

# at home

Seasonal Tenant Newsletter

Fall & Winter 2024



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## 2024 Tenant Survey

Thank you to our tenant community for completing the 2024 Tenant Satisfaction Survey. This year, the survey could be done online or by mail. Congratulations to the winners of the \$50 gift cards!

Results from the tenant survey are used to improve housing operations. For example, in 2022 we hired more custodians based on survey results.

The 2024 survey tells us that overall, tenants are happy with the helpfulness of TBDSSAB staff and the number of activities available. There was also a more positive response to seasonal maintenance questions compared to 2022.

We hear you on the areas that need improvement, including around cleaning and maintenance. We appreciate your feedback, and we will begin making changes in the months ahead.



### New Leadership

Welcome to TBDSSAB's new Chief Executive Officer, Ken Ranta (pictured, right).

Congratulations to long-time CEO Bill Bradica (left) on his retirement at the end of September.





## Things to do

Looking to keep busy during the colder months? Check out some of the resources below.

### Tenant Resource Centres

Keep an eye on the calendars for your nearest tenant resource centre for free activities and programming. Calendars can be found on our website, under Tenant Resources: <https://www.tbdssab.ca/housing-homelessness/>



Questions? Contact your Tenant Support Worker.

### CP Holiday Train

Details on the 2024 CP Rail Holiday Train are now available. Check out the CPKCR website for details on when the train will be near you.

[www.cpkcr.com/en/community/HolidayTrain](http://www.cpkcr.com/en/community/HolidayTrain)



### Free Events

Keep an eye on free family-friendly events happening in and around Thunder Bay by following “TbayWithKids.ca” on Facebook:

[facebook.com/TbayWithKids](https://facebook.com/TbayWithKids)



### EarlyON Centres

Did you know there are free EarlyON Child and Family Centres all throughout the District of Thunder Bay that you can visit with your child? **EarlyON is a free program for families of children ages 0-6.**

Visit our website to find the EarlyON closest to you: <https://www.tbdssab.ca/early-years/>



## See Something, Say Something!

If you see something suspicious, please report it to your Supervisor, Property Management (SPM). For your own safety, please call the police or Crime Stoppers if you witness a crime in progress.

Thank you for helping us keep all our tenants safe!



To submit an anonymous tip to Crime Stoppers—and possibly earn a cash reward—please contact:

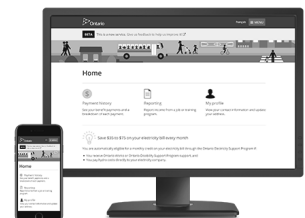
**1-800-222-8477**

Submit Online: [www.p3tips.com/273](http://www.p3tips.com/273)

## MyBenefits

You can use this service to get your OW or ODSP info, or report changes. **To sign up for MyBenefits, please visit:**

[mybenefits.mcsc.gov.on.ca](http://mybenefits.mcsc.gov.on.ca)



# Home Maintenance

## Fall/Winter Checklist

### Before It freezes:

#### Yard Care -

- Bag up leaves and other yard or garden waste.
- Put away garden hoses to prevent freezing.
- Turn off any outside taps.
- Shut off the water to outside taps to prevent the faucet from freezing.
- Clean up pet waste.
- Cover or put away yard toys or patio items.

#### Home Care -

- Remove window air conditioners.
- Clean and air out area rugs outside.
- Clean windows, outside and inside.
- Vacuum vents.
- Clean out fridges.
- Change furnace filter.

### During the winter:

- Keep windows closed to prevent drafts.
- Remove snow and ice from furnace vents, exhaust vents, and gas meters.
- Keep up with regular snow removal (see below for tips).

### Need something fixed?

Call the 24/7 Maintenance Line to arrange for repairs:

**807-766-4777**

## Snow Removal

Tenants living in houses and townhomes are responsible for clearing ice/snow from walkways and driveways during the winter months.

TBDSSAB clears parking lots and main walkways of townhomes and **apartments**. For those tenants living in apartments, notices will be posted advising when parking lots will be scraped down.

Vehicles must be moved prior to the scheduled snow removal. Not moving your vehicle may result in it being removed at your expense.

## FAQ & Reminders

- **Need a parking spot?**  
Call your Property Management Clerk to discuss your options.
- **Letter about Rent?**  
Might be your Annual Review letting you know some documentation etc is due. Call your housing staff if you get a letter you are unsure about!
- **Do you smoke?** As the weather gets cooler, if you are in a smoke-free unit, you must go outside to smoke. Cannabis cannot be smoked in an apartment or on a balcony. Even if your unit is an approved smoking unit, you must smoke cannabis outside.
- **Having trouble getting the buzzer system to work in your unit?** The buzzer system only works with landline phones plugged into the designated jack.

Questions? Contact your Tenant Support Worker.



THE DISTRICT OF THUNDER BAY  
SOCIAL SERVICES ADMINISTRATION BOARD

## HQ Address:

231 S. May Street  
Thunder Bay, ON P7E 1B5

## Regular Hours of Operation:

Monday to Friday:  
8:30am - 4:30pm

Key Cutting & Payments:  
9:00am - 4:00pm

## Maintenance Issue?

Call the 24/7 Maintenance Line at

**807-766-4777**

## Scheduled Closures

- October 14, 2024 (Thanksgiving)
- December 24, 2024: **Closed at 12pm**
- December 25 & 26, 2024 (Christmas & Boxing Day)
- December 31, 2024: **Closed at 12pm**
- January 1, 2025 (New Years Day)
- February 17, 2025 (Family Day)
- April 18 & 21, 2025 (Good Friday & Easter)
- May 19, 2025 (Victoria Day)

For office hours at your nearest TBDSSAB office, please visit our website:  
[www.tbdssab.ca](http://www.tbdssab.ca)

## Feedback

Questions, comments, or ideas for this newsletter can be sent to:

[Communications@tbdssab.ca](mailto:Communications@tbdssab.ca)

**Main Switchboard: 807-766-2111**

**24/7 Maintenance: 807-766-4777**

## Housing Operations Staff Extensions

SPM = Supervisor, Property Management  
PMC = Property Management Clerk

### North

SPM: Cristie Berman 807-766-4616

PMC: Kerri McCallum 807-766-4643

### South

SPM: Jamie Petrin 807-766-4618

PMC: Josee Trelinski 807-766-4637

### East

SPM: Krista Zipper 807-766-4632

PMC: Alistan Hadley 807-766-4609

### West

SPM: Aleisha Armstrong 807-766-4631

PMC: Isabel Smith 807-766-4122

### Central

SPM: Ashley Crupi 807-766-4633

PMC: Andrea Hamre 807-766-4608

## Tenant Support Workers

Jackie Livingston 807-766-4640

Claudia Tropea 807-766-4069

Adam Lapointe 807-766-4208

Tammy Logan 807-766-4115

Laurie Belanger 807-766-4204

Mallorie Mitchell (District) 807-629-5315