Manager’s corner

It was my great pleasure to meet many of you over the summer as I attended summer events across Waterloo Region Housing. Thank you for sharing your time. There is no substitute for seeing you and your homes in person.

I am pleased to report that the Waterloo Region Tenant and Community Engagement Strategy and Year 1 Progress Report are complete. The report was presented to the Housing and Homelessness Steering Committee and Council in September 2022. This strategy outlines the communities we aspire to build, actions to take, and our progress. We are now planning how best to share this strategy with you. Details will be shared soon. Thank you to all the members of our stakeholder working group for contributing to this work. This is a very exciting step forward in building strong communities.

I would also like to highlight the management team who supports our Waterloo Region Housing staff. They are working every day with our Tenant and Community Relations Specialist and Tenant Service Coordinators to support tenants and resolve concerns.

Cambridge: Sherry Brooks
Kitchener: Danielle Hounsell
Waterloo and Townships: Krysta Foster

Stay safe,
Amy Osika
Manager, Client Services and Waterloo Region Housing

Being a good neighbour

If you have a pet, please remember that you are responsible for your pet's behaviour and its effect on the building and other tenants. Examples of disturbing others are loud and continuous barking, causing damage to the unit and/or the property, and not picking up after your pet. Dogs and cats must always be on a leash when going for a walk on the common areas of the property. When they are on your patio, they must be on a short leash to keep them contained to your patio. WRH enforces provincial and municipal by-laws concerning pets, including the “stoop and scoop” policy in all WRH communities.

WRH instituted a smoke-free policy on any tenancies after April 1, 2010 that also applies to any guests or visitors. Everyone must smoke at least five metres away from the building and any door or window. You cannot smoke in your unit or your balcony/patio as smoke can travel between units through doorways, windows, patios or balconies. If you are in an existing ‘grandfathered’ unit, and you transfer to another unit, you will be under the new smoke free lease. The Smoke-Free Ontario Act does not allow smoking in the public area of the building you live in, such as the hallways, stairwells, laundry facilities, and the entrance and there are fines associated if you are found smoking in a public area.
Spotlighting Community Paramedicine

What is Community Paramedicine?
This is a non-emergency service program developed to connect individuals to health and community services. It also helps to prevent unnecessary 911 calls and emergency department visits, while supporting people in their homes or in the community. The program may include scheduled checkups, health assessments, and in-home safety assessments.

Who is Community Paramedicine for?
The program is designed to assist people living with chronic illness or ongoing health needs who have little support or have experienced difficulty accessing healthcare within the Region of Waterloo. People with complicated medical issues or other health problems may receive other special programming.

What should you expect when a community paramedic arrives at your home?
Community Paramedics are certified paramedics who receive additional education, training, and clinical experience in the field of community health. They will do a complete health and home safety assessment to determine individual needs. The paramedic and other health care providers will then connect the individual with community services and assist them in navigating the health care system.

If you are interested in accessing this program, please reach out to your Tenant and Community Relations Specialist (TAC). If you do not know whom your TAC is call the Service First Call Centre at 519-575-4400 and tell us your address, we can redirect you to the TAC for your area.

Updates and reminders

Keys
Key and fob replacements must be paid for when they are picked up. As a reminder, unit, main door, and building fobs cost $15 each. Mailbox keys cost $10. Lock change requests cost $150.

Lease renewal
Lease renewal packages are clearly marked with a due date and sent to tenants three months early. Please ensure to return the full package and all required documents (especially Notice of Assessments for all members of your household over 18 years old and not in school full-time). If your information is received late or not received at all, you will move to market rent and WRH may not be able to make past adjustments to rent.

If you receive an N4
Rent is due on the first of the month. We understand that there are times when tenants can fall behind. If this happens to you and you receive an N4 there are financial supports available:

- Contact Lutherwood Eviction Prevention at 519-749-2450
- If you currently receive Ontario Works (OW) or Ontario Disability Support Program (ODSP), contact your caseworker
- If you are NOT currently receiving OW or ODSP, contact OW Emergency Assistance at 519-740-5700
Community programs

These are some community programs you may be interested in taking advantage of:

Utilities assistance:
If you are behind on electricity bills and you receive social assistance or live in a low-income home, you may qualify for a one-time grant through the Waterloo Region Energy Assistance Program (WREAP). Talk to your utility provider about a payment plan for your bill and then call 519-883-2100 and select option one to apply.

Get Set Learn:
An eight-week program offered by Project READ Literacy Network that provides crafts, family playtime, and parent sharing for children from birth to four years old, and their parents. To apply email info@projectread.ca or phone 519-570-3054 for more information.

Learning, Earning, and Parenting (LEAP):
A program for parents of children who are receiving OW assistance and working toward or interested in achieving their Grade 12 education. LEAP combines supports for parents to complete their education, participation in parent and child activities or programs, and job readiness assistance after GED or diploma achievement. If you are interested in the program, please reach out to your OW caseworker.

Jumpstart:
Removes financial barriers for sport and physical activity by providing individual child grants to help low-income families access a range of activities, from boxing to bowling and skating to skiing, and more. You can read more information about the program and apply at https://jumpstart.canadiantire.ca/pages/individual-child-grants.

Community Justice Initiatives (CJI):
Provides free mediation services for neighbours experiencing conflicts over situations like noise complaints, personal differences, parking complaints, snow removal, etc. Your TAC may refer you to their services to support your tenancy and prevent eviction. For services CJI can be reached at 519-744-6549 or visit their website at www.cjiwr.com.

GRT’s Affordable Transit Program:
Offers anyone living in Waterloo Region with low-income a 48 per cent discount on the price of GRT fare products. This includes monthly passes, stored value payments, and MobilityPLUS ATP tickets. To review eligibility information and complete an application visit their website at https://www.grt.ca/. Click on Reduced Income from the Fares and Passes menu or visit one of the Region of Waterloo’s Welcome Spaces or call 519-883-2100 extension 3.
Community events
Cambridge Art Galleries and Idea Exchange supported and hosted the Cambridge Poppy Project. This community art project of Remembrance is created with hand-knit and crocheted poppies made and donated by community members. Our tenants participated in the project helping to surpass the goal of 10,000 poppies with a total of 33,530 completed poppies collected!
Please see the pictures of the participants and the fantastic job they did on these poppies!
You can view the different Poppy Project displays throughout Cambridge by visiting the website at ideaexchange.org/news/cambridge-poppy-project.

Community gardens – another successful season
As winter approaches, our community gardens have wrapped up for another year. Thank you for all of your work building, planting, and maintaining each site throughout the spring, summer, and fall!
In the Waterloo Region Tenant and Community Engagement Strategy and Year 1 Progress Report, WRH committed to maintaining and expanding the WRH community garden initiative. We plan to continue to build and foster a sense of community and improve food security. With this commitment, we look forward to all of the new plants, gardens and connections to come next year.

Our mission: (What we do)
We serve with caring and responsible public service.
We engage by listening and responding to community needs.
We inspire by conducting ourselves with openness to enhance public trust and confidence.

Our values: (How we work)
Service: Satisfy and build confidence
Integrity: Instill trust
Respect: Value and recognize
Innovation: Make ideas happen
Collaboration: Involve and engage others