

La **R**ose des Vents

Office municipal d'habitation
de Montréal Tenant Newsletter

June 2019
Volume 18 Number 1

50 years

OF COMMUNITY ENGAGEMENT IN THE
HEART OF YOUR LIVING ENVIRONMENTS

Volunteer special

Heat guide

2019 Elections



Office municipal
d'habitation
de Montréal

La Rose des vents
is available online at
www.omhm.qc.ca
under Publications.



This month



Elections 2019 **5**



Leaving the neighbourhood **14**



Inspiring youth **15**

► Editorial

Message from Danielle Cécile **3**

► News

Laundry room services **9**

Animal sterilization **13**

► Safety

Gas leaks **4**

Fire prevention **18**

► Info on low-rent housing

Dynamic display screens **6**

Toilets **7**

Who does what **16**

► Wellbeing

Springtime and cleanup **8**

► Health

Heatwaves **10**

► Environment

Heat islands **11**

► Activities

What to do
this summer **12**

► Questions

New section! **17**

QUESTIONS, COMMENTS OR
SUGGESTIONS?

Write to us!
rosedesvents@omhm.qc.ca

National holidays

Please note that all Office municipal d'habitation de Montréal offices will be closed on Monday, June 24 and Monday, July 1, 2019 for Saint-Jean-Baptiste Day and Canada Day. However, the Call Centre and Security Department (514-872-6646) will be open for emergencies.



Office municipal
d'habitation
de Montréal

La Rose des vents is
published by the
Communications Department
of the Office municipal
d'habitation de Montréal for
the benefit of OMHM tenants.

Project Direction: Mathieu Vachon **Coordination and writing:** Andrée-Anne Perrier

Contributors: Marie Bouchard, Martin Després, Ingrid Dirickx, Annette Frantz, Marie-Eve Leblanc,
Valérie Rhême, Ville de Montréal

Translation: Ubiquis **Cover photos:** Martin Alarie

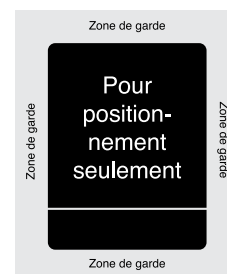
Photos: Martin Alarie, OMHM, Ville de Montréal/Sylvain Légaré, Ville de Montréal, Ninjabooth,
Annie Devost-Robitaille, Tora Chirila, Pixabay, iStock

Graphic design: Communication Art & Graf **Printing:** Deschamps Impression

Circulation: 16,500 French, 4,500 English **Legal deposit:** Bibliothèque nationale du Québec ISSN 1704-5754

PP 40051653 Return undistributed copies to:

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





Danielle Cécile
Executive Director of
the OMHM

Our voices, today and tomorrow

I don't know about you, but I am proud of how far the OMHM has come in 50 years. Not everything is perfect, but I firmly believe that together, we are moving in the right direction.

I spoke about you at the City Hall event to celebrate the OMHM's 50th anniversary and would like to share with you what I said: "You are our top partners. Our success depends on your involvement and engagement. Whether you take part in consultation forums, tenant associations, or a range of other activities, you are participating in OMHM management and you are positively influencing your living environments. Now turning 50, the OMHM still has developments to make, and a great deal to offer. We want our organization to stay connected to the neighbourhoods. Thanks to you, we are ready to take on new challenges, today and tomorrow."

Speaking of challenges, do you remember the project on communications with residents that I told you about? Rest assured that we are working very hard to meet the needs that residents brought up during consultations. Recently, the OMHM management made commitments in each of the topics explored during the project: language and style of language used in communications, availability of information, communication tools and use of technology, communication channels, and follow-up on tenants' requests and questions. Our challenge now is to work on these commitments, and we are serious about turning them into concrete actions. We are also giving careful consideration to our service offer, and we count you as our partners in this.

In this edition, we have added a new section especially for readers' letters, similar to those you would find in newspapers and magazines. We will answer the questions that you send in. Please feel free to write to us. Your question could appear in the next issue.

Finally, I would like to wish everyone a wonderful summer. Enjoy nature coming back to life, the flowers growing, the echoes of the children playing in the alleys, the evenings perfect for relaxing outside, the parks and the city of Montréal that buzzes with the fun of summer festivals.



Danielle Cécile



Gas leaks: three useful reflexes

Did you know that around half of the OMHM's buildings are powered by natural gas? Natural gas is a safe source of energy, as long as it is used carefully.

A gas leak gives off a strong smell of rotten eggs. Think you are smelling such a smell? Don't take any chances!

1. Avoid open flames or sparks.

- Do not smoke.
- Do not use any electrical devices near the leak, even a cell phone or a switch, as static electricity can cause a spark.

2. Get out of the building quickly, or if you are already outside, get away from the leak.

Without slowing down your exit from the building, you can open doors and windows along the way (or leave them open) for maximum ventilation.

3. Call 911.

RUBBING SHOULDERS



Christmas at Habitations Jarry

On December 11, 2018, a splendid evening event took place to celebrate Christmas with the seniors living in low-rent housing at Habitations Jarry. Thanks to outreach worker Caroline Provost from Centre des Aînés de Villeray and many helping hands from tenants, the beautiful party was a great success.



Gathering for a great community dinner

Over 30 tenants and 41 guests came together for a Christmas dinner at Habitations Des Pointelières. Tenants, families and friends celebrated together in the common room.



2019 Elections: motivated tenants

On April 23, around fifty delegates gathered at the Centre communautaire de loisirs Sainte-Catherine d'Alexandrie. They had come to listen to speeches from the many election candidates, and to choose those who would represent all tenants on the Board of Directors.

The day's events were part of a tradition that started in 1980: the election of tenant representatives to OMHM bodies. With decision time fast approaching, the atmosphere was friendly, despite the healthy competition between candidates. The event passed without a hitch, with everyone in good spirits. Danielle Fournier, Vice-President of the OMHM Board of Directors, was there to meet the newly-elected representatives.

Hélène Bohémier, Acting Director of the Social and Community Development Department, explained the role of the Board of Directors and of tenants. In her speech, she said: "I am impressed to see so many people willing to offer their time! I came to an election day a few years ago, and there weren't this many people. You are the experts on your living environment. We need your expertise to carry out the OMHM's mission."

7 tenants elected

First, delegates from low-rent housing tenant associations and delegates from the ENHARMONIE network elected two representatives to sit on the OMHM Board of Directors. Of the 7 candidates, the meeting elected Sylvain Labrecque from Habitations Jacques-Cartier, who is taking on a second term as a member for families and people living alone. Also elected was André Giroux from Résidence Maywood, starting his first term as member for seniors.

Delegates went on to elect two representatives and one alternate for the selection committee. This committee is responsible for selecting people who will have access to low-rent housing in Montréal when apartments become available, in accordance with applicable laws. Rita Del Grande, from Résidence Mayfair, was re-elected to continue her work on this committee. Tina-Lili Gagné, from

Habitations Saint-André, was elected to this committee for the first time. Monique Bélisle, from Habitations Adélarde-Langevin, will be an alternate in case one of the two representatives is absent.

Finally, delegates elected the new representatives for the Committee on housing transfers due to biopsychosocial reasons. This committee reviews requests from people who wish to move for health or safety reasons. Giovanni Iuliani, from Habitations Clotilde-D'Amico, was re-elected to continue his work on this committee. Michelle Boulianne, from Habitations Bourret, will act as an alternate in the event that Mr. Iuliani is absent.

Empathy: an essential quality

Women, men, old, young, shy, nervous, happy or confident, all candidates enjoyed the experience. For some, this was their first speech, and they conquered their nerves to address the delegates. If there was one quality that all candidates had in common, it was empathy. The ability to put yourself in another person's shoes, to listen, and wanting to help: this is what makes a good tenant representative.



Congratulations to all the candidates who came forward. You inspire us!

Left to right: Rita Del Grande, Sylvain Labrecque, Patricia Bouchard (Director of the Housing Applications and Reference Department), Giovanni Iuliani, André Giroux, Danielle Fournier (Vice-Chair of Board of Directors), Michelle Boulianne, Monique Bélisle, Tina-Lili Gagné.

Dynamic display screens: working towards a new solution

Since the contract with the last supplier ended in spring 2017, the OMHM has been looking into different systems of dynamic digital signage (DDS): the systems available, their efficiency and performance, and best practice for their use.

You might have noticed DDS screens becoming more and more popular in stores and public places. Technology in this area has developed and improved. We would like to make use of this technology to provide residents in our high-rise buildings with a communication tool that is both effective and adapted to our reality. Progress was paused during 2018

while the OMHM website was being redesigned. In 2019, the project is back on track.

A solution developed by the OMHM

The OMHM decided to commission its IT and Telecommunications Department team to develop an internal solution. This solution will be adapted to its clients' needs and will be more reliable than previous systems. The solution will evolve over the years and will take a phased approach. We plan to have the screens working again by the end of 2019.

We thank you for your understanding and patience, and invite you to share this information with your neighbours.

YOUR OPINION
MATTERS TO US



In the coming months, you may receive a telephone call from a survey company chosen by the OMHM to find out how satisfied you are with your living environment. We encourage you to share your opinion on various topics such as safety, quality of life, and garbage management. This study is conducted every three years. The results will allow us to focus on your needs and to make improvements. Rest assured that the survey is completely anonymous, and we won't be able to identify you from any information that you give.

My toilet is not magic



Nothing magically disappears when you flush your toilet. Did you know that the water from Montréal's toilets goes to a filtration plant to be cleaned, before being released into the St. Lawrence River? Every day in Montréal, our toilets use enough water to fill the Olympic Stadium.

10 things you should never flush down the toilet

Flushing certain things down the toilet can block the pipes and damage the environment. Here are some examples of things you should never flush down the toilet:

- Wet wipes of any kind, even if they are said to be biodegradable!
- Toilet paper tubes
- Tampons or sanitary towels
- Condoms
- Diapers
- Cotton swabs
- Medication
- Cat litter
- Food remains
- Tissues and paper towels

Wet wipes aren't flushable!

"Wet wipes can't be flushed down the toilet. It's terrible, they make sewers back up, they don't break down in the water, and they block pipes. The only thing that can go down the toilet is toilet paper," says Claude Thériault. A plumber with more than 40 years of experience, he has worked for the Office municipal d'habitation de Montréal for the past 25 years. During his visits in OMHM apartments, he is often surprised by what he finds in the clogged pipes of toilets and sinks.

Tips and tricks

In the kitchen sink and in the bath, install a strainer over the drain to prevent food scraps and hair from getting into the pipes. Try it and see!

INTERNET
REPAIR
REQUEST

Available 24/7 to better meet your needs!

Simple and effective to use! Visit www.omhm.qc.ca and click on **Repair request** to access our online form.

Fill out and submit the form. You will receive an automatic notification by email.

No email or Internet? No problem! Call us! A request made by phone will be handled in exactly the same way as one made online.



Springtime means spring-cleaning!

Roll up your sleeves... and take on the cleanup challenge

Every year, thousands of Montréal citizens help to keep their living environment tidy. For ten years, local volunteers have been organizing cleanups to improve their neighbourhoods and the environment. Last year, 24,421 people of all ages took part in 551 cleanup events.

The City of Montréal provides organizers with a digital registration platform, promotional tools for signing people up, cleaning kits (t-shirts, gloves, bags) and tools (rakes and shovels loaned by Eco-quartier centres). Several prizes are drawn to thank participants for their commitment.

Taking part in a public cleanup is a great way to develop a sense of community and belonging. It also helps raise local awareness about how to keep the neighbourhood clean.

Join the community! Take part in a cleanup in your neighbourhood, or organize your own. Cleanup events will run until the fall. For more information, visit ville.montreal.qc.ca/corvees

Green and thrifty solutions for cleaning your house

Mirrors and windows (replaces Windex)

45 ml (3 tablespoons) vinegar

500 ml (2 cups) hot water

Store in a spray bottle.

Use with a soft cloth.

If the surface is very dirty:

½ water

½ vinegar

Use a cotton cloth or newspaper.

Fabric softener (replaces Downy)

Add 60 ml (¼ cup) baking soda to the wash cycle

or

60 to 125 ml (¼ cup to ½ cup) vinegar to the rinse cycle.



Major cleaning

Use a soft cloth or sponge, water and mild soap to wash the floor, ceilings and cabinets in the kitchen and bathroom.

CAREFUL!

Do not use bleach (Hertel or others) on the kitchen and bathroom furnishings.

End of a cycle

There have been a lot of changes to our laundry room services over the last year: a new provider, new machines and new ways to operate. Of course, access to a washer and dryer is essential, and when they don't work, the impact is felt straight away.

Why have there been changes?

Laundry rooms are an essential service in OMHM buildings. Every 5 to 8 years, the OMHM must go through the bidding process. This puts several companies in competition with each other to provide the best service. Debsel won the bidding process by promising to meet the requirements and the criteria. Despite the successful replacement of the machines, tenants quickly reported problems with the new machines and the customer service.

The OMHM put its teams into action to make changes. After monitoring the situation and considering various options, the management decided to change suppliers and machines a second time. All these changes have impacted your daily life and put your patience to the test. Last February, the OMHM was pleased to announce that it was able to end the contract.

A relief for residents

Tenants welcomed the return of Coinamatic.

"It's a relief to see the return of Coinamatic, because before, it was the phone game to find out which machine worked on which floor," says Serge Arbour, a resident of Habitations Terrasse Ontario.

"We don't even know if Coinamatic's customer service is better, because we never had to call them. We couldn't be happier," says Manon Duclos, a resident of Habitations Montmorency.

Now that all Debsel machines have been replaced, we can begin what we hope will be a "gentler cycle." Thank you for your patience!

Jean-Pierre Goddard and Michael Aronis installing the new machines. "People are so happy to see us again, and they tell us so. It's motivating to know that they appreciate our services."

To report a problem or for questions about using the machines, you can call Coinamatic customer service 24/7 at 1-800-561-1972.

24H/24
7 DAYS A WEEK
1-800-561-1972

It's hot

Were you in Montréal in July 2018?

If so, you probably remember the intense heat that summer. Temperatures in the city were the highest they had been in 97 years.



Before

Find out where the common room is in your building.

Keep the phone numbers handy for people you can contact in case of a problem, such as Info Santé (811).

Subscribe to heat alerts and heat warnings on the City of Montréal website to receive emergency messages by text or email.

Sign up with the Community Alert Service from the City of Montréal to receive alerts by telephone.

During

Drink 6-8 glasses of water per day (unless there is a medical reason why you shouldn't). Do not wait until you are thirsty to drink water.

Spend at least 2 hours a day in an air-conditioned or cool place.

Take a cool shower or bath, or cool yourself down with a damp towel.

Reduce your physical activity.

Avoid drinking alcohol.

Stay in touch with people you know who could be at risk, and offer to help them if possible.

Wear light clothing and pale colours.

After

Continue to stay hydrated and rest well.

Citizens can contact their borough or city for more information on available services for keeping cool. If you feel unwell, contact a doctor or Info-Santé (811). In case of emergency, call 911.

Source: Direction de la santé publique de Montréal



HEATWAVE ALERT

When it is very hot, your health can quickly deteriorate.



If there is a heatwave

Tenant associations open their air-conditioned common room to all tenants on very hot days. This provides relief for people suffering from the heat, and also helps to build good relationships between neighbours. Take advantage!



Heat islands

Do you feel like it's hotter than normal in the sun? During the day, in some places, the thermometer may show a temperature 5 to 10 °C higher than the surrounding area where there are trees and greenery. These warmer places are referred to as "heat islands".

How can we reduce heat islands?

For several years, the OMHM has worked to improve the grounds of its most at-risk housing projects, using urban agriculture, greening and white roofs. Examples include the greenhouse at Habitations La Pépinière, the community garden at Habitations Canning and the new greening projects at Habitations Thomas-Chapais and Dupéré. These projects involve removing asphalt and planting trees to create a greener space.

"A tree is like natural air conditioning! Trees provide shade that protects us from the sun, and so there is less heat reflected from the ground. Trees also release water that evaporates into the air, making the air cooler," says Benoit Demers, OMHM Sustainable Development Project Manager.

WHERE ARE MONTRÉAL'S COOLEST SPOTS?

There are lots of places in Montréal where you can shelter from extreme heat. A few places to explore are:

Mount Royal Park (Avenue du Parc, Côte-des-Neiges Road and Côte-Sainte-Catherine Road)

Quai-de-la-Tortue Park (LaSalle Boulevard and Brault Street, Verdun)

Angrignon Park (3400, Trinitaires Boulevard, LaSalle)

Bois-de-Saraguay (9150, Gouin Boulevard West, Cartierville)

Mackenzie-King Park (4955, Cote-des-Neiges Road, Côte-des-Neiges)

Centennial Park (3000, Lake Street, Dollard-des-Ormeaux)

Pointe-aux-Prairies (14912, Notre-Dame Street East, Rivière-des-Prairies)

Pie-XII Park (5217, Lavoisier Boulevard, Saint-Léonard)

Jarry Park (Saint-Laurent Boulevard, between Jarry Street and Faillon Street, Villeray)

Cap Saint-Jacques (20800, Gouin Boulevard West, Pierrefonds)

Terra-Cotta Park (100, Terra-Cotta Avenue, Pointe-Claire)

Promenade Bellerive Park (8300, Bellerive Street, Hochelaga-Maisonneuve)



Affordable and free events



Montréal is famous for its vibrant summer schedule. Enjoy great summer days and nights, national holiday celebrations, festivals, concerts and more.

How do I travel with my family?

The Société de transport de Montréal (STM) allows up to five children aged 6 to 11 to ride public transit for free during certain periods **when accompanied by an adult with a valid fare**. The Family Outings program will apply from 4 p.m. Friday until service ends Sunday night, on all legal holidays, and during the summer vacation period from Friday, June 21 to Tuesday, August 27, 2019.

Public transit is always free for children 5 years old or under when accompanied by an adult.

JUNE



14 to 22

Franco Montréal
francosmontreal.com/en

23 and 24

Saint-Jean Baptiste Day
fetenationale.quebec

26 to 6 juillet

Festival international de jazz de Montréal
montrealjazzfest.com/en-CA

4 to 14

Montréal Cirque Festival
montrealcompletementcirque.com/en/

9 to 21

Festival International Nuits d'Afrique
festivalnuitsdafrique.com/en/

22 to 28

Festival Haïti en Folie
haitienfolie.com

Cap-Saint-Jacques Nature Park
For a family of 5 (2 adults and 3 children aged 17 and under), the rate is \$16
parcs-nature.com/public/en/cap-saint-jacques

OUTDOOR CINEMA

Bring your family (and popcorn) to enjoy outdoor movie screenings as darkness falls.
cinemasouslesetoiles.org
festivalcinemania.com/en
filmnoiraucanal.org

WELLNESS

Yoga
From June 21 to September 20, yoga is free in several Montréal parks.
yogatribes.com/event/8-tout-le-monde-yoga/

JULY



1

Canada Day
canadadaymontreal.org/

6

Carifête Montréal
carifiesta.com

6, 7, 13 et 14

Week-ends du monde
Jean-Drapeau Park
parcjeandrapeau.com/en/

AUGUST



6 to 14

Montréal First Peoples' Festival
presenceautochtone.ca/en

7 to 11

The Orchestre Symphonique de Montréal Classical Spree
www.osm.ca/en/classicalspree/

FAMILY OUTINGS

Jean-Doré beach
Jean-Drapeau Park
For a family day (2 adults and 2 children), the rate is \$22.
parcjeandrapeau.com/en/

TIPS AND TRICKS

Sign up for the newsletter from your neighbourhood library or the Grande Bibliothèque to keep up to date with their programming. There are often free activities, as well as shows and workshops for kids of all ages!

Sterilization: a mandatory action for animals' wellbeing

In Montréal, pet owners must follow certain rules. These rules allow humans and pets to live together in a way that protects everyone's health and safety. For this reason, from January 1, 2020, all dogs and cats will need to be sterilized. It's free, so now is a good time to get it done.

What is sterilization?

It's a surgery performed by a veterinarian. For a male animal, sterilization (also known as castration), means removing the testes. For female animals, there are several possible sterilization methods.

Why should pets be sterilized?

A sterilized animal cannot reproduce. This is important for reducing the number of stray animals and limiting litters of puppies and kittens. Animal shelters are overflowing with abandoned animals. Many have to be put down if no one will adopt them.

How much does it cost?

For low-income households, the City of Montréal offers a free sterilization service. Treating up to two animals per household is free. Basic vaccines and deworming treatments are also available for free. Now's the time to take advantage!

How can I access this service?

Pet owners who would like to access the free service must fill out the form Application for the animal sterilization program available online at <https://beta.montreal.ca/en/topics/spayingneutering-pets>.

QUESTIONS ?

Dial 311 or visit
beta.montreal.ca/en/pets.

DID YOU KNOW THAT ?



A cat can give birth to five or six kittens per litter.

A litter of puppies can be anything from four to twelve babies.

A female animal can become pregnant several times in the same year.

Sterilization reduces the number of orphans and prevents many animals being put down.

Welcome back, dear Fern

"I can't wait to open my door and chat with my neighbours." Fernand Turgeon has good memories of his apartment at Habitations Nicolet. Six years ago, he had to leave his neighbourhood because of major renovations in his building. Ten days before his return, he shared his experience and stories with us.

Leaving Hochelaga for the Plateau

"At my age, moving is quite something!", Fernand tells us. He may be almost 90, but in his heart, he still feels 20. Despite his cane and his hearing aid, he remains very active. When the move was announced, he didn't have much choice; he had to leave his neighbourhood and this was difficult. His trick for taking on the challenge? Hold on to the positive.

"I dreamed of Mont-Royal Avenue, I was going to live in a beautiful neighbourhood, I'd stroll around the stores, experience the Plateau life," he thought. But times had changed and his memory no longer matched today's reality. He saw empty streets and closed-down stores. There were few people his age in the neighbourhood: "There are hardly any older people there now. There is a separation between young and old. People are stressed, they don't smile. Young people pay crazy rents, and store owners too. People have to share apartments with others to afford to live in the neighbourhood," Fernand says. As a result, he remained loyal to the shops in Hochelaga, where things can cost up to three times less than on the Plateau.

One day at a time

Smiling, warm and funny, Fernand Turgeon wasn't about to lose heart. "We're not here forever. If you don't enjoy life now, tomorrow you may not have the chance. You have to live every day to its fullest, and I hope to live that way until I die," he says. Over the last few years, he has stayed motivated by thinking about returning to his old apartment, in his old neighbourhood, and seeing his friends again at Habitations Nicolet.

14 years of neighbourhood life

Hochelaga is Fernand's neighbourhood, his home, where he has felt safe for more than 14 years. What advice would he offer to tenants who will soon have to move? "You have to look on the bright side, it's the only way to get through it," Turgeon laughs.



In August 2013, the residents of Habitations Nicolet got together to create a collective artwork before everyone moved out. The canvas was divided into three main parts to reflect the residents' journey and their connection to their building. Before the work, everything was stable, and things looked bright. When the work was announced, life became more uncertain. Now, residents hope the future will be happier. The artwork will be displayed in the new common room.

The Youbi sisters: speaking up for young people in low-rent housing

It's not easy to reach the Youbi sisters! We leave each other voicemail messages and emails, trying to arrange a meeting. In the end, we schedule a telephone interview. It's the only time that we are all available! Straight away, Iman explains: "I just got home. I'm taking a summer session course at the Université de Montréal, so that I have one less course this fall and can continue my commitments. After the interview, my sister and I have our sports training." Wow! Busy lives indeed, especially since Iman has just been elected to the board of directors of the Forum jeunesse de l'île de Montréal.

"You don't seem like someone who lives in low-rent housing"

Sihem recalls that as a child, her parents didn't talk much about where they lived because they felt a kind of shame, and were afraid of what others might think. The twins felt this embarrassment from a young age. They were afraid of other people's judgement and prejudice. They have stopped counting the times they have faced criticism or negative remarks about their living environment. Now young adults, Sihem and Iman are proud to talk openly about their situation, in an effort to break down the stereotypes about young people living in low-rent housing. They have chosen to get involved and to work for change. How? They simply started to tell people that they live in low-rent housing and to turn that difference into an opportunity. "Lots of young people feel the same kind of shame that we did when we were younger. But just talking about low-rent housing, saying that we live there, that we're proud of it—it changes everything! We must not hide. We exist just like everyone else and we have a place. We're not alone," says Iman.

Too young?

Iman and Sihem are 20 years old and dreaming big. They are driven by their desire to work for change and to improve the lives of young people in low-rent housing. The sisters are involved in MOUV, a movement by and for young people living in low-rent housing. "Young people need to become a

big community, a big family. We must break down the barriers between us. There are already enough of those in society! We can unite and encourage each other," Iman says, determined. They know that it's not always easy, but they believe in the cause. For now, MOUV is a small operation. Despite the challenges and the departure of a few members, the team is solid, and keen to highlight leadership among young people in low-rent housing. Sihem, with a smile on her face, says: "We're a group that's really open with one another. We discuss everything and we're not afraid to share our opinions, so we get things done. We're pretty frank, put it that way! And that's what I like. We all need to learn to accept criticism and stay open."

Togetherness



The sisters want positive stories from young people in low-rent housing to be heard. Living in low-rent housing since they were 18 months old, they feel their living environment has influenced them. "I want to break the clichés of young trouble-makers, drugs and violence. I learned about good neighbourly relations at a very young age. So I don't see

differences anymore. I am lucky to live in a place with great solidarity," Sihem shares before our phone call ends.

WANT TO GET INVOLVED?

Contact MOUV members on the Rebond blog (www.lerebondomhm.ca) or on their Facebook page.

Info on low-rent housing

Who does what?



Since your initial contact with the Office municipal d'habitation de Montréal, you will have seen several OMHM employees. What is their role?

RENTAL AGENT

This is your first contact. You signed your lease with the rental agent. He or she also rents parking spaces, renews leases, handles housing transfers and ensures that the building regulations are followed.

TECHNICAL DIRECTOR OF MAINTENANCE AND REPAIRS

This person is in charge of the OMHM's maintenance and repair workers and the tenant security agents. He or she can participate in interventions taking place in our buildings if they require a higher level of authority in order to better support the teams. He or she is also in charge of following up with subcontractors.

OUTREACH WORKER

Outreach workers are very present in our buildings. Their role is to accompany tenants, fight isolation and contribute to a dynamic living environment. They also foster cohabitation. Tenants can ask for their help and support with diverse tasks such as understanding an official letter or getting advice when dealing with the health care system.

MAINTENANCE AND REPAIR WORKER

He or she maintains common areas and makes minor repairs in assigned buildings.

TENANT SECURITY AGENT

He or she lives in a low-rent unit in one of our high-rise buildings. The tenant security agent patrols the common spaces twice a day between 6 p.m. and midnight to make sure that everything is as it should be.

TENANT RELATIONS ASSISTANT

The tenant relations assistant intervenes when the rental agent is not able to resolve a problem that has resulted in complaints. Sometimes, he or she also works with community organizers and social workers.

COMMUNITY ORGANIZER

The community organizer helps tenants start or run an association and makes sure that the consultation bodies run smoothly. He or she also works with local organizations to set up social projects and community activities.

SOCIAL WORKER

A social worker supports tenants who have mental or physical health problems, or whose behaviour puts them at risk of eviction. He or she assesses the tenants' needs and refers them to the appropriate resources.

PEST CONTROL RESPONSE OFFICER

He or she supports tenants who are in a vulnerable situation and have problems with pests (bedbugs, cockroaches, etc.). Along with other staff, the pest control response officer makes sure that apartments are properly prepared for treatments.

LIAISON OFFICER

He or she supports tenants in buildings where major work is taking place or is planned. The liaison officer is the link between the architect, the contractor and the tenants.

Your questions

This new section of La Rose des Vents is for your questions. Send them to us by email:



rosedesvents@omhm.qc.ca or by mail:



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

> AIR CONDITIONING

Q "I want to sleep well this summer. Can I install an air conditioner?"

A Before installing an air conditioner, notify your rental agent. The OMHM encourages the use of portable air conditioners, but window air conditioners are allowed as long as they conform with the rules. A charge of \$5 per month for each air conditioner in the apartment will be added to your rent. Air conditioners use a lot of electricity, so \$5 per month is actually very little, compared to what you would normally pay.

> NEIGHBOURS

Q "I can't live with the smell of cigarettes and cannabis coming from my neighbour's apartment. What can I do?"

A First of all, it's best to discuss it calmly with your neighbour. They may not realize that it causes you a problem. They might be willing to compromise, and to find a solution that works for both of you. You should also notify your rental agent, who can try to find a solution with you.

> APARTMENT

Q "I now live alone in my apartment. Can I stay here?"

A You must notify us of your new situation, in writing. We will find you an apartment of the right size according to the occupancy standards. If you are a senior, depending on your age and physical condition, you might not have to move.

> ANIMAUX

Q "How many pets can I have?"

A You can have a maximum of 3 pets in OMHM buildings. However, you are not allowed to have more than 2 dogs in an apartment. If you have 2 dogs, you can only have one more cat. Don't forget to give your pet registration form to your rental agent.

> CANNABIS

Q "Can I smoke on my balcony?"

A If you have an individual balcony or private yard, you are allowed to smoke there. However, make sure you are sensitive to your neighbours, as they may be uncomfortable with cannabis.

> KEYS

Q "What should I do if I lose my keys?"

A If none of your friends or family members have a copy of your key, contact the Call Centre at 514-872-6646. An OMHM employee will call you back when your keys are available at the local office. A fee will apply.

> POOL

Q "It's hot. Can I install a small pool for my children?"

A Pools and wading pools are strictly prohibited on OMHM grounds and on balconies. Enjoy public pools or water playgrounds in the Montréal parks instead. Your children and other peoples' children will be safe thanks to the supervisors who are there at all times.

> BEDBUGS

Q "If I have bedbugs, will I lose my apartment?"

A No, you will not lose your apartment. If you have the slightest doubt, contact the Call Centre immediately. Inspection and treatment are free.

Fire:

advice that saves lives

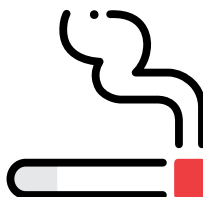
MAJOR CAUSES OF FIRE

COOKING FIRES



- Keep a careful eye on your cooking and use a timer for reminders.
- Use a lid that covers the whole pot or pan.
- In the event of a fire, cover the pot with the lid and switch off the stove element.
- For frying, use a deep fryer.
- Regularly clean the stove and range hood to remove grease, which is a fire hazard.

SMOKERS' ITEMS



- Wet your cigarette butts completely before throwing them in the garbage.
- Do not smoke in bed.
- Do not smoke after using drugs, alcohol or medication that causes drowsiness.
- Put out your cigarette butts safely: plunge them into a can filled with wet sand or water.



You must remove dust from the smoke detector to keep it working effectively.



**NEVER CRUSH
CIGARETTE BUTTS
INTO SOIL**

Crushing your cigarette butt into soil is not a good idea. Did you know that flames can appear up to five hours after a cigarette has been crushed into soil?



For more information
on fire safety:

ville.montreal.qc.ca/sim
sim@ville.montreal.qc.ca
514-872-3800

To report an emergency,
call 911.

811

Info-Santé and Info-Social

An Info-Santé nurse or an Info-Social worker answers your questions, provides you with expert advice and refers you to the right resource in the health or social services network as needed. 24/7. Free and confidential.

311

Services of the City of Montréal

A unique phone number for any enquiries regarding municipal services.

Monday through Friday:
8:30 a.m. to 8:30 p.m.

Saturday, Sunday
and on holidays:
9 a.m. to 5 p.m.

211

Information and Referral Centre of Greater Montreal

By phone

211 is a multilingual information and referral service available 7 days a week from 8 a.m. to 6 p.m.

Online

211 also makes all current information about community and social resources available on the Internet: 211qc.ca/en

SENIORS

- FADOQ
(Québec association of people aged 50 and over)
[514-252-3017 fadoq.ca](http://514-252-3017_fadoq.ca)
- Elder Mistreatment Helpline
(Ligne Aide Abus Aînés)
514-489-2287
- Tel-Aînés (phone support and referral centre)
514-353-2463
- Senior-Aware
(fraud, mistreatment and intimidation of seniors)
aineavise.ca/en

YOUTH

- Tel-jeunes
1-800-263-2266
- LigneParents
(ParentsLine)
1-800-361-5085
- Kids Help Phone
1-800-668-6868
- Director of Youth Protection
(DYP)
514-896-3100
- Batshaw Youth and Family Centres
514-935-6196

EMPLOYMENT AND INCOME

- Local Employment Centres
(CLEs)
mess.gouv.qc.ca/services-en-ligne/index_en.asp

- Women's Centre of Montreal
514-842-4780
en.centredesfemmesdemtl.org
- Your neighbourhood's
Carrefour Jeunesse Emploi
(16 to 35 years)
trouvetoncje.com
- Association coopérative
d'économie familiale (ACEF)
(budget support)
ACEF du Sud-Ouest: 514-362-1771
ACEF du Nord: 514-277-7959
ACEF de l'Est: 514-257-6622

DOMESTIC VIOLENCE

- SOS Violence conjugale
514-873-9010
sosviolenceconjugale.ca
- À cœur d'homme — Men's Help
Network for a Violence-Free
Society
1-877-660-7799
acoeurdhomme.com

VICTIMS OF CRIME

- Crime Victims Assistance Centre
(CAVAC)
1-866-532-2822 cavac.qc.ca/english
- Sexual Assault Help Centre (CALACS)
514-529-5252
rqcalacs.qc.ca/index-en.php
- Montreal Sexual Assault Centre (MSAC)
(helpline)
514-933-9007

MENTAL HEALTH AND ADDICTIONS

- Suicide action Montréal (suicide prevention helpline)
1-866-277-3553
suicideactionmontreal.org/en
- Tel-Aide
(24/7 anonymous crisis helpline)
514-935-1101 telaide.org/en
- Crisis Centres
(adults in psychological or psychosocial distress) 811 to find the nearest centre
centredecrise.ca
- Drugs: Help and Referral
(support, information and referral for persons dealing with substance abuse)
24/7 514-527-2626
drogue-aidereference.qc.ca
- Gambling: Help and Referral
(support, information and referral related to excessive gambling) 24/7
514-527-0140
jeu-aidereference.qc.ca/en

GENERAL RESOURCES

- Legal Aid
514-864-2111
aidejuridiquedemontreal.ca/en
- Services Québec
514-644-4545 quebec.ca/en



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.