



Changes to optimize services in low-rent housing

By Jocelyne Dorris

In an effort to maximize and better support the services provided by maintenance and repair teams, Serge Villandré, Assistant Executive Director, Low-Rent Housing Management, and his team are making changes to the way work is organized.

The most recent survey conducted by the Office municipal d'habitation de Montréal (OMHM) of 1000 low-rent housing tenants on the island of Montréal revealed an overall satisfaction rate of 8.1 out of 10 (CROP, December 2013)—great results that make the OMHM proud. However, the survey highlighted vulnerable areas that prompted us to review our work processes, such as maintenance of common areas as well as window and stairwell washing in small buildings. The OMHM also plans to continue to encourage blue-collar skill development. "Over the past couple of years, we have reduced the amount of work we subcontract. Our teams have shown that they do better quality work and that this work is appreciated by tenants. It is now our turn to lend a hand to those employees out in the field who are the first to tackle maintenance and repair work," explains Mr. Villandré.

The changes planned between now and December include increasing the number of directors of maintenance and repairs from 13 to 20. This means that every director will have responsibility for fewer



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apartments, making it easier for him or her to support maintenance and repair workers from day to day. A new Director of Operations Management position has also been created in each sector. One of the purposes of this position is to relieve directors of maintenance and repairs of administrative tasks so that they can be out in the field. Directors of Operations Management have just been appointed to the East, Northwest and Southwest sectors.

This new way of organizing work will be featured in an article in the next edition of *Rose des vents*, in December 2015, once the new teams are in place. "We're going to shift towards keeping things closer to home, something from which our tenants will benefit. To this end, we must provide our blue-collar workers with greater support," says Mr. Villandré.



Mohamed Foufa, Alain Dion and Frédéric Roy were appointed to the position of Director of Operations Management in the Southwest, East and Northwest sectors, respectively.

Participation in the spotlight



The Office municipal d'habitation de Montréal (OMHM) experiences moments of intense community activity. One such moment was when two members of the OMHM Comité consultatif des résidents (CCR or Advisory Committee of Tenants) were elected in June to the board of directors of the Fédération des locataires d'habitations à loyer modique du Québec (FLHLMQ). Julie Laprès, who represents families and people living alone in the East Sector, is now the Fédération's chair, while Richard Fitzgerald, who represents seniors in the same sector, holds a director position. A big round of applause to these two tireless workers for the confidence they have earned from the FLHLMQ members!

For its part, a team of OMHM employees and tenants is currently working on injecting new energy and more interest into sector committee meetings. You will be able to see the improvements the next time you attend a meeting.

Lastly, if you would like to contribute more to improving your living environment, make sure your tenant association takes part in the upcoming CCR election on December 3 (see details on page 3). You could even run as a candidate and become a spokesperson for OMHM tenants! Sitting on the committee is a rewarding experience, both personally and collectively. Think about it!

*Esther Giroux, director
Service du développement communautaire et social*

Upcoming training courses

These training courses will give you the tools you need to perform your role effectively. Take advantage of them—they're free!

Courses are given from 10 a.m. to 3 p.m. at a low-rent housing building located near a subway station. Lunch is provided, but participant travel costs are usually covered by the tenant associations. To register, contact Suzanne Morissette by telephone at 514-872-2104 or email at suzanne.morissette@omhm.qc.ca.

Please note that courses are held in French. Titles are given in English for your information.

Title	Date	Location	Metro station
Financial management for beginners	October 22, 2015	Habitations Isabella 4550, av. Isabella	Côte-des-Neiges
Preparing for a board of directors meeting	November 24, 2015	Habitations Charlevoix 2625, rue de Châteauguay	Charlevoix
How to prepare an annual general assembly	March 24, 2016	Terrasse Ontario 1100, rue Sherbrooke Est	Sherbrooke
Roles and responsibilities of directors	April 7, 2016	Habitations De Maisonneuve 2485, boul. De Maisonneuve Est	Frontenac

Fire Prevention Month

Looking out for you!

By Jocelyne Dorris

Did you know that Fire Prevention Month has been held from mid September to mid October every year since 2010? The Office municipal d'habitation de Montréal (OMHM) takes this opportunity to work with the Service de sécurité incendie de Montréal (SIM) and to raise tenant awareness about these two important prevention measures:

- **CHANGE THE CLOCK, CHANGE YOUR BATTERIES!**
Smoke alarms are mandatory in all apartments. If you have a battery-operated alarm, you must replace the batteries regularly, for example, when you change your clocks in the spring and fall.
- **FOREWARNED IS FOREARMED!**
Evacuation drills in your building must be taken seriously. By taking part in them, you will familiarize yourself with the procedures you will need to follow in case of fire.

During an emergency evacuation, it is important to follow these instructions carefully:

If a fire breaks out **in your apartment**, stay calm and leave your apartment right away. Close the door behind you but do not lock it.

If a fire breaks out **somewhere else in the building and the fire alarm sounds**, leave! Do not linger to collect your belongings. Close the door behind you but do not lock it. Do not use the elevators.

These measures and instructions apply throughout the year. Share them with members of your association and all tenants.

During Fire Prevention Month, the SIM informs the public about various topics, such as smoke alarms, cooking fires and the 72-hour kit. To learn more and find great tips, visit the website at:

www.ville.montreal.qc.ca/sim/en.

Vote for those who can change your daily life

An important moment is drawing near for tenant participation in the decisions of the Office municipal d'habitation de Montréal (OMHM)! On **December 3**, tenant association representatives will be called upon to elect their representatives to the Comité consultatif des résidents (CCR or Advisory Committee of Tenants) and the audit committee. When you know that the CCR keeps an eye on things and helps the OMHM manage its buildings with tenants' needs in mind, getting your tenant association involved is the obvious thing to do!

The purpose of this election will be to renew the CCR and audit committee, elected two years ago. The process is simple: the election takes place during a sector committee meeting. The representatives of each tenant association (one to three representatives depending on the number of apartments in the building) take part in the election in their sector. They vote to choose two representatives of buildings for seniors, two representatives of buildings for families and people living alone, and one alternate for the CCR. The delegates must also elect two representatives and two alternates for the audit committee.

Only tenant representatives may be candidates. Those who would like to sit on the CCR or the audit committee submit their candidacy at the sector committee meeting. Remember, the more associations participate, the more the CCR is representative of all tenants. Its voice—your voice—is stronger and carries further...

THE WORK OF THE CCR

The Advisory Committee for Tenants acts as a link between the OMHM and low-rent housing tenants. Its members attend sector meetings to inform tenants about its work, discuss budget priorities and major work projects, and take note of tenants' concerns.



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

Sometimes, you need a little push...

A tenant association in a building for seniors is often the best remedy for isolation and fear of the unknown. But, how do you get the necessary spark to create an association? An annual neighbourhood celebration was just the trigger for change at Habitations Sainte-Brigide, in the borough of Ville-Marie (East Sector).

Before the neighbourhood celebration was created by *PAS de la rue*, "Habitations Sainte-Brigide had no activities that would allow people to get out and socialize," says *PAS de la rue* director Robert Beaudry. The organization provides support to people aged 55 and over who have no fixed address or who are living in very precarious conditions. For the past four years, the event has been attended by people from all walks of life: low-rent housing tenants, the homeless, members of the gay community, volunteers from the Osler law firm, and users of other local organizations such as En Marge 12-17, Les Chemins du Soleil, and Coopérative d'habitation Radar.

Gilles Aubry, member of the low-rent housing tenant association created last year, says that this celebration has breathed new life into Habitations Sainte-Brigide. "It gives people a chance to mingle and find out about local services, and adds a certain richness to the neighbourhood," he points out. The association

plans to start a vegetable garden that will strengthen its ties with *PAS de la rue*. "We will be planting vegetables to cook for our residents and will reserve a plot for *PAS de la rue*, which has no cultivable land. This will be our way of contributing to their work in our neighbourhood." Another proof that it doesn't take much to get people out of their shells!



With the neighbourhood celebration, Sainte-Brigide residents began to mingle with people such as Christelle Couture Simard and Josiane Akrich, PAS de la rue workers, here in the company of Ignace Minier and Martin Auger.

New Tenant Committees

Since April 2015, 21 elections have been held in low-rent housing units in Montréal. Below are the names of the 112 volunteers who are dedicating their time to improving the lives of their friends and neighbours. A new association has also been created at Habitations Quesnel-Coursol. Congratulations on embarking on this great adventure!

EAST SECTOR

Thomas-Chapais **F**

Chantal Aubry
Julie Dumais
Louis Dutrisac
Jayneeva Killa
Sylvie Paquette
Nathalie Picard
Yakelin Prensa

Sainte-Catherine- d'Alexandrie **S**

Suzanne Grenier
Lucette Hachez
Monique Martel
Rolande Paquette
Lizette Tremblay

Viauville **S**

Diane Émond
Josette Duguay
Josette Perrone
Lise Vincent
Marguerite Bastien
Danielle Sears
Guylaine Touseille

De Mentana **S**

Shafi Abdul Latif
Céline Boissonneault
Yvon Godin
Monic L'Heureux

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.

NORTHWEST SECTOR

De Salaberry **S**

Nicole Binette
André Guay
Nicole Huet

Meunier-Tolhurst **F**

Intesar Abou-Rahma
Jean-Luc Ajami
Sifa Clarisse Batchondo
Irène Goupil
Raynald Joseph
Fabiola Pascal
Amélie So

Étienne-Desmarteau **S**

Thérèse Alarie
Francine Bédard
Gisèle Bouffard
Nicole Chartier
Serge Girard
Laure Labonté
Monique Raymond
Jacqueline Sénéchal
Marie Soudre

André-Grasset **F**

Hakima Amroune
Danielle Duperron
Drenimi Seid Djimet
Erminne Versaillau
Samira Wardi

Place Normandie **F**

Nancy Lacasse
Abdelhafid Mostefaoui
Marie-Christine Richer
Jose Trottier
Mélanie Trudeau

Manoir Roger-Bernard **S**

René Lafrance
Carolle Langlois
Raymond Lavoie
Jean-Denis Pilon
Jocelyne Racette

Marie-Rollet **S**

Lise Gervais
Bernadette Lang
Solange Lepage
Ginette Servant

Henri-Gratton **S**

Marcel Bénard
Jacques Massie
André Otis
Leonard Parsons
Yves Sauvé

Saint-Michel-Nord **F**

Maria Aracelis Acosta Lopez
Kedline Belony
Vivienne Boston
Tania Gutierrez Baldonado
Louise Lapointe
Hector Bienvenido Montero Rosado
Marie-Josée Ramirez-Kawoly

SOUTHWEST SECTOR

Mayfair **S**

Ann Antoine
Rita Delgrande
Tuba Galbinskaya
Angel Eduard Jerez Spring
Jack Krawczyk
Dolly Maraj
Betsy Ann Morris
Joan Munroe
Linda Stacey

Marie-Laure- Porcheron **S**

Micheline Bonneville
Gisèle Fossé
Michel Fournelle
Ghyslaine Pigeon
Rolande Poirier Métivier
Vivianne Raymond

La Seigneurie des Rapides **S**

Lise Girard
Carole Guilbault
Dominic Mancuso
Maria-Rodica Oprica

Justine-Lacoste **S**

Rachida Bentoumi
Barbara Bratkowska
Jeannine Hébert
Liliane Le Grand
Mohammed Oulmi
Jeannine Trépanier Desrochers
Thérèse Turcotte

Place Lachine **F**

Mélanie Dupuis
Pierre Jacques Rousseau

De l'Érablière **F**

Normand Brown
Aline Doucet
Sheila Flint
Ginette Sauvageau
Marie-Josée Tremblay

Shevchenko **S**

Carol Couillard
Bernice Garnon
Shirley Leblanc

NEW ASSOCIATION

Quesnel-Coursol **F**

Carole Mckercher
Tamara Renee Sparks
Kamila Lewandowska



Elected by the tenant association, the tenant committee administers and manages the association's assets and funds. In consultation with members, it organizes community life, in other words, it coordinates association activities.



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