

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.

For additional information and pricing on this valuable and affordable insurance product please contact a local insurance broker directly (see the yellow pages) or visit www.sohoinsurance.ca. It's a good idea to compare prices before buying your insurance.

Please note that if you are on Ontario Works (OW) or Ontario Disability Support Program (ODSP), they may cover the cost of your monthly tenant insurance premiums. Ask your worker about it today!

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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 2009 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 will be available in May at:

bursary.mah@ontario.ca

Phone: 416-585-6021

For further information and assistance, please contact Melissa Colitti or Julia Chikombero, 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.

Adopt a Garden

Would you like to be a part of making your community beautiful? Many of our buildings have beautiful gardens that require someone to take care of them. If you are interested in taking care of gardens in your community, or already take care of gardens, we would like to hear from you.

Tenants requesting to take care of, or plant gardens will be given an Adopt-a-Garden application form which includes their responsibilities. Please contact your CPC at 906-682-9201, ext 3935 or 3936 for more information

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

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 Clinics

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

Niagara Regional Housing Approved RGI Clinic Location Schedule 2009

Month	January	February	March	April	May
Date	14th Wednesday	11th Wednesday	11th Wednesday	8th Wednesday	13th Wednesday
RGI Clinic 1 Location	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. Grimsby	61 Woodcroft Cr. Welland	4900 Buckley Ave. Niagara Falls
PA	Tim	Dave	Warren	Dave/Lyn	Myrna/John
TSR	Catherine	Michelle	Jackie	Michelle	Tanya
2009					
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**

SWIMMING POOL GUIDELINES

NRH does not permit swimming pools - with the exception of children's wading or splash pools. **The following are guidelines for swimming pools that are permitted.**

- The swimming pool must not exceed 11 inches in height.
- The swimming pool must be above the ground.
- The pool must be placed on a patio so as not to damage grass or it must be moved daily to avoid damaging grass.
- The pool must not be placed in a common area or public space, but rather on the tenant's rented property.
- The pool must be emptied after each use to eliminate risk of injury or risk of West Nile Virus.

It is important that NRH's safety guidelines are met.

If you have a pool that is prohibited, please take it down within 24 hours. If you have been served with a notice that your pool must be removed, and it is not removed within 24 hours, the enforcement of the city by-law will be turned over to the municipal enforcement officer.

Garbage

In order to keep animals away, please do not put garbage out before 7:00 p.m. the night before garbage collection.

Kudos to Staff

Staff received the following in a letter from a tenant.

"I just want you both to know how much I appreciate all that you both are doing to improve where we live. The latest being the ceramic tile you have had installed. It looks beautiful and I've heard that you plan on painting to match the floor. I hope so. A neutral colour from the floor would look fantastic.

Anyway, I just thought I'd let you both know, you are appreciated!"

HealthBytes

Niagara's Health News

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.

HEALTH BUS SPRING/SUMMER SCHEDULE - BEGINNING April 1st, 2009

Monday	Tuesday	Wednesday	Thursday	Friday
<p>Niagara Falls <i>(day)</i></p> <p>10:00 a.m.-12:00 p.m.</p> <p>(formerly) PHARMACY 1 <i>(No Dental)</i></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 <i>(Dental Services Available)</i></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 <i>(No Dental)</i></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 <i>(No Dental)</i></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 <i>(Dental Services Available)</i></p> <p>12 North Street. St. Catharines Betty Lou Souter 905-685-1349</p>
<p>1:00 p.m. - 3:30 p.m.</p> <p>(formerly) PHARMACY 1 <i>(Dental Services Available)</i></p> <p>5175 Victoria Ave. Niagara Falls</p>	<p>1:00 p.m. – 3:00 p.m.</p> <p>HOPE CENTRE <i>(No Dental)</i></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 <i>(Dental Services Available)</i></p> <p>124 Clarence & Elm St Port Colborne Mark Kelba 905-834-8800</p>	<p>4:30 p.m. – 7:00 p.m.</p> <p>St. Catharines <i>(evening)</i></p> <p>SOUTHRIDGE COMMUNITY CHURCH/SHELTER <i>(Dental Services Available)</i></p> <p>201 Glenridge Ave. St. Catharines Drew Toth 905-682-2477</p>	<p>1:00 p.m. – 3:00 p.m.</p> <p>Fort Erie <i>(afternoon)</i></p> <p>WAL-MART <i>(Dental Services Available)</i></p> <p>750 Garrison Rd. Fort. Erie 905-991-9971</p>

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

- 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 HIGH HEAT ALERT

Tenants are advised to take extra precautions during episodes of extreme heat and humidity. When temperatures climb into the low-30's, with the humidex value reaching over 42°C, these are steps to minimize heat-related illness:

Schedule outdoor activities carefully. If you must be outside, plan your activities either before noon or in the evening. Rest frequently in shady areas, and drink plenty of fluids, unless fluid is restricted by your physician.



Never leave infants or young children in a parked car. Dress them in cool, loose clothing and shade their heads and faces with hats or an umbrella. Ensure that infants and children drink adequate amounts of liquids and that

they are protected with sunscreen.

People over 65 years of age may not compensate for heat stress efficiently and are less likely to sense and respond to changes in temperature. Stay in cool areas and use air conditioning. When the temperature is in the high 30s or higher, a fan will not prevent heat-related illness. A cool shower or bath is more effective.



People who are overweight may be prone to heat sickness because of their tendency to retain more body heat. They should stay in cool areas and use air conditioning.

Any health condition that causes dehydration makes the body more susceptible to heat sickness. Consult your doctor.



Air Conditioner

DO YOU HAVE AN AIR CONDITIONER?

Please be aware that there is a \$60 annual fee for each air conditioner in your home. This fee is to be paid at the rate of \$5.00 per month.

Every air conditioner must be reported to NRH in writing as soon as it is installed.

IMPORTANT: If you pay your own hydro this notice does not apply to you.

Mould and Mildew

To prevent mould and mildew, turn the bathroom exhaust fan on when showering and the kitchen exhaust fan on when cooking. Wipe mould immediately off with a cloth.

Mould is not just a nuisance that can ruin clothes, furniture and walls. It is a health hazard that can seriously infect the air you breathe. Mould can cause health risks such as:

- allergic reactions
- asthma attacks
- sinus infection

It can also increase your chances of getting colds or flu.

These are just some health risks associated with mould and mildew. Some people are more sensitive to mould than others.

Noise Levels

Please be respectful of your neighbours. Try to keep noise down in hallways and in evening hours. They will appreciate your consideration.

Health Bulletin

Ontario Injury Prevention Resource Centre has resources you can download on-line on injury prevention at www.oninjuryresources.ca/home

COMMUNITY UPDATES AND SERVICES

Congratulations Dorothy Bang!



Congratulations to Dorothy Bang of 15 Gale Cres. who celebrated her 100th birthday on January 2nd, 2009. Many friends and families turned out for a celebration held in her honour on January 9th. She is one of the first tenants to move into the Gale Crescent apartment building when it was built 33 years ago. Dorothy continues to live there on her own.

Giving Back



Each Christmas, the tenants at Stamford Court collect food, clothes and gifts to make Christmas a little brighter for 2 struggling families through Project Share. Organizer Joan Robbins says that "we ask for very little – we write out slips with grocery items and people take as many slips as they choose. We hold a bake sale, raffle and luncheon to raise money for additional things. This year we received beautiful thank you notes and a wonderful Christmas drawing from one of the children – it brought all of us to tears". Stamford Court tenants continue to give throughout the year by putting out a Project Share box for non-perishable food in the community room. Last year, they donated more than 1,000 lbs. in food, not including their Christmas baskets. NRH salutes the kindness, generosity and community spirit of the angels of Stamford Court.

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.

Dental Clinic Schedules, Addresses

<p>Children's Dental Clinic Main Office 2201 St. David's Road, Campbell East, Thorold Mailing Address: P.O. Box 1052, Station Main, Thorold, ON L2V 0A2 Tel: 1-888-505-6074 Ext 7201 Tel: 905-688-8248 Ext 7201 Fax: 905-688-4999</p> <p>By appointment on Wednesday and Friday 9:00-11:30 am 1:00-3:45 pm</p>	<p>Ontario Works Adult Dental Clinic St. Catharines Social Assistance and Employment Opportunities 234 Bunting Road St. Catharines, Ontario L2M 3Y1 Tel: 1-888-505-6074 Ext 7201 Tel: 905-688-8248 Ext 7201 Fax: 905-688-4999</p> <p>Walk in clinic Tuesdays 9:00 – 11:30am 1:00 – 3:30 pm</p>
<p>Children's Dental Clinic Fort Erie Office 43 Hagey St. Fort Erie, ON L2A 1W4 Tel: 1-888-505-6074 Ext 7201 Tel: 905-688-8248 Ext 7201 Fax: 905-688-4999</p> <p>By appointment on Monday mornings 9:00-11:30 pm</p>	<p>Ontario Works Adult Dental Clinic Fort Erie Office 43 Hagey St. Fort Erie, ON L2A 1W4 Tel: 1-888-505-6074 Ext 7201 Tel: 905-688-8248 Ext 7201 Fax: 905-688-4999</p> <p>Walk in clinic Monday afternoons 1:00-3:30 pm</p>
<p>Children's Dental Clinic Niagara Falls Office 5710 Kitchener St. Niagara Falls, ON L2G 1C1 Tel: 1-888-505-6074 Ext 7201 Tel: 905-688-8248 Ext 7201 Fax: 905-688-4999</p> <p>By appointment on Thursday afternoon 1:00-3:45 pm</p>	<p>Ontario Works Adult Dental Clinic Niagara Falls Office 5710 Kitchener St. Niagara Falls, ON L2G 1C1 Tel: 1-888-505-6074 Ext 7201 Tel: 905-688-8248 Ext 7201 Fax: 905-688-4999</p> <p>Walk in clinic Thursday mornings 9:00-11:30 am</p>
<p>Children's Dental Clinic Welland Office King Street at 4th Welland, ON L3B 3L1 Tel: 1-888-505-6074 Ext 7201 Tel: 905-688-8248 Ext 7201 Fax: 905-688-4999</p> <p>1:00-3:45 pm</p>	<p>Ontario Works Adult Dental Clinic Welland Social Assistance and Employment Opportunities 250 Thorold Road Welland ON L3C 3W2 Tel: 1-888-505-6074 Ext 7201 Tel: 905-688-8248 Ext 7201 Fax: 905-688-4999</p> <p>Walk in clinic Wednesday morning</p>



Dear Abbey?



NRH is trying a new column in which tenants can learn from each other's questions. If you have any questions, please contact your CPC's at ext. 3935 and 3936. We will try to answer as many as possible in upcoming issues of the Housing Herald.

Dear Abbey:

What happens when my building attendant won't change my lightbulb?

The building attendant is not supposed to change tenant's lightbulbs. We ask that you please ask your family or friends to help you. The building attendant's duties cover issues like: general security of the building; common areas; reporting vandalism; monitoring fire alarms systems and helping tenants who are locked out. If you have any maintenance issues that you are not sure of, please contact your TSR.

What happens if I am concerned about my neighbour's safety?

Call your neighbour first if you have their number. If you are still concerned, call 911. We remind you that you can use your door hanger cards for the buddy system. This will let your neighbours know if you are okay. If you need cards, call your CPC at 3935 or 3936.

Are tenants allowed to paint their own units?

Yes. Tenants may paint their own units if they choose light colours, use latex paint and cover the cost of their own supplies and labour. Units are generally painted by NRH prior to tenant move-in, however, NRH no longer has the funding to paint units on a regular basis.

Are tenants allowed to use the Community Room?

Yes. There is a blue binder containing the policies and procedures kept in one corner of your Community Room. Check the "Community Room" calendar on the board for available dates/times and then complete the required form.

IMPORTANT NOTICE REGARDING RECENT FRAUD

Police are warning residents, especially seniors, of unwanted phone calls.

Recently, seniors in Niagara Falls and St. Catharines received phone calls from people disguising themselves as bank employees.

Callers try to convince people that they work at local banks and that someone at their bank is under

investigation. The callers ask people: to assist in the investigation; to withdraw a sum of money from their personal account; and to turn the money over at an off-site location. Once the cash is turned over, they disappear.

Police remind the public that at no time will a bank or financial institution ask a client to assist in an investigation.

PREVENT FRAUD TIPS

➤ Order cheques with only your initials and last name. If someone takes your cheque book, they will not know if you sign your cheques with just your initials or your first name.

➤ Do not sign the back of your credit cards. Instead, put 'PHOTO ID REQUIRED'.

➤ Put only the last four numbers of your credit card on your cheque when paying your credit card account. The credit card company knows the rest of the number, and anyone who might be handling your cheque won't have access to it.

➤ Do not put your home phone number on your cheques and never put your SIN number on your cheques.

➤ Photocopy both sides of your driver's licence, credit cards and anything else in your wallet and all of the account numbers and phone numbers to call and cancel. Keep the photocopy in a safe place where you can find them.

➤ Cancel your credit cards immediately, if you lose or have your credit cards stolen or are a victim of online theft. They are

usually the toll free numbers that you have photocopied. Keep those numbers where you can find them.

➤ File a police report immediately. This is a first step toward an investigation if there ever is one.

➤ This is perhaps the most important of all:

Call the two national credit reporting organizations immediately to place a fraud alert on your name and Social Insurance number.

The alert means any company that checks your credit knows your information was stolen, and they have to contact you by phone to authorize new credit.

1.) Equifax Canada: 1-877-249-2705

2.) Trans Union: 1-877-525-3823



Boys & Girls Club
of Niagara
A good place to be



Niagara Falls Centre Programs
 Kids Zone
 Swimming
 Adult Aquafit
 Adult Lane Swim
 Adventure Programs
 Camp
 Gymnastics
 Dance
 Karate
 Ball Hockey
 Kitchen Creations
 Boys Club
 Girls Club
 Leadership Programs
 Birthday Parties

St. Catharines Centre Programs
 Kids Zone
 Adventure Programs
 Archery
 Ball Hockey
 Dance
 Gymnastics
 Karate
 Pottery
 Boys Club
 Girls Club
 Birthday Parties

Fort Erie Satellite Swim Program:
 Fort Erie High School, 7 Tait Ave
 Tuesday 4-8pm

Membership Cost
 Centres (NF/STC) \$20.00/ yr
 Satellites (FE/NOTL/PEL/WEL) \$5.00/ yr

Subsidy available for all programs

Kids Zone Satellite Programs

Welland
 Ross Elementary School
 Thursday & Friday 6-9pm

NOTL
 Parliament Oak Public School
 Tuesday & Friday 6:30-8pm

Pelham
 Pelham Arena
 Wednesday & Friday 6-7:30pm

Fort Erie
 Central United Church
 Friday 5-9pm

Crystal Ridge Community Centre
 Monday & Thursday 5-9pm

Chippawa
 F.J. Rutland School
 Tuesday & Thursday—6:30-8pm

Fort Erie • Niagara Falls • Niagara-on-the-Lake • St. Catharines • Pelham • Welland
 Phone: 905-357-2444 Fax: 905-357-7401 Email: club@boysandgirlsclubniagara.org Web: www.boysandgirlsclubniagara.org

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.

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.