

# at home

Seasonal Tenant Newsletter

Fall/Winter 2025



## New Housing Safety Unit

The District of Thunder Bay Social Services Administration Board (TBDSSAB) and the Thunder Bay Police Service (TBPS) have partnered to launch a new, community-focused initiative: the Housing Safety Unit (HSU).

Through HSU, dedicated Special Constables have been hired to offer on-site supports at TBDSSAB-owned properties in Thunder Bay. Special Constables can help prevent issues before they escalate. Their duties include routine patrols, incident response, tenant engagement, and support referrals.

“Our housing communities deserve safe, supportive environments,” said Ken Ranta, CEO of TBDSSAB. “This partnership allows us to bring a new level of dedicated, community-specific safety to those who need it most.”

For more information, read the full announcement on our website or contact your Tenant Support Worker.

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## Housing Anniversaries

In September, TBDSSAB celebrated 50 years of safe, affordable housing for seniors at three properties built in 1975. Celebrations were held with tenants, staff, and board members at Fisher Court in Geraldton, and Matthews Court and Elizabeth Court in Thunder Bay. Thank you to all the tenants who celebrated with us!



THE DISTRICT OF THUNDER BAY  
SOCIAL SERVICES ADMINISTRATION BOARD



## Things to do this winter

Looking to keep busy during the colder months? Check out some of the resources below.

### Tenant Resource Centres

Keep an eye on the calendars for your building or nearest tenant resource centre for free activities and programs. Calendars can be found on our website under Tenant Resources: [tbdssab.ca/housing-homelessness/](http://tbdssab.ca/housing-homelessness/)



Questions? Contact your Tenant Support Worker.

### EarlyON Centres

Did you know there are free EarlyON Child and Family Centres all throughout the District of Thunder Bay that you can visit with your child? EarlyON is a free program for families of children ages 0-6.

Visit our website to find the EarlyON closest to you: [tbdssab.ca/early-years/](http://tbdssab.ca/early-years/)



### CP Holiday Train

Details and dates for the 2025 CP Rail Holiday Train are now available.

Check out the CPKCR website for details on when the train will be near you.



[www.cpkcr.com/en/community/HolidayTrain](http://www.cpkcr.com/en/community/HolidayTrain)

## See Something, Say Something!

If you see something suspicious, please report it to your Supervisor, Property Management (SPM). For your own safety, please call the police or Crime Stoppers if you witness a crime in progress.

Thank you for helping us keep all our tenants safe!

To submit an anonymous tip to Crime Stoppers—and possibly earn a cash reward—please contact: **1-800-222-8477 (TIPS)**

Submit Online: [www.p3tips.com/273](http://www.p3tips.com/273)

**THUNDER BAY DISTRICT CRIMESTOPPERS**  
1-800-222-TIPS(8477)

## Tech Hubs

Ask your TSW about accessing one of TBDSSAB's Technology Hubs for free computer and internet use. There are Tech Hubs in the Resource Centres at Windsor, Limbrick, and Trillium, as well as fob-access spaces in McIvor and Spence Court. See posters at each location for access times.



Port Arthur  
HEALTH CENTRE

### Need a doctor?

The Port Arthur Health Centre in Thunder Bay will be registering around 10,000 new patients. Tenants are encouraged to contact the clinic if you need a family doctor.

# Home Maintenance

## Fall/Winter Checklist

### Before It freezes:

#### Yard Care -

- Bag up leaves and other yard or garden waste.
- Put away garden hoses to prevent freezing.
- Turn off any outside taps.
- Shut off the water to outside taps to prevent the faucet from freezing.
- Clean up pet waste.
- Cover or put away yard toys or patio items.

#### Home Care -

- Remove window air conditioners.
- Clean and air out area rugs outside.
- Clean windows, outside and inside.
- Vacuum vents.
- Clean out fridges.
- Change furnace filter.
- No real Christmas trees allowed, it's a fire hazard

### Need something fixed?

Call the 24/7 Maintenance Line to arrange for repairs:

**807-766-4777**

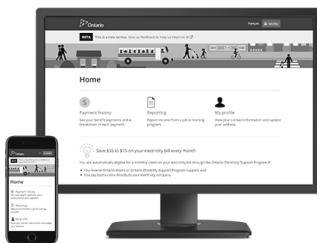
## Snow Removal

Tenants in houses and townhomes are responsible for clearing ice/snow from **walkways and driveways**. TBDSSAB clears **parking lots and main walkways** of townhomes and apartments. Notices will be posted in apartment buildings to advise when parking lots will be scraped down. Vehicles must be moved in advance or may be towed at your expense.

## MyBenefits

You can use this service to get your OW or ODSP info, or report changes. **To sign up for MyBenefits, please visit:**

[mybenefits.mcss.gov.on.ca](http://mybenefits.mcss.gov.on.ca)



### Parking Rates:

Parking rates will increase to \$20/month as of Feb 1.

### FAQs & Reminders

- **Need a parking spot?**

Call your Property Management Clerk to discuss your options.

- **Letter about Rent?**

Might be your Annual Review letting you know some documentation etc is due. Call your housing staff if you get a letter you are unsure about!

- **Do you smoke?** As the weather gets cooler, if you are in a smoke-free unit, you must go outside to smoke. Cannabis cannot be smoked in apartments or balconies.

Even if your unit is an approved smoking unit, you must smoke cannabis outside.

- **Having trouble getting the buzzer system to work in your unit?** The buzzer system only works with landline phones plugged into the designated jack.

Questions? Contact your Tenant Support Worker.



THE DISTRICT OF THUNDER BAY  
SOCIAL SERVICES ADMINISTRATION BOARD

## HQ Address:

231 S. May Street  
Thunder Bay, ON P7E 1B5

## Regular Hours of Operation:

Monday to Friday:  
8:30am - 4:30pm

Key Cutting & Payments:  
9:00am - 4:00pm

## Maintenance Issue?

Call the 24/7 Maintenance Line at

**807-766-4777**

## Scheduled Closures

- December 24, 2025: **Closed at 12pm**
- December 25 & 26, 2025 (Christmas & Boxing Day)
- December 31, 2025: **Closed at 12pm**
- January 1, 2026 (New Years Day)
- February 16, 2026 (Family Day)
- April 3 & 5, 2026 (Good Friday & Easter)
- May 18, 2026 (Victoria Day)

For office hours at your nearest  
TBDSSAB office, please visit our website:  
[www.tbdssab.ca](http://www.tbdssab.ca)

## Feedback

Questions, comments, or ideas for this  
newsletter can be sent to:

[Communications@tbdssab.ca](mailto:Communications@tbdssab.ca)

**Main Switchboard:** **807-766-2111**

**24/7 Maintenance:** **807-766-4777**

## Housing Operations Staff Extensions

SPM = Supervisor, Property Management  
PMC = Property Management Clerk

### North

SPM: Cristie Berman **807-766-4616**

PMC: Kerri McCallum **807-766-4643**

### South

SPM: Jamie Petrin **807-766-4618**

PMC: Josee Trelinski **807-766-4637**

### East

SPM: Krista Zipper **807-766-4632**

PMC: Alistan Hadley **807-766-4609**

### West

SPM: Aleisha Armstrong **807-766-4631**

PMC: Isabel Smith **807-766-4122**

### Central

SPM: Ashley Crupi **807-766-4633**

PMC: Heather Beaton **807-766-4608**

## Tenant Support Workers

Jackie Livingston **807-766-4640**

Katie Boesche **807-766-4632**

Adam Lapointe **807-766-4208**

Tammy Logan **807-766-4115**

Laurie Belanger **807-766-4204**