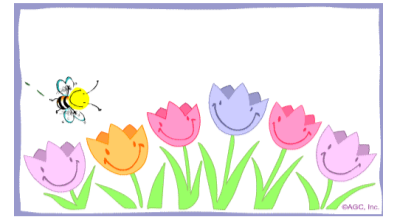


**"No matter how long the winter, spring is sure to follow"**



### **2023 Income Taxes:**

Tenants requiring support with their Income Tax are asked to call the Edelbrock Centre (519) 941-6991 ext. 2010 to give their name and phone number. A volunteer will contact them via phone to complete the return. You will not be submitting any tax slips to the office as we will be using the Auto Fill service through the CRA. Tenants will need to know their rent amount for 2023 as well as medical expenses etc. Once the return is completed, it will be mailed to you for your records.

### **Building Security:**

***There are several ways that you can help ensure the security of your building!***

- Entrance/exit doors should never be propped open, even for a few minutes.
- All tenants are responsible for their guests during their visits.
- Do not open the door for people coming into the building, even if the person looks familiar. Guests should buzz the person they are visiting to gain access to the building.
- Do not automatically open the door when the intercom buzzes. Ask the caller to identify themselves before letting them into the building.
- Tenants should contact their Community Service Worker (CSW) with concerns about building security or contact the police if the situation is an emergency.
- Apartment doors should always be locked, even if going to another area of the building.

**If you are witnessing something illegal call 911 immediately. If you suspect something illegal is taking place call Crime Stoppers at 1-800-222-TIPS (8477)**



### **Household Pets:**

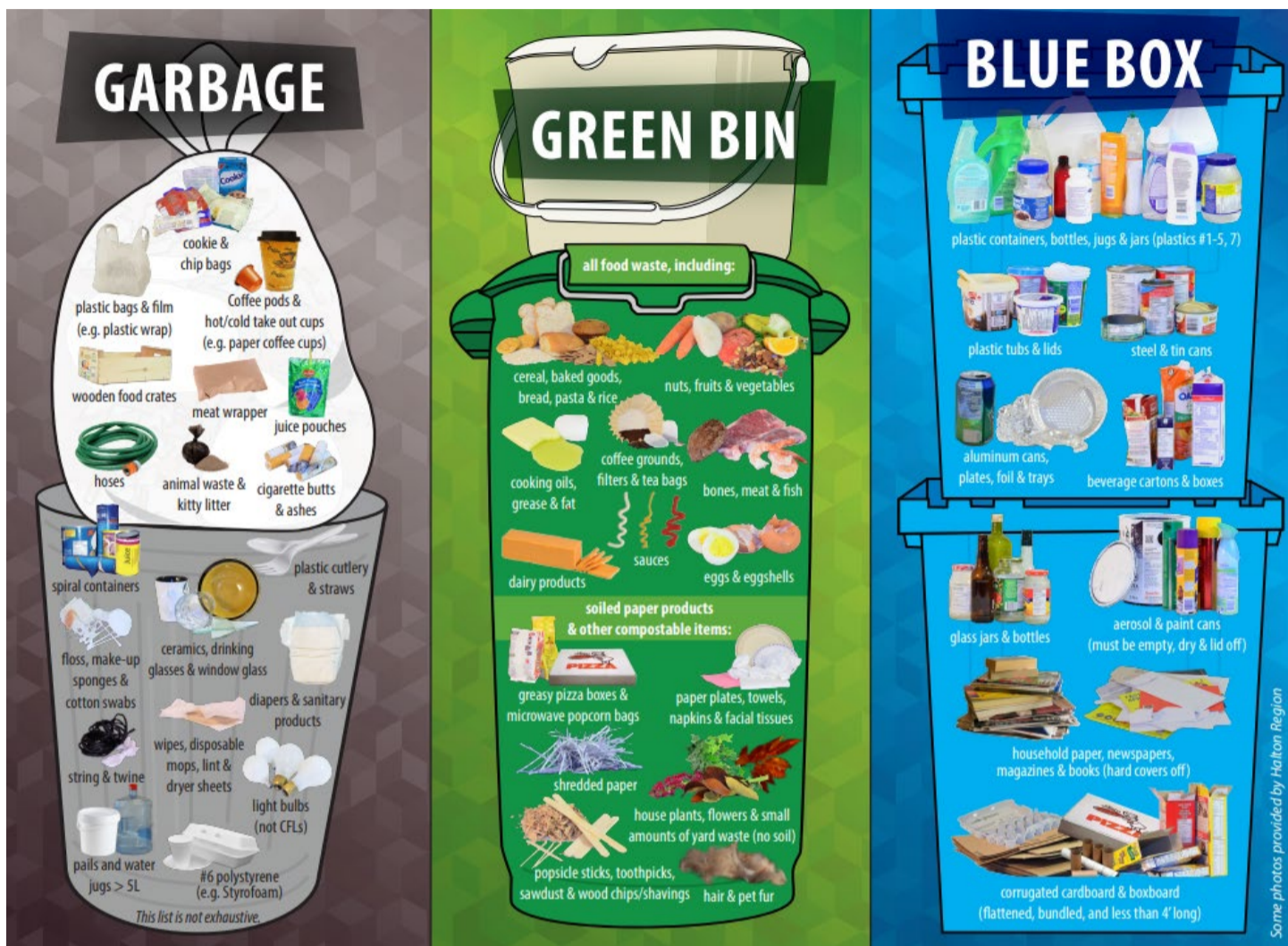
Pets can be wonderful company, a great reason to get exercise and a way for neighbours to connect. Be reminded that:

- Pets are to be removed from walkways and parking areas for their toileting needs, you must clean up after your pets.
- Laundry machines are not to be used for pet items (blankets, toys, etc.).
- Pets must always be kept on leash when outside of their unit.
- Ensure that your contact person for emergency pet care is current and provide your Pet Registration to your CSW. The County of Dufferin will NOT enter your unit to attend to pets nor open a unit for someone else.
- All pets must be secured in a cage or separate room during maintenance calls.
- Guests are not to bring pets with them when they come to visit.



## Garbage/Recycling/Green Bin Reminders:

Help keep recyclables out of the landfill by sorting items as per the chart below. In an effort to reduce odors, we respectfully ask tenants to rinse all cans/bottles/containers and break down cardboard boxes before placing in the recycling containers. Remember, **no plastic bags** in the green bins. For large items (couches, mattresses, etc.) call your CSW to schedule a free curb side pick-up. Available once a month.



## After-Hours Maintenance Requests:

If an emergency maintenance situation arises, such as a flood, fire, or no heat, when the office is closed, please call the after-hours line: **519-941-8221**. Be sure to give your phone number, name, and unit number. If you have a maintenance concern that is **not** an emergency, contact your CSW during business hours. Please contact the office if you do not have a magnet with this number.



### Community Services Workers

📍 Kim Hurley: 519-941-6991 x 2104 [khurley@dufferincounty.ca](mailto:khurley@dufferincounty.ca)

📍 Michelle Whyte: 519-941-6991 x2105 [mwhyte@dufferincounty.ca](mailto:mwhyte@dufferincounty.ca)

If you require information in an alternate format, please contact us at 519-941-6991 x 2500. We will work with you to understand your specific accessibility needs and to provide you with the information within a reasonable time frame.