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**Denis Quirion**  
Executive Director  
of the OMHM

# The OMHM, much more than a property manager

Dear Tenants:

As you can see, this edition of *La Rose des vents* is overflowing with topics. You could say that its contents reflect the Office municipal d'habitation de Montréal (OMHM), which is certainly not lacking for projects!

In this issue, we wanted to focus youth in particular. Of the some 35,000 people living in Montréal low rent housing, almost 9,000 are under the age of 18 years. For the OMHM, it is important to support them in their personal development and along their career paths. Sometimes the victims of exclusion at school, some of them pull away and feel inadequate. The goal of the OMHM Foundation, the Foundation, created four years ago, is to encourage these young people to continue their education and to invest in Quebec society. Fundraising

activities make it possible to collect funds each year to help youth to achieve their future goals. Last February, 15 youth in low rent housing and attending schools across Montréal received scholarships to motivate them, congratulate them and encourage them. The scholarships will be paid to the recipients over a three year period until the end of their secondary schooling. More information on this program can be found on page 15.

It is important to emphasize that youth in low rent housing have great potential and want to succeed. Some of them even become role models for others. You can read the inspiring story of one young man on an amazing path, who was honoured in the National Assembly with Premier Philippe Couillard in attendance. At the OMHM, we are also supporting students by offering them the opportunity of an

internship with our employees and to have summer jobs working on our clean up and greening brigades.

Lastly, you will have noticed on our cover page and on page 5, the beautiful horticultural achievements that are the pride of our buildings during the summer. They are the work of the tenant members of the Flower and Garden Club, celebrating its 5<sup>th</sup> anniversary this year. The Club also has its youth wing, offering young people the opportunity to carry out their own greening projects through participating community organizations. Join the Club and you too can contribute to beautifying our communities!

I wish all of you a sunny and green summer. We have certainly earned it!

Denis Quirion  
Executive Director of the OMHM

## Rep Rap



**Francine Cayer**  
Tenant OMHM  
Board Member

# Don't abdicate your rights!

As a member of the Comité consultatif des résidents (CCR), Advisory Committee of Tenants, and of the Board of Directors of the Office municipal d'habitation de Montréal (OMHM), I was able to attend sector and subsector committee meetings in two sectors over the past few months. I was thrilled to see what tenant associations are accomplishing within these bodies and the strong communication between OMHM and tenant representatives.

However, I felt that tenant participation was low compared to the number of people living in low rent housing in these sectors. I believe that low rent housing tenants with no tenants association

are failing to exercise their rights and thus depriving themselves of the ability to improve their situation. And yet, the OMHM is really listening. I saw this when the OMHM Board restructured its agenda so that the CCR representatives' report is always presented at the beginning of the meeting. This ensures that members give their full attention to the concerns and advice of tenants.

I also know that the members of existing associations would be prepared to serve as mentors to help other tenants set up their own associations. I therefore invite low rent housing tenants interested in forming an association to come and

speaking during the public question period at the beginning of each subsector meeting.

The CCR recently set up an association support committee to assist those associations experiencing difficulties. Whether you are looking to start an association or expand one, you're not alone. Don't hesitate to contact your community organizer who can offer you professional support and guidance. Take the opportunities available to you to meet people just like you who have been successful in forming an association and who will help you in this exciting adventure.

# Tenant Security Agents: A reassuring presence!

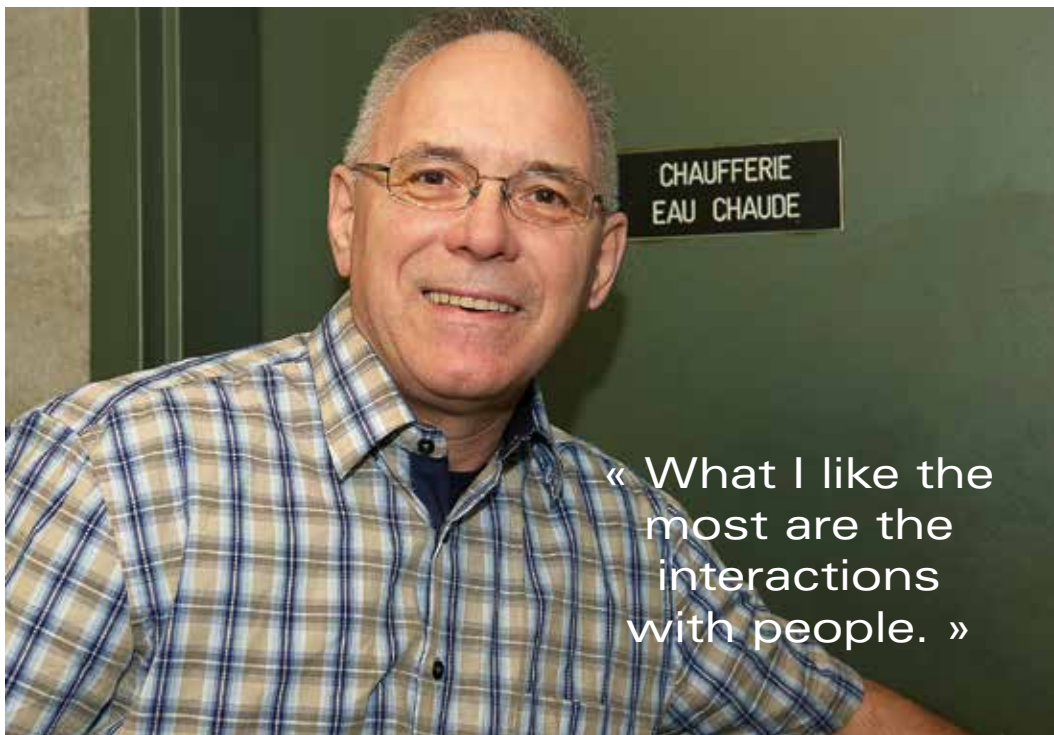
By Nicole Halpert

**Tenant security agents (TSA) are the eyes and ears of the OMHM, according to Jean-Jacques Gringas, a friendly TSA at Habitations Charlevoix for the past five years. They have to have their head on their shoulders and their heart in the right place to be successful in this job, which demands tact, diplomacy and sensitivity.**

During the day, Jean-Jacques works in a halfway house. At night, he returns to the apartment he shares with his wife and his cats and looks after security of tenants, who count on his reassuring presence. His mother in law has lived in habitations Charlevoix for several decades. She was the one who spoke to him about the security agent position.

Jean-Jacques has a good understanding of his clientele. He knows that tenants are sometimes worried, that some have phobias, and that others have habits like hoarding that clutter their apartments. He points out that the proximity to the Charlevoix metro creates considerable traffic and leads to homelessness problems in the neighbourhood, which make tenants feel unsafe.

“What I like the most are the interactions with people. I often tell them that our building is a village and that each floor is like a street. These are the tenants’ homes. We must treat them with respect and dignity,” explains the TSA. He comments that it’s important to fully understand the role of the



« What I like the most are the interactions with people. »

*Jean-Jacques makes his round to ensure everything is good. He knows that several tenants are isolated and not only need to feel safe but also to be reassured.*

TSA and to explain it to tenants: “I am available between 6:00 pm and 6:00 am. I make surveillance rounds and I respond to tenants who have concerns.”

Jean-Jacques has had to handle several difficult situations: one time a tenant’s son moved into his mother’s place and invited his

friends over to party. It was Jean-Jacques who contacted officials at the OMHM so that they could fix the problem.

Since he has been at Habitations Charlevoix, things have improved. Tenants feel safe knowing that Jean-Jacques is keeping watch.

## WHO ARE THE TENANT SECURITY AGENTS AND WHAT IS THEIR ROLE?

- > TSAs are employees of the Office municipal d’habitation de Montréal (OMHM).
- > They are available between 6:00 p.m. and 6:00 a.m. for emergency situations.
- > They make two surveillance rounds every night.
- > TSAs are required to report any anomalies or defects and to take action to correct the situation.
- > They collaborate on the emergency plan implemented by the OMHM.



**Nicole Vallières**  
Tenant OMHM  
Board Member

## 2015: A year to act

People are working on your behalf: tenant volunteers and employees of the Office municipal d'habitation de Montréal (OMHM). They are currently preparing a new strategic plan, reviewing the maintenance and repair standards and improving the new tenant orientation procedures. They are updating the Ensemble pour agir guide and forming a tenants' consultative group on affordable housing programs other than the low rent housing.

All of these efforts are geared to improving the quality of life of tenants. Often we heard people say: "The OMHM does nothing." It's important to remember that the

OMHM is a "big machine" managing 23,000 apartments daily at 900 sites, housing nearly 40,000 people, including 35,000 in low rent housing. That involves, among other things, constantly doing maintenance and repairs. For things to run smoothly, tenants need to point out problems so that the OMHM knows where it needs to take action.

A problem may persist in some cases; if so, you need to keep reporting what isn't working. If the OMHM is not informed, it can't act! Sometimes, we try a solution to improve the situation but it doesn't always work and so we have to find

a different solution. It is only by working together that we will succeed in making things better.

The most common problems in low-rent housing are building repairs and problems between tenants. Unfortunately, these problems will always exist. Don't hesitate to contact your rental agent about neighbour relations and contact the call centre (514-872-6646) about repairs. In addition to the tenants you elect to represent you, the call centre is the best way to improve your living environment.

Remember... providing and receiving information avoids frustrations!



**Sylvain Labrecque**  
Chair, Advisory  
Committee of Tenants

## The work never stops

Although the trend is toward cutbacks in certain areas, I can assure that there has been no reduction in the hours out in by the Comité consultatif des résidents (CCR), Advisory Committee of Tenants! In recent months, we have consulted our associations on all of the issues affecting them: maintenance and repairs, the role of the associations, the CCR, community organizers and other services of the Office municipal d'habitation de Montréal (OMHM).

After analysing this vast amount of information, we will use it to develop an overall portrait of the situation to better identify associations' needs

and address those of low rent housing tenants. All of the tenant representatives are committed to improving the services available to you and are dedicated to their mission.

The CCR discusses many topics at its meetings including major issues. We are currently working on a CCR action plan to follow up on the recommendations made to us during our fall evaluation. We will keep you informed of the action we will be taking to address the concerns of low rent housing tenants.

I must acknowledge the commitment shown by all tenant CCR members. I also want to thank them for their vote of confidence in me. I am proud to be your spokesperson to the OMHM and I plan to work with the OMHM to ensure the success of our initiatives.

I will conclude by encouraging all tenants, association chairs and OMHM employees to take advantage of the wonderful summer season. Although short, it is a time we all need to relax and recharge our batteries and a good time to meet and talk to neighbours. Take advantage of the opportunities to get to know them better!

### Public question period

Tenants who do not have a tenants committee can meet with the managers of their sector and share their concerns with them by participating in the public question period of sector committee meetings. For information: 514-872-2104.

### Next sector committee meetings

**Southwest sector**  
Thursday, October 8,  
1:30 p.m.  
(location to be confirmed)

**Northwest sector**  
Thursday, October 8  
1:00 p.m.  
Habitations Marie-Rollet  
(6556, 26<sup>e</sup> avenue)

**East sector**  
Thursday, October 8  
1:00 p.m.  
Habitations  
Les Jardins Angevin  
(7750, boulevard  
Châteauneuf)



## A flourishing club thanks to its 600 members The Flower and Garden Club celebrates its 5<sup>th</sup> season!

By Jocelyne Dorris

**We are all impatiently waiting to see our balconies and lawns green and blooming with flowers. Fortunately, thanks to low rent housing gardening enthusiasts, nature is once again springing to life.**

Each year, the Office municipal d'habitation de Montréal (OMHM) encourages its tenants to plant flowers on their balconies and green their yards and cultivate their vegetable gardens. These efforts go a long way to improving their communities. The Flower and Garden Club was established in 2011 in an effort to encourage more tenants to participate in greening projects.

"Gardening projects help bring people closer to nature and bring communities together. The Club's goal is to help and support tenants in achieving their projects by providing advice, equipment and encouragement," comments Nicolas Joly, OMHM's Director of sustainable development.

### New for 2015

After five years of activity, the Club has decided to offer its 600 members a few new elements. "The social greening organization, Sentier Urbain, continues to partner with us and, this year, is offering us even more interesting services and innovations," explained Mr. Joly. One new offering is four guided visits and talks about the environment to be held over the summer in the gardens of the Sentier Urbain's *Circuit Jardins*. These participatory visits will replace the end of season closing ceremony at the Botanical Gardens.

**Are you already a member** and would like free equipment or information on visits and training? Just call **514-521-9292** to contact **Lucie Vallée**, Sentier Urbain's horticultural advisor.



Tenants members from Habitations Les Jardins Angevin in borough of Anjou

### Membership Form



Together, we make life beautiful!

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

Draws will be held among members. Members can register in different categories (balcony, garden plot or vegetable garden) and work alone or as a team.

For further information, go to the "Existing Tenants" section under the "Thinking Green" tab at [www.omhm.qc.ca](http://www.omhm.qc.ca).







## Audit committees

# Teams responsible for developing a portrait of our buildings

By Jocelyne Dorris

**Twice a year audit committees inspect low-rent housing buildings. For the Office municipal d'habitation de Montréal (OMHM), these visits are a tool to assess the quality of its building maintenance and safety.**

### What is an audit?

The audit is a “snapshot” of the quality of the overall maintenance and safety of a building at a specific moment. Each team of three auditors spends a day visiting the buildings and grounds in a sector to evaluate them. These visits are unannounced; low-rent housing maintenance personnel are not forewarned of these visits.

Auditors do not enter apartments. They assess the quality of the maintenance inside and outside the building. The team begins with the outside: the cleanliness of the grounds and entrances, the lack of clutter on balconies and storage of garbage. They then look at common areas both in terms of cleanliness and safety: the elevator, corridors, garage, entrance hall, common room, etc. Scores are given based on level of satisfaction.

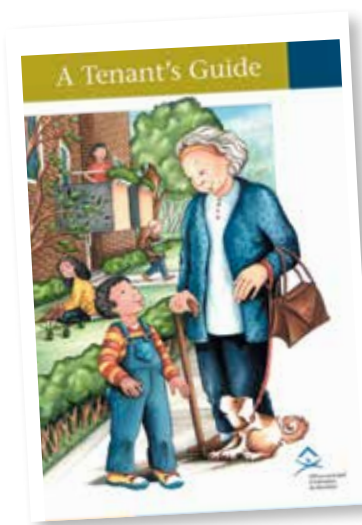
### A better tool in 2015

This year, the evaluation sheet has been revised to make the work of the auditors easier. Greater attention is now given to safety elements (lights, doors, stairwells, etc.). If a deficiency is found, it will be highlighted in red to indicate the need for urgent action.

Once the audit report is submitted, the directors of maintenance and repair are required to prepare an action plan to make the necessary changes to the targeted items. OMHM staff will follow up on the action plan.

### Compliance with building rules

Audit committees will now assess compliance with certain elements of the building rules, such as clutter on balconies or the prohibition to install a satellite dish on exterior walls or balcony railings. OMHM employees will contact tenants who are at fault and remind them to respect the building rules, which are part of the lease.



### Tenant's Guide

This guide contains information about your lease and the building rules. It explains how the OMHM works and the services to which you are entitled, as well as your obligations as a tenant. Ask for a copy from your rental agent, who can also inform you about the regulations for your building. The guide is also available online at [www.omhm.qc.ca/en/tenants](http://www.omhm.qc.ca/en/tenants).

## WHO PERFORMS THE AUDITS?

Every two years, two tenant representatives and alternates are elected in each sector to perform the audits with OMHM employees. Tenants never perform an audit in their own sector. Serge Arbour from Habitations Delorimier has been involved in a few audits: “These experiences gave me an overview of several locations in sectors other than where I live. I appreciated comparing them to each other.” He adds: “As tenants, we have the opportunity to provide advice to OMHM employees. These discussions help to understand better how things work.”

## THE PEOPLE ELECTED TO THE AUDIT COMMITTEES

### EAST SECTOR

*Representatives*  
**Claire Casault**  
(Les Jardins Angevin)

**Robert Pellerin**  
(Saint-André)

*Alternates*  
**Julie Laprès**  
(Séguin)

**Sylvain Labrecque**  
(Jacques-Cartier)

### NORTHWEST SECTOR

*Representatives*  
**Lise Gratton**  
(Bruchési)

**Vacancy**

*Alternates*  
**Micheline Armstrong**  
(Marie-Rollet)

**Bertha Labrie**  
(Hélène-Boullé)

### SOUTHWEST SECTOR

*Representatives*  
**Guerson Beaubrun**  
(Terrasse Coursol)

**Nicole Vallières**  
(Richmond)

*Alternates*  
**André Limoges**  
(Le Domaine des Rapides)

**Ginette Cadieux**  
(Charlebois)

# Tax returns ... Keep your copies; they are still useful!

By Martin Després

**You should always keep the supporting documents for your tax return handy to make renewing your lease easier. They will be useful to your rental agent.**

In order to determine your rent each year, you must report the gross income for the previous year of all occupants of your apartment who are aged 18 years or older. This means that you have to provide the following documents from your 2014 tax return:

- A copy of the notice of assessment;
- A copy of the tax return;
- All statements attached to your return (e.g., T1, T5, etc.).

Each occupant aged 18 years and older in your apartment must also submit documents relating to other sources of income such as:

- Old Age Security;
- Quebec Pension Plan;
- social assistance;
- alimony;
- scholarships;
- RRSP (registered retirement savings plan), RRIF (registered retirement income fund), LIRA (locked-in retirement account) or LIF (life income fund) withdrawal;
- Veterans pension;
- a source of income not mentioned in the tax return.

In addition, if you rent a parking space from the OMHM, you must provide a copy of the current registration certificate and proof of vehicle insurance along with your lease renewal.

Preparing your documents and keeping them in a safe place will not only make your rental agent's job easier but, as a bonus, will save you time!



## New hours for the West Island Office

The OMHM West Island office is becoming a service location and will continue to serve its tenants. The rental agent will be available Wednesdays between 8:30 am and 12:00 noon. Customer service is not affected by this new schedule since there is no interruption in service. The call centre (514-872-6646) remains open at all times for requests related to security and urgent repairs. The Pointe Claire service location will be closed on June 9. The OMHM is committed to providing its West clients with the same services it offers all its tenants.



## Together we're building better lives 2015 major projects: the OMHM continues its work!

By Marie-Eve Leblanc

### Major projects budget

SINCE 2008  
\$525M invested

FOR 2015  
\$125M requested  
\$98.8M  
confirmed to date

#### Priority projects for tenants

#### Investment

Work in vacant apartments	\$13M
Work in occupied apartments (preventive maintenance, repairs and modernization)	\$12.5M
Building envelopes (masonry, doors and windows)	\$19.7M
Ventilation and heating	\$3.8M

Habitations Nicolet



Again this year, significant investments are planned in the housing stock. At the time of publication, the OMHM learned that the amount available in 2015 for major projects in low-rent housing in Montréal is \$98.8M.

#### Some priorities

Priorities are set at the beginning of the year based on the report on the state of our buildings, your requests, priorities set by the Société d'habitation du Québec, and the expected budget. However, work that affects tenant health or safety is always a priority. Good news for 2015: almost half of the budget is allocated to renovations you have identified as priorities.

The OMHM will also be investing more to keep its buildings in good condition. For example, a number of improvements are planned to eliminate water leakage in buildings including balcony repairs and the application of sealant. For your safety, fire alarms systems (\$2M) will be upgraded and the inspection of building facades (\$7,5M) will continue with action taken to make them safe.

Major work will continue this year at four sites: Habitations Plamondon, Habitations Nicolet, Habitations Villeneuve B and Habitations Dufresne A, B, C. New projects include work at Habitations De Salaberry, Habitations Plaza Laurier II, Montmorency and Manoir Charles Dutaud.

#### Tenants: partners in the process

The OMHM plans to continue holding information and consultation sessions with tenants when work is planned. By attending the meetings, you can share your needs and concerns and help ensure that the renovations are best suited to your reality. Once the work begins, read the notices and check your mailbox for your copy of *Renouupdate*. This publication provides information about the work in your building. Visit [www.omhm.qc.ca/en](http://www.omhm.qc.ca/en), enter your postal code and read the *Renouupdate* that applies to you.

#### ACCORDING TO TENANTS...

Go to [www.omhm.qc.ca/en](http://www.omhm.qc.ca/en), click on "OMHM Videos" at the right, select the "Major Work" page and watch the videos of two tenants talking about the impact of the work on their living environment.

# Albert Mondor: a man who brings beauty to our lives...

By Jocelyne Dorris

« From the time I was very young, I always loved contact with nature. »



**Facilitator, columnist, speaker and author, Albert Mondor readily shares his gardening advice. An interview with a man who has cultivated his passions from a young age.**

Albert Mondor holds a diploma in ornamental horticulture and a bachelor's degree in plant biology and has been sharing information on gardening across the country for over 20 years. Despite his busy schedule, he agreed to speak to the members of the Flower and Garden Club on several occasions during activities at the Botanical Gardens. We asked him a few questions to get to know him better.

### **Did you grow up in the outdoors?**

I spent all my summers as an adolescent with my aunt and uncle who owned a nursery and a landscaping business called Les Jardins de Vos Rêves. It was with them and my cousins that I discovered plants and developed my passion for horticulture.

### **Were you always attracted to the natural sciences?**

From the time I was very young, I always loved contact with nature, plants and animals. It was at Jardins de Vos Rêves that I really discovered my passion for creating gardens.

### **How did you become a broadcaster?**

When I was a teenager, I did improv theatre; I like the interaction with people. I was lucky: even before I finished my university studies I had a position as a teacher of horticulture at the Institut de technologie agroalimentaire de Saint-Hyacinthe, the same place I was studying. I began my career as a broadcaster in 1994 by contributing to a gardening segment on the show, *Louvain à la carte*, more than 20 years ago now!

### **In your view, how does the Flower and Garden Club enhance the environment of low-rent housing tenants?**

Plants create a milieu and environment that makes people proud to belong to the community. I believe that gardening and contact

with plants allows us to become better people! Plants have an unimaginable impact on humans. We depend on them for our food, our clothing, and our homes.

### **Without plants, we simply could not live!**

Gardening generates significant personal and community wellbeing. Albert tells us why plants are essential to human survival.

Plants are the basis of our food. The cereals, vegetables and fruits we eat every day all come from the plant world.

A majority of the objects we use in our daily lives are made from plants, including our houses and buildings made partly from the wood of trees. Some clothing is made from textiles made from plants, such as linen, hemp and cotton.

Plants supply oxygen, remove pollution from the atmosphere and improve air quality. Some are effective in eliminating dust in the atmosphere and can absorb and neutralize certain polluting chemical substances like lead.

Plants help combat urban heat island. In summer, they prevent the sun's rays from reaching the soil and provide shade and welcomed coolness.

Scientific studies have shown a notable decrease in crime and a greater feeling of security in neighbourhoods with landscaping and flowers.

Thank you, Albert, for sharing your knowledge and passion with us! You can read his column in the *Journal de Montréal* weekly and see him on *Le tour du Jardin*, broadcast on the Historia channel.





## Who Does What at the OMHM?



During a consultation meeting, liaison officer Julie Chalifour looks at the work plans with tenants of Habitations Plamondon.

In the course of a month, you could be in contact with many different employees of the Office municipal d'habitation de Montréal (OMHM), whether for repairs, some kind of activity, your lease renewal or a tenant consultation. The following is a brief description of what these people do.

- The **rental agent** is your first point of contact. He is the one who has you sign your lease. He also rents parking spaces, renews leases, handles housing changes and ensures the building regulations are followed.
- As his title indicates, the **maintenance and repair worker** takes care of maintenance and repairs at the buildings he is assigned to. He also makes sure that equipment is working properly.
- The **tenant security agent** is present at the low-rent housing project every day. He patrols the common spaces twice a day between 6 p.m. and midnight to make sure that everything is as it should be.
- The **tenant relations assistant** intervenes when the rental agent is not able to resolve a problem that has resulted in complaints. He also works with the community organizers and the social workers.
- The **community organizer** helps tenants start or run an association. He also works with local organizations to initiate social projects and community activities.
- The **social worker** looks after tenants who have mental or physical health problems or whose behaviour puts them at risk of eviction and so forth. He assesses their needs and refers them to the appropriate resources.
- The **sanitation agent** steps in when units are infested or cluttered. In cooperation with other workers, he makes sure units are prepared properly before work is done.
- The **liaison officer** acts as a bridge between the major projects team and the tenants when work is planned at a low-rent housing project. He organizes consultation meetings on the various projects to keep residents informed, discuss their concerns with them and accompany them throughout the project.

### Knocking at the Right Door

DVDs of the *Knocking at the Right Door* video were given out to the tenant associations at the sector committee meetings on May 7.

Have you received your copy? If not, please call 514 - 872 - 2104 to request one. Watching the DVD as a group is a good way to give all tenants a chance to see it.



## Swinging Into Summer

After a tough winter and a spring that was a long time in coming, summer will soon be here, beckoning us to come outside. This is a good time for neighbours to gather together to beautify their surroundings or to work on a garden that will produce fresh vegetables for people to snack on at the next community meeting. You could also plan an outing to the beach or the local swimming pool for the children. They will love it!

If you need help in organizing your summer activities, look no further than your community organizers. They are there to guide you and to help you find ways of getting the tenants of your building interested in community life. They can also help create ties with the organizations in your neighbourhood. Call on your community organizer and find out about all the resources that are available to you.

Of course, the dog days of summer do have their downside. When the mercury rises too high, make sure you open up your air-conditioned common room to all tenants. Everyone needs to be able to go there to cool off and refresh themselves. And be on the look-out for anyone who seems to be experiencing health problems because of the heat. If that is the case, do not hesitate to step in and send the person to the local health services. This will ensure that everyone is able to enjoy the beautiful weather. In closing, I wish us all lots of sunshine, both in our hearts and outdoors.

Esther Giroux, Director  
Service du développement communautaire et social

### THE WORK OF THE CCR

Over the last few years, the Advisory Committee of Tenants (Comité consultatif des résidents or CCR) has been actively involved in a number of projects, including the creation of the call centre and the complaints office, updating of the housing transfer policy, and other matters that touch the daily lives of low-rent housing tenants.

## The CCR Wants to Know

In December, the Advisory Committee of Tenants (Comité consultatif des résidents or CCR) welcomed its Ottawa counterpart, the Tenant Advisory Group. According to CCR chair Sylvain Labrecque, "this gave us an opportunity to see what is being done elsewhere and to discover different ways of doing things." The gathering of tenant representatives and the managers who accompanied them was a rewarding experience, "despite the fact their legal environment is very different, since the mayor serves on their board of directors," continued Mr. Labrecque. The meeting piqued the curiosity of the CCR, which hopes to hold similar meetings in the future. With its counterpart in Toronto, perhaps? Who knows?

## Growing Together



There they go again for another season! Thanks to the Flower and Garden Club, you have an opportunity to make your little corner of the city a more beautiful place.

At a low-rent housing project, this can become an activity that brings people together and draws on everyone's talents. Here is a good way for a tenant association to take the initiative and to promote mutual cooperation at their buildings. Go ahead and invite everyone to come out to plant, weed and water in good cheer. This will give you an excellent excuse to celebrate at the end of the day. And remind your neighbours that they can join the Flower and Garden Club simply by calling 514-872-2016. Membership is free!

The Flower and Garden Club was started not only to beautify the environment, but also to give residents a vision of sharing and achieving something together. Give the tenants of your low-rent housing project the chance to share in that experience!



Rolling up their sleeves to make their surroundings more beautiful often puts a smile on people's faces and gives tenants an opportunity to get to know one another better.



# Major Projects That Incorporate Your Ideas...

By Marie-Eve Leblanc, special contributor



When the OMHM carries out major projects, it listens to what you have to say. It wants to hear your ideas and your concerns. This is the ideal time to share your knowledge of how the spaces are used. Participate in the meetings, express your views on the options proposed by our professionals and become a partner in the project. In these situations, having a tenant committee makes things easier. It enables the liaison officer to find out what tenants think and to ensure that any necessary adjustments are made. These committees are our eyes and ears!

The OMHM met with two tenants who spoke about the impact of such projects on their living environments. In these videos they talk about such things as the notion of pride, their sense of being listened to and the impact on community life. Go to [www.omhm.qc.ca/en](http://www.omhm.qc.ca/en), click on "OMHM Videos", select "Major Work" and watch the videos.

On the OMHM website: two tenants, Diakite Hassanatou, of Habitations Saint-André, and Denis Lévesque, of Habitations Sainte-Catherine d'Alexandrie, give their impressions of their experience with major projects.



*Meeting at the crossroads*  
*Discovering how to live together harmoniously*

## A Pleasant Outing and a Wider Circle of Friends

This spring, residents of low-rent housing projects Marie-Laure Porcheron, Simone-Léveillé, Fernande-Rochon de Gongre, and Clotilde-d'Amico in Verdun went sugaring off in Saint-Eustache along with some tenants of Entre-deux-âges community housing and residences managed by Alternatives communautaires d'habitation et d'intervention de milieu (ACHIM). Some 150 seniors enthusiastically took part in the activity, which gave them a chance to get out and meet with people from their neighbourhood.

"This was the first time we had been on an outing with residents of other low-rent housing projects," said Lise Dufour, treasurer of the tenant committee at Habitations Fernande-Rochon de Gongre. "People really enjoyed it. They can't stop talking about it and asking whether we will be going out again."

Alain Métivier, Serge Rollin and Loovendson Civil, the community workers behind this day trip, are convinced that working together on a common project opens up new horizons. "Tenants connect with people from other buildings and chat with the community workers accompanying them," related Mr. Métivier. "All of this creates a sense of belonging that extends beyond a single low-rent housing project."

The event was so successful that Mr. Métivier and his colleagues are already working on another one. They hope to attract 190 people to a méchoui this fall.



150 seniors from Verdun, Ville-Émard and Côte-Saint-Paul enjoy sharing a meal at a sugar shack this spring. Will there be an even larger group at the méchoui in the fall?

# New Tenant Committees

This spring no fewer than 17 elections took place at low-rent housing projects in Montreal, and four of them resulted in the creation of new associations. The 81 people elected were chosen to organize activities, start projects and represent tenants of their low-rent housing projects at sector committee meetings and other events. Thank you, everyone, for your participation, and congratulations to those who were elected!

## SOUTHWEST SECTOR

### Domaine des Rapides **S**

Ginette Demers  
Marie-Orietta Beauregard  
André Limoges

### Télesphore-Savaria **S**

Ginette Pinet  
Yvon Pinet  
Pauline Larivière  
Nicole Joly

### Shevchenko **S**

Carol Couillard  
Shirley Groleau Leblanc  
Germine Garnon

## NORTHWEST SECTOR

### Hélène-Boullé **F**

Pierre Gauthier  
Bertha Labrie  
Diane Sarrazin-Fournier  
Claudette Gagné  
Jean Binette

### Saint-Roch **S**

Hermendo Betancourt  
René Cordero  
Juan Antonio Abal  
Kyriakoula Karampelas  
Dorothee Savard

### Boyer **S**

Lise Chrétien  
Ginette Lefebvre  
Nicolas Dattoli  
Janine Brazeau  
Jeannine Gendron

### Rousselot **F**

Chantale Révolus  
Palaninathan Arumugam  
Lydia Munoz  
Fariba Asmadys

### Gabriel-Sagard **S**

Lourdes Martinez  
Guylaine Leboeuf  
Raquel Caitak  
Hortensia Rodriguez

### Badeau-Sauvé **S**

Hayat Darouni  
Diane Grainger  
Cécile Gordon  
François Courtois

## NEW ASSOCIATION

### D'Auteuil **S**

Ginette Lavoie  
Marcel Vervais  
Micheline Butler  
Yanick Ambroise  
Vahan Sekeryan  
Jocelyne Décary  
Marianne Girard

### De Bellechasse

#### (6001) **S**

Micheline Carrière  
Ronald Coleman  
Manon Dupuis  
Ginette Larocque  
Carmen Lafrance  
Francine Therrien

## EAST SECTOR

### Jacques-Cartier **F**

Doris Roussy  
Sylvain Labrecque  
Jamila Anzer  
Mohamed-Rachid Asma  
Pierrette Therrien

### Longue-Pointe **S**

Hélène Vaillancourt  
Micheline Gagné  
Normand Vincent  
Claudette Labrie  
Lydia Després

## NEW ASSOCIATION

### Séguin **F**

Julie Laprès  
France Bisson  
Annie Lapierre  
Gaétan Gauvin  
Sophie Rousseau  
Lucie Cayouette  
M.H. Thomas-Gauthier

## NEW ASSOCIATION

### Sainte-Brigide **S**

Jacques Bradet  
Gilles Aubry  
Michèle Pronovost

## NEW ASSOCIATION

### Honoré-Beaugrand **S**

Suzanne Parenteau  
Léon Plante  
Ginette Sénécal  
Céline Auchu  
Pierrette Valiquette  
Lise Massicotte

### Desjardins **S**

Jocelyne Noël  
Nicole Lecours  
André Brûlé  
Antonin Gagnon  
Diane Paquin

**S** Low-rent housing project for seniors

**F** Low-rent housing project for families and single people

This information is provided as an indication only and is subject to change as tenant associations evolve.



Within an association, it is the tenant committee that looks after matters which were entrusted to them by the members. The committee is the residents' voice. It takes an interest in quality of life and initiates projects. It also encourages as many tenants as possible to help organize activities and to take part in community life.

*Mark it on Your Calendar!*

*The next annual general meeting of OMHM tenants will take place on Tuesday, October 6, 2015.*

*Be there! The meeting will take place from 9 a.m. to 3 p.m., at the CEDA offices (2515 Delisle, Lionel-Groulx station). Associations will be receiving an invitation with all the details towards the end of the summer.*



# Selected for an amazing prize or offer? Know what is real or fake!

By l'Office de la protection du consommateur

**You have just won a prize. Or you are offered a gift or discount that seems to you to be too good to turn down... A letter, phone call or email confirmed everything.**

Do you need to spend money to get the offer? Do you need to provide your credit card number? Be careful. You may be dealing with a merchant using fraudulent means to sell you a good or service, have you sign a contract, etc.

### Be careful

Before opening your wallet, check a few things... regardless of the offer being made:

- Read the documentation provided thoroughly, including the fine print. This will tell you what you are really committing to (a free trial, a purchase, an annual subscription, etc.).
- Don't make a commitment if you don't fully understand the information provided, for example, because it is written in complicated language.
- You need to buy something? Check to see if the price of the good or service you are being asked to buy is less expensive with other merchants. This way you can see if the offer being made is really a deal or not.
- Make sure you have the merchant's name and address, and not just a post office box number. Remember that if you encounter problems, it will be hard to exercise your rights with a merchant you cannot contact.



- Be extra careful if the merchant's address is outside Quebec. Exercising your rights could be more complicated.

### File a complaint

A merchant leads you to believe that you have won a prize but, in the end, you realize he was really just trying to sell you goods or services? That could be illegal.

If a merchant has made "false representations", you can file a complaint with the Office de la protection du consommateur by calling **1-888-672-2556**. You can find more information on its website at: **[www.opc.gouv.qc.ca](http://www.opc.gouv.qc.ca)**.

### WHAT IS THE OFFICE DE LA PROTECTION DU CONSOMMATEUR?

It is a government agency that informs and protects consumers. It oversees enforcement of the laws and regulations under its jurisdiction. It ensures that consumers know their rights, obligations and recourse relating to consumer activities: cell phone services, exchanges and refunds for goods, automobile purchases or repairs, additional coverage, accuracy of store pricing, etc.

Don't hesitate to contact the Office de la protection du consommateur to get information on your rights and recourse or to file a complaint against a merchant: **1-888-672-2556** or **[www.opc.gouv.qc.ca](http://www.opc.gouv.qc.ca)**.



## Residual hazardous materials collection in our low-rent housing: a success

By Brigitte Laliberté

In 2014, the Office municipal d'habitation de Montréal launched a project to collect residual hazardous materials (RHM) arising from its maintenance and repair work. We are proud to announce that we carried out 22 collection projects in 124 low-rent housing buildings and collected close to 22 tons of material!

The main RHM items we find in our low-rent housing are fluorescent bulbs, batteries, gas cylinders, old mercury thermostats, paint containers, aerosol cans, tires, television sets and computers.

Under the *Environmental Quality Act*, these products are considered residual hazardous materials at the end of their useful life because they contain a number of heavy metals, PCBs and mercury. They are a source of soil and underground water pollution when buried and pose a health risk.

This project is evidence of the huge potential for collecting residual hazardous materials in our low-rent housing. Among the 22 tons of material collected, we noted that some of these materials are produced by our maintenance and repair service, while others come from tenants. As a tenant, you have a responsibility to dispose of your household hazardous waste safely by taking them to a recycling centre. For more information, please contact your borough by calling 311.

If we are to continue to be successful with this ongoing initiative, we need your cooperation!

## A healthy environment... it's up to you

# Pest control: prevention is the best solution!

By Jocelyne Dorris

Tenants have a key role to play in pest control. Here is what you can do to avoid the unwelcome presence of cockroaches and bed bugs:

### Cockroaches

- It's important to always keep your apartment clean, especially your kitchen.
- Vacuum or sweep often.
- Keep your food in sealed containers.
- Wipe counters and the kitchen table after every meal. Wash your dishes right away.
- Take your garbage out and place it in a covered container.

### Bed bugs

- Don't pick up used furniture.
- Wash all second-hand clothing you buy and dry it at high temperature.

Any home can become a safe haven for cockroaches and bed bugs: don't be ashamed. **IT IS IMPORTANT TO ACT QUICKLY.** If you find unwanted pests in your apartment, call 514-872-OMHM (6646). Even though the OMHM offers free extermination services for its tenants, don't forget that you have a role to play too!





Prix Leviers Gala

# Christian Bonavina : an inspiring example for youth in low-rent housing in the East sector

By Daniel Deslauriers



« People stop me on the street to congratulate me on my accomplishments. »

Christian Bonavina

Christian Bonavina (left) at the National Assembly with Dave Turcotte, MP for Saint-Jean, who represented Maka Kotto, MP for Bourget, who was unable to attend the ceremony.

**Christian Bonavina is a winner. He overcame his drug addiction to become an inspiration for his neighbourhood in Habitations Dupéré, where he grew up.**

Last fall, he was honoured during the 5<sup>th</sup> Prix Leviers celebration organized by the Regroupement des organismes communautaires autonomes jeunesse du Québec (ROCAJQ). On that occasion, 23 young people were recognized for their courage and their commitment to seeking a better life at a presentation in the library of the National Assembly with Premier Philippe Couillard in attendance. “We talk about success,

excellence and achievement as though it was always easy and without obstacles. You have been able to overcome those hardships, and sometimes even failures, and to transform them into success stories,” stated the Premier. “I never thought I would ever set foot in the National Assembly,” confided a still emotional Christian.

## A long journey

Christian Bonavina, 30 years old, has come a long way. He grew up in an East Montréal neighbourhood where he saw and experienced hardship. “I used and sold hard drugs for a long time until I woke up,” he explained. And then, there was boxing, which saved him. Four years ago when he started training, he weighed 460 pounds. “Boxing was my detox program. I know lots of professional boxers who are role models for me.” A few years later, he started to a strict diet that made it possible for him to lose 190 pounds.

Since then he has fought in about 30 amateur bouts. He trains regularly with a boxing club in Mascouche. Boxing has become his life to some extent. But in his neighbourhood, what is important is how people regard him. “People stop me on the street to congratulate me on my accomplishments. Everyone knows me here because I have lived here since I was 7 years old.”

“This is an engaged young man, a wonderful success story and an excellent example for everyone. He wants to give back to the community what he has received,” explains Nathalie Dufort, an OMHM community organizer. Christian gives free boxing lessons at the Garage des jeunes. Soon he will also be giving motivational speeches because his story resonates throughout the neighbourhood.

His goal is to become a professional boxer or, at least, to have his own boxing studio. He is also involved in an Emploi-Québec program to eventually work in the construction industry. Christian Bonavina sums it up, saying: “I’m putting a lot of effort into it. I don’t see any reason why I shouldn’t succeed. And if I can, anyone can.”

## Who can help me?

By Mélanie Samson, OMHM social worker

**There are a number of organizations in Montréal that can help you deal with various issues. Since it is sometimes complicated to find them, here is a list to keep for reference in case you need them.**

### Financial problems

The ACEFs (Associations coopératives d'économie familiale) offer free financial services (budget planning, tax clinics, etc.). There are also a number of food banks, used clothing and household goods organizations. Your CLSC can direct you to the organizations in your sector.

### Physical and psychological abuse

The group, Option, assists men and women with violence behaviour, especially with their spousal relations (514-527-1657). Pro-Gam offers low-cost psychotherapy to men with violent behaviour (514-270-8462).

### Victims of crime or abuse and spousal abuse

All of the help agencies we suggest for this type of problem provide confidential, free services. Helpline staff at SOS violence conjugale (514-873-9010) is there to take your calls at any time and direct you to specialized resources suited to your situation, such as shelters for women and children who experience domestic violence. These shelters provide a safe location (their address is private) where victims can take refuge, receive guidance and get telephone support when their stay is over.

The Aide Abus-Aînés helpline offers a phone support service and referrals to people affected by senior abuse (514-489-2287). CAVACs (Centres d'aide aux victimes d'actes criminels) help you overcome the psychological and social impact a criminal act has had on your life (1-866-538-1822).



If you are the victim of a crime, violence, abuse or your safety is at risk, **call 911 before calling a specialized agency.** If you are having a conflict with a neighbour in your building, talk to your rental agent. If you feel there is a threat to your safety, call the OMHM security service at 514-872-6646.

### Psychological distress

The Suicide Action line assists people who are suicidal, worried about a friend or relative, or who have lost a loved one to suicide (514-723-4000 or 1-866-277-3553).

### Drug, alcohol or gambling addiction

For information on rehabilitation services related to your specific situation, Drogue, Aide et référence (514-527-2626) or Jeu, Aide et Référence (514-527-0140) can help.

### For youth

Tel-jeunes (1-800-263-2266) and Jeunesse, J'écoute (1-800-668-6868) have a team of professionals available at all times on the phone, the Internet or by text message to listen to young people between the ages of 5 and 20 and to offer them support and information.

For the telephone numbers of organizations with offices on Montréal island, such as ACEFs, contact the Centre de référence du Grand Montréal at 514-527-1375 or your CLSC.

**Vous êtes une femme cheffe de famille monoparentale et vous désirez retourner sur le marché du travail ou aux études?**



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sont en cours

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**INFORMATION ET INSCRIPTION : 514 271-3866**



[www.sorif.org](http://www.sorif.org)



# The OMHM Foundation Scholarships for 15 young people in Montréal low-rent housing

By Martin Després

**Fifteen Secondary 3 students living in low-rent housing are sponsored for three years by the Foundation.**

The Fondation de l'Office municipal d'habitation de Montréal, the Foundation, has a new component to its mission in 2015, awarding individual scholarships to help students on their academic path. Each student receives \$500 per year.

These scholarships are awarded under the *Persévéra* program thanks to a partnership agreement between the OMHM Foundation and the Éducaide financial assistance fund. "The *Persévéra* program is an educational assistance program aimed at supporting youth from less privileged communities through scholarships to continue their education, which perfectly aligns with our objectives," explained Fabien Cournoyer, Foundation Chairman.

The first scholarships were awarded last February. The students selected attend the following schools in various Montréal neighbourhoods: Saint-Henri (Petite-Bourgogne, Saint-Henri), Pierre-Dupuy (Sainte-Marie, Saint-Jacques), Chomedey-de-Maisonnette (Hochelaga, Maisonnette), Édouard-Montpetit (Louis-Riel, Dupéré) and Louis-Joseph-Papineau (Sainte-Lucie, René-Goupil, and Gabriel-Sagard).

### Active youth thanks to Milk 2 Go Sport

The Foundation also awarded \$715 contributions to 7 organizations working with youth in Montréal's low-rent housing. The total amount of \$5005 is the result of a collaboration between Milk 2 Go Sport and



Stéphane Corriveau and Fabien Cournoyer, respectively the President of Éducaide and the Chairman of the OMHM Foundation, together with 3 of the 15 recipients of the Foundation's scholarships, Ngoc Tuyet Dang, Félix Loeung and Xuan-Vy Carol Vu.

Patrice Bernier, captain of the Montréal Impact and spokesperson for the Foundation. These funds were awarded to assist organizations to promote involvement in sports and to purchase soccer equipment.

### Support to organizations

During the year, the Foundation will launch a call for nominations to identify new community organizations to receive financial support. The organizations must work with youth in low-rent housing and encourage students to stay in school.

The Foundation has contributed more than \$200,000 to the first three organizations since 2012. For more information about the OMHM Foundation, visit the website: [www.fondationomhm.ca](http://www.fondationomhm.ca).

## Enriching experiences

# The OMHM opens its doors to its young tenants

By Véronique Lévesque-Arguin and Jocelyne Dorris

**For most teenagers and young adults, choosing a post-secondary program or a career can be quite challenging! To help its young tenants aged 14 to 25 decide, the OMHM offers them internship opportunities, year round, with members of its staff.**

There are two internship options for young people. The goal of the exploratory internship is to allow them to dive into the world of the profession or trade that

interests them. This is a short-term internship, the length depending on the field chosen, intended for those who are unsure of their educational or career choice. It offers them the opportunity to learn more about a trade that interests them by working alongside people working in the field.

For young people in CEGEP, university or taking vocational training, the OMHM can accept interns for work placements of a

duration that meets the educational institution's requirements.

If your young person would like to do an internship with us, contact community outreach workers Véronique Lévesque-Arguin (514-473-3659) or Ismertha Raciuc (514-295-0484). Véronique and Ismertha can also be reached through the MOUV Facebook page: [facebook.com/mouvomhm](https://facebook.com/mouvomhm).

## Oh no, not more noise! Or how to solve a noise problem amicably

By Leïla Bouherra, with the involvement of the team from the Centre de formation sociale Marie-Gérin-Lajoie

Who has never been disturbed by their neighbour's noise? Whether it is the television, music played too loudly, loud footsteps, slamming doors or animated conversations, noise is part of our daily lives. But when it becomes invasive and interferes with your enjoyment of life, it becomes a disturbance.

Have you considered talking to your neighbour directly to resolve this issue? Here are a few suggestions that will make the discussion easier:

### Don't leap to conclusions

Even though your neighbour's behaviour is negatively impacting you, it isn't necessarily intentional. He may not be doing it on purpose. Why not take a moment to clarify the situation with him?

### Create conditions favourable to dialogue

It may be tempting to react impulsively but you risk using an aggressive tone with your neighbour and the conversation will not be constructive. Make sure you are calm and have control of yourself before acting.

### Be polite

Who can claim they have never been noisy for their neighbours! So perhaps you should act like you would want someone to act with you in the same situation? Always be polite. Avoid insults and threats.



### Be clear

Clearly explain the reason you are there: what is upsetting you, what you are experiencing. Also take the time to listen to your neighbour and work with him to find ways to improve the situation.

### Choose the right time

It may be that the time you choose to knock on your neighbour's door, he is busy. If that is the case, offer to come back later or suggest that he come over to your place so that he will be able to better understand what you are experiencing.

### Be patient

Changing habits can take some time. Don't give up too quickly; persevere with your intention to maintain good communication with your neighbour, even if you don't get the immediate results you want.

### Don't forget to thank him!

Once you see that things have improved, don't hesitate to go see your neighbour and thank him! It is an excellent way to encourage him to continue along the same path and to improve trust and collaboration between you.

We hope that these suggestions will help you maintain good relations with your neighbours.

## Gardening projects : respect safety and good neighbourliness

Hanging flower boxes, planter boxes and pots on balconies must be installed safely. All it takes is a strong gust of wind or an improperly attached flower box to put the safety of people on the ground at risk. When watering your plants make sure you don't also water your neighbours!



INSIDE



OUTSIDE







## Painting workshop An impressive mural at Habitations Hochelaga

By Daniel Deslauriers

**The entrance to the seniors' tower of Habitations Hochelaga is more colourful and lively than ever thanks to a group of young tenants**

With the help of Joëlle Tremblay, an arts professor at Université Laval, these budding young artists created a winter mural on the afternoon of December 27 at the start of the holiday break.

The idea comes from ATD Quart Monde (Agir Tous pour la Dignité), an organization operating in Quebec since 1982. Its mission is to take concrete action in disadvantaged neighbourhoods to encourage citizen involvement in a variety of projects.

### Intergenerational link

"It's an intergenerational project that brought together seniors and young people to humanize the spaces in this building," explained Nathalie Dufort, a community organizer with the Office municipal d'habitation de Montréal. "The project would not have been possible without the help of two members of the maintenance and repairs team at Habitations Hochelaga – worker Robert Morency and Director Steve Benoit."

This wonderful accomplishment has had such an impact that we are thinking of repeating it in the other buildings for families at Habitations Hochelaga. Indeed, ATD Quart Monde is planning other painting workshops in the coming months.

## Living in an ENHARMONIE seniors residence A real thrill for this former low-rent housing tenant

By Chantal Roby

Louise Larocque is beaming. Since last November, she has been living at Résidence Rosalie-Cadron, which is managed by the Office municipal d'habitation de Montréal. She was living in low-rent housing and was very happy with the experience. "I made lots of friends there and I was involved in six committees!"

Signing her lease at the residence was a natural progression. "I came to visit a friend and, voilà, I fell in love with a 3½! Everything happens in life for a reason," she says. Louise likes how peaceful the building is and its proximity to shopping. Every week, she is involved in the activities offered to residents: shows, taï chi, talks.

Ms. Larocque is impatiently waiting for the good weather so she can beautify her balcony. The residence offered seeds to residents interested in gardening. What an inspiring way for Louise to celebrate her first summer.

Thanks to Claudine Paradis, Director of Résidence Rosalie-Cadron, for her collaboration.



« Everything happens in life for a reason. »

Louise Larocque

Located in Montréal, ENHARMONIE residences are for persons aged 60 and older on moderate income. Certain services are included in the rent: five lunches a week, cable television, electricity, heating and more. Trained staff are on-site at all times. To find out more, visit [residencesharmonie.qc.ca/en](http://residencesharmonie.qc.ca/en) or call 514-956-7422.



## We don't turn 100 years old every day!

Ms. Lanteigne, the new centenarian of Habitations Drolet, celebrated her birthday in grand style. She received many warm wishes and gifts.

## Christmas at Habitations Clothilde-d'Amico

Everything came together to make the Christmas supper at Habitations Clothilde-D'Amico in Verdun a great success: festive gold and red decorations, a joyful atmosphere and a meal worthy of royalty!



## Bocce enjoyed at Habitations Laporte

About a dozen tenants of Habitations Laporte have rediscovered bocce and enthusiastically honoured their champions last fall. They plan to continue playing the sport, which brings them enjoyment and keeps them fit.

## A Russian dinner

Intergenerational and intercommunity meals highlighting different cultures were organized at Habitations De Terrebonne, in collaboration with Action Communiterre. This type of event promotes openness and builds bonds between tenants while giving them the opportunity to discover the cuisine, music and history of different countries.



## Parc Royal – a wonderful facelift

Over the past 10 years, community initiatives and renovation work have improved the living environment of tenants of Habitations Parc Royal. They wanted to celebrate their appreciation with their elected representatives of the borough of Saint-Laurent and OMHM staff at a meal prepared by several tenants.



## A successful anniversary at Durocher

Tenants of Habitations Durocher in Plateau Mont-Royal turned out in large numbers to celebrate the 35<sup>th</sup> anniversary of their building. Quite moved, participants enthusiastically applauded the event's organizers.



## A wonderful celebration at Habitations Des Pointeliers

The some 60 tenants of Habitations Des Pointeliers in Pointe-aux-Trembles celebrated Christmas in good company: Santa Claus and his trusty red nosed reindeer Rudolph came from the North Pole just for the party!



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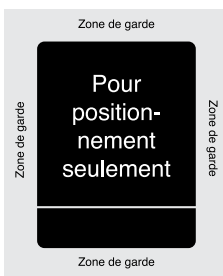


## Invitation to share

Do you too have wonderful memories to share? Send your photos, along with a brief description, to [jocelyne.dorris@omhm.qc.ca](mailto:jocelyne.dorris@omhm.qc.ca), or, by mail, to:

La Rose des vents  
415, rue Saint-Antoine Ouest, 2<sup>e</sup> étage  
Montréal (Québec) H2Z 1H8

To know all about the OMHM  
[www.omhm.qc.ca](http://www.omhm.qc.ca)



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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<sup>e</sup> étage Montréal, QC H3J 1K4  
Open weekdays, 8:30 a.m. to noon and 1 p.m. to 4:30 p.m.

**SERVICE LOCATIONS**

<p><b>LACHINE</b> 1830, Duff Court, app. 108 Lachine, QC H8S 1C7 Open every Wednesday 8:30 a.m. to noon and 1 p.m. to 2 p.m.</p>	<p><b>LASALLE</b> 760, rue Gamelin LaSalle, QC H8P 3L6 Open every last Wednesday of the month, 9 a.m. to noon and 1 p.m. to 2:30 p.m.</p>	<p><b>VERDUN</b> 5600, boul. LaSalle, bureau 100 Verdun, QC H4H 2T2 Open every second and last Wednesday of the month, 9 a.m. to noon</p>
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**NORTHWEST SECTOR**

255, boul. Crémazie Est, bureau 150 Montréal, QC H2M 1M2  
Open weekdays, 8:30 a.m. to noon and 1 p.m. to 4:30 p.m.

**SERVICE LOCATIONS**

<p><b>MONTRÉAL-NORD</b> 6750, boul. Gouin Est Montréal-Nord, QC H1G 6E2 Open Wednesday, 9 a.m. to noon</p>	<p><b>SAINT-LAURENT</b> 1500, rue Élizabeth Saint-Laurent, QC H4L 5K4 Open Wednesday, 8:30 a.m. to noon</p>	<p><b>SAINT-LÉONARD</b> 6180, rue Jarry Est Saint-Léonard, QC H1P 3G5 Open Wednesday, 9 a.m. to noon</p>	<p><b>WEST ISLAND</b> 14101, Anselme-Lavigne Pierrefonds, QC H9A 1R4 Open Wednesday, 8:30 a.m. to noon</p>
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**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.

**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.

