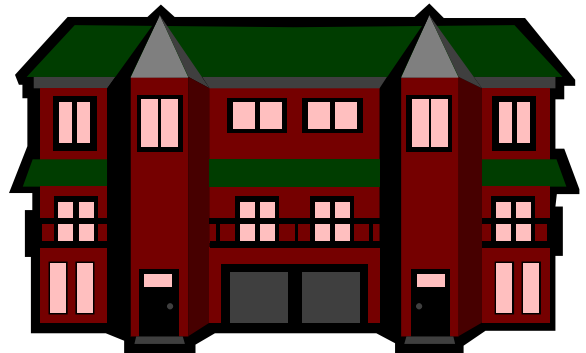
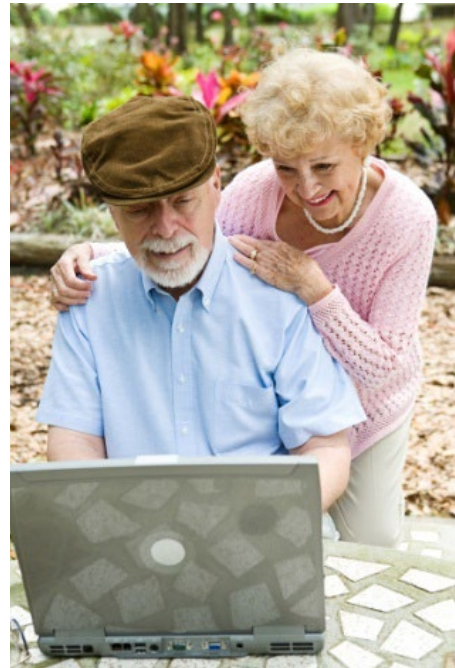


LANARK COUNTY

Resident Handbook



LANARK COUNTY

Tenant Name/Address: _____

TOP SIX THINGS TO KNOW ABOUT YOUR LEASE



1. YOUR RENT IS DUE ON THE FIRST OF THE MONTH
2. YOUR LEASE IS A LEGAL CONTRACT BETWEEN YOU AND LCHC
3. YOU ARE RESPONSIBLE FOR ALL OCCUPANTS, INVITED GUESTS AND PETS IN YOUR UNIT
4. TENANTS MUST REPORT ANY CHANGES **IN WRITING WITHIN 30 DAYS** OF THE CHANGE (INCOME OR HOUSEHOLD COMPOSITION CHANGES)
5. YOU MUST HAVE AN ANNUAL REVIEW. YOUR ONE YEAR DATE IS _____
6. MAINTENANCE CONCERNS SHOULD BE REPORTED RIGHT AWAY – ONLY EMERGENCIES SHOULD BE CALLED IN AFTER HOURS

If you have any questions or concerns, please contact us to discuss them so we can come to a mutually agreeable solution!



WELCOME

Most people have a lot of questions when they move to a new home. We hope this handbook will answer most of your questions. Keep it handy so you can refer to it. From time to time we may send around inserts if we feel something is missing or if something has changed.

You live in one of 532 units managed by Lanark County Housing Corporation (LCHC). We also subsidize approximately 75 units in the private market under the Rent Supplement Program. Units are located in Smiths Falls, Carleton Place, Perth and Almonte.

In addition to our office staff, we also have staff working in maintenance and community development. We always try to provide friendly, efficient service to our tenants.

We hope that you enjoy your new home. If you have any questions not covered in this handbook, please call our office at 613-267-4200.

Sincerely;

The Staff
Housing Services



TABLE OF CONTENTS

Lease Information What's In Your Lease, Cars & Parking, Pets, Painting, Yards	Pages 5-7
Maintenance and Repair Asking For Repairs, Stoves & Fridges, Tenant Charges, Move-Out Checklist, Windows & Screens, Garbage, Inspections, Snow Removal	Pages 8-16
Rent Rent Calculations, Changes in Rent, Rent Payments, Changes in Family Size	Pages 17-19
Safety & Security Fire Safety, Smoke Alarms, Building Security, Balconies, Basements, Air Conditioners, Insurance, Vandalism, Keys & Locks	Pages 20-24
General Information Transfers, Common Rooms, Discrimination, Complaints, Evictions	Pages 25-27
Community Services, Important Numbers, Notes	Pages 28-32

LANARK COUNTY

LEASE INFORMATION

When you signed your Lease you agreed to certain rules. Here are some of the things in your Lease:

- ❖ Rent is to be paid in full on the first of the month.
- ❖ You must notify Lanark County Social Services, Housing Services Department, in writing of any change in your family income or the number of people living in your unit within thirty (30) days. If you have a change and do not provide written documentation of the change, you may lose your rent-geared-to-income status and be charged the market rent for your unit.
- ❖ No one can live in your home other than the people listed on your lease unless you have written permission from Lanark County Social Services, Housing Services Department.
- ❖ You must pay your own utility bills unless otherwise stated on your lease.
- ❖ Units must be kept reasonably clean inside and out.
- ❖ You are responsible for the actions of your children, your guests and your pets.
- ❖ You should inform Lanark County Social Services, Housing Services Department, immediately of anything in the unit that needs repair.
- ❖ Unnecessary noise or actions that interfere with other tenants' enjoyment of their homes is not allowed (i.e. loud music, foul language, yelling, etc.).
- ❖ You must give at least 2 months (60 days) notice in writing prior to the end of the month if you plan to move out.

These are just a few of the things covered in your Lease. We hope you will look over your Lease from time to time. If you would like your Lease explained to you in greater detail, please contact your Housing Services Caseworker. We are happy to help.



CARS & PARKING

Only properly licensed, roadworthy vehicles are allowed to use parking. Abandoned, non-roadworthy or unlicensed vehicles will be towed at the owner's expense.

Parking in our building parking lots is by permit only. Please call the office to obtain a parking permit if you have not been assigned one. Parking is not guaranteed, and there will be a charge of \$15 a month per parking spot.

Vehicle repairs are not permitted in parking lots or driveways. Please see the parking policy for more information.

PETS

You are allowed to have a pet. However, your pet should not disturb other tenants and you must abide by Town pet Bylaws.

If you are unsure about Bylaws or have a complaint about another tenant's treatment of their pet, contact the animal control officer at your Town office or the Lanark Animal Welfare Society (L.A.W.S.) at 283-9308. Please see the property standards policy for more information.

PAINTING

Most units are painted before a new tenant moves in.

Painting and wallpapering by tenants is not allowed without prior written permission from Lanark County Social Services, Housing Services Department. If you would like to paint, please provide a swatch of the paint colour you would like to use in advance. If approved, we will advise you in writing for our mutual protection.

LANARK COUNTY

YARDS

You are responsible for the appearance of your yard. You must keep it clean and free from clutter. This means getting rid of old tires, garbage, pieces of wood, etc.

If you have your own yard you are responsible for cutting, weeding and watering the grass. If you do not take care of your grass we will hire a contractor do it for you and will charge you for the cost of the contractor to complete the work.

You can put in gardens but please call the Office (613-267-4200 ext 2413) before you begin digging. You should get written approval from Lanark County before you put up a storage shed. Please see the property standards policy for more information.



LANARK COUNTY

MAINTENANCE & REPAIRS

It is advisable to contact the office upon discovery of a problem as early in the morning as possible. Lanark County strives to maintain a good level of service and looks forward to consideration and co-operation from all tenants.

There are three types of maintenance calls:

EMERGENCY MAINTENANCE:

(Response time is within 24 hours) What counts as an after- hours/week-end emergency maintenance?

- electrical problems
- furnace problems/no heat
- gas leaks – Emergency Enbridge Line- 1-866-763-5427
- major water leaks/flooding
- major roof leaks
- sewer back-up
- fires
- other situations that endanger the safety and health of yourselves and others.

URGENT MAINTENANCE:

(Response time is within 72 hours.) **Urgent calls received late in the day/or late Friday afternoon cannot be addressed until the next business day.** What counts as an urgent call?

- dripping taps
- bathroom fan not working
- oven element replacement
- clogged drains
- drywall repairs (Fire Code)
- fridge repairs

Calls concerning urgent or routine maintenance should wait until the next business day.
Do not call the emergency line.



ROUTINE MAINTENANCE:

(Response time is based on Staff/contractor availability). What counts as routine maintenance?

- closet door repairs
- damaged screens during winter months
- cosmetic problems

STOVES AND FRIDGES

We provide appliances (fridge and stove) in our apartments only.

Please keep burner pans and stoves clean and grease free to prevent a fire. Do not use tin foil in your oven because it can interfere with oven temperatures and can damage the elements.

TENANT CHARGES

Repairs that result from normal wear and tear are paid for by Lanark County Social Services, Housing Services Department. However, tenants will be charged for damage caused by themselves or their guests. This might include:

- ❖ Damage to drywall, flooring and doors (charge based on materials and contractor rates)
- ❖ Removal of paint or wallpaper applied by tenant– occurs upon move out.
- ❖ Missing or broken fixtures
- ❖ Garbage left in unit by the tenant when they move out
- ❖ Damage done by pets (based on materials and contractor rates)
- ❖ Replacement of locks if keys are not returned to our office within 48 hours of move out
- ❖ Broken windows and screens (based on contractor rates)
- ❖ Replacement keys are \$5.00 per key during business hours and for after-hours call out for lost or misplaced keys will be charge at locksmith rates.
- ❖ Grass cutting, Contractor rates apply.
- ❖ Drains that are plugged as a result of grease build up
- ❖ Toilets that are plugged due to foreign objects during after-hours will result in Plumbers rates applying.



- ❖ Screen damage as a result of tenant damage (Contractor Rates Apply).

Tenant Charges

Item	Day Charge	After Hours Charges
Extra Keys	\$5.00 each (for 2 nd key)	To call office during office hours
Lost Keys	Lanark County Cost	Locksmith Rates Apply
Change Locks (No Charge if Police Report or Occurrence # Provided)	No Charge if work can be scheduled during the day	Locksmith Rates Apply
Cut Grass	Contractor Rates Apply	N/A
Screen Repairs	Contractors Rates Apply if required	N/A
Plugged Toilet (due to foreign objects)	No Charge, unless more than 3 calls a year, then Plumber Rates will Apply	Plumbers Rates Apply
Interior Door	Cost of Materials	N/A
Drywall Repairs (12" x 12" or less)	Lanark County Cost of Materials	N/A
Large Drywall Repairs (estimate to be given)	Contractor Rates Apply	N/A



MOVE OUT CLEANING & REPAIRS SCHEDULE

The following is a reminder list of cleaning items to be done by the tenant prior to move out.

KITCHEN

- 1. Defrost and clean refrigerator completely
- 2. Pull refrigerator out and clean beneath
- 3. Clean stove and oven completely
- 4. Clean fan hood and screen
- 5. Pull out stove and clean behind it
- 6. Sweep, wash and rinse floor including spot removal
- 7. Clean sink; taps and counters
- 8. Clean cabinets inside and out, including doors and trim

LIVING ROOM

- 1. Sweep, wash and rinse floor including spot removal
- 2. Wash window and door

VESTIBULE & HALLWAY

- 1. Sweep, wash and rinse floor including spot removal
- 2. Clean closet shelves and door
- 3. Clean doors

BEDROOM(S)

- 1. Clean closet shelves and door
- 2. Clean doors
- 3. Wash windows

BATHROOM(S)

- 1. Sanitize bathtub and taps
- 2. Wash tiles and clean grout
- 3. Clean sink and taps
- 4. Clean and sanitize cabinets and medicine chest
- 5. Clean counter and soap trays
- 6. Sanitize toilet bowl and tank



- 7. Sweep, wash and rinse floor
- 8. Clean door

OTHER

- 1. Sweep patio and/or balcony
- 2. Cut grass
- 3. Clean, sweep and spot clean basement
- 4. Garbage cleaned, emptied and swept
- 5. Contractor or bin rates will be charged for garbage & furniture left behind
- 6. Other (damages, missing items, etc.)
- 7. If you have pets, make sure all feces have been picked up and properly disposed of
- 8. If applicable utilities (hydro/gas) cancelled early (cost based on actual bill from the utilities)
- 9. Clean closet and shelves
- 10. Clean door
- 11. Screen repairs
- 12. Excessive drywall repairs: contractor rates apply if required
- 13. Washing Walls



WINDOWS AND SCREENS

Your home has window screens to provide ventilation and to keep insects out. They should be kept in place and in good repair.

If your windows or screens need repair or are not fitting into the frame properly, contact Lanark County Social Services, Housing Services Department, for service.

GARBAGE

With a little care and attention, most garbage problems can be avoided. Make sure that your garbage is securely wrapped in plastic bags. This is important for health and safety reasons and will keep your building and community clean.

Buildings: You can put your garbage in the garbage room at any time. There is a garbage room on every floor.

Curbside pick-up: Put garbage out the evening before or the morning of garbage day. It is collected only once each week so it must be safely stored in your backyard or basement until then.

Garbage bins: You can put your garbage out anytime, unless you live in a community with a designated drop-off time. Garbage goes in the bin and not on the ground around it.

Hazardous waste (i.e. paint, motor oil, etc.): Call your Town to find out when they are having a hazardous waste drop-off day.

Please see the property standards policy for more information.

LANARK COUNTY

GARBAGE PICK-UP SCHEDULE BUILDINGS

Building	Date	Recycling	Garbage
SMITHS FALLS			
24 Bourke	Wednesdays	After 7pm Tuesday night	After 7pm Tuesday night
195 Carss	Thursdays	After 7pm Wednesday night	After 7pm Wednesday night
30 McGill	Wednesdays	After 7pm Tuesday night	After 7pm Tuesday night
72 Thurber	No garbage or recycling responsibilities		
46 Bell	Thursdays	After 7pm Wednesday night	After 7pm Wednesday night
CARLETON PLACE / ALMONTE			
126 Sussex	Wednesdays	After 7pm Tuesday night	After 7pm Tuesday night
252 Moffatt	Mondays	After 7pm Sunday night	After 7pm Sunday night
171 Munro	Wednesdays	After 7pm Tuesday night	After 7pm Tuesday night
176 Robert	Wednesdays	After 7pm Tuesday night	After 7pm Tuesday night
PERTH			
16 Herriott See insert from Town Hall	Tuesdays	After 7pm Monday night	
	Every other Thursday		
75 + 77 Harvey See insert from Town Hall	Wednesdays	After 7pm Tuesday night	After 7pm Wednesday night

LANARK COUNTY

GARBAGE PICK-UP SCHEDULE HOUSES AND DUPLEXES Always before 7am on the day of pick up

SMITHS FALLS			
Parkland Court	Wednesday		
Jasper/Beech/Broadview/Carss	Thursday		
Empress/Sussex	Wednesday		
Lanark and Anne Streets	Wednesday		
CARLETON PLACE			
Joseph/Edward/Pattie	Mondays		
Caldwell / Arthur	Thursdays		
ALMONTE			
Victoria / St James	Fridays		
PERTH			
Beckwith/ Robinson	Every other Thursday for garbage	Alternating weeks for recycling	
Railway/ Welland See insert from Town Hall	Every other Thursday for garbage	Alternating weeks for recycling	





INSPECTIONS

With 24 Hour written notice Lanark County Social Services, Housing Services Department has the right to enter your home – either staff of designated contractors, between the hours of 8:00 a.m. to 8:00 p.m. as in your lease agreement that you have signed with us. The reasons can be to conduct repairs, ensure health and safety, and to ensure that electrical and fire regulations are being met.


Repairs and renovations such as windows and kitchen counter replacements, etc., require special budget funds and approved work is done when funds become available.

SNOW REMOVAL

Tenants are responsible for their own snow and ice removal except in an apartment building. (Schedule "A" 3(e) of your lease).

All tenants are to move their vehicles out of the parking lot by 9:00 a.m. for any snowfall over 5cm in order for the lot to be plowed. Please refer to the Parking Policy for full details.

LANARK COUNTY



RENT INFORMATION

RENT CALCULATION

Rent is approximately 30% of a family's gross monthly income before deductions. Therefore, each household pays a different amount in rent. Tenants on Ontario Works or Ontario Disability Support Plan are based on a rent scale according to the number of Household members.

Each year, or anytime that you have notified Lanark County Social Services, Housing Services Department staff of a change in income or household number, you will receive forms in the mail that we will use to calculate your rent. You must complete and return the forms. There may also be forms for your employer, social worker, bank or some other person/organization to complete in order to verify your current income. Failure to complete these forms or notify the office of any changes in income or household composition may result in a tenant losing their subsidy and being charged the market rent for their unit.

If you have any questions about how or who should complete these forms call Office to talk to the Housing Services Caseworker.

CHANGES IN RENT

Rent may be increased or decreased more than once a year if there is a change in family size or income.

You must notify our office as soon as these changes occur or minimally within 30 days of the change. For example, you must let us know if you are on Ontario Works and you get a job even if it is part-time, or if one of your children moves out or you have a pay increase or decrease.

If you have had a change, and you do not provide our office with documents outlining the change, you may lose your rent-geared-to-income assistance and be charged the market rent for your unit, which may increase annually.



Tenants receiving Ontario Works or Ontario Disability Support Program funding who switch from one to the other must notify the Lanark County Social Services, Housing Services Department staff when the change occurs or minimally within 30 days. If the tenant has authorized a pay direct to LCHC and this stops for any reason, it is the tenant's responsibility to ensure that their rent is paid by the first of each month.

If your income goes down you may qualify for a reduction in rent. Call the Housing Services Caseworker. Proof of lower income will be required and the lower rent will continue until your income increases. You may be asked to provide proof of your lower income each month.

RENT PAYMENTS

Rent is due in full on the first of the month. If your rent is going to be late for any reason, you must speak to the Housing Services Caseworker or designate staff prior to the first of the month.

Methods of Payment Include:

- ❖ Pay directly through Ontario Works or Ontario Disability Support Program
- ❖ Preauthorized payment plan through your banking institution (PAP)
- ❖ Cheque, post-dated cheque or money order
- ❖ Interac
- ❖ Electronic banking (CIBC, BMO, Credit Unions)
- ❖ Cash, in exact change (in person only)

Do not send cash by mail. Do not leave cash in our after-hours drop box.

We accept post-dated cheques for up to a year. We recommend this for convenience, to help save money on stamps and to avoid late payments. We also can arrange pre-authorized payment of rents.

LANARK COUNTY

CHANGES IN FAMILY SIZE

The size of the unit you were offered when you moved in depended on the size and composition of your family.

You must call Lanark County Social Services, Housing Services Department about changes in the size of your family such as birth, marriage, new common-law, separation or divorce, death or when children leave home permanently.

If you need more bedrooms because your family has grown, contact the Housing Services Caseworker to request a transfer application; we may be able to transfer you to a larger unit.

If there are fewer members in your family, you will have to transfer to a smaller unit. You will not be evicted. However, you may only refuse three offers of another unit. If you are "over-housed" and turn down three offers of an appropriate size unit, you will lose your rent-geared-to-income assistance and will be charged market rent for your unit which increases annually.





SAFETY AND SECURITY

FIRE SAFETY CALL 911

IF A FIRE STARTS IN YOUR HOME:

1. Leave the fire area immediately and close all doors behind you;
2. Sound the fire alarm;
3. Call the fire department;
4. Leave the building through the nearest exit.

IF YOU HEAR THE FIRE ALARM FEEL THE DOOR AND DOORKNOB FOR HEAT.

*If the door is **HOT**:*

1. Call the Fire Department and tell them where you are;
2. Go to the balcony or window
3. Signal for help with a white towel or pillowcase;
4. Wait to be rescued.

*If the door is **cold**:*

1. Open the door cautiously;
2. If corridor is clear of smoke or fire, close the door and leave by the nearest exit;
3. If you encounter smoke or fire, return to your apartment and close the door;
4. Phone the fire department and tell them where you are;
5. Go to the balcony or window and signal for help with a white towel or pillowcase;
6. Wait to be rescued.

DO NOT USE ELEVATORS DURING A FIRE



The following are important safety reminders and legal requirements:

- Do not use extension cords as permanent wiring. They are for temporary use only. If necessary, use an approved power bar. When an extension cord is in use, it must be the proper cord for the application. The cord must be in good condition with no cuts or exposed wires and no taped repairs. Do not remove or by-pass the ground plug. Power bars with surge protected breakers or a G.F.I. are preferred over extension cords
- Door closers must not be removed or tampered with.
- A minimum of 39" must be kept clear from around your electrical panel.
- Keep a minimum of 6 feet clear from around your Gas Furnace and/or Hot water Tank.
- For those tenants with electrical baseboard heaters, the manufacturer's recommend that all blinds, curtains etc. be kept a minimum of 6" above a heater or 2" away from the front of a heater and 1" off the floor.

SMOKE ALARMS

Your home has one or more smoke alarms. You should check the alarm(s) at least once a month and whenever you suspect it might not be working. If the alarm does not work, call Lanark County Social Services, Housing Services Department immediately.

Lanark County Social Services, Housing Services Department Staff checks your alarm and cleans it every year.

DO NOT DISCONNECT YOUR SMOKE ALARM FOR ANY REASON.



**NOTICE TO ALL TENANTS
WHO RESIDE WITHIN AN APARTMENT BUILDING**

Our Maintenance Staff will be conducting Monthly Fire Alarm Testing

**The Alarms will be set off on the 1st Wednesday of each
month**

**Whenever you hear the alarm you should always respond as if there is a fire,
unless told differently by our staff or the Fire Department.**

**Please do not hesitate to contact our office if you have any questions regarding
these tests.**



Your building was designed with security in mind. In order to keep your building as secure and safe as possible please follow these few simple rules:

- Never open the front door unless the person is coming to visit you.
- Never give a key to the building to a relative or friend without first letting us know their name and address.
- Report any strangers wandering around the building or knocking on doors to our office immediately. Salesmen and door-to-door canvassers have no right to be in the building.
- Always lock your door when you leave your apartment.
- If you notice an outside door held open with a wedge, close the door and report the incident to our office.

BALCONIES

Balconies are for your enjoyment but they can be dangerous. Do not leave anything on the balcony that can fall and injure someone or that a child can climb on. Do not allow children on the balcony unattended. Tenants are not allowed to barbecue on the balcony.

BASEMENTS

Do not store flammable materials or propane tanks in your basement. Never store anything close to the furnace or hot water tank (i.e. old clothing, newspapers).

LANARK COUNTY AIR CONDITIONERS

Air conditioners can be installed after April 15th. The installation of your air conditioner must be inspected annually by Lanark County Social Services, Housing Services Department staff, at no cost to you. Air conditioning units must be removed by October 15th each year. Do not use wood to seal around your air conditioner, use plexi-glass only. In units where Lanark County pays the Hydro, a fee of \$125.00 per season (May-September) will apply.

INSURANCE

We are not responsible for loss or damage to your furniture or personal belongings.

It is mandatory for you to buy household insurance to protect you from loss by fire, flooding, theft, etc. For low cost household insurance contact our Office for information. You are required to provide Lanark County Social Services, Housing Services Department with a copy of the policy each year to maintain your rent subsidy.

You can be held responsible for damages caused by fire or flood if it is caused by your negligence.

VANDALISM

Vandalism costs money. Please report vandalism to Police and to Lanark County Social Services, Housing Services Department. Anyone who destroys or damages Lanark County property will be prosecuted and, if a resident, may be evicted. Residents can also be evicted if their guests vandalize our property.

KEYS AND LOCKS

If you lose your key, call the office and we will lend you our key so you can make a copy. You will have to pay for the copy.

If you get locked out of your home, contact the office and we will send someone over to let you in. You may incur a tenant charge for this.

Call outs after hours due to lost keys will result in locksmith rates for the applicable fee. We highly recommend that you leave an extra set of keys with a friend or family member for these situations.



GENERAL INFORMATION

TRANSFERS

Transfers are only allowed if the following criteria have been met:

1. Continue to remain eligible for subsidized housing according to the Housing Services Act (HSA) and Lanark County Social Service's policy.
2. Be a tenant in Good Standing. Good Standing is defined as: Are tenants who are not currently in rental arrears or do not have any tenant charges owing and are not persistently late in paying their rent.
3. Persistently Late Rent is defined as: Are tenants who pay their rent late three (3) consecutive months in a row or who have paid their rent late six (6) months out of the past twelve (12) months.
4. Continue to have the ability to live independently with/without supports.
5. Have a continued, satisfactory tenancy history with LCHC.
6. Have maintained a good rental payment history and have no current rental arrears. If a repayment agreement is in place, the tenant must be in good standing meaning payments are being made according to the agreement.
7. Have no outstanding maintenance or service charges.
8. Have no serious unresolved complaints from other tenants or staff on record.
9. Agree to a unit inspection at the time of acceptance and prior the time of offer, and such inspection reveals no signs of willful damage, pest infestation, or neglect of the unit.
10. Must have lived in the unit a minimum of 1 year
11. Leave the unit in clean and proper condition, as the unit was given to you
12. Fully paid the \$250.00 transfer fee. Special Priority and Over Housed applicants are exempt from this fee; others at the discretion of the Supervisor.
13. Lanark County reserves the right to limit a transfer(s) at any given time if the human or financial resources required to accommodate a transfer(s) will cause the organization (LCHC) hardship.
14. Ability to understand obligations of lease, and pay rent on time. Any support services required must be arranged by the tenant prior to approval of the transfer.

If you would like a transfer ***within Lanark County*** call Lanark County Social Services, Housing Services Department and ask for a "Transfer Request Form". Once we have received the form a unit inspection will be required and we will decide whether or not to approve the transfer based on Lanark County Social Services transfer policy.



COMMON ROOMS

Common rooms are for the use and enjoyment of all tenants. They are often used for tenant meetings, courses, recreation, social programs and religious services.

Common rooms may be reserved by residents for private functions. Please contact the Housing Services Clerk for further details.

Please do not leave personal items in the common rooms.

RACE RELATIONS & DISCRIMINATION

We believe that tenants, applicants and staff have the right to equal treatment regardless of their race, ancestry, place of origin, colour, ethnic origin, religion, creed, sex, sexual orientation, marital status, family status, and disability, receipt of public assistance or record of offences. Any discrimination or harassment **will not be tolerated.**

If you think that you have been harassed or discriminated against, you have the right to contact Lanark County Social Services, Housing Services Department or any of the following:

Lanark County Legal Clinic	613-264-8888
Ontario Human Rights Commission	1-800-661-0228
Ontario Ombudsman	1-800-263-1830

COMPLAINTS

All complaints must be in writing. This includes complaints about other tenants and Lanark County staff.

Your written complaint should be sent directly to the Lanark County Social Services, Housing Services Department.

All written and signed complaints will be followed-up with.

If you would like some help writing your complaint, please call or come to the office. We will write it down for you to sign.



EVICCTIONS

Evictions are an unfortunate but sometimes a necessary action if tenants do not honour their Lease: For example, if they do not pay their rent, damage the unit, harass their neighbours or staff or fail to report their real income, they can be evicted.

Evictions can be disputed and if so will end up at the Landlord Tenant Board. If there is not a resolution to the problem, the Landlord and Tenant Board will make the final decision on the dispute.

Communication is the key to our mutual success! Please keep us informed of any concerns you may have so that we can resolve them to our mutual satisfaction!

LANARK COUNTY

COMMUNITY SERVICES

Distress and Community Information Line.....	613-257-5960
.....	1-800-465-4442
Lanark County Mental Health	
Smiths Falls.....	613-283-2170
Carleton Place.....	613-257-5915

FINANCIAL ASSISTANCE:

Lanark County Social Services:

Carleton Place.....	613-257-4330	Perth.....	613-267-4200
Smiths Falls.....			613-283-8714

Lanark County Food Bank.....	613-257-8546
Perth Food Bank.....	613-267-6428
Smiths Falls Food Bank.....	613-283-6695
Carleton Place Food Bank.....	613-257-8546
Almonte Food Bank.....	613-257-8546

CHILDREN & YOUTH SERVICES

Children's Aid Society:

Carleton Place.....	613-257-1556	Perth.....	613-264-1500
Smiths Falls.....			613-283-5575
Carleton Place Community Connections.....			613-257-2779
Smiths Falls Community Connections.....			613-283-9307

PUBLIC HEALTH TEEN CLINIC:

Carleton Place.....	613-253-2663	Perth.....	613-267-4114
Smiths Falls.....			613-283-2740
Beechgrove Children's Centre.....			613-283-8260
Big Brothers/Big Sisters.....			613-283-0570
Kids Help Phone.....			1-800-668-6868
Lanark Community Programs.....			613-257-7121



LAW

Legal Aid.....613-267-3123
Legal Clinic.....613-264-8888
Ontario Human Rights Commission.....1-800-661-7946
Landlord and Tenant Board.....1-888-332-3234

SHELTER & SUPPORT FOR WOMEN

Interval House and Sexual Assault Centre.....613-257-5960
.....1-800-267-7946

SUPPORT FOR SENIORS

Home Care:

Perth.....613-267-6506	Carleton Place.....613-256-1669
Almonte.....613-256-1669	Smiths Falls.....613-283-8012

Senior Citizen Friendship Centres:

Perth.....613-267-6400	Carleton Place.....613-253-0733
Almonte613-256-4700	Smiths Falls.....613-283-6745

VICTORIAN ORDER OF NURSES (V.O.N.)

Carleton Place....613-257-3296 Smiths Falls.....613-283-2520

MEALS ON WHEELS

Carleton Place - Seniors Support Centre.....613-253-0733
Smiths Falls - Hospital South Unit.....613-283-1200
Perth - Seniors Support Centre.....613-267-4700
Almonte - Seniors Home Support.....613-256-4700

ALCOHOL/DRUGS

Alcoholics Anonymous.....613-283-3919
Drug & Alcohol Info. Line.....1-800-463-6273
Narcotics Anonymous.....613-283-9206
TriCounty Addictions Program.....613-283-7723



ADULTS WITH DEVELOPMENTAL DISABILITIES

Adult Protective Services:

Perth.....613-267-4200 Carleton Place.....613-257-1795
Smiths Falls.....613-283-8737 Almonte.....613-256-1776

Life Skills (Home Support Program)

Perth.....613-267-6048 Carleton Place.....613-253-0090
Smiths Falls.....613-283-2297 Almonte.....613-256-8581

Supported Independent Living:

Smiths Falls.....613-283-7436 Carleton Place.....613-257-8040

Community Living Association.....613-257-8040

IMPORTANT NUMBERS

Fire: _____

Ambulance: _____

Police: _____

PERSONAL NUMBERS

Doctor: _____

Dentist: _____

Drug Store: _____

School: _____

Taxi: _____

Neighbour / Friend: _____



LANARK COUNTY SOCIAL SERVICES

**52 Abbott Street North, Unit #4,
Smiths Falls, Ontario
K7A 1W3**

**Monday – Friday
8:00 a.m. to 4:00 p.m.
Closed between 12:00 p.m. and 1:00 p.m.
Phone (613) 267-4200
Fax (613)283-6045**

**AFTER HOUR EMERGENCIES
(613) 283-2695**