Tenant Engagement Involving Hard to Reach Groups
Background

We manage 1848 units, which are all 100% rent-geared-to-income. Our portfolio is diverse, comprised of high rise buildings, smaller walkup apartments, townhouse complexes and single/semi-detached homes scattered across the entire City of Greater Sudbury.

We have six high rise buildings with a total of 766 units, 294 units in a number of smaller two-story low rise apartment buildings, 547 units spread across eight townhouse complexes and 241 units in single or semi-detached homes.

Tenant distribution is approximately 1740 adults and 1730 children.
Police
Storefront Office
Positive Connections
Monthly Positive Connections flyers delivered to all tenants summarizes the successes of past event and invitations to upcoming ones.
Community Gardens
Community Kitchens

Louis Street Community Association

Assisted Living Services for High Risk Seniors
Message from the Chief Executive Officer...

With the summer weather finally here, children are spending more time playing outdoors. Inside our summer newsletter we have provided tips and suggestions on how to be "Sun Safe" and protect yourself and those in your care when outdoors for extended periods of time. Please take extra care when driving through use properties and watch out for children, particularly in parking lots. Ensure they are wearing helmets when out on their bikes and keep a close eye on youngsters playing near water. An ounce of prevention will go a long way to ensuring children have a safe and happy summer break.

Gardening is an excellent way for you and your children to enjoy the outdoors, get some exercise and learn about growing plants and vegetables. Tenant Community Gardens are located at 159 Louis Street, 1920 Paris Street and 720 Bruce Avenue. We encourage tenants living at these locations to participate in the tenant garden and enjoy the many benefits that community gardening has to offer.

In closing, we would like to remind all residents that energy conservation is a high priority at GSHC. We are asking all residents to work with us and do what you can to reduce energy consumption in your home, especially during on peak hours during the day. Please read our suggestions on how you can conserve energy in your home and please try to use electricity on the off peak periods.

On behalf of the Board of Directors and staff at GSHC, have a safe and enjoyable summer!

Mark Scalifano,
Chief Executive Officer

Greater Sudbury Housing Corporation
401 - 10 Elm Street Sudbury, ON P3E 4P6 • 705.674.8323
www.sudburyhousing.org

Pet Owners!

City of Greater Sudbury's Pet By-Law 2002-285 states:
- No owner of a dog or cat shall cause, allow or permit a dog or cat he or she owns to run at large within the limits of the City.
- Every person who owns or keeps a dog or cat shall remove and dispose of excrement left by the dog or cat on any public road or on any property in the City other than unimproved public property.

If you own a pet, we ask that you be responsible and clean up after them.

Time of Use Pricing

The Ontario Energy Board has developed three Time-Of-Use periods: Off-Peak; Mid-Peak; and On-Peak. Please refer to the chart above to determine the most cost effective and energy efficient time of day and plan to use your energy wisely!

By using Time-Of-Use pricing to manage your electricity usage, you can help reduce cost, as well as additional power generation during peak periods and create real supply and environmental benefits.

Helpful Hints for Energy Conservation
- Turn off lights at night when no one is home or in a room;
- Concentrate bright light where needed, rather than lighting the entire room;
- Lower your thermostat when you will be away from home for 4 hours or more;
- Wear warmer clothing when feeling cool;
- Turn off computers when not in use;
- Have short showers, not baths, to minimize use of hot water;
- Report leaking faucets to our Maintenance Department

Tenant Insurance

It is your responsibility to obtain renter’s insurance. It protects you from financial responsibility for such things as trips and falls in your unit; Fire and water damage to your unit caused by you or your family members or from a fire or flood in an adjacent unit.

Economical tenant insurance is also available through the Social Housing Services Corporation. Contact your Property Manager for details.

Notice of Changes

Tenants must advise the Landlord, in writing, within thirty (30) calendar days, of any changes.

The Tenant reporting the changes, and all other members of the Household age 16 and older, must sign a declaration form which is available at the GSHC main office.

Seniors: Just a reminder that you must inform the office when Canada Pension and Old Age Security payments first commence to avoid incurring rental arrears on your account.

Payment Options

Payments to Greater Sudbury Housing Corporation can be made by internet or telephone banking through one of these financial institutions: Royal Bank, Bank of Montreal; TD Canada Trust; CIBC, Credit Union or Caisse Populaire.

Please contact your individual branch to register.
Swimming Pools
Just a reminder that any private outdoor swimming pools must conform to the City Bylaw (78-70).
Pools containing water must never be left unattended. For the protection of our younger residents, GS HC will require unattended pools to be emptied when not in use.
Special rules and City Bylaw (78-70) apply to pools with a capacity to hold more than 24 inches of water.
Please be sure to contact your Property Manager before installing this type of pool on GS HC property.

Fire Pits and Chimineas
For the safety of all residents and surrounding neighbours, it is the policy of the Greater Sudbury Housing Corporation that there will be NO open air burning of any kind in any type of fire pit or chiminea permitted on GS HC property.
A household found to be in breach of this policy and the City of Greater Sudbury by-law will be responsible for all costs, damages, and liability as a result of CGS Emergency Services extinguishing the open air or out of control fire. You may also be subject to a notice which could jeopardize your tenancy.

Municipal By-law 2009-132 is a By-Law of the City of Greater Sudbury to regulate Open Air Burning. Part 3, Section 9, of the By-Law entitle Consent of Registered Owner Reads: No person shall set or maintain a permitted fire on any property in the city unless:
(a) The person who is setting and/or maintaining the fire is the registered owner of the property on which the fire is set;
(b) At least one registered owner of the property or his or her authorized designate is present at the site of the fire from the time it is set until the fire is fully extinguished; or
(c) The person who is setting and/or maintaining the fire has the written consent of the registered owner of the property.

Yard Maintenance
GS HC is responsible for all repairs to your unit and for the upkeep of the common areas of buildings and properties. Tenants are responsible for the cleaning of the inside of the units and where applicable, the upkeep of the yard area.
At some properties, tenants are also responsible to cut the grass and we wish to remind these tenants to mow the lawn on a regular basis.

Air Conditioner Policy
Tenants wishing to operate an air conditioner in their unit this summer are first required to request permission in writing to install the air conditioner, and pay the air conditioner fee.
Where the Housing Corporation pays for electricity, a flat fee of $100 for each air conditioner will be charged, to assist in defraying the additional hydro expense resulting from the operation of air conditioners in the unit.
The installation, operation, and removal of an air conditioner are the sole responsibility of the tenant. All air conditioners must be installed by qualified personnel. Alterations to the rental unit, cutting, drilling or modifying the existing window, glazing or window framing, to allow for the installation of an air conditioner are not permitted.
If you intend to operate an air conditioner this summer, please come to the Greater Sudbury Housing Corporation office to fill out a request form and pay the air conditioner fee. Payment may be made by cash, debit, cheque, or money order.
Please Note: For safety reasons, tenants living in apartment buildings with balconies may only install window air conditioners over the balcony.

Maintenance Service Requests
The GS HC On-Site staff are not in a position to properly record and arrange your maintenance requests.
If you have a maintenance request for your unit, please call the GS HC Main Office @ (705) 674-8323 and ask for the Maintenance Department.
If you have an extreme maintenance emergency after regular business hours, please contact our emergency answering service at (705) 674-8323.

Be Sun Safe!
- Avoid direct sun between 11 a.m. and 4 p.m.
- Wear a wide-brimmed, closely woven hat for best protection. Baseball caps and visors are not recommended as they do not protect the back of the neck and ears. Wearing a recommended hat reduces the UV rays from reaching the face, which helps to reduce the risk of skin cancer and premature aging.
- Wear light-colored, loose-fitting, and lightweight clothing with a tight weave to cover arms and legs;
- Seek shade or create your own shade with an umbrella;
- Wear wraparound sunglasses that offer 100% UVA/UVB protection;
- Wear a broad spectrum SPF 30+ sunscreen. Apply it 20 minutes before going out in the sun, and reapply it every two hours;
- Drink water regularly. Avoid artificial tanning beds as they expose you to five times more UV radiation than the sun.

Protect Yourself & Those in Your Care!
- Drink lots of water or 100% fruit juice even if you don't feel thirsty;
- Avoid drinks made with alcohol or caffeine;
- Go to air-conditioned or cooler places like malls, libraries, or community centres;
- Keep shades or drapes drawn and blinds closed on the sunny side of your home, but keep windows slightly open if you don't have air conditioning;
- Keep electric lights off or turned down low;
- Take a cool bath or shower, or cool down with cool, wet towels;
- Avoid using your oven;
- Avoid intense or moderately intense physical activity;
- Fans may not give enough cooling when the temperature is high. Fans just move the air around.