**Messages of hope**
Tenants participated in sharing messages of hope throughout the community this summer. Encouraging quotes and phrases were created on door plaques, positivity posters, colouring sheets, wall murals and painted rocks.

**Tenant councils**
Through COVID-19, WRH would like to continue working with existing tenant councils as well as starting new councils. If you are interested in starting a council in your community or have ideas on how we can connect virtually, please reach out to your Community Engagement Specialist (CES) by calling the SFCC at 519-575-4400.

**Maintenance requests?**
**Call the Service First Call Centre (SFCC) 519-575-4400**
The SFCC is available to answer your call 24 hours a day, 7 days a week.

If you have questions about new work orders, outstanding work in your home, or anything to do with maintenance requests or enquiries, please call the SFCC at 519-575-4400.

Members of the Tenant Advisory Council (TAC) are shown receiving plaques for their service.

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Alternate formats of this document are available upon request. Please contact your CES at 519-575-4400, TTY: 519-575-4608 to request an alternate format.
Two years ago on October 27th marked the opening of a new community space at 45F Amos Avenue in Waterloo. Despite the cold, rainy weather, over 100 neighbours came out to celebrate with good food, hot drinks and some fun crafts and activities for the kids! Before the lockdown the space was well used and was visited by many children, youth, and adults from the neighbourhood. Throughout 2020 there continue to be a variety of opportunities through the Centre such as homework support for elementary students, a women’s social group, a food cupboard, activities for youth, and more! Many local neighbours and folks from outside the neighbourhood have generously donated their time to help run programs in this neighbourhood. There are always opportunities for you to be part of your community! If you live in the Erb West area and want to get in touch, you can contact us through the Erb West Community Centre Facebook page, email jspunar@carizon.ca, or call 519-497-8254.

We believe the neighbours of Erb West have many assets and gifts to offer one another to create a stronger and more vibrant community, and it is our goal to help make these connections. Hope to hear from you soon!

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