WELCOME HOME

Ottawa Community Housing (OCH) has created this Tenant Guide to provide you with a resource book.

You can find useful information regarding your lease and your responsibilities as a tenant.

It also gives an overview of what services you can expect from us, our responsibilities and how we work to maintain healthy, inclusive, safe and affordable housing communities.

You will be in regular communication with OCH staff. Working together to build stronger communities is key to both our successes, as a landlord and for you, as a tenant.

Keep this Tenant Guide in an easily accessible location for future reference.

WELCOME TO YOUR NEW HOME!

DISCLAIMER: THIS HANDBOOK IS PROVIDED ONLY AS A GUIDE. YOUR LEGAL RIGHTS AND RESPONSIBILITIES ARE DESCRIBED IN YOUR TENANCY LEASE AGREEMENT. ALSO, THE INFORMATION IN THIS GUIDE MAY CHANGE OVER TIME OR BECOME OUT OF DATE. IT SHOULD NOT BE TAKEN AS LEGAL ADVICE. IF THERE IS ANY CONFLICT BETWEEN WHAT IS WRITTEN IN THIS GUIDE AND ANY LAW OF CANADA (FEDERAL, PROVINCIAL, OR OTHERWISE), OR ANY OCH POLICY, PROCEDURE, OR GUIDELINE, THEN THE LAW WILL PREVAIL.
AS YOUR LANDLORD, WE PROMISE TO...

Serve you with respect and dignity.

Offer you the best information to assist you in making informed decisions.

Listen to your question or concern to serve you with accuracy.

Make sure you get to the right person when you contact us.

Respond to your inquiry in a timely manner.

Acknowledge our mistakes, work with you to and a solution and learn from the experience.

Keep you informed of when we will get things done.
VISION
To be a leader in providing safe and affordable homes to enable OCH tenants to fully participate in the socio-economic opportunities of the City.

MISSION
As a leader in the delivery of quality, affordable housing, OCH collaborates with others to develop safe and healthy communities.

OUR VALUES

COLLABORATION
Convening and working together with tenants, partners and neighbourhoods – listening, challenging and sharing – to understand and address the needs of our communities.

ACCOUNTABILITY
Demonstrating integrity and responsible stewardship of our resources, expecting the best of ourselves and our colleagues.

RESPECT
Ensuring the dignity of all people and value of diversity demonstrated through our honest, caring and ethical interactions and practices.

EXCELLENCE
Providing the highest possible quality of responsive service – informed by meaningful consultation and delivered in a professional manner.

ABOUT US
Ottawa Community Housing is the largest social housing provider in Ottawa. We provide and maintain approximately 15,000 homes in Ottawa. We house 32,000 residents including seniors, parents, children, singles and persons with special needs.

The Corporation employs about 350+ employees.

Over the years, we have built partnerships with local service providers, support agencies and groups to improve your well-being and increase services offered.

OCH HOUSING
The housing portfolio is scattered across the City and includes apartments in low rise and high rise buildings, townhouses, row houses, detached houses and rooming houses in over 160 communities.

OCH AND THE CITY OF OTTAWA
The City of Ottawa is the sole Shareholder. OCH operates separately from the City and has its own Board of Directors. It includes the Mayor, City Councillors, community representatives and a tenant representative.
YOUR RESPONSIBILITIES

As a tenant, you and anyone living with you must comply with the responsibilities of your lease. This includes, the following responsibilities:

> Giving proper written notice to Ottawa Community Housing when you move out, unless the Landlord & Tenant Board ends the tenancy for breaking rules of the *Residential Tenancies Act*.
> Allowing entry into your home when the reasons for entry comply with the Residential Tenancies Act or your lease.
> Paying your rent on time.
> Keeping your home clean and in good condition.
> Calling OCH 24/7 Call Centre to tell us about any repairs which may be needed in your home.
> Being responsible for your actions and actions of the other members of your household, your visitors, your guests, their pets and your pets.
> Respecting your neighbours by not making too much noise.
> Keeping common areas clean by using the garbage bins provided.
> Ensuring that the utilities (such as gas and hydro) are paid on time.
> Getting household insurance for your belongings - usually called contents or renters’ insurance.
> Reporting change in your income or household within 30 days of change.
> Not subletting or assigning your home.
> Getting written permission from OCH before making any changes or alterations to your home or property.

OCH RIGHTS AND RESPONSIBILITIES

As your Landlord, Ottawa Community Housing must:

> Follow the obligations as Landlord under the *Residential Tenancies Act* and *Housing Services Act*.
> Provide services as set out in your lease.
> Keep your rental property well maintained and respond to repair requests.
> Provide 24 hours’ notice before entering your home unless you give permission to enter or there is an emergency (flood fire, life threatening event)in which case, staff can enter your home.
> Provide proof of payment when requested.
> Process your annual rent review, if you pay rent–geared-to-income.
> Will respect the confidentiality of your personal information.
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WHO DO YOU CALL?

OCH operates a call centre open 24 hours/7 days a week to answer and record maintenance and safety requests.

OCH 24/7 CALL CENTRE

**Maintenance Line: 613-731-1182**
for requests about:
- Repairs and Maintenance
- Pest Management

**Safety Line: 613-745-9277**
for requests about:
- Safety and security
- Suspicious persons on OCH property
- Noise complaints
- Tenant neighbour disputes
- Illegal activity
- Parking
- Trespassing
- Community patrols
- Non-life threatening situations
REACHING YOUR OCH OFFICE
You can also visit us Monday to Friday between 8:30 am and 4:30 pm (closed noon to 1pm).

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<thead>
<tr>
<th></th>
<th>Address</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHAPEL OFFICE</td>
<td>731 Chapel</td>
<td>613-564-1235</td>
</tr>
<tr>
<td>MURRAY OFFICE</td>
<td>380 Murray</td>
<td>613-789-4305</td>
</tr>
<tr>
<td>BANK OFFICE</td>
<td>1365 Bank</td>
<td>613-249-0458</td>
</tr>
<tr>
<td>CALDWELL OFFICE</td>
<td>1485 Caldwell</td>
<td>613-729-3136</td>
</tr>
<tr>
<td>RAMSEY OFFICE</td>
<td>1065 Ramsey</td>
<td>613-738-2287</td>
</tr>
<tr>
<td>OCH HEAD OFFICE</td>
<td>39 Auriga</td>
<td>613-731-7223</td>
</tr>
</tbody>
</table>

CONTACTS FOR YOUR COMMUNITY
Add the contact information of your OCH service team and other important staff for quick access (see descriptions on page 9).

Your Ottawa Community Housing Office

Your Property Manager

Your Tenant Service Manager

Your Community Development Manager

Your Tenant Community Worker – Community Development
YOUR TEAM

The following staff roles contribute to your local OCH team and assist with your housing needs:

**Directors, Operations**
The Directors lead and oversee the work of OCH in your local office. This includes supervising the management team who are responsible for the day-to-day delivery of services.

**Tenant Service Managers** *(TSM)*
The TSM manages the team responsible for tenancy administration, rent collection, rentals, resolution of tenant complaints as well as ongoing support of your tenancy.

**Maintenance Service Managers** *(MSM)*
The MSM manages tenant maintenance requests and the preparation of vacant homes.

**Property Managers** *(PM)*
The PM are responsible for the overall maintenance of your home and your community, including snow removal, landscape services and pest management.

**Maintenance Administrators** *(MA)*
The MA provides administrative support to the maintenance team.

**Tenant Community Workers – Tenant Support** *(TCW-TS)*
The TCW-TS provides ongoing support for tenants who are facing challenges and hardship and help connect them with appropriate services.

**Rental Coordinators** *(RC)*
The RC shows and rents vacant homes.

**Rent Collection Coordinators** *(RCC)*
The RCC works with you to provide information related to the collection of rent and maintenance charges. The RCC also provides support and information for the tenants who are having trouble paying their rent.

**Housing Administrators** *(HA)*
The HA answers your questions and provides information related to your lease, your rent calculation, annual review of income and other tenancy related matters including parking.

**Community Development Managers** *(CDM)*
The CDM works on community and tenant engagement to support tenant consultations. They also work with partner agencies in all OCH communities.

**Tenant Community Workers – Community Development** *(TCW-CD)*
The TCW-CD works directly with tenants and tenant groups to help build their community and offer support.

**Community Safety Workers** *(CSW)*
The CSW responds to safety concerns and complaints. They walk your community on a regular basis and work with you and tenant groups to build safer communities. They also work closely with Ottawa Police Services.
GLOSSARY AND TERMS

ARREARS
When a tenant owes rent money or is behind in paying their rent, they are in “arrears”.

ASSIGNING YOUR HOME
Assigning your home is when you move out permanently and let someone else live in your home. Your lease does not allow you to assign your home.

EVICTIION
When a tenant and their household is put out of their home by legal means because they did not fulfill their obligations under their lease or the Residential Tenancies Act.

FOB
Also called a “key fob.” Fobs are used to open the main doors of many OCH buildings. It is a small object, usually made of plastic or metal, that you wave against a pad near the door which then unlocks the door.

FRAUD
Deception (e.g., lying or trickery) intended to manipulate someone into giving financial or other benefit to the person who is doing the deceiving.

HOUSEHOLD
All the people who live in your home. You must tell OCH about every person who is living in your home. OCH has rules about adding and removing people from your household.

HOUSING SERVICES ACT (HSA)
The law that governs rent-geared-to-income (RGI) housing in Ontario.

LANDLORD
In this guide, the landlord is Ottawa Community Housing.

LEASE
A contract between the landlord and one or more tenants. It tells you what home you are renting, the original rent, and sets out the landlord’s and the tenant’s rights and responsibilities. If you are a tenant, you should have met with OCH staff and signed the lease. You should also have been given a copy of the lease when you moved in.

LIMITERS
A device that limits, stops or restricts the opening of your windows.

RESIDENTIAL TENANCIES ACT (RTA)
The law that sets out the rights and responsibilities of landlords and tenants who rent homes.

SUBLETTING
Subletting your home is when you move out and let someone else live in your home for a limited period. Your lease does not allow you to sublet your home.
YOUR HOMES ARE NOW NON SMOKING

Smoking is no longer permitted on OCH properties.

Complaints about smoking can be made by calling the OCH 24/7 Call Centre or your OCH office (page 8).

When you sign a lease with OCH, you will agree not to smoke in your home or anywhere on OCH property. If you were a tenant prior to May 31st, 2014 and have not moved since, you will be able to continue to smoke in your leased premises (inside your home, on your balcony, and in your enclosed backyard). You may also choose to opt-in by signing a no-smoking agreement at any time.

MOVING DAY

Loading and Unloading
You are allowed to move between 8am and 10pm. During loading and unloading of your belongings, vehicles should be parked in the lane ways and/or parking areas only.

Remember to dispose of your garbage in the appropriate area and containers.

Reserving the Elevator
You must reserve the elevator 1 week before your moving day. Call the OCH 24/7 Call Centre to book the elevator.

Move-in Inspection Form
You will receive a move-in inspection form where you can list any issues that we may have overlooked in the preparation of your home.
KEYS AND FOBS

Locked Out!
If you are locked out and cannot get inside your home call OCH 24/7 Call Centre. We will ask you to provide ID and complete a Tenant Lock-Out form. There is a charge for unlocking your door.

Request for Additional Keys or FOB
You are responsible for the key FOB. Keep it in a safe place. Do not lend or give it to another person. Let us know as soon as you notice you have lost your keys or your FOB. There is a charge for each additional or new key or FOB issued.

All keys and FOBs must be returned to your nearest OCH office when moving out.

LOCKS
All locks are changed before you move into your new home. If you need to change the locks again, call the OCH 24/7 Call Centre to make arrangements. There may be a charge for changing the locks. You cannot change the locks without permission.

MAKING CHANGES TO THE PROPERTY
Any changes to the property or your home must be approved by OCH before they are done. You must communicate with your Property Manager prior to making changes.

Paint Coupon
You have access to paint coupons every four years. The coupons only cover the cost of paint up to a certain amount. Please contact the OCH 24/7 Call Centre or your OCH office (page 8).

UTILITIES
Your lease identifies which utilities (electricity and/or gas) are included in your rent. You are responsible to pay for any utilities not included in your lease.

Important phone numbers:

<table>
<thead>
<tr>
<th>Hydro Ottawa</th>
<th>613-738-6400</th>
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<tbody>
<tr>
<td>General Questions</td>
<td>613-738-0188</td>
</tr>
<tr>
<td>Power Outages 24/7</td>
<td>613-738-0188</td>
</tr>
<tr>
<td>Enbridge</td>
<td>1-866-763-5427</td>
</tr>
<tr>
<td>Emergency</td>
<td>1-877-362-7434</td>
</tr>
<tr>
<td>General Questions</td>
<td>1-866-763-5427</td>
</tr>
</tbody>
</table>

SATELLITE DISHES
You must have written permission from OCH before installing a satellite dish. You must contact your Property Manager (PM) before you install a dish.

ENTERPHONE SYSTEMS
The Enterphone System, if available in your home, is hard wired. If the system does not work after you switch phone or Internet providers, you could be responsible for any costs to fix it.
APPLIANCES
Regular cleaning will keep your refrigerator in good working condition and save energy. If you damage your fridge or stove, you will have to pay for the repairs.

When cleaning your appliances, use a mild soapy solution. Do not use rough cleansers because they will damage the surface of the appliance.

You must always ask your Property Manager if you are allowed to have a dishwasher, washing machine or dryer.

You are not permitted to store any appliances outside (front, side or back yards).

A paste made of baking soda and water is good for cleaning grease and dirt.

BALCONIES
To enjoy your balcony without incident, follow these recommendations:

> Make sure that all items are secured and won’t fly away.
> Place all unwanted items directly in the garbage.
> Do not throw any items off your balcony.
> Keep your balcony clear of debris and clutter.
> Use a damp mop to clean your balcony.
> Do not dump water off the balcony.
> Do not BBQ or store a propane tank/BBQ on your balcony or inside your home.

Please remember to be conscious of the noise-level - keep it low and respect your neighbours.

AIR CONDITIONERS
You need permission before installing an air conditioner (A/C) in your home. Contact your Property Manager to obtain an information sheet on how to properly install the A/C. Following installation, an OCH staff will visit your home to make sure the installation is done correctly and safely.

All air conditioners must be removed during Winter.

YARD
Community pride is a shared responsibility. OCH cuts the grass in the common areas of its communities. You are responsible for the maintenance of your private yards. Always contact your Property Manager before you make any changes or do any work.

During winter, you must be extra careful and keep walkways clear of ice and snow.

If you have an outside tap, it is your responsibility to remove the hose and turn off the water inside and outside before the cold weather arrives.
PETS

You have the right to have and enjoy pets if you follow City of Ottawa By-laws. All dogs and cats need to be registered with the City.

All tenants have the right to a clean and safe environment. If you are a pet owner, you need to make sure your pets don’t disturb the peace and quiet of your neighbours. Pets cannot roam in OCH hallways or communities. Please keep your pets indoors or supervised when outside.

Stoop-and-Scoop

Pet owners must pick up after their pets. Use a shovel or a bag to pick up the waste or wrap it in paper and immediately put it in the garbage.

For more information or to report By-law infractions by a pet owner in your community, call City of Ottawa By-law at 3-1-1.

You can also contact your OCH office (page 8) or the OCH 24/7 Call Centre to report a complaint or an infraction.

TENANT INSURANCE

As of March 2014, all new tenants and tenants who are transferring within OCH are required to show proof of insurance before signing the lease. If you have signed a new lease or transferred since March 2014, you also have to provide yearly confirmation of insurance coverage to OCH. The tenants insurance policy protects you and your family in the case of fire, theft or water damage to your possessions. It also protects you if you cause damage to your home and the property of others.

Protect yourself and your belongings – purchase tenant insurance. If you do not have tenant insurance, contact your nearest OCH office to get more information on insurance options.

Your Insurance Fees May Be Covered

You might be able to include your insurance fees as part of your shelter allowance under Ontario Works (OW) benefits or the Ontario Disability Support Program (ODSP). Speak to your caseworker for more details.
REPAIRS AND REQUESTS FOR MAINTENANCE

Maintenance of your home is a shared responsibility between you and OCH. We provide regular maintenance and upkeep of the buildings and properties. We also make repairs to damages caused by normal wear and tear. It is your responsibility to maintain your home. Call the **OCH 24/7 Call Centre** and report any needed repairs as soon as they occur. We will schedule the repair work when you call. You will be given a work order number that you should keep for future reference. We may also provide a date to conduct an assessment visit and schedule the repair depending on the nature of the request.

**After Hours Emergency Maintenance Requests**

> Call the **OCH 24/7 Call Centre**

**After Hours Maintenance team**

The After Hours Maintenance team works after regular office hours to take care of emergencies like floods, elevator breakdowns, power or heat (system failures), etc.

When calling for a maintenance request, consider providing OCH with Permission to Enter (PTE). This will allow us to access and/or complete needed repairs. It can help speed up the process of resolving your maintenance issue.

You may find a business or service card on your door, telling you that we visited or entered your home to resolve an outstanding issue. A note on the card may ask that you call back the number indicated as soon as possible to schedule a follow up visit.

**Leaving a voice message**

When you leave us a voice message, please make sure to leave a contact phone number or location where we can reach you, even when you relocate temporarily.
Service Standards for all Maintenance Requests

OCH has clear targets to manage and set expectations on how and when maintenance and/or repair will be completed. The following outlines our Service Standards based on the type of maintenance request and response time targets:

<table>
<thead>
<tr>
<th>TYPE</th>
<th>Examples</th>
<th>Target</th>
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| IMMEDIATE MAINTENANCE REQUESTS | > flood, or situation that could result in significant flooding (bath, sink or toilet overflowing)  
                                 > fire, flames  
                                 > someone stuck in an elevator  
                                 > broken water main  
                                 > unsecured door to a unit – lock out  
                                 > contractor access | Within 1 hour       |
| EMERGENCY MAINTENANCE REQUESTS| > defective or missing smoke alarms  
                                 > no water  
                                 > no electricity  
                                 > sparks coming out of an outlet  
                                 > no heat in winter  
                                 > blocked toilet (only one in unit)  
                                 > blocked garbage chute  
                                 > Fridge | Within 24 hours     |
| URGENT MAINTENANCE REQUESTS   | > blocked shower or bath  
                                 > Kitchen sink | Within 3 days       |
| REGULAR MAINTENANCE REQUESTS  | > leaking taps,  
                                 > blocked bathroom sinks  
                                 > electrical or plumbing repair  
                                 > drywall repairs, flooring  
                                 > closet door repairs  
                                 > kitchen cabinet repairs  
                                 > blocked toilet (several in unit)  
                                 > Appliance, Stove | Within 10 days      |
| PLANNED MAINTENANCE REQUESTS  | Home scheduled for renovations or larger replacements  
                                 > counter tops  
                                 > replacing floors  
                                 > parts on order  
                                 > kitchen | 11 days up to 60 days |
Tenant Responsibility for Maintenance and Repair Costs

OCH charges tenants for:
1. Repairs/maintenance due to willful or negligent damage by the tenant, members of the tenant household or guests, or failure to maintain tenancy conditions; either during the tenancy or when moving out.

Damages caused by “normal wear and tear” (e.g. carpet wearing thin through traffic over time) will not be charged to the tenant as this is regular maintenance and will be covered by OCH.

See the OCH website (www.och-lco.ca) and your Tenant Welcome Package for other Tips and Information.

KEEP YOUR HOME IN THE BEST CONDITION POSSIBLE

Water Maintenance Tips

> Find your water valve when you move in. If there is an issue with water (i.e. leaks, etc.), you can close the valve then call the maintenance line.
> To avoid mold and mildew:
  > Keep the exhaust fan on in the bathroom for 5 minutes after any bath or shower.
  > Wipe up water on the bathroom floor right away.
  > Do not hang wet clothing in the basement for long periods of time.

> If you are in a town home, make sure the dryer vent is properly vented to the outside.
> Mold problems can start with one leaky tap! Faulty sliders can cause drafts.
> Report repairs when they start and prevent bigger problems from happening.

GARBAGE AND RECYCLING

When you move in, take the time to learn the garbage disposal rules of your community. By working together, we can help keep your community clean. You can get blue and black boxes from the City of Ottawa for recycling.

Information about recycling can be found on the City of Ottawa website: www.ottawa.ca or by calling 3-1-1.

Note: If you have curb side pick-up service, make sure that you use the large green or black garbage bags, and that the bag is tied securely.

When using the garbage chutes, make sure that your bags are tied securely and fit down the chute. You can also use small kitchen bags. Never leave any garbage on the floor of your home or in the hallway.
PEST MANAGEMENT
At the first sign of any pest in your home or building, please contact the OCH 24/7 Call Centre and your Property Manager. Pests include cockroaches, bedbugs, ants, mice or other rodents.

INTEGRATED PEST MANAGEMENT
To help fight pests, OCH has created a Pest Management team to assist you in preventing and reducing the presence of pests.

How will this improve the service delivered to tenants?
The team will:
> Provide a faster response time for inspections and treatments.
> Work with you, contractors, partners and PM to resolve pest issues.
> Providing you with same consistent information and supplies to prepare your home for a treatment.
> Help you identify and anticipate pest problems (before they occur) and provide advice before the problem gets worst.
> Use information of past treatments and problem areas to prevent a repeat issue.
> Increase education, communication, signage and sharing of pest related materials with you.

You can reduce pests. This is how.
> Keep your home clean and tidy. Vacuum regularly.
> Regularly dispose of garbage in tied plastic bags in the appropriate garbage disposal locations.
> Do not leave food or food scraps out in your home or balcony.
> Keep dried foods such as cereal, flour, etc. in sealed containers.
> Keep all sink and bathroom areas dry and fill any spaces around pipes with wire wool.
> Do not feed pigeons, squirrels or stray animals, because this can attract other pests such as insects, mice, rats, skunks and raccoons. Also, these pests can cause significant property damage too!
> Call OCH at the first signs of pests. Be able to identify insects and droppings and where pests are typically found.

Bedbugs
Bedbugs are a problem found in highrise apartment buildings, hotels and other high traffic locations in Ottawa and many other cities and countries. The success of the treatment depends on how fast and thorough the plan to fight the pest is implemented.

> Report any infestation to your Property Manager or the OCH 24/7 Call Centre right away to get assistance and information on what you should do to remove pests.
> Keep your bed off the floor and away from walls.
> If treatment is needed, follow every step of the preparation instructions, as precisely as possible to ensure the best result.
> Do not throw away infested furniture
or mattresses. This will only spread the problem as they are sometimes picked up by other residents. Ask your Property Manager how to dispose of the infested items safely.

> You can help prevent bedbugs by getting rid of clutter and vacuuming regularly.

**FURNACES**

Depending on your home, the heat is either provided by electric or boiler fed baseboards or by a gas furnace (mostly single dwellings and townhouse). If you leave your home for a period of time, you should turn down the heat, but never turn it off completely during winter.

**Gas Furnace**

Follow these simple steps to make sure your furnace works properly:

- There is an on and off switch located around the area of the staircase in the basement.

  > The thermostat might require batteries.

  > Replace the batteries at the beginning of each winter season.

  > Change the filter as required throughout the heating season, it will help maintain a lasting and efficient furnace as well as the air quality in your home.

  > Make sure you replace your filter with the right sized filter (follow the manufacturer’s directions).

  > Make sure the cover on the furnace is replaced properly.

If for some reason the furnace stops working, check all of the above items before calling for assistance. Any one of these items can cause the furnace to stop working.

You cannot store or place any items within 3 feet of the furnace, it’s the law!

**Baseboard Heaters**

Before the cold season kicks in, you should take the rad covers off, vacuum them and remove any debris from under them. This will help to heat to your home properly.

For Fire Safety reasons, make sure curtains or any type of furniture or flammable materials are kept at least 1 foot away from electric baseboards. Remember never block baseboard heater or floor registers with drapes and furniture.

**HOT WATER TANK**

Check your lease to find out if your water tank is OCH property or if it is leased. Note that the water valve is right above the tank.

If your tank is rented, the company’s name and the phone number will be on the water tank.

A written authorization from OCH is require before replacement of your Hot water tank

If your tank is provided by OCH, call **OCH 24/7 Call Centre** to report any problems.
ACCESSIBLE ACCOMMODATION

OCH accommodates tenants with physical disabilities through upgrades to your home (e.g., installing grab bars, smoke detector with strobe light alarm, etc.) OCH may need information from your doctor or Occupational Therapist before making changes. In some cases, moving to a more suitable home can be an option.

To learn more about how to get this help, talk to your Property Manager or Tenant Community Worker. They can assist you in completing the necessary paperwork to request accessible accommodation.

SNOW REMOVAL

OCH removes the snow from main entrances and primary walkways. Tenants are responsible for snow removal from their front/back doors to the common walkways and for the carport/garage if they have one. Individual parking spots will be cleared only when there are two empty spaces in a row. If you see the snow contractor on your site, please move your car from your parking space to facilitate the snow removal. If you have any questions contact the OCH 24/7 Call Centre.

SMOKE DETECTORS AND CARBON MONOXIDE DETECTORS

Your home has a smoke detector and may also have a carbon monoxide detector. Please do not disconnect them – it is against the law.

We encourage you to test every alarm device regularly to see that the batteries are working by pressing the TEST button. If an alarm does not work call the OCH 24/7 Call Centre immediately.
COMMON AREAS

LAUNDRY ROOM

Laundry room hours are posted in each laundry room. The laundry rooms are only for tenants.

You are responsible for cleaning out the washer and the lint trap after every use. Do not leave your belongings unattended. Report any problems with the room or machines to the **OCH 24/7 Call Centre**.

**TIP:** You can help the machines work better and longer! Never overfill the machines or add extra water. Use cold water with half the soap you normally use if using a front load washer.

LOCKERS

If you have been assigned a locker outside of your home, you must provide your own lock. You agree to:

- Not store flammable, dangerous or toxic material.
- Make sure that the contents are covered under your tenant insurance.
- Empty the locker at the end of your lease.
- Not assign, swap or exchange your assigned locker with other tenants.
COMMON AREAS

HALLWAYS

Hallways must be barrier free at all times.

> Always keep your entrance clear of furniture or garbage.
> No floor mats or footwear in the hallway.
> No motorized vehicles or bicycles are permitted to be parked in any apartment hallway.
> Never paint or hang anything on your front door – the number has to be visible at all times.
> Keep noise to a minimum at all times so that everyone can enjoy their home day or night.

RESERVING A LOUNGE OR COMMUNITY SPACE

The lounge or other community spaces are there for tenant activities. If you want to reserve the space, please contact your TCW-CS (page 8) to get more information and availability.

PARKING

Assigned Parking Space

If you have been assigned a parking space, your car must be roadworthy, insured and have valid Ontario License plates and stickers. Always let your OCH office (page 8) know of any change of information relating to your vehicle (i.e. new car, changed license plates, etc.)

Overnight Parking - Guest Parking

For overnight guest parking, call the OCH 24/7 Call Centre. The operator will give you a number, write it down clearly on a piece of paper and place it on the dashboard of the visitor’s car (where the number can be seen). Overnight guest parking is allowed up to three times a month in designated visitor’s parking spaces.

Weekend Guest Parking

Your guest will need a temporary OCH visitor parking permit. You can get one at your closest OCH office. You must provide the make, model and license plate number of your visitor’s car. Place the permit on the dashboard of the visitor’s car, where it is visible.

THE DON’Ts

> Do not unnecessarily rev the engine, honk the horn or squeal the tires of your car.
> Other than emergency repairs to move your car, you cannot repair your vehicle in the parking areas.
> As part of Health and Safety and Emergency Evacuation measures, scooters and bikes cannot clutter the hallways – please make sure they are stored in a safe and secured location.

Report a parking violation

> Call the CSS team between 12 pm (noon) and 8 am, 7 days a week. All Community Safety Workers have the authority to issue parking tickets and to have vehicles towed.
> Call 3-1-1 at any time, day or night, and the City may send a By-law officer to assess the situation.
RENT AND LEASE

Paying your rent

Rent is paid on or before the 1st day of every month. Any payment received after the first day of the month is late. Late payments are recorded in your file.

Payment options

- **Preauthorize Payment (PAP):** Your rent is taken from your bank account automatically on the 1st day of each month. Changes to the amount of your rent are made automatically.

- **Cheque or Money Order:** Payable at your local OCH office or at 39 Auriga Drive. If you pay by mail, please include your name, tenant ID#, address and phone number on your cheque or money order.

- **Interac/Debit:** Available at your OCH office (page 8).

- **Electronic Payment:** can be done by phone, ATM (bank machine) or Internet. You can ask the bank to set it up for you. If you already pay bills through electronic banking, you can set up the rent payment just like your other bills.

- Cash is not accepted at any OCH office.

THANK YOU FOR PAYING YOUR RENT THE 1ST OF EACH MONTH

Why pay your rent on time?

Because if you don’t, it will cost you extra money in fees and may lead to eviction.

If you are late paying your rent, you may also have to pay one or more charges to OCH for:

- Not Sufficient Funds (bounced check)
- Landlord and Tenant Board fees
- Enforcement fees (Sheriff’s fee)

You may not be eligible for a transfer within OCH if you have unpaid rent or if rent was paid late within the last 6 months.

If you leave OCH with money owing you may:

- not be able to get other social housing in Ontario
- not be able to get credit because you will have a bad credit record

- OCH may use a collection agency to collect the money owed

Once you have paid the money owed, you will be able to reapply for housing.

If you have a problem paying your rent or you think you may fall behind, please call your Rent Collection Coordinator (RCC) at your OCH office (page 8).
YOUR RENT

Market Rent
The market rents are similar to those charged by private landlord. Some tenants living in OCH communities pay full market rent. The market rent for your home increases annually.

Rent-geared-to-income (RGI)
Some tenants may qualify for RGI. The rent due under the lease agreement is less than the full market rent for the housing.

RGI is based on the number of people in your household and their income.

If you are subsidized or an RGI tenant, you must inform OCH within 31 days if there is any change in your household income, assets or in the number of people living in your home.

If you do not meet any of these conditions, you may lose your RGI subsidy. Also, you may possibly lose your home.

Changes to your “Household Income”
The rent due is based on the gross (before tax and deductions) income from all sources of all those living in the home. This is known as “Household Income”. If your Household Income increases or decreases, or if the source of any income changes, the rent due may also increase or decrease.

If you do not inform OCH of a change in household income, assets or in the number of people living in your home within 31 days:

> You may have to pay a backdated rent increase.
> Every person identified in your household may no longer be eligible for a subsidy or qualify for occupancy.
> You may have to pay the full market rent and you may lose your home.

Also, you may have to re-apply for a subsidy. It could take years before you receive a new subsidy. That is why it is very important that you inform us of all changes within 31 days.

Annual review of your household income
If you are receiving a rent subsidy, your rent is based on your income. To keep your subsidy, you must provide updated information about your household and your income every year.

You will receive a “Household Review Form” to complete and return to OCH with proof of income for everyone in your household that has income. Once we have received your updated information, your rent will be recalculated and you will be contacted.

If you do not provide the requested proof of income, your household may no longer qualify for a subsidy and you will have to pay the market rent for your home.
HOUSEHOLD COMPOSITION (addition, overhoused & underhoused)

> Only the people listed on your lease can live in your home.

> You must inform OCH in writing within 31 days if anyone moves into or out of the home.

If you do not update us, you will no longer qualify for your RGI subsidy and you may also lose your home.

Absence from Rented Home

The RGI subsidy is only available if you live in your home. If the entire household is absent from your home for 60 consecutive days or more, you will no longer qualify for your RGI subsidy and you may also lose your home.

If you plan to be away for any extended period, please contact your OCH office to discuss options for keeping your home.

Abandonment

If your rent has not been paid and OCH has reason to believe that you have moved out, we will make reasonable efforts to contact you. We will inspect your home to determine if it has been abandoned.

If OCH discovers the home has been abandoned, you are responsible for paying for all charges for rent and utilities for 60 days after OCH discovers that the home is abandoned. If the home is rented before the 60 days, you are responsible for the paying the rent and utilities until the home is rented.

OCH will dispose of any furniture, clothes or other personal belongings left in the home 30 days after we have notified you in writing. You will be charged for the cost of storage, disposal and all damages to your home.

Abandoning your home does not end your responsibility as a tenant. OCH may still hold you liable even if we take possession of the home in order to rent it to a new resident.

Subletting or Assigning your Home

You cannot sublet or assign your home or any part of it to another person.

Collection, Use and Disclosure of Your Personal Information

The security of your personal information is protected by law. OCH will collect, use, and disclose the personal information provided by you for the following purposes:

> considering your application for tenancy
> verifying the information that you have provided to OCH to determine eligibility
> calculating your rent
> meeting legal requirements in relation to your tenancy
> auditing OCH’s financial records
> contacting necessary services or your next-of-kin in case of emergency

The only time your information can be given to someone outside of OCH is either with your written permission, or when required or allowed by law.

If you have questions about the collection, use, disclosure, storage and disposal of personal information, contact OCH’s Privacy Officer at 613-731-7223 or privacy@och.ca.
TRANSFER REQUESTS
You might find your home is not suitable for you or your household. In some circumstances you may request a transfer to another RGI home.

Internal Transfer List
OCH maintains an Internal Transfer list for tenants who meet certain criteria. If you do not meet the criteria for an internal transfer, you may still be eligible for new housing through the Registry.

Other Requirements
Transfer requests may be rejected if:
> Your household owes money to OCH
> Your household is under threat of eviction

Exceptions to this rule are made for Special Priority applicants. Contact your Tenant and Community Worker (TCW) for details.

THE SOCIAL HOUSING REGISTRY
You can also apply for a transfer at The Social Housing Registry of Ottawa (the Registry) at:
2197 Riverside Drive,
5th floor, Ottawa,
K1H 1A9
Tel. 613-526-2088
www.housingregistry.ca

The Special Priority Transfer Application form is available at every OCH office. Submit the completed form and a record of abuse to the Social Housing Registry of Ottawa.
Who qualifies for the Internal Transfer List?

OCH currently has 7 categories to be placed on the *Internal Transfer List* (ITL). Tenants on the ITL are considered for vacant homes ahead of new applicants.

<table>
<thead>
<tr>
<th>CATEGORIES</th>
<th>Descriptions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Special Priority</td>
<td>If you or a member of your household has been the victim of abuse by someone in the same household, you could qualify under this category. The Registry will tell OCH whether you qualify for a special priority transfer. If you qualify, OCH will add your name to the Internal Transfer List.</td>
</tr>
<tr>
<td>Overhoused</td>
<td>It means you have more bedrooms in your home than you qualify for. In this case, you will be placed on the ITL. After OCH contacts you, you must select a number of communities to maintain your RGI subsidy. You must move to a new home.</td>
</tr>
<tr>
<td>Wheelchair Accessible Homes</td>
<td>If you or a member of your household uses a wheelchair, you can be on the Internal Transfer List. You can be on this list whether you are moving into your first wheelchair-accessible home, or would like to move from one wheelchair-accessible home to another.</td>
</tr>
<tr>
<td>Underhoused by 2 bedrooms or more</td>
<td>Just as each household qualifies for a maximum number of bedrooms in a home, they are also entitled to a minimum number of bedrooms. If your home has 2 bedrooms less than the minimum you qualify for, after considering the gender and number of household members, you can be on the Internal Transfer List.</td>
</tr>
<tr>
<td>Seniors in non-senior buildings</td>
<td>If you are 60 years of age or older and currently live in a non-senior building, you can qualify under this category.</td>
</tr>
<tr>
<td>Non-Senior Tenants or Households in Senior’s Communities</td>
<td>Any non-senior tenant that wants to move out of a senior’s community will be placed on the Internal Transfer List. If you are a senior and you add a non-senior to your household, OCH will recommend transferring out of the senior’s community.</td>
</tr>
<tr>
<td>Appeals Committee</td>
<td>The OCH Appeals Committee deals with exceptional transfer requests. Any tenant household that does not fall into the categories listed above but whose situation might require special consideration may request to have their case heard by the OCH Appeals Committee.</td>
</tr>
</tbody>
</table>

Don’t fit in any of the Categories?

If you don’t think you fall under any of the categories, talk to your Tenant and Community Worker - Tenant Services (TCW-TS) about your options.
BEING A GOOD NEIGHBOUR

Guest Policy and Procedures
Tenants may have guests. However, OCH is required to track changes to occupants in RGI households. Tenants who pay RGI rent must notify OCH if their guest(s) would like to stay (or do stay) for longer than 31 consecutive days.

Disturbances
We believe that the home is a place where people are entitled to enjoy peace, quiet and comfort. One way you can help create this peaceful environment is by following the City’s Noise By-law and by respecting every individual’s right to a peaceful and quiet home.

The Noise By-law protects all residents from being bothered by noises from outside of their homes.

If someone is disturbing you with excessive noise call OCH 24/7 Call Centre - Safety Line. You can also call the City by dialing 3-1-1 at any time, day or night. They can send a By-law officer to assess the situation. We also strongly suggest that you call your OCH office (page 8) during office hours to report the disturbance. OCH will investigate all tenant complaints of a serious nature against other tenants. The CSS can provide assistance from noon until 8 am.

Tenant Neighbour Complaint Process
Try to speak with the other tenant about the problem. Try to reach an agreement before making a complaint.

If the situation is serious and unresolved then, contact your Housing Administrator (HA) or Tenant Community Worker - Tenant Services (TCW-TS) at your OCH office (page 8).

Please make sure you write down as much information about the incident as you can. A complaint form is also available at all OCH offices.

Confirm any call by writing a letter to your HA or TCW-TS and attaching the completed complaint form to the letter.

If you do not wish to give OCH a written complaint, keep notes yourself so you can refer to them later.

OCH will:
> investigate all serious tenant complaints about other tenants
> make every reasonable effort to help in resolving the problem
> apply to the Landlord and Tenant Board (LTB) to evict tenants who, despite all efforts to resolve the problem still unreasonably disturb or harass other tenants
> apply to the LTB to evict tenants who behave violently towards other tenants or threaten their safety or security.
WHO DO I CALL?

For Life Threatening Emergencies

> **Always Call 9-1-1**
  Any incident involving illegal activities should be reported to the police

For other Emergencies in your Community

> **OCH 24/7 Call Centre**
  Safety Line at 613-745-9277
  CSS team works from noon to 8am.

> **Crime Stoppers** 613-233-8477
  if you would like to share information that will help police solve a crime

MOVING OUT

60-day Notice

If you intend to move out, you must give OCH 60-days (two months) written notice. The 60-day notice must begin on the first day of the month, and end on the last day of the following month.

You are responsible for the rent and utilities for the full notice period, even if you move out earlier.

Inspection

Your home must be returned to its original condition. If we have to repair any damage or do cleaning, you will be charged for the work done. Examples include:

> Peel and stick tile damage over original floor
> Holes in the walls
> Poor maintenance of bathrooms
> Unapproved renovations to basements
> Mactac in kitchens
> Wall paper or dark paint colours
> Cutting directly on countertops causing damage
> Any damaged items including but not limited to door knobs, light switches, fixtures, windows, etc.

Chargeback

A chargeback is an amount you may be charged for repairing damages that happened during your tenancy after the inspection.

You will also be charged if keys or fobs are not returned to your OCH office (page 8).
EVICION

OCH works closely with the tenants to try to maintain successful tenancies. We try to find acceptable resolutions to tenant disputes or issues whenever possible before applying for an eviction.

To apply for an eviction, we must follow legal procedures defined by the RTA legislation. The eviction process is long and complex. OCH can apply for an eviction but the LTB makes the final decision if a tenant will be evicted.

You can be evicted if you:

> Continually are late in paying your rent.
> Misrepresent your household income.
> No longer qualify for RGI subsidy and fail to pay market rent.
> Persistently disturb other tenants.
> Threaten the safety of another tenant.
> Break the law or run an illegal business in OCH communities.

**In very serious situations, involving criminal and violent behaviour, OCH will pursue eviction immediately.**

Please contact your Rent Collection Coordinator if you need more information on evictions for rent arrears or late payment. For information on all other types of evictions, contact the OCH lawyer listed on the eviction notice.
YOUR SAFETY AND SECURITY

OCH COMMUNITY SAFETY SERVICES

The OCH Community Safety Services (CSS) team and the Tenant Community Workers (TCW) are working with you to provide safer communities. They respond to your concerns related to safety and security (non-life threatening) in your OCH community. The CSS team works from noon to 8 am. The Tenant Community Workers (TCW) provide after crisis services if and when required.

WHO DO I CALL?

- For Life Threatening Emergencies
  Always Call 9-1-1

Any incident involving illegal activities should be reported to the police.

- For other Emergencies in your community
  OCH 24/7 Call Centre
  Safety Line at 613-745-9277

- Crime Stoppers 613-233-8477
  if you would like to share information that will help police solve a crime.
YOUR SAFETY AND SECURITY

WORKING TOGETHER FOR A SAFER COMMUNITY

All tenants are responsible for creating a safe and secure home and community.

Introduce yourself to your community organizations (i.e. Tenant Circle or Association, Lunch Groups, Crafts Group etc.) and get involved.

Get to know the people who live in your community by participating in meetings and events.

Never lend or give keys for your home or building.

Do not let someone in the building unless you know them.

Do not let strangers follow you inside your buildings or home - If you feel unsure or worried, use another entrance.

Always look inside the elevator before you enter. If you are suspicious of another passenger, wait for the next elevator.

Use the peephole or the window, if available, and never let someone into the building unless you know them.

Do not leave the main entrance doors open. Remove any object(s) that are keeping the doors open.

Do not remove window locks or “limiters.”

Keep all doors to your home locked at all times. Even when you go to the laundry room – remember to keep the balcony doors locked when you leave your home.

If you are going to be away, ask someone you trust to check on your home and collect your mail.

Call the OCH 24/7 Call Centre Safety Line to report suspicious issues or problems that affect the safety of your community or your home.
YOUR COMMUNITIES

HOW TO GET INVOLVED

There are many ways to get involved in your community. You can volunteer your time and choose activities that interest you. You can also join or attend tenant meetings.

If you want to get involved, contact your Community Development Manager at your OCH office (page 8).

TENANT ADVISORY GROUP (TAG)

TAG is made up of 8 OCH tenant volunteers: 4 are chosen by tenants and 4 by the OCH Board of Directors (BOD). All 8-tenant volunteers come from different communities and background. The group reviews and provides inputs on tenant policies and programs and advises the OCH Board of Directors and Senior Management. The Chair of TAG also participates as an OCH Board Director.

The TAG serves as the tenants’ voice within OCH. The members come from different communities and backgrounds. The concerns and issues discussed at TAG meetings are communicated to OCH and considered when making decisions.

TENANT GROUPS

Tenant groups are tenants who work together with their neighbours, OCH and partner agencies to build healthy, safe and inclusive communities. These groups can be formal Tenant Associations or less formal Tenant Circles and are led by tenants who are chosen by their neighbours. All tenants in a community are members of these groups and can participate in the activities.

Why join a tenant group? They give tenants a voice and an opportunity to help and participate in building their community.

OCH will work with you to start a tenant group/association/circle if one does not exist in your community. We may be able to provide funding, insurance and valuable resources.
DISTRICT BASED COMMITTEES

The District Based Committee (DBC) meetings are held 4 times a year with OCH tenant Leaders. They are open to all tenants. It is a good opportunity to share and provide suggestions and comments on issues that affect you and your community such as:

> Safety concerns and initiatives
> Tenant-related policies
> Maintenance
> Capital repairs and initiatives
> Budget
> Broad social issues / municipal initiatives
> Community updates (by community leaders)
> Social housing updates

OCH BOARD OF DIRECTORS (BOD)

The OCH BOD sets policies for the corporation. The BOD includes the Mayor and City Councillors along with community members and a tenant representative. The Board is legally accountable for the organization’s business. You can attend public meetings. Dates are available on our website at www.och-lco.ca.

OCH FOUNDATION

The Foundation’s Mission

The Foundation supports tenants on a one-on-one basis and works with community partners to help tenants living in community housing break the cycle of poverty, achieve personal success and lead healthy lives.

The Foundation’s Priorities

Education

With over 10,000 youth and children living in OCH communities, the Foundation actively supports youth educational programs and services.

Employment

By partnering with community organizations and businesses, the Foundation helps youth reach their employment goals.

Leadership

The Foundation helps tenants to build leadership skills and supports OCH community groups in providing leadership opportunities.

For more information on the OCH Foundation, please visit www.ochfoundation.ca or call 613-518-2099.
WEBSITE - WWW.OCH-LCO.CA

The OCH website offers news, many links to service partners, resources, brochures, and information that matters to you.

You can also find
> Public meeting dates, agendas and minutes
> Details of all OCH communities
> Volunteer and job opportunities
> Tenant insurance information
> Various brochures and guides
> Contact us page to send us your feedback and much more.

Social Media

OCH also uses different Social Media platforms to communicate with you and other groups of interest. You can find us and follow us on Twitter, LinkedIn, FlickKR and YouTube and soon on FaceBook.

Tenant Newsletter - The Quarterly

OCH produces and distributes 4 newsletters every year. It provides news and updates on tenant projects, OCH initiatives and various tips and reminders.

Tenant Calendar

The OCH calendar is produced and distributed in December. It contains tips and reminders, some meeting dates and features communities and our tenants.
RESOURCES AND SERVICES
Many resources and services are available in your community including:

GENERAL

City of Ottawa - INFO line
  Info ............................... ☏ 311
  Website .......................... www.ottawa.ca

Telehealth
  Info ............................... ☏ 1-866-797-0007
  Website .......................... www.ontario.ca/page/get-medical-advice-telehealth-ontario

Ontario Landlord and Tenant Board
  Info ............................... ☏ 1-888-332-3234
  Website .......................... www.ltb.gov.on.ca

Legal Aid Ontario
  Info ............................... ☏ 1-800-668-8258
  Website .......................... www.legalaid.on.ca

OC Transpo
  Info ............................... ☏ 613-741-4390
  Customer relations ............. ☏ 613-842-3600
  Website .......................... www.octranspo1.com

Service Canada
  Info ............................... ☏ 1-800-622-6232
  Website .......................... www.servicecanada.gc.ca

Ottawa Public Health Line
  Info ............................... ☏ 613-580-6744
  Website .......................... www.ottawa.ca

Community INFO-line Ottawa
  Info ............................... ☏ 211
  Website .......................... www.cominfo-ottawa.org

Coalition of Community Health and Resource Centres
  Website .......................... www.coalitionottawa.ca

Coalition of Community Houses
  15 community houses servicing OCH’s larger family communities, promoting healthy communities, addressing ... www.ottawacommunityhouses.com

Distress Centre of Ottawa & Region
  (English only) ..................... ☏ 613-238-3311

Life Threatening Emergency
  Fire/Medical/Crime in Progress ... ☏ 911

Mental Health Crisis Line
  Info ............................... ☏ 613-722-6914

Poison Information
  Info ............................... ☏ 613-737-1100

Police
  Non-Emergency .................. ☏ 613-230-6211

Para-Transpo
  Information and Registration . .. ☏ 613-244-1289

Social Services
  Info ............................... ☏ 613-560-6000
  Central .......................... ☏ 613-560-0622
  East ............................... ☏ 613-560-0626
  South ............................ ☏ 613-560-0624
  West .............................. ☏ 613-560-0621

Social Housing Registry of Ottawa
  Info ............................... ☏ 613-526-2088

Ottawa Food Bank
  Info ............................... ☏ 613-745-7001
  Website .......................... www.ottawafoodbank.ca
Visit the Blue Book at to search for crisis support such as shelters, victim service, etc. at www.cominfo-ottawa.org/directories.html