



Important reminders for Waterloo Region Housing tenants

Canada Learning Bond (CLB)

Are you missing out? 16,000 kids in Waterloo Region have received free money for education savings through the Canada Learning Bond.

Click www.startmyresp.ca/wr or contact your Community Engagement Specialist (CES) to get started!

CLB CANADA LEARNING BOND

Get up to **\$2000** for your child's future

FREE MONEY. FOR YOUR KIDS. YES, REALLY.

And it won't affect your Ontario Works or Ontario Disability Support benefits.

Tenant Advisory Committee and Tenant Advisory Councils

Our newly formed Tenant Advisory Committee meets monthly providing advice and recommendations to staff on numerous Housing policies and programs.

Tenant Councils are also forming in many communities allowing for input into the day to day activities that impact communities locally.

We need your input! For more information contact your Community Engagement Specialist (CES).

YouthForce

YouthForce is a summer employment program for youth in our communities that also offers professional development and education.

If you are interested in becoming part of our team, contact your CES.



Rogers Connected for Success

Waterloo Region Housing has partnered with Rogers to provide internet service to tenants for \$9.99 per month.

For more information about the program, call the Region of Waterloo Service First Call Centre 519-575-4400.



Waterloo Region Housing (WRH) is a Region of Waterloo Housing Division program. All WRH telephone calls are answered through the Region of Waterloo Service First Call Centre telephone number:

519-575-4400
Callers can speak to a live person 24/7.

If you are reporting a maintenance issue, call 519-575-4400 and stay on the line to speak with a Region of Waterloo representative.



Help to reduce your hydro bill

Did you know, if you have a lower income, you may qualify for a reduction on your hydro bill.

To learn more visit online: www.OntarioElectricitySupport.ca

If you have questions or need help applying for the program, you can contact the OESP Contact Centre in the following ways:

- Call 1-855-831-8151 (toll free within Ontario)
- Email help@ontarioelectricitysupport.ca
- Use the Bell Relay service at 1-800-855-1155 (TTY to TTY)

The OESP Contact Centre is open Monday to Friday, from 8 a.m. to 9 p.m. ET.

— Please keep for your reference —

Alternate formats of this document are available upon request.

Please contact **Lynda Fitzgerald** at 519-575-4400 ext. 1214, TTY: 519-575-4608 to request an alternate format.

To reach us please call the Service First Call Centre 519-575-4400

NEW! We have changed our titles.

Property Managers are now **Tenancy Support Specialists (TSS)**
 Community Relation Workers are now **Community Engagement Specialist (CES)**
 Tenant Services Coordinators continue as **Tenant Services Coordinators (TSC)**

Your staff teams:

KITCHENER	TSS	CES	TSC
Brybeck Crescent	Linda Stone	Lynda Fitzgerald	Kathy Stahlbaum
Chandler Drive	Lynda Gourlie	Lorraine Eisenporth	Michelle Reinhart
74 Church Street	Linda Stone	Lynda Fitzgerald	Katrina Halstead
119 College Street	Andrea Jones	Anita Sharrat-Geddes	Katrina Halstead
Courtland Avenue	Andrea Jones	Anita Sharrat-Geddes	Cristina Santos
168 Fairway Road	Lynda Gourlie	Lorraine Eisenporth	Michelle Reinhart
210 Fourth Avenue	Lynda Gourlie	Lorraine Eisenporth	Michelle Reinhart
233 Franklin St N	Linda Stone	Lynda Fitzgerald	Cristina Santos
239 Franklin St N	Linda Stone	Lynda Fitzgerald	Cristina Santos
Greenfield Avenue	Carolyn Vasco	Ellen Becker	Sandy Bernier
518 Greenfield Ave	Carolyn Vasco	Ellen Becker	Sandy Bernier
Guerin Avenue	Linda Stone	Lynda Fitzgerald	Cristina Santos
47/65 Holborn Drive	Andrea Jones	Anita Sharrat-Geddes	Cristina Santos
Holborn Drive	Andrea Jones	Anita Sharrat-Geddes	Cristina Santos
Ingleside Drive	Linda Stone	Lynda Fitzgerald	Katrina Halstead
Kinzie Ave	Linda Stone	Lynda Fitzgerald	Cristina Santos
215 Lorraine Ave	Andrea Jones	Anita Sharrat-Geddes	Kathy Stahlbaum
Lorraine Ave	Andrea Jones	Anita Sharrat-Geddes	Kathy Stahlbaum
Montcalm Cres	Andrea Jones	Anita Sharrat-Geddes	Kathy Stahlbaum
Mooregate Cres	Lynda Gourlie	Lorraine Eisenporth	Katrina Halstead
Morgan Ave	Carolyn Vasco	Ellen Becker	Michelle Reinhart
Mowat Blvd	Lynda Gourlie	Lorraine Eisenporth	Michelle Reinhart
145 Overlea Drive	Lynda Gourlie	Lorraine Eisenporth	Sandy Bernier
Overlea Dr/Crt	Lynda Gourlie	Lorraine Eisenporth	Sandy Bernier
40/60 Paulander Dr	Linda Stone	Lynda Fitzgerald	Katrina Halstead
65 Paulander Dr	Linda Stone	Lynda Fitzgerald	Katrina Halstead
Queenston Ave	Andrea Jones	Anita Sharrat-Geddes	Kathy Stahlbaum
Rutherford Drive	Linda Stone	Lynda Fitzgerald	Cristina Santos
Shelley Drive	Andrea Jones	Anita Sharrat-Geddes	Cristina Santos
Strasburg Road	Lynda Gourlie	Lorraine Eisenporth	Sandy Bernier
Thaler Avenue	Linda Stone	Lynda Fitzgerald	Cristina Santos
50 Valleyview Road	Lynda Gourlie	Lorraine Eisenporth	Sandy Bernier
140 Weber St E	Andrea Jones	Anita Sharrat-Geddes	Cristina Santos
Weichel Street	Carolyn Vasco	Ellen Becker	Katrina Halstead
82/84 Wilson Ave	Linda Stone	Lynda Fitzgerald	Katrina Halstead
Windom Road	Andrea Jones	Anita Sharrat-Geddes	Michelle Reinhart
WATERLOO	TSS	CES	TSC
Albert Street	Andrea Jones	Anita Sharrat-Geddes	Kathy Stahlbaum
Amos Avenue	Andrea Jones	Anita Sharrat-Geddes	Kathy Stahlbaum
High Street	Andrea Jones	Anita Sharrat-Geddes	Cristina Santos
630 Keats Way	Andrea Jones	Anita Sharrat-Geddes	Kathy Stahlbaum
146 Kingscourt Dr	Andrea Jones	Anita Sharrat-Geddes	Cristina Santos
335 Regina St N	Linda Stone	Lynda Fitzgerald	Kathy Stahlbaum
Sunnydale Place	Andrea Jones	Anita Sharrat-Geddes	Kathy Stahlbaum
ELMIRA	TSS	CES	TSC
19 Snyder Ave N	Linda Stone	Lynda Fitzgerald	Kathy Stahlbaum
8 Wyatt St	Linda Stone	Lynda Fitzgerald	Kathy Stahlbaum

NEW HAMBURG	TSS	CES	TSC
144 Forest Ave	Andrea Jones	Anita Sharrat-Geddes	Katrina Halstead
WELLESLEY	TSS	CES	TSC
1115 Henry Street	Andrea Jones	Anita Sharrat-Geddes	Kathy Stahlbaum
CAMBRIDGE	TSS	CES	TSC
Alison Avenue	Carolyn Vasco	Ellen Becker	Nancy Wiesel
Ballantyne Avenue	Carolyn Vasco	Ellen Becker	Nancy Wiesel
Bechtel Street	Lynda Gourlie	Lorraine Eisenporth	Michelle Reinhart
339 Bishop Street	Lynda Gourlie	Lorraine Eisenporth	Michelle Reinhart
50 Chalmers Street	Lynda Gourlie	Lorraine Eisenporth	Nancy Wiesel
125 Champlain Blvd	Carolyn Vasco	Ellen Becker	Nancy Wiesel
143 Concession St	Andrea Jones	Anita Sharrat-Geddes	Nancy Wiesel
95 Concession St	Carolyn Vasco	Ellen Becker	Nancy Wiesel
East Street	Carolyn Vasco	Ellen Becker	Nancy Wiesel
Gail Street	Carolyn Vasco	Ellen Becker	Michelle Reinhart
168 Grand Ave	Lynda Gourlie	Lorraine Eisenporth	Sandy Bernier
Langs Drive	Lynda Gourlie	Lorraine Eisenporth	Michelle Reinhart
Lumsden Cres	Carolyn Vasco	Ellen Becker	Nancy Wiesel
McDonald Ave	Carolyn Vasco	Ellen Becker	Nancy Wiesel
55 Magor Drive	Carolyn Vasco	Ellen Becker	Sandy Bernier
McKay Street	Carolyn Vasco	Ellen Becker	Nancy Wiesel
70 Mulberry Drive	Lynda Gourlie	Lorraine Eisenporth	Michelle Reinhart
Radford Avenue	Carolyn Vasco	Ellen Becker	Nancy Wiesel
Rouse Avenue	Carolyn Vasco	Ellen Becker	Nancy Wiesel
Sekura Street	Carolyn Vasco	Ellen Becker	Nancy Wiesel
Southwood Drive	Carolyn Vasco	Ellen Becker	Michelle Reinhart
Stewart Avenue	Carolyn Vasco	Ellen Becker	Nancy Wiesel
778 Walter Street	Carolyn Vasco	Ellen Becker	Nancy Wiesel
9/10 Westgate Crt	Carolyn Vasco	Ellen Becker	Sandy Bernier

Manager's message

2018 has been an exciting year at Waterloo Region Housing (WRH). This year has allowed us an opportunity to partner with the Waterloo Wellington Local Health Integration Network to start onsite health and wellness programs and services in our communities. We have also been working closely with the Region's Public Health Department to develop a cannabis and tobacco smoke free policy. This policy will allow tenants an opportunity to maintain smoke free communities while having designated areas within WRH to use recreational and medicinal cannabis responsibly.

2018 also saw WRH invest in innovation, 21 buildings now have keyless front doors and common areas access, while another six buildings are piloting a virtual concierge system with our security department. This allows our buildings to be monitored 24-hours a day. Finally, two of our buildings will also pilot keyless doors for their apartments.

We look forward to 2019 to expand the keyless program and to work with tenants to continue to grow tenant engagement across all of our communities.

— **Mina Fayez-Bahgat**

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