



## RENFREW COUNTY HOUSING CORPORATION

Thursday, May 12, 2011

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A meeting of the Renfrew County Housing Corporation Board of Directors was held in the Council Chambers, County of Renfrew Administration Building, Pembroke, Ontario on Thursday, May 12, 2011 at 9:30 a.m.

Directors Present: Peter Emon, Audrey Green, Richard Rabishaw, Robert Sweet, Harold Weckworth, Jack Wilson, Ed Jacyno

Directors Absent: David Thompson

Officers Present: W. James Hutton, Chief Executive Officer  
James D. Kutschke, Treasurer  
David Anderson, Chief Operating Officer

Also Present: Carol Neill, General Manager, Renfrew County Housing Corporation  
Chery Leigh, Ontario Works Manager  
Judy Mulvihill, Manager of Child Care Services  
Karen McManus, Administrative Assistant

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Chair Emon called the meeting to order at 9:30 a.m. The roll was called and no pecuniary interests were disclosed.

### **RESOLUTION NO. RCHC-C-11-05-23**

Moved by: Mayor Wilson

Seconded by: Mayor Rabishaw

THAT the minutes of the Renfrew County Housing Corporation Board of Directors meeting of April 14, 2011 be adopted as printed and circulated.

CARRIED.

Ms. Carol Neill, General Manager, overviewed the Monthly Report including information on staffing, training, tenant issues, financial reports, and program updates. She advised that the Building Custodian position in Barry's Bay/Palmer Rapids has been filled.

The Coordinated Access waiting list numbers for the month of April 2011 were reviewed. There were a total of 781 applicants on the waitlist as at April 30, 2011.

The Consolidated Treasurer's report, as well as the Financial Expenses report as at March 31, 2011 was reviewed.

Ms. Neill overviewed the Capital Budget work and tenders awarded for both Renfrew County Housing Corporation and Ottawaska Housing Project. Ms. Neill provided a review of the

Capital Work Variance Report as well as a review of the projects being completed using Social Housing Renovation and Retrofit Program (SHRRP) funding.

The Arrears Report for April 2011 was circulated and reviewed.

Ms. Neill reviewed for the Board's information the spring edition of the Housing Newsletter, which is sent out to all Renfrew County Housing Corporation tenants.

Ms. Neill reported that under the Social Housing Reform Act, 2000 (SHRA), the consent of the Minister of Municipal Affairs and Housing (MMAH) is required under certain circumstances before Service Managers (SMs) can take certain actions. Under the SHRA, Minister's consent is required when:

- A SM wants to encumber a social housing project;
- A SM wants to sell or otherwise dispose of a social housing project;
- A SM wants to develop or redevelop social housing land;
- A SM wants to exercise a remedy available to it under the SHRA in a social housing project that has been declared a Project in Difficulty under Section 18 of the SHRA;
- A SM wants to remove all or some of the Directors of a social housing project board.

As approved in the Social Housing Renovations and Retrofit Program (SHRRP), Renfrew County Housing Corporation will be installing an elevator system at the Palmer Rapids complex. The Palmer Rapids complex will have an addition added to the exterior of the existing building, which will house the elevator system. Due to the expansion of the building, the SHRA requires RCHC to obtain Ministerial Consent. In order to obtain Ministerial Consent, RCHC requires the support of Renfrew County Council by way of resolution. Approved funding (100%) for the Limited Use/Limited Access (LULA) elevator is being provided under the Affordable Housing Program – Social Housing Renovation and Retrofit Program.

#### **RESOLUTION NO. RCHC-C-11-05-24**

Moved by: Mayor Wilson

Seconded by: Mayor Rabishaw

THAT the Renfrew County Housing Corporation (RCHC) Board of Directors recommends to the Social Services Committee and County Council to support the RCHC request to the County of Renfrew for funding under the Social Housing Renovation and Retrofit Program (SHRRP) for \$330,000 for the installation of an elevator at 5967 Palmer Road, Palmer Rapids, Ontario. Due to the nature of the design of the elevator project, Ministerial Consent is required in order to proceed.

CARRIED.

#### **RESOLUTION NO. RCHC-C-11-05-25**

Moved by: Reeve Green

Seconded by: Mayor Rabishaw

THAT the Monthly Report (attached as Appendix A) be adopted as presented.

CARRIED.

**RESOLUTION NO. RCHC-C-11-05-26**

Moved by: Mayor Wilson

Seconded by: Mayor Weckworth

THAT this meeting become a closed meeting for the following purpose(s): Time 9:55 a.m.

- |  |                                     |
|--|-------------------------------------|
| (a) the security of the property of the municipality or local board;   | <input checked="" type="checkbox"/> |
| (b) personal matters about an identifiable individual, including municipal or local board employees;   | <input type="checkbox"/>            |
| (c) a proposed or pending acquisition or disposition of land by the municipality or local board;   | <input type="checkbox"/>            |
| (d) labour relations or employee negotiations;   | <input type="checkbox"/>            |
| (e) litigation or potential litigation, including matters before administrative tribunals, affecting the municipality or local board;  | <input checked="" type="checkbox"/> |
| (f) advice that is subject to solicitor-client privilege, including communications necessary for that purpose;   | <input type="checkbox"/>            |
| (g) a matter in respect of which a council, board, committee or other body may hold a closed meeting under another act;  | <input type="checkbox"/>            |
| (h) a meeting of a council or local board or of a committee of either of them may be closed to the public if the following conditions are both satisfied:                              | <input type="checkbox"/>            |
| i. The meeting is held for the purpose of educating or training the members AND  |                                     |
| ii. At the meeting, no member discusses or otherwise deals with any matter in a way that materially advances the business or decision-making of the council, local board or committee. |                                     |

CARRIED.

**RESOLUTION NO. RCHC-C-11-05-28**

Moved by: Mayor Wilson

Seconded by: Reeve Green

THAT the meeting resume as an open meeting. Time 10:00 a.m.

CARRIED.

Chair Emon noted that the Annual General Meeting of the Renfrew County Housing Corporation will be held on June 16, 2011 beginning at 9:00 a.m., prior to the regularly scheduled Board meeting.

**RESOLUTION NO. RCHC-C-11-05-29**

Moved by: Mayor Rabishaw

Seconded by: Mayor Wilson

THAT the next meeting of the Renfrew County Housing Corporation Board of Directors be held on Thursday, June 16, 2011 and this meeting adjourn. Time 10:02 a.m.

CARRIED.

**COUNTY OF RENFREW  
DEPARTMENT OF SOCIAL SERVICES**

**RENFREW COUNTY HOUSING CORPORATION**

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TO: Renfrew County Housing Corporation Board of Directors  
FROM: Carol Neill, General Manager  
DATE: May 12, 2011  
SUBJECT: Monthly Report

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1. HUMAN RESOURCES

1.1 Staffing

The external posting for the full-time Building Custodian, Renfrew Site closed on April 21, 2011, interviews to follow - 141 applications received.

Interviews were held on April 19 and 20, 2011 for the full-time Building Custodian, Palmer Rapids and Barry's Bay Site. An employment offer has been made.

The internal posting for the full-time Tenant Relations Coordinator, Renfrew Site closed on April 26, 2011.

The external posting for the full-time Building Custodian, Arnprior Site closed on April 28, 2011 - 84 applications received.

Training

On April 27, 2011, Dan Graham, Tony Ashley, and Lynda Rogers attended a Yardi Construction Module training workshop in Kingston.

Health and Safety

A meeting of the Joint Health & Safety Representatives was held on April 6, 2011. The meeting covered such items as student safety checklists, fire drill meetings, and bulk purchasing.

2. APPLICANT/TENANT ISSUES

2.1 Coordinated Access

	<b>Total # of Move outs Apr 30/11</b>	<b>Total # of Move ins May 1/11</b>	<b>Total # of Internal Transfers</b>
<b>ARNPRIOR</b>	0	3	0
<b>RENFREW</b>	3	2	0
<b>PEMBROKE AREA</b>	4	6	1

	<b>Total # of New Applicants April</b>	<b>Total # on Waitlist Apr 30/11</b>	<b>Total # SPP on Waitlist Apr 30/11</b>
<b>FAMILY</b>	14	321	25
<b>ADULT</b>	23	372	7
<b>SENIOR</b>	2	88	0

*\*SP = Special Priority (Victim of Family Violence)*

The total # of applicants on the waitlist represents actual number of households waiting for housing (meaning there are no duplications).

RCHC Comparison Waiting List Report is attached as Appendix RCHC-I.

2.2 Tenant Issues

<b>April 2011</b>	<b>Arnprior</b>	<b>Renfrew</b>	<b>Pembroke &amp; Area</b>
N4's Issued	35	16	66
N7's Issued	0	0	0
N11's Issued	0	1	0
L1's Issued	0	0	4
L2's Issued	0	0	0
L4's Issued	0	1	0
L9's Issued	1	0	0
Sheriff Evictions	0	0	0
N5's/N6's Issued	1	2	2
N8 Issued	0	0	1

N4 Notice to Terminate a Tenancy Early for Nonpayment of Rent

N5 Notice to Terminate a Tenancy Early

N6 Notice to Terminate a Tenancy Early - Illegal Act or Misrepresentation of Income

- N7 Notice to Terminate a Tenancy for Impaired Safety
- N11 Agreement to Terminate a Tenancy
- L1 Application to Terminate a Tenancy for Non-Payment of Rent
- L2 Application to Terminate a Tenancy and Evict a Tenant
- L4 Application to Terminate a Tenancy Tenant Failed to Meet Conditions of a Settlement or Order
- L9 Application to Collect Rent the Tenant Owes

3. FINANCIAL

3.1 Operating Budget

The Consolidated Treasurer's Report for Renfrew County Housing Corporation as of March 31, 2011 is attached as Appendix RCHC-II.

Details of the Financial Expenses as at March 31, 2011 are attached as Appendix RCHC-III.

3.2 Capital Budget

- Job #1104      Evestrough/Soffit/Facia – 59 Wallace St., Eganville  
Awarded to: TCB Construction in the amount of \$13,037.00 tax included  
*Status: in progress*
  
- Job #1106      Replace Service Doors – 59 Wallace St., Eganville  
Awarded to: TCB Construction in the amount of \$5,494.00 tax included  
*Status: in progress*
  
- Job #1107      Flooring Upgrades – Various**  
*Status: sixteen completed and one in progress*
  
- Job #1108      Bathroom Upgrades – Various**  
*Status: seven completed and zero in progress*
  
- Job #1110      Appliance Replacement – Various**  
*Status: twelve refrigerators and six stoves*
  
- Job # 1114      Windows and Exhaust in laundry room – 400 Nelson St., Pembroke  
Awarded to: TCB Construction in the amount of \$2,239.00 tax included  
*Status: in progress*
  
- Job # 1115      Storage Room – 400 Nelson St., Pembroke  
Awarded to: TCB Construction in the amount of \$1,969.00 tax included  
*Status: in progress*
  
- Job # 1125      Service Door Outside Storage Room – 236 Hall Ave., Renfrew**  
**Awarded to: Pynacker Doors in the amount of \$1,128.00 tax included**  
*Status: complete*

Job # 1127 Air Make-Up Unit – 8 Burwash St., Renfrew  
Awarded to: Bob Howard Engineering in the amount of \$7,632.00 tax included  
*Status: design stage*

Job # 1139 Exterior Doors – Moran Heights  
Awarded to: Valley Windows & Doors in the amount of \$59,585.63 tax included  
*Status: in progress*

Unplanned Jobs Completed From Surplus

- #U1101 Safety Roof Rails – 63 Russell Street, Arnprior
- #U1102 Security Camera – 236 Hall Avenue, Renfrew
- #U1103 Door Operator – 236 Hall Avenue, Renfrew
- #U1104 Fire Plans – All apartment buildings
- #U1105 Exterior Door – 425 Nelson Street, Pembroke
- #U1106 Re-shingle Shop Roof – 59 Wallace Street, Eganville
- #U1107 Fire Door – 8 Burwash Street, Arnprior
- #U1108 Cylinder Locks for Automatic Doors – Various locations
- #U1109 New Enterphone System – 8 Burwash Street, Arnprior
- #U1110 Exterior Door – 966 Bronx Street, Pembroke

Door Funding

**Job #D1101 Kitchen Cabinets – 510 MacKay Street and 515 River Road, Pembroke**  
**Awarded to: Stephens General Contracting in the amount of \$141,304.24 tax included**  
***Status: in progress***

Capital Budget – Ottawa

**Job #OTT1103 Flooring Upgrades – Various**  
***Status: one completed and zero in progress***

**Job #OTT1106 Bathroom Upgrades – Various**  
***Status: zero completed and one in progress***

The Capital Works Variance Report is attached as Appendix RCHC-IV.

### 3.3 Current Arrears

The April Arrears Reports will be tabled on meeting day.

The comparison arrears report is attached as Appendix RCHC-V

## 4. PROGRAM UPDATES/CHANGES

### 4.1 Communications to Tenants

Attached as Appendix RCHC-VI and Appendix RCHC-VII, are the newsletters sent to all RCHC Tenants.

Report respectfully submitted.

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**Comparison Waiting List Report**

<i>Pembroke &amp; Area</i>	Dec 31st 2010	Jan 31 <sup>st</sup> 2011	Feb28 <sup>th</sup> 2011	Mar 31 <sup>st</sup> 2011	Apr 30 <sup>th</sup> 2011	May 31 <sup>st</sup> 2011	Jun 30 <sup>th</sup> 2011	July 31 <sup>st</sup> 2011
<i>Family</i>	171	173	178	187	182			
<i>Adults</i>	309	299	289	294	297			
<i>Seniors</i>	71	74	75	77	74			
<b>TOTALS</b>	551	546	542	558	554			

<i>Arnprior</i>	Dec 31st 2010	Jan 31 <sup>st</sup> 2011	Feb28 <sup>th</sup> 2011	Mar 31 <sup>st</sup> 2011	Apr 30 <sup>th</sup> 2011	May 31 <sup>st</sup> 2011	Jun 30 <sup>th</sup> 2011	July 31 <sup>st</sup> 2011
<i>Family</i>	95	94	92	98	99			
<i>Adults</i>	98	100	97	92	94			
<i>Seniors</i>	36	34	32	36	34			
<b>TOTALS</b>	229	228	221	226	227			

<i>Renfrew</i>	Dec 31st 2010	Jan 31 <sup>st</sup> 2011	Feb28 <sup>th</sup> 2011	Mar 31 <sup>st</sup> 2011	Apr 30 <sup>th</sup> 2011	May 31 <sup>st</sup> 2011	Jun 30 <sup>th</sup> 2011	July 31 <sup>st</sup> 2011
<i>Family</i>	86	87	88	86	89			
<i>Adults</i>	84	79	77	75	73			
<i>Seniors</i>	12	11	10	13	11			
<b>TOTALS</b>	182	177	175	174	173			

<i>RCHC</i>	Dec 31st 2010	Jan 31 <sup>st</sup> 2011	Feb28 <sup>th</sup> 2011	Mar 31 <sup>st</sup> 2011	Apr 30 <sup>th</sup> 2011	May 31 <sup>st</sup> 2011	Jun 30 <sup>th</sup> 2011	July 31 <sup>st</sup> 2011
<i>Family</i>	352	354	358	371	370			
<i>Adults</i>	491	478	463	461	464			
<i>Seniors</i>	119	119	117	126	119			
<b>TOTALS</b>	962	951	938	958	954			

## Comparison Waiting List Report Continued.....

<i>Pembroke &amp; Area</i>	Dec 31 <sup>st</sup> 2010	Aug 31 <sup>st</sup> 2011	Sept 30 <sup>th</sup> 2011	Oct 31 <sup>st</sup> 2011	Nov 30 <sup>th</sup> 2011	Dec 31 <sup>st</sup> 2011		
<i>Family</i>	171							
<i>Adults</i>	309							
<i>Seniors</i>	71							
<b>TOTALS</b>	<b>551</b>							

<i>Arnprior</i>	Dec 31 <sup>st</sup> 2010	Aug 31 <sup>st</sup> 2011	Sept 30 <sup>th</sup> 2011	Oct 31 <sup>st</sup> 2011	Nov 30 <sup>th</sup> 2011	Dec 31 <sup>st</sup> 2011		
<i>Family</i>	95							
<i>Adults</i>	98							
<i>Seniors</i>	36							
<b>TOTALS</b>	<b>229</b>							

<i>Renfrew</i>	Dec 31 <sup>st</sup> 2010	Aug 31 <sup>st</sup> 2011	Sept 30 <sup>th</sup> 2011	Oct 31 <sup>st</sup> 2011	Nov 30 <sup>th</sup> 2011	Dec 31 <sup>st</sup> 2011		
<i>Family</i>	86							
<i>Adults</i>	84							
<i>Seniors</i>	12							
<b>TOTALS</b>	<b>182</b>							

<i>RCHC</i>	Dec 31 <sup>st</sup> 2010	Aug 31 <sup>st</sup> 2011	Sept 30 <sup>th</sup> 2011	Oct 31 <sup>st</sup> 2011	Nov 30 <sup>th</sup> 2011	Dec 31 <sup>st</sup> 2011		
<i>Family</i>	352							
<i>Adults</i>	491							
<i>Seniors</i>	119							
<b>TOTALS</b>	<b>962</b>							

**Renfrew County Housing Corporation**  
**Consolidated Treasurer's Report**  
**As at March 31, 2011**

<u>Description</u>	<u>YTD</u> <u>Actual</u>	<u>YTD</u> <u>Budget</u>	<u>Variance</u>	<u>Full Year</u> <u>Budget</u>
SALARIES	289,111	368,729	(79,618)	1,531,633
BENEFITS	70,600	86,756	(16,156)	358,169
ADMINISTRATION	256,960	274,343	(17,383)	917,089
BUILDING - HEAT LIGHT POWER	156,168	220,056	(63,888)	880,181
BUILDING - REPAIRS & MAINTENANCE	48,709	79,611	(30,902)	318,451
BUILDING - NATURAL GAS	34,294	45,987	(11,693)	183,916
BUILDING - HEATING & PLUMBING	13,984	22,569	(8,585)	90,287
BUILDING - TAXES	292,659	307,100	(14,441)	1,190,927
BUILDING - WATER	56,341	146,783	(90,442)	443,308
BUILDING - ELEVATOR	10,942	9,738	1,204	38,960
BUILDING - PAINTING	43,854	38,133	5,721	152,523
BUILDING - GARBAGE REMOVAL	11,212	9,426	1,786	37,675
BUILDING - MISC BUILDING COSTS	0	0	0	0
BUILDING - GROUNDS KEEPING	57,492	42,975	14,517	171,901
BUILDING - CAPITAL REPAIRS - non TCA	78,890	220,239	(141,349)	1,522,840
FINANCIAL - DEPRECIATION	175,715	173,862	1,853	695,268
FINANCIAL - RENT WAIVER	39,902	44,106	(4,204)	220,454
FINANCIAL - REVENUE SHORTFALL (CASH OVER/SHORT)	174	72	102	300
FINANCIAL - MORTGAGE - INTEREST	27,754	27,753	1	1,263,462
FINANCIAL - RENT SUPPLEMENT	66,423	70,500	(4,077)	282,000
FINANCIAL - RENT SUPPLEMENT - STRONG COMMUNITIES	31,818	35,022	(3,204)	140,086
FINANCIAL - RENT SUPPLEMENT - AFFORDABLE HOUSING	10,140	11,700	(1,560)	46,800
FINANCIAL - HOME OWNERSHIP	11,200	0	11,200	0
FINANCIAL - RENT BANK PROGRAM	0	0	0	0
Surplus Adjustment - Depreciation	(175,715)	(173,862)	(1,853)	(695,268)
Surplus Adjustment - Mortgage Principal	44,006	44,007	(1)	176,778
Surplus Adjustment - Transfer to Reserves	0	0	0	189,809
Surplus Adjustment - TCA	34,191	123,012	(88,821)	492,050
<b>EXPENSES</b>	<b>1,686,826</b>	<b>2,228,617</b>	<b>(541,791)</b>	<b>10,649,599</b>
GAIN / (LOSS) - DISPOSAL OF ASSETS	4,934	0	4,934	0
INTEREST ON INVESTMENTS	9,180	5,751	3,429	23,000
MISC REVENUE	19,027	7,959	11,068	31,851
HOME OWNERSHIP - EARLY REPAYMENTS	0	0	0	0
PROV SUBSIDY - RENT BANK - REVENUE	0	0	0	0
PROV SUBSIDY - DEBENTURES	0	0	0	1,153,199
Surplus Adjustment - Transfer from Reserves	0	0	0	649,362
TENANT REVENUE	899,435	921,597	(22,162)	3,686,426
COUNTY TRANSFER - BASE	1,074,730	1,074,730	0	4,489,664
COUNTY TRANSFER - AHP	21,710	11,700	10,010	46,800
COUNTY TRANSFER - AHP ADMIN	0	0	0	0
COUNTY TRANSFER - HOME OWNERSHIP	11,200	0	11,200	0
COUNTY TRANSFER - RENT BANK	0	0	0	0
COUNTY TRANSFER - RENT BANK ADMIN	0	0	0	0
COUNTY TRANSFER - SHT TRM RNT ADM	0	0	0	0
COUNTY TRANSFER - SHRRP	0	107,304	(107,304)	429,211
COUNTY TRANSFER - STRONG COMMUNITIES	35,021	35,022	(1)	140,086
<b>REVENUES</b>	<b>2,075,237</b>	<b>2,164,063</b>	<b>(88,826)</b>	<b>10,649,599</b>
<b>Municipal SURPLUS / (DEFICIT)</b>	<b>388,411.34</b>	<b>(64,554)</b>	<b>452,965</b>	<b>0</b>

**Renfrew County Housing Corporation**  
**Financial Expenses**  
**As at March 31, 2011**

Month Actual	Month Budget	Variance	Description	YTD Actual	YTD Budget	Variance	Full Year Budget
15,519.00	14,702	817.00	RENT WAIVER	39,902.00	44,106	(4,204.00)	220,454
58,186.24	57,954	232.24	DEPRECIATION	175,715.01	173,862	1,853.01	695,268
0.00	0	0.00	PROVISION FOR UNALLOCATED EXPENSES	0.00	0	0.00	0
0.00	24	(24.00)	REVENUE SHORTFALL (CASH OVER/SHORT)	174.00	72	102.00	300
8,594.54	8,595	(0.46)	MORTGAGE - Interest Only	27,753.64	27,753	0.64	1,263,462
22,341.07	23,500	(1,158.93)	RENT SUPPLEMENT	66,422.71	70,500	(4,077.29)	282,000
10,889.00	11,674	(785.00)	RENT SUPPLEMENT - STRONG COMMUNITIES	31,818.00	35,022	(3,204.00)	140,086
3,380.00	3,900	(520.00)	RENT SUPPLEMENT - AFFORDABLE HOUSING	10,140.00	11,700	(1,560.00)	46,800
0.00	0	0.00	H.I.F. SPECIAL ASSISTANCE	0.00	0	0.00	0
0.00	0	0.00	HOME OWNERSHIP	11,200.00	0	11,200.00	0
0.00	0	0.00	RENT BANK PROGRAM	0.00	0	0.00	0
15,325.46	15,325	0.46	Surplus Adjustment - Debt Principal Payments	44,006.36	44,007	(0.64)	176,778
0.00	0	0.00	Surplus Adjustment - TRF to Reserves	0.00	0	0.00	189,809
34,190.85	41,004	(6,813.15)	Surplus Adjustment - Capital	34,190.85	123,012	(88,821.15)	492,050
<b>168,426.16</b>	<b>176,678.00</b>	<b>(8,251.84)</b>	<b>Totals</b>	<b>441,322.57</b>	<b>530,034.00</b>	<b>(88,711.43)</b>	<b>3,507,007.00</b>

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# 2011 RCHC CAPITAL WORK VARIANCE REPORT

As at April 28, 2011

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JOB#	PROJECT	DESCRIPTION	BUDGET	TCA	Non TCA	PROJECTED EXPENDITURE	VARIANCE	STATUS	TCA	Non TCA
<b>RCHC</b>	<b>Annual Budget</b>								<b>Expenditures</b>	
1101	425 Nelson	Public Area Flooring	19,000.00		19,000.00	19,000.00				
1102	55 Poplar	Waterline Valves	6,000.00		6,000.00	6,000.00				
1103	55 Poplar	Scooter Storage	4,000.00		4,000.00	4,000.00				
1104	59 Wallace	Eavestrough/Soffit/Fascia	12,500.00		12,500.00	13,027.00	527.00	In Progress		
1105	59 Wallace	Balcony Repair/Painting	12,000.00		12,000.00	12,000.00				
1106	59 Wallace	Replace Service Doors	4,000.00		4,000.00	5,494.00	1,494.00	In Progress		
1107	Various	Flooring	110,000.00		110,000.00	110,000.00		In Progress		
1108	Various	Bathrooms	80,000.00		80,000.00	80,000.00		In Progress		
1109	Various	Hot Water Tanks	22,000.00	22,000.00		22,000.00				
1110	Various	Appliances	30,000.00	30,000.00		30,000.00				
1111	1 MacKercher	Parking Lot Extention	18,000.00	18,000.00		18,000.00				
1112	1 MacKercher	Garbage Enclosure	3,000.00		3,000.00	3,000.00				
1113	400 Nelson	Public Area Flooring	18,000.00		18,000.00	18,000.00				
1114	400 Nelson	Window /Exhaust in Laund	2,500.00		2,500.00	2,239.00	-261.00	In Progress		
1115	400 Nelson	Storage Room	4,500.00		4,500.00	1,969.00	-2,531.00	In Progress		
1116	75 Stafford	Public Area Paint	12,000.00		12,000.00	12,000.00				
1117	75 Stafford	Walkway Reconstruction	84,500.00	84,500.00		84,500.00				
1118	510 Mackay	Lawnmower	600.00		600.00	600.00				
1119	260 Elizabeth	Tractor	9,500.00	9,500.00		9,500.00				
1120	260 Elizabeth	Waterline Valves	15,000.00		15,000.00	15,000.00				
1121	5967 Palmer	Balcony Repair/Painting	15,000.00		15,000.00	15,000.00				
1122	5967 Palmer	Public Area Flooring	25,000.00		25,000.00	25,000.00				
1123	5967 Palmer	Appliances	21,000.00	21,000.00		21,000.00				
1124	44 Lorne	Roof over HVAC	7,500.00		7,500.00	7,500.00				
1125	236 Hall	Service Door Outside Stor	1,200.00		1,200.00	1,108.00	-92.00	In Progress		
1126	Sullivan Cres.	Windows	90,000.00		90,000.00	90,000.00				
1127	Burwash	Air Make-up Unit	80,000.00	80,000.00		80,000.00		In Progress		

JOB#	PROJECT	DESCRIPTION	BUDGET	TCA	Non TCA	PROJECTED EXPENDITURE	VARIANCE	STATUS	TCA	Non TCA
<b>RCHC Annual Budget (contd)</b>						<b>Expenditures</b>				
1128	Burwash	Tractor	30,000.00	30,000.00		30,000.00				
1129	59 Wallace	Public Area Flooring	25,000.00		25,000.00	25,000.00				
1130	Lea St.	Siding	100,000.00		100,000.00	100,000.00				
1131	Lea St.	Roof over Compound	25,000.00	25,000.00		25,000.00				
1132	19 Smith St.	Landscaping/Fencing	18,900.00		18,900.00	18,900.00				
1133	202 Cecil St.	Furnace	2,200.00	2,200.00		2,200.00				
1134	5967 Palmer	Parking Lot Reconstruction	75,000.00	75,000.00		75,000.00		In Progress		
1135	44 Lorne	Public Area Paint	11,000.00		11,000.00	11,000.00				
1136	41 Vimy	Electronic Damper on AMU	1,200.00		1,200.00	1,200.00				
1137	236 Hall	Gable Siding	14,000.00		14,000.00	14,000.00				
1138	236 Hall	Public Area Paint	22,000.00		22,000.00	22,000.00				
1139	Moran Hts	Exterior Doors	59,100.00		59,100.00	53,659.00	-5,441.00	In Progress		
1140	Burwash	Waterline Valves	15,000.00		15,000.00	15,000.00				
U1101	Russell	Safety Roof Rails				3,385.00	3,385.00	Complete		3,385.00
U1102	236 Hall	Security Camera				785.00	785.00	Complete		785.00
U1103	236 Hall	Door Operator				1,140.00	1,140.00	Complete		1,140.00
U1104	All	Fire Plans				15,417.00	15,417.00	Complete		15,417.00
U1105	425 Nel. #203	Exterior Door				906.00	906.00	Complete		906.00
U1106	Eganville	Roof Shop				2,722.00	2,722.00	In Progress		
U1107	Burwash	Fire Door				603.00	603.00	Complete		603.00
U1108	Various	Auto Door Cylinders				553.00	553.00	Complete		553.00
U1109	Burwash	Enterphone				5,983.00	5,983.00	Complete		5,983.00
<b>Budget Total</b>			<b>1,105,200.00</b>	<b>397,200.00</b>	<b>708,000.00</b>	<b>1,130,390.00</b>	<b>25,190.00</b>		<b>0.00</b>	<b>28,772.00</b>

**DOOR FUND**

DOOR1101	510 Mackay	Kitchen Cabinets	280,000.00		280,000.00	127,249.00	-126,969.00	In Progress		
<b>Budget Total</b>			<b>280,000.00</b>		<b>280,000.00</b>	<b>280,000.00</b>	<b>-126,969.00</b>			

JOB#	PROJECT	DESCRIPTION	BUDGET	TCA	Non TCA	PROJECTED EXPENDITURE	VARIANCE	STATUS	TCA	Non TCA
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## Expenditures

## ONE TIME CAPITAL

OTC1101	400 Nelson	Kitchen Cabinets	51,312.00		51,312.00	51,312.00				
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<b>Budget Total</b>			<b>51,312.00</b>		<b>51,312.00</b>	<b>51,312.00</b>	<b>0.00</b>			
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## OTTAWASKA

OTT1101	200 Caruso	Front Fence	4,000.00		4,000.00	4,000.00				
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OTT1102	200 Caruso	Carport Repairs	4,000.00		4,000.00	4,000.00				
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OTT1103	200 Caruso	Flooring	6,800.00		6,800.00	6,800.00				
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OTT1104	200 Caruso	Bathrooms	6,400.00		6,400.00	6,400.00				
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OTT1105	26 Spruce	Flooring	6,800.00		6,800.00	6,800.00				
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OTT1106	26 Spruce	Bathrooms	6,400.00		6,400.00	6,400.00				
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OTT1107	26 Spruce	Landscaping	12,000.00		12,000.00	12,000.00				
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OTT1108	26 Spruce	Public Area Paint	11,000.00		11,000.00	11,000.00				
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<b>Budget Total</b>			<b>57,400.00</b>		<b>57,400.00</b>	<b>57,400.00</b>				
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## AHP FUND YR 1

<b>Budget Total</b>			<b>0.00</b>		<b>0.00</b>	<b>0.00</b>	<b>0.00</b>			
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## AHP FUND YR 2

AHP1103	59 Wallace	Security Cameras	14,500.00	14,500.00		14,500.00				
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AHP1104	510 Mackay	Replace all Locks	55,000.00		55,000.00	55,000.00				
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AHP1105	150 Elizabeth	Replace all Locks	30,500.00		30,500.00	30,500.00				
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<b>Budget total</b>			<b>100,000.00</b>	<b>14,500.00</b>	<b>85,500.00</b>	<b>100,000.00</b>	<b>0.00</b>			
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## Grand Total

<b>Reg Capital, Door, OTC, AHP 1&amp;2</b>			<b>1,593,912.00</b>	<b>411,700.00</b>	<b>1,182,212.00</b>	<b>1,619,102.00</b>	<b>-228,748.00</b>			
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**RCHC SHRRP (2011)**

JOB#	PROJECT	DESCRIPTION	BUDGET	TCA	Non TCA	PROJECTED	VARIANCE	STATUS	TCA	Non TCA
						EXPENDITURE				
<b>SHRRP RCHC</b>										
<b>Expenditures</b>										
SHRRP1101	Allan Wilfred	Furnace Replacement	35,000.00	35,000.00		26,661.00	-8,339.00			
SHRRP1102	Edward	Furnace Replacement	35,000.00	35,000.00		26,661.00	-8,339.00			
SHRRP1103	Oak	Furnace Replacement	45,000.00	45,000.00		33,337.00	-11,663.00			
SHRRP1104	150 Elizabeth	Waterline Valve Replace	3,000.00		3,000.00	3,000.00				
SHRRP1105	75 Stafford	Waterline Valve Replace	3,000.00		3,000.00	3,000.00				
SHRRP1106	Airth Blvd	Insulation & Siding	47,000.00		47,000.00	47,000.00				
SHRRP1107	Airth Blvd	Rebuild Patios	29,086.00		29,086.00	29,086.00				
SHRRP1108	Sullivan Cres.	Electrical Service Upgrade	23,992.00		23,992.00	23,992.00				
SHRRP1109	41 Vimy	Roof Repair	7,000.00	7,000.00		7,000.00				
SHRRP1110	Arnold/Fraser	Roof Shingling	57,300.00	57,300.00		57,300.00				
SHRRP1111	5967 Palmer	Generator	40,000.00	40,000.00		40,000.00				
<b>Added Jan 7 2011</b>										
SHRRP1112	63 Russell	Main Breaker				4,106.00	4,106.00	In Progress		
SHRRP1113	63 Russell	Elevator railing kit				6,539.00	6,539.00	In Progress		
SHRRP1114	8 Burwash	Elevator railing kit				6,539.00	6,539.00	In Progress		
SHRRP1115	260 Elizabeth	Elevator railing kit				7,063.00	7,063.00	In Progress		
SHRRP1116	Palmer Rapids	Elevator				330,000.00	330,000.00	In Progress		
SHRRP1117	59 Wallace	Replace all Locks				28,000.00	28,000.00	In Progress		
SHRRP1118	400 Nelson	Replace all Locks				15,000.00	15,000.00	In Progress		
SHRRP1119	8 Burwash	Canopy				20,838.00	20,838.00	In Progress		
SHRRP1120	150 Elizabeth	Roof/Insulation				38,000.00	38,000.00			
SHRRP1121	75 Stafford	Security Cameras				18,769.00	18,769.00			
<b>SHRRP RCHC Budget Total</b>			<b>325,378.00</b>	<b>219,300.00</b>	<b>106,078.00</b>	<b>771,891.00</b>	<b>446,513.00</b>			
<b>SHRRP NON-PROFIT</b>										
SHRRPNP1101	St. Joseph	Retaining Wall	39,933.00			39,933.00				
SHRRPNP1102	St. Joseph	Storage Building	24,000.00			24,000.00				
SHRRPNP1103	St. Joseph	Storage Building	39,900.00			39,900.00				
<b>SHRRP NON-PROFIT Budget Total</b>			<b>103,833.00</b>			<b>103,833.00</b>	<b>0.00</b>			
<b>Grand Total SHRRP RCHC &amp; NP</b>			<b>429,211.00</b>			<b>979,557.00</b>	<b>446,513.00</b>			

## Renfrew County Housing Corporation Comparison Arrears

	March-11	March-10	March-09	March-08	March-07
<b>Arnprior</b>	\$5,817.00	\$6,283.25	\$1,752.75	\$3,744.48	\$4,447.68
<b>Renfrew</b>	\$1,585.00	\$1,559.00	\$461.00	\$698.00	\$0.00
<b>Pembroke &amp; Area</b>	\$9,190.21	\$15,242.84	\$6,084.81	\$7,478.39	\$3,452.00
<b>TOTAL</b>	<b>\$16,592.21</b>	<b>\$23,085.09</b>	<b>\$8,298.56</b>	<b>\$11,920.87</b>	<b>\$7,899.68</b>

\* 2008 total includes Ottawaska - project formerly known as Ottawaska Housing Corporation Tenant Arrears

**Arrears consist of the following:**

- Rent
- Maintenance
- Tribunal fee (minimum \$170)
- Parking
- Air Conditioning
- NSF charges

	2011											
	JAN	FEB	MAR	APR	MAY	JUNE	JUL	AUG	SEPT	OCT	NOV	DEC
<b>Arnprior</b>	\$6,173.83	\$4,722.83	\$5,817.00									
<b>Renfrew</b>	\$2,576.00	\$1,884.00	\$1,585.00									
<b>Pembroke &amp; Area</b>	\$13,570.11	\$9,063.11	\$9,190.21									
<b>TOTAL</b>	<b>\$22,319.94</b>	<b>\$15,669.94</b>	<b>\$16,592.21</b>									

	2010											
	JAN	FEB	MAR	APR	MAY	JUNE	JUL	AUG	SEPT	OCT	NOV	DEC
<b>Arnprior</b>	\$4,058.25	\$5,485.25	\$6,283.25	\$6,422.25	\$8,747.00	\$7,467.25	\$11,539.75	\$7,658.75	\$6,305.75	\$6,532.75	\$4,464.75	\$5,160.75
<b>Renfrew</b>	\$2,463.00	\$1,731.00	\$1,559.00	\$780.00	\$1,193.00	\$1,734.00	\$2,897.00	\$2,975.00	\$3,091.00	\$3,097.00	\$3,176.00	\$3,202.00
<b>Pembroke &amp; Area</b>	\$16,654.54	\$11,358.47	\$15,242.84	\$9,255.09	\$10,165.00	\$7,730.36	\$9,731.16	\$14,965.18	\$10,325.51	\$12,422.71	\$14,043.05	\$11,399.71
<b>TOTAL</b>	<b>\$23,175.79</b>	<b>\$18,574.72</b>	<b>\$23,085.09</b>	<b>\$16,457.34</b>	<b>\$20,105.00</b>	<b>\$16,931.61</b>	<b>\$24,167.91</b>	<b>\$25,598.93</b>	<b>\$19,722.26</b>	<b>\$22,052.46</b>	<b>\$21,683.80</b>	<b>\$19,762.46</b>

Return to Report



OFFICE HOURS:  
8:00 AM TO 4:00 PM  
CLOSED FOR LUNCH  
12:30 PM TO 1:30 PM

## *Latest Edition of the Housing Newsletter*

*Welcome to the latest edition of the Housing Newsletter. We have put together a newsletter with items of interest that we wish to bring to your attention. If you have any questions or concerns please contact your local housing office.*

*Carol Neill*

*Carol Neill, General Manager  
Renfrew County Housing Corporation*

### **Patios and Balconies**

Patios and balconies are for patio furniture only. Do not use this area as a storage facility. They should always be kept free of clutter and debris. Remember that the entrance to your home makes a first impression of you. Please keep your apartment door "neat & clean". This may include washing or wiping with a damp cloth to remove dirt.



### **Overcrowded Units**

An overcrowded unit is a fire hazard and the safety of you and your neighbours is at stake. Always ensure that there are no articles blocking the doorways, balcony or patios. When clearing away unwanted items, consider donating them to organizations such as the Salvation Army or a local community group.



### **211 is Here!**

It is an easy to remember, toll-free telephone number that connects callers to the non-emergency social, health and government services and programs that serve the community. This free, confidential, multilingual service links callers with highly-skilled information and referral specialists who are trained to direct you to the most appropriate service provider.



### **Laundry Machines**

Overloading the washing machines or dryer will result in your clothes not being washed or dried properly. An overloaded dryer is also prone to dryer fires. **Please be sure to clean the lint traps before and after each use.** Should the laundry machines require servicing, contact the telephone number that is posted in the laundry room.



## Internet Safety Tips

The internet is a way to access an abundance of information. From researching items such as health, job searching and online shopping the internet can be a very useful tool. Here are some tips that may help you with a safe journey through the internet world:



1. Use a secure password.
2. Protect your personal information.
3. If you believe that you have been a victim of cyber crime, you should contact your local police station immediately.

## Pets

- ✓ Please be sure to “stoop & scoop” so your yard is clear of poop.
- ✓ Tenants are required to register all pets with our office as well as with your local municipality.
- ✓ If you think that a pet is being neglected or mistreated you are obligated to call the Humane Society, the Animal Control Officer or the police.
- ✓ If there is a noise concern (ie. continual barking), call the police.



## Complaints

Complaints pertaining to fellow tenants must be submitted in writing and directed to your local office. Please be specific about date, time and description of the problem.

## 10-Day Rule

If your household income, or the number of people in your household changes, you **are required to inform the office within 10 days in writing and submit documentation to verify the changes.** If we do not receive the information within the 10 days you may lose your Rent-Geared-to-Income status.

## Building Security

1. Never open the front door unless you know the person.
2. Report any strangers wandering the building or knocking on doors to your local office.
3. Keep your apartment door locked.
4. Salesmen and door-to-door canvassers are not permitted.
5. If you notice an outside door held open with a wedge, close the door and report it to your building custodian or local office immediately.

## Parking

Your parking sticker must be displayed on the inside of the windshield, in the bottom corner. This identifies your vehicle as being registered with the Housing Office. Failure to comply with the parking policy will result in your vehicle being towed at your expense.



## Energy Conservation Tips

Everyone feels the effects of high-energy costs, in one way or another. Here are some tips that might save you a few dollars.

- Use the washer and dryer only when you have a full load. Keep the lint filters clean.
- Don't heat or cool unused space in your home.
- Move furniture away from your baseboard heaters. When proper air circulation is blocked, a fire can result.
- Use compact fluorescent or **LED** light bulbs.



## Payments

Rent is due on or before the first day of each month. The Renfrew County Housing Corporation offers the following methods of payment:

- ❖ Pre-Authorized
- ❖ Cheque
- ❖ Money Order
- ❖ Interac
- ❖ Cash

**Cash payments are accepted until 3:30pm daily.**



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## REMINDERS:

- **Window screens** – call in all screen repairs as soon as they are damaged.
- **Hazardous materials** – do not store gas, propane or other flammable materials in your unit.
- **Garbage** – ensure all household garbage is securely sealed in a bag, liquids must be sealed in a container before being discarded and do not throw loose garbage down the chute or in the garbage room.
- **Recycling** - the Renfrew County Housing Corporation supports the recycling program and encourages all tenants to fully participate in separating and placing recyclables in the proper containers.
- **Walkers, scooters, wheelchairs etc.** – are never to be left in the hallways or unattended in the common areas.

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## Maintenance Issues After Hours

Should you be required to call in an emergency after hours that cannot wait until the next business day, please stay by your telephone until a Supervisor returns your call concerning the emergency.

**It is the tenant's responsibility to report all day-to-day maintenance issues immediately. Do not wait until they become maintenance emergencies.**

## Myths and Facts about Bed Bugs

**Myth: Bed bugs are too small to see.**

**Fact:** Although they may be difficult to find because they hide well, bed bugs are big enough to see with the naked eye. Bed bugs look similar to an apple seed in size and appearance.

---

**Myth: Bed bugs are only found in homeless shelters; only poor or dirty people get them.**

**Fact:** Bed bugs can be found in hotels, motels, dormitories, apartments, private homes and even in some public places, such as businesses and offices. Anyone can get bed bugs.

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**Myth: Walking into a room that has bed bugs means you will get bed bugs.**

**Fact:** Bed bugs do not jump. They spend 90% of their time hiding and are usually active at night. Bed bugs avoid light and do not like to be disturbed.

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**Myth: Chemicals or pesticides will kill bed bugs.**

**Fact:** Pesticide applications alone will not kill bed bugs at all stages of their lifecycles. Successful treatment depends on an Integrated Pest Management (IPM) approach to bed bug control. IPM involves vacuuming, steaming and laundering belongings, sealing cracks and gaps where bed bugs can hide, as well as the use of chemicals. Do not use over-the-counter pest control products or home remedies such as kerosene.

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**For more information about bed bugs, go to the following website:**

<http://bedbugsinfo.ca/>

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Tony Ashley  
Operations Coordinator  
Maintenance Dept. - All areas  
613-432-3679

Lorrain Limlaw  
Social Housing Supervisor  
Pembroke & Area  
613-735-0782

David Mitchell  
Social Housing Supervisor  
Arnprior 613-623-7951  
Renfrew 613-432-3679



Renfrew County Housing Corporation

**An electronic version of this newsletter is available on our website at:**

<http://www.countyofrenfrew.on.ca/socialservices/TenantNewsletter.html>



OFFICE HOURS:  
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12:30 PM TO 1:30 PM

## Latest Edition of the Housing Newsletter

Welcome to the latest edition of the Housing Newsletter. We have put together a newsletter with items of interest that we wish to bring to your attention. If you have any questions or concerns please contact your local housing office.

*Carol Neill*

Carol Neill, General Manager  
Renfrew County Housing Corporation

### Lawns & Flowerbeds

We appreciate the time and effort put into flowerbeds, please keep them weed free and they will look beautiful. Yards should be clean and free of any debris. Lawns need to be cut on a regular basis and kept tidy at all times, **as your yard creates a first impression of you.**



### Spring Clean-Up

As a result of clearing away **unwanted items** from your home and yard, you may accumulate more bags than permitted to go out on garbage day. In this case, please contact your local municipality regarding waste removal. Do not leave garbage bags in your driveway or backyard as it attracts pests and looks very untidy. We recommend that each family unit have an outdoor garbage can with a lid to contain household garbage. This way birds and other animals won't be ripping the bags apart before they are picked up.

**Please do not put garbage out prior to your scheduled pick-up day.**

### 211 is Here!

It is an easy to remember, toll-free telephone number that connects callers to the non-emergency social, health and government services and programs that serve the community. This free, confidential, multilingual service links callers with highly-skilled information and referral specialists who are trained to direct you to the most appropriate service provider.



### Overcrowded Basement

An overcrowded basement is a fire hazard and the safety of your family is at stake. Always ensure that there are no articles around the furnace, hot water tank, electrical panel and stairways. When clearing away unwanted items, consider donating them to organizations such as the Salvation Army or a local community group.



## Air Conditioners

Just a reminder; you are responsible for the proper installation of your air conditioning unit. Should there be any damage to the window frames this will result in a maintenance chargeback.

## Internet Safety Tips

The internet is a way to access an abundance of information. From helping kids with their homework, researching items such as health, job searching and online shopping the internet can be a very useful tool. Here are some tips that may help you with a safe journey through the internet world:



1. Use a secure password
2. Protect your personal information
3. If you believe that you have been a victim of cyber crime, you should contact your local police station

## Parking

If applicable for your area, your parking sticker must be displayed on the inside of the windshield, bottom left corner. This identifies your vehicle as being registered with the Housing Office. Failure to comply with the parking policy will result in your vehicle being towed at your expense. Please review your tenancy agreement for all parking requirements.



## Pets

- ✓ Please be sure to “stoop & scoop” so your yard is clear of poop.
- ✓ Tenants are required to register all pets with our office as well as your local municipal office.
- ✓ If you think that a pet is being neglected or mistreated you are obligated to call the Humane Society, the Animal Control Officer, or the police.
- ✓ If there is a noise concern (ie. continual barking) call the police.



## 10-Day Rule

If your household income, or the number of people in your household changes, you **are required to inform the office within 10 days in writing and submit documentation to verify the changes.** If we do not receive the information within the 10 days you may lose your Rent-Geared-to-Income status.

## Modification to Unit

Modifications to rental units may only be undertaken with the prior written consent of the Housing Corporation and must comply with the set guidelines. “The Application to Modify Rental Housing Unit” is available at your local housing office.

## Payments

Rent is due on or before the first day of each month. The Renfrew County Housing Corporation offers the following methods of payment; **cash payments are accepted until 3:30pm daily.**



- ❖ Pre-Authorized
- ❖ Cheque
- ❖ Money Order
- ❖ Interac
- ❖ Cash

## Complaints

Complaints pertaining to fellow tenants must be submitted in writing and directed to your local office. Please be specific about date, time and description of the problem.

## Energy Conservation Tips

Everyone feels the effects of high-energy costs, in one way or another. Here are some tips that might save you a few dollars.

- Use the washer and dryer only when you have a full load. Keep the lint filters clean.
- A vented dryer blows excess moisture and lint outdoors and cuts drying time. Be sure the flap on the outside of the vent closes completely when the dryer is not in use. Always ensure that your dryer duct is connected to your dryer and the outside vent.
- Don't heat or cool unused space in your home.
- Do not block cold air return vents.
- Move furniture away from your heating registers. When proper air circulation is blocked, it can result in a higher energy bill.
- Use compact fluorescent or **LED** light bulbs.
- Contact your local office if you think you require door, weather stripping or window caulking



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## REMINDERS:

- **Furnace** – keep intake vent for furnace clear and if you haven't already done so, your furnace filter should be changed 3-4 times annually;
- **Window screens** – call in all screen repairs as soon as they are damaged;
- **Hazardous materials** – do not store gas, propane or other flammable materials in your unit;
- **Trampolines, Fire Pits, Open BBQ's, etc.** - these are not allowed in your yards due to the insurance risk and liability associated with them.

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## Maintenance Issues After Hours

Should you be required to call in an emergency after hours that cannot wait until the next business day, please stay by your telephone until a Supervisor returns your call concerning the emergency.

**It is the tenant's responsibility to report all day-to-day maintenance issues immediately. Do not wait until they become maintenance emergencies.**

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**For more information about bed bugs, go to the following website:**

<http://bedbugsinfo.ca/>

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Tony Ashley  
Operations Coordinator  
Maintenance Dept. - All areas  
613-432-3679

Lorrain Limlaw  
Social Housing Supervisor  
Pembroke & Area  
613-735-0782

David Mitchell  
Social Housing Supervisor  
Arnprior 613-623-7951  
Renfrew 613-432-3679



Renfrew County Housing Corporation

**An electronic version of this Newsletter is available on our website at:**

<http://www.countyofrenfrew.on.ca/socialservices/TenantNewsletter.html>

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