

We are now in our new offices located at Campbell East of the Regional Administration Building at 2201 St. David's Road, Thorold.

All phone calls including maintenance requests and application inquiries are handled through the main number at 905-692-9201. We have a new phone system at NRH and it is easier if you know the extension of the person you are calling.

The Property Administrators are settling into their new role of property management and maintenance. The Tenant Support Representatives are also settling into their new role of maintenance and rent calculations.

Debit. For your convenience, debit is now available for any payments. NO MasterCard or Visa.

Online banking may soon be available. Check with your local bank to see if this is an option 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 \$15 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 name, address, unit number and tenant account number on them.

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

Providing Recreational Opportunities
PRO
Kids

This program provides tenants 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 as part of the National Child Benefit Reinvestment Strategy. It's 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@regional.niagara.on.ca.

What's Inside?

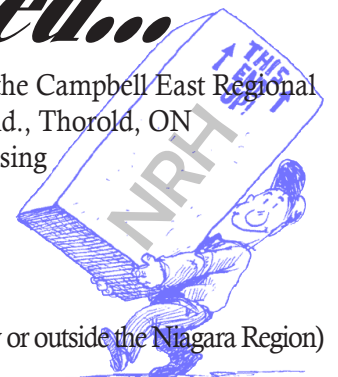
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We've Moved..

Our office has moved to its new location in the Campbell East Regional Administration Building, 2201 St. David's Rd., Thorold, ON

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

For inquires call: 905-682-9201
1-800-232-3292 (Grimsby or outside the Niagara Region)
Fax - 905-687-4844



Pest Control

If you have a pest control problem, please call the office at 905-682-9201.

Ants



Ants in this area are normally found around wet wood, dishwashers, damp areas. You will actually only see about 10% of the ant population. You have to treat the nest to get all of the ants which is usually outside of the building where the queen is. Sometimes it is in overhanging trees or even in bushes. The queen can live up to 15 years and can produce up to 70,000 eggs. Some treatments include residual pesticides which stay on for 2 or 3 weeks. There are chemical treatments for ants as well. Ants are active from April to mid October. You can spray for pavement ants and use ant traps. These treatments do not work for carpenter ants.

Cockroaches



Common places cockroaches are found are behind refrigerators and freezers. Another favourite is silverware drawers. A female cockroach can drop 30-40 eggs and it takes 3 to 4 months to grow from egg to adult. One cockroach lays 300 to 400 eggs within one year. Prevention measures include: good sanitation, vacuuming, baiting, seal any cracks, surveillance and habitat reduction. Be careful when you bring in cardboard and wooden cases because they like to attach to them. They are scavengers who will eat anything. Cockroaches are rarely visible during the day, because they are nocturnal.

Mice



Mice breed all year round and can get pregnant 48 hours after they have a litter. Mice average 6 per litter, having 50 mice per year. They are excellent jumpers, being able to leap up to 12" high. They feed 15-20 times per day, requiring little water and are not big roamers. They consume 15%-20% of their body weight every 24 hours. Huge sanitation control – three R's – reason, route and remove. They carry ear ticks and leave droppings everywhere. Remove the droppings and sanitize. They carry salmonella. You need to get rid of the reason (i.e. food). Eliminate the route taken to enter. Finally remove the rodent. They are also nocturnal and blind. Travelling along the wall, you often see streaks they have left behind.

Bed Bugs



They are small, brownish, flat bugs that feed solely on blood. They are about 1/8" long. They usually bite at night because they are nocturnal and will feed until dawn. The females lay 5 eggs per day and will lay 500 eggs in a lifetime. They hatch in 7-14 days and it takes 40-60 days from egg to adult. To manage the bed bugs you have to do a thorough inspection of the mattress, headboard, edging around the mattress and house prior to treatment. All bed linens/clothes will have to be removed; be careful with used furniture. Chemical options – occupants must be out of the unit. Invasive treatment of everything – vacuuming of couch, mattress (everything must be put in a plastic bag and in a dumpster), or heat of 45degrees C or 120 degrees F or at minus 18 degrees C for five days (freezing cold) – caution with this method if the package is opened and there is still movement the treatment does not work. Bed bugs will also feed off pets. If severe, the client has to remove their mattress and bedspring. Anything that is removed from the unit must be sealed in a bag or the bed bugs will jump off and remain in the building. All linen has to be laundered and put in garbage bags – washed in hot water. They can stay dormant for one year.

Signs of Infestation:

- bed bugs do not have nests but tend to congregate in habitual hiding places
- they prefer to hide close to where they feed, but will crawl more than 100 feet to obtain a blood meal
- most infestations start around beds and spread through, a room and beyond
- bed bugs usually bite people at night while they are sleeping
- the bites can occur on any exposed skin and the symptoms vary with the individual
- Some people develop an itchy welt or localized swelling while others have little or no reaction
- Blood stains (black/red) or spots of fecal material appear on sheets, pillows, mattress/box springs are signs of infestation.
- Unpleasant sweet musty odour may occur with a severe infestation.

During the early part of an infestation you can find bed bugs around the tufts, seams and folds of mattresses and bedcovers. They will later spread to cracks and crevices in bed frames and box springs. If they continue to multiply, you will find them behind baseboards, window and door casings, pictures, moldings in furniture, loosened wallpaper and cracks in plaster and partitions.

Control of Bed Bugs

A combination of preparation prior to treatment, chemical treatment and pest proofing is recommended to effectively control bed bugs.

Preparation done by tenant/occupant prior to spraying includes:

- 1) Laundering clothes and linens on hot settings. Transport in sealed bags to prevent movement of insects. Store in sealed bags until chemical treatment is completed.
- 2) Vacuum thoroughly especially along carpet edges. Dispose of vacuum bag in a sealed plastic bag. Remove from home immediately.
- 3) Remove and inspect all belongings from furniture, tables, wardrobes and closets. If free of bed bugs, store in tight fitting containers or bags.
- 4) Move furniture away from edges. Dismantle bed and other furniture if possible.
- 5) If heavy infestation, mattress and fabric furniture may have to be discarded.
- 6) Remove pictures.
- 7) Eliminate clutter.

To manage the bed bugs you have to do a thorough inspection of the mattress, headboard, edging around the mattress and house prior to treatment. All bed linens/clothes will have to be removed. Be careful with used furniture.

Please note that for all chemical treatments, all tenants and occupants must be out of the unit. Invasive treatment is necessary to eliminate bed bugs and this includes treatment of everything – vacuuming of couch, mattress.

When disposing of items, please put everything in a plastic bag and in a dumpster. When treating linens with heat, must be at a heat of or heat of 45 degrees C or 120 degrees F or at minus 18 degrees C for five days (freezing cold) – caution with this method if the package is opened and there is still movement the treatment does not work.

Bed bugs will also feed off pets. If severe, mattress and bedspring might have to be removed from unit. All linen has to be laundered, in hot water and sealed in garbage bags. They can stay dormant for one year.

Note: Bed bugs do not transmit blood-borne disease. Suggestions for the treatment of bites include: resisting the urge to scratch, washing the bite area with antiseptic soap to reduce the risk of infection; applying an ice pack to relieve swelling; ointments or lotions can be applied to ease itching and see your doctor if your bite develops into an infection.

Dr. Albert Rose Bursary

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

Bursaries will be available to tenants graduating from high school in 2007 intending to enrol in a full-time post secondary education program (1st or 2nd year). Bursaries can be for up to \$3000.

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

These awards will be up to \$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.gov.on.ca.

Deadline for application submissions is July 8, 2007 at 5 p.m. For further information and assistance, please contact Jennifer Bailey or Michelle Parfitt, Community Program Coordinators at 905-682-9201, ext. 3935 and 3936.

Welcome Home Niagara - Home Ownership Program

What if owning your first home was within reach? What if turning your rent into mortgage payments could be a reality?

For the vast majority of Canadians, owning their own home is a lifelong dream. But making this dream come true can be a challenging – or even an overwhelming one.

A down payment can make the difference. On August 31, 2005 the governments of Canada and Ontario

announced the allocation of \$402 million to municipalities as the first wave of funding under the new \$602 million Canada-Ontario Affordable Housing Program (AHP).

The Niagara Region received an allocation of **\$864,000 for 121 homeownership loans.**

Niagara Regional Housing's Homeownership Program provides households with 5% towards the down payment on a house, to a maximum or

\$9000, provided the sale price does not exceed **\$179,500**.

The first phase of this program is being offered to current Niagara Regional Housing tenants, who are paying market rent and market rent applicants on our centralized waiting list. Information sessions are being offered to this first group during the month of May.

For more information contact Brenda Dodridge at 905-682-9201 ext. 3929.

Income Changes

Please report any changes in your household income promptly to your Tenant Support Representative by calling 905-682-9201. You can also send your income changes and documentation by mail, fax or place them into your community site box.

Changes in household income happen for many reasons including:

- an increase or decrease in the monthly work hours
- receipt or change in a pension
- receipt of social assistance
- leaving a job
- finding a new job

Failure to report changes within 30 days could result in misrepresentation of income, loss of your rent-geared-to-income subsidy, changes or possible termination of your tenancy.

Don't take the chance of losing your subsidy, report all changes to your income immediately.

Community Funding

There is a chance for residents to receive Community Funding to run activities in 2007.

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. 3936 and 3935.

JUST A REMINDER - Don't forget to include your eight digit tenant number on rent payments

Pool Policy

NRH does not permit swimming pools with the exception of children's wading or splash pools. Swimming pools of any size are not permitted in yards of tenants' homes or in NRH community common areas.

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 situated in a common area or public space, but rather on a tenant's rented property.
- The pool must be emptied after each use to eliminate:
 - risk of injury to a family member or other persons;
 - risk of West Nile Virus (mosquito breeding site).
- Niagara Regional Housing Safety Guidelines must be 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 city municipal enforcement officer.

St. Catharines Community Gardens

What is a Community Garden?

A Community Garden is neighbours planning and growing a garden together. Community Gardening can be a great way to reduce stress, a way to participate in an enjoyable physical activity, helps to beautify your community and stretches your food budget. Community gardening also provides children with an excellent learning opportunity to experience nature's cycle.

How can others help?

The St. Catharines Community Garden Committee welcomes volunteers. Assistance is appreciated for those interested in lending a helping hand. To volunteer call 905-682-9201 ext. 3935 or 3936

What does the St. Catharines Community Garden Committee offer?

- Provide plants and seeds
- Offer hands on planting help and co-ordination
- Supply gardening tools
- Provide ongoing support and follow up

What are the benefits of a Community Garden?

Community Gardens provide enjoyable outdoor spaces and is a healthy recreational activity. A Community Garden is a great way to produce affordable food. A garden is one place where you can help the planet's health. Get rid of greenhouse emissions by using people power instead; your body and the environment will both benefit.

The St. Catharines Community Garden is located at Torsian Park on Ventura Drive.

72hr Emergency Planning

Is your family prepared? This is your emergency preparedness guide.

You should be prepared to take care of yourself and your family for a minimum of 72 hours.

If a disaster happens in your community, it may take emergency workers some time reach you, as those in desperate need are priority. By taking a few simple steps today, you can become better prepared to face a range of

emergencies – anytime, anywhere. Use this guide to create your own emergency plan.

The provided checklists can help you to build a 72-hour emergency kit. These basic steps will help you to take care of yourself and your loved ones during an emergency.

Step 1 – Know the Risks. Know your Region.

Although the consequences of disasters can be similar, knowing the risks specific to your region can help you better prepare yourself. The following list contains natural risks and other hazards. Check off the risks that are most likely in your community.

Blackout	Landslide or avalanche	Terrorism/Earthquake	Tornado
Flood	Transportation accident	Hazardous materials and spills	Tsunami or Storm Surge
Hurricane	Wildfire/Industrial accident	Severe Weather (heat/cold)	Drought
Infectious disease outbreak	Blizzard	Storm	Other_____

Step 2 – Make a Plan.

Every Canadian household needs an emergency plan. It will help you and your family know what to do in case of an emergency.

Remember, your family may not be together when a disaster occurs. Plan how to meet or contact one another and discuss what you would do in different situations.

Keep this document in an easy-to-find, easy-to-remember place. You might also want to make a photocopy of this plan and keep it in your car or at work.

Meeting places

Identify safe places where everyone should meet if they have to leave home during an emergency.

Children

Ask your children's school or daycare about their emergency policies. Find out what type of authorization the school or daycare requires to release your children to a designated person if you can't pick them up yourself.

People with special health needs

Establish a personal support network of friends, relatives, health-care providers, co-workers and neighbours who understand your special needs. Write down details about your medical conditions, history, medications, emergency contacts and insurance information. Talk to your doctor about preparing a two-week supply of medications and medical supplies, if possible.

Pets

Remember that pets are not allowed in some public shelters or hotels because of certain health regulations. Plan to take your pets with you to a relative or friend's home. Another option is to identify a "pet-friendly" hotel or pet boarding facility in advance.

Neighbourhood safety plan

Work with your neighbours to make sure everyone is taken care of in your neighbourhood. Identify people who might need extra help during an emergency.

Safe home instructions

Make sure you have a working carbon monoxide detector, smoke detector and fire extinguisher in the house.

Everyone in your home should know where to find the fire extinguisher and adults should know how to turn off your home's water, electricity and gas. Teach children how and when to dial 9-1-1. Teach children how to call the out-of-town contact person. Ensure your children know where the emergency kit is located.

Evacuation orders

Authorities will not ask you to leave your home unless they have reason to believe you are in danger. If you are ordered to evacuate, take your emergency kit, essential medications, copies of prescriptions, personal identification of each family member, copies of essential family documentation and a cellular phone with you, if you have one. Take pets with you and lock your home.

Step 3 – Prepare a Kit.

In an emergency you will need some basic supplies. You may need to get by without power or tap water. Be prepared to be self-sufficient for at least 72 hours. You may have some of the items already, such as a flashlight, battery-operated radio, food, water and blankets. The key is to make sure they are organized and easy to find. Would you be able to find your flashlight in the dark?

Make sure your kit is easy to carry. Keep it in a backpack, duffel bag or suitcase with wheels, in an easy-to-reach, accessible place, such as your front hall closet. Make sure everyone in the household knows where the emergency kit is.

Basic emergency kit

- Water – at least two litres of water per person per day. Include small bottles that can be carried easily in case of an evacuation order
- Food that won't spoil, such as canned food, energy bars and dried foods (remember to replace the food and water once a year)
- Manual can-opener
- Flashlight and batteries
- Candles and matches or lighter (remember to place candles in sturdy containers and to put them out before going to sleep)
- Battery-powered or wind-up radio (and extra batteries)
- First aid kit
- Special items such as prescription medications, infant formula and equipment for people with disabilities
- Extra keys for your car and house
- Some cash in smaller bills, such as \$10 bills (travellers cheques are also useful) and change for payphones
- A copy of your emergency plan and contact information

Emergency car kit



If you have a car, prepare a small kit and keep it in the vehicle. The basic kit should include:

- Food that won't spoil (such as energy bars)
- Water
- Blanket
- Extra clothing and shoes
- Candle in a deep can and matches
- First aid kit with seatbelt cutter
- Warning light or road flares
- Small shovel, scraper and snowbrush
- List of contact numbers

St. John Ambulance and Salvation Army kits can be purchased from the following retailers:

Zellers
London Drugs
IGA Thrifty Foods
Value Drug Mart
TSC Stores

Home Outfitters
Overwaitea Foods
Buy-Low Foods
Apple Drugs
Jean Coutu

Rexall Pharma Plus
Save-On-Foods
Nesters Market
Rxellence Professional Dispensary

Canadian Tire
IGA MarketPlace
G&H Shop 'N Save
Quality Foods

Prepare now

Don't wait for an emergency to happen. There are simple things you can do now to prepare yourself and your loved ones. By simply reading this guide, you are well on your way. Make your plan and prepare your kit. Write yourself a reminder to update your emergency plan one year from now. On this date next year, review your contact information, practice your emergency evacuation plans, change the batteries in your smoke detector and carbon monoxide detector and restock the contents of your kit.

To learn more about emergency preparedness, or to order self-help publications on planning for earthquakes, storms, power outages and other risks, call:

1 800 O-Canada (1 800 622-6232)
TTY: 1 800 926-9105
Monday to Friday, 8 a.m. to 8 p.m. local time
Or visit: www.GetPrepared.ca

Tenant Association Updates

15 Gale Crescent

Our spring began with the planting of our flower gardens by Bob, George and Warren. The plantation was followed by a Mother's Day Tea and Beef-On-a-Bun lunch, catering to a great turn out.

Father's Day, last June, was celebrated with our first barbeque of the year. July saw our annual Summer BBQ lunch, with a Bake Sale held later in the month.

The Bake sale was held to help raise money for Bingo Entertainment repairs; to our surprise, we made more than enough to take care of the expenses.

In August, we held a Pancake Lunch followed by a BBQ Corn Roast in September. Both events were well received. During October, we enjoyed a Thanksgiving Potluck that blessed

us with an over-abundance of mouth watering eats. Some residents took a bus trip out to St. Jacob's Market for the day. On the eve of October 31, we enjoyed our Annual Halloween Pizza Party.

Money collected for this event was put towards our Adoptive Christmas Family fund. Our first Spaghetti Lunch was served in November.

We are also still serving breakfast twice a week, with monthly customers increasing. Breakfast Gift Certificates are available for tenants and their families at Gale's Café.

In December, our annual Christmas Turkey dinner was enjoyed by many. As it has been in the past, dinner was fully catered, with our Social Club paying half the costs. Tickets for our first Christmas Raffle were sold, with 22 prizes being handed out.

With generous tips from our breakfasts, White Elephant table, pizza sales etc, we were able to purchase gifts for our Christmas Family with an added gift certificate for their turkey dinner. Nine extra boxes were filled and delivered to the Community Care drop off centre for our Adoptive Family. Congratulations to all who participated, a job well done.

2006 ended with a small New Year's Eve celebration.

2007 began with a small homemade soup and sandwich lunch. Look forward to our breakfast twice a week; bingo, darts and cards being played year round as well. We are also hoping to form a craft afternoon in the near future.

The Social Club wishes everyone a healthy, happy and safe summer.

Stamford Court residents support Nova House

By ALLISON BELL
THIS WEEK

NIAGARA FALLS – Lois Taylor loves garage sales. And she knows how to attract attention to her sale.

The Niagara Falls native has lived in Stamford Court, a building on Portage Road for residents 55 and over, for the past 13 years, and instead of keeping to herself in a one bedroom apartment, she opted to meet residents in the building by joining its Tenant Association.

On Monday, she donated \$500 to Nova House on behalf of the association - funds she helped raise through garage sales, bake sales and movie nights. "We like to do things we do and we collected a bit of money, so we figured we'd give it to a community organization. It gives us a feeling of giving

something back," said Taylor. "The people at Nova House do great work. They work so hard."

Last year, the group donated the same amount to the Niagara Falls Community Kitchen.

"A lot of us don't want to just sit around and when you want people to get together, give them something to eat," she joked.

Tamara Coleman-Lawrie, Woman's Place of South Niagara development officer, said the funds will go towards keeping the doors of the new, 20-bed shelter open.

"The new shelter is amazing," she said. "Our clients and staff are in. It's up and running as fully operational shelter. Staff morale is high."

In 2006, 317 Albany Street had three major events.

Firstly, we won 2 first place prizes from Fort Erie for our gardens – located at the west side of the building. Joan Illingworth and Dorothy Lampaloni, who have been appointed as "The Two Nannies," planned and grew a secret garden in the woods; they also planted other flower beds along the sides of the building.

Secondly, during the storm in October, the residents opened the Common Room, transforming it into a kitchen. Building Attendant Reg Dickie brought the community barbeque, where we enjoyed grilled foods and cold drinks. Cook

Joan Illingworth made a large pot of soup accompanied by sandwiches on the first day; a spaghetti dinner with meatballs and garlic bread was served the next day. Hot beverages were available throughout the day as well. Residents unable to make their way down - since the elevators were out of order – were looked after. Hot meals and drinks were delivered to them by Sue Kotsopoulos and Dorothy Lampaloni. Building Attendant Reg Dickie patrolled the halls day and night, making residents feel safe and allowing a potential disaster to become a fulfilling experience.

Lastly, Dorothy Lampaloni cooked and served a wonderful Christmas dinner to residents who would have been alone. A turkey fixed with all the trimmings was served. A potluck dinner was also served on Valentines Day.