



Tenant Handbook

Oxford County Housing

January 2022



**This booklet contains information that we hope you will find useful.
Please keep it in a convenient place for easy reference.**

**Oxford County Housing: 21 Reeve Street
Woodstock, Ontario N4S 7Y3**

Our Office Hours are: 8:00 a.m. to 4:30 p.m. – Monday to Friday

WHO TO CONTACT?

Oxford County	(519) 539-9800/1-800-265-1015
Your Supervisor of Affordable Housing	_____ ext.
Your Caseworker	_____ ext.
Maintenance	Ext 3337
Human Services	Ext. 3390 or Fax: (519) 421-4710
After Hours Emergency Maintenance	(519) 533-0011
Oxford County Website:	www.Oxfordcounty.ca/Services-for-You/Human-Services/Shelter-and-Housing/Tenant-Services

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SETTLING IN – WELCOME

Keys and Locks

Semi-Detached and Townhouses:

After the lease is signed, your rent is paid, there is verification that your hydro account is in your name & you have binding tenant insurance, you will receive the keys to your home from the Oxford County Housing office the date of move-in.



receive

If you have lost your keys, your lock is insecure or, if you require a lock change, please contact maintenance at (519) 539-9800/1-800-265-1015 ext. 3337. On move-out, please return all keys to the Oxford County Housing office.

Apartment Building:

After the lease is signed and your rent is paid, on the date of move-in you will receive the keys to your home from the Oxford County Housing.

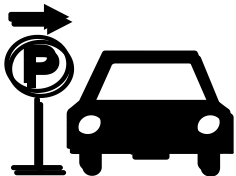
If you have lost your keys, your lock is insecure or, if you require a lock change, please contact maintenance at (519) 539-9800/1-800-265-1015 ext. 3337.

On move-out, please return all keys to the Oxford County Housing office.

ALL TENANTS of Oxford County Housing may not install their own locks as access may be necessary due to an emergency.

Parking

A parking space is provided for roadworthy and currently licensed vehicles.



Because of limited space for parking at apartment complexes, only tenants who own a vehicle may use a parking space and only one space per unit will be allowed, without prior permission.

As tenants are not charged for parking there can be no reserved parking except for accessible spaces.

Please observe all 'no parking' areas for the safety of all tenants (i.e. fire routes, wheelchair access ramps, etc.) and refrain from parking in the accessible parking spaces.

Under the terms of your lease vehicle maintenance or repairs are not permitted in the parking lot and/or driveways. This is for the safety of the tenants.

Not Roadworthy Vehicles

For the safety of other tenants in the community any vehicles that are abandoned, have no valid sticker, are unlicensed or neglected may be removed from Oxford County Housing parking lots and driveways and the last registered owner will be notified.



Insurance



Having tenant insurance is part of your lease requirements. Tenants must purchase tenant insurance at their own expense. Proof of tenant insurance is needed at the date of move-in and it must be maintained during the tenancy. All tenants will need to provide yearly proof of active tenant insurance.

You must buy tenant insurance to protect yourself against loss caused by fire, flooding, vandalism, theft, weather and liability.

Oxford County Housing cannot be responsible for loss or damage to your rugs, furniture or belongings unless it is caused by our negligence.

Tenant insurance coverage is for the loss or damage of personal property and liability. Tenant insurance in an amount not less than Five Hundred Thousand (\$500,000.00) dollars against claims for bodily injury, including death, and property damage or loss arising from any negligent act or omission of the Tenant is required.

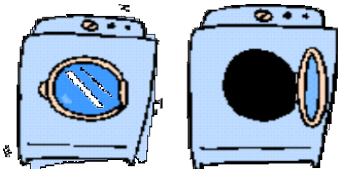
Insurance agents are listed in the yellow pages of the telephone directory. Please consult with the Supervisor of Affordable Housing or your caseworker for help. Both numbers are listed at the front of this handbook.

Laundry (Apartment Building)

Laundry machines are provided for tenant use only.

Allowing family or friends to use these machines is not allowed.

Please be considerate of the needs of visiting homemakers who are doing laundry for sick or elderly tenants.



If using cash to reload your laundry card, you will need to come to Human Services Reception located in the Oxford County Administration building at 21 Reeve Street, Woodstock to have this done. If using debit or credit to reload your laundry card, you will find a SmartCity card reload machine with step-by-step instructions located in your building.

Please report any machine issues directly to Coinamatic at 1-800-561-1972, as they own the machines, not Oxford County Housing.

Pets



Pets are permitted in our communities if they are quiet, do not bother other tenants and the owner agrees to stoop and scoop and this includes your own backyard.

Kitty litter and dog waste must be **double bagged** and placed out with garbage and never flushed down toilets.

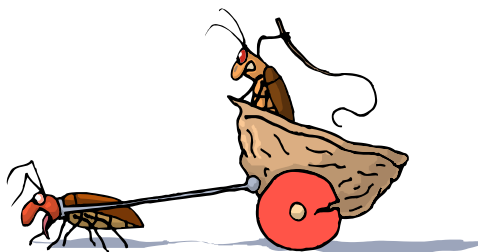
Dogs and cats must be leashed at all times outside your unit. This includes the hallways and patio of apartment buildings and the porches and backyards of semi-detached and row housing.



Pet ownership must comply with all city and town by-laws. Pet owners are responsible for ensuring that all shots are up to date and dog licenses are current.

In cases where Pest Control Services are needed to deal with flea infestation, the pet owner will be responsible for these costs.

Pest Control



Pest Control is a shared responsibility.

Pests easily spread from unit to unit, which makes the reporting of infestation problems important.

Please let us know immediately if you see evidence of an infestation of pests.

To help discourage pests Oxford County requests that you dispose of food waste promptly and properly.

Decorating Your Home

You may use wallpaper, border or paint in pastel colours to decorate your home.

It is your responsibility to return the unit to its original move-in condition. You will be charged for any repair work that is required to bring the unit back to its original move-in condition.

Please refer to tenant repair bank and repair changes document (Page 30 in booklet).

You may not erect or build any item such as a fence or shed, or make any changes to the exterior of your unit before getting written permission from Oxford County Housing.

Smoking (*Apartment Building*)

Oxford County Housing does not allow smoking in any inside entrance, lobby, hallway, stairwell, lounge, public washroom, laundry room, garbage room or other common area.



Oxford County Housing does allow tenants to maintain the legal amount of marijuana plants, being a maximum of 4 plants, outside on your unit's patio or balcony. However, Oxford County Housing is not responsible for the theft of any of these plants.

Under no circumstances are you allowed to grow marijuana plants inside of your unit or the building.

Lounge(s) (Apartment Building)



The lounge(s) is for the enjoyment of all tenants living in that building. Smoking and alcohol are not permitted.

Pets are not allowed in the lounge at any time, even if they are leashed. Service Animals are exempt from this rule.

Guests are not permitted to enter or use the lounge unless accompanied by the tenant of the building they are visiting.

If the lounge has not been reserved for a specific function, any tenant may use this room provided they do not disturb or interfere with the rights, privileges or interests of other tenants.

If you wish to reserve the lounge for a function/gathering, please post this on the lounge calendar (if your building has one available) or post a notice on the lounge door.

It is your responsibility to clean up any mess that you and your guests make and return all furniture to the proper place.



Permission to Enter A Home

Except in emergencies, Oxford County staff will only enter your unit with permission or after giving you a 24-hour written notice.

REPAIRS

Asking For Repairs

Please call the Oxford County maintenance line at 519-539-9800/1-800-265-1015 ext. 3337 or complete an on-line maintenance request form if you are in need of repairs. You can find this listed under Human Services Tenant Repair Form at www.Oxfordcounty.ca/Services-for-You/Human-Services/Shelter-and-Housing/Tenant-Services.

Please arrange to be at home when a repair is scheduled to visit or you will be charged for callbacks.

Unit Inspections

The Oxford County inspects all units once a year. You will be given at least 24 hours' notice ahead of the inspection date. These inspections are necessary so that we can budget for major work such as new kitchen cupboards or bathrooms; upcoming work needed on floors, painting, etc. This is a good time to point out repairs or problems you would like looked at.

Tenant Charges For Repairs

Oxford County pays for repairs necessary through normal wear and tear. However, tenants will be billed for the cost of repairs caused by either neglect or carelessness.

For example, if a toilet is plugged and a small toy is found to be the cause, you would be charged for the repair.

You are also responsible for any damages caused by any of your guest(s).

If you receive a bill for a repair that you feel is unfair or in error please contact the office.

AMENITIES

Heating

Semi-Detached and Townhouses: At this time Oxford County Housing pays the cost of heating your unit. You are expected to maintain your thermostat at a comfortable but reasonable level. A tenant whose heating bills are noticeably higher than their neighbours will be asked to explain.



Apartment Building: Oxford County Housing provides the cost of heating your unit. Please keep your home at a comfortable but reasonable level.

Electricity

Apartment Building: Oxford County provides the cost of electricity for your unit. Please be efficient with conserving energy at all times, such as turning off lights, television, radio, appliances, etc. when not in use.

Air Conditioners

Air conditioners must be energy star and properly/professionally installed. The air conditioner must be in good working order (i.e. not noisy or dripping water) and they must not appear unsightly such as using plywood panels inserted at the sides to fill gaps.

As we are paying the heating costs of your unit, air conditioners must be removed from the windows or preferably winterized and/or covered during the winter months to prevent heat escaping from the unit and keep a comfortable temperature inside.

Please contact this office if you need the names of qualified installers. You must contact the maintenance line at (519) 539-9800/1-800-265-1015 ext. 3337 as it is mandatory that Oxford County staff confirm the air conditioner has been installed and/or uninstalled correctly.

Wiring/Plumbing

No additional heating units/electrical wiring shall be installed in your unit. The tenant shall not overload the electrical circuits.

Using the electrical, plumbing or gas equipment for any purpose other than those for which they were constructed is prohibited. **Any electrical/plumbing work must be completed by a professional contractor through Oxford County.**

Cable TV and Satellite Dishes



If you wish to subscribe to cable television, you will have to contact your cable company.

Rogers Connected for Success is currently offering Ignite TV and Internet bundles for any rent-geared-to-income tenants. Details for this are included at the back of this book.

Oxford County has developed satellite dish installation standards to ensure that the satellite dish and the installation do not create a safety risk or damage the property.

Prior to installation, written permission from Oxford County must be obtained.

If a satellite dish is installed without written permission and/or in violation of the written rules, the dish may be removed without notice and the tenant billed for the work to repair / remove.

Please refer to the full satellite policy and request form attached to the back of this book.

SECURITY & SAFETY

Vandalism



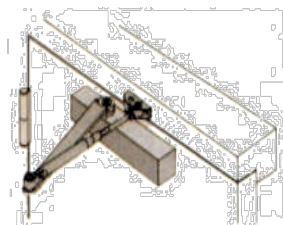
Your safety can be threatened by vandalism.

When exterior lighting is vandalized or left in poor working condition, this creates a hazardous condition for you.

Anyone who destroys property or interferes with elevators or safety equipment is jeopardizing their lease and liable for prosecution.

Please report any incidents of vandalism to Oxford County and the police.

Door Closures (*Apartment Building*)

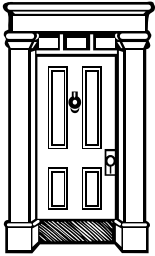


A door closure serves as a means to create a barrier to limit the spread of fire and restrict the movement of smoke.

Ensure that the door closure for your unit works properly at all times and the door latches correctly. The Ontario Fire Code states that **“Door closures shall not be blocked or wedged opened.”**

A tenant or occupant who disables a door closure is therefore guilty of a provincial offence and may be subject to a fine.

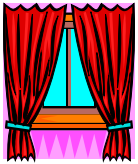
Unit Entrance & Fire Escape Doors (*Apartment Building*)



These doors must be kept closed at all times because they are fire doors and are there to contain a fire to one unit.

Propping any door open also is not advisable for security reasons. It only takes one minute for someone to enter your home/building and you or your neighbour(s) could end up losing items that are valuable to you.

Windows



As a safeguard Oxford County Housing may install window latches that limit the size of window openings.

These are optional but recommended where children have access to the window.

If they are not on your windows you may request them from this office as they deter break-ins.

Hallways/Walkways

For safety reasons, the sidewalks, public halls, stairways, etc. shall not be obstructed or used for any purpose other than gaining access to and from the leased premises.

Apartment Building: This also means that no mats, whether for decoration or for personal use may be placed outside your door in the hallway.

Elevators (*Apartment Building*) ****Do not use in a fire situation****

Elevators are an essential part of apartment living. Unfortunately they are easy to break, expensive to fix and they can be dangerous if tampered with.

Here are a few ways you can help to keep elevators in working order:

- Don't hold doors open for long periods.
- If the elevator stalls between floors press the emergency button and wait for help. Stay calm. Do not try to leave the elevator.
- Do not force open the doors.
- If the elevator is damaged or some defect is noted please report it to the building attendant or the office at once.

Balconies

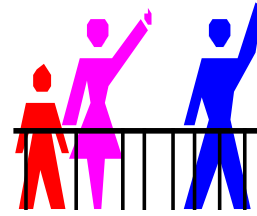
Apartment balconies can be dangerous.

Do not let children or pets out on the balconies unsupervised and leave nothing that a child or pet can climb on.

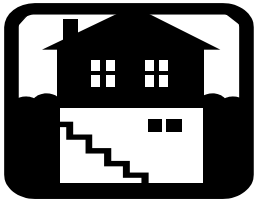
Keep the balcony door locked at all times.

Please do not use balconies for storage.

Carpet cannot be put on patios or balconies.



Basements (*Semi-Detached and Townhouses*)



DO NOT use the basement for a bedroom. This area is not suitable for sleeping.

Basements are suitable for personal recreation and/or storage of non-hazardous materials.

Many fires start in the basement. A three-foot area around the hot water heater, furnace, electrical panel and water meter must be kept free of all materials to prevent a fire.

Remember that there is a live flame under your hot water heater and in your furnace.

OUTDOOR MAINTENANCE

Lawn Care (*Semi-Detached*)

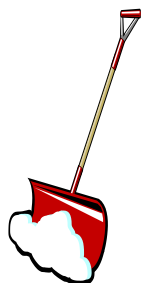


You are responsible for cutting the grass unless advised otherwise by Oxford County.

Tenants must keep driveways and back yards free of litter and unwanted items such as old bikes, mattresses and/or appliances.

Tires and unused refrigerator units are not allowed to be stored on the property.

Snow and Ice Removal



Apartment:

During the winter season, tenants are responsible for clearing snow from their own patios and balconies.

You must co-operate to move your vehicles when necessary for snow removal in parking lots.

Semi-Detached Housing:

During the winter, tenants are responsible for clearing snow from their own driveway, walks and public sidewalks in front of their homes.

Townhouses:

During the winter season, tenants are responsible for clearing snow from their own walks and public sidewalks in front of their homes.

You must co-operate to move your vehicles when necessary for snow removal in parking lots.

All tenants please remember to put salt down on steps and walkways.

If maintenance/contractor staff has to do any outdoor maintenance work in order to comply with City by-laws, tenants will be required to pay a service charge.

Patios/Backyards



Please do not use patios or backyards for storage.

Large unwanted items must be disposed of immediately, and not put in the back/side yard.

If Oxford County has to hire a contractor to remove any rubbish that has been left outside your unit, your household will be required to pay a service charge.

GARBAGE

Disposal

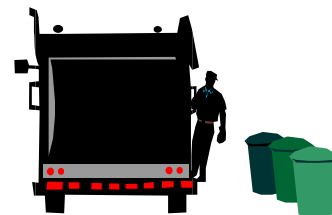
Disposing of your garbage properly is a serious responsibility. All tenants must co-operate to ensure a healthy and safe living environment. With a little care and attention most garbage collection problems can be avoided.



Apartment Building: Make sure your garbage is securely wrapped so that it does not spill. Avoid jamming garbage chutes with oddly shaped bundles.

Large unwanted items are not to be left in or outside the garbage room or outside the building by the curbside. Tenants must make arrangements to have these unwanted items removed.

Semi-Detached and Townhouses: Tenants must put their garbage and recycling out the morning of pick-up. This avoids possible problems with bags being broken into during the night and garbage being strewn everywhere.



Large unwanted items are not to be left outside your unit or on the curbside. Tenants must make arrangements to have these unwanted items removed.

Kitty litter and dog waste must be double bagged and placed out with garbage and never flushed down toilets.

All tenants please note that you will be charged a service fee if staff or contractor time is used to deal with garbage problems that your household has caused.

Garbage Bag Tags

All garbage set out for collection requires an Oxford County Bag Tag. All garbage must be set out in a securely wrapped bag, bundle or a rigid container. There is no limit of tagged bags, bundles or containers that can be put out for collection.

1 bag tag needed for:

- Each bag, max. size of 76 x 96 cm and max. weight of 20 kg.
- Each rigid container less than 128 litres in size with a max. weight of 20kg.
- Each bundle max. 96 cm, bound with a maximum weight of 20kg.

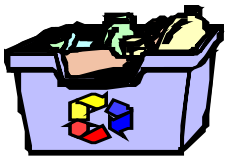
2 bag tags needed for:

- Each rigid container between 129 and 240 litres in size and a max. 20kg

3 bag tags needed for:

- Each rigid container larger than 240 litres (Hurbie Curbie)

RECYCLING *(All Tenants)*



Recycling is the law. It is vital to your community and the environment that you recycle accordingly. Tenants can show pride in their communities by co-operating in site cleanliness, site health and safety.

Glass Containers - Clear/coloured food and beverage glass.

Empty container(s) first.

- Does not include: Window glass, Dishes/drink glasses, Ceramic(s).



Plastic Containers

Beverage bottles, Food containers, tubs and lids, Detergent and cleaner containers (liquid laundry soap bottles, bleach bottles, dish soap bottles, etc.), Personal Care containers (shampoo/medicine bottles, etc). Empty out the container(s) first.

- Does not include: Film plastics (bags), Crinkly plastic (dividers in cookie bags), Styrofoam, Oil containers, Plastic items such as toys, hangers, dishware, etc.

Metal Containers - Aluminum beverage cans, Steel food/beverage tins/cans. Empty out the container(s) first. Place can lids back inside can and crush them to help prevent injury.

- Does not include: Paint cans, Aerosol cans

Papers - Newspapers, Flyers, Magazines, Catalogues, White and coloured Paper, Fine paper (i.e. bills, letters, computer paper), Junk mail, Flyers, Soft covered books.

- Does not include: Milk/drink cartons, Drinking boxes

Boxboard - Identified as a thin-walled, single layered box. Cereal boxes, Tissue and shoeboxes, Toilet tissue rolls, Detergent boxes, Paper egg cartons.

- Remove any and all plastic film, foil, liner bags and food from the boxboard boxes.

Cardboard - Identified by two outer, thin-walled linerboards, having corrugated waffle in the middle.

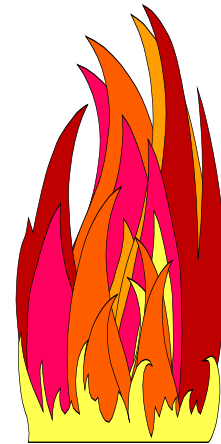
- Does not include: Waxed cardboard, Oily cardboard, Heavily soiled cardboard, coated-cardboard

For more information on how to recycle in your community please contact your local city or town hall or visit <http://www.oxfordcounty.ca/services-for-you/waste-management>.

FIRE SAFETY

Seven Common Causes of Fires in the Home are:

- Careless smoking, especially cigarette ends left smoldering on furniture or in the garbage.
- Children playing with matches or lighters.
- Unattended cooking pots or deep fryers on stoves.
- Improper use of electrical appliances such as space heaters.
- Overuse of extension cord wiring.
- Barbecuing too close to open windows on balconies and in back yards.
- Leaving toasters and coffee makers plugged in when not in use.



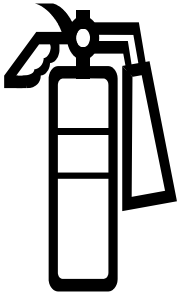
*Advanced planning is the best way to reduce the risk of fire and assure the safety to you and/or your family. Know where all the exits are by planning an escape route.

When a fire starts in your home, do not try to put it out.

Leave that for the fire fighters. They will arrive within a few minutes of being notified.

Always remember: In a fire situation, do not panic.

Fire Extinguishers



Fire Extinguishers are an important life safety device and as such, must be accessible at all times.

The Ontario Fire Code states that **“Portable fire extinguishers shall be located so that they are easily seen and shall be accessible at all times.”** A tenant or occupant who removes a fire extinguisher, other than for the reason of a fire emergency is therefore guilty of a provincial offence and may be subject to a fine.

Apartment Building: Although there are fire extinguishers in the hallways throughout your building, Oxford County recommends that tenants have at least two small fire extinguishers that are in operable condition in their unit at all times as well.

Semi-detached and Townhouses: This office recommends that there is at least one fire extinguisher on each level of your unit and this is not supplied by Oxford County maintenance.

False Alarms

False alarms are a serious nuisance and a safety hazard. Fire and Police department vehicles respond to every fire alarm that goes off.

While these men and women are responding to a false alarm they may not be able to respond to a real fire situation in time.

Report anyone you see setting off alarms falsely to police.
You could be saving the lives of others.

FIRE SAFETY PLAN

The following is a condensed fire plan for tenants should a fire occur. It is the feeling of the Fire Department that a lengthy set of rules adds to the confusion and is just too much for some people to remember. Therefore, the following basic rules should be considered very important and memorized by you immediately upon moving in:

Apartment Building:

1. **Call 911** and leave your unit, closing the door behind you.
2. Sound alarm by activating nearest pull station thereby alerting others.
3. Phone Fire Department to make sure they have received alarm.
4. Go to the lounge and wait for further instructions.

If the alarm is sounded while you are in your unit:

1. Check entrance door for temperature.
If cool, open slightly and check for fire or smoke.
2. If all is clear, carry out the above rules.
3. If heat, fire or smoke is detected, close door and remain in your unit.
Place towels or blankets at the base of the door and wait for firefighters.
4. If a balcony is attached, go out in open air and wait for firefighters.



THIS IS VERY IMPORTANT:

Know your Apartment Building/Family home – Even in the dark!

- You should know by heart the location of all exits and stairways on the floor and your unit.
- Know the location of the nearest fire alarm box (Apartment Building). You may save many lives in the event of an emergency.
- Have an escape plan organized so that you know what to do. Consider in an emergency, hallway and exit lights may be out.
- Make sure you can follow an escape plan **EVEN IN THE DARK**.
- Have an alternate plan in mind and rehearsed, so that you are prepared for any situation.
- **FINALLY...MAKE YOUR FIRE SAFETY PLAN NOW!**
 - Check for 2 exits.
 - Walk the distances, actually counting the steps.
 - Make a simple floor plan showing both exits; plan your route of escape.



SMOKE ALARMS

The Ontario Fire Code requires that every place of residence have smoke alarms installed and kept in working condition. Smoke alarms are very important for the safety of you and your neighbours by giving early warning of fire.

Your residence has been equipped with at least one smoke alarm that is 'hard wired'.

Not every apartment is required to have a carbon monoxide detector. All required apartments and townhouse units have been equipped with carbon monoxide detection. Your landlord is responsible for installing smoke/carbon alarms and keeping them in working condition, including testing, repairs and replacement as necessary.

Your landlord must also act to correct any problem or concern you report about the operation of your smoke alarm.

The Tenant/Occupant of the rental Residential unit is responsible for:

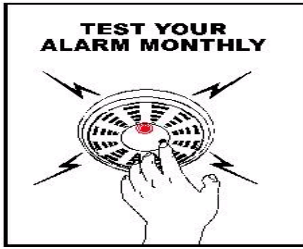
- Notifying the landlord if the "power on" indicator goes out (on electrically wired smoke alarms only) and arrange for appropriate repairs.
- Notifying the landlord if the smoke alarm is damaged and make arrangements for the repair or replacement of the unit.
- Notifying the landlord of any electrical problems that may affect the operability of electrically wired smoke alarms.
- Contact your local fire department if you have serious concerns about the operability of your smoke alarm or any other fire safety matters in your building.

For your protection, you are encouraged to take part in ensuring that the smoke alarms are operational and to co-operate with the landlord in carrying out the necessary testing and maintenance.

The Ontario Fire Code states that "**no person shall intentionally disable a smoke alarm so as to make it inoperable**". A tenant or any other person who intentionally disables a smoke alarm is guilty of a provincial offence and may be subject to a fine.

Properly installed and maintained smoke alarms in the home are considered one of the best and least expensive means of providing an early warning of a potentially deadly fire.

Smoke alarms save lives, prevent injuries, and minimize property damage by enabling tenants to detect fires early in their development. The risk of dying from fires in homes without smoke alarms is twice as high as in homes that have working smoke alarms.



All smoke alarms should be tested at least once a month to make sure they operate properly. If a smoke alarm is battery operated, replace the batteries at least once a year to make sure the alarm will work when it is needed.

Never disable your smoke alarm, even if you experience "nuisance" alarms while cooking or showering.

FIRE SAFETY TENANTS (*Apartment Building*)

All apartment buildings have a fire safety tenant and in some cases, a backup fire safety tenant.

The Fire Safety Tenant may be away from the building at any time.

Please call 911 or Oxford County Housing at (519) 539-9800/1-800-265-1015 ext. 3337 if you have an emergency and require immediate assistance during this time.



Fire Safety Tenants report to the Supervisor of Facilities.

Although Fire Safety Tenants do not receive a salary they are employees of Oxford County Housing and must abide by Housing policies.

Safety Tenants are expected to report emergency safety related issues.

Safety Tenants are not building managers or custodians; therefore, they do not oversee the janitorial/landscape or maintenance of the building.

Please email minor maintenance requests to www.Oxfordcounty.ca/Services-for-You/Human-Services/Shelter-and-Housing/Tenant-Services

For emergency maintenance requests during office hours, please call Housing 519-539-9800 x3337 or 1-800-265-1015 x3337.

For after-hour emergencies please call 519-533-0011.

Fire Safety Tenants are not responsible for solving tenant problems.

Tenants who are unhappy with their neighbours' behaviour or have complaints about the cleanliness of the building are asked to contact their caseworker directly. Your caseworker's name and extension are listed at the front of this book.



The Fire Safety Tenant is on site to communicate with the Fire Department or emergency personnel.

Please respect your Fire Safety Tenants privacy and do not call or visit unless there is an emergency.

AFTER HOURS EMERGENCY CALL 519-533-0011

There is an Emergency Answering Service that you can call for Oxford County Housing after-hour maintenance emergencies.

Maintenance Office Hours: Monday to Friday 8:30 a.m. to 4:30 p.m.

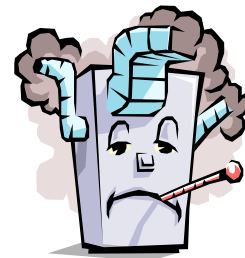
After Hours: Monday to Thursday 4:30 p.m. to 8:30 a.m.

Friday 4:30 p.m. to 8:30 a.m. Monday

Statutory Holidays

If you call Oxford County during 'after-hours' (519) 539-9800 or toll-free 1-800-265-1015, a recorded message will give you Housing's emergency phone number, (519) 533-0011.

Please be sure that there is a real emergency, e.g. no heat, broken water pipes, unusual odors (gas/sewer), clogged or backed-up toilet where there is only one toilet in the unit.



If you smell or see smoke and/or there is danger to your physical safety, please call 911 immediately.

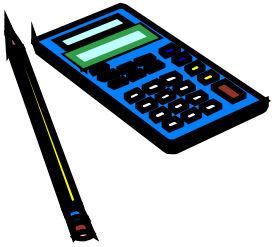
If you have an after-hours social problem/situation with another tenant, please document the entire mishap and contact your caseworker the next regular office day.

If you have a problem/situation with someone who is not a tenant, please contact the police and then contact us the next regular office day.

If this office sends a contractor to your home to correct a problem that you reported after-hours, and it was found that your situation was not an emergency or was caused by your household's abuse/negligence, you will be billed for the contractor's time and possibly other related items.

Please remember that contractors charge overtime-hourly rates for after-hour calls. You may also be billed if you contact the Emergency Answering Service during office hours.

RENT CALCULATION



How Your Rent Is Calculated

Tenants of Oxford County Housing pay rent based on the combined gross incomes of all family members.

In addition to the combined rent there are charges for utilities and services provided such as hydro and garbage.

Rent is calculated based on 30% of the gross household income to a maximum of the established 'market rent' for the unit in which you will reside.

Annual Income Review



Under the *Housing Services Act 2011 (HSA), O.Reg298/01, s.52(1)*, once in every 12-month period after a household is determined to be eligible for rent-geared-to-income assistance, the Service Manager shall review the eligibility of the household and shall determine whether the household continues to be eligible for rent-geared-to-income assistance.

The household subject to the review **must** submit their Notice of Assessment(s), which is the document used to determine rent amounts. Please submit this document within the time period specified by Oxford County.

If the required forms/requested information is not received within the time period specified by the Service Manager, you will be given 90 days notice that your rent-geared-to-income assistance will cease and your rent will be set at the market rent.

It will be necessary for you to reapply for subsidy (rent geared-to-income assistance) through the common waiting list application procedure.

Reporting Changes in your Income

If your income goes down, so may your rent. Be sure to advise the office. Proof of your lower income will be required.

The lower rent will continue until your income increases.



If your income has increased so may your rent. You must notify Oxford County Housing department within 30 days of the date the change of income occurs. You are required to do so by law.

Don't jeopardize your tenancy by failure to report any increase in your income.

RENT PAYMENT



Paying Your Rent on Time

Rent is due on or before the first day of each month.

If you know your rent might be late talk to the applicable Supervisor of Affordable Housing right away; however, we cannot give permission for partial or late payment.

If your rent is not paid on time you will be served with a notice of termination of your lease and you may face eviction. You will still be required to pay all the rent you owe.

A Tribunal hearing and decision is necessary before an eviction can take place. You will be served with a notice of the date of the hearing.

Pre-Authorized Payment Plan

A pre-authorized payment plan (P.A.P.) is available which allows us to deduct your rent directly from your bank each month.

This ensures rents are on time in the event of bad weather, poor health or hospitalization.

Just call the office and we will send you the necessary form.

Ontario Works/Disability Support Program – Direct Payment of Rent

It is possible for your rent to be directly paid to this office. It would be deducted from your monthly benefit cheque.

This would eliminate the travel to and from our office each month and the possibility of a Notice to Vacate if your payment is not received by the first of each month.

Please contact this office to request a form to arrange this direct payment.

Income Sources

Under the *Housing Services Act, 2011* (HSA), applicants must pursue all sources of income available to them. This would include Ontario Works, Spousal Support, Employment Insurance, Government of Canada and Government of Ontario Pensions, as well as support under the *Immigration Act (Canada)*.

Housing will request that you apply for any of the above sources of income and that you make reasonable efforts to do all that is required to obtain any form of income.

If you need help with your application, please contact your caseworker.

GUESTS & ADDITIONS TO HOUSEHOLD

Guest/Visitor Policy



Tenants have the right to have overnight guests, to entertain out-of-town visitors, and to maintain relationships with people of their choice.

Very frequent visitors may be asked to demonstrate they have their own address outside the housing unit.

It is suggested that you report to Oxford County, Housing any guests staying in your unit longer than 1 week.

If a tenant wishes a guest to stay for longer than one month, he/she must submit a request in writing (before the term of one month is over) to this office stating the length of time the guest would like to stay.



Guests who wish to stay beyond the term must apply to become tenants before their term of stay is over (contact your Client Service Worker).

If a guest remains in the unit without the Client Service Worker's permission, Oxford County Housing department may suspend the household's subsidy with 90 days notice and/or issue a notice of eviction.

Addition(s) to Household

Any changes to your household composition need to be communicated to your Supervisor of Affordable Housing immediately. All new occupants need to be approved.

Persons wishing to join a household receiving rent-geared-to-income assistance must submit proof of their income.

The person must meet all eligibility requirements set out in the *Housing Services Act, 2011* and associated Regulations.

If the person is eligible, the Supervisor of Affordable Housing may allow him or her to become a tenant. If necessary, the rent will then be re-calculated.

The household, including the person, will be required to sign a new lease.

The Supervisor of Affordable Housing may refuse to allow the newcomer to become a tenant if they have a history of damage, arrears, or disturbance to others.

If the person insists on staying, then the Supervisor of Affordable Housing may evict the entire household.

GIVING NOTICE

Giving Proper Notice

If you are planning to move out you must give **60 days written notice**. This legal notice, under the Residential Tenancy Act, is effective from the beginning of the next month; i.e. notice given Oct 13 means you are responsible for 60 days starting Nov 1.



If you want to move prior to 60 days we will try to re-rent earlier, but you are fully responsible for two (2) full months rent after your notice unless the next tenant on the waiting list can take possession sooner.

If you are going into a nursing home/long term care facility, the 60-day notice is waived, and a 30-day notice effective from the beginning of the next month, is acceptable.

Please remember that you are responsible for the costs of any repairs needed to your unit on move out.

Former tenant accounts for unpaid rent arrears and/or maintenance charges are sent to a Collections Agency.

Tenant and/or Person(s) Moving Out of Unit

If any person and/or leaseholder leave the unit, a letter must be submitted in writing to this office within 10 days, stating the date of the change. If necessary, the rent will then be re-calculated. A new lease will be prepared for the remaining tenant to sign.

If the change results in the household being over housed (too many bedrooms) you may be required to relocate to an appropriate sized unit.

TRANSFERS

Transfer Policy

Tenants wishing to transfer to another unit within the Oxford County's Housing portfolio and/or between Non-Profit Providers will be placed on our internal waiting list by date and location preference, and will be listed as an internal applicant.

They must meet the following basic criteria:

1. Lived in their present accommodation for 12 consecutive months.
2. Must have been up-to-date with their rent for a minimum of 6 months.
3. They must continue to meet the eligibility criteria.

Special circumstances may also be considered, such as:

- Serious medical/health requirements
- Social needs
- Personal safety issues (*this designation would be at the discretion of the housing provider*).

Your application will be reviewed and if you are eligible you will be placed on the internal transfer waiting list.

Transfer Fee (*Per Residential Tenancy Act*)

A fee of up to \$250.00 may apply for transfer within the same building or project if the transfer is not for any serious medical/health need, social need or personal safety issues.

BREACH OF LEASE

Eviction

Under the *Residential Tenancy Act (RTA)*, Oxford County Housing department may evict when the tenant or his/her guests causes or permits any one of the following:



- Knowingly misrepresents income for any person residing in a subsidized unit.
- Impairment of safety, lawful rights or privilege of another tenant.
- Non-payment or persistent late payment of rent.
- Illegal act on the premises.
- Causing damages to the premises through a willful act or negligence.
- Interference with the reasonable enjoyment of the premises by the neighbours.
- Cease to qualify. i.e. allowing someone not on your lease to live with you.

Policy on Fraud

It is the policy of Oxford County Housing to refer cases of suspected rent fraud to the local police department and/or Human Services department for investigation and possible formal charges.

Charges of fraud laid by the police and resulting in a conviction fall under the Criminal Code of Canada and may result in a fine, period of probation, incarceration and a criminal record.

The two most common instances of rent fraud are:

- Failure to report changes in earnings
- Failure to report income for all persons residing in a subsidized unit.

HUMAN RIGHTS POLICY

Oxford County Housing must comply with the Ontario Human Rights Code and will not allow discrimination or harassment against any person because of:

- Religion
- Sexual Orientation
- Sex (including pregnancy)
- Ethnic Background
- Status/Marital
- Economic
- Race
- Dialect
- Ancestry
- Colour
- Accent
- Disability
- Language
- Age

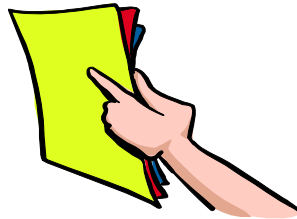
HOW TO MAKE A COMPLAINT

If you feel that you are being harassed or threatened by other tenants, an employee of Oxford County or a contractor hired by Oxford County, talk to your caseworker or Supervisor of Affordable Housing. Please complete the Tenant Complaint Record which can be found at the end of this booklet or online at www.Oxfordcounty.ca/Services-for-You/Human-Services/Shelter-and-Housing/Tenant-Services.

In order for Housing to investigate we need your complaint in writing. You should also get a note from witnesses and/or a copy of the police report in order to document the event in full.

Answer the five W's:

1. **What** Happened
2. **When** Did It Happen
3. **Where** Were They/You
4. **Who** Was There (witness, police, etc.)
5. **Why**, in your opinion, it happened



We want your community to be a safe and comfortable place where people respect each other.

ELGIN-OXFORD LEGAL CLINIC

This is a community legal clinic staffed by lawyers and legal workers. They are committed to providing free legal services to tenants of Elgin and Oxford counties. The clinic is funded by Legal Aid Ontario.



Who Is Eligible?

Persons who cannot afford a lawyer and cannot obtain a Legal Aid Certificate, including low-income earners, the unemployed, social assistance recipients and others may qualify.

Toll Free: 1-866-611-2311 or <https://www.eolc.ca/contact-us/>

All services provided by the clinic are free. However, the clinic must sometimes pay for other things required when representing a client; for example, doctor's reports and court filing fees. When the client can afford it, they may ask that a client pay the clinic back for these expenses.

SHARING OF INFORMATION

Personal information of the clients of Oxford County Housing is collected and held in confidence under the authority of the Housing Services Act, 2011 and its Regulations for the purposes of providing and administering assisted housing to eligible tenants.

As needed, personal information may be shared with other agencies involved in providing housing for the purposes of verifying eligibility under the Housing Services Act, 2011, the Ontario Works Act, 1997, the Ontario Disability Support Program Act, 1997, or the Day Nurseries Act.

Questions regarding this collection or disclosure of personal information should be addressed to the Director of Human Services, Human Services, P.O. Box 1614, 21 Reeve Street, Woodstock N4S 7Y3, (519) 539-9800 ext. 3390 or email humanservices@oxfordcounty.ca.

This notice is placed pursuant to section 29(2) of the Municipal Freedom of information and Protection of Privacy Act and ss.65(2) of the Housing Services Act, 2011.

Human Services Act, 2011

Ontario Works Act, 1997, ss.41(2) and s. 71; O.Reg. 134/98, s.14

Ontario Disability Support Program Act, 1997, s.37 and 38

Child Care and Early Years Act S.O. 2014, Chapt. 11, s.1

INFORMATIVE WEB SITES

Residential Tenancy Act: <http://www.mah.gov.on.ca/Page137.aspx>

Social Housing: www.county.oxford.on.ca/socialservices/housing

Ontario Rental Housing Tribunal: www.orht.gov.on.ca

Programs/services for seniors: www.seniors.gc.ca

Old Age Security/Canada Pension: www.canada.ca/en/services/benefits/publicpensions.html

Trillium Drug Program:

www.health.gov.on.ca/en/public/programs/drugs/programs/odb/opdp_trillium.aspx

Ontario Works: www.mcass.gov.on.ca/en/mcass/programs/social/ow/

Ontario Disability (ODSP): www.mcass.gov.on.ca/en/mcass/programs/social/odsp/

Employment Insurance: www.esdc.gc.ca/en/ei/index.page

Canada Pension Plan-Disability:

www.esdc.gc.ca/en/reports/pension/cpp_disability_benefits.page

Ontario Human Rights: www.ohrc.on.ca/english/index.shtml

Human Rights Code: www.ontario.ca/laws/statute/90h19

MOVE-OUT REQUIREMENTS

You are required to leave your unit in a clean condition. Special attention should be given to the following:

- If your unit has a fridge and stove belonging to Oxford County, the following must be done:
 - Stove and fridge must be pulled out and cleaned behind;
 - Stove must be cleaned and left spotless inside and out; and
 - Fridge must be thoroughly cleaned and left running with door closed.
- All walls must be washed and free of dirt build-up, grease, markings and/or nicotine, stains, etc., including closets.
- All wallpaper, and/or coverings must be removed from walls, cupboards, closets, and ceilings.
- All walls, closets and/or ceilings that have been painted a different colour than the original colour must be repainted back to the original standard OCH paint colour by the tenant before vacating the unit.
- It is understood that if additional coats of paint and/or block-painting are required after move-out to the wall(s), ceiling(s), closet(s) as they have been painted a different colour other than the original colour and/or the unit has nicotine build-up stain, markings and/or any other stain, the exiting tenant will be responsible for payment of the extra work and materials.
- All kitchen cupboards must be washed inside and out.
- All floors must be washed and free of dirt build-up.
- All carpets that are owned by the tenant must be removed and floors cleaned.
- All bathroom fixtures, cabinets and tiles must be cleaned. All decals, Mac-tac or any other tacky substances must be removed and surfaces cleaned.
- All windows must be washed and all curtain rods left in place and in good repair.
- All heat registers must be vacuumed out.
- All light fixtures must be cleaned and light bulbs working.

- Where applicable, basements must be cleaned out, floors swept and free of debris.
- All furniture, garbage and debris must be removed from the property.
- All keys must be handed in to the office of Oxford County Housing (family units) or your Supervisor of Affordable Housing on or before your move-out date.

The entire unit must be left in a condition suitable to allow the next tenant to move in without additional work. Your co-operation is expected and appreciated by this office.

TENANT SERVICE & REPAIR CHARGES

Please note these repair/replacement charges are estimated only, as of January 2022. Charges may change without notice due to increased costs.

Description	Repair/Replacement (\$)
Walls	
Wallpaper removal	\$50 minimum (per hour)
Holes patched/repared	\$50 minimum (per hour)
Kitchen	
Counter replacement	\$250.00 minimum
Plumbing	
Plugged drains/toilets due to tenant's negligence	\$50.00 minimum
Heating	
Furnace/baseboard repairs (due to tenant's use)	\$50.00 per hour minimum
Light Fixtures & Bulbs	
Replacement (broken and/or parts)	\$50.00 per hour minimum
Windows	
Glass Replacement	\$100.00 minimum
Window Screen Repairs	\$50.00 minimum
Removal/Installation for Air Conditioner	\$20.00 minimum
Door and Keys	
Mailbox lock replacement	\$100.00 minimum
Failure to hand in unit/entry keys 2 days after	\$100.00 minimum
Change door lock at Tenant's request	\$100.00 minimum
Life Safety	
Smoke/Carbon Detector Re-installation	\$50.00
Smoke Detector Replacement	\$50.00
Carbon Monoxide Detector Replacement	\$75.00
Miscellaneous	
Appliance Removal (family unit)	\$50 per hour minimum + materials
Furniture Removal	\$50 per hour minimum + materials
Garbage Removal (inside/outside)	\$50 per hour minimum + materials

For any other repairs/replacements not on this list, the tenant, if negligence is shown, will be charged the replacement/repairs cost(s) plus any contractor's service charges and/or taxes.

Signed: _____

Dated: _____

COMMUNITY INFORMATION PHONE NUMBERS

911 - EMERGENCY ONLY

NON-EMERGENCY	Police	Fire Department	Ambulance	Hospital
Ingersoll	519-485-6554	519-485-3910	Oxford County Emergency Medical Service 519- 539-9800	519-485-1700
Tillsonburg	519-688-6541	519-842-2905		519-842-3611
Woodstock	519-537-2323	519-537-3412		519-421-4211
Thamesford	1-877-537-6277	519-617-2540		
Tavistock	1-877-537-6277	519-655-2655		
Norwich	519-537-2323	519-863-3225		

Adult Protective Services	855-437-6797
Beginnings Crisis Pregnancy Centre Oxford	519-421-2127
Big Brothers/Big Sisters of Oxford County	Woodstock 519-537-6404
	Ingersoll 519-485-1801
	Tillsonburg 519-842-9008 ext. 229
	Norwich 519-602-7880
Canadian Cancer Society	519-537-5592
Canadian Mental Health Association	1-800-859-7248
Children's Aid Oxford County	519-539-6176
City Hall (By Laws, Spring Pick up)	Woodstock 519-539-1291
	Ingersoll 519-485-0120
	Tillsonburg 519-842-9200
Community Care Access Centre-Oxford	1-800-561-5490
Credit Counselling Society	519-433-0159
Crime Stoppers	1-800-222-8477
Crisis Line (24 hour)	1-877-339-8342
Domestic Abuse Services Oxford (DASO)	1-800-265-1938
Drug and Alcohol Registry of Treatment (DART)	1-800-565-8603
Elgin-Oxford Legal Clinic	1-866-611-2311
Ingersoll Services for Seniors/Supportive Services Inc	519-485-2269
Oxford County Home Care	519-539-1284
Oxford County Housing	519-539-9800
Ontario Poison Information Centre	1-800-268-9017
Salvation Army	Woodstock 519-539-6166
	Ingersoll 519-485-0490
	Tillsonburg 519-842-9491
South Gate Centre – Seniors	519-539-9817
Southwestern Public Health	1-800-922-0096
Telehealth Ontario	1-866-797-0000
Tillsonburg and District Multi-Service Centre	519-842-9000
Wellkin Child & Youth Mental Wellness	519-539-0463
211 Information Oxford	211

Policy for Installation of Satellite Dishes

Oxford County has developed satellite dish installation standards to ensure that the satellite dish and the installation do not create a safety risk or damage the property.

Prior to installation, written permission from the Oxford County must be obtained.

If a satellite dish is installed without written permission and/or in violation of the written rules, the dish may be removed without notice and the tenant billed for the work.

All satellite dish installations must comply with the following requirements:

- 1. Every effort shall be made to install the dish in a location other than the front of the facility.**
- 2. The installation shall not in any way interfere with maintenance of the facility. The removal of equipment to facilitate such work will be at the risk and expense of the tenant.**
- 3. Satellite dish may not exceed one metre in diameter.**
No satellite dish larger than one metre (three feet three inches), measured across its widest part may be installed.
- 4. Dishes may be installed only inside a dwelling unit or within the units fenced yard.** Satellite dishes may not be installed in locations other than the leased space. No satellite dishes may be mounted on exterior walls, any other common areas, on roofs or at any other location outside of the leased space. Leased space ends at the end of divisional fencing or patio's
- 5. Satellite dishes may not be installed in ways that would enable them to fall on people from above.** Satellite dishes must be mounted securely. No portion of the installed equipment may extend beyond the edge of the leased space. Satellite dishes may not be mounted in windows or on window frames.
- 6. Satellite dishes may not be installed in ways that damage units, fences or buildings.** No holes may be drilled in railings, fences or exterior walls during the installation of satellite dishes (clamp-type mountings are permitted). Mounting satellite dishes in this way harms building weatherproofing and poses a risk to electrical wiring, water pipes, etc. Professional installers are permitted to drill one single hole into the basement, large enough to complete the installation, provided there are no existing holes they can use. The hole must be made pest and weather tight at the installers' expense.
- 7. All Wiring must be secured, buried or otherwise fastened to eliminate any possibility of hazard.** Tenant must provide proof of current property insurance to property supervisor along with the signed permission form.
- 8. Tenants may not install satellite dishes themselves.** Tenants must have satellite dishes professionally installed. Oxford County does not install satellite dishes. Any damage from installation must be repaired to Oxford County standards. If repairs are not done properly, Oxford County will make the necessary repairs and charge for the work.
- 9. Upon vacating the unit, the satellite dish must be removed and the premises restored to the original condition.** If these repairs do not meet Oxford County standards, the repairs will be made to Oxford County standards and there will be a charge for the work. You are required to complete the request form and return, along with a signed copy of the rules, before written permission will be granted.

IMPORTANT:

***Please keep Pages 1 & 2 and submit Page 3 (request for installation of satellite dish)

***Please call the maintenance line: 519-539-9800 ext. 3337 once the satellite dish is installed so that an inspection of the installation can occur.

REQUEST FOR INSTALLATION OF SATELLITE DISH

Name: _____

Address:

Phone #: _____

I, _____, am requesting approval from
(name)
Oxford County to have a satellite dish installed at:

(address)

I have read and understand the policies regarding the installation of satellite dishes and I agree to provide a copy of my insurance and abide by these policies.

Signature

Date



MOVE-IN RECORD

This record **MUST** be filled in by you and returned to our office within the **first seven (7) days** of moving in. You will not be charged for repairs not completed prior to your move in.

Repairs required while you are a tenant may be charged to you, if caused by your negligence or abuse. This applies to your move-out as well.

Tenant(s) _____ Date Moved In _____

Address _____ Telephone # _____

GENERAL	OK	To Be Repaired	Location(s)
Windows			
Screens			
Doors			
Door Closure (apartment)			
Walls/Ceilings			
Flooring			
Light Shades Inside			
Smoke Alarm(s)			
Railing on Stairs (family unit)			
Exhaust Fan(s)			

BATHROOM	OK	To Be Repaired
Vanity/Countertop		
Plug for Sink/Bathtub		
Toilet Seat		
Towel Bar		
Toilet Paper Holder		

KITCHEN	OK	To Be Repaired
Cupboards		
Countertops		
Plug for Kitchen Sink		
Stove (if supplied)		
Fridge (if supplied)		

Cleanliness of unit upon move-in – Poor Fair Excellent

Signed _____ Date _____
Tenant's Signature

Signed _____ Date _____
Tenant's Signature

OXFORD COUNTY HOUSING TENANT COMPLAINT RECORD

This form is for Oxford County Housing tenants who have complaints and who would like to record what is happening. These are suggestions of things you may want to record.

- Were the police called?
- Were there any other witnesses?
- Was there any damage to property (yours, Oxford County Housing property, or anyone else's property)?
- Was anyone hurt?
- What was said?

Address of tenant that you are complaining about:

Date incident happened: _____

Time it happened: (from/to) _____

Describe what happened (point form is fine, lots of detail, use back of form if you need to write more):

If you are **not** willing to come forward and tell your story at a hearing, then nothing will happen. Please record only **serious** complaints that you are willing to share with an official third party person at a hearing.

Please print your names: _____

Address: _____

Signature: _____

Date: _____

Signature: _____

Date: _____

Please submit this form to the Oxford County Department of Human Services at P.O. Box 1614, 21 Reeve St. Woodstock ON N4S7Y3.

 **ROGERS.** | Connected for Success.

Get connected with our most
affordable internet plans.



Choose from our most affordable internet plans

Ignite Internet 25u

\$9⁹⁹

/mo. + tax

Up to 25Mbps
download speed¹

Ignite Internet 50u

\$14⁹⁹

/mo. + tax

Up to 50Mbps
download speed¹

Ignite Internet 75u

\$24⁹⁹

/mo. + tax

Up to 75Mbps
download speed¹

Ignite Internet 150u

\$34⁹⁹

/mo. + tax

Up to 150Mbps
download speed¹

Included with all plans: Unlimited usage + No installation fee + All-in pricing + No term required

Entertainment you love at a price you can afford

Ignite Internet and TV Bundles starting at **\$39.99/mo. + tax.**

If you are currently registered for any of the options below, call to apply for Rogers Connected for Success.

- A rent geared to income tenant of a housing partner organization
- A recipient of Ontario Disability Support Program (ODSP)
- A recipient of Ontario Works (OW)
- A recipient of Guaranteed Income Supplement (GIS)
- A recipient of Social Assistance or Disability Support Program (NB)
- A recipient of Income Support (NL)

Hurry and start saving today!

Call 1 866 689 0758 Mon-Fri from 9am-6pm,
and Sat-Sun from 9am-5pm.

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