



## It's possible



Can you feel the energy in our buildings? The living environments were a picture of positivity this summer thanks to you! Whether it was taking care of the grounds or beautifying neighbours' views by planting flowers or encouraging tenants to grow

a garden, your efforts to liven up the city and improve the environment were a resounding success!

Creating an association is a lot like growing a garden. You need to be patient before you can reap the rewards of your labour. This fall, I hope you can find the time to tend to your garden. Associations flourish when all members get fully involved. Don't hesitate to ask for help in finding the right tools to carry out your dream projects. Groupe Locataires-Ressources (GLR or Tenant Resource Group), Comité consultatif des résidents (CCR or Advisory Committee of Tenants), community organizers, the borough and other relevant organizations can all offer assistance.

The ground is fertile. Each one of you is an essential part of your committee—your strengths and qualities make you unique. Be ready to learn, maybe make a mistake, but never give up. We need you!

If Albert Einstein said "Imagination is more important than knowledge," then let's get thinking! Let's imagine solutions to improve living environments. Together, we can learn how to transform our ideas into reality.

Succeeding is believing!

Caroline Langevin, Directrice du Service de la gestion des milieux de vie (Director of Community Relations Management)

## Common rooms connected!



The teams are working very hard to computerize the common rooms. All rooms will have a computer and Internet access with wifi. A few years ago, this was unthinkable. With the pandemic, we saw that there was a digital divide. The lack of access to computer tools creates inequalities. A lot of information is on the web. For the Office municipal d'habitation de Montréal (OMHM), it is also another way to connect associations and to help each other find resources.

«With the tenants, the Fédération des locataires en HLM (FLHLMQ) and our partner Insertech, we were able to provide equipment to 60 tenant associations. Now, if all the common rooms become connected, it's a big network that is being set up. Everything is done online now! The Internet is an essential need for tenants to stay informed. It also provides access to resources like doing taxes online, for example», says with joy Nathalie Morin, directrice de l'organisation communautaire (Community Organization Director).

Today, there are tons of online tools that can help tenants. We are going to give ourselves the means to learn from this new reality in the community rooms. There will be technical support and help to learn the basics of computers.

This change will have positive impacts. The ability to communicate and stay connected with others is essential to happiness and well-being. This will be one more tool to counteract isolation and stay connected to each other.

## Survey: on a scale of 0 to 10...



Every three years, the Office municipal d'habitation de Montréal (OMHM) calls on an independent survey firm to assess tenant satisfaction of OMHM services. The questions relate to maintenance and repairs, how safe tenants feel and how easy it is to communicate with us.

The 2022 survey is currently taking place. The firm Orama will randomly call approximately 1,000 OMHM tenants to get their feedback. Tenants will be asked to give a score of 0 to 10 for each question. They will also be able to suggest improvements for certain areas. All answers will be confidential. The OMHM will receive a report with the results, but not the names of the respondents or their addresses.

### Please encourage your neighbours to participate!

This exercise helps OMHM managers better understand tenant expectations, determine what needs improving, and measure progress by comparing the results to the previous survey. It is time well invested that will help improve living environments for all tenants.



The office at 255, Crémazie Boulevard East is officially closed since September 30.

For in-person tenant services, please note the following **2 addresses**:

### Service Desk – West

2247, rue Delisle  
Bureau 300  
Montréal (Québec)  
H3J 1K4

### Service Desk – East

3330, boul. l'Assomption  
Montréal  
(Québec)  
H1N 3S4



**Lionel-Groulx metro**  
(orange line)



**Assomption metro**  
(green line)

In addition, the OMHM will soon have a new administrative office at **400, Rosemont Boulevard** in Montreal, right next to the Rosemont metro station. Several teams will be moving into this location, including the Direction générale, Service d'accueil des demandes de logement and Organisation communautaire. Over 300 employees will be moving office in the coming weeks:

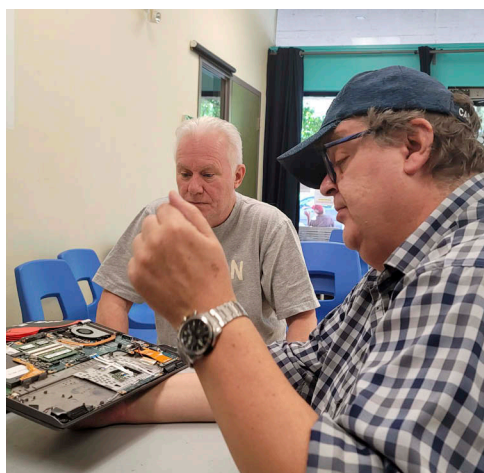
- Teams working at 415, Saint-Antoine Street West will be relocated to the new address on November 15, 2022.
- Teams working at 5800, Saint-Denis Street will be relocated to the new address on November 29, 2022.

These two offices will then be closed, and the new administrative office at 400, Rosemont Boulevard will officially open its doors on November 15.

## Info-Crime is there for you

Have you witnessed violent behaviour in your building? Heard screams, threats or assaults at neighbouring apartments? Are you concerned for the safety of youth or seniors in the neighbourhood due to gang troubles?

In Montreal, you can contact the Info-Crime service to report a crime or provide information. All calls are anonymous and confidential. You do not have to identify yourself or testify. Never Info-Crime will try to trace you. Talking can save lives! **Info-Crime 514-393-1133**



## It pays to fix computers!

The first-ever **Réparathon** (repair event) took place at Îlots Saint-Martin in collaboration with Insertech and a group of dedicated volunteers. Aimed at prolonging the life of tenants' computer equipment, this service is free and eco-friendly. It's a win-win!

It is also a great opportunity to support and train tenant associations in helping reduce the digital divide among low-rent housing tenants. It's possible to give computer equipment a new lease of life!

To organize a Réparathon, contact **Insertech at 514-596-2842, ext. 6.**

## Importance of creating an association: tenant testimonial



Have you heard tenants talking about forming a new association? Maybe you have several new members in your association?

Groupe Locataires-Ressources (GLR or Tenant Resource Group) offers testimonials to help tenants understand the importance of getting involved in an association and see the positive impacts through concrete examples of success.

Informing tenants about the role they can play in changing their living environment gives them a better understanding of the power they can have when working together.

«I tell the story of how I came to be in low-rent housing and why I wanted to get involved. I put forward the positive points and what it brings to the tenants. People are not aware that there is money available for associations to organize activities and improve the lives of tenants. They hesitate to start an association because there have been baffles between members before. They are reassured to know that there is outside help to support them. By creating an association, we invite the neighbours to no longer be anonymous. There are many of us living in the same place, so there must also be many of us who take care of it and improve it», says Tina-Lili Gagné, who makes rounds to motivate the tenants to get involved.

To learn more about the GLR, contact the CCR at **ccr.mtl@gmail.com**



## Tenants supporting tenants

Groupe Locataires-Ressources (GLR or Tenant Resource Group) is a tenant support group made up of low-rent housing tenants like you, offering training on important topics such as:

- preparing for an annual meeting
- using a computer (computer 101)
- financial management

GLR can also provide help with:

- setting up a tenant association
- effective note taking at meetings
- leading your annual general meetings
- completing your financial statement

For more information, please contact them at **ccr.mtl@gmail.com**



# New life for associations

Citizen and volunteer commitment is back and taking its place in our living environments. It is a sign of solidarity and renewal.

**23 elections since June!**  
16 in the West and 7 in the East

Congrats  
to all newly elected  
officials!

**107 new elected officials**

**A total of 101 tenant  
associations**

**9 new associations**  
7 in the West and 2 in the East



The tenant association elects the members of the tenant committee (or board of directors) who administer and manage the belongings and the funds of the association. In consultation with members, this committee coordinates the activities of the association.

## Upcoming Sector Committees – December 2022

	5 december	7 december	8 december	9 december	12 december
9:30 a.m. to noon					<b>Sector B</b> Habitations John-Patterson 3 000, rue Saint-Antoine
1:30 p.m. to 4 p.m.	<b>Sector E</b> Habitations Emmaüs 9400, rue Irène-Joly	<b>Sector D</b> Habitations Place Normandie (address to be confirmed)	<b>Sector A</b> Habitations Angrignon I 3055, boulevard Des Trinitaires  <b>Sector G (1 p.m.)</b> Habitations Desjardins 4210, rue La Fontaine	<b>Sector F (1 p.m.)</b> Habitations De Bellechasse 6001, 29 <sup>e</sup> avenue	<b>Sector C</b>

**The 211 telephone service is available in 200 languages.**  
Information and referral towards 5,000 community services.

**HELP STARTS HERE**  
SPREAD THE WORD ABOUT OUR SERVICE IN THE COMMUNITY.

**211** Grand Montréal



Office municipal  
d'habitation  
de Montréal

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