

The new Web site: a great resource for tenants

By Martin Després, Communications Officer, OMHM

As it enters its 50th year, the Office municipal d'habitation de Montréal (OMHM) is proposing an entirely revamped Web site, with lots of new features. The site will make it easier to find information and to access the organization's services.

www.omhm.qc.ca is the main source of information about the OMHM. With more than 1,000 hits a day by people seeking housing and tenants, it also gives the public at large a chance to learn more about the work done by the OMHM and the commitment of tenants to their living environment.

New features

- A modernized structure to facilitate access to information;
- Improved access to services through online forms, particularly requests for repairs;
- Navigation adapted to all devices (computer, tablet, phone);
- More room for news; and
- Option for instant translation into 100 languages.

Tenants at the heart of it all

The opinions of tenants and the employees who interact with them were sought out for this project. As a result, your concerns were taken into consideration. Many new features are specifically intended for you.



You can now get all sorts of information about your building by simply entering your address. This will give you access to a new repairs request form that is easy to fill out, to your rental agent's phone number and to the garbage collection schedule. *The Tenant's Guide* and numerous answers to your questions are also found there.

The new OMHM Web site is one more tool designed to improve client services and will become a new way of interacting with the OMHM.

We invite you to check it out at www.omhm.qc.ca for answers to your questions and to request repairs.

Happy Holidays and New Year!

Please note that the Office municipal d'habitation de Montréal offices will be closed on **December 24, 25 and 26, 2018**, as well as on **December 31, 2018** and **January 1 and 2, 2019**.

For emergencies, the Call and Security Centre will remain open: 514-872-6646.

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

Already 50 years of putting a roof over your head

By H       Morin, special contributor



In 2019, the Office municipal d'habitation de Montr       (OMHM) will celebrate 50 years in existence! For the occasion, we are distributing calendars for the coming year. It contains a section on the OMHM's history from its very beginning, as well as photos and testimonies on different themes, including youth, seniors and day-to-day services. We hope that you will find it useful and enjoy its lively presentation.

For this one time, the calendar will replace the regular edition of *La Rose des vents*. The consultations carried out in connection with the project on communications with residents confirmed that tenants like the magazine and find it useful. However, they did ask for more variety and more frequent issues. The consultation participants mentioned that they would be interested in seeing more practical information (by-laws, services to tenants, important date reminders, etc.). The *La Rose des vents* team is looking into ways to improve the publication. In 2019, you will find out how they responded to the challenge. Until then, enjoy!

Your elections are coming up!

By H       Morin, special contributor

If you think that you have something to offer the Office municipal d'habitation de Montr       (OMHM), this spring could be your chance. On April 23, 2019, two tenant representatives will be elected to the Board of Directors of the OMHM. That same day, the HLM tenant associations' delegates will elect three representatives to the tenant selection committee and two more to the biopsychosocial housing transfer requests review committee.

Think about it! You could contribute to the OMHM's governance. These entities play a key role, and offer residents a platform where all tenants can voice their concerns.

Every OMHM tenant aged 18 and over and named on the lease can apply for these elections. All they need is the endorsement of two members of their tenant association, or of ten OMHM tenants, and to fill out the application form that will become available in February.

For more information on this topic or for an application form, contact the social and community development department at 514-868-4192, or go to www.omhm.qc.ca.

Dates to remember

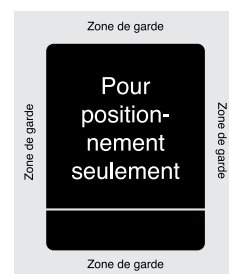
- » Application deadline: **March 8, 2019**
- » Election date: **April 23, 2019**



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

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Place Lachine

A collective effort to improve the neighbourly relations

By H  l  ne Morin, special contributor

The eight buildings making up Habitations Place Lachine on Duff Court Street in the Southwest Sector contain 399 units for families and single occupants. When the Comit   de vie de quartier de Duff Court (COVIQ) visited tenants in the spring, it soon became clear that in order to improve their living environment, residents would like to start by cleaning up inside the buildings.



Together, OMHM tenants and employees, with the assistance of workers and neighbours, had a great time with their clean-up blitz.

As a result, COVIQ organized a clean-up blitz, with the help of community organizer Danielle Lacroix and sector director of maintenance and repairs Guy Rouleau, and with the support of   co-quartier GRAME. They even invited OMHM maintenance and repair workers to take part. Together, the OMHM tenants and employees collected trash, swept and cleaned the lobbies and corridors on every floor. Even people from the neighbourhood who were not low rent housing tenants came by to lend a hand!

Creating an atmosphere of mutual support

Cynthia Rainville, a resident who gets involved in all of her low rent housing community initiatives, cannot get over the terrific ambience that day. "It was so empowering to see all those people working as a team. After the clean-up, everyone gathered for a BBQ. That day was a resounding success. We hope that there will be more like that!"

She commented on how easy it is to tell yourself that others don't care about the trash lying around, and that you're the only one who cares. "That day, it felt good to show the maintenance crew that some residents do value cleanliness. We want to keep working together, because we have proven that it pays off."

This first collective effort was so successful that COVIQ and Cynthia repeated the experience, albeit on a smaller scale, on November 10. They brought together a few volunteers to clean up trash on the grounds before the first snowfall. It would be safe to bet that this will not be their last initiative for improving the quality of life in Place Lachine!



Cynthia Rainville took part in the Duff Court blitz with her brother Jason.

Spay/neuter your pet: mandatory in Montr  al starting on January 1, 2020

Ville de Montr  al is offering free spaying/neutering for cats and dogs for low-income households. Sterilization prevents a number of health problems, as well as undesirable behaviour (escaping during breeding times, urine marking, disruptions when in heat, etc.).

Details and registration: ville.montreal.qc.ca/animals (click on *Free Spay/neuter Program for Low-income households*) or    311

Hurry, spaces are limited!

A Vigilant Volunteer is Watching Over You Promoting a sense of safety and belonging

By H  l  ne Morin, special contributor

A Vigilant Volunteer is Watching Over You is gaining in popularity. Essentially, under this program, volunteers check on seniors living in their building on a daily basis to make sure that they are active and not suffering from any unusual health issues. How they do this depends on the individual senior's preference, but the aim is always the same: make sure that everyone's okay.

The person in charge of the program at Habitations Boyer, in the Northwest Sector, is Richard De Luca. Residents who have signed up hang a sign on their front door before going to bed, and remove it the next morning when they get up. Mr. De Luca does his rounds every day at noon to make sure that all the signs have been removed. If someone forgets, he'll knock on the door and... more often than not, the next thing you know, they're having a friendly talk!

According to OMHM community outreach worker Kashila Veerapatrapillay, "It creates bonds. People know that someone is looking out for them." Mr. De Luca sums it up beautifully by adding that "the program gives people peace of mind." For isolated seniors, it's very comforting. Mr. De Luca has noticed that some people only use the sign when they're not feeling well. "It's like a signal to pay more attention to them just then." As people chat over time, they get to know one another. A network takes shape which, in some cases, leads to the creation of a tenant committee.

Normally, the program involves having one volunteer per floor to check whether all the signs have been removed. Kashila Veerapatrapillay, who is in charge of making sure that seniors are aware of the program, has noticed that it is often adapted. "Some residents find the system intrusive.



Mr. De Luca goes around at noon every day to check on people who have forgotten to remove their signs.

So, in some buildings, we take a different approach. For instance, we might match up people." In that case, two people are matched up and agree to check on each other by whatever means they prefer—by phone, a visit, or other—every day. "There are as many ways as there are needs, because this program is run by the tenants for the tenants," concluded Ms. Veerapatrapillay.

For additional information about *A Vigilant Volunteer is Watching Over You*, or to start the program in your building, call Kashila Veerapatrapillay at 514-402-6630.



THE OMHM AT YOUR SERVICE!
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