



Slovak Village Non Profit Housing (SVNPH) Tenant Newsletter

Summer 2024

In This Issue:

- Building Safety
- Balconies
- Supervising kids in playground
- Website
- Townhall Recap

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Slovak Village Mission and Vision:

Mission Statement

- ❖ *Slovak Village Non-Profit Housing provides affordable, accessible, and safe housing and appropriate supports for residents to encourage their full participation in the Slovak Village community.*

Vision Statement

- ❖ *We are a strategic leader in the provision of community*

30th Anniversary

In October, Slovak Village will be celebrating 30th years of service to its tenants and the Brantford Community. Event information coming soon.

Building Safety

It is the primary goal of SVNPH that tenants feel safe and secure in their units. As a landlord, SVNPH does everything it can to create hazard free, safe living environments; however, tenants also play an important role in keeping their building, their home, safe.

As a reminder, please do not allow anyone into the building unless the person is known to you, yet do not approach or interfere with unwanted persons. All guests must utilize the intercom system to enter the building. Non-residents are not to follow anyone into the building and left to roam the property. Tenants are responsible for their guests at all times when they are on the property. If your guest causes any damages or disturbances, this will affect your own tenancy.

Important- to report illegal activity such as suspected drugs, theft or threats please call **Brantford Police at 519-756-7050** or **Crime Stoppers 1-800-222-TIPS(8477)**.

Balconies

As the weather gets warmer you may find yourself going out on your balcony or patio more often to enjoy the outdoors. As a reminder, tenants are not to leave garbage, recycling materials or excessive items on their balcony. Do not throw anything from your balcony and this includes garbage or cigarettes. Please do not dump any liquids over the edge of your balcony, and be careful while watering plants.

It is also important to remember that if you leave food on, or throw food off of your balcony it may attract wildlife which may become a nuisance. Do not hang tarps, curtains, flags or other items from your balcony. This is a hazard and unsightly. Anything placed on the balcony should be below the railing to avoid dislodging on windy days. This is your home and the condition of the grounds reflects on you.

Supervising kids in playground

This is a reminder that kids must be supervised in the playground. Adult supervision helps ensure safety and positive play experiences. Staff do not have the capacity to supervise use of the playground and are not responsible for incidents involving unsupervised use.

housing where families can thrive and experience positive outcomes in their personal and professional lives.

Values

❖ *Building on the tradition of the Slovak heritage, Slovak Village Non-Profit Housing embraces the following values:*

1. **Promoting Safe and Secure Homes**
 - *We create a safe and engaging space where residents feel a sense of home, belonging and connection.*
2. **Compassion**
 - *We promote the wellbeing, health and vitality of our residents in an inclusive and caring manner.*
3. **Family First**
 - *We value the power of family knowing that it takes a village to raise a child.*
4. **A Community-Focused Approach**
 - *We respond to the collective needs of our residents in a focused, proactive and respectful way by embracing a diversity of people, perspectives, experiences and approaches.*
5. **Collaboration**
 - *We partner with others to leverage resources, services, and opportunities to enhance resident quality of life and facilitate increased community engagement.*

Website

The Slovak Village website is available for tenants to visit at

<https://slovakvillage.ca/>

The website has information available for current and prospective tenants.

We have recently added the *News and Announcements* tab which will contain building information and notices. Check it out and let us know if there is anything else you would like to see on the website!

Townhall Recap June 20, 2024

- **Strategic Plan:** The Board participated in a planning session in September 2023 to develop a strategic plan. This plan outlines and defines the Boards direction for the future of Slovak Village by mapping out the objectives and allocating resources to attain strategic goals. A full copy of the plan can be found at: <https://slovakvillage.ca/strategic-plan/>
- **Tenant Insurance:** Every year, tenants in our communities lose belongings and/or are displaced due to an unexpected event like a fire or flood. The purpose of tenant insurance is to protect yourself and your family from unexpected costs. It is in your best interest to contact a local insurance company or visit www.tenant.hscorp.ca for more information.
- **Complaints:** This is a reminder that all complaints must be submitted in writing. If a complaint comes in and/or an event occurs regarding something that is in violation under the Residential Tenancies Act, the PM will respond accordingly. We do not review camera footage without proper cause. A complaint must be entered that falls under Housings ability to address. If it is a legal act, it must be reported to Police.
- Full minutes from the townhall will be available for tenants on the website.

From Previous Townhall November 23, 2023

- **Pest Control:** A full building pest inspection was completed and follow up treatments were scheduled as needed.
- **Furnace Filters -** A full building in unit HVAC inspection and filter change was completed.
- **Cameras:** Slovak has increased surveillance capacity by adding special cameras to better monitor traffic at our parking lot entrance and exit.
- **Parking:** Dash passes were distributed at the end of 2023. Parking policy was implemented and distributed. Slovak has been registered for onsite enforcement onsite. Once a breach is reported to the Parking or Bylaw offices, it will be up to them to determine steps for enforcement (ticketing or towing).