



## Meeting to exchange and make proposals



*After listening to the CCR report, the tenants' delegates took part in workshops to help define the priorities for 2017 and to discuss security in OMHM buildings.*

Several issues were addressed over the space of a few hours on October 25 at the Office municipal d'habitation de Montréal (OMHM) tenants' annual general assembly. Most members of the Comité consultatif des résidents (CCR or Advisory Committee of Tenants) were there to welcome the tenant delegates and to discuss the issues with them.

The meeting began with a presentation by Robert Pilon, Director of the Fédération des locataires de HLM du Québec (FLHLMQ), who summarized the CCR's role within the OMHM.

### A positive report

CCR Secretary Chantal Daneau and CCR Vice-President Richard Marchand reported on the year's activities. They explained the research and analysis that the CCR had done before submitting its recommendations to the OMHM's board of directors concerning the priorities established for 2016. They also mentioned the CCR's participation in the FLHLMQ congress, and its activities aimed at promoting the creation and stability of OMHM tenant associations.

### Setting priorities

This was followed by a question period, during which some serious issues were raised, including mental health, the physical autonomy of seniors, pest control and sanitary conditions. The delegates then took part in two workshops. In the first one, they suggested issues that could become priorities in 2017, topics that will be reviewed by the CCR early in the new year in order to pin down the new priorities. In the second one, they expressed tenants' expectations in regard to security. Access to buildings, keys and cards in circulation, peddlers, the role of the tenant security agent, loitering and street gangs were all covered and noted by the members of the CCR.

### Closing comments

The meeting ended with a presentation by Serge Villandr , Assistant Executive Director, Low-Rent Housing Management, concerning the OMHM's top three priority orientations until 2019:

1. protect the quality of the living environment;
2. increase the supply of units and better meet the range of needs; and
3. meet the upcoming challenges by taking opportunities to improve and by relying on a competent and committed team.

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# Wrapping up the year in style



The time has come to start thinking about the year end. This is an important time for tenant associations. You will soon be receiving your application form for your Office municipal d'habitation de Montréal (OMHM) grants, and you will have to prepare your financial report. This demanding work is your chance to report on your situation and to set your goals and projects for the following year. If you

need assistance, do not hesitate to contact your community organizer.

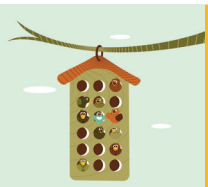
Make the most of this opportunity to encourage exchanges with the tenants in your low-rent housing project and get them to take part in the activities and get involved in organizing them. They could start by giving you a hand preparing for the year-end celebrations in your projects. Make sure that these events are

inclusive and give all tenants the chance to meet in the joyful and sharing spirit of the season.

In closing, I would like to thank Richard Fitzgerald, who retired this fall from the Comité consultatif des résidents (CCR or Advisory Committee of Tenants) for personal reasons. I would like to recognize his tremendous commitment and democratic approach, which helped further collaboration between the tenants and the OMHM. CCR members are determined to keep working in that direction.

I wish everyone happy year-end celebrations. May your commitment be rewarded with joy and satisfaction in 2017!

Esther Giroux, Director,  
Social and Community Development Department



*Meeting at the crossroads*  
*Seeking ways to live together in harmony*

## Working together to green Hochelaga-Maisonneuve

By Jocelyne Dorris

A greening pilot project in the Hochelaga-Maisonneuve neighbourhood led to the planting of close to 60 trees in the surrounding low-rent housing projects. A dozen people—volunteer tenants and horticulturalists—planted 32 trees at Habitations Boyce-Viau on a beautiful fall day. This communal activity was part of the **Les Promeneurs avisés** project in which the Office municipal d'habitation de Montréal (OMHM) is involved in collaboration with the Société de verdissement du Montréal métropolitain (SOVERDI) and the Société d'habitation populaire de l'Est de Montréal (SHAPEM).

Les Promeneurs avisés includes residents who are committed to greening their neighbourhood. Their mission includes, among other things, identifying possible sites for planting trees, with a focus on social and

community housing properties. This is why the OMHM was approached with a proposal to plant dozens of trees on its properties in Hochelaga-Maisonneuve. In addition to Boyce-Viau, the residents of 12 projects, including Morgan-Lafontaine and Notre-Dame, greeted the horticulturalists with open arms. "Next year, we aim to repeat the experience in the Montréal-Nord and Mercier neighbourhoods," indicated SOVERDI coordinator Catherine Houbart.

In order to encourage the tenants to take part in the project, community organizer Nathalie Dufort proposed that they "adopt" a tree. Those who responded to the offer received a tag with their name, which they were able to attach to "their" tree. Mohamed, a neighbour who had heard about the project from a tenant, offered to help even though he did not live in the



*Tenants and horticulturalists worked hard on planting more than 30 trees at Habitations Boyce-Viau in one day.*

low-rent housing project. For him, it was obvious that the greenery would benefit the entire neighbourhood. "Greening our neighbourhoods helps reduce heat islands and improves air quality, and also beautifies our living environment," pointed out Brigitte Laliberté, sustainable development project manager for the OMHM.

Tenants' involvement does not end with planting the trees, because they then have to maintain all the new trees, which need to be looked after if they are to grow!



Surrounded by CCR members, with microphone in hand, FLHLMQ's Robert Pilon facilitated the question period for tenants' representatives.

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In order to illustrate how things will unfold in the day-to-day course of events, Mr. Villandré explained how the OMHM followed up on the CCR's advice requesting that the fight against bed-bugs be a priority. Since October, the new contracts signed with exterminators will ensure better monitoring of the quality of the work, and include an obligation to deliver results or the provider will not be paid. This is an excellent example of what can be achieved when OMHM tenants and staff work together.

## When directors of maintenance and repairs get closer to the tenants

Last January, the Office municipal d'habitation de Montréal (OMHM) reviewed the janitorial structure so that its directors of maintenance and repairs (DERs) could work more closely with the tenant representatives. Their numbers were raised from 13 to 20 to make sure that they work 80% of their time out in the field. The new structure has now been in place for a few months, and we are in a position to report that these changes are being positively perceived because they provide more opportunities for OMHM employees and tenant associations to meet.

The OMHM has received feedback from some tenants and directors of maintenance and repairs on the matter. Lucille Deschênes, from Habitations Pierre-de-Coubertin, has seen improvements in that tenant representatives now have direct contact with the director of maintenance and repairs in their high-rise building for seniors. "After asking us to identify our needs, they installed access ramps and door opening buttons at the entrances. This is very important for seniors who have mobility problems," she

pointed out. Ms. Deschênes observed "more availability and attentiveness, a true customer-service approach." She added: "it feels like they are there for us."

Ms. Deschênes  
has seen improvements  
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with the director of  
maintenance and repairs.

According to Richard Fitzgerald, a resident in Habitations Terrasse Ontario, "the new structure is certainly more efficient because they spend more time on site." However, he also mentions that "we already had very good communications with our former director of maintenance and repairs." He has only met the new one once because he has just arrived, but he did notice that he was very open to requests and responded quickly.

In regard to the directors of maintenance and repairs, Luc Dagenais indicates that he can now get closer to the tenants and thereby offer better service. "Before, with more territory to cover, I was always rushing around. Now, I meet with the residents more often. I can give them answers and reassure them," he explains. Sylvain Groulx appreciates the exchange of information with the tenant representatives. "They tell us about all the little things we need to know." As an example, he mentions a low-rent housing project where roots were growing across a path. "It was getting dangerous for wheelchairs and mobility scooters. We made the necessary repairs, and as a result improved the quality of life of the residents."

This last sentence is a good illustration of the objective of this restructuring, which has already shown positive results. Other testimonies will certainly follow early next year once the new structure will have been in place for a full year.

**THE  
WORK  
OF THE** 

The mission of the Comité consultatif des résidents (CCR or Advisory Committee of Tenants) is to promote the creation of tenant associations in low-rent housing projects and lend its support to existing tenant committees. To this end, its members make presentations on volunteer commitment and participatory forums in the low-rent housing projects, as well as at sector meetings.

## New tenant committees

While the autumn leaves were falling and the wind was blowing, OMHM tenants gathered to elect their tenant committees. Elections were held in nine low-rent housing projects to choose the 40 volunteers who will organize activities and plan projects. Thank you to everyone for your participation and dedication.

### NORTHWEST SECTOR

#### André-Grasset **S**

Amroune, Hakima  
Duperron, Danielle  
Ellien, Marie-Christine  
Morales Branda, Doneris

#### Étienne-Desmarteau **S**

Bouffard, Gisèle  
Brault, Cécile  
Dion, Marthe  
Labonté, Laure  
Minault, Malherbe  
Soudre, Marie

#### Jean-Talon **S**

Guebediang, Lydie Gisele  
Kornafel, Krystyna  
Leconte, Louis  
Zukowska, Marianna

### SOUTHWEST SECTOR

#### De l'Érablière **F**

Beaulne, Claire  
Jackson, Anthony  
Krzyszczuk, Piotr  
Melançon, Denise

#### Vinet A & B **F**

Barra, Otilia  
Brathwaite, Elizabeth  
Kaba, Djeneba  
Stroganova Pavlova, Tatiana

### EAST SECTOR

#### Les Jardins Chaumont **S**

Audet, Yvonne  
Dugas, Lise  
Fournier, Barbara  
Gervais, Céline

#### Adélar-Langevin **S**

Albert, Huguette  
Belisle, Monique  
Laforge, Lise  
Mathieu, Robert  
Parent, Suzanne  
Ranger, Jacqueline

#### Les Jardins Angevins **S**

Casault, Claire  
Collard, Denise  
Lessard, Jacqueline  
Pepin, Nicole  
Villeneuve Richardson, Claire

#### Marguerite-Bourgeoy **S**

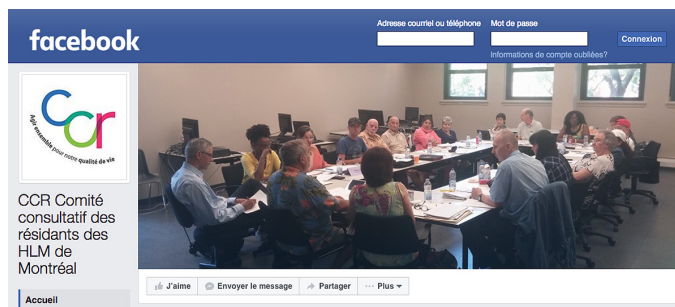
Aubin, Yves  
Tremblay, Bernard  
Uddin, Masum

**S** OMHM low-rent housing for seniors

**F** OMHM low-rent housing for families and people living alone

This information is provided as a guideline and is subject to change as tenant associations evolve.

## The CCR wants to post your photos!



Did you know that the Comité consultatif des résidents (CCR or Advisory Committee of Tenants) has had a Facebook page for several years? All OMHM tenant associations can use it to announce their activities and to post photos taken at their events. Email your announcements and photos to the CCR, and you will see them on the "CCR Comité consultatif des résidents des HLM de Montréal" Facebook page. Remember to visit and "Like" it!

You can write the CCR at: [ccrmtl@gmail.com](mailto:ccrmtl@gmail.com)

## Upcoming training session

This training session provides the tools you need to fulfill your role. Make the most of it—it's free!

<b>Date</b>	Thursday, March 23, 2017
<b>Theme</b>	Financial management*
<b>Address</b>	Habitations De l'Érablière 1745, rue Notre-Dame Ouest
<b>Metro station</b>	Georges-Vanier

The session is held from 10 a.m. to 3 p.m. in a low-rent housing project near a metro station. Lunch is included, but participants' transportation costs may be borne by tenant associations. To confirm your attendance, contact Suzanne Morissette by phone at **514-872-2104** or by email at [suzanne.morissette@omhm.qc.ca](mailto:suzanne.morissette@omhm.qc.ca).

\* Please note that the course is held in French. Title given in English for your information.



An association can:

- see to the wellbeing and improvement of tenants' quality of life;
- represent and defend tenants' interests and rights;
- provide recreational activities and support services;
- promote tenant participation in managing low-rent housing.



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