

Resources:

- Info Santé.....811
- Emergency service.....911
- Poison control center..... 1-800-463-5060
- Suicide prevention center..... 1-866-277-3553
- CAVAC 1-866-532-2822
- Red-Cross..... 1-877-362-2433
- Youth protection..... 1-800-463-4834
- Indigenous and Northern Affairs Canada
➤ 1-800-567-9604
- Services in your area:



Our services:

- **Community social intervener**
(New tenant visit, complaint management, community activities, individual intervention)



- **Rental operation agent**
(Lease, rent payment, transfer request)
- **Foreman**
(repairs, building maintenance, parking)
- **Rental service assistant**
(Housing request, work orders)

Habitat Métis du Nord is at your service:

from 8 h 30 until noon
and from 13 h 00 until 16 h 30
from Monday to Thursday,
from 8 h 30 till noon
on Fridays, excluding statutory holidays

Your branch

Address: _____

Phone number: _____

E-mail address: _____



REMINDER

Situation	1 st step	2 nd step
Abnormal disturbing noises	- Try to solve the problem with the person.	- Contact the police service if the situation is intolerable. - Send a signed and written complaint to Habitat Métis du Nord (see complaint form).
Personal conflict between neighbours	- Try to solve the problem with the person.	- Inform Habitat Métis du Nord (see complaint form). - Communicate with an organization that offers conciliation services. - Communicate with a justice center near you.
Victims of threats, harassment, violence, intimidation and vandalism	- Contact police services.	- Inform Habitat Métis du Nord.
Danger for the security and safety of a tenant	- Contact police services. - Contact social services. - Inform Habitat Métis du Nord.	
Wandering animals, abandoned, dangerous, too many etc.	- Contact SPCA. - Send written complaint to Habitat Métis du Nord.	
Problems in your housing or building (Broken door, snow removal, etc.)	- Inform the rental service assistant for a work order.	
Undeclared occupant	- Inform Habitat Métis du Nord rental operation agent.	
Parking issues	- Inform Habitat Métis du Nord foreman.	
Illegal behavior (drug traffic, etc.)	- Contact police services.	- Inform Habitat Métis du Nord.
Emergency: - Heating problem in winter; - Sewer overflow; - Hot water tank with major leak; - Fire, etc.	- Inform Habitat Métis du Nord (outside office hours, use the emergency number in order to reach a responsible)	

Complaint form

Your name: _____

Your address: _____

The concerned tenants name:

Description of the situation with dates and hours for each event:



Signature: _____

Date: _____