

# CRHC Summer Newsletter

Welcome to the Summer 2022 CRHC Tenant Newsletter. If you would like to see something in the Newsletter next time contact Kate Lambert klambert@crd.bc.ca 250 360 3376 with suggestions.

Enter to win one of 3 \$25 gift cards. Simply email or call Kate with your answer and we will draw a winner in time for the Fall Newsletter. The question is; which BC community was the hottest during the 2021 heat dome? Find the answer in the Heat section later in the Newsletter. The answer to the Spring Newsletter question is: Washing machine!



## Read this online

**If you would like to read this Newsletter online, go to our Tenant Updates page on the CRHC website. There are other links to explore including the new Tenant videos. Starring CRHC staff!**

### Children and the Summer

It's the time of year when children are keen to get outside to play. Just a few guidelines for safe play!

- Supervise children closely before 10 years old. And after 10 if they struggle with independent play.
- Some areas are dangerous. Particularly the garbage area. And anywhere there are cars. Please teach children to be safe.
- Keep an eye on the time. The later light means later bedtimes and sometimes later noise. Please don't disturb your neighbours.

## In this newsletter

- Heat and what to do if you're struggling
- CRHC Art Project
- Housing reception is moving! Find us easily
- Tenant's insurance
- All the Summer information you need for your community

## We're moving!!!

CRHC reception will be moving but only to the other side of the CRD building. Housing is going through a major renovation and many of the staff are moving offices. This will mean reception is moving. Look for us beside the Bright Pearl sculpture in the former Starbucks from the end of June. By July we should be properly set up in our new spaces, unpacked and ready to assist you.

We are working hard to limit the disruption to tenants during this time and we hope you won't notice any difference in service. We do apologize if there are any issues.

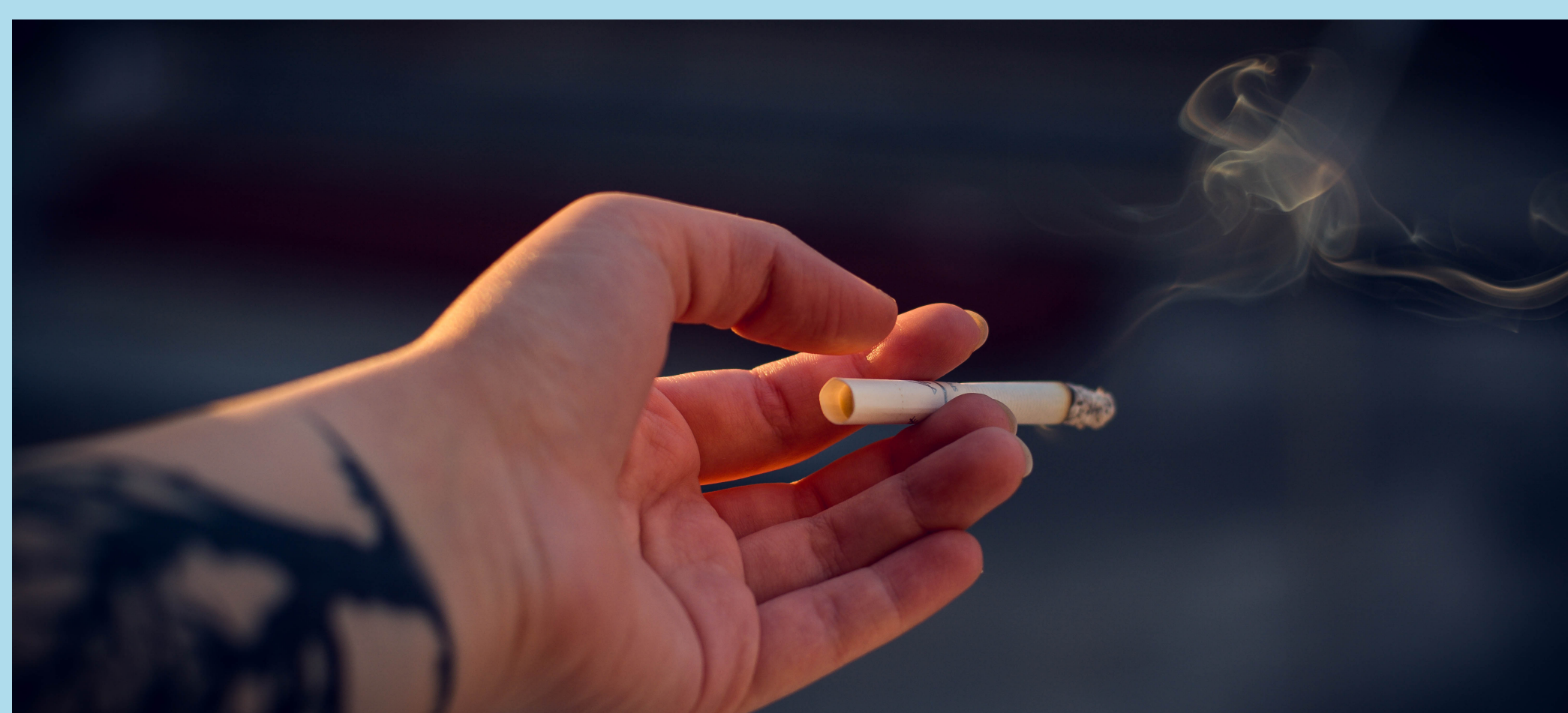




## Hanging baskets and decor

Hanging baskets, planters, lighting and other decorations can be beautiful and we love to see them. However, please be aware that hooks and screws should not be used. Nothing should be screwed into or affixed to the buildings. You can use railing hangers or, if in doubt, ask your caretaker for what is permitted.

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## Smoking safety

Everything is drier in the summer and this is the time people tend to be outside. CRHC has experienced several fires linked to smoking and we want to prevent this risk to safety in future.

The safest and easiest way to prevent unwanted fires on property is to smoke completely off property. Smoking is not permitted in common areas of properties including the garden areas, parking and other. The only complex with a 'smoking area' is Millstream ridge and it has an ashtray.

We have experienced fires in the mulch and on a balcony, caused by a lit butt being discarded. If you do smoke, make sure the butt is completely extinguished before discarding safely. Putting it in water or sand in a heavy bottomed container is usually safest.

As well as keeping your neighbours and your own family safe, you can also prevent damage to CRHC property. Thank you for your care in this matter.

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## Tenant's insurance

Tenant's insurance isn't always the first thing on our minds when we move into a new place, after all, who likes to pay more bills? However, this small investment - as low as \$12.50 a month - can save us big time in the future.

Most insurance policies will cover your personal possessions, liability, and displacement when accidents or natural disasters occur. CRHC requires our tenants to have tenant's insurance to make sure they are protected in the case of emergencies, and let's face it - accidents happen despite our best efforts!

We recently heard of a tenant who had made dinner for themselves, left their home to walk their dog and enjoy the warm weather, and came back to emergency vehicles at their door step, fighting a fire in their own kitchen. They had forgotten to fully turn off the element and accidentally started a fire. Not only were their belonging destroyed in the fire, some of their neighbours property was affected as well. Unfortunately, they did not have tenant's insurance and now have to reimburse CRHC's deductible (Currently \$25- \$50,000 depending whether it is a water or fire incident) plus monies to stay elsewhere and replace their possessions. There may also be costs associated with the neighbours' losses too. When it comes to tenants' insurance it's better to have it not need it, than to need it and not have it.

Other things to consider are:

- The landlord can't insure your belongings. The landlord's buildings insurance doesn't cover this.
- Make sure you have enough money saved to cover your deductible in case you need to use your insurance. Check with your insurer how much that is.
- Check your coverage, what it includes and what you will have to pay up front in the event of an emergency. Don't wait until you are experiencing the issue to find out.

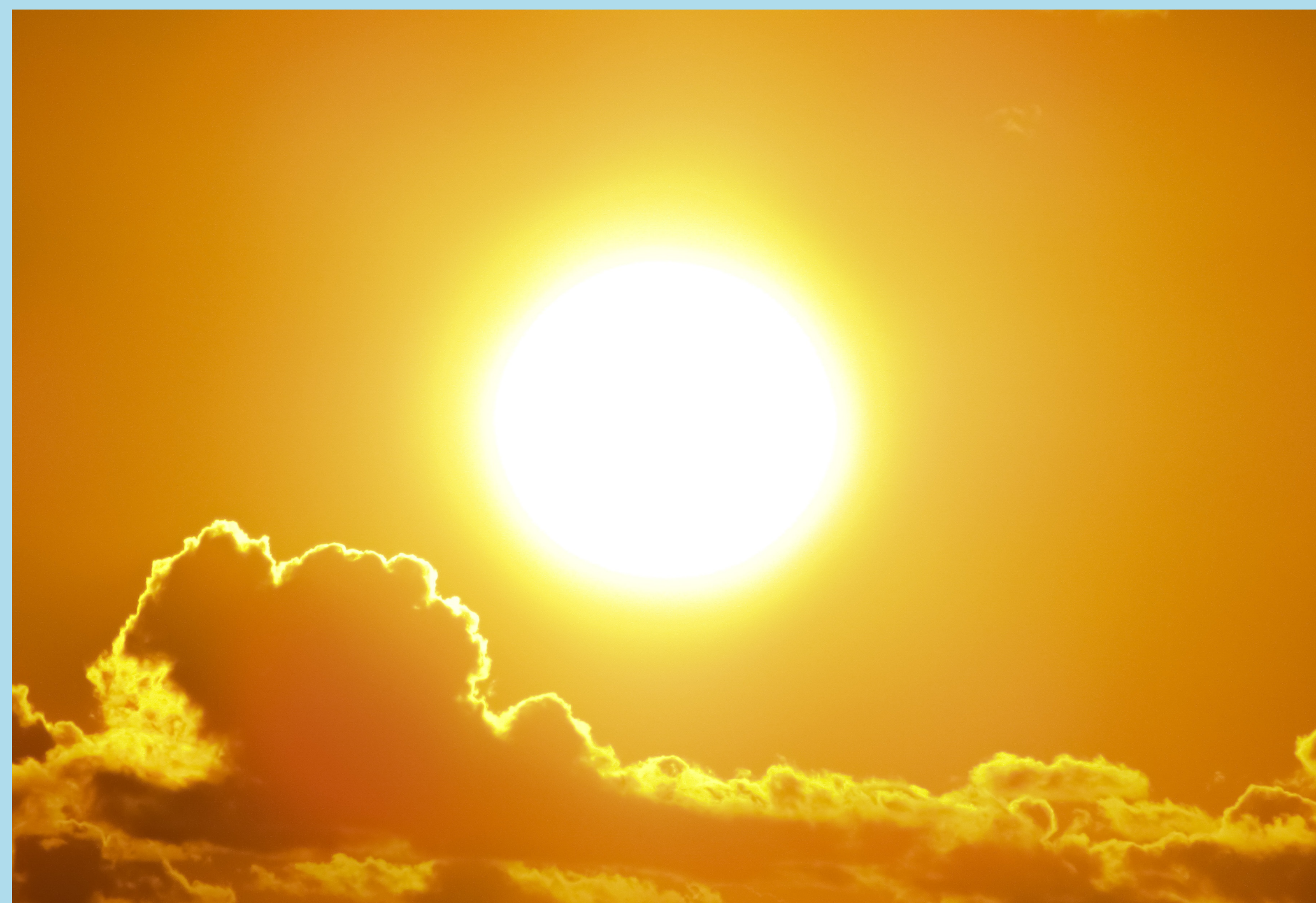
Click on the link for some information from TRAC about renters' insurance.

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## The heat dome and CRHC

In June 2021 we experienced some of the hottest weather on the planet right here in BC. Lytton was the hottest community at 49.5 degrees breaking Canadian records (and was hotter than most European and South American records for that matter). Even here on the Island we exceeded historic high temperatures at almost 40 degrees, beating previous records by 4 degrees. It was very very hot.

The most affected were seniors. Followed by people with health vulnerabilities and disabilities.



The heat dome took us all by surprise and that led to some serious outcomes for many. The Province, the Federal government, regional governments and us here at CRHC are determined to be more prepared in future. We are likely to experience more heat events going forward and we need to work together to keep safe and well.

## What you can do

If you are vulnerable to the heat, planning is important. Know when the heat will happen, what do do in your home and where to go when it's too hot. Make sure if you have people to check on you, they know the signs of heat distress. If you aren't feeling well, tell someone. Emergency services struggled last year so don't wait for an emergency. Seek cool space and hydration early. If you are already unwell, seek emergency help.

If one of your neighbours is vulnerable, the most important thing is to check on them. Learn the sign of heat illness and heat stroke. It is a medical emergency so call 911 if needed.

## What we can do

CRHC has been working on training and information for staff. We are also piloting 'cool rooms' at Ashlar, Leblond and other complexes. If these are successful in assisting tenants, we will consider further complexes for this program. We fit an air conditioner in a common room and this means tenants can use this to cool off during the hottest times. Studies have shown that being able to get cool for a period during a heat event can prevent illness in some cases.

Cool rooms can only be fitted in buildings with amenity rooms and won't be available in every complex. If your complex doesn't have one, find out where in your local area has air conditioning. Malls, libraries and other public buildings are good.

## What others can do

The Province and the Federal government are working on information, alert systems, healthcare and other measures to prepare for heat events in future. You can connect with a senior-serving organization such as Silver Threads to ask how to connect with volunteers and services.



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## Seedlings! - Fall vegetables

City of Victoria will be giving CRHC more seedlings on July 26. there are fewer in the Fall so we have a limited selection. Please call or email your Tenant Engagement staff (Kate, Kevin, Kirsten and Trevor) and ask. We will have Broccoli, Pac Choi, Swiss Chard, Kale, Kohlrabi, Red Cabbage, Green Lettuce, Red lettuce and Parsley



## Art for the CRHC

We have some very talented and artistic staff and tenants. As well as the lovely photos above (clockwise from top left taken by a caretaker, our tenant Wasp, a former tenant and a current tenant Graham) we have beautiful art in other media produced by tenants. One example is on the back of the new [Tenant Handbook](#).

Are you a budding artist or photographer? Would you like to see your art in the common areas of the complexes and CRHC offices? Contact your Tenant Engagement staff and we can talk about how to make our properties more beautiful.

There may be an opportunity to access some supplies and support.

Please call Kate on 250 360 3376 or [klambert@crd.bc.ca](mailto:klambert@crd.bc.ca) for details.

HAVE A GREAT SUMMER!

CRHC