

La Rose des vents



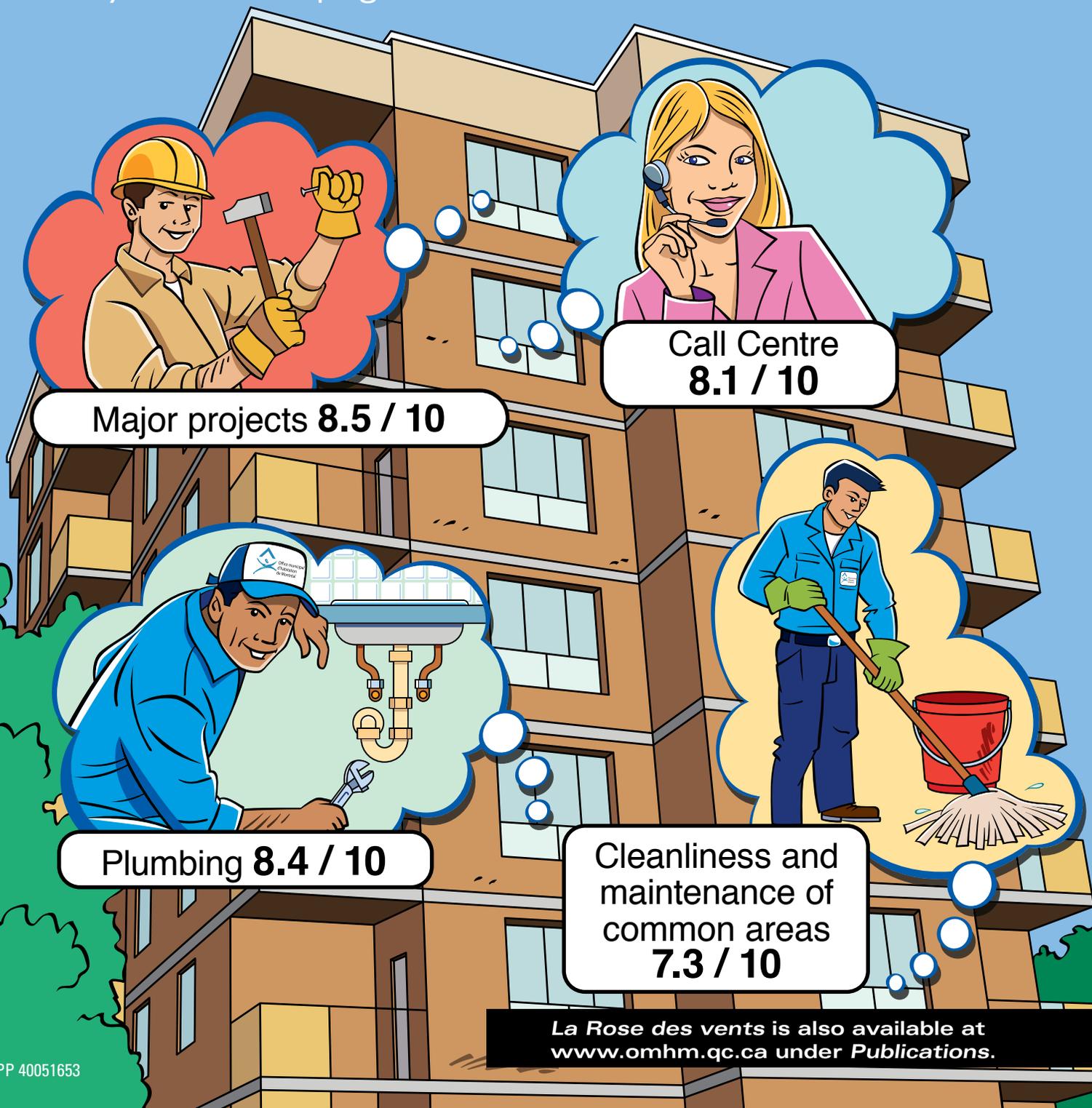
Office municipal
d'habitation
de Montréal

Office municipal d'habitation de Montréal Tenant Newsletter

June 2014 • Volume 13 • No 1

It's your opinion!

Survey results on page 6 and 7



Major projects **8.5 / 10**

Call Centre
8.1 / 10

Plumbing **8.4 / 10**

Cleanliness and
maintenance of
common areas
7.3 / 10

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



Denis Quirion
Executive Director
of the OMHM

Together, let's continue the good work!

Dear Tenants,

In December, the OMHM conducted a survey of low-rent housing tenants in order to get their opinion on the quality of the services offered by the OMHM. Tenants' overall rating stood at 8.1 out of 10, which represents a significant increase compared with the last survey done in 2008 (7.4). We are proud of this improvement, particularly since we worked with you to enhance the services you receive.

According to these results, your satisfaction regarding security in your living environment has continued to grow since the last two surveys. In fact, your rating increased from 6.4 in 2003 to 7.0 in 2008, to 7.5 in 2013. The same goes

for the maintenance of common areas, which rose from 6.8 (2008) to 7.3 (2013). Despite these improvements, these issues remain a priority for the OMHM.

In 2013, a new question was added regarding satisfaction with major projects. Tenants whose building had recently undergone renovation work gave a rating of 8.5 out of 10. This reflects both the investments made over the past five years and the consultation and support activities carried out with tenants before and after the work.

While they are encouraging, the survey results also show that many challenges still remain. We have already identified certain areas for improvement, commensurate with our resources, by

maintaining dialogue with tenants and relying on their involvement. The team of Serge Villandré, Assistant Executive Director, Low-Rent Housing Management, is ready to get down to the job. You can be sure that no effort will be spared to improve our services.

Surveys are important, but there are also other sources of information that allow us to sound out tenants in between surveys. Your participation in tenant associations or the OMHM's other participatory forums is important, because it allows us to stay in touch.

We are listening to you.

Rep Rap



Francine Cayer
Tenant OMHM
board member

Getting to know you

For about a year, I have been working hard to become better acquainted with the low-rent housing residents I represent on the Board of Directors (BOD) of the Office municipal d'habitation de Montréal (OMHM). Not only did I attend all the meetings of the Comité consultatif des résidents (CCR – Advisory Committee of Tenants) and the BOD, but I also played an active role in many committees and subcommittees.

In this regard, I participated in the CCR's liaison committee, which prepares and structures CCR meetings in order to ensure that they are productive. I am involved in the new tenant welcoming

committee and will take part, this spring, in the maintenance and repair committee – not to mention the training meetings I had with the Fédération des locataires d'habitations à loyer modique du Québec (FLHLMQ). All these activities and interactions give me insight into the concerns of low-rent housing tenants.

While I have learned a lot within these various forums, I want to establish even closer ties with residents. To this end, I will invite myself to the sector and subsector meetings, to which I have not had access until now. Therefore, in the coming months, I will meet face-to-face with tenant committee

representatives, who will be able to transmit your requests to me in person.

I will be happy to take note of your general concerns and discuss them with the BOD. Issues like the management of three-wheel and four-wheel electric scooters in the seniors' high-rises should be addressed, as requested by the CCR. It is only by becoming more familiar with your reality that I will be able to have informed discussions with the BOD.

OMHM Sanitation Department

A team that is proud of the results achieved

By Frédéric Roy

The sanitation team of the Office municipal d'habitation de Montréal (OMHM) is proud of the results achieved in 2013:

- We reduced delays and improved intervention follow-up as a result of the granting of two new pest control contracts;
- The number of preventive inspections was increased: over 12,000 apartments were visited during the past year;
- Tenant vermin-related requests declined by 11% thanks to the measures implemented.

January 1, 2013, the OMHM went a step further in the area of pest control by establishing a new Sanitation Department, which responds to all vermin-related requests. The 2013 action plan made it possible to improve the services offered to low-rent housing tenants. In fact, the sanitation team now comprises nine employees, thereby creating a greater presence in the field.

“The sanitation team is exerting its influence, since it is constantly expanding its field of intervention by focusing on prevention, supporting employees, creating lasting partnerships with its suppliers and assisting tenants through its collaboration with Plumeau, chiffon et compagnie. The team has developed essential expertise,” stresses Serge Villandré, Assistant Executive Director, Low-Rent Housing Management.

In 2014, the OMHM continues to consolidate its activities and sanitation team. “The team’s dynamism helps it always find new ways of doing things,” adds Mr. Villandré.

We need you

The cooperation of tenants is key to the success of our interventions. As part of its preventive inspections, the OMHM detected more than 1,300 pest problems that had never been reported by tenants.



Bedbugs live mainly in mattresses and sofas. It is better not to buy second-hand furniture.

Unreported situations increase the risk of further infestation in your apartment and that of your neighbours. It also makes it more difficult for us to solve the problem quickly. If you notice vermin in your apartment, call **872-OMHM (6646)** immediately.

The author is the director of the Sanitation Department of the Office municipal d'habitation de Montréal.

DID YOU KNOW THAT

Nearly 20% of tenants are absent at the time of their appointment with the exterminator?

Your absence delays the treatment of your apartment and may aggravate the situation. In addition to making the exterminator come for nothing, it prevents us from intervening rapidly in other tenants' apartments. **If you cannot be present at the appointed time, it is important to advise the OMHM by calling 872-OMHM (6646).**





Nicole Vallières
Tenant OMHM
board member

We are making headway, step by step

The Office municipal d'habitation de Montréal (OMHM) and the Comité consultatif des résidents (CCR – Advisory Committee of Tenants) have created a working committee on the orientation of new tenants. This committee concluded that new tenants should be provided with certain documents, like building rules and rental conditions, when they visit the apartment. It was also felt that they should be given a tour of the common areas in order to become more familiar with their living environment.

In addition, the CCR members on the working committee held discussions with Community and Social Development Department to determine the role that tenant associations could play in welcoming new tenants. It was decided that this issue would be debated in upcoming subsector meetings. If you have any suggestions, share them with your representatives!

On another topic, the OMHM's Board of Directors is very proud of the Jeunes et verdissement project – to the extent that it nominated the latter for the Mérite habitat social 2014 of the

Regroupement des offices d'habitation du Québec. Last summer, this project helped many young OMHM tenants acquire gardening skills and work experience. In May, we learned that Jeunes et verdissement captured top honours. Congratulations!

Lastly, we recently learned that the Agence de la santé et des services sociaux de Montréal has granted recurrent funding to 18 community organizations that are active in Montreal low-rent housing. To find out more on this subject, read the article on page 12.



Sylvain Labrecque
Chair, Advisory
Committee of Tenants

An active CCR by your side

In December 2013, your representatives in the three sectors elected a new Comité consultatif des résidents (CCR – Advisory Committee of Tenants). Several newcomers have joined the veterans, and we now have a dynamic CCR that is determined to make itself heard.

I would like to thank the committee members for the confidence they have shown in me by electing me Chairman. I have been involved in the OMHM's participatory forums

for three years. In addition, my past experience as a civil servant serves me well in navigating an organization like the OMHM. I plan to make good use of all the tools at my disposal to make the CCR an even more widely heeded and respected forum.

We are going to work diligently on your priorities and to achieve this end, we want to improve the way the CCR currently functions. We plan to intervene sooner - well before decisions are taken - in all

the major issues handled by the OMHM. This will allow us to be involved in the discussions and give us greater latitude for reviewing files.

We also wish to refocus the CCR on its mandate and ensure that elected representatives truly play their role in sector meetings. Through our active presence, we want to recoup speaking time for tenants in these meetings, in order to get beyond simple repair issues.

Lastly, we want to continue promoting the creation of tenant associations and lend our support to the associations already established, so that one day, all low-rent housing tenants have an opportunity to make themselves heard.

Public question period

Residents who are not associated with a tenant committee can meet with their sector managers and share their concerns by participating in the public question period of the sector and subsector committees. For information: 514 872-2104.

Upcoming sector committee meeting

East Sector	Southwest Sector	Northwest Sector
Thursday, October 9, at 1 p.m., at Habitations Viauville (4920, rue Lafontaine)	Thursday, October 9, at 1:30 p.m. (location to be confirmed)	Thursday, October 9, at 1 p.m., at Habitations Rosemont (6180, 19 ^e avenue)

Launch of interim advisory committee for affordable housing

By Caroline Pelletier

From September to December 2013, twelve meetings were organized in the buildings managed by the Affordable Housing Management Directorate of the Office municipal d'habitation de Montréal (OMHM). These meetings were an opportunity to reflect on the participation of these tenants in the OMHM's various consultation forums.

Moderated by Patrick Benjamin, community organizer at the OMHM, the meetings made it possible to address the following subjects:

- associative right at the OMHM
- different existing association models
- roles and responsibilities of a tenant association
- tenants' interest in participating in the community life of their residence

Francine Cayer and Nicole Vallières, tenant OMHM board members, also participated in this initiative. "During the meetings, their presentation helped highlight the fact that in affordable housing, unlike the low-rent housing community, there are no formal mechanisms facilitating the representation of residents within the OMHM," explains Mr. Benjamin.

The tour of the affordable housing buildings revealed that tenants are satisfied with the participatory structures already present in their residence. However, another fact emerged: tenants would like to meet on a regional basis.

Who was targeted by this initiative?

This consultation initiative targeted tenants living in buildings managed by the OMHM's Affordable Housing Management Directorate. These buildings are those of the ten seniors' residences of the ENHARMONIE network, Immeubles Benny Farm, standard housing, Habitations Gérard-Lefebvre and Manoir Charles-Dutaud.

Since then, a committee made up of representatives of the Comité consultatif des résidents (CCR – Advisory Committee of Tenants), the Fédération des locataires d'habitation à loyer modique du Québec (FLHLMQ) and the OMHM has met and proposed the establishment of an interim advisory committee for affordable housing. Ms. Cayer is delighted with what was accomplished. "I find it encouraging. As a result of this initiative, we are forming an advisory committee that will include representatives of the buildings targeted. This committee will serve as a link between these residents and the OMHM." The nature, purpose and functioning of this committee will be determined at a later date.

"My role will then be updated, says Ms. Cayer, herself a resident of the ENHARMONIE network. I'll be able to relay the needs and realities expressed to this committee to the OMHM's BOD and, in turn, convey news from the BOD to the tenants. It's a big step forward," she concludes. The first meeting of the interim advisory committee could take place as soon as September.



Members of OMHM's BOD

The Office municipal d'habitation de Montréal introduces the members of its Board of Directors.

Back row (left to right): Robert Labelle, Chairman, Alain Tassé, Secretary Treasurer and Denis Blanchard, Administrator

Front row (left to right): Francine Cayer, Administrator (tenant member), Johanne Goulet, Administrator, Danielle Cécile, Administrator and Nicole Vallières, Administrator (tenant member).

Absent from photo: Danielle Fournier and Myrlande Myrand, Administrators.

Survey results

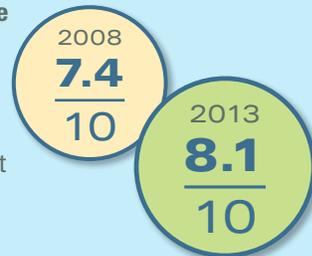
OMHM services rated 8.1 out of 10

Overall rating of services offered by OMHM

By Caroline Pelletier

Five years have passed since the last low-rent housing tenant satisfaction survey. The results of the survey of 1,003 tenants by the CROP polling firm, conducted from December 4 to 19, 2013, show a distinct improvement since 2008: the services offered by the Office municipal d'habitation de Montréal (OMHM) received an overall rating of 8.1 out of 10, compared with 7.4 in 2008.

"These results stem from effective team cooperation and the employees' commitment to fulfill the OMHM's mission. In addition, we provide our staff with more supervision and training, so that they can better meet tenants' expectations," says Serge Villandré, Assistant Executive Director, Low-Rent Housing Management.



Major projects

Satisfaction regarding the renovation work carried out in the building is rated 8.5 out of 10. For Mr. Villandré, this is consistent with the OMHM's commitments: "Nearly \$75 million has been invested annually since 2008 to improve the quality of the buildings. We have also created a consultation area so that tenants can be involved in the work," he points out.



Repair service

Tenants seem satisfied with the service provided by an OMHM plumber, who received a rating of 8.4 out of 10. The service for repairs other than plumbing was rated 8.0.



"Over the past few years, we have focused on identifying the priorities of both tenants and the OMHM. We have added resources in the right places. Close to fifty maintenance and repair employees have been hired since the last survey," explains Mr. Villandré.

Tenants particularly appreciate the courtesy of those who carry out plumbing (9.0) and other repairs (8.8).



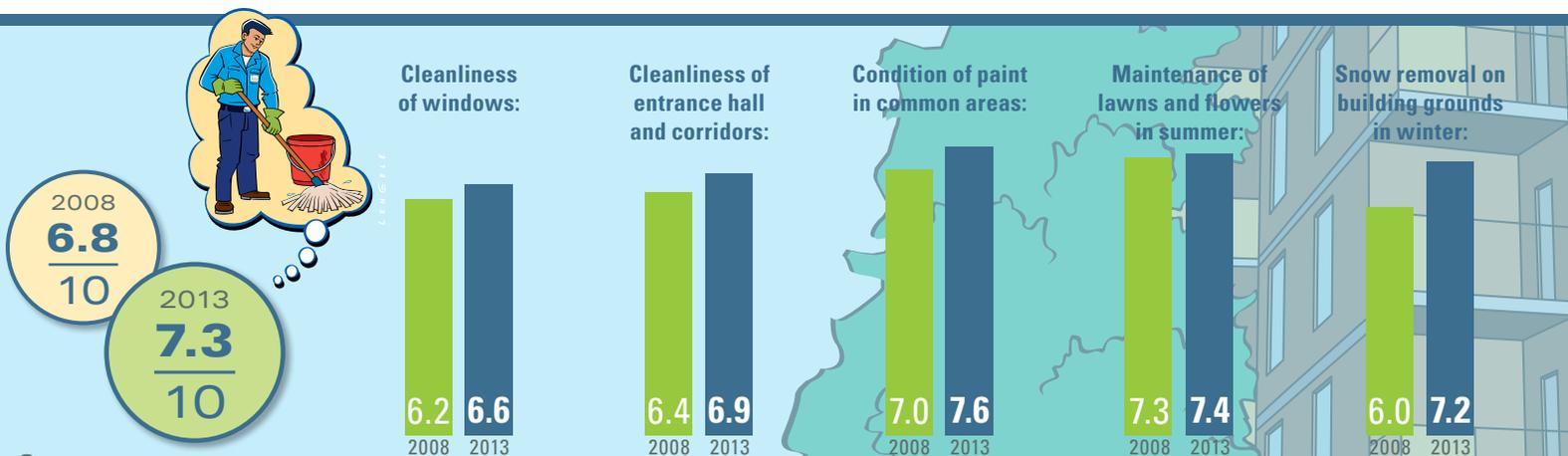
Cleanliness and maintenance of common areas

Since 2008, tenants have noticed an improvement in the maintenance of the common areas in their building. Their rating went from 6.8 (2008) to 7.3 (2013). Satisfaction with snow removal on the building grounds showed the biggest increase, from 6.0 in 2008 to 7.2 in 2013.

The condition of the paint in the common areas inside the building is the element that received the highest rating from tenants (7.6), a good 0.6 points more than in 2008 (7.0).

"We are proud of having invested in the development of our employees' skills. It has allowed us to equip ourselves with internal teams of painters who provide quality painting services at the lowest cost," explains Mr. Villandré.

"We are aware that there is still much to do to ensure better maintenance of the common areas. The cleanliness of the entrance halls, corridors and windows are priority elements that we hope to improve," he adds.



Tenant participation in building maintenance

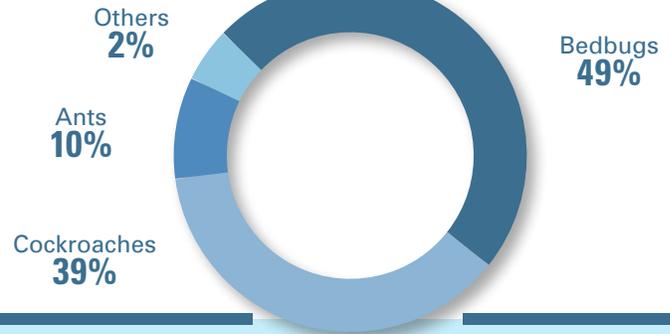
Just over half of respondents (58%) feel that tenants could do more in terms of the maintenance of their building. "We are going to team up with tenants, tenant associations and employees to explore this situation further and find solutions for promoting quality of life in low-rent housing projects," concludes Mr. Villandr .

Extermination service

Satisfaction regarding the quality of the extermination service was rated 7.9 out of 10.

2013
7.9
10

Main problems causing tenants to use the OMHM's extermination service



Building security

Nearly three quarters of respondents claim to be satisfied with security in their building. Security received an average rating of 7.5 out of 10, a significant increase over 2008 (7.0). According to respondents, the main elements for improving security are secured doors at all times (23%), the presence of a security agent (12%), the presence of cameras at the building entrance (11%) and surveillance by patrol officers (9%).

2008
7.0
10

2013
7.5
10

Good Neighbourliness

A rating of 7.2 out of 10 was given to the quality of neighbour relations, which represents a slight decline since 2008 (7.5).

2008
7.5
10

2013
7.2
10

Call Centre

For most respondents, it is easy to reach a Call Centre receptionist (80%). Satisfaction regarding the waiting time for speaking to a receptionist was rated 8.1 out of 10. The courtesy of receptionists received a rating of 8.6 out of 10.

2013
8.1
10



Waste management

Tenants asked to respect the rules

According to the survey, 90% of tenants are aware of the rules (schedule, location) for waste disposal. However, only 64% of respondents say that these rules are respected in their building. Now that it is moving season, it is even more important to dispose of waste according to the days, times and locations indicated.

Communications with OMHM

Nearly one in five tenants (18%) has needed to communicate with a rental agent regarding their lease. Of this number, 57% felt that it was easy to reach their rental agent, a decrease of 10% since 2008. While one third of respondents claimed to be dissatisfied (31%), this service still received an overall rating of 7.1 out of 10.

2013
7.1
10

Satisfaction regarding service received

Don't know
6%

Dissatisfied
31%

Satisfied
63%



Tenant communications Focusing on local, targeted information

By Caroline Pelletier

On February 11, 2014, the Communications Department of the Office municipal d'habitation de Montréal (OMHM) presented its 2013 tenant communications report to the members of the Comité consultatif des résidents (CCR – Advisory Committee of Tenants). In addition to explaining the objectives and strategies related to these communications, the Department's representatives were also able to get feedback from tenant association representatives on the various communication tools aimed at low-rent housing residents.

"We find that many of our tools are still unknown to tenants, while others meet a real community need, but are difficult to obtain. We want to ensure that our tools are more readily accessible, so that they can be used in the field," explains Louise Hébert, Director of the OMHM's Communications Department. The Department continues to reflect on the different methods of distributing these tools and will keep working with CCR members to make these methods more efficient.

Informing locally

In 2012, the OMHM began changing the way in which it provides information to low-rent housing tenants. Publications like *La Rose des vents*, *Interaction* and *Rebond* are still sent directly to tenants' homes. However, starting this year, these publications will appear less often. Therefore, *La Rose des vents* and *Rebond* will be reduced from three to two issues, while *Interaction* will go from seven to four



With the installation of digital display screens, "we are focusing on local information in real time," explains Ms. Hébert. The 158 digital display screens placed in the high-rise buildings made it possible to disseminate 510 local notices and messages, as well as 34 information capsules in 2013, thereby keeping you informed about emergency situations, renovation work, information sessions and safety concerns particular to your low-rent housing project. The 22 display columns installed in 14 large housing complexes also help make residents more aware of what is going on in their community.

Lastly, publications like *Infochantier* and *RenoUpdate* advise tenants about work taking place in their building and provide all the details. In 2013, 64 *Infochantier* and 37 *RenoUpdate* were published.

Targeted campaigns

In 2013, much energy was invested in targeted communication campaigns, like *Three Keywords for Your Safety*, Hydro-Québec's *Refrigerator Replacement for Low-Income Households*, the campaign regarding cleanliness and residual waste management, as well as providing notification of a visit from a Bell or Videotron technician, helped increase tenants' awareness of specific issues.

Reaching youth

After appearing in *La Rose des vents* in 2013, *Rebond*, a newsletter aimed at low-rent housing youth changed its format and is now published separately. Two issues of *Rebond* are planned in 2014. In order to reach young tenants more efficiently, this publication will now be sent directly to households with one or more children between the ages of 12 and 25. In this way, the OMHM hopes to continue promoting their actions in their communities, while engaging them in dialogue. The idea of developing a *Rebond* Facebook Page is also being explored by the OMHM's Communications Department. "Young people are already widely present on Facebook. They are more attracted by social networks than by printed publications," concludes Ms. Hébert.

Changing your
telephone number?
Let us know!

In case of emergency or for a priority repair, it is important that the OMHM be able to reach you without delay. If you change your phone number, contact the Call Centre at 872-OMHM (6646) to advise us promptly.



Flower and Garden Club

The Club's 2014 season finally kicks off!

By Caroline Pelletier

Despite spring's late arrival, the warm weather is actually here and low-rent housing gardeners are ready to get their hands dirty.

A pre-season draw was held on May 8 in the presence of tenant association representatives. A total of 75 prizes were randomly drawn among old and new members of the Flower and Garden Club. The winners received gift certificates worth from \$50 to \$200 for the purchase of plants and gardening material in nurseries. A second draw will take place during the closing ceremony of the Flower and Garden Club at the Botanical Garden on September 11, 2014.

Each year, the Office municipal d'habitation de Montréal (OMHM) encourages tenants to cultivate, green and beautify their living space. "We currently have nearly 500 members who, every season, enhance their environment by planting flowers, growing vegetables and creating a variety of beautiful landscapes, in keeping with the cultural mosaic of our communities. All of these

individual or group efforts to cultivate the soil and promote wellbeing demonstrate the extent to which the Flower and Garden Club is a unique and unifying project," points out Brigitte Laliberté, sustainable development project manager at the OMHM.

Advantages of being a member

Gardening enthusiasts can join the Flower and Garden Club for free. In addition to having a chance to win one of 124 gift certificates exchangeable in a nursery, Club members are supported by *Sentier Urbain* throughout the season and can obtain compost, soil and mulch by contacting this organization (see insert). They are also invited to the end-of-season event at the Botanical Garden.

You can register individually or as a group in the balcony, garden plot or vegetable garden categories. To become a member, just fill out the membership form and send it to us at the address on the reverse side. Membership in the Club is permanent, so there is no need to re-register each year.

New in 2014

This year, Club members can obtain bags of compost, soil and mulch, as well as wooden containers for creating arrangements.

Members in the "individual balcony" category:

- Up to 3 bags of your choice (compost, soil, mulch)
- 1 small wooden container (12"x 24"x 16")

Individual and group members in the "garden plot or vegetable garden" category:

- Up to 20 bags per low-rent housing project (compost, soil, mulch)

To take advantage of this offer, dial 514 521-9292.

Don't delay! Quantities are limited.



Membership Form



Together, we make life beautiful!

Over \$12,000 in prizes up for grabs!

Two draws will be held among members, the first in the spring and the second during the end-of-season event at the Botanical Garden. Members can register in different categories (balcony, garden plot or vegetable garden) and work alone or as a team. A new prize category encourages young people to get involved in beautification projects in their housing environment.

For further information, go to the "Existing Tenants" section under the "Thinking Green" tab at www.omhm.qc.ca.

Everything is green again!



After cleaning up the illegal dump near Habitations Lavoie in the Southwest Sector, the young horticultural assistants planted flowers and shrubs to refresh the portion of this vacant lot bordering the sidewalk.

This is the time of the year when we roll up our sleeves to beautify the grounds of low-rent housing communities! For example, last summer, at Habitations Lavoie, the tenant committee had a very specific objective: to get rid of an illegal dump site “where the entire neighbourhood ditched garbage, not to mention the dogs that left their mark there,” explains Lidi-Maria Costache, Committee Chair.

The young horticultural assistants assigned to the greening project therefore cleaned up the site and planted flowers and bushes over an area of 4 m². “We then watered and maintained the plants, which gave us a much more pleasant corner to look at!”

Ms. Costache feels that this is a good start and is now talking about making another request. “If we obtained some bushes, we could create an actual green fence. This would deter people from dumping garbage in this location, as they did again in the fall last year.”

Revitalizing the environment

With the soil, compost and plants provided by the City or, in certain cases, the OMHM, many low-rent housing residents create flower beds, sow grass seeds, grow a vegetable garden or plant shrubs and trees.

By bringing several tenants together around the same goal, this type of work cements

the community. People dig and weed side by side, discover things they have in common and pay more attention to others as a result. At the same time, their work gives value to the environment, which makes them feel proud. It also improves their quality of life, since it reduces heat islands and purifies the air. The residents realize that, together, they can create a pleasant space where they can even hold activities.

Have a little corner that needs revitalizing? Call 311 to find out when the City plans to hand out plants and compost in your neighbourhood. This could transform the atmosphere of your housing project!



Esther Giroux

Take advantage of summer to strengthen ties

I invite you to take advantage of the warm weather to participate in outdoor activities. Summer is the season when neighbourhood parties and free festival activities abound. Or how about going to the public pool with your friends or joining in on the activities organized by your tenant association? There are lots of opportunities for spending time together and strengthening neighbour relations.

Summer also marks the return of the young members of the clean-up brigades. This first job gives them valuable work experience, while improving your living environment. Feel free to give them some words of encouragement. It is more motivating to work when you know you're appreciated!

May this summer last as long as the harsh winter we endured. And in case of a heat wave, remember that you can go to the common room for some relief. Enjoy this glorious season with your family and friends!

Esther Giroux
Director, Service du développement communautaire et social

ID²EM Grants

Eight tenant projects accepted!

Spring marks the return of ID²EM grants and this year is no exception. In all, 14 projects designed for Montreal low-rent housing are receiving support this year, eight of which were drafted by tenant committees.

These grants are aimed at promoting group activities that improve the physical, social and community environment of low-rent housing projects. Many initiatives are centered on community gardening and the beautification of the grounds. This helps strengthen relations between tenants, as well as their feeling of belonging to the low-rent housing community, while promoting healthy lifestyles.

There are also projects to encourage young people to stay in school and to better equip parents in their role. One approach even aims at helping people struggling with mental health problems adopt better eating habits and engage in regular physical activity, which could have a positive effect on their health.

Collaboration promotes diversification...

In the Southwest Sector, four low-rent housing projects joined forces to obtain a grant, and for the third straight year, the Des Fleurs, De l'Érablière, Richmond and Albert "Collective" received financial support to pursue some well-established activities.

The approaches vary according to the housing project, explains Nicole Vallières, president of the Habitations Richmond tenant association, who submitted the grant application. "At Habitations Albert and Habitations Richmond, there were a lot of communal activities aimed at facilitating integration." Therefore, the grant was used to purchase sustainable material, like a food processor for preparing meals and a hand truck for transporting gardening equipment.

At Habitations Des Fleurs and Habitations De l'Érablière, the accent was mainly on building self-confidence and improving physical health through painting and tai-chi courses. "And with the amount allocated to Habitations Richmond this year, I hope to purchase some basketball nets and playground equipment for the young residents," says Ms. Vallières.



For the Des Fleurs, De l'Érablière, Richmond and Albert "Collective", sustainable development means taking care of the environment...



...but also promoting harmony in the community by organizing communal meals...



...and ensuring that individuals feel fulfilled, for example in a painting course where they discover a hidden talent.

CCR/OMHM/FLHLMQ Tripartite Committee To update governance rules

Various circumstances can complicate the way in which a tenant association functions. When a committee member becomes seriously ill and can no longer participate, does the committee replace this member or continue without him/her until the next election? If there is dissension among the members, how can it be defused so that work can continue? When the tenants of a low-rent housing project are relocated to various buildings due to major work, what becomes of the tenant committee they had elected?

These are the types of questions that will be tackled by the new CCR/OMHM/FLHLMQ Tripartite Committee formed in March to harmonize association governance and recognition practices. "This committee is mandated to update governance rules based on the existing law governing non-profit organizations and the different documents currently being used," explains Rouzier Métellus, community project manager at the OMHM and member of this committee.

"Certain situations constitute grey areas in terms of association recognition, for example in the case of relocation for major work. And no recognition means no grant!" explains Sylvain Labrecque, Chair of the Comité consultatif des résidents (CCR – Advisory Committee of Tenants) and tenant of Habitations Jacques-Cartier in the East Sector. Therefore, the committee plans to draw up a

reference guide providing the basic rules on how a tenant committee works in normal and exceptional situations, in order to better support the democratic functioning of the associations.

"The committee will begin its work shortly. Once the reference guide is written, it will have to be approved by the CCR. We will promote it in the sector and subsector meetings in order to make the proper rules of governance known," says Sylvain Labrecque.

THE WORK OF THE CCR

The mission of the Comité consultatif des résidents (CCR – 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 and subsector meetings.



Meeting at the crossroads

Seeking ways for different cultures and generations to live together

You just have to open the door...

"Sometimes, just a little push in the right direction can promote communication between seniors and youth," points out Ismertha Racijs, community outreach worker in the OMHM *Habiter la mixité* project. That's what the young residents of Habitations Parc Royal found out when their premises were repainted and the workshop on adolescent physical and psychological development could not be given there.

"The seniors of Maison Roland-Bouchard, a low-rent housing project located nearby, kindly agreed to lend them their common room for the occasion," says Ms. Racijs. When Catherine Bérubé, the person in charge of the room, came to let them in, she was interested in knowing where they lived, what year they were in at school and what the workshop was about. "She showed such open-mindedness, whereas she could have simply unlocked the door and left. She sat down and chatted with them and made them feel welcome," said Ismertha Racijs.

In addition to their workshop on adolescent physical and psychological development, these youth aged 10 to 13 had an opportunity to engage in conversation with a senior citizen who welcomed them to Maison Roland-Bouchard.



New tenant committees

At the end of a long winter, many fine people have decided to represent the tenants of their low-rent housing project in sector and subsector meetings. Since the beginning of February 2014, elections have been held in 16 projects, and 77 tenant committee members have been assigned or reassigned to the job.

EAST SECTOR

De Mentana **S**

Monic L'Heureux
Céline Boissonneault
Yvon Godin

De Rouen **S**

Monique Lecavalier
Lise Tremblay Gélinas
Murielle Plouffe
Murielle Chevalier
Gabrielle Bovet
Manon Laviolette
Pierre Léonard
André Reeves

Desjardins **S**

Michel Quesnel
Jacqueline Bleau
André Brûlé
Antonin Gagnon
Carmen Boucher

La Pépinière **F**

Sylvie Proulx
Natascha Proulx
Nancy Cooper
Gilles Boivin
Karine Brousseau
Barbara Hardbread

NEW ASSOCIATION

Laurier **S**

Maria Silva
Pierre-Paul Chartré
Dora Parent
Lila Icart
Juan José Navarro

Longue-Pointe **S**

Jacques Tremblay
Micheline Gagné
Normande Vincent
Gisèle Gilbert
Lydia Després

NEW ASSOCIATION

Manoir Anjou **S**

Jacynthe Thériault
Lise Mailloux
Lise Lavigne
Jean-Claude Lacombe

Terrasse Ontario **S**

Colette Lefebvre
Jean-Louis Guay
Richard Fitzgerald
Wilson Gélinas
Pierrette Hébert

NORTHWEST SECTOR

Badeaux-Sauvé **S**

Rosaire Chartrand
Hayat Darouni
Diane Grainger
Cécile Gordon

NEW ASSOCIATION

Émilien-Gagnon (6150) **S**

Carmela Romeo
Alicia Laurin
Norman Simkus
Georges Vaillancourt
Pierre Gagnon

NEW ASSOCIATION

Émilien-Gagnon (6180) **S**

Andrée Rainville
Denise Belisle
Madeleine Delisle

NEW ASSOCIATION

Gérard-Poitras **F**

Kamal Chourahi
Michel Brière
Chantal Daneau
Pierrette Goulet
Réjeanne O'Rourke
Dimitrios Kalopedakis

SOUTHWEST SECTOR

Place Hillside **F**

Michel Gauthier
Helen Szostak
Luna Ovilme
Jorf Khalid
Terry McGimpsey

Montmorency **S**

Yvon Pothier
Grozdana Cvijanovic
Marielle Hébert
Lise Hogue

John-Patterson **S**

Aline Bilodeau
Denise Martin
Diane Ranger
Yvette Bourgeon

Maison Justine-Lacoste **S**

Liliane Le Grand
Jeannine Desrochers
Françoise Graham
Rachilda Oulmi
Jeannine
Gingras-Hébert

S OMHM housing for seniors

F OMHM housing for families and people living alone

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



THE ROLE OF AN ASSOCIATION

Anyone living in OMHM housing and over 18 years of age automatically becomes a member of the tenant association of the low-rent housing project. No membership fee, no membership card.



Office municipal d'habitation de Montréal

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Resilience

By Mélanie Samson

We don't all have the same physical endurance, and the same goes for our "psychological endurance" or resilience. We all know people who always manage to carry on despite the many obstacles in their way, people who get through major hardships without letting themselves be defeated.

We may think that these people are rare and their ability to overcome everything easily is a personality trait that we will never possess. However, studies show that it is possible to develop this so-called "resilience" capacity by focusing on our reactions to problems and the way we deal with various levels of stress.

What distinguishes resilient people?

Resilience stems from many skills, attitudes and behaviours. People who are more resilient usually have a strong ability to maintain positive interpersonal relations based on mutual support. They request assistance from their network or professionals when they face difficulties. These people talk about what is bothering them and do not try to deal with adversity alone.

Resilient people are able to establish realistic plans, divided into steps, and to take action. They therefore do not stand still in the face of adversity. They act in a well-thought-out, structured manner. They have good communication and problem-solving skills, as well as a strong ability to manage their emotions and impulses. In other words, they know how to stay calm and not make decisions on the spur of the moment.

10 ways to build resilience

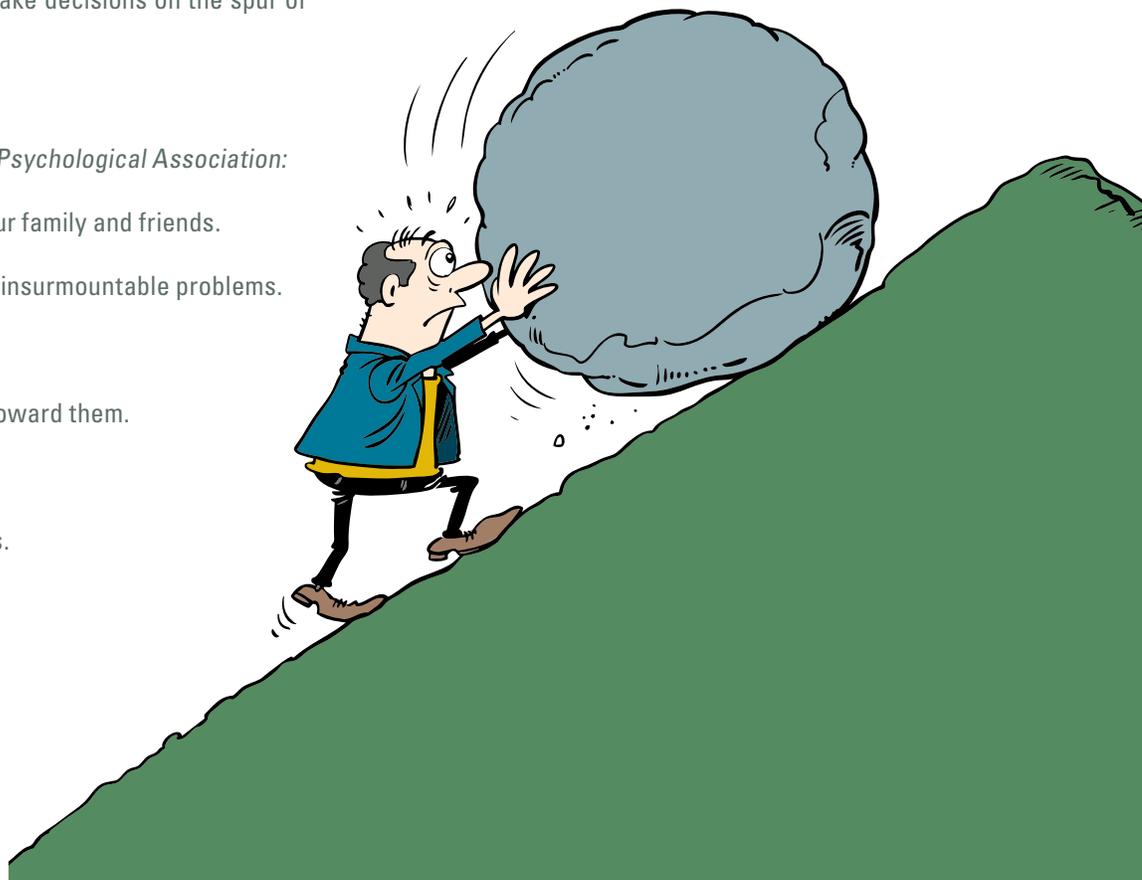
Here are a few tips from the *American Psychological Association*:

1. Maintain healthy relations with your family and friends.
2. Try not to view stressful events as insurmountable problems.
3. Accept what you cannot change.
4. Develop realistic goals and move toward them.
5. Act on what you can change.
6. Don't be afraid of making decisions.
7. Have confidence in yourself.

8. Pay attention to your psychological and physical needs: get regular exercise, figure out what helps you relax, get enough sleep and maintain a healthy diet.
9. Learn to visualize the results you want to achieve and avoid thinking about catastrophic scenarios.
10. Above all, develop the habit of asking for help when you feel overwhelmed.

The support of our loved ones makes us stronger. However, if your problems are too complicated for those close to you, or if you find yourself alone in an intolerable situation, feel free to consult with a professional from your CLSC. Knowing your limits is also part of being resilient.

The author is a social worker at the Office municipal d'habitation de Montréal.



Community support for low-rent housing

New subsidies lend a helping hand

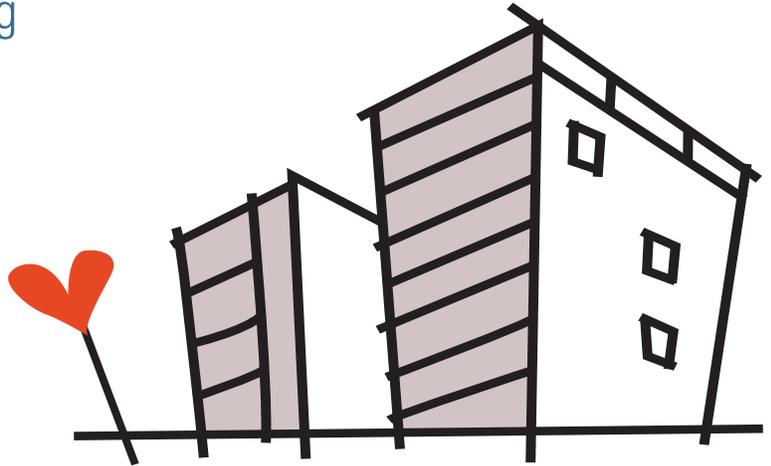
By H el ene Morin

At the beginning of the year, the Agence de la sant e et des services sociaux de Montr al had some good news for 18 community support projects: a recurrent subsidy. What this means is that these projects can now count on a firm budget, rather than relying each year on donations and subsidies obtained here and there.

In the many low-rent housing communities where these projects are implemented, the social support offered by the organizations can now be provided on a regular basis. This may materialize in various ways, like a community area open three days a week, new activities to break the isolation of seniors, or assistance promoting the integration of people from different cultural backgrounds.

At Jardins Claire-Fontaine

Take, for example, Habitations Jardins Claire-Fontaine in the East Sector, a community where certain residents live alone or in difficult situations. "Unfortunately, disagreements between neighbours are quite commonplace and cohabitation isn't easy," explains Nathalie



Dufort, community organizer at the OMHM. She has seen many tenant conflicts, which have even led to the closing of the common room!

La Maison L' echelon will now ensure the presence of an outreach worker here three days a week. "Some of these residents are often isolated and communicate very little with one another. In fact, even when they are troubled, they have no one to talk to," adds Pierre Deschamps, general manager of L' echelon. He is convinced that having someone on the premises at specific hours "will help residents gradually build trusting relationships, which will improve their living environment."

Peace of mind a phone call away

Security around the clock

514 872-OMHM (6646)

For all security requests, you should contact the call centre at 514 872-OMHM (6646). This service doesn't replace the police department. But it does allow you to report security issues to your landlord, the OMHM.

Tenants can contact the OMHM whenever they might be worried about their safety or the security of their building or OMHM property.

For real emergencies requiring the police, fire fighters or paramedics, dial 911 first. The new service at 514 872-OMHM is not an emergency line.

Below are examples of situations when you can call 514 872-OMHM to report security issues:

- **Loitering and intimidation** (after calling 911).
- **A homeless person camping out in the building or on the grounds.**
- **A prowler on the premises** (after calling 911).
- **Undue comings and goings.**
- **Intruders occupying the premises or an apartment.**
- **Misdeeds, vandalism or graffiti** (after calling 911).
- **A power outage or breakdown threatening tenant safety.**
- **Threats from a neighbour** (after calling 911).
- **Dirty syringes on the premises.**

We invite you to phone 514 872-OMHM (6646) if the security issues listed above arise. You can also call this number if you need maintenance, repairs or an exterminator.

By this service, we can better fulfil our duty to provide you with a peaceful place to live. Our goal is both to tighten security and to make you feel safer. Our hot line also lets us step in faster before problems get out of hand. As a result, we can create a living environment where tenants can have peace of mind.

Your call remains confidential. At your request, the patrol officer will not come to your apartment during his intervention in your building.

Habitations Nicolet

A collective tribute to the past

By Daniel Deslauriers



Habitations Nicolet will soon benefit from a facelift. For many of the tenants, it is the end of an era, up to a certain point.

Habitations Nicolet, located in the heart of the Hochelaga-Maisonneuve district, welcomed its first tenants 40 years ago. "Some of these residents have been here for a very long time. They are very attached to their neighbourhood," explains Julie Chalifour, liaison officer at the Office municipal d'habitation de Montréal (OMHM).

Group project

In August 2013, the residents had a meeting before everyone left the building. Together, they decided to immortalize this moment by creating a collective work of art. "It is a way of coming together and sharing what people experienced here," she says.

About fifteen people participated in this project, which will be prominently exhibited on the premises of the OMHM's head office for a few years. Then, once work is completed at Habitations Nicolet, it will be on permanent display in the common room of the "new" Habitations Nicolet.

"This collective creative experience allowed each participant to add his or her personal touch and colour to a painting ultimately modelled on the entire group," explains Ms. Chalifour. Divided into three main sections, the canvass reflects the residents' journey and their ties to their community. "This painting evokes a transition between the past and the present, toward to a happier future," she concludes.



SUSTAINABLE DEVELOPMENT



Spring cleaning!

By Brigitte Laliberté

With spring comes the need for spring cleaning. But think carefully before getting rid of certain items, since many of them have value - if not through reuse or recycling, perhaps in terms of preservable raw materials.

Most of our waste is resource-based, such as glass, plastic, metal, paper and cardboard, which

can be disposed of in a recycling bin and given new life. However, it is important to remember that hazardous household waste (HHW) must not take the landfill site route, due to the dangers it presents for health and the environment. HHW consists of, among other things, batteries, paint, aerosols, cleaning

products, propane tanks, motor oil, mercury thermometers, expired drugs, etc.

You have two options for getting rid of your HHW: either drop it off at the nearest Eco Center or participate in a mobile HHW collection event in your neighbourhood.

To find out the dates and locations of these collections, call 311 or consult the HHW collection schedule at your borough office or at www.ville.montreal.qc.ca/environnement.

Happy green spring cleaning!

Pilot project of Habitations Sackville and Habitations De la Merci I

“We want to restore a sense of pride”

- Marie Benoîte Bukuru

By Daniel Deslauriers

Marie Benoîte Bukuru is a proud woman. President of the tenant association *Voisins en Action*, Ms. Bukuru had the idea of shaping destiny by proposing an ambitious project to recreate the image of Habitations Sackville and Habitations De la Merci I in the Northwest Sector.

An initial consultation meeting for this project took place on June 12, 2013 with the residents of both buildings, at which time the OMHM presented its project. Four targets were set, namely, enhanced and flowered balconies, uncluttered stairwells, clean and well-maintained grounds, and garbage disposed of in the right place and at the right time.

“The main goals of this project are to give tenants a sense of pride in their building and destroy the negative image too often associated with Montreal low-rent housing,” says Sylvie Simon, Director of the Northwest Sector at the Office municipal d’habitation de Montréal (OMHM).

Marie Benoîte Bukuru is in full agreement. “Even if it is a low-rent housing community, it is still our home. We want to re-instill a sense of pride. We have to set an example for the entire neighbourhood,” she says.

Much of the work has already been completed in this first year, according to Ms. Bukuru. However, other steps have yet to be taken, mainly the addition of hanging flower pots outside each apartment. “This is not just a two-year pilot project. What we are trying to establish are new habits that will allow residents to make the most of their environment. Of course, it is important not to rush things. The solution will come from the residents. However, the positive image must be maintained at all times,” says Ms. Bukuru.



Tenants help beautify the grounds of Habitations Sackville and Habitations De la Merci I, in the Saint-Michel district.



Both parents and children can enjoy the fresh new landscaping.

This project was carried out as part of the *La Ville en Vert* initiative. Of course, it would have been impossible without the participation of tenants and the OMHM. Ms. Bukuru thanks the neighbours of Habitations Sackville and Habitations De la Merci I for always being there to help out with any

cleaning and beautification chores organized by the tenant association *Voisins en action*. Lastly, she thanks the local organizations that are involved with this beautification work.

Centre communautaire des femmes actives (CCFA) Breaking the isolation of women from the St-Henri neighbourhood

By Daniel Deslauriers

March 20 marked the eighth anniversary of the Centre communautaire des femmes actives (CCFA), which continues to welcome women from the St-Henri neighbourhood and surrounding area.

This is no mean feat for Alice Robertson, the founder and current director, who had the idea of diving into this project with two other volunteers. "I lived in this neighbourhood for 20 years and witnessed the distress and isolation of women first-hand, which is why we organized this project. Ultimately, we wanted to promote social integration and ensure the autonomy of women from the neighbourhood."

They received a big boost from the Office municipal d'habitation de Montréal (OMHM), which provided them with free premises - completely renovated in 2012 - in one of the local housing projects at 4500, rue Saint-Antoine Ouest.

Real needs

The needs are real, according to Ms. Robertson. Since its beginnings, the CCFA has welcomed over 200 members. More than 75 are still very active today. Due to budgetary constraints, the Centre is open three days a week, that is, Tuesday to Thursday. The director feels that the recurrent assistance recently received from the Programme de soutien communautaire en logement social of the Agence de la santé des services sociaux de Montréal bodes well for the future. "We want to consolidate the programs already offered and hire additional staff," she says.



The album Histoires de vie à Saint-Henri trace the lives of about thirty women from the neighbourhood.

Therefore, from Tuesday to Thursday, women from the neighbourhood get together to participate in craft and cooking workshops, bingo and a few special activities. Thursdays are reserved for lunch meetings, where community organizations are invited to present their services to the members.

March 20 also marked the launch of an anniversary album that has special meaning for the members. Its 80 pages trace the lives of about thirty women from this neighbourhood. "This album describes their history and that of our Centre, which we all want to preserve for as long as possible," concludes Ms. Robertson.

Women from the neighbourhood are invited to visit the Centre at 4500, rue Saint-Antoine Ouest in Montreal. Further information can be obtained by calling (514) 989-7320.



Women from the neighbourhood get together here to participate in craft workshops.

When a conflict erupts... how do you react?

By Michèle Marchand and the team of the Centre de formation sociale Marie-Gérin-Lajoie

Studies show that when a conflict arises, we choose one of five strategies, each having an impact on the outcome of the situation. Here is a brief description:



1. CONFRONTATION (LION STRATEGY): I WIN, THE OTHER PERSON LOSES.

Attitude: I impose my viewpoint, without taking the other person's needs into account. I am authoritarian, firm and uncooperative. To be used when the situation is urgent and requires a quick decision.

Advantage: I imposed my ideas.

Disadvantages: Even if peace seems to be restored, the conflict is not resolved. I may have hurt the other person, which may compromise the relationship.



2. AVOIDANCE (TURTLE STRATEGY): EVERYONE LOSES.

Attitude: I prefer to ignore the situation. I withdraw or escape. To be used if I am indifferent to the issue or relationship or if I consider the context unfavourable (e.g.: strong emotions, danger, etc.).

Advantages: I don't waste my time, or I protect myself from threatening behaviour.

Disadvantages: The problem remains unresolved and my reputation may be damaged.



3. ACCOMMODATION (CHAMELEON STRATEGY): I LOSE, THE OTHER PERSON WINS.

Attitude: The relationship is very important to me and I'm prepared to sacrifice my own interests to satisfy those of the other person. To be used to show my goodwill and to get in the good graces of the other person.

Advantages: It promotes cooperation and may help preserve the relationship.

Disadvantages: I may feel frustration or be perceived as weak or submissive.



4. COOPERATION (DOLPHIN STRATEGY): WE BOTH WIN.

Attitude: I work with the other person to find the best way to meet our respective needs. To be used when we want to find an acceptable solution for both parties and protect the relationship.

Advantages: All needs are taken into consideration. The relationship is preserved and sometimes improved. The conflict is resolved.

Disadvantages: This requires time and a lot of openness. Emotions must be carefully controlled.



5. COMPROMISE (FOX STRATEGY): WE ARE BOTH WINNERS AND LOSERS.

Attitude: We meet halfway. Each person gains something, but has to let something else go. To be used when the balance of power is equal, but time is lacking and each person has different objectives.

Advantages: Despite everything, each person gains something.

Disadvantages: Each person must make concessions and accept not being fully satisfied.

And remember above all that in case of conflict, you have a choice! Take the necessary time to identify the best strategy before jumping into the fray! So... do you tend to be a lion, turtle, chameleon, dolphin or fox?

Take the test at www.formationnonviolence.org/publications/strategies-conflict/.

Mireille Goddard: Cooking to build community

By Patrick Préville

On February 27, 2014, the Food Committee of La Table de quartier Hochelaga-Maisonneuve presented Mireille Goddard, resident of Habitations Hochelaga, with the first *Reconnaissance de l'implication citoyenne en sécurité alimentaire* award in its history.

Profile of a woman affectionately nicknamed «Mother Teresa».

Family is a basic value for Mireille. Moreover, she considers her community one big family. It is in this spirit that she launched the community breakfast project for which she was honoured.

By organizing this activity, Mireille wanted to break the isolation of the seniors where she lives. However, word spread quickly and she managed to rally people of all ages, even from outside the low-rent housing community. The activity quickly became a grassroots success.

“We accept everyone. For many who come, it’s their only meal of the day,” explains Mireille. Even MNA Carole Poirier paid tribute to the tenant committee, and particularly Mireille, for this mobilizing initiative in the National Assembly.

For Nathalie Dufort, community organizer at the Office municipal d’habitation de Montréal (OMHM), Mireille Goddard is a pioneer of community action in her neighbourhood: “Before, it was more difficult to bring people together. This activity has made it possible for individuals who facilitate community action to connect.



At age 61, Mireille is very involved: tenant committee, organization of BINGO games at Habitations de Rouen and volunteer work at Habitations Nicolet. Every day, she thinks of new activities for bringing her community together.

“The truth is, I like everyone! We must help our neighbours and reach out to those in need.” These wise words are perhaps why Mireille is compared to a saint.

Invitation to everyone

Mireille invites you to join her and her group for breakfast, from Monday to Friday, in the common room of Habitations Hochelaga, at 575, rue Joliette. Cost of admission: voluntary donation.

To know all about the OMHM
www.omhm.qc.ca



Zone de garde

Pour positionnement seulement

Zone de garde

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

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Office municipal d’habitation de Montréal

Rubbing Shoulders

An unforgettable Christmas for Émilien-Gagnon

Over 100 tenants of Habitations Émilien-Gagnon attended the Christmas party on December 11, 2013. Everything came together to make this evening a success: delicious food, lively dancing and wonderful music.



Happy holidays for Place Lucy

About forty residents of Place Lucy got together for a Christmas celebration. Everyone was in a party mood, and the Christmas songs, music by a guest pianist, dancing and tasty meal made the evening special.

Fun times at Jardins Angevins

The committee and volunteers of Jardins Angevins are working wonders for the tenants of this housing project. The breakfast brigade, Monday bingo, bean bag tosses and community parties are just a few of the activities that help break tenants' isolation and improve their quality of life.



Make way for theatre à Marie-Rollet



In November, an evening of theatre was organized at Habitations Marie-Rollet. Entitled *La chaise elektrik*, the play uses addresses contemporary themes such as senior abuse, euthanasia and capital punishment with thoughtfulness and humour. The evening captured the attention and admiration of those in attendance.



A festive atmosphere at Habitations Plateau Mont-Royal

For the third year, the tenant committee prepared a traditional dinner for the residents of Habitations Plateau Mont-Royal. The 24 tenants present enjoyed an excellent meal, made merry and had an unforgettable evening.



Good company for Habitations Jacques-Cartier

For the first time, the tenant committee had the idea of organizing a dinner for tenants living alone in the housing project. About ten residents got together at a local Portuguese restaurant and everyone enjoyed spending an evening in good company!



Habitations Longue-Pointe is 40 years old!

Nearly 70 tenants of Habitations Longue-Pointe celebrated the 40th anniversary of their building during a holiday dinner on December 29, 2013. The tenant committee members pose proudly in the company of community organizer Nathalie Dufort.



Wonderful activities for Curé-Vianney-Savaria

There's never a dull moment at Habitations Curé-Vianney-Savaria! From spaghetti dinners and Tuesday soups, to Easter brunch and birthday parties, the tenant committee spares no effort organizing wonderful activities for the residents to enjoy.



Invitation to share

Have some nice memories to share? Send us your photos, along with a short description, by email to caroline.pelletier@omhm.qc.ca, or by mail to the following address:

Rose des vents
415, rue Saint-Antoine Ouest, 2^e étage
Montréal (Québec) H2Z 1H8



The OMHM at your service

CALL CENTRE
514 872-OMHM (6646)

Maintenance, repairs and extermination
 7 a.m. to 11 p.m.
 7/7

Security and emergency repairs
 24/7

EMERGENCY CALLS OUTSIDE REGULAR BUSINESS HOURS

In case of emergency only, our employees work until 11 p.m. on week nights, as well as during the day on Saturdays and Sundays. Don't be surprised if a maintenance and repair worker or other OMHM specialist (plumber, electrician) arrives at your door outside regular business hours. You can let him in without fear for your safety, once he has identified himself.

SOUTHWEST SECTOR
 2247, rue Delisle, 3^e étage Montréal, QC H3J 1K4

SERVICE LOCATIONS

LACHINE 1830, Duff Court, app. 108 Lachine, QC H8S 1C7 <i>Open Tuesday and Wednesday, 8:30 to noon and 1 to 2:00</i>	LASALLE 760, rue Gamelin LaSalle, QC H8P 3L6 <i>Open Wednesday, 9 to noon and 1 to 2:30</i>	VERDUN 5600, boul. LaSalle, bureau 100 Verdun, QC H4H 2T2 <i>Open Wednesday, 9 to noon</i>
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NORTHWEST SECTOR
 255, boul. Crémazie Est, bureau 150 Montréal, QC H2M 1M2

SERVICE LOCATIONS

MONTRÉAL-NORD 6750, boul. Gouin Est Montréal-Nord, QC H1G 6E2 <i>Open Wednesday, 9 to noon</i>	SAINT-LAURENT 1500, rue Élisabeth Saint-Laurent, QC H4L 5K4 <i>Open Wednesday, 9 to noon</i>	SAINT-LÉONARD 6180, rue Jarry Est Saint-Léonard, QC H1P 3G5 <i>Open Wednesday, 9 to noon</i>	WEST ISLAND OFFICE 14101, Anselme-Lavigne Pierrefonds, QC H9A 1R4 <i>Open Monday to Friday, 8:30 to noon and 1 to 4:30</i>	POINTE-CLAIRE 35, rue Maywood Pointe-Claire, QC H9R 5A6 <i>Open every second Tuesday of the month, 8:30 to noon</i>
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? **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.

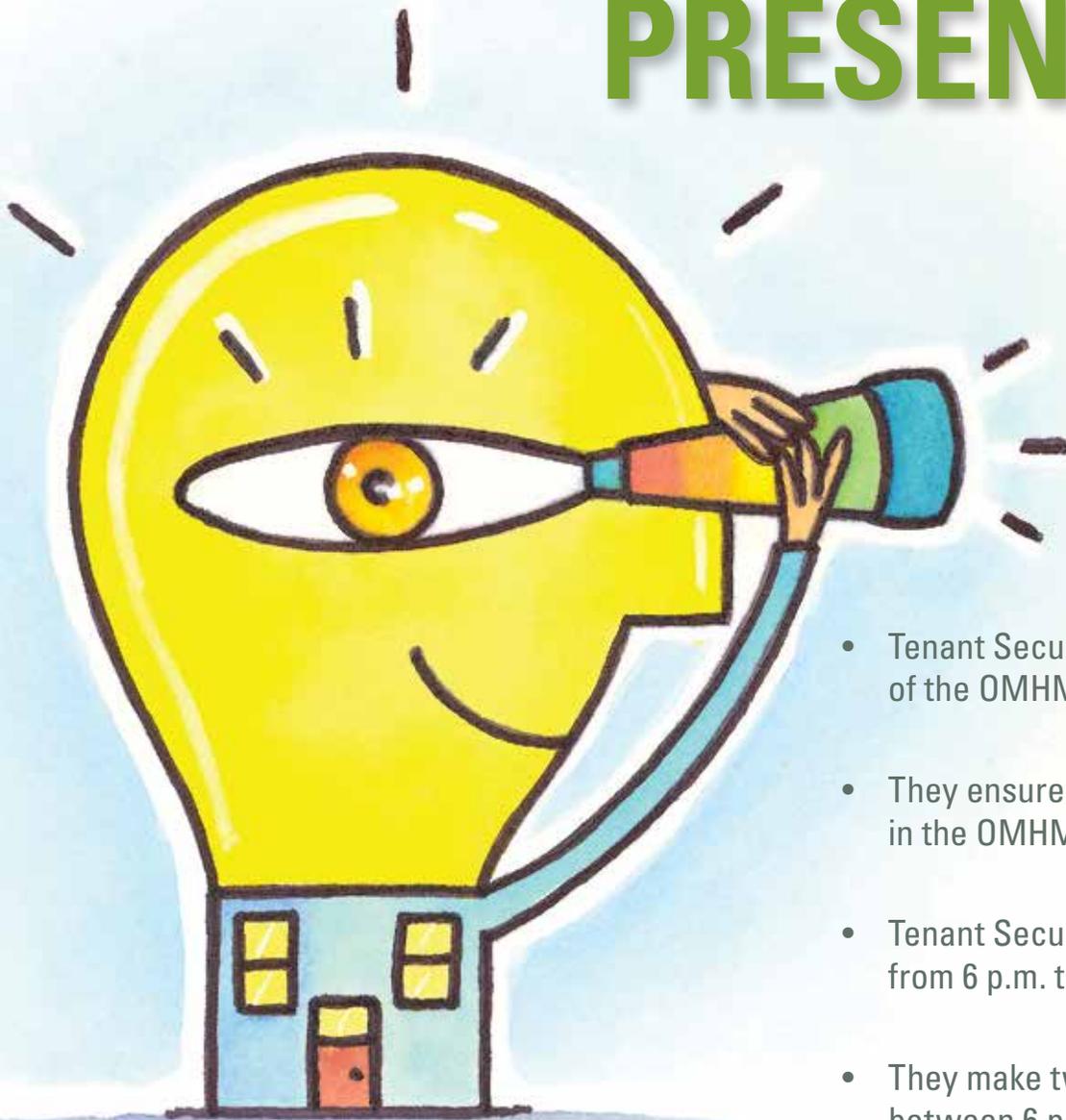
EAST SECTOR
 3330, boul. de l'Assomption
 Montréal, QC H1N 3S4

SERVICE LOCATIONS

MANOIR D'ANJOU
 7025, avenue Rondeau
 Montréal, QC H1K 4Z1
Open every other Tuesday, 8 to noon

Tenant Security Agents:

a REASSURING PRESENCE



- Tenant Security Agents are employees of the OMHM.
- They ensure the safety of the residents in the OMHM's high-rise buildings.
- Tenant Security Agents are available from 6 p.m. to 6 a.m.
- They make two surveillance rounds between 6 p.m. and midnight, in and around the building.



Office municipal
d'habitation
de Montréal