

2020



Moving in  
You and Your  
New Home

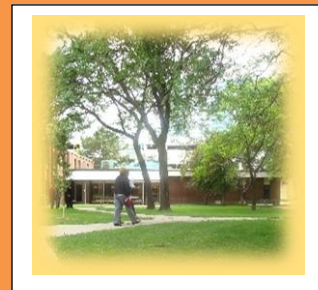
Housekeeping  
and  
Redecorating  
  
Safety & Security

Maintenance

Rights  
&  
Responsibilities

Your CHC  
Staff

# Resident Handbook



**This Resident Handbook is your guide to becoming familiar with your new home and your new community.**

**We are here to help with the information and answers you need.**

**Welcome to your home!**



# Welcome

## **Welcome to Windsor Essex Community Housing Corporation (CHC) and your new home!**

This Resident's Handbook contains helpful information about your home and your neighbourhood. We encourage you to read it carefully and to ask CHC staff if you have any questions.

Windsor Essex Community Housing Corporation (CHC) will do our best to make sure that your home is in good condition, and your neighbourhood is a safe and comfortable place to live.

We welcome your ideas and invite you to call us if we can assist you.

You can call our Customer Service Message Line at 519 254-1681 extension 3030, between 8:30 AM and 4:00 PM Monday through Friday and leave a message. You can also email us at [info@wehc.com](mailto:info@wehc.com)

### **About Windsor Essex CHC**

CHC houses over 12,000 people in over 4,700 units of housing we own and manage. Some tenants pay market rent, and some pay rent that is rent-geared-to-income. We operate three distinct housing portfolios; seniors, families and public housing.

This handbook has information about Moving In, You and Your New Home, Housekeeping and Redecorating, Safety and Security, Maintenance and Rights and Responsibilities. If you have any questions, you can contact your District Office during regular office hours.

Yours sincerely,

Jim Steele

Chief Executive Officer -Windsor Essex Community Housing Corporation (CHC)  
on behalf of all Windsor Essex CHC staff

## Windsor Essex CHC Contact Information

**Main Office:** 945 McDougall St.  
P.O. Box 1330  
Windsor, ON N9A 6R3  
Main Office Hours: Monday-Friday 8:30 AM – 4:00 PM

About CHC Customer Service – *We are here to help!*

**Call the Customer Service Messaging Line**  
519-254-1681 x 3030 Monday - Friday 8:30 AM – 4:00 PM

### **After Hours Maintenance Emergencies**

Please call  
519-973-4469

Call 911 to access all emergency services in Windsor and Essex County:  
Ambulance, Police and Fire

### **Customer Service**

Use our online forms and self-service e-help on our website  
[www.wechc.com](http://www.wechc.com)  
for customer service, complaints and compliments

### **Maintenance Reporting**

Report general maintenance repairs directly to your District Office or use our convenient, trackable maintenance request form [www.wechc.com](http://www.wechc.com)  
You will receive an auto-generated tracking number, and your request will be sent by email to the District Office.

### **Accessible Customer Service Policy**

If you have any questions about our Accessible Customer Service Policy or require any of our materials in an alternate format, please contact 519-254-1681 x 3030 or email: [info@wechc.com](mailto:info@wechc.com)

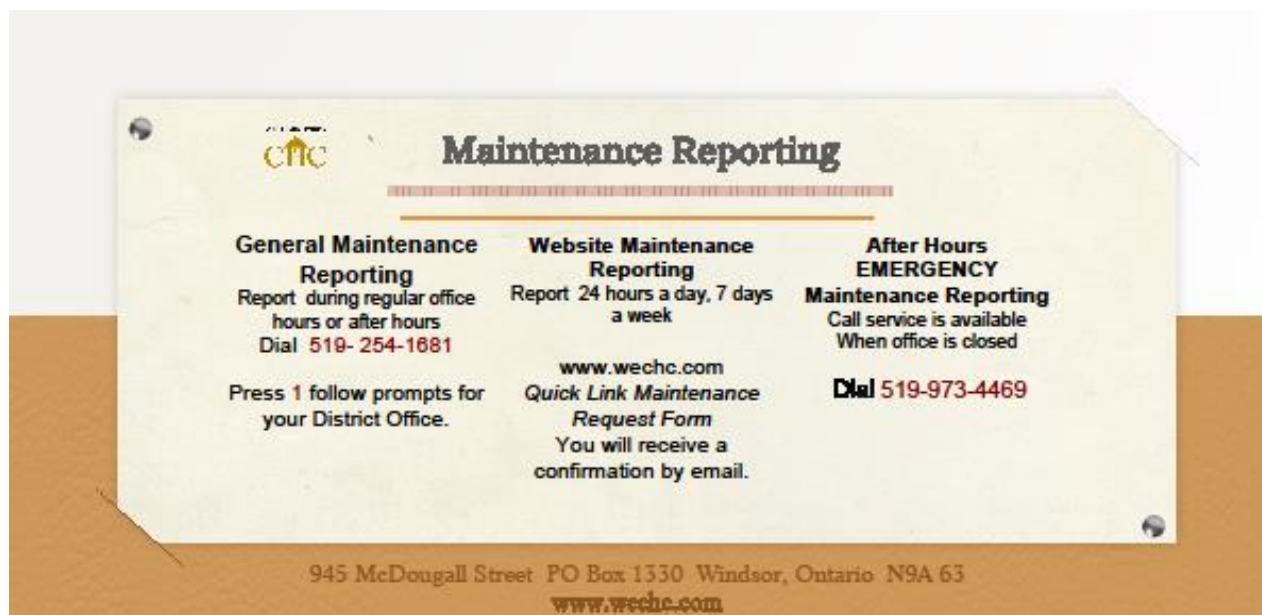
### **Filing a Complaint**

CHC has established a formalized Complaints Handling process. For more information, please see our brochure “Customer Service Complaint Process” available at all CHC offices or online at [www.wechc.com](http://www.wechc.com)

### **District Offices:**

#### **Office Hours**

9:00AM – 4:00 PM  
Monday-Friday (excluding holidays)  
CLOSED 12:00 PM (Noon) - 1:00 PM



### **Your CHC Staff**

Your District Manager is: \_\_\_\_\_

Your Associate District Manager is: \_\_\_\_\_

You live in District: \_\_\_\_\_

District Contact Information: \_\_\_\_\_

\_\_\_\_\_

Your Community Relations Worker is: \_\_\_\_\_

Your Building Custodian is: \_\_\_\_\_

Your Building Attendant is: \_\_\_\_\_

Your Income Review Clerk is: \_\_\_\_\_

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Windsor Essex Community Housing Corporation (CHC) policies and guidelines contained in this *Resident Handbook* are based on several pieces of legislation, including Municipal By-Laws and both Provincial and Federal Legislation, including the *Residential Tenancy Act* (RTA) and the *Housing Services Act* (HSA). For your convenience, we have highlighted the legislation on pages 32 to 34.

CHC is also required to fulfil obligations under numerous pieces of legislation above and beyond the RTA and HSA.

CHC reserves the right to modify or alter this Resident Handbook at any time.

## Your Windsor Essex CHC Team

The CHC team in your neighbourhood is made up of individuals from:

- Property Management Department
- Corporate Services Department
- Finance Department
- Asset Management Department

If at any time you require the assistance of our CHC staff, please feel free to contact us at 519-254-1681, and we will direct your call.

### Property Management Department

Your **District Manager** can be contacted to answer questions about your lease, your rent, vehicle registration, pest control, unit inspections, and other property issues. At every site office, **CHC Property Clerks** are available to assist you with **maintenance requests, rent payment, and general inquiries.**

Our Maintenance Department, through CHC Operations, ensures our housing units are maintained to applicable municipal housing standards and all related regulatory legislation. Our staff ensure contractor work is completed satisfactorily, and they perform regular maintenance in our housing units.

### Corporate Services Department

The Corporate Services Department provides administrative leadership and community support services by assisting all departments in achieving their goals and objectives. Corporate Services focuses on three aspects of business operations by providing Human Resources Services, Communication and Public Affairs Services, and Capacity Building in our Communities.

Your **Community Relations Worker** is available to assist you in matters which may affect your well-being. The Community Relations Worker acts as an advocate for CHC residents through visits, consultations, and referrals to other agencies in an attempt to resolve resident concerns and assist residents in our communities.

### Asset Management Department

The Asset Management Department manages all Capital, Maintenance and Construction contracts (tenders.) Staff from Asset Management supervise all new construction and act as a technical information resource for the Corporation. This

Department ensures the most cost-effective programs and methods are implemented to maintain and manage all CHC physical assets.

## **Finance Department**

The CHC Finance Department provides convenient ways to pay your rent. Remember your rent is due the 1<sup>st</sup> day of every month.

### **How to pay your rent:**

- In-person at our offices
- Electronic payment
- Pre-Authorized Payment Plan (PAP)
- Cheques, Money Order, Bank Drafts
- Debit (Interac)
- Direct Pay (OW/ODSP)

If you have any questions, please call **CHC Rent Payment Customer Service** at 519-254-1681 x 2000 or x2259 or visit our website at [www.wechc.com](http://www.wechc.com)

The Finance Department also provides income tax receipts. You can request your income tax receipt through e-services found on our website at [www.wechc.com/incomeTaxForm.php](http://www.wechc.com/incomeTaxForm.php) or call 519-254-1681 or contact your District Office.



## Moving In

Now that you have moved in, there are several things you should know about being a resident with CHC – many of which are outlined in this Resident Handbook. If you have any questions about this document or need assistance in any way, please contact us.

### Move-In Inspection

Your unit was inspected before you moved in. Upon inspection, damage to the unit was documented, and work orders for repairs were submitted. We may have overlooked something. Please take a look in your unit and inspect **everything** – floors, ceilings, walls, windows, doors, and screens. If possible, check the lights, the plumbing, and the electrical appliances to ensure they all work correctly.



Report anything in your unit which appears damaged, does not work, or is missing on the Move-In Inspection Form. This completed form needs to be returned to the CHC office within ten days of your move-in date even if there are no damages to report. If there are repairs to be made, you will not be charged for the items reported on this form. The Move-In Inspection Form is not a work order. It is your safeguard against being held financially responsible for articles damaged or missing before you move in. A work order is needed to have these items corrected.

**You cannot make any changes to the inside or outside of your home**, without the verbal or written permission of your District Manager. You will need to ask for permission from your District Manager in writing or verbally. This includes painting or wallpapering the walls, changing the flooring, and altering the layout of the home.

### Understanding Your Lease

The lease you have signed is a legal agreement between you and Windsor Essex CHC. Reading and understanding your lease is necessary; it informs you of your rights and legal obligations as well as the rights and legal responsibilities of CHC as your landlord. If you require translation services, please inform one of our staff on your CHC Team.

Your lease outlines all of the details of your tenancy: the **amount of rent you will pay**, all **members of your household** who are listed on the lease at the time of application, the **address of your new home**, the **physical details of the house** (number of bedrooms, bathrooms, etc.), and the **length of your lease**. It also outlines any **additional costs** you are responsible for during the length of your lease like utility costs. Other essential clauses, building rules, and legal information are also in the

lease. If you have any questions regarding the lease agreement, please call the Housing Corporation for clarification.

### **Your Rent and Annual Income Review**

Please read this section very carefully and contact your District Manager if you have any questions regarding your rent or your tenancy. Please do not risk your tenancy by not paying your rent or by paying your rent late.

**Your rent is due on or before the first day of every month.** If you are mailing your rent, allow enough time to ensure it arrives for the first of the month. Promptly notify the District Manager if you are going to be late in paying your rent.

The amount of rent you pay depends on the type of unit you live in and the total monthly income of everyone who lives in your home. CHC offers **Rent-Geared-to-Income (RGI)** units as well as several **Market Rent** units available for families, individuals and seniors who are in a position to pay market rent rates. Market Rent units do not qualify for rent subsidies and the rent charged is similar to the rent amount paid on a comparable unit within Windsor and Essex County.

Rent can be paid in the following ways:

- Cheque or money order – post-dated cheques are accepted
- Pre-Authorized Payment Plan
- An electronic payment by phone, internet or through your bank
- Pay Direct service through Ontario Works or Ontario Disability Support Program

Cash is NOT accepted at our site District Offices. If you pay by cheque or money order, write your Tenant Account Number clearly on the cheque or money order.

The most convenient way to pay your rent is through the Pre-Authorized Payment (PAP) Plan. With PAP, your rent is automatically paid every month from your bank account. To set up the PAP service, ask for a Pre-Authorized Payment (PAP) Request Form from any CHC office.

Since your income amount is based on the total household income, all tenants are required to submit a Household Composition, Income and Assets Review form every year. This form verifies the number of people living in your home and the current income of each of these individuals. This information helps us ensure your rent is affordable and that your home is the right size for your family.

Please Note: you are required to inform CHC, in writing, if your family income or family composition changes in any way before the annual review. Not providing this information could put your tenancy at risk and result in back-rent charges.

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## RENT IS DUE ON OR BEFORE THE FIRST OF EACH MONTH

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### Who Can Live In Your Home

The people listed on your lease are the **only** individuals who may live in your home. You are welcome to have friends or relatives stay overnight or for short periods. If you wish to have guests stay for **more than two weeks**, you must contact your District Manager for permission. You may not give your home to a friend or relative if you move out.



Your family size determines your unit size. CHC must also be kept informed about important family events such as births, deaths, and marriages and when children leave home permanently. This allows us to make the best use of our different sized units and may lead to accommodation more suitable for your family.

Unauthorized, long term visitors could result in the termination of your lease.

### Insurance

While our buildings are insured, this insurance **does not cover your personal property**. Windsor Essex CHC is not responsible for damage or theft unless our negligence causes it. We strongly recommend you purchase **Tenant Insurance** to protect yourself and your property. Liability and Content Insurance can protect you and can help you replace your belongings if they are lost or stolen. Insurance can also protect from being back-charged in the event of a Fire or Flood in your unit. Please enquire if you would like more information about tenant coverage.

### Keys & Locks

Upon signing the lease, you will receive the keys to your new home and a building Access Card if applicable. Your keys are now your responsibility. If you lock yourself out of your unit, a CHC staff member can assist you. A **charge may apply** if you require the locks of your unit to be changed for any reason. If you lose your keys or Access Card, a \$10 charge will apply for new keys and \$15 charge for a new card.



When you move out, ensure all of your keys are returned. Once you have moved out, the locks are changed immediately so you will no longer have access to the unit.

**NOTE:** Alterations to existing locks are NOT to be made. Additional locks are NOT to be installed by tenants without CHC consent (including chain locks).

## Parking

In most lots, resident parking is NOT RESERVED unless CHC has assigned you a spot. Parking spaces are open to all tenants and visitors who have a licensed vehicle with a current license plate. Each household is allowed to park one car in the lot where space is available.

Please make sure your parking permit is displayed at all times in CHC parking areas. Regular checks are conducted, and cars without a valid permit will be ticketed or removed at the owner's expense. For the safety of all residents, you must observe all "No Parking" areas (i.e., fire routes, wheelchair access ramps, etc.). DO NOT park in the "Accessible" parking spaces, unless you have the appropriate parking sticker, as required by City and County By-Laws.



Ask your District Manager if you require a parking permit or if you have any questions.

## Transfers

You and your family have been housed according to your needs. If these needs change or if you would like to transfer to another unit, either in the same community or a different area, contact your Community Relations Worker to discuss a transfer.

If you are eligible for a transfer, you must complete the required [Request for Transfer form](#) to apply for the transfer. You might qualify for a transfer if you meet existing CHC Transfer Eligibility Criteria which includes some of the following key requirements:

- You have lived in your unit for at least a full year
- Your home has been kept in good condition
- You are not behind on your rent payments
- You have not been involved in tenant disputes or community issues.

Once your request has been approved, you will be placed on the Transfer Wait List until a suitable unit becomes available. Tenants are selected for a transfer based on the date of application and level of need. All residents have the right to appeal through an Internal Review if their transfer request has been denied.

*The Housing Services Act* requires that we transfer families who are over housed. You are considered to be over housed if you are living in a home that is larger than you need for your family. If you become over housed, you must tell your District Manager in writing immediately so that proper arrangements can be made.

For more information about transfers and eligibility, please contact your Community Relations Worker.

## Moving Out

Suppose you wish to terminate your lease and move out of your unit early. In that case, the Residential Tenancy Act says you must give at least 60 days written notice. Your notice must be provided on or before the first business day of the month. Send your notice to your District Manager or complete a Tenant's Notice to Terminate the Tenancy – Form N9 at one of our site offices. Upon receiving your notice, we will send you written confirmation of your intent, set up a Move-Out Inspection date, and inform you of your responsibilities. For example: *If you move out before your notice period is up, you must still pay the rent for this time. If you wish to vacate your unit on September 30, you must provide written notice on or before August 1.*

At the Move-Out Inspection, CHC personnel will inspect your unit for damages. If repairs are needed due to negligence or improper maintenance, you will be charged for these damages.

If you live in an apartment building, please tell your District Manager when you intend to move out so the elevator can be reserved for you. Please return all unit keys and any Access Cards that may have been issued to you and your family.

Please provide your District Office with a forwarding address if possible.

## Eviction

Eviction is always the last option. Your unit is your home, and we will do everything we can to help you stay in your home, but we need you to abide by the terms of your lease. If you have difficulty paying rent on time, let us know in advance so we can try to find a solution.

The *Residential Tenancy Act* states the following grounds for eviction:

- Persistent paying of rent late or rent arrears
- Damage caused
- Interfered with the enjoyment of other tenants ( you, your guests or pets)
- Seriously impaired the safety of the others

Specific to CHC residents, several reasons for eviction can include:

- You have provided false information about your income, the income of the other family members living in your unit, or the number of people living in your home.
- Not receiving prior written approval to advise of a person moving into your unit
- Former tenant arrears without payment plans in place for CHC or other housing providers

Please be considerate of your neighbours and follow your lease to avoid eviction.

## You and Your New Home

### Visitors

Please be considerate of your neighbours when having guests and remember you must respect the reasonable quiet enjoyment of our other tenants. Stereos, radios, and televisions should be kept at respectful levels. Residents are legally responsible for the conduct of their guests. Please consider the time of day when having guests over and act following the Noise By-Laws in your community.

### Television and Phone Service

Tenants who wish to have cable and telephone services are responsible for calling their local cable or telephone company to arrange for service hookup. Tenants are responsible for paying all costs related to cable usage, installation, and service. If you want satellite services, please check with your District Manager *before* installing a satellite dish to ensure you follow the necessary installation procedures.

### Pets

Pets are often an essential part of the family –please be a responsible pet owner. CHC has no objection to pets but will take action if:

- Pets interfere with the management of the property
- Pets behave in a dangerous manner
- Pets disturb the quiet enjoyment of others
- Pets damage CHC property inside or outside of the unit
- Pets are in communal areas without supervision
- Pets are not kept clean
- Waste is not cleaned up and disposed of by the pet owner
- Pets do not meet the city by-laws in your community



You should also know CHC does not allow any type of doghouse or shelter to be placed in your yard. Pets must have their license, registration, and all vaccinations up to date. Dogs must be secured by a chain or leash when outside.

In case of **emergency or abused or stray animals**, please contact the **Windsor-Essex County Humane Society at (519) 966-5751**.

### Vandalism

The most severe part of vandalism is the effect on your safety. When exterior lighting is damaged, fire safety equipment is missing or damaged, or broken glass is not cleaned up, your safety is in jeopardy.

Vandalism, such as damaged vehicles, graffiti, or broken windows makes communities unattractive. Please do not damage or deface CHC property and help us keep your community safe and inviting by reporting any acts of vandalism to CHC personnel immediately. **YOUR REPORT CAN REMAIN ANONYMOUS. Web tips can be submitted at [www.catchcrooks.com](http://www.catchcrooks.com)**



*Windsor & Essex County Crime Stoppers*

*(519) 258-8477*  
*Hotline*

*Web Tips*  
*Submit a Tip Online*

**If you see a crime in progress, always call Windsor Police Services by dialling 911.**

## Common Areas

Some situations can become the source of conflict between neighbours, especially when specific basic rules are not respected. To ensure friendly and respectful relations between tenants, please pay attention to the following rules:

### KEEP HALLS AND STAIRWELLS CLEAN

Please DO NOT leave footwear, mats, shopping carts, bicycles, baby carts, or scooters in the halls or stairways as it is against the Fire Code and is a safety concern.

### ALCOHOL

It is prohibited to drink alcohol in indoor and outdoor common areas such as landings, hallways, stairwells and outdoor green space. Loitering in common areas is discouraged if it interferes with the reasonable enjoyment of other tenants.

### SMOKING

**All residents are required to comply with the restriction on smoking outside on CHC property and existing restrictions related to smoking in common areas. You cannot smoke in the public areas of your building, hallways, stairwells, elevators, lobbies, laundry rooms.**

On January 1, 2018 CHC implemented a smoke-free policy as we transition to provide smoke-free housing options for residents of Windsor and Essex County.

When you sign a lease with CHC, you will agree not to smoke in your home or anywhere within 9 metres (9) away from any windows, doors, vents, entrances or exits.

## PRIVACY AND SAFETY

Please keep your apartment door closed and locked, whether you are home or not, to ensure your safety and reduce the number of noise and odour complaints.

## LAUNDRY

If you live in an apartment and have a shared laundry space, please respect this shared space. Washers and dryers are for **tenant use** only, and there are specific hours of operation. Please clean up after use and remove your laundry from the machines promptly so other tenants can use the machines.



Please be aware that some areas have coin-operated machines and some operate using a pre-paid “Smart Card”. Inquire with our Main Office about the facilities in your area or to purchase a **Smart Card**.

## ELEVATORS

Please only use the *Door Open* button, do not force the doors open using any object. Inform staff of any necessary repairs and be courteous of individuals who get into the elevator with you.

## Windows, Screens and Doors

Screens and storm windows are not to be removed except for cleaning. If they are damaged, inform your District CHC office as soon as possible. If the damages were caused by neglect, you might be charged for repairs. **DO NOT** tamper with window locks as they have been installed according to Safety Regulations.

Please keep your windows and doors closed in the winter to conserve your heat.

## Appliances

Many CHC units have a fridge and stove. Appliances work best if they are cleaned regularly and maintained properly. If appliances are damaged through carelessness or misuse, you may have to pay for repair/ replacement costs. CHC will take care of repairs required from normal wear and tear, but you must maintain the appliance in good working order.

For homes with water heaters, not all heaters are owned and maintained by CHC. If you see a sticker from *Reliance* or another provider on your water heater, please contact the toll-free number on the sticker. If there is no sticker on the tank and you experience a



problem, please direct your water heater concerns to your District Office for repair and maintenance information.

Suppose you wish to install an air conditioner. In that case, you are responsible for all associated costs for installing and operating the unit. Before installation, please let your District Manager know of your intent. Install air conditioners only in windows or specially designed openings – do not make an opening in other areas. Confirm with your District Manager or District Office staff whether you require a window air-conditioner or a sleeve air conditioner.

## **Balconies**

Balconies can be great for enjoying the fresh air, and we encourage you to use your outdoor space, but please comply with the following to ensure the safety of yourself and others:

- Never leave small children or pets alone on the balcony.
- Balconies should not be used as a storage area; however, bikes (non-gas powered) can be secured on your balcony.
- No rugs or plants should be hung from the balcony railing.
- Do not shake out rugs, rags or mats from the balcony.
- Please do not feed the birds from your balcony.
- Do not place or hang laundry on the balcony or railing.
- Barbeques are NOT to be used on the balcony.
- Do not throw anything from your balcony and do not sweep the dirt off of the balcony.
- DO NOT run electrical/an extension cord through window or door frames out to the balcony – the Ontario Electrical Safety Code identifies this as a safety hazard. Electrical Safety Authority regularly conducts inspections of CHC units.
- No balcony enclosures of any type are allowed on the balcony area of any CHC apartment building. Balcony enclosures are not designed nor approved by CHC. This could pose a significant health and safety issue if one of these enclosures were to fall from the balcony. \* Refer to your lease concerning alterations/installing fixtures to CHC properties.
- Carpeting is not allowed on CHC balconies, moisture trapped beneath the carpeting will lead to concrete deterioration.

## **Getting Involved**

We are committed to working in partnership with our tenants and want you to have a part in making decisions about your community. We believe Tenant Participation is an essential part of creating healthy, supportive communities and hope that you will speak

out with your concerns and ideas and take part in community meetings and events.

**CHC Community Relations Workers** are here to assist you with Community Development. We have developed several unique programs and services in many of our communities, including Health Fairs, Library & Reading Programs, Summer Recreation Programming, and Community Gardens. We are always open to new ideas, so please contact your Community Relations Worker if you have an idea or are interested in helping to develop a program for your area.

### **Tenant Groups**

Many of our properties have active Tenant Associations and Social Committees. A recognized CHC Tenant Association will work together to campaign for improvements in their area and can have a strong voice when dealing with CHC, City Council and other organizations. Social Committees organize special events in your community, such as dinners, card parties, dart tournaments, community outings, and other social activities. Ask your District Manager or Community Relations Worker if there are groups in your building or property. If no group currently exists and you are interested in getting involved, please contact your Community Relations Worker for more information.

### **Role of the Building Attendant**

Building Attendants work with CHC and are required to live on-site. At times, the Building Attendant may be away from the building during business hours. A notice will be posted on his/her apartment door with alternate contact information should you require assistance – in many cases, the CHC Main Office can assist you.

The duties of the Building Attendant are:

- Reporting maintenance problems to the District Manager
- Reporting vandalism to the District Manager
- Assisting in lock-outs
- Monitoring Fire Alarm Systems and assisting in cases of fire alarms
- Reporting disturbances to the District Manager and Police
- Maintaining and ensuring the doors are properly secured

Building Attendants **are NOT custodians** and **DO NOT oversee the maintenance** of the building. Matters dealing with landlord/tenant or maintenance issues are dealt with by your District Manager, not the Building Attendant.

## HOUSEKEEPING & DECORATING

If something in your home requires repair or assistance, please phone the CHC office or speak to your District Manager.

Suppose you received permission from your District Manager, for painting or other changes to your unit. In that case, you must restore the unit to its original move-in condition.

### General Housekeeping and Grounds-Keeping

Regular housekeeping protects your home against damage and pest infestation. It also promotes a safer and more sanitary living environment for you and your family.

If you live in a Single Family Home housekeeping may include maintaining your yard. This means you are responsible for clearing the snow and ice from your walkway and porch in the winter. You are taking care of the lawn in the warm months, including cutting the lawn, raking leaves, weeding, watering the grounds, and picking up garbage around the property. CHC provides basic landscaping and care for common areas. Still, tenant cooperation is appreciated in keeping our communities clean and safe.



### Insects & Rodents

Your home will be inspected and treated against pests before you move in. However, pests can become a problem in any household. To minimize the chance for insect infestation, please keep your unit clean and uncluttered. The presence of insects and rodents is taken seriously by CHC. It will be dealt with as quickly as possible once reported. Cockroaches and other insects spread quickly; we have an ongoing program to control them. Let us know immediately if you see pests in or around your home.

Do not feed birds and rodents as these animals often carry diseases and can do harm to your property.

If you find bedbugs or cockroaches in your home, please inform your District Manager immediately so we can schedule the necessary treatment. **Treatment is free-of-charge** and will vary depending on your situation. You will receive instructions on how to prepare your home before treatment. For cockroaches, this may involve throwing out cardboard boxes and bags from the grocery store since this is a common way cockroaches and their eggs are brought into the home.

For bedbugs, the most common way to prepare the home is to remove clutter and move your furniture away from the walls to allow treatment access. If given treatment instructions, please follow them to the best of your ability to ensure the best treatment results. If you require assistance in preparing your unit, please contact your Community Relations Worker.

If you see mice in or around your home, please contact your District Manager as soon as possible. If you see rats in or around your home, please contact your local city officials. If we work together to manage garbage in our communities, we can prevent insect and rodent infestations.

## Flooring

It is up to you to protect the existing flooring in your home and keep it clean. Damages that result from misuse or improper maintenance are the financial responsibility of the tenant.

If you wish to install new flooring in your unit, please speak with your District Manager before installation. There are specific guidelines you must follow for installing new carpeting or permanent flooring.



All installed carpet must be removed when you move out – removal is done at your expense and should be done before moving out. If the rug is left for CHC staff to remove or if damage is done to the flooring underneath, you may end up with a maintenance charge for the work and damages.

## Alterations

You must have CHC consent **before** making any alterations to your home – this includes changing fixtures, installing carpet or flooring, and painting. Please put your request in writing and follow up with your District Manager at your District Office – **work should not begin until permission has been granted.**

While permission may be given for a variety of alterations, some work is prohibited. For example, you may not make changes that modify the dwelling's use, such as knocking down walls, changing the number of bedrooms, or altering plumbing and electrical systems.

Please follow the guidelines for redecorating and making alterations to your new home to ensure you do not get charged for any restoration required as a result of your alterations.

## Painting and Wallpaper

Although most units are painted before move-in, tenants may paint and decorate their homes once they receive CHC approval. You may be asked to return the unit to its original condition before moving out of the unit. For instance, if you paint using bright or dark colours, you may have to re-paint the space in light, neutral colours when you move out. If you put up wallpaper, it must be taken down before moving out – if CHC personnel have to do the work, you will be charged.



Painting, staining, or changing the outside of your building in any way is NOT allowed. For further information on paint and wallpaper, please contact your District Manager.

## Pictures and Shelving

When hanging pictures and mirrors on the wall, please DO NOT use nails or screws to prevent doing damage to the walls. We ask that you use removable hooks that are made specifically for use with drywall instead – these hooks are inexpensive and available at most hardware stores in a variety of sizes to suit the weight of your picture.

Also, we ask that you use self-supporting shelves wherever possible rather than shelves that need to be hung on the wall. Self-supporting shelves offer extra storage space and will protect the walls from damage. Shelving and fixtures that require wall-mount brackets should not be used, and tenants are responsible for any damage that results from using this type of shelving.

## Damages

Tenants will be charged for the cost to repair any damage to the unit or property caused by neglect or a willful act. Residents are also responsible for damages caused by a family member, friend, or other guest allowed onto the property.

Standard Charges for Damages are:

- damage to drywall, woodwork, and flooring
- missing and broken fixtures
- garbage or furniture left behind upon move-out
- maintenance and repairs – unreported broken doors, windows or screens, unreported leaks and related damage
- service-related charges
- fire and water damage
- unapproved alterations/enhancements – unauthorized demolition or renovations



- parking lot, driveway and yard damage

CHC must cover the costs for repairs which would be considered normal wear and tear. Still, please report any/all maintenance issues before moving out so that proper maintenance can be made in a timely fashion.

## Garbage Disposal

Garbage disposal is a serious issue in many large communities. We ask all tenants to cooperate with an incorrect garbage disposal to maintain safe and healthy living conditions.

To assist with the garbage disposal, all garbage should be placed in securely tied plastic bags and placed either down the garbage chute, in a garbage receptacle, or the large garbage bins provided in your community. Please do not store or leave garbage in the hallways, entranceways, common areas, balconies or parking lots in your community. Please take garbage disposal seriously to avoid problems with rats and other insects which can quickly develop if garbage is left lying around.



Tenants must make their arrangements for larger unwanted items to be collected, such as furniture, appliances, and yard waste.

Climbing into garbage bins and entering locked garbage facilities is NOT permitted.

### GUIDELINES FOR GARBAGE DISPOSAL

For Garbage Disposal in Apartment Buildings:

- carefully seal garbage in plastic bags and drop bags down the garbage chute or in the garbage room as provided
- avoid jamming garbage chutes with large or oddly shaped bundles



- do not throw boxes, cigarettes or ashes, broken glass, Aerosol cans, or large items down the chutes
- please do not leave bags with broken glass in the Garbage room

For Garbage Disposal in Townhouse and Single/Semi-Detached Homes:

- please put your garbage in the large outdoor garbage bins provided in your community and dispose of waste promptly – do not leave trash around your immediate unit or on your porch
- for single/semi-detached homes, curbside garbage collection will depend on your location and is your responsibility – to learn your collection schedule call your city clerk or ask a neighbour for information
- please only put your garbage at the road on the day it is to be collected or the evening prior – city by-laws ask that residents not leave trash out at all times
- you are responsible for picking up garbage around your home and any trash that has been left behind after collection (i.e. bags ripped by a dog, improper containers) – you may be charged if garbage left in your yard or on your porch is removed by CHC staff or by City staff



## Recycling

Residents can take and show pride in their communities by cooperating in the effort to keep the environment clean, healthy, and safe through recycling. CHC is committed to finding ways to help minimize our footprint on the environment. One of our commitments, we offer community recycling programs to our residents in many of the family neighbourhoods. We strongly encourage you to take an active part in the municipal recycling programs, regardless of where you live.

When using a curbside blue/red box, place all allowable glass, cans, and plastic pop bottles inside the blue box and all acceptable paper products in the red box and put the boxes at the road on recycling day. When using refuse-specific recycling bins, simply place your recyclables in the appropriately marked recycle bin.

## **Safety & Security**

**For all Fire and Medical Emergencies call 911**

### **Building Safety and Security**

CHC works to ensure our communities are safe and secure. All residents have a responsibility to conduct themselves in a manner that does not endanger the safety or lives of other tenants.

To ensure your safety and the safety of others living in your building, please keep the door to your home closed and always close and lock the main access doors. Do not let individuals into the building who you do not know.

CHC uses video surveillance systems at our communities and our office locations. While these video surveillance systems may be operational at all times and maybe monitored on a live or recorded basis, we do not guarantee that they will be operational, monitored or recorded at all times or at any particular time. If we are alerted to criminal activities through our surveillance systems, generally it is CHC's practice to alert law enforcement authorities. If you are the victim of crime, we encourage you to report it to the police.

We do not allow solicitors or canvassers into our buildings. We will always try to inform you of maintenance workers or contractors who may require access to your home well in advance. All CHC staff CHC or contractors will have CHC identification or paperwork supporting their purpose.

If you park in an underground parking structure, please do not prop access doors open for any reason. Wherever you park, remember to lock your car doors to protect your belongings. If you notice that the lights in the parking facilities are not working, please let your District Manager know as soon as possible.

If you plan to be away from home for an extended period, let your site office know about your absence and make sure to close and lock all of your doors and windows before leaving.



## Fire Safety & Prevention

For your safety and protection, your unit has one or more smoke detecting devices. NEVER DISCONNECT THESE DEVICES – it is against the law to tamper with Fire Safety Equipment in any way. For example, tampering with the Smoke Alarms will **result in a \$350 fine from Windsor Fire and Rescue Services and possible criminal offence charges.**



CHC maintains fire alarms, fire extinguishers, emergency lights and sprinkler systems routinely. Still, you should test your smoke alarms regularly to ensure they remain in working order. Keep the area around the safety devices clean and free of clutter.

You will be notified of any planned testing in your home in advance, and routine testing schedules for apartment buildings are posted in the building lobby. The smoke alarms installed in all CHC properties are extremely sensitive to provide you with the earliest possible warning of danger. If you suspect faulty safety equipment, please contact CHC immediately.

Listed below are some fire safety suggestions for you to follow. By working together, we can maximize your protection and safety.

### Please Keep the Following in Mind to Maintain the Safety of Yourself and Your Unit

- NEVER, UNDER ANY CIRCUMSTANCES, DISCONNECT YOUR SMOKE DETECTOR OR FIRE ALARM. If your fire alarm is not working correctly, contact CHC immediately.
- Know where the Alarm Pull Stations and Exits are located in your building.
- Keep your exits clear of furniture, clutter and garbage in case of emergency.
- NEVER SMOKE IN BED.
- **Do Not** empty ashtrays into your trash container – place them in a metal container and soak with water.
- **Do Not** use your stove to heat your home.
- Keep your apartment door, and all stairwell doors closed at all times.
- Avoid unsafe cooking practices – unattended stoves, towels on the stove, wearing loose clothing while cooking, and deep-frying food.
- **Do Not** alter electrical fixtures, components or wiring in any way.
- **Do Not** run cords through doorways or under rugs or carpet.
- **Do Not** staple electrical cords to the wall or floor.



- **Do Not** use unsafe electrical appliances, frayed extension cords, or overloaded outlets.
- **Do Not** use outlet adaptors to increase the number of plugs it can accommodate.
- **Never** use a barbeque on balconies.

Even if you plan to follow these suggestions, you should also have an Emergency Evacuation Plan for you and your family. Create the plan as a family and ensure everyone in the family knows the plan, including babysitters and any guests who frequent your home.



If you ever smell smoke or gas, open your windows and remove your family from the premises. Phone the Fire Department immediately and inform the Housing Corporation as soon as possible – tell them your concerns and be as specific as possible with your location.

Suppose your clothing catches fire, STOP, DROP, and ROLL on the ground to extinguish the flames. If a small fire erupts, cover the fire with a heavy blanket, coat, or rug.

### DOORS

Your apartment door is a fire-resistant safety feature. However, it can only protect you and your neighbours if you follow these simple guidelines:

- Do Not leave your door open at any time or for any reason
- Do Not alter your door or its locking mechanism for any reason
- Do Not obstruct the movement of the entry (i.e. furniture, mats in the way)
- Do Not install a door knocker as it alters the door and minimizes the fire safety feature

In the event of a fire emergency, leave your home immediately. DO NOT lock your door behind you – emergency crews may need access to your home to secure the location.

## **What to Do in the Event of a Fire**

If the Fire Alarm sounds in your home:

- STAY CALM
- DO NOT USE THE ELEVATOR – take the stairs.
- Immediately leave the fire area and close, but DO NOT lock, all doors behind you
- Sound the alarms (where applicable) using the building Alarm Pull Stations
- Call 911 to phone the fire department from a safe area – never assume it has been done. Tell the authorities the exact location of the fire and how it started if this information is available.

- Never open any doors that feel hot or have smoke coming into the room from around the door frame. If smoke is coming into the room, place a rolled-up damp towel on the floor by the door and move to a safe position away from the door. If possible, place a brightly coloured blanket or towel in the window to let rescue crews know you are there.
- If you encounter smoke on your way out of your home, keep low to the floor and take short breaths through your nose until you reach safety.
- Follow your evacuation plan and quickly move to your designated safe area.

If you are not able to leave your home, STAY CALM and remain in a safe area of your home. If possible, leave your door or window unlocked so firefighters can gain access to you and your family. Call the Fire Department to inform them of the fire and your position in the home, if possible. Make your presence known by hanging a bright towel or blanket from your window. Remain as calm as possible – rescue personnel will be there as quickly as possible to bring you to safety.

## Maintenance

### How to Contact our Maintenance Departments

Tenants are asked to report any/all maintenance concerns by one of our convenient options. **Maintenance Phone Reporting Line service**, calling or visiting **your local site** office and using our **web-based service requests** forms.

You can download a Maintenance Request Form from our website: [www.wechc.com](http://www.wechc.com)

Or you can submit a **request online and receive a confirmation number** to the email you provide.

| OFFICE and HOURS OF OPERATION   | OFFICE ADDRESS                    | CONTACT INFORMATION       |
|---|-----------------------------------|---------------------------|
| <b>Main Office</b><br>Monday – Friday<br>8:30am-4:00pm  | 945 McDougall St.<br>Windsor, ON  | 519-254-1681              |
| <b>District 1 Office</b><br>Mon, Tues, Thurs, Fri.<br>9:00am – 4:00pm<br>Closed daily Noon to 1pm | 415 University<br>Windsor, ON     | 519-254-1681<br>Ext. 2228 |
| <b>District 2 Office</b><br>Monday – Friday<br>9:00am-4:00pm<br>Closed daily Noon to 1 PM         | 605 Mill St.<br>Windsor, ON       | 519-254-1681<br>Ext. 2244 |
| <b>District 3 Office</b><br>Monday - Thursday<br>9:00 AM - 4:00 PM<br>Closed daily Noon to 1 PM   | 2455 Rivard<br>Windsor, ON        | 519-254-1681<br>Ext. 2253 |
| <b>District 4 Office</b><br>Monday – Friday<br>8:30am-4:00pm<br>Closed daily Noon to 1 PM         | 15C Talbot St. North<br>Essex, ON | 519-776-5510<br>Ext. 4000 |
| <b>District 5 Office</b><br>Monday – Friday<br>9:00am-4:00pm<br>Closed daily Noon to 1 PM         | 140 Bridge St.<br>Windsor, ON     | 519-254-1681<br>Ext. 3104 |
| <b>District 6 Office</b><br>Monday – Friday<br>8:30am-4:00pm                                      | 438 Niagara<br>Windsor, ON        | 519-254-1681<br>Ext. 3102 |

Windsor Essex CHC upholds an extensive preventive maintenance program which helps us keep our buildings, equipment and assets in good condition. This

maintenance is intended to extend the life of our facilities and defer significant capital work for as long as possible. You will be informed in advance of any maintenance inspections or preventative maintenance work that is being done to your home or building.

## Regular Maintenance and Repairs

Tenants can call and report maintenance concerns at ANY time through the Maintenance Reporting Line or by visiting a site office during regular business hours to fill out a Maintenance Request Form. All maintenance requests are reviewed and attended to on a priority basis.

**CHC** **Maintenance Reporting**

| General Maintenance Reporting  | Website Maintenance Reporting   | After Hours EMERGENCY Maintenance Reporting                              |
|--|---|--|
| Report during regular office hours or after hours<br>Dial 519-254-1881 | Report 24 hours a day, 7 days a week<br><br>www.wechc.com<br>Quick Link Maintenance Request Form<br>You will receive a confirmation by email. | Call service is available When office is closed<br><br>Dial 519-973-4469 |
| Press 1 follow prompts for your District Office.                       |   |  |

945 McDougall Street PO Box 1330 Windsor, Ontario N9A 63  
www.wechc.com

All residents are encouraged to report maintenance concerns promptly. CHC will provide maintenance on items we are responsible for, granted the repair is necessary due to regular use and not tenant misuse or negligence. Please try to keep the plumbing, appliances, and fixtures in your home in good working order so that unnecessary maintenance is not required. You will be charged for maintenance and repairs that are due to your neglect or misuse.

### HOW LONG BEFORE IT IS FIXED?

Priority is given to repairs that pose a health or safety risk such as major electrical and plumbing problems. Minor or non-urgent repairs such as ripped screens or broken closet doors could take up to 30 days or more.

When outside contractors are used, or replacement parts need to be ordered, repair times may be longer. If your concern is not addressed promptly or completed to your satisfaction, please report the problem to your District Manager or the Customer Service Line so we can resolve the issue.

## Emergency Maintenance

While problems may occur after business hours and maybe an inconvenience, ONLY FLOOD, FIRE AND DEATH are considered emergencies. In the event of an emergency after office hours, on weekends, or holidays, you must contact:

After-Hours Emergency Maintenance Service - **519-973-4469**

When leaving a message, state your name, a telephone number where you can be reached and a brief description of your maintenance concerns. Your message will be forwarded to the appropriate personnel and will be addressed promptly.

### Emergencies may include:

- Issues may cause personal injury or pose a health risk
- NO Heat, electricity or water in your unit
- Broken Water Lines or a Water Leak in your unit
- Your toilet does not work, and **you only have one washroom**
- Maintenance that will cause further damage to your property or CHC property



### Emergencies DO NOT include:

- General inquiry
- Appliance breakdown
- Burnt fuses or light bulbs
- Leaky taps
- Blocked toilets that are not overflowing and will not cause water damage
- Minor repairs or problems that can be attended to on the next working day

Suppose you call the After-Hours Maintenance Line and your concern is not considered an Emergency. In that case, it will be delayed to the next day. To get the quickest, most complete Maintenance Service, please use the appropriate reporting procedures and be clear about the maintenance concern(s) you are having.

## Entering Your Home

When CHC personnel need to enter your home for maintenance that you have not requested, you will be given a 24-Hour Notice to let you know when we will be entering your home and why we need access to your unit.

If you are filing a Maintenance Request, we will ask you if we have permission to enter your unit if you are not home when we come to perform the maintenance – permission allows our maintenance personnel access to the unit. It ensures that you receive the fastest, most complete Maintenance service. We will not enter your unit without permission or without providing 24-hour notice, whether you are home or not.

The only time we would enter your home without proper notice or permission is in an emergency where life or property is in jeopardy.

## Protecting Your Rights

Every person must be aware of how actions affect neighbours – actions or remarks that interfere with the enjoyment, comfort, safety or security of others **will not be tolerated**.

CHC seeks to continually maintain a “welcoming place” which ensures trust and respect for all employees, clients, visitors, and residents. We continue to promote and maintain a healthy, pleasant, and safe environment – let’s work together to make your neighbourhood a safe and respectful place to be.

By meeting our responsibilities, respecting the rights of one another, and the rights of our community, we can improve the quality of life for all tenants. If at any time you believe your rights have not been respected, you may contact a CHC representative or any of the Community Resources Representatives for assistance.

## Settling Disputes and Making Complaints

A CHC representative will investigate and make every reasonable effort to resolve all serious complaints and tenant issues within its means. However, it is the responsibility of the tenants to act following their Tenancy Agreement and attempt to resolve minor disputes with their neighbours before filing a formal complaint with CHC personnel. The CHC website provides residents with an electronic version of our Customer Service

form for registering comments and criticisms. This form can be sent via email and provides a tracking number.

### **Settling Disputes**

Suppose a dispute arises between you and another CHC resident. In that case, we suggest the following steps be taken to resolve the matter quickly and effectively:

1. Start by having a conversation with the other resident – they may not know an issue exists, and talking is the best way to settle differences.
2. Discuss the issue(s) with your Community Relations Worker or District Manager to see if a resolution can be reached.
3. File a written complaint with CHC – once the written complaint has been filed, we will proceed according to our protocol. Please know that we will do our best to settle the dispute. Still, due to confidentiality laws, we will not provide details to you in certain situations.



### **How To File a Complaint**

You can file a complaint with Windsor Essex CHC in several different ways:

- \* By calling the CHC Customer Service Line at 519-254-1681 extension 3030.

- \* By email to [info@wechc.com](mailto:info@wechc.com)

- \* By letter to Windsor Essex Community Housing Corporation,  
945 McDougall Rd, Windsor, Ontario N9A 4L9 Attention: Corporate Services Director



## Legislation

How Windsor Essex Community Housing Corporation (CHC) does business and its relationship with you as a resident is governed by some municipal By-Laws as well as two pieces of provincial legislation:

1. Residential Tenancy Act
2. Housing Services Act

### RESIDENTIAL TENANCY ACT

#### **Your Rights And Your Responsibilities**

The lease that you have signed is an important document. It is a legal agreement between you and the Windsor Essex Community Housing Corporation (CHC) which sets out both your responsibilities and that of CHC as the landlord.

Additionally, the terms set out in your lease, your rights and responsibilities, as well as those of CHC, are set out in the ***Residential Tenancy Act***. A copy of this Act is available at the CHC main office you can access all landlord and tenant board information at [www.ltb.gov.on.ca](http://www.ltb.gov.on.ca)

Below please find the essential highlights of tenant and landlord obligations.

#### **Tenant Obligations**

- (1) To pay rent on or before the first day of each month.
- (2) To complete and return promptly the Household Composition, Income and Assets Review form which tells the landlord the income of each person living in the unit.
- (3) To use your home as a private residence occupied only by the tenant and persons listed on the lease and Family Composition Form.
- (4) To pay for any repairs and damage caused by abuse or negligence, rather than normal wear and tear.
- (5) To maintain the dwelling to acceptable housekeeping standards.
- (6) To exercise reasonableness in selecting and keeping a pet.
- (7) To remove any derelict vehicle you own from Housing Corporation property.
- (8) To avoid any activity which will annoy or interfere with other tenants.
- (9) To ensure that your guests behave themselves.
- (10) You must provide the Property Manager with at least 60 days' notice before you move out. If you do not tell the Property Manager you plan to move; the landlord can also make a claim against you in court for lost rent or damage to the home.

Failure to respect your responsibilities under your lease may cause management to terminate your tenancy.

### **Landlord's Obligations**

- (1) To allow the quiet tenant enjoyment of the leased premises.
- (2) To provide the services and appliances referred to in the lease.
- (3) To equip and maintain the premises under municipal by-law regulations.
- (4) To keep the building in a good state of repair.
- (5) To respond to tenant requests for maintenance service within a reasonable period.
- (6) To provide each dwelling with a smoke detector in good working order.
- (7) To enter the leased premises only after 24 hours written notice, except in an emergency.

Your lease contains a more detailed list of your Tenant obligations, and you are urged to become familiar with them.

### **HOUSING SERVICES ACT**

In 2012 the Ontario government set out some new rules for residents of the Windsor Essex Community Housing Corporation in the **Housing Services Act**.

Here are the changes that will affect residents the most:

1. Tenants have 30 business days to report changes in income or household composition. If your rent is geared-to-income and:
  - Your income increases
  - Someone moves in or out of your unit
  - Your citizenship status changes

You must let your Property Manager **know in writing within 30 business days**.

2. Everyone 16 years and older must sign the lease.
3. You must make a "reasonable effort" to get all income you may qualify for including:
  - Ontario Works
  - Old Age Security (OAS) or Canada Pension (CP)
  - Employment Insurance (EI)
  - Money promised to you under an immigration sponsorship agreement.
  - Child support payments. (Note: you do not have to pursue any source of income that which put your safety at risk.)
4. If you are over housed, you must move to a smaller unit. If you have fewer people in your unit than the rules allow, you will be asked to transfer to a smaller unit.
5. You have the right to appeal decisions. You can ask for a review if you believe:
  - A subsidy decision is based on wrong information
  - Your rent is not calculated correctly

- You have wrongly been cut off a subsidy
- Your request for a transfer has been unfairly refused
- You have been wrongly asked to move because you are over housed

You have ten business days to write to the CHC to appeal. Someone who was not involved in the original decision will carry out the review.

6. The maximum number of days a resident with the Windsor Essex Community Housing Corporation can be absent from their home is **90 consecutive days** unless there is a medical reason.

## DISCRIMINATION AND HARASSMENT

Windsor Essex Community Housing Corporation (CHC) is committed to building and preserving a safe, productive and healthy community for its residents and employees based on mutual respect. CHC does not condone and will not tolerate acts of harassment against or by any CHC tenant or employee. Harassment may also relate to a form of discrimination as set out in the Ontario Human Rights Code.

CHC is committed to providing communities where the dignity and differences of all people are respected, and CHC will take an active role in working towards ensuring that:

- All staff, members, tenants, applicants, contractors and committee members have a right to equal treatment without discrimination because of race, ancestry, place of origin, colour, ethnic origin, religion, creed, sex, sexual orientation, marital status, family status, disability, and receipt of public assistance, citizenship, language, age or record of offences.
- All Windsor Essex Community Housing Corporation tenants, live in an environment free from any form of discrimination or harassment.
- All Housing Corporation staff work in an environment free from any form of discrimination or harassment.
- Policies and practices are not directly discriminatory in their effect.
- Harmonious relations are fostered among tenants and staff.
- Incidents which lead to conflict and tension are appropriately addressed.
- All tenants are made aware that discrimination and harassment will not be tolerated.

Ontario's *Human Rights Code*, the first in Canada, was enacted in 1962. The Code prohibits actions that discriminate against people based on protected *grounds* in a protected *social area*.

**Protected Grounds are:**

|                        |  |
|------------------------|--|
| Creed                  | Marital status ( including single status)      |
| Age                    | Gender identity, gender expression             |
| Ancestry, colour, race | Receipt of public assistance (in housing only) |
| Citizenship            | Record of offences ( in employment only)       |
| Ethnic origin          | Sex ( including pregnancy and breastfeeding)   |
| Place of origin        | Sexual orientation                             |
| Disability             |  |
| Family Status          |  |

**Protected Social areas are:**

Accommodation (housing)

Contracts

Employment

Goods, services and facilities

Membership in unions, trade or professional associations.

**Harassment** includes insulting remarks, jokes, threats, graffiti or damage to property.

**Actions You May Take:**

- (1) If possible, tell the person to stop!
- (2) Write down the answers to the following questions as the harassment or discrimination occurs:
  - a. When did it happen? Date and time.
  - b. Where did it happen?
  - c. Who saw or heard what happened?
  - d. What did you do at the time?
- (3) Report the situation to your Community Relations Worker or your District Manager.
- (4) If you feel a Windsor Essex CHC staff member or contractor has harassed or discriminated against you, you may file a complaint to his or her supervisor, or the CHC Corporate Services Department.
- (5) Whether or not you make a formal complaint to Windsor Essex CHC, the following options may be available to you:
  - Criminal Code

- Ontario Human Rights Commission
- Civil Litigation

If you are not satisfied with these options or their outcome, you may consider making a complaint to the Office of the Ombudsman (contact information found below).

If possible, it is a good idea to report the harassing discriminatory behaviour in writing. Include all details and ask for a written response. Keep a copy of your report or complaint and any answers you may receive.

### **PRIVACY STATEMENT**

Protecting the privacy and confidentiality of personal information is an essential aspect of the way Windsor Essex Community Housing Corporation (CHC) conducts its business. To learn more about how CHC collects, uses, and discloses your personal information. Please, refer to our Privacy Statement, it is posted on our website at [www.wechc.com](http://www.wechc.com), or you can contact us for a copy through the contact information provided on page 2 of this handbook.

## Community Resources

If you need legal advice or if you require assistance with your tenancy, including issues with your landlord, there are many services available to you in the Windsor Essex County area. If the resources below are not meeting your needs, please ask your Community Relations Worker for further information.

### LEGAL ASSISTANCE OF WINDSOR/ESSEX COUNTY

Office Hours: Monday thru Friday  
9:00am to 4:30pm

Contact Info: 519-256-7831  
85 Pitt East  
Windsor, Ontario N9A 2V3



### COMMUNITY LEGAL AID

Office Hours: Monday thru Friday – 9:00 AM to 5:00 PM.  
\*\*By Appointment Only\*\*

Contact Info: 519-253-7150  
2475 University Avenue West  
Windsor, ON N9B 3P4  
Fax: (519) 971-9051

LEGAL AID and LEGAL ASSISTANCE are available to you if you require financial assistance for a lawyer and related legal costs, due to the inability to afford the services

### ONTARIO RENTAL HOUSING TRIBUNAL

Office Hours: Monday thru Friday  
8:00 a.m. to 5:00 p.m.

Contact Info: 1-888-332-3234  
400 City Hall Square East, Unit 205  
Windsor, ON

The Ontario Rental Housing Tribunal can help you with:

- Landlord-Tenant Issues
- Rent Control
- Tenancy Legislation information for individuals with low income

If you require a service to take a complaint of discrimination and harassment, even if it may not involve the Windsor Essex Community Housing Corporation, you may contact:

### **ONTARIO HUMAN RIGHTS COMMISSION**

Office Hours: Monday thru Friday  
8:30 a.m. to 4:30 p.m.

Contact Info: 1-800-387-9080  
180 Dundas St. West 8<sup>th</sup> Floor  
Toronto, Ontario M7A 2R9

If you would like to open an investigation into the decisions, actions, or omissions made by a Ministry, Agency, Commission, or Board of the Ontario Government, make your written complaint to:

### **ONTARIO OMBUDSMAN**

Office Hours: Monday thru Friday  
8:00 a.m. to 5:00 p.m.

Contact Info: 1-800-263-1830  
125 Queens Park  
Toronto, Ontario M5S 2C7

<http://www.ombudsman.on.ca>

There are several services provided in Windsor and Essex County to assist you with some situations. Please use these services if you require the assistance with any of the following:

- Advocacy
- Alcohol and Drug information
- Budget Counseling
- Child Care Assistance
- Children and Youth Services
- Crisis Services
- Financial assistance
- Food and Clothing Assistance
- Housing
- Information and Referral
- Legal Services Medical assistance
- Transportation
- Family Counseling.

If you would like or need more information, please contact your Community Relations Worker at **(519) 254-1681** or 311 for Windsor or 211 for Greater Essex County.

## IMPORTANT NUMBERS – QUICK REFERENCE

If there is an  
**EMERGENCY**  
dial

**9\*1\*1**

An Emergency could be:

- If there is a fire or smoke in your home or building
- If a crime is taking place
- If someone is seriously ill or injured
- If the Carbon Monoxide (CO) detector sounds

If you DO NOT speak English, tell the Emergency Operator what language you do speak, and someone will come on the line to assist you.

Fill in the Emergency and Non-Emergency numbers for future quick reference.



FIRE: \_\_\_\_\_



POLICE: \_\_\_\_\_



AMBULANCE: \_\_\_\_\_

POISON CONTROL: \_\_\_\_\_ 1-800-268-9017 \_\_\_\_\_

HYDRO: \_\_\_\_\_

WATER: \_\_\_\_\_

GAS: \_\_\_\_\_



## Helpful Phone Numbers

### Hospitals

- **Windsor Regional Hospital** is responsible for all acute care services in Windsor. It has two campuses: Met Campus in Walkerville and Ouellette Campus.

**Phone: 519-254-5577**

**Met Campus 1995 Lens Avenue, Windsor**

**Ouellette Campus 1020 Ouellette Avenue, Windsor**

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- **Hotel Dieu Grace Hospital** specializes in mental health and addictions, rehabilitative care, palliative care and youth mental health. It is located in West Windsor.

**Phone: 519-257-5111**

**1453 Prince Road, Windsor**

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- **Erie Shores Health Care** is located in Leamington. The hospital serves the southeast portion of Essex County.

**Phone: 519-326-2373**

**194 Talbot Street West, Leamington**

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**Family Doctor** \_\_\_\_\_

**Family Dentist** \_\_\_\_\_

**Local Pharmacy** \_\_\_\_\_

**Child's School** \_\_\_\_\_

## **Important Community Numbers**

Kids Help Line:  
1-800-668-6868

Women's Helpline:  
1-866-863-0511

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Seniors' Info Line:  
1-888-910-1999

Crime Stoppers:  
1-800-222-8477

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Community Crisis Center of Windsor Essex County  
519-973-4435

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Employment Insurance  
1-800-206-7218

Child Tax Benefit  
1-800-387-1193

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Passport Canada  
1-800-567-6868

Canada Revenue Agency  
1-800-959-8281

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Citizenship & Immigration  
1-888-242-2100

CPP, OAS & GIS  
1-800-277-9914

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For any City of Windsor  
Concerns call: **311**

For any Concerns in Greater  
Essex County call: **211**

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