

## Check Outdoor Taps

If you live in a townhome or row-house you may have an outdoor tap for a hose. Once you turn off the tap, make sure to check around the tap and in the basement. Notify staff immediately if you see any leaks.

## Keep it Clean

Please store all garbage in appropriate garbage cans and attach a garbage sticker to all large items placed at the curb. Keep yards free of debris and unnecessary personal items.

## Laundry Machines

Pet beds, collars, leashes, toys, and similar items should not be washed in the building's laundry machines. Please be considerate of others, as some tenants may have allergies or sensitivities to pet hair and dander. After each use, clean the machines thoroughly, including the rubber door liner.

## Disconnected Utilities

Tenants should contact staff immediately if utilities (gas/hydro) are going to be, or have already been, disconnected. You may be eligible for assistance with utility arrears by contacting the Low-Income Energy Assistance Program (LEAP). For more information or to apply for assistance, please contact LEAP by calling 1-855-487-5327.

# LANARK COUNTY HOUSING CORPORATION NEWSLETTER

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## Friendly Reminders

Everyone shares the responsibility of keeping properties and common areas clean and welcoming. Doing your part, such as picking up after yourself, disposing of waste properly, and taking pride in your surroundings, helps create a space that all residents can enjoy and feel proud to call home.

### Pets: Poop & Scoop!

When taking pets outside, please ensure they do not relieve themselves near building walls or in garden areas. Urine on brick surfaces can cause corrosion and long-term structural damage. Direct pets to designated grassy areas instead.

### If they poop, you must scoop!

For the comfort and cleanliness of all residents, pets should never relieve themselves inside the building or inside your rental unit.

Thank you for your cooperation in keeping the community clean and well-maintained.

# Your Voice Matters: Get Involved & Be Heard

## Become a representative for the Landlord and Tenant Advisory Committee

The Lanark County Housing Corporation has established a Landlord and Tenant Advisory Committee and will soon begin accepting applications for representation. The committee will serve as a forum for open dialogue, problem-solving, and mutual education. More information will be available soon on the Lanark County website: [www.lanarkcounty.ca](http://www.lanarkcounty.ca).



## Complaint Process: What You Need to Know

To ensure all concerns are handled appropriately, please remember:

- Formal complaints must be submitted in writing and signed by the person making the complaint.
- Verbal complaints, including those made over the phone, are considered informal and may not result in a formal investigation.
- Maintenance staff are not authorized to receive complaints, please direct your concerns to your caseworker.
- Complaints must include a clear description of the incident and include who was involved, when it happened and where it took place.

Formal complaints can be submitted to: [housingapplications@lanarkcounty.ca](mailto:housingapplications@lanarkcounty.ca), mailed in or dropped off at any Social Services Office.

Staff understand you may want to know the outcome of a reported complaint or concern. However, please note that all complaints are handled confidentially to protect the privacy of everyone involved. If a situation requires your involvement, you will be informed.

Your cooperation ensures issues are handled fairly and efficiently.  
Thank you for helping maintain a respectful and organized process.







## After-Hours Maintenance: How to Know When It's an Emergency

### Yes: it's an emergency

- Electrical problems
- Furnace problems/no heat
- Gas leaks – Emergency Enbridge Line  
1 -866-763-5427
- Major water leaks/flooding
- Major roof leaks
- Sewer back-ups
- Fires
- Smoke detector or carbon monoxide alarms

### No: it's not an emergency

- Closet door repairs
- Damaged screens
- Cosmetic problems
- Dripping taps
- Oven element replacements
- Pest control issues
- Clogged sink drains
- Drywall holes
- Running toilets
- Fridge repairs

If it is not an emergency please contact the office during regular business hours: Monday - Friday 8:30 a.m. to 4:00 p.m. by calling 613-267-4200 ext. 2414.

If it is an emergency and it is outside of regular business hours please call the After-Hours line at 613-283-2695.

## Know When to Reach Out: Emergencies, Updates & Everything In Between

### Annual Reviews

If you pay rent-geared-to-income (RGI), staff will send you an Annual Review Package once a year. This package includes forms that must be completed for all household members. It is important to complete and return the package by the deadline. If you need help with the forms, please contact your caseworker for support. To maintain your subsidy, it is your responsibility to report any of the following changes to your caseworker within 30 days:

- Income: changes to what you or other household members earn
- Assets: changes in what you or your household own
- Household composition: changes in who lives with you

These changes can be reported in writing or in person. Failure to report changes may negatively impact your subsidy and could result in a reduction or loss of assistance.

When in doubt, reach out! Staff are here to help.

If you are unsure whether a change needs to be reported,  
please contact your caseworker.

# Resources For Lanark County

## Resources

Addictions and Mental Health.....	1-800-361-6948
Assaulted Women's Helpline.....	1-866-863-0511
.....TTY	1-866-863-7868
ConnectWell.....	1-888-284-2204
ConnexOntario Helpline.....	1-866-531-2600
Distress Line Lanark, Leeds & Grenville.....	1-800-465-4442
Family and Children's Services .....	1-866-664-9991
Femaide.....	1-877-336-2433
Food Banks - Lanark County:.....	
• Smith Falls Community Food Bank.....	613-283-6695
• Lanark Highlands Food Pantry.....	613-259-3285
• The Hunger Stop .....	613-257-8546
• The Table Community Food Centre.....	613-267-6428
Good2Talk.....	1-866-925-5454
Health Action Line.....	811
Interval House (Women's Shelter).....	1-800-267-7946
KIDS Help Phone.....	1-800-668-6868
Lanark County Mental Health (LCMH) .....	613-283-2170
LCMH Satellite Office Carleton Place .....	613-257-5915
Legal Clinic.....	613-264-8888
Mental Health Crisis Distress Centre and Crisis Line.....	1-877-825-9011
Ontario Early Years and CROW.....	1-800-267-9252
Ontario Crown Attorney.....	613-264-1900
Ontario Works (apply for) .....	1-888-999-1142
Ontario Works Lanark County .....	613-267-4200 ext. 2140
Open Doors for Children & Youth.....	1-877-232-8260
Operation Come Home.....	1-800-668-4663
Poison Information.....	1-800-268-9017
Senior Safety Line.....	1-866-299-1011
Sexual Assault & Domestic Violence Program (Hospitals) General Info.....	613-283-2330 ext.1258 or ext.1239
Sexual Assault Crisis & Support.....	1-877-392-7583
Suicide Crisis Help Line .....	988
Telehealth Ontario.....	1-866-797-0000
Victim Services & Crisis Line Lanark County	1-866-575-0067
Victim Witness Assistance Program.....	1-866-296-0166

## Social Services Office

### Locations & Contact Information

**Staff are here to help!** Contact the Housing Services team by phone, email, or drop into any office. Staff are committed to staying connected and making it easy for you to get the support you need!

**Email:** [housingapplications@lanarkcounty.ca](mailto:housingapplications@lanarkcounty.ca)

**Telephone:** 613-267-4200 ext. 2402 or

**Toll Free:** 1-888-952-6275

**Fax:** 613-267-3620

**Website:** [www.lanarkcounty.ca](http://www.lanarkcounty.ca)

Perth Social Services Office  
Lanark County Administration Building  
99 Christie Lake Road, Perth

Smiths Falls Social Services Office  
52 Abbott Street, Unit #4, Smiths Falls

Carleton Place Social Services Office  
33 Lansdowne Avenue, Carleton Place

