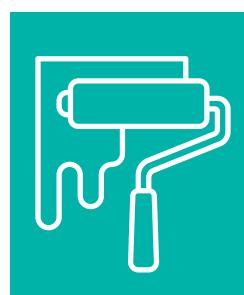
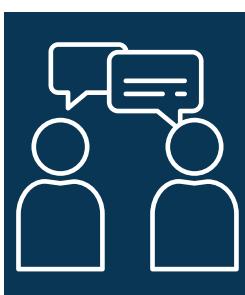


WINDSOR ESSEX COMMUNITY HOUSING

# TENANT HANDBOOK

This handbook is provided only as a guide.



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## Main Office

**Address**

945 McDougall St.  
Windsor, ON N9A 1L9  
(519) 254-1681

**Main Office Hours**

Monday - Friday  
8:30 AM - 4:00 PM  
Closed on weekends and holidays

## About CHC Customer Service - *We are here to help!*

**Call the Customer Service Messaging Line**

Monday – Friday 8:30 AM – 4:00 PM  
(519) 254 – 1681 x 3030

**Site Offices Hours:**

10:00 AM – 3:00 PM (Closed 12:00 PM – 1:00 PM)  
Monday – Friday (excluding holidays)  
\*Varies by site\*

**After Hours Maintenance Emergencies**

For all after hours maintenance emergencies, please call (519) 973 – 4469.  
In the event of an emergency, please call 911 immediately to access essential services, including Ambulance, Police, and Fire.

**Maintenance Reporting**

For all general maintenance repairs, please report the inquiry directly to your Site Office or use our online maintenance request form found on our website: <https://www.wechc.com>.

**Accessible Customer Service Policy**

Please contact us if you require more information on our Accessible Customer Service Policy or require any CHC forms or information translated or available in an alternate format. You can reach us by phone at (519) 254 – 1681 x 3030 or via email at [info@wechc.com](mailto:info@wechc.com).

**Filing a Complaint**

To file a complaint, please visit [www.wechc.com](http://www.wechc.com) and submit the "Compliments, Complaints, and Feedback" form.

# Roles of CHC Staff

## Director of Operations

The Director of Operations oversees property management across multiple zones, ensuring a consistent and positive tenant experience. This role supports and enables staff to deliver high-quality service, drives standardized processes and continuously optimizes service delivery to improve operational performance

## Manager, Tenant Experience

The Manager of Tenant Experience leads the delivery of tenant-focused services across the organization, ensuring a consistent, responsive and positive experience for residents. This role also supports tenant engagement initiatives, enhances day-to-day interactions and ensures tenant feedback informs service delivery and continuous improvement.



## Property Manager

The Property Manager oversees daily activities at CHC properties. They manage maintenance requests, track tenant files, and enforce income rules. This role ensures everything runs smoothly and meets tenants' needs.

## Property Clerk

The Property Clerk is responsible for all office clerical tasks and manages the maintenance phone line. They also assist tenants with their requests and offer guidance on obtaining additional community social service support. This role ensures efficient property operations and effective communication between tenants and management.

# Roles of CHC Staff

## Income Review Clerk

The Income Review Clerk conducts annual income reviews for tenants, based on their move-in dates. This role involves calculating and verifying tenant income ensuring compliance with housing regulations.

## Community Relations Worker (CRW)

The Community Relations Worker (CRW) is available to offer support to tenants in matters which may affect their well-being. CRW's advocate for CHC residents through visits, consultations, and assistance with completing paperwork or obtaining other community support services. Community Relations Workers also offer tenants on Site Office hours for their convenience.

## Building Custodian

The Building Custodian must keep the common areas clean. This is under the direction of the Property Manager. This role ensures that shared spaces are tidy and well-maintained for tenants.

## Building Attendant

The Building Attendant is a tenant that acts as the main contact for after hours maintenance emergency issues.



# How to use the Tenant Handbook

## **Welcome to your new home!**

Your Tenant Handbook is designed to help you settle in and get acquainted with both your new residence and the community around you.

We are here to help you with the information and answers you need! We're committed to making your transition as seamless and enjoyable as possible.

This Handbook is provided as only as a guide.

## **Legal rights and responsibilities are outlined in your lease.**

Windsor Essex Community Housing Corporation (CHC) policies and guidelines contained in this Tenant 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).

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 Tenant Handbook at any time.

# Moving In

There are several things you should know about being a tenant with CHC – many of which are outlined in this Tenant 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 but it is possible that something has been overlooked. Please take the time to inspect your unit carefully including 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 written permission of your Property Manager. This includes painting or wallpapering the walls, changing the flooring, and altering the layout of the home. 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.



# Moving In

## Understanding Your Lease

The lease you have signed is a legal agreement between you and CHC. It is necessary that you read and understand your lease. It informs you of your rights and obligations, as well as those of CHC, your landlord. If you require translation services, please inform one of our staff on your CHC Team.

Your lease details your tenancy including rental cost, all listed household members, home's address, details of the house (# of bedrooms, bathrooms, etc.) and the lease's length. It also outlines any extra costs you must pay, like utilities and other essential clauses, building rules, and legal information included in the lease. If you have questions about the lease, please call CHC.

## Rent

Please read this section carefully. Contact your Property Manager with any questions about your rent or tenancy. Please do not risk your tenancy by not paying your rent or by paying your rent late.

### ***Your rent is due on 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 Property Manager if you are going to be late in paying your rent.

Your rent depends on your unit type and your home's total income. CHC offers Rent-Geared-to-Income (RGI) units and several Market Rent units for families, individuals, and seniors who can pay market rents. Market Rent units do not qualify for rent subsidies. Their rent is similar to that of comparable units in 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 (PAP)
- For instructions on how to set up a PAP Plan, please visit [www.wechc.com/payment-options](http://www.wechc.com/payment-options).
- E-transfer.
- An electronic payment by phone, internet or through your bank.
- Pay Direct service through Ontario Works or Ontario Disability Support Program.

*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.*

# Moving In

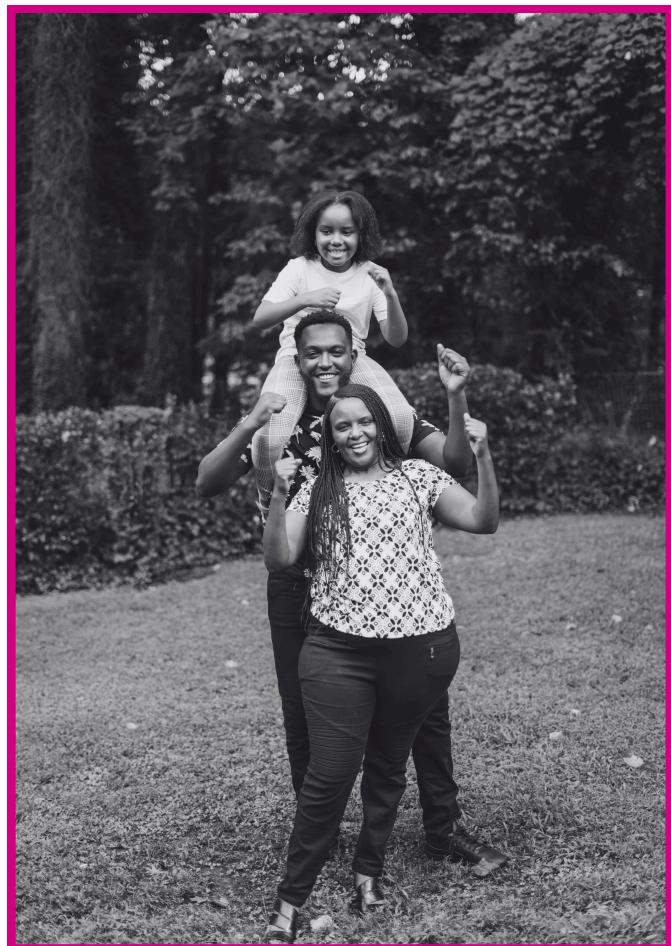
## Income Review

Since your rent amount is based on the total household income, all tenants are required to submit their notice of assessment. Keep an eye on your mail/email for your income review package. These forms verify the number of people in your home and their current incomes. It also checks that your home is the right size for your family.

### Types of documents we may need are:

- Notice of Assessment
- Social Assistance Statement
- Verification of enrollment (if applicable)

*Note: You must, in writing, inform CHC of any changes to your family income or composition before the annual review. Not providing this could risk your tenancy and result in back rent charges.*



## 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 Property Manager for permission.

Your family size determines your unit size. CHC must be informed of key family events, like births, deaths, and marriages, when children leave home permanently. It allows us to use our different-sized units in the best way which may lead to a better accommodation to suit for your family.

**Unauthorized, long-term visitors could result in a loss of subsidy.**

# Moving In

## Insurance

While our buildings are insured, this insurance does not cover your personal property. CHC is not responsible for damage or theft unless it is caused by our negligence. We strongly recommend you purchase Tenant Insurance to protect yourself and your property. Liability and Content Insurance can protect you. It can also help replace your lost or stolen belongings and protect from any back-charges in the event of a fire or flood in your unit. Please inquire if you would like more information about tenant coverage.

## Keys and 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 fee will apply for a new card.

When you move out, ensure all 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. Your locks are on a master key system if you require a lock change contact your Site Office and a fee may apply for this service, all lock changes need to be completed by CHC.*

## Parking

In most lots, Tenant parking is not reserved unless CHC has assigned you a spot. If you have a parking pass, ensure it is displayed at all times. If there is a visitor lot, parking spaces are open to all tenants and visitors who have a licensed vehicle with a current license plate. Please check with your Site Office for more information.

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 tenants, 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.

# Moving In

## Transfers

You and your family have been housed according to your needs at time of move-in. Internal transfer requests for Rent-Geared-to-Income (RGI) households may be considered for safety, medical and underhoused situations, each of which has its own criteria.

The Housing Services Act requires that we transfer families who are overhoused. You are considered to be overhoused 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 Property Manager in writing immediately so that proper arrangements can be made.

Requests for choice transfers (previously referred to as chronological transfers) will need to complete a new RGI application with the CHR and await an offer through the CHR waitlist process.

To apply for an internal RGI transfer, you must complete the appropriate forms. Contact your Community Relations Worker (CRW) for support and additional information.

<b>Transfer Type</b>	<b>Required Form</b> (to be completed by applicant)	<b>Required Form</b> (to be completed by 3rd party)
<b>Safety</b>	Internal Transfer Request Form - Part A Safety Medical and Underhoused (Requested)	Internal Transfer Request Form - Part B Safety
<b>Medical</b>	Internal Transfer Request Form - Part A Safety Medical and Underhoused (Requested)	Internal Transfer Request Form - Part B Medical
<b>Underhoused</b>	Internal Transfer Request Form - Part A Safety Medical and Underhoused (Requested)	Not Applicable
<b>Overhoused</b>	Internal Overhoused Transfer Request Form (Required)	Not Applicable

# Moving In

**Some additional criteria for requested transfers may include requirements, such as:**

- You have lived in your unit for at least a full year
- Your home has been kept in good condition. Unit inspections will be conducted prior to transfer. Repayment for repairs will be required.
- You are not behind on your rent payments, or you are complying with a repayment agreement.

Your request will be considered by the Transfer Evaluation Committee. You will be informed of the committee's decision. If your request is approved, you will be placed on the Internal Transfer Waitlist.

Transfer offers follow the same 'one offer' rule as for RGI housing – refusal or failure to respond to an offer within the prescribed period will result in the cancellation of the transfer request. You may not be able to reapply for a transfer for the same reason.

For more information and to access our transfer documents, please visit [www.wechc.com/transfers](http://www.wechc.com/transfers)

## Moving Out

If you wish to terminate your lease and move out of your unit early, 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 Property Manager or complete a Tenant's Notice to Terminate the Tenancy - Form N9 available to you upon request at our Site Office. We will send you a written confirmation of your intent upon receiving your notice, 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. You will be charged for any repairs needed due to negligence.

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

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

# Moving In

## Eviction

Eviction is always the last option. Your unit is your home. We will do our best to help you stay there. However, you must follow 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 tenants, several reasons for loss of subsidy can include:**

- You have given false information about your income, and that of your family members living in your unit. You also misreported 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.
- Incomplete annual review documentation.

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

# You and Your New Home

## Visitors

Please be considerate of your neighbors when having guests. You must respect the reasonable enjoyment of our other tenants. Stereos, radios, and televisions should be kept at respectful levels.

Tenants are legally responsible for the conduct of their guests. Please consider the time of day when having guests over and follow community's Noise By-Laws.



## Television and Phone Service

Tenants must call their local cable or telephone company to get service. Tenants must pay all costs for cable use, install, and service. If you want satellite services, please check with your Property Manager before installing a satellite dish. This will ensure you follow the proper 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 or animal welfare 1-833-926-4625.

# You and Your New Home

## 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 CHC property and help us keep your community safe and inviting. Report any vandalism to CHC staff immediately. See our website ([www.wechc.com](http://www.wechc.com)) or your Site for the incident report form.

## Common Areas

Some situations can cause conflict between neighbours, especially when basic rules are not respected. Please pay attention to the following rules to keep friendly and respectful relations between tenants:

**KEEP HALLS AND STAIRWELLS CLEAN** - Please DO NOT leave footwear, mats, carts, bikes, or scooters in the halls or stairways. It is against the Fire Code and a safety concern.

**ALCOHOL** - Drinking alcohol is prohibited in all common areas, indoors and outdoors. This includes landings, hallways, stairwells, and outdoor green spaces. Do not loiter in common areas if it is disruptive to other tenants.

**SMOKING** - All tenants must comply with the smoking ban on CHC property and 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 tenants of Windsor and Essex County. When you sign a lease with CHC, you will agree not to smoke in your home or anywhere within nine meters (9) away from any windows, doors, vents, entrances or exits.

**PRIVACY AND SAFETY** - Please keep your unit door closed and locked, whether home or not. This ensures your safety and reduces noise and odour complaints.

# You and Your New Home

**LAUNDRY** - Please be respectful if you live in a building with shared laundry 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.

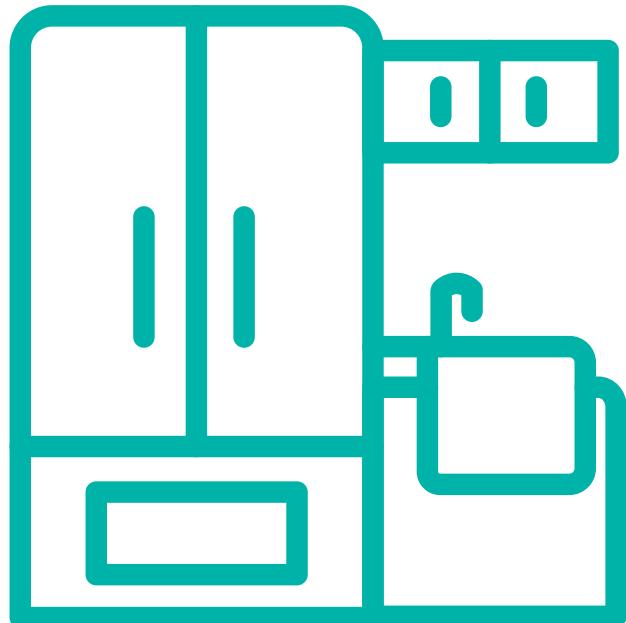
## Windows, Screens and Doors

Screens and storm windows are not to be removed except for cleaning. If they are damaged, inform your local 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

Some CHC units come with appliances; this will be outlined when you are offered your unit. Appliances work best if they are cleaned regularly and maintained properly. You may have to pay for repairs or replacements if carelessness or misuse causes damages to appliances. CHC will take care of repairs due to normal wear and tear but tenants are responsible for keeping the appliances in good working order.



# You and Your New Home

For homes with water heaters, not all heaters are owned and maintained by CHC. If you see a Reliance or other provider sticker on your water heater, please call the toll-free number on it. If there is no sticker on the tank, contact your local CHC office for water heater repair information.

Please let your Property Manager know of your intent before installing air conditioners in your unit. Tenants are responsible for all related installation and operating costs. Air conditioners are only to be installed in windows or designated openings. Do not make openings in other areas without the permission of your Property Manager or Site Office staff. Check with your Property Manager or Site Office whether you require a window air-conditioner or a sleeve air conditioner.

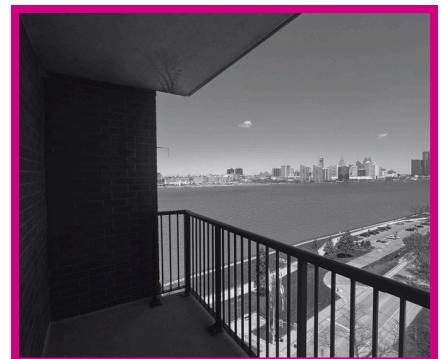
## Balconies

Balconies are great for fresh air. We encourage you to use your outdoor space, but please follow these rules for everyone's safety:

- Never leave small children or pets alone on the balcony.
- Balconies should not be used as a storage area.
- 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 any wildlife 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 (including water) 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.



# You and Your New Home

## Getting Involved

We want to partner with our tenants. You should help decide about your community. We believe tenant participation is key to healthy, supportive communities. Please share your ideas and concerns. Also, attend community meetings and events. Feel free to email [community@wechc.com](mailto:community@wechc.com) to get involved.

### WECHC COMMUNITY RELATIONS WORKERS (CRW)

Our team consists of Social Workers, Community Relations workers and a Community Development Coordinator. We are passionate about enhancing the lives of CHC's tenants and are committed to:

**Building Relationships:** Fostering strong relationships with tenants to create a sense of belonging and community.

**Connecting with Community Partners:** Collaborating with local organizations to connect tenants with valuable resources and opportunities, strengthening our community network.

Through a variety of events and programs, we aim to create inclusive spaces where every tenant feels valued and heard.



# You and Your New Home

## The 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 Property Manager.
- Reporting vandalism to the Property Manager.
- Assisting in lock-outs.
- Monitoring Fire Alarm Systems and assisting in cases of fire alarms.
- Reporting disturbances to the Property 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 Property Manager, not the Building Attendant.

# Housekeeping and Decorating

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

If your Property Manager allowed you to paint or change your unit, you must restore it 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 must care for the lawn in the warm months. This includes cutting the grass, raking leaves, weeding, watering, and picking up trash. CHC provides basic landscaping and care for common areas. Still, tenant cooperation is appreciated in keeping our communities clean and safe.

## Insects and 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 wildlife as these animals often carry diseases and can harm your property or attract unwanted pests.

# Housekeeping and Decorating

If you find bedbugs or cockroaches, please tell your Property Manager and treatment will be scheduled. 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 mean throwing out cardboard boxes and grocery bags. They're a common way for cockroaches and their eggs to enter the home.

For bedbugs, a popular home prep method is to remove clutter. Move your furniture away from the walls to allow access for treatment. If given treatment instructions, please follow them as best you can. This will help achieve the best results. For help with your unit, please contact your Community Relations Worker.

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

## Flooring

It is up to you to protect the existing flooring in your home and keep it clean. The tenant is financially responsible for damages from misuse or poor maintenance.

Do not install new flooring without written permission from your Property Manager. There are specific guidelines you must follow for installing 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

Do not alter your home in any way without CHC consent. This includes changing fixtures, installing carpet or flooring, and painting. Please put your request in writing. Then, follow up with your Property Manager at your local CHC office. Work should not begin until permission is granted.

There are some alterations that are prohibited. While permission may be given for a variety of alterations, some work is prohibited. For example, you may not change the dwelling's use. This includes knocking down walls, changing the bedroom count, or altering the plumbing and electrical.

Please follow the guidelines for your new home. This will ensure you are not charged for restoring any changes you make.

# Housekeeping and Decorating

## Painting and Wallpaper

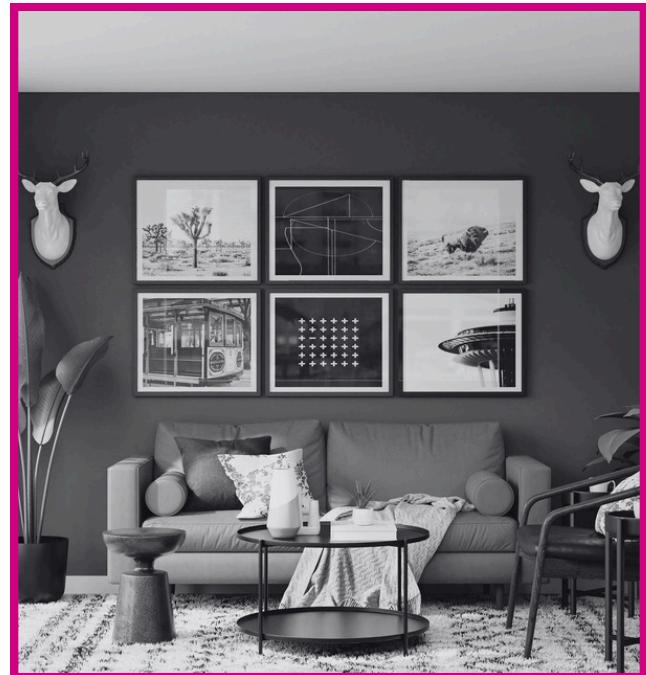
Although most units are painted before move-in, tenants may paint and decorate their homes once they receive CHC approval. You may be asked to return the unit to its original condition before moving out of the unit. For instance, if you paint using bright or dark colours, you may have to re-paint the 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 Property Manager.

## Pictures and Shelving

When hanging pictures and mirrors, please DO NOT use nails or screws. They will damage the walls. Please use removable hooks made for drywall instead. They're affordable and available at most hardware stores. They come in various sizes to suit your picture's weight.

Also, please use self-supporting shelves wherever possible, not wall-hung ones. Self-supporting shelves offer extra storage space and will protect the walls from damage. Do not use shelving and fixtures that require wall-mount brackets. Tenants are responsible for any damage 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. Tenants are also responsible for damages caused by a family member, friend, guest, or pet allowed onto the property.

# Housekeeping and Decorating

## **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 – broken doors, windows or screens, 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 will cover the costs for repairs which would be considered normal wear and tear. Please report any/all maintenance issues before moving out so that proper maintenance can be made in a timely fashion.

## **Garbage Disposal and Recycling**

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

To help with garbage disposal, please place all garbage in securely tied plastic bags. Then, put the bags down the garbage chute, in a receptacle, or in the large bins provided in your community. Please do not store or leave garbage in the hallways, entranceway's, 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 arrange to collect larger unwanted items, like 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.

# Housekeeping and Decorating

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

- Please put your garbage in the large outdoor garbage bins 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. It is your responsibility to learn your collection schedule by calling the city's 311 number or by asking a neighbour.
- Please only put your garbage at the road on the day it is to be collected or the evening prior city by-laws state that tenants are not to leave trash out at all times.
- You are responsible for picking up all garbage around your home and any garbage left after collection (e.g., bags ripped by a dog, improper containers).

**You may be charged if CHC or City staff remove garbage left in your yard or on your porch.**

Tenants can take pride in their communities by recycling to help keep the environment clean, healthy, and safe. CHC is committed to finding ways to help minimize our footprint on the environment offering community recycling programs in many of our family neighborhoods. Tenants are encouraged to take an active part in municipal recycling programs, no matter where you live.

## Do Not Put Any Bags into the Recycle Bins.

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



# Safety and Security

For all fire and medical emergencies, call 911

## Building Safety and Security

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

To ensure everyone's safety and the safety of others living in your building, please keep the door to your home closed and ensure that all main access doors are closed and locked at all times.

Never let individuals that you do not know including solicitors or canvassers inside the building even if they are requesting entrance to visit another tenant. Instruct them to use the intercom. CHC will always inform you in advance of any maintenance workers or contractors who may need access to your home. All CHC staff or contractors will have CHC ID or paperwork that supports their purpose.

CHC uses video surveillance systems within our office locations and some of our communities. These video surveillance systems may be operational and monitored at all times but there is no guarantee. If our surveillance systems alert us to criminal activity, we generally alert the police. If you are the victim of crime, we encourage you to report it to the police.

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. Please inform your Property Manager as soon as possible if you notice that the lights in the parking facilities are not working.

Let your Site Office know if you plan to be away for a long time. Also, close and lock all doors and windows before you leave.



# Safety and Security

For all fire and medical emergencies, call 911

## Fire Safety and 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 Detectors 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 in advance if any testing is planned in your home. Routine testing schedules for apartment buildings are posted in the building lobby. The smoke alarms in all CHC properties are very sensitive to provide give you with the earliest warning of danger. If you suspect faulty safety equipment, please contact CHC immediately.

**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. Contact CHC immediately if your fire alarm is not working correctly.
- 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 barbecue on balconies.

# Safety and Security

For all fire and medical emergencies, call 911

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. Call the Fire Department immediately and now. then, inform the WECHC. Be specific about your concerns and location.

If 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.



# Safety and Security

For all fire and medical emergencies, call 911

## 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 any 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 must report all maintenance issues using one of our options. To report issues, call the Maintenance Phone Reporting Line.

You can submit a "Maintenance Request" form online through 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 Operations	Office Address	Contact Information
<b>Main Office</b> Monday - Friday 8:30 AM - 4:00 PM	945 McDougall St. Windsor, ON	(519) 254 - 1681 <a href="mailto:info@wechc.com">info@wechc.com</a>
<b>Zone 1 Office</b> Monday - Friday 10:00 AM - 3:00 PM Closed daily from 12 PM - 1PM	2455 Rivard Ave., Windsor (Fountainebleau Towers)	(519) 254 - 1681 ext. 2253 <a href="mailto:zone1@wechc.com">zone1@wechc.com</a>
<b>Zone 2 Office</b> Monday - Friday 10:00 AM - 3:00 PM Closed daily from 12 PM - 1PM	2455 Rivard Ave., Windsor (Fountainebleau Towers)	(519) 254 - 1681 ext. 2252 <a href="mailto:zone2@wechc.com">zone2@wechc.com</a>
<b>Zone 3 Office</b> Tuesdays and Thursdays 10:00 AM - 3:00 PM Closed daily from 12 PM - 1PM	3100 Meadowbrook Pl., Windsor	(519) 254 - 1681 ext. 3100 <a href="mailto:zone3@wechc.com">zone3@wechc.com</a>
<b>Zone 4 Office</b> Monday, Wednesday, Thursday  10:00 AM - 3:00 PM Closed daily from 12 PM - 1PM	140 Bridge Ave., Windsor (Ashgrove Manor)	(519) 254 - 1681 ext. 3104 <a href="mailto:zone4@wechc.com">zone4@wechc.com</a>

# Maintenance

Office and Hours of Operations	Office Address	Contact Information
<b>Zone 5 Office</b> Monday, Wednesday, Thursday 10:00 AM - 3:00 PM Closed daily from 12 PM - 1PM	920 Ouellette, Windsor ON	(519) 254 - 1681 ext. 3107 zone5@wechc.com
<b>Zone 6 Office</b> Monday - Friday 10:00 AM - 3:00 PM Closed daily from 12 PM - 1PM	415 University Ave. E., Windsor (Chateau Masson)	(519) 254 - 1681 ext. 2228 zone6@wechc.com
<b>Zone 7 Office</b> Monday - Friday 10:00 AM - 3:00 PM Closed daily from 12 PM - 1PM	415 University Ave. E., Windsor (Chateau Masson)	(519) 254 - 1681 ext. 2244 zone7@wechc.com
<b>Zone 8 Office</b> Tuesdays and Thursdays 10:00 AM - 3:00 PM Closed daily from 12 PM - 1PM	605 Mill St., Windsor (Arthur Reaume Manor)	(519) 254 - 1681 ext. 2258 zone8@wechc.com
<b>Zone 9 Office</b> Monday - Friday 9:00 AM - 4:00 PM Closed daily from 12 PM - 1PM	35 Victoria Ave. Unit 6, Essex	(519) 254 - 1681 ext. 4000 zone9@wechc.com

CHC has a strong preventative maintenance program which helps keep our buildings, equipment, and assets in good condition. This maintenance is intended to extend the life of our buildings and delay major repairs as long as possible. You will be informed in advance of any inspections or maintenance work on your home or building.

# Maintenance

## Regular Maintenance and Repairs

Tenants can report maintenance issues anytime via the Maintenance Reporting Line. They can also visit a Site Office during business hours to fill out a Maintenance Request Form. Tenants can also submit a maintenance request online through our "Maintenance Request" form. All maintenance requests are reviewed and attended to on a priority basis.

All tenants are encouraged to report maintenance concerns promptly. CHC will provide maintenance on items we are responsible for if the repair is due to regular use, not tenant misuse or negligence. Please keep your home's plumbing, appliances, and fixtures in good order. This will avoid unnecessary maintenance. 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.

Repair times may be longer when outside contractors are used or replacement parts need to be ordered. If your concern is not addressed in a timely manner, please report it to your Property Manager or the Customer Service Line.

## Emergency Maintenance

Problems after hours may be inconvenient, but only floods, fires, and deaths are 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:	Emergencies do NOT include:
<ul style="list-style-type: none"><li>- Issues may cause personal injury or pose a health risk.</li><li>- No heat, electricity or water in your unit.</li><li>- Broken water lines or a water leak in your unit.</li><li>- Your toilet does not work, and you only have one washroom.</li><li>- Maintenance that will cause further damage to your property or WECHC property.</li></ul>	<ul style="list-style-type: none"><li>- General inquiry.</li><li>- Appliance breakdown.</li><li>- Burnt fuses or light bulbs.</li><li>- Leaky taps.</li><li>- Blocked toilets that are not overflowing and will not cause water damage.</li><li>- Minor repairs or problems that can be attended to on the next working day.</li></ul>

# 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 tenants.

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 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 tenants with an electronic version of our "Compliments, Complaints, and Feedback" form for registering comments and criticisms.

### Settling Disputes

If a dispute arises between you and another CHC tenant. 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 tenant – 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 Property 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.



# Protecting Your Rights

## How To File a Complaint

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

- By calling the CHC Customer Service Line at 519-254-1681 extension 3030.
- Online through our "Compliments, Complaints, and Feedback" form.
- 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

## Legislation

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

### Residential Tenancy Act

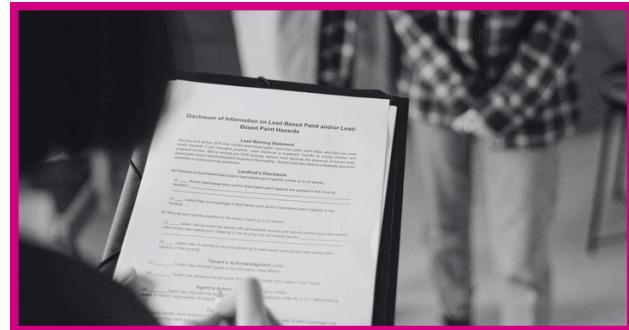
### Housing Services Act

## 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 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)

On the next page, please find the essential highlights of tenant and landlord obligations.



# Protecting Your Rights

## 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 tenants of social housing providers. WECHC operates under the Housing Services Act (2012).

# Protecting Your Rights

## Here is how this affects your tenancy:

1. If your income or household composition changes outside of your normal annual review time, please report the change in writing or in-person to your Property Manager within 30 calendar days of the change. If you do not report these changes, you could be charged for back rent, lose your rent-geared-to-income (RGI) subsidy, or both.

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).
- Ontario Disability Support Program (ODSP).
- 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 overhoused.

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. You can complete this form online at [www.wechc.com/request-review-decision](http://www.wechc.com/request-review-decision)

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

# Protecting Your Rights

## Discrimination and Harassment

CHC is committed to building and preserving a safe, productive and healthy community for its tenants 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. Should an incident arise, tenants are able to submit an "Incident Report" form online at [www.wechc.com/incident-report-form](http://www.wechc.com/incident-report-form).

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
-Age	-Gender Identity and Expression
-Ancestry, Colour, Race	-Receipt of Public Assistance (in housing only)
-Citizenship	- Record of offences (in employment only)
-Place of Origin	- Sex (including pregnancy and breastfeeding)
-Disability	- Sexual orientation
-Family Status	

Protected Grounds are:

- Accommodation (housing)
- Contracts
- Employment
- Goods, Services and Facilities
- Membership in unions, trade or professional associations

# Protecting Your Rights

**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:
  - When did it happen? Date and time.
  - Where did it happen?
  - Who saw or heard what happened?
  - What did you do at the time?
3. Report the situation to your Community Relations Worker or your Tenant Services Manager.
4. If you feel a CHC staff member or contractor has harassed or discriminated against you, you may file a complaint to his or her supervisor, or in writing to the CEO's office.
5. Whether or not you make a formal complaint to 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 4 of this handbook.

# Community Resources

If you need legal advice surrounding your tenancy 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

Contact Info: (519) 256 - 7831

Address: 2443 Ouellette Ave. Windsor ON N9A 4J2

## Community Legal Aid

Contact Info: (519) 253 - 7150

[cla@uwindsor.ca](mailto:cla@uwindsor.ca)

Address: 443 Ouellette Ave. Windsor, ON N9A 4J2

## Bilingual Legal Clinic

Contact Info: (519) 253 - 3526

Address: 1170 Langlois Ave., Windsor ON N8X 4M5

## Rental Housing Enforcement Unit

Contact Info: 1 (888) 772-9277

The Rental Housing Enforcement Unit can help you with:

- You can contact the provincial government's Rental Housing Enforcement Unit (RHEU) if your landlord violates your rights under the Residential Tenancies Act. For example, if your landlord:
  - harasses you,
  - evicts you illegally,
  - comes into your place without permission, or
  - threatens to do any of the above.
- The RHEU also enforces the provincial maintenance standards, which apply whenever there are no local property standards.

If you require a service to take a complaint of discrimination and harassment, even if it may not involve the CHC, you may contact:

## Ontario Human Rights Commission

Contact Info: 1 (800) 387- 9080

[info@ohrc.on.ca](mailto:info@ohrc.on.ca)

Address: 180 Dundas Sr. West 8th Floor Toronto, ONM7A 2R9

# Community Resources

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

Contact Info: 1 (800) 263 - 1830

[info@ombudsman.on.ca](mailto:info@ombudsman.on.ca)

Address: 483 Bay Street 10th Floor, South Tower Toronto, ON M5G 2C9

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.

## Landlord Tenant Board:

Contact Info: 1-888-332-3234

<https://tribunalsontario.ca/ltb/>

The purpose of the Landlord and Tenant Board (LTB) is to resolve disputes between residential landlords and tenants, and deal with eviction applications filed by non-profit housing co-operatives.

The LTB also provides information about its practices and procedures and the rights and responsibilities of landlords and tenants under the Residential Tenancies Act. The Board does not give legal advice.

# Community Resources

## Important Numbers – Quick Reference

### Emergency

If there is an emergency, dial 911

An emergency could be:

- If there is fire or smoke in your unit 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.

### Hospitals

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

Phone: 519-254-5577

Met Campus: 1995 Lens Avenue, Windsor

Ouellette Campus: 1020 Ouellette Avenue, Windsor

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

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

# Community Resources

## Additional Community Numbers

Family Services Windsor Essex: 519-966-5010

Canadian Mental Health Association (Windsor Branch): 519-255-7440

Hiatus House: 519-252-7781

Windsor Essex County Food Bank Association: 519-944-4900 Ext. 105

Unemployed Help Center: (519) 944-4900

Keep the Heat: 519-944-4900

Downtown Mission: 519-973-5573

United Way: 519-258-0000

Kids Help Line: 1-800-668-6868

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

Crime Stoppers: 1-800-222-8477

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

Employment Insurance: 1-800-206-7218

Child Tax Benefit: 1-800-387-1193

Canada Revenue Agency: 1-800-959-8281

Citizenship & Immigration: 1-888-242-2100

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

For all City of Windsor calls: 311

For any concerns in Greater Essex County: 211