

La **RO**se des Vents

Office municipal d'habitation
de Montréal Tenant Newsletter

December 2019
Volume 18 Number 2

Happy Holidays to all tenants

Advisory Committee of
Tenants Elections

Youth in low-rent
housing

2020 Calendar



Office municipal
d'habitation
de Montréal

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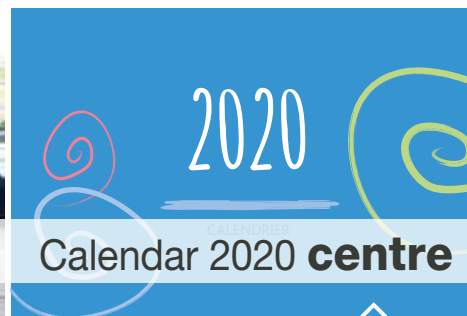
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QUESTIONS, COMMENTS OR
SUGGESTIONS?

Write to us!

rosedesvents@omhm.qc.ca



Happy Holidays to all tenants!

Please note that all Office municipal d'habitation de Montréal offices will be closed on December 24, 25 and 26, along with December 31 and January 1st and 2nd. However, the Call Centre and Security Department will be open for emergencies: Telephone: 514-872-6646.



Office municipal
d'habitation
de Montréal

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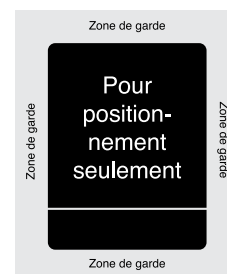
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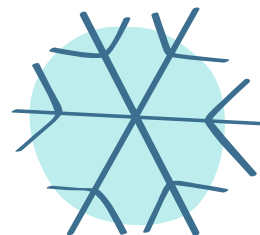
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Another year coming to an end

Danielle Cécile
Executive Director of
the OMHM



Dear tenants,

Would it surprise you to hear that you are the reason that I get up in the morning? The OMHM is a big part of my life. My work consists in constantly looking for better ways to offer each tenant's household a place to call home and to uphold a quality living environment. And I am not alone: I truly believe that our 900 employees share this same motivation and passion. I say it with all my heart: what we are able to get done together with you makes me proud.

And I'll be honest - 2019 was a big year! To kick off the year, we took the time to celebrate 50 years of the Office municipal d'habitation de Montréal with you, our employees and our partners. 2019 was also a great year because it gave us pause to think about the future. How can we make every effort to continue to pursue our mission to ensure that all of our tenants can enjoy an even more harmonious, safe and clean living environment?

We have thought a lot about the services we provide in an effort to ensure that we are continually striving to improve. I worked with my team to develop a new work structure that will allow us to take action and fulfill the commitments that we made following our communications project. In this sense, 2020 will be a transition year.

I hope you have a wonderful year and are able to spend quality time with your loved ones. May 2020 be filled with joy each and every day!

Happy Holidays and Happy New Year!



Danielle Cécile

INTERNET
REPAIR
REQUEST

Available 24/7 to better meet your needs!

Don't want to call to make a request for repairs?

Visit omhm.qc.ca and click on Repair request to access our online form.

It's simple and easy to use! When you submit the form, you will receive an automated email notification.

Don't have an email account or access to the Internet? Don't worry! Requests made over the phone are processed just the same way as those made online.

Winter in Montreal: patience and cooperation



Living in Quebec means harsh winters that bring several challenges to the lives of all Montrealers. Of course, it gets very cold, but a lot of snow also needs to be cleared.

How does snow removal work?

The OMHM hires snow removal companies. They are responsible for removing snow up to building doors or to the edge of a snow-cleared pedestrian surface. They are also responsible for snow removal around outdoor garbage dumps. To help them, please leave your garbage in the designated places to avoid blocking snow removal trucks during operations.

When there are accumulations of over 5 centimetres of snow, removal operations are engaged. So don't expect to see asphalt throughout the winter.

During storms, snow removal starts the same day and continues into the following day. The OMHM clears snow faster than the boroughs, who complete these operations over several days. In the case of ice storms, abrasives or de-icing salts are spread within one hour of ice formation.

Parking

Outdoor parking users will be notified to move their vehicles **48 hours before** snow removal in the parking lot. If a car is not moved, the snow removal truck will bypass it and the user will be responsible for clearing the snow. The cooperation of all users is essential to ensure that parking spaces are fully cleared of snow.

Enjoy the winter!

Let's be patient when facing the challenges that come with winter. Our snow removal teams, like those who work for the City of Montreal, do their best to clear snow quickly. If you have any comments regarding snow removal, do not call the contractor directly at the phone number posted on their machines. Instead, contact the OMHM Call Centre at 514-872-6646. Keep in mind that we must respect the deadlines set by contractors. Snow removal in Montreal is not easy!

TIPS AND ADVICE

Bins of abrasives are left in several areas, such as building entrances. These abrasives may be used by tenants. But please don't use too much! By applying the right amount at the right time, we can avoid the pellets from collecting in entranceways and corridors.



IMPORTANT!

In the winter, tenants are responsible for clearing the balconies, doors and windows of their units for emergency access.

In the morning, sidewalks and roadways around Montreal can be slippery. Please be careful!



Advisory Committee of Tenants Elections: a team engaging in dialogue

Did you know that elections were held from November 19 to 21 just for low-rent housing tenants like you? In all three sectors, representatives of tenant associations met to elect members of the Advisory Committee of Tenants (ACT).

The ACT's purpose

The Advisory Committee of Tenants is a consultative body. Its membership is entirely made up of low-rent housing tenants. It is regularly consulted by the Office municipal d'habitation de Montréal (OMHM). As a matter of fact, the OMHM Board and Management have an obligation to consult with the ACT before making important decisions for the well-being of tenants living in low-income housing.

The ACT may also make recommendations to the OMHM. For example, in recent years, ACT members have made sound recommendations to help the OMHM fight issues with pests.

Who are the new members?

The OMHM is fortunate to be able to rely on an ACT made up of involved residents who want to improve living environments. They are already association representatives, which shows their commitment to tenants. With this valuable background, they are better equipped to navigate the major challenges associated with managing 23,000 social housing

units with a limited budget. In addition, the two tenant members elected to the Board of Directors (BD) are members of the ACT.

In the November 2019 election, association representatives elected several dynamic and dedicated individuals. Some members were elected for a second or third term, while others were elected for the first time.

A renewed auditing committee

Tenant representatives have elected the members of the auditing committee for the next two years. These elected tenants help guide decisions of the Low-Rent Housing Management to improve its services.

MEMBERS OF THE AUDITING COMMITTEE 2019-2021

East Sector	Northwest Sector	Southwest Sector
Yvon Fugère	Chantal Daneau	Robert Vallée
Michel Miron	Marie-Soleil Hamelin Beaucage	Suzanne Payant
Silvia Rocha**	Gabrielle Boulanger**	Michel Guénette**

** Substitute member

MEMBERS ELECTED TO THE ACT

SOUTHWEST SECTOR

Carole Guilbault
Giovanni Iuliani
Raymond Saulnier
Richard Gagné
Sean MacKenzie
Suzanne Payant

NORTHWEST SECTOR

René Cordero
Mario Di Chiaro
Roger Maheux
Marianne Contreras
Richard Raymond
Amélie Jacqueline Sokpoly

EAST SECTOR

Monique Bélisle
Claire Casault
Francine Dagenais
Tina-Lili Gagné
2 positions to be filled

BOARD MEMBERS

Sylvain Labrecque
André Giroux

Seniors
Families and people living alone

Low-rent housing youth on the labour market thanks to the OMHM

Every summer, several young people are hired to join our clean-up and greening brigades at the Office municipal d'habitation de Montréal (OMHM). Soon, we may be hiring youth to work at our OMHM offices.

Brigades are an ideal gateway for young people who want to gain unique work experience. Every summer, some fifty candidates get the opportunity to take their first steps on the labour market. These jobs also enhance their sense of belonging within their living environments.



Naïma Osman

Go further

For some years now, young people in low-rent housing have had the opportunity to gain real work experience in the OMHM's offices. Often times, young people who have joined the brigades write on the *Rebond* blog, or take part in one-day internships. They want to continue their experience working with the OMHM.

Last summer, Naïma Osman, a writer for the *Rebond*, helped Line Bellavance, Director of Development and Communications at the OMHM Foundation, with several

tasks. "It was a great experience. The job helped me strengthen my organizational skills, both at work and in everyday life," said Naïma.

An experience to remember

Youth are the future of our communities and they want to find their place in society.



Vanessa Kulcyk from OMHM with Aashiha Babu

Marie-Soleil Guy-Martel, Director of the Complaints Office, met with Aashiha Babu during the one-day internships. "It soon became clear that we had a bright young woman in our midst. It was a good fit for sure. I was able to get her back on my team for the summer and contacted the MOUV," she said.

Sihe Youbi, a writer at *Rebond*, is a young woman who is very involved in the MOUV. She also enjoyed her experience. "It was the first time I had worked in an office. It enabled me to contribute my organizational skills and attention to detail. I also really loved the employees of the Social and Community Development Department. They were always in a good mood and very pleasant to work with," she said.

Smoke detectors save lives

Hear an alarm? Get out!

- Don't ever unplug your detector.
- Use the mute button on the device if it goes off unnecessarily.
- Check the manufacturing date on the cover. If it is 10 years or older, or no manufacturing date can be found, notify the OMHM to have it replaced immediately.
- If you notice a defect, call the OMHM Call Centre at 514-872-6646.

Looking for prevention tips for your apartment? Visit the Montreal Fire Department's website



ville.montreal.qc.ca/sim/en

A Shared Responsibility

The OMHM is responsible for installing smoke detectors on each floor with long-life lithium batteries that last 10 years. By June 2020, the OMHM will have replaced battery-based detectors. Every two and a half years, during preventive housing inspections, the OMHM ensures that battery-based detectors are working properly.

REMINDER! IN THE CASE OF FIRE

- ✓ Get out quickly. If smoke is present, crawl on all fours.
- ✓ The safest location is always the stairwell. Taking cover there is the best option even if you have a mobility impairment. The firefighters will come to rescue you within minutes.
- ✓ Go to the meeting point (if applicable).
- ✓ Never return to a building where there is smoke or flames.
- ✓ Dial 9-1-1 once you are outside the building.

A word from a tenant

I have seen

I have seen the death of men
As well as the death of words
The absence of love
Being so far away
That my eyes could see
Deep into fallen hearts
I've seen the birth of the beauty of
the world
And its cruelest sides
I have walked for hours on end
Over roofs beyond the grave
Reborn into life, I have seen.

Text by Jean-Simon Brisebois, author, urban poet
and tenant at Habitations La Pépinière

In these times of joy and forgiveness, let's share our wishes and show compassion and generosity to those who are alone and unhappy.

Let's shine light into their hearts to spread love throughout their homes and give them joy and prosperity.

No matter what your age, when we skip through the snow like children, singing hymns of days gone by, we rekindle our sense of joy.

As we gather together, like so many thousands of others seeking this same light, have a Happy New Year!



In 2019, Brisebois published his ninth book of poetry, entitled *Révélation*, by TNT éditions. His life has been marred with obstacles from childhood, and writing provides a release. "This is how I release my pain. It allows me to express who I am."

As he wrote in one of his poems:

Being a poet is like remodelling the world in our image.

Lack of light



The days are getting shorter, and the lack of sunshine can affect our energy levels and morale. This is a natural reaction: after the time change, our internal clock is reset and the body is thrown off by this change in rhythm. Of course, some people experience these effects more intensely than others. It is called seasonal depression, and it can affect your quality of life. To counter the symptoms, here are a few tips.

Get outside!

Head outside for at least one hour a day, and a little longer if it's an overcast day, even in the heart of winter. The light indoors is not as beneficial as the natural light outdoors.

Let the light in

Keep your curtains open and let the light in from outside. Having light-coloured walls can also help brighten things up. A few mirrors can also be placed in strategic locations to reflect light and make your space feel bigger.

Get some exercise

Physical activity has a beneficial impact on the brain. In addition, winter sports such as skating, snowshoeing, cross-country skiing, walking in the park and tobogganing will increase these benefits.

If you feel certain symptoms or if they get worse, don't wait! Consult your CLSC. The staff there will be able to direct you to the resources you need.

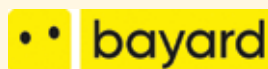
DRAW

Up for grabs!

4 passes to the Rio Tinto Alcan Planetarium (valid until March 31, 2020)

A one-year subscription to a youth magazine of your child's choice: Les Débrouillards, Les Explorateurs, Mes Premiers J'aime lire, Pomme d'api, Popi or Curium

Complete the voucher and return it to:



Concours Rose des vents

415, rue Saint-Antoine Ouest, bureau 202

Montréal (Québec)

H2Z 1H8

Deadline to send
your voucher: **January 17, 2020**
Draw date: **January 20, 2020**

First Name

Last Name

Name of building or address

Telephone

Email

RUBBING SHOULDERS



A milestone worth celebrating!

Jeanne Ouellet, who lives in Habitations Richard-Angus A, celebrated her 100th birthday in the building's common room back in October. Residents and outreach worker Daryelle Belzile shared a cake and exchanged birthday wishes with the centenarian. Her children were so pleased that the party was organized for her. Mrs. Ouellet was very moved and touched to receive all these acts of kindness. She was gifted several certificates and letters from well-known figures and met Rosemont MP, Vincent Marissal. The OMHM also offered her a gift.



45th anniversary at Habitations Mayfair

On July 21, the Habitations Mayfair tenant committee held a big party to celebrate the residence's 45th anniversary. Rita Del Grande, Ann Antoine, Zenobia Azner Krakowiak, Linda Stacey and Marjorie Woodbury invested a lot of energy to make the celebration a success. A hot and cold buffet was served, hosts entertained guests, and several gifts were handed out as part of a draw. Bravo for organizing a great celebration and happy 45th!



30th anniversary at Habitations Montmorency

Last spring, the tenant association, chaired by Manon Duclos, brought a real miracle to life with the 30th anniversary of Habitations Montmorency. For three years, the residence had no tenant committee. Then, Manon Duclos relaunched the committee in phenomenal fashion. Following a long period of work in which residents experienced many challenges, the celebration renewed the association's courage to reengage in action to help residents. The room was beautifully decorated. Tip of the hat to Manon Duclos - she should be very proud of herself and the work of members. Bravo for your wisdom, resilience and determination! Happy 30th!



Newspaper launch at La Pépinière

On September 30, five tenants at Habitations La Pépinière launched a newspaper for residents in the building. Everyone was very pleased on this day of celebration. At the beginning of each season, there will be a new newspaper publication to raise awareness about resources available in the Mercier-Ouest neighbourhood. To bring this major project to life, the newspaper team had to work hard for three consecutive months. The tenant association also provided financial support for the project. We can now confirm that their collective work has paid off and that this first edition will not be the last!

Loneliness: friend or foe?

Dealing with loneliness during the Holiday season can revive memories of mourning and distress. But feelings of loneliness are not always negative. They can allow us to take a step back and review our situation. However, sometimes they can become pervasive, especially during the Holiday season. This is a time of year when we tend to miss the people with whom we shared good times even more than usual.

It is important not to remain isolated

Several activities are organized in various buildings by their tenant associations and committees. Alternatively, there are also community centres near you. Meeting new people and building relationships through discussion can be helpful. Don't forget to ask for your Christmas basket from your CLSC and for support if you are going through a tough time. If you are an older person, you can also contact *Little Brothers* - an organization that prepares Christmas meals full of love, tenderness and happiness for older people living alone.

Don't hesitate to ask for help, and be sure to seek company during the Holidays.



211 Grand Montréal

Information and Referral Services available
7 days a week from 8 a.m. to 6 p.m.
Telephone: 2-1-1 or visit 211qc.ca/en/



Little Brothers

Shelter and accompaniment services for older people living alone
Telephone: 514-527-8653



Magasin-Partage de Noël (Christmas Sharing Store)

Holiday Groceries
Telephone: 514-383-2460

Did you know that...

you can volunteer to help break your isolation?

Many organizations are looking for people to help during the holidays. Feeling useful is good for your health!

having a real conversation is always good for your emotional health?

During the Holiday season, take the opportunity to disconnect from social media, which can reinforce feelings of loneliness. Instead of texting or sending emails, try to engage in real conversations. Take the time to make calls or to write a card or letter by hand.

*Martin Carli, Ph.D.
Science Guy*

**Do right. Feel right.
Recycle your
old electronics.**

**RECYCLE
MY
ELECTRONICS** 
Program powered by EPRA-Québec

recycleMYelectronics.ca/qc

Can you imagine the world today without electronics? No way! These devices make our lives easier and more enjoyable. But once they reach the end of their useful life and become obsolete, how do we dispose of them?

Well, first and foremost, don't throw them in the garbage! They contain raw materials that are essential to manufacturing new products of all kinds, along with other materials such as mercury or lead, that are harmful to the environment. So the worst thing is for them to end up in our landfills.

There is only one real solution: we must recycle our outdated electronics.

But beware! Don't place them in recycling bins, much less on the curb for pick-up, because they will not get to where they need to go. They would instead be stripped of precious metals before being left to contaminate the environment.



To dispose of your electronic products, bring them to an EPRA-Québec authorized drop-off point.

IT'S FREE!

Visit recycleMYelectronics.ca/qc
Phone: 1-888-557-8177, option 3

Cleanliness: a good exercise



If you're walking around the Ville-Marie borough, you'll probably notice the new cleanliness campaign called "La propreté, un bon exercice". This is a campaign to encourage citizens to take responsible actions when throwing away their waste... and to exercise while they're at it!

With over 2,000 dwellings in the borough, the OMHM decided to partner with Ville-Marie. Too often, certain tenants do not respect collection days and times or simply do not know where to dispose of certain types of waste.

A matter of respect

In addition to attracting unwanted animals, littering makes buildings dirty. It can even encourage neighbours or passers-by to leave their garbage on our property. Moral of the story: let's keep

our environment clean. It is a matter of respect for ourselves, our neighbours and visitors.

Resources available

Reminders summarizing the various types of collection are distributed in several buildings. Didn't

receive it or lost it? The information is available:

- On the free Info-collectes app, which provides information on timetables and drop-off points for various waste and recycling collections available to Montrealers.
- By dialing 3-1-1.

If you live in a high-rise building, your garbage should go in the garbage chute. In many cases, maintenance and repair workers set up a location where you can dispose of your recycling. Out of respect for these workers and your neighbours, please don't leave your recycling just anywhere!

Need to get rid of a large piece of furniture?

You can leave it on the curb on collection day.

When? Dial 3-1-1.

It's quick and easy to use!



It's not 7th heaven, it's up on the 8th

A light snow falls over Montreal. A warm, soft, yet energetic voice answers on the other end of the line. Geneviève Giroux, a new tenant at Habitations Nicolet, is checking in to discuss her arrival in low-rent housing, her life and the challenges that she's faced. After five years waiting for an apartment, she finally got the long-awaited call for her spot in low-rent housing. It was good news of course, but it came at a time in her life that was not easy.

Geneviève Giroux had to leave a part of her life behind, because the unit to which she was entitled was not as big as the one she had previously had in Rosemont. However, Geneviève remained optimistic and had the courage to gather all of her possessions in boxes and to leave behind her memories, family furniture, several items of emotional value and even some everyday essentials for the move. Despite a seemingly difficult summer, she remained very positive because she knew it would be for the best.

And it was indeed for the best. As she likes to say, "It's not 7th heaven, it's up on the 8th." From her perch on the eighth floor, Geneviève Giroux has a superb view of the city and the Jacques Cartier Bridge. The anxiety she experienced this summer has disappeared since she moved. "It's amazing," said her friends when they first visited her home. Every time,

she gets the same surprised reaction. They can't believe their eyes and how well maintained, clean and welcoming the place is. And they often ask "Are you sure this is low-rent housing?"

Her high-rise building for seniors allows her to save her energy for the good things in life. Having a garbage chute and not having to clear snow have had a huge impact on her health and daily well-being. She gets along well with her neighbours, and finally has a sense of security that she has not had for a very long time: long gone are the days of accumulating debt due to high rent and having problems with neighbors.

"I didn't sleep the first night," she admitted. However, the units are very well soundproofed, so that wasn't the problem. It was just the excitement and the joy of being there, the lights of the city,

everything that she liked in her apartment, that kept her up. She was so amazed that she even took pictures of the boats passing by on the river. Of course, not everything is perfect. Some odours from the neighbourhood sometimes seep into her home. However, if she had to compare her current situation to what she went through, this is a small, manageable inconvenience that will likely be resolved in time.

« Are you sure
this is low-rent
housing? »

Your questions

Here, your questions will be heard. You are not the only tenants asking questions. Mail or email us



rosedesvents@omhm.qc.ca



Service des communications,
415, rue Saint-Antoine Ouest,
bureau 202,
Montréal (Québec) H2Z 1H8

> ANIMALS

Q How many animals can I have in my unit?

R In the last issue, we were not clear enough with regard to answering this important question. Each borough in Montreal has its own rules regarding the number of animals allowed. Please dial 311 to get all the details for the rules in your borough.

June 2019 edition erratum: there is no registration form for your animals, but rather an "I love my animal" form. Upon signing the lease, the rental agent provides the form to the tenant who has animals. The tenant enters the information and posts it behind the front door of their unit. If the tenant is away due to an emergency (e.g. hospitalized) and the OMHM enters the unit, we can contact the person listed on the form to care for your animals in your absence.

> PARKING

Q How do I get a parking spot?

R You need to contact your rental agent. An occupant on the lease makes a written, signed request. Several eligibility requirements apply. The waiting list is ranked based on the date on which requests are received as well as by priority.

Parking fees

- outdoor: \$5.00/month
- indoor: \$20.00/month

> CABLE AND INTERNET INSTALLATION

Q I am waiting for a technician to visit. What do I need to do before they come?

R Contact the Call Centre 24 hours before the technician's visit to ensure that the maintenance and repair worker has been notified and can be there during installation. Appointments must be made Monday to Friday from 8:30 a.m. to 3:30 p.m.

> RENT

Q How do I set up direct payments?

R Simply call your rental agent. Each month, your rent will be automatically withdrawn from your bank account and deposited into the OMHM's account. This prevents having to go in person or pay for postal fees. On the first of each month, your rent will be automatically debited from your bank account. This eliminates the risk of delays or forgetting to pay on time.

> NEIGHBOURHOOD

Q During the Holidays, there are a lot of guests visiting our building. Am I allowed to host people in my unit?

R Yes, you may welcome people in your home. However, if they plan to stay for several weeks, remember to notify your rental agent. This way, your visitors will also be welcome at the Office. If you can't find any other accommodation options for your guest over a longer period of time, you must speak with your rental agent.



The OMHM at your service

7/7 – 7 a.m. to 11 p.m. / Security and emergency repairs 24/7

1 NUMBER 3 OFFICES

514-872-6646



For online repair requests, visit omhm.qc.ca/en/

SOUTHWEST

SECTOR

2247, rue Delisle
3^e étage
Montréal, QC
H3J 1K4
Open weekdays, 8:30 a.m. to
noon and 1 p.m. to 4:30 p.m.

NORTHWEST

SECTOR

255, boul. Crémazie Est
bureau 150
Montréal, QC
H2M 1L5
Open weekdays, 8:30 a.m. to
noon and 1 p.m. to 4:30 p.m.

EAST

SECTOR

3330, boul. de l'Assomption
Montréal, QC
H1N 3S4
Open weekdays, 8:30 a.m. to
noon and 1 p.m. to 4:30 p.m.



EMERGENCY CALLS

Our employees work on week nights as well as during the day on Saturdays and Sundays for emergency repair (plumbing, electricity). If a maintenance and repair worker or other OMHM specialist arrives at your door, ask them to identify themselves and you can let them in without fear for your safety.



QUESTIONS REGARDING YOUR LEASE OR GOOD NEIGHBOURLY RELATIONS

Contact **YOUR RENTAL AGENT** for any information related to the renewal or cancellation of your lease, the arrival or departure of an occupant, your lease payment, parking, a housing transfer or a neighbourhood issue. The telephone number of your rental agent can be found in your lease.