into thinking that the rest of the house is warm, and shut down the furnace.

Slip and Fall Program

Fall Prevention Network Niagara is providing an action kit to assist you in the prevention of slips, trips, and falls. This includes the following information:

- "Are you in jeopardy? Home Safety Checklist to make your home safer"
- "Stepping Out Safely: Walking is Fun Fitness"
- "Fitness: A Key to Falls Prevention"
- "What to do if you have a fall"
- "A Guide to Preventing Falls"



Please visit www.niagararegion.ca to find more information about the program.

Self Evaluation: Are You at Risk of Falling?

Use this checklist to find out if you or someone you care about is at risk of a preventable slip or fall injury. The more questions which you have answered 'yes' to, the more at risk you are of falling.

Yes No

- | | | |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | Have you had a fall, slip, or trip in the past year? Do you ever feel dizzy, lightheaded, or unsteady? |
| <input type="checkbox"/> | <input type="checkbox"/> | Do you have weak muscles (i.e. have trouble getting up from the floor without any help), stiff joints, or foot problems? |
| <input type="checkbox"/> | <input type="checkbox"/> | Do you take prescribed or over-the-counter medications? |
| <input type="checkbox"/> | <input type="checkbox"/> | Do you take sleeping pills and/or pills to help you remain calm? |
| <input type="checkbox"/> | <input type="checkbox"/> | Do you drink alcoholic beverages with any medications? |
| <input type="checkbox"/> | <input type="checkbox"/> | Has it been more than one year since your last eye check-up? |
| <input type="checkbox"/> | <input type="checkbox"/> | Has it been more than one year since your last hearing test? |
| <input type="checkbox"/> | <input type="checkbox"/> | Have you recently felt a decline in your health? |
| <input type="checkbox"/> | <input type="checkbox"/> | Have your daily activities decreased recently? |
| <input type="checkbox"/> | <input type="checkbox"/> | Do you do less than 30 minutes of physical activity most days of the week? |
| <input type="checkbox"/> | <input type="checkbox"/> | Do you regularly skip meals? |
| <input type="checkbox"/> | <input type="checkbox"/> | Are you afraid of falling? |

Safe Winter Driving

Some of the worst driving conditions are during the winter months. With snow and ice on the roads, it is that much easier to lose control of your vehicle and possibly get into an accident. For information on how to drive safely during the winter, please visit www.safety-council.org.

COMMUNITY UPDATES AND SERVICES

Congratulations Buckley Towers



Congratulations to Buckley Towers! Buckley Towers raised \$1000 for the Tender Wish Foundation from a Canada Day celebration and Yard Sales. This is a great accomplishment. Great job to all for making this possible.



Community Funding

There is a chance for your community to receive Community Funding to run activities in 2008. Applications are available in the blue binders located in the common rooms of senior buildings or through your Community Programs Coordinator at 905-682-9201 ext. 3935 or 3936.

Seniors Computer Club

Exercise your brain and catch up to your children and grandchildren by joining the seniors computer club. The Computer club is set in a comfortable environment for seniors to learn how to use the computer. It is a peer-run group where users can ask other users questions as well as answer questions for each other. Stay connected by joining the club which meets on Saturday mornings at Niagara Literacy Council.

Niagara Specialized Transit Program

Approximately 70,000 residents of the Niagara region were identified as possible users of the Niagara Specialized Transit Program. The program provides reasonably priced transportation for people who find it difficult to get to doctors appointments because of immobility. There is also a possibility of expanding the program to include people who need a ride to school and work. For more information or to fill out an application form, please visit [www.niagararegion.ca-government-major-initiatives-Niagara Specialized Transit](http://www.niagararegion.ca-government-major-initiatives-Niagara-Specialized-Transit).

Community Programs Coordinators

In partnership with community agencies, Community Programs offers tenants help in dealing with issues in their community and in their own lives. Community Programs Coordinators (CPCs) can lend a hand through discussions or by referrals to the proper programs and services. CPCs can be contacted at NRH ext. 3935 or 3936.

Summer Programs In Review

Summer 2008 Gardening Competition

Contest Winner



During the summer, when gardeners and friends alike reap the rewards of hard work, the tenants of Scott Street enjoy the lovely work of their dear friend Walter Ramey. Mr. Ramey spends his time during the spring purchasing and planting magnificent gardens in common areas for everyone to enjoy. He maintains the gardens throughout the summer and modestly says he "does what he can". A tenant who goes the extra mile to better his community, Walter Ramey, NRH appreciates your work.

Runners up



Congratulations go out to Jackie and Len Daigle of Davy St. in Niagara On The Lake and Anne Brochu of Welland. All nominees had unique creations and will surely make for another interesting competition again next year.



Summer 2008 Youth Program

Anti Tobacco Week



Coordinating with NRH's Summer Programming, students from Public Health spread a valuable anti-smoking message to the youth of our communities through a fun and interactive presentation.

Playground Fun



Summer 2008 brought the opportunity for various community partners such as Healthy Living Niagara, The Raft and YMCA camp staff together with NRH's Community Programs, to create an initiative called Playground Fun. Various volunteers must be credited for the painting of over 40 playground game areas on the tarmac through-out our family communities. The program so far has been a hit! The children show the fun that can be had in a kid- friendly community. We are still looking for adult volunteers to carry on the project throughout the rest of the year. If interested, please contact your Community Programs Coordinator at 682-9201 ext.3936 for more information.

Bike Safety Day



In August, we were able to provide over 50 children of our communities with helmets to keep them safe while riding bicycles. Const. Scott Elliot of the Niagara Regional Police gave a wonderful presentation about Bike Safety, including the rules of the road, safe riding practices and police bike regulations. Congratulations to those participants who won our raffle prizes!!!

Frequently Asked Questions

What happens if I send my annual income verification form in late?

Annual income verification forms are mailed to tenants 150 days before they are due. NRH requests the forms to be returned within 60 days. If you send your annual income verification past the 150 day deadline, your subsidy will be revoked and your rent will be increased to market. You will have an opportunity to appeal this decision within 10 days of receiving the notice. Once your subsidy is lost, it will only be reinstated once you have supplied all required documentation.

If my child is receiving an income will this change my rent and will they be required to pay rent?

Maybe. All income must be reported. Depending on whether your child is in full time school or not, will be the determining factor if your rent is to increase.

What happens if I don't have an income?

You have 30 days to provide proof that you have made reasonable efforts to pursue any of these incomes. Failure to do so will result in loss of your subsidy and your rent will increase to the market rent.

In order to continue to be eligible for RGI assistance, tenants are required to pursue income from the following sources:

- Basic financial assistance under the Ontario Works Act, 1997
- Support under the Divorce Act (child support)
- Benefits under the Employment Insurance Act
- Any pension that a person is entitled to receive (Old Age Security, Guaranteed Income Supplement, Canada Pension)
- Support or maintenance from immigration sponsorship

What should I do if my smoke detector doesn't work or keeps going off?

If you are certain that there is no fire, contact your TSR immediately. If it is after regular business hours, call the NRH office and speak to the answering service attendant.

NOTE: It is illegal to disconnect your smoke detector. A disconnected smoke detector is subject to a fine by Fire Services and puts the health and safety of other tenants at risk.

What do I do if I lose my keys? Can I change the locks?

You are not allowed to change the locks. Contact your TSR to request a lock change and new keys will be supplied. The cost to replace the lost keys will be the amount that NRH is charged by the locksmith.

If I have no heat, should I contact the gas company?

No. If you have no heat you should contact your TSR. If it is after regular business hours, please speak to the answering service at our regular office phone number.

CAPITAL WORKS

Niagara Regional Housing has budgeted for the following list of Capital Jobs in 2009. Occasionally, jobs are delayed but tenants are notified of work timelines in all cases. Tenants are consulted when the job will affect their "quiet enjoyment" of their home.

ADDRESS	2009 CAPITAL DESCRIPTION OF WORK
WELLAND	
211 King St.	Roof Replacement
61 Woodcroft Cres.	Replace Aluminum Siding
124 Elmview St.	Parking Lot Expansion (Rear) Bathroom Upgrade Replace Carpeting (Common Rooms)
Roach Ave.	Bathroom Upgrade
McLaughlin St.	Replace Exterior Caulking
Leaside Dr. McCrae Dr. Newleaf Cres.	Replace Driveways and Landscape
FORT ERIE	
317 Albany St.	Parking Lot Expansion
NIAGARA FALLS	
400 Buckley Towers	Reline Copper Hot Water Lines Replace Common Area Ceramic Tile Floors Replace Moveable Furnishings (Common Areas) New Patio Doors Replace and Repoint Damaged Bricks Replace Curbs, Asphalt Rear Parking Lot Replace Toilets
5130 Portage Rd.	Replace Moveable Furnishings (Common Areas) Replace Steel Common Area Doors
4520 Huron St.	Replace Moveable Furnishings (Common Areas) New Fridges and Stoves Replace Wrought Iron Entry at Entry
6858-6868 Ailanthus Ave.	Replace Moveable Furnishings (Common Areas) Replace Exit Doors
3874 Portage Rd.	Entry Door Hardware
Waters Ave. Warden Ave.	Replace Wood Retaining Walls (3)
Sinnicks Ave.	Replace Chain Link Fencing
Dell Ave. Arad St. Hawkins St. Churchill St. Skinner St.	Replace Kitchen Cabinets
4520 Huron St.	Replace Windows

ADDRESS	2009 CAPITAL DESCRIPTION OF WORK
NIAGARA-ON-THE-LAKE	
300 Davy St.	New Fridges and Stoves
ST. CATHARINES	
15 Gale Cres.	Replace Moveable Furinishings (Common Areas) Upgrade Common Room Kitchen
479 Carlton, A, B & C Buildings	Exterior Stucco Wall Restoration Replace Make Up Air Unit Heat Exchangers (6)
14 Centre St.	New Fridges and Stoves
45 Manchester Ave.	Exterior Stucco Wall Restoration Replace Wood Retaining Wall
59 Rykert St.	Asphalt Paving and Curbs Replace Aluminum Eaves and downs Replace Kitchen Cabinets
10 Old Pine Tr.	New Block Wall Vents
Christopher St. Dundonald St. Galbraith St. Powerview Ave. Wallace St.	Relace Double Hung Windows (10) Replace Asphalt Driveways (25) Replace Chain Link Fencing Replace Furnaces
THOROLD	
45 Ormond St. South	Replace Moveable Furnishings (Common Room) Replace Rear Patio Furnishings Replace Common Room Windows Replace Exterior Caulking
GRIMSBY	
30 Robinson St. North	Elevator VVF Control Emergency Generator New Fridges and Stoves
BEAMSVILLE	
4278 Queen St.	New Fridges and Stoves
ALL COMMUNITIES	Energy Initiatives