



Nipissing District Housing Corporation

Tenant Information Guide

We provide safe, affordable housing to individuals and families across the District of Nipissing

Nipissing District Housing Corporation

200 McIntyre Street East

North Bay, ON P1B 8V6

705-472-2441

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1. Welcome to NDHC

Welcome to your new home! We are pleased to have you as a tenant with the Nipissing District Housing Corporation (NDHC).

We hope your experience with us will allow you and/or your family a safe, affordable place to call your own and provide the opportunity for you to develop and strive to reach your goals. We are proud to say that the staff of the Nipissing District Housing Corporation (NDHC) is a group of conscientious, caring individuals who have dedicated themselves to the assistance of others to the best of their abilities. Our mission is: “To provide safe and affordable housing to those who need it the most and to support healthy, secure communities for our tenants.”

With that in mind, our values and guiding principles are:

1. To be accountable for the timely, efficient fulfillment of our mission.
2. To serve our clients to the best of our abilities.
3. To treat all people fairly and equitably.
4. To continually pursue excellence.
5. To recognize our employees as a source of strength within the Corporation and for our tenants.

We recognize that the situations our tenants face can be challenging and therefore it is imperative to us that we continuously strive to improve our performance. And to gain and maintain the respect of our tenants, through mutual support and cooperation. It is our hope that by working together, we can create a sense of community and an environment that is safe, healthy, and genuinely enjoyable for everyone!

This guide explains important information about living in NDHC housing—who to contact, how to request maintenance, key building rules, and safety information.

Keep this guide in a safe place and share it with all household members so everyone knows what to do in an emergency.

Sincerely,

TracyAnn Bethune Director of Nipissing District Housing Corporation

2. Quick Reference (Important Numbers & What to Do)

Office Hours & Telephone Numbers

Open Monday to Friday from 8:30am to 4:30pm

Office: 705-472-2441

Fax: 705-472-4171

Maintenance Department

Regular maintenance, repairs and emergency

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

705-472-2441

After hours, please DO NOT contact your custodian

The role of the custodian is to make minor repairs and to clean the common areas in apartment buildings (lobbies, hallways and stairways) only.

What is a maintenance emergency?

- No HEAT
- No WATER
- No POWER
- **BROKEN WATER LINE**
(A dripping tap is not an emergency)

3. Your Tenancy: Rights, Responsibilities & Good Neighbor Expectations

3.1 Your Lease (Residential Tenancy Agreement)

Your lease is a legal agreement. Read it carefully and keep a copy of your records.

3.2 Tenant Responsibilities

- Pay your rent on time and follow the terms of your lease.
- Keep your home clean, safe, and in good condition.
- Prevent damage beyond normal wear and tear, report issues promptly.
- Ensure household members and guests do not disturb others or endanger safety.
- Do not tamper with safety equipment (smoke/CO alarms, fire alarms, door closures).

3.3 NDHC Responsibilities

- Maintain the building and complete repairs within a reasonable timeframe.
- Provide required notice before entering your unit for non-emergency work.
- Respond to complaints or concerns and work with tenants to resolve issues.

3.4 Respectful Community Living

- Be considerate with noise, especially during evening and overnight hours.
- Supervise children and ensure play does not create safety risks or damage.
- Keep common areas clear—do not store personal items in hallways or stairwells.



4. Move-In: Keys, Mail, Laundry & First Week Checklist

4.1 Keys & Laundry Card

When you move in, you will sign for:

- One (1) entrance key
- Two (2) apartment keys
- One (1) mailbox key (where applicable)
- One (1) smart card for laundry machines (where applicable)

Keep these items secure. All keys/cards must be returned when you move out.

4.2 Replacement Keys/Cards

- Contact the NDHC office to request replacements. Call 705-472-2441
- There is a charge of \$30 entrance key, \$50 apartment key, \$50 mailbox key, and \$75 for Worthington, \$7 laundry card. For replacements and payment is required before a replacement is issued.

4.3 Mail & Canada Post

For tenants with postal boxes, you will need to make arrangements with Canada Post: please call 1-800-267-1177.

4.4 First Week Checklist

- Review this guide with all household members.
- Submit any move-in condition notes/repairs to NDHC as soon as possible.
- If you have a laundry card: confirm it works and learn the laundry room rules.



5. Maintenance & Repairs

5.1 How to Request Maintenance

- Call the NDHC office (705-472-2441) during business hours to report repairs.
- Provide: your name, address/unit number, phone number, and a clear description of the issue.
- If the issue is an emergency (no heat/water/power or broken water line), report it immediately.

5.2 After Hours

- Please call 705-472-2441 and follow the prompts to report an after-hour maintenance emergency.
- The answering service will dispatch the appropriate NDHC staff or contractors to attend to the urgent maintenance matter.

5.3 Tenant-Caused Damage

Tenants may be charged for damages beyond normal wear and tears. Reporting damage early small issues can become larger and more costly if left unreported.



5.1 Request Maintenance

Office: (705-472-2441)



5.2 After Hours

Do NOT contact staff directly after hours, call the answering service.



5.3 Caused Damage

Report damage early.

6. Building Living (Apartments & Common Areas)

Please refer to the Elevator Fact Sheet for more information.



6.1 Elevator Operating Procedure

- Elevator doors close automatically within approximately 12 seconds. Use the **DOOR OPEN** button if extra time is need (e.g., mobility devices).
- Let people exit before entering. Always check that the elevator is level with the floor.
- If you become stuck between floors: **Press EMERGENCY** button and wait for help.



6.2 Garbage & Recycling (Chute Buildings)

- Bag/wrap garbage before placing it in the chute.
- Never put burning materials (cigarettes/ashes) in the chute.
- Do not force cartons, coat hangers, or bundles of paper into the chute.
- Do not put bottles or boxes down your chute. Ask the custodian about disposal options.





6.3 Keep Common Areas Clear

- Do not store bikes, strollers, furniture, or personal items in hallways or stairwells.
- Keep entrances and exits clear at all times - this supports fire safety and accessibility



7. Home Safety & Preventive Care

7.1 Dryer Safety

- Dryer exhaust hoses must be corrugated aluminum (not plastic).
- Clean lint traps and vents regularly. A clogged vent reduces efficiency and increases fire risk.

7.2 Electrical Safety

- Plug electronic equipment into an approved power bar.
- Major appliances must be plugged directly into a wall outlet.
- “Cheater blocks” are not permitted.

7.3 Safe Storage

- Do not use furnace rooms for storage, this is a safety hazard.
- Avoid storing items near heat sources or blocking access to panels, meters, or shut offs.

7.4 Yards & Outdoor Areas (Where Applicable)

- Yards are inspected regularly. Keep your yard free of garbage and debris.
- Do not leave unwanted furniture around garbage areas or in yards.

7.5 Feeding Wildlife

- Feeding wild animals on NDHC property is not permitted. It can create nuisance issues and cause property damage.



8. Pets

Pets are permitted in your unit your building/unit and applicable rules. Pet owners must ensure their pets do not interfere with others' quiet enjoyment or safety.

- Pets must comply with municipal animal by-laws including licensing requirements.
- Leashes must be no longer than 2 meters. Pets must be always leashed in common areas and/or carried through common areas (including elevators and stairs).
- Pets are not allowed in lounges, common rooms, or laundry rooms.
- Pet owners will be charged for clean-ups needed due to pet waste or mess. Please “stoop and scoop”.

8.1 If a Pet Is Causing Problems

- Report concerns to NDHC Tenant Services so the issue can be addressed appropriately.
- Municipal by-law or humane society services may address barking/noise, off-leash issues, or owners not cleaning up after pets.
- If you have been bitten, seek medical attention if needed and contact your local health unit and/or police and/or humane society.

8.2 Low-Cost Services (Local Information)

- North Bay & District Humane Society Pet Clinic offers spay/neuter services. For reservations: 705-478-8233 (as listed in the NDHC package).



9. Fire Safety

9.1 Fire Safety Plan (Step-by-Step)

1. Alert all occupants and leave immediately.
2. If the fire is small and you are able, fight the fire; otherwise leave immediately, closing all doors as you leave.
3. Call the Fire Department and give your name and correct address. Do not assume someone else will call.
4. If you are caught in smoke, stay low where air is clearer and cooler and take short breaths through your nose.
5. Notify NDHC when safe to do so.
6. Have and practice an escape plan; plan for darkness if power is out. Ensure babysitters know the plan.

9.2 Apartment Buildings

- If you see, smell, hear, or suspect fire: ACT QUICKLY.
- Do NOT use the elevator. Use the stairs.
- Go to your designated meeting place and stay there so firefighters can confirm everyone is safe.

9.3 If You Cannot Use the Stairs

- Hang a piece of cloth out of a visible window to alert firefighters OR take a phone with you and stand on a balcony.
- Call 911 and give your unit number. Try to get someone's attention.

9.4 Kitchen Fires (Common Cause)

- For a pan fire on the stove: turn off the heat and smother flames by covering the pan with a lid.
- For an oven fire: turn off the heat and keep the door closed to smother flames; use a fire extinguisher only if safe and necessary.
- Never put water on a grease fire.
- Never attempt to remove a burning pan.

9.5 Fire Prevention Tips

- Do not place cigarette ashes or other burning materials in the garbage chute until fully extinguished.
- Do not dispose of flammable liquids in garbage chutes.
- Do not force materials into garbage chutes (especially large boxes, coat hangers, bundles of paper).
- Never leave trip hazards or easily ignited items in common areas.
- Do not use unsafe electrical appliances, always use **CSA** approved appliances. Do not use extension cords as a permanent source of power.

- Report fire hazards to NDHC.

9.6 Smoke Alarms / Detectors

- Smoke alarms save lives by providing early warnings, especially while you are sleeping.
- Do not tamper with or disconnect smoke/CO detectors, fire alarms, door closures, or other safety equipment.
- If your smoke alarm is not working properly or the power indicator is out, contact NDHC for inspection.

9.7 Maintaining Your Smoke Alarms

- Test weekly: press and hold the “push to test” button for at least 5 seconds.
- Clean monthly: turn off power and vacuum the outside/vents with a soft brush or vacuum attachment.
- Do not remove the cover or attempt to clean inside the smoke alarm.
- **Ontario Fire Code Article 6.3.3.5 of the Fire Code:** There is a fine for “intentionally disabling the smoke alarm to make it inoperable”.

Important: If a smoke detector is found disconnected or tampered with, NDHC may inform the Fire Prevention Office. If hydro is disconnected, NDHC may enter to install battery-operated smoke detectors at the tenant’s expense.



10. Moving Out: Responsibilities & Checklist

10.1 Your Responsibilities at Move-Out

- Leave the unit in the same general condition as move-in (normal wear and tear excepted).
- Remove all personal property and garbage from the unit.
- Return all keys and laundry cards as required. NDHC may replace locks if keys are not returned within 48 hours of move-out.

10.2 Examples of Chargeable Damages (Not Exhaustive)

- Damage to drywall, woodwork, and/or flooring
- Dark-colored paint applied by the tenant
- Removal of wallpaper applied by the tenant
- Garbage left in the unit
- Broken doors and/or windows
- Missing or broken fixtures
- Additional cleaning required
- Fire damage, flooding, and plumbing back-ups due to inappropriate use

10.3 Move-Out Checklist (Recommended)

- Notify NDHC of your move-out date and ensure any required notice is provided under your lease.
- Update your mailing address and arrange mail forwarding (Canada Post).
- Clean the unit thoroughly (kitchen, bathroom, floors, appliances).
- Remove nails/hooks and patch small holes (as permitted).
- Return all keys/cards promptly.



11. Community Services & Supports

11.1 What NDHC Offers (Tenant Services)

- Tenant support
- Liaison with Tenant Associations
- Mediation
- Referrals to other agencies

11.2 Emergency Departments	
Service	Contact
Emergency	9-1-1
North Bay Regional Health Centre – General Inquiries	705-474-8600
North Bay Regional Health Centre – Emergency Department	705-495-7951
Mattawa General Hospital	705-744-5511
West Nipissing General Hospital	705-753-3110
11.3 Walk-In Clinics	
Service	Contact
Blue Sky Family Health Clinic	705-476-1413 • 685 Bloem Street, 2nd floor • Sat 10am–1pm (clients only; register 1 hour prior to close)
Head to Toe Clinic	705-495-0300 • 1950 Algonquin Ave, Suite 303 • Mon–Fri (appointments)
Near North Medical Clinic	705-495-2685 • 66 Josephine Street • Mon–Fri 5pm–8pm (register 30 minutes prior to close)
Powassan Medical Centre	705-384-5225 • 8 King Street East, Powassan

11.4 Other Emergency Numbers (Selected)

Service	Contact
Poison Control	1-800-268-9017
North Bay Police – Emergency	9-1-1
North Bay Police – Non-urgent	705-474-1234
Crime Stoppers (Confidential Tip Line)	1-800-222-TIPS (8477)
Crime Stoppers Near North	705-476-TIPS (8477)

11.5 Emergency Shelters / Crisis Centers

Service	Contact
Crisis Centre North Bay	705-474-1031
Esprit Place Family Resource (Parry Sound)	705-746-4800
Mattawa Women’s Resource Centre	705-744-5567
Sturgeon Falls Family Resource Centre	705-753-1154
Nipissing Transition House	705-476-2429
Ojibwa Family Resource Centre	705-472-3321
Amelia Rising Women’s Sexual Assault Centre – Office	705-840-2403
Amelia Rising – 24 Hour Crisis Line	705-476-3355
Salvation Army Family Services	705-474-7859

11.6 Community Resources

Service	Contact
North Bay & District Humane Society	705-474-1251
AIDS Committee North Bay	705-497-3560
Community Counselling Centre	705-472-6515
North Bay Food Bank	705-495-3290
Nipissing Legal Clinic	705-476-6603
Legal Aid Ontario	705-472-4893
North Bay & District Health Unit	705-474-1400
The Clinic: Sexual Health Services for All	705-474-1400 ext. 2289
Low Income People Involvement (LIPI)	705-472-1337
Association for Community Living	705-476-3288
Telehealth Ontario	1-866-797-0000

11.7 Resources for Families

Service	Contact
Kids Help Phone	1-800-668-6868
Children's Aid Society	705-472-0910
North Bay Family Enrichment Centre	705-472-2152
Nipissing Family Program (FASST)	705-494-4774 ext. 226
Big Brothers Big Sisters of North Bay	705-474-3041
Canadian Mental Health Association – Community Resource Program	705-474-1299
Community Care Access Centre (CCAC) – North Bay	705-476-2222
CCAC – Sturgeon Falls	705-753-4000
CCAC – Toll Free	1-800-533-2222
Nipissing Association for Disabled Youth (NADY)	705-476-5437 ext. 3550

11.8 Resources for Seniors

Service	Contact
Victorian Order of Nurses North Bay	705-472-8060
Meals on Wheels North Bay	705-474-7048
North Bay Golden Age Club	705-474-6520
Cassellholme (North Bay)	705-474-4250
Eastholme (Powassan)	705-724-2005
PhoneBusters (Fraud reporting)	1-888-495-8501
Alzheimer's Society North Bay & District	705-495-4342
Ontario Drug & Alcohol Treatment Information Line (DART)	1-800-565-8603

11.9 Mental Health & Addictions

Service	Contact
Beattie Garth Addiction Counselling	705-474-9947
Nipissing Detox & Substance Abuse	705-476-6240
Alcoholics Anonymous North Bay	705-474-7940
Narcotics Anonymous North Bay	705-475-3168
Claude Ranger Mental Health Clinic	705-494-3050
Rehabilitation Resources	705-476-6400
Ontario Problem Gambling Help Line	1-888-230-3505
PEP Place	705-494-4774

12. Bed Bugs Awareness!



Bed Bugs

What NDHC Tenants Need to Know

Tiny, reddish-brown,
about the size of apple seed.



- In beds & furniture
- Cracks & crevices
- Carpets & baseboards



Signs of Bed Bugs

- Small reddish bites on skin
- Dark spots or droppings on mattress
- Blood stains on sheets
- Shed bug skins



Preventing Bed Bugs:

- Keep your home clean & clutter-free
- Inspect furniture & luggage
- Avoid picking up used mattresses



If You Find Bed Bugs:

- **Report to NDHC Office Immediately!**
- Don't try to treat yourself
- Follow all instructions given
- Cooperate with pest control visits



Remember:

- Quick reporting is important!
- Don't be embarrassed—
bed bugs can happen to anyone.
- We're here to help you!



(705) 472-2441

Stop the Spread!

Please refer to this link [DNSSAB | Maintenance Department](https://www.dnssab.ca/nipissing-district-housing-corporation/maintenance-department/ent) <https://www.dnssab.ca/nipissing-district-housing-corporation/maintenance-department/ent> for **Non-Emergency Maintenance Request Form**



Appendix A: Maintenance Request Template

Use this template when calling or emailing NDHC to report an issue:

- Tenant name: _____
- Address & unit number: _____
- Phone number: _____
- Best time to reach you: _____
- Issue description (include location and when it started): _____
- Is this an emergency? (no heat/water/power, broken water line?) _____
- Access notes (pets, mobility, buzzer code, preferred entry instructions): _____



Appendix B: Home Safety Self-Check (Monthly)

- Test smoke alarms weekly, clean monthly
- Ensure exits & hallways are clear
- Check for leaks under sinks, around toilets & near appliances
- Confirm dryer vent & lint trap are clean
- Inspect cords & outlets. Don't overload!



Appendix C: Moving Out Checklist

- Provide required notice under your lease
- Clean all rooms; remove garbage & personal items
- Repair minor damage (e.g, nail holes).
- Return keys & cards; confirm account is in good standing
- Provide forwarding address & update contacts.

