

RENTAL SAFETY: TENANT-LANDLORD COMMUNICATION

by Cheryl Starr

Communication is key in a Tenant – Landlord relationship. Having good communication with your Landlord can go a long way in maintaining your tenancy. Here are some Tips on how to successfully communicate with your Landlord.

Tips for TENANTS to effectively communicate with your Landlord

- When first entering into a rental agreement ASK what the Landlord's preferred method of communication is. Is it best to contact the Landlord via telephone, text or email? Find out what the hours of operation are. Is there an after-hours phone number for emergencies?
- Plan ahead for your phone call - If calling about a repair or if you have multiple requests, make a list. Make sure you have enough time to go over everything you are calling about and that there are no background noises disturbing your call. Distractions can lead to misunderstandings and/or miscommunication.
- Be honest – If you are having issues with your rental unit or your income has changed and you are having issues paying your rent be honest with your landlord so that you can find a solution that works for everyone.

- Keep your emotions in check- It is understandable to get upset or angry about an issue; however, yelling or crying may lead to miscommunication or misunderstanding. Take some time to calm down and “Plan ahead” for when you speak to the landlord.
- Keep a log – keep a notepad or calendar on hand. It is good to make notes about the date, time, the reason for your call and the response or actions received from the landlord.
- Remember we are all human – Your Landlord is a person, with responsibilities, stressors and feelings. Be respectful of each other and each other's time. It will benefit everyone in the long run.

Tips for LANDLORDS to effectively communicate with Tenants

- Inform the tenant what your preferred method of communication is and provide them with the appropriate phone numbers and/or email address. Including after-hours phone number (if any).
- Keep it professional – Be clear about your hours of operations and general response time. Respond to repairs in a timely manner.

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**COMMUNITY COMMITTEE MEETING
ONLINE**

**KEEP YOUR EYE ON SOCIAL MEDIA FOR NEXT DATE!
FOR MORE INFORMATION VISIT OUR WEBSITE AT
WWW.SPENCENEIGHBOURHOOD.ORG
OR EMAIL THE COMMITTEE CONTACT PERSON
LISTED ON PAGE 4**

Youth Crew All Season Yard Care Services



Are you a senior living in Spence who needs their yard raked and leaves bagged or your lawn mowed?

Call Youth Crew. This program offers casual, hands on, paid work for youth ages 11-16 years. Friendly, eager, local youth trained and ready to go!



No charge for seniors.

Contact Leslie
at 204 801 6740
to arrange
your work order.

RENTAL SAFETY COORDINATOR



Eviction Support
Tenant-Landlord Mediation
RTB Support
Hydro Arrears
Bedbug Support
...And more!

Cheryl

204-979-9169

Cheryl Spencehousing

rentalsafety@spenceneighbourhood.org



**DONATIONS NEEDED
THANK YOU!**

WE24 - Jackets, Socks, Shoes/Boots, Toothbrushes, Tooth Paste, Deodorant, Soap, Razors, Bottled Water, Back Packs, Granola Bars, Individual Snack Items, Mitts and Hats

Liaison: Socks, hygiene, bottled water/juice, individual snack items

All donations can be dropped off at 430 Langside (MERC)



Conditions apply
Eligible income:
\$35,000-\$75,592

6th Intake Deadline:
August 16, 2021 - 4 PM

See
spenceneighbourhood.org/
announcements/snhap
for details!



Receive up to

\$14,000

toward the purchase
of a home in Spence!

The Spence Neighbourhood Homebuyer Assistance Program (SNHAP) puts the rising cost of homeownership within reach of qualifying families who may be able to afford the monthly costs associated with owning a home, but who may have difficulty saving for a down payment.

Want to advertise in our newsletter?
Go to spenceneighbourhood.org/
get-involved/newsletter
for more information.

CENTRAL
NEIGHBOURHOODS

Centennial • West Alexander • Central Park

DOOR SERVICE

Harm Reduction +
Hygiene Supplies

SUMMER HOURS
Tues, Thurs & Fri
5PM - 9PM

What's on the menu

- Snacks and healthy treats
- Safer substance use supplies like bubbles, stems, and cleans
- Hygiene items like soap, shampoo, and toothbrushes
- Well-being items including masks and hand sanitizer
- Craft supplies from Artsjunktion

231 Isabel (Isabel and Pacific)
@centrelneighbourhoods | 204-558-5212 | cnwpg.org



Mail Pick Up & Door Service

430 Langside (MERC)

Monday - Friday

10 am - 3 pm

Spence Neighbourhood Association (SNA):

Website: www.spenceneighbourhood.org

615 Ellice Avenue (Head Office):

Community Connecting, Environment & Open Spaces,
Finance, Homeless Outreach, & Housing.

430 Langside Street (Magnus Eliason Recreation Centre - MERC): Building Belonging, Children, Newcomer Youth Outreach, West End 24 Hour Safe Space, & Youth Drop-In.

365 McGee Street (West End Commons):

Youth Employment Hub, First Jobs 4 Youth, & Youth Crew

231 Isabel Street (Central Neighbourhoods):

Gang Action Interagency Network (GAIN)

350 Spence Street (Axworthy Health & RecPlex):

Community Sports Program

Email: liaison@spenceneighbourhood.org

Tips for LANDLORDS to effectively communicate with Tenants (Continued)

- Use plain language – Do not use complex phrases or big words when communicating with your tenants. Keep things short and simple to avoid misunderstandings.
- Practice Active Listening and avoid distraction when talking with your tenants. If you are not able to dedicate the time to hear all their issues at the time they call, coordinate a time to call them back. Have a pencil/pen on hand to take notes if needed.
- Reinforce Open Conversation – Let your tenants know it is okay to call you when they are in need or a repair or have an issue.
- Remember we are all human – Your tenant is a person, with their own world of responsibilities and feelings. Be respectful of each other and each other's time. It will benefit everyone in the long run.
- Keep a log – keep a notepad or calendar on hand. It is good to make notes about the date, time, the reason for the call, the response received from the tenant and any actions/repairs

If you are having issues communicating with your landlord or are a landlord having issues communicating with your tenant our Rental Safety Coordinator can assist you. Please feel free to contact Cheryl at 204-979-9169 or via email at rentalsafety@spenceneighbourhood.org.

Community Food Club

Culture & Food Exchange

June, July & August 2021
On Youtube at Central Neighbourhoods Winnipeg

Bi-weekly online cooking tutorials that capture the diverse cultures of Winnipeg's central neighbourhoods. Episodes hosted by community members and iconic Winnipeg restaurants offer new recipes and highlight different cultures.

For more info

www.cnwpg.org
[@centralneighbourhoods](https://www.facebook.com/centralneighbourhoods)
204-558-5212

CENTRAL NEIGHBOURHOODS **IRCOM**
Centennial • West Alexander • Central Park
Immigrant and Refugee
Community Organization of Manitoba



DEALING WITH BED BUGS DURING COVID - 19

BED BUG RESOURCES ARE LIMITED DURING COVID - 19. HERE ARE SOME THINGS YOU CAN DO TO HELP KEEP BED BUGS AT BAY DURING THIS TIME



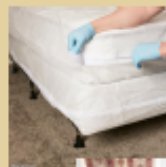
MATTRESS REMOVAL

Throwing away your mattress and bedding will not necessarily help and chances are that any new beds you bring into the home will become re-infested.



MAKE YOUR BED A SAFE PLACE TO SLEEP BY:

Stripping and vacuuming the mattresses and box springs. Place all of your bedding in garbage bags until you are able to wash them. Wash all bedding in hot water. If you are not able to wash your bedding it is recommended that you run it through the dryer for a minimum of 45 minutes.



THIS IS A GUIDELINE ONLY, CHECK OFFICIAL SOURCES FOR COMPLETE HEALTH AND SAFETY INFORMATION
INFORMATION SOURCED FROM: [HTTPS://CITYBUGS.TAMU.EDU/FACTSHEETS/BITING-STINGING/OTHERS/ENT-3813/](https://citybugs.tamu.edu/factsheets/biting-stinging/others/ent-3813/)

DETERMINE WHAT ROOMS ARE AFFECTED

Bedrooms are the main locations for bed bugs; however, any room where people sleep can be affected. Typically an infestation starts in one room and spreads slowly to other places where people sleep. The sooner you find and treat bed bugs the easier it will be to get rid of them.



CREATE A SAFE PLACE TO SLEEP

It is important to stay sleeping in the same room. Do not move to another room to sleep. This is critical because staying in your own bed will reduce the risk of bed bugs spreading throughout your home. If you move to another room to sleep, the bed bugs will eventually follow.



ISOLATING YOUR BED FROM THE REST OF THE HOUSE.

- Invest in a bed frame if you do not already have one. Lifting your bed off of the floor will help keep bed bugs from travelling on and off of your bed.
- Move your bed away from the wall and other furniture. This will keep Bed Bugs from making a home in your other furniture.
- You can also make yourself some makeshift defender cups. See our tutorial on Making your own Defender cups.

Website and Social Media

Website: www.spenceneighbourhood.org
Facebook: [SpenceNeighbourhoodAssociation](https://www.facebook.com/SpenceNeighbourhoodAssociation)
Twitter: [SNAcommunity](https://twitter.com/SNAcommunity)
Instagram: [SNAcommunity](https://www.instagram.com/SNAcommunity)



CHILDREN & YOUTH PROGRAMS

Building Belonging

Our Summer program for ages 6-12 runs Monday to Friday 1-3 pm starting July 5 to August 27, when restrictions allow, at the Magnus Eliason Centre (430 Langside St.) with a daily meal, structured activities and pickup and walk home available. Programming will be primarily outside, follow social distancing guidelines and groups may be limited. Summer registration forms are available online at www.spenceneighbourhood.org. During program closures families in the Spence neighbourhood can register to receive weekly activity packages delivered until programming starts up again. Contact us at buildingbelonging@spenceneighbourhood.org

Newcomer Youth/Youth Drop In Program

Our Newcomer Youth/Youth Drop In Program delivers cultural recipe packages every Friday. If you are a youth between 12-17 years old and want to get a package you can contact newcomer@spenceneighbourhood.org or through Facebook: @spencemerc. We are here to support you!

Community Sports Program

Tentative dates of July 9 for Basketball and July 10 for soccer depending on Sport Manitoba and Provincial Covid-10 protocols and restrictions. Registration forms are available at 430 Langside and can also be emailed if you reach out to: sport@spenceneighbourhood.org or amina@spenceneighbourhood.org

Youth Employment Hub

The First Jobs 4 Youth program is providing remote services. Applications are closed.

The Coordinator can be reached at aaron@spenceneighbourhood.org

Youth Crew is open and is performing essential services at the WestEnd Commons.

Contact Leslie at firstjobs@spenceneighbourhood.org or call 204-801-6740 for all other inquiries.

WE24 Overnight Safe Space

Monday - Sunday

11:00 pm - 7:00 am

430 Langside - MERC

Cell #: 204-333-9681



MORE WAYS TO ENGAGE WITH YOUR COMMUNITY

Holistic Housing

SNA Homebuyer Assistance Program

Sixth Intake Deadline: August 16, 2021 - 4:00 pm

For more information:

www.spenceneighbourhood.org/snhap

All other programs are working remotely.

See advertisements for contact information for

Homelessness Mentor and Rental Safety Coordinator.

housing@spenceneighbourhood.org

204-783-5000 Ext. 105

Environment and Open Spaces

Repairs & Maintenance to Garden Spaces - No Workshops due to restrictions. Please leave messages at: 204-783-5000 ext. 102 or greenimage@spenceneighbourhood.org

Check out our New Website!

Same website address:

www.spenceneighbourhood.org

New Instagram For Community Sports: @snacommunitywellness

Sharing videos to keep you happy and healthy from the comfort of your home!

Videos will include: Exercises, Yoga for all ages, Meditations, Recipes, Mood boosters and Much Much more!!

HOMELESSNESS OUTREACH MENTOR



Are you currently experiencing homelessness or couch surfing?

Jasmine



204-999-4485



Jasmine Spencehousing



row@spenceneighbourhood.org



****Please call, Facebook message or email to make an appointment**

**COMMUNITY COMMITTEE MEETING - KEEP YOUR EYE ON SOCIAL MEDIA FOR NEXT DATE- ONLINE
FOR MORE INFORMATION VISIT OUR WEBSITE: WWW.SPENCENEIGHBOURHOOD.ORG OR CONTACT:**

Holistic Housing

615 Ellice

Contact: Housing Coordinator at

204-783-5000 ext.105

housing@spenceneighbourhood.org

Community Connecting

615 Ellice

Contact: Community Connector at

204-783-5000 ext.106 or

safety@spenceneighbourhood.org

Community Economic Development

365 McGee

Contact: Youth Employment Hub

Coordinator at 204-801-6740 or

firstjobs@spenceneighbourhood.org

Youth & Families

430 Langside

Contact: Youth Programs Manager at

mungala@spenceneighbourhood.org

Environment and Open Spaces

615 Ellice

Contact: EOS Coordinator at

204-783-5000 ext. 102 or

greenimage@spenceneighbourhood.org

