



Toronto
Community
Housing

Won a Wɔahan Dan Awankyerɛ

Wo te wo fie a ɛyɛ Toronto Community Housing dea mu

Yɛn Kuo ne sɛdɛɛ Yɛbɛsi Asom Wo



Wo fie



Baabi a Obiara Tumi Fa



Wo Dan Nkrataa



Wo Banbɔ



Woreka Ho Bi



ɔsom ne Mmoa



sua Adesua Bebree Fa Ho

Wobenya amaneɛbɔ bebreɛ a ɛfa Toronto Community Housing dawurobɔ, nhyiamu, mmara, nkrataa, ne nsɛm a wɔguso twerɛ wɔ www.torontohousing.ca.

Wo behu deɛ edidiso yi a w'adane ani:

- (Nhyehyɛɛ a ɛwɔ hɔ de ma ayarefoɔ) Accessibility Policy
- (Wɔn a Ahan Dan no Asomfoɔ Mmara a ɛwɔ hɔ de ma Ayarefoɔ Nhyehyɛɛ) Accessible Customer Service Policy
- (Consent to Disclose Information krataa) Consent to Disclose Information form
- (Nkrataa a wɔdebisa nnoɔma a ɛwɔ hɔ de ma ayarefoɔ no) Documents for accommodation requests
- (Mmara a ɛremma ho Kwan mma Wɔntu wo sɛ w'antua Wo Dan Ka a (De Dan Ka a) Eviction Prevention Policy for Non-payment of Rent (Arrears)
- (Mmara a ɛkyerɛ sɛ wɔagyina biribi so atu wo) Policy on Evictions for Cause
- (Mmara wɔ deɛ Nnipa wɔ ho Kwan, Ahunahuna ne Mmara a ɛwɔ hɔ de Ma Ob iara) Human Rights, Harassment and Fair Access Policy
- Dan Nkrataa video ne nkrataa a ɛkahoo nyinaa
- (Mmara a ɛwɔ hɔ de ma Wɔn a Wɔahan Dan no Baabi a Wɔbeyi Wɔn de Wɔn Ako) Tenant Transfer Policy
- (Fie no mu Tebea a wɔdi akyire Nhyehyɛɛ) Unit Condition Follow-Up Process
- (Ahɔhoɔ ne Ahɔhoɔ Mmara) Visitor and Guest Policy

Wo pɛsɛ wonya mmara biara nsɛsoɔ a, wobetumi:

1. **Ayɛ ne nsɛsoɔ wɔ kɔmputaso**
2. **Akɔgye afiri wo (Dan no ho Adwumayɛ hɔ) Operating Unit anaa wo (Dan ɛsohwɛ ho adwumayɛ ɔfese) Property Management office hɔ**
3. **Frɛ (Baabi a Wɔhwɛ Nipa) Client Care Centre wɔ 416-981-5500 anaa [help@torontohousing.ca/](mailto:help@torontohousing.ca)**

This book was accurate at the time of publishing. Send corrections to help@torontohousing.ca.

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Akwaaba

Toronto Community Housing wɔ adan bebreɛ a fiefoɔ 58,000 a wɔwɔ fipam a atwa ahyia wɔ kurom hɔ nyinaa, a ɛyɛ City of Toronto dea. Yɛbɔ yɛho mmɔden sɛ adan a yɛasisi no mu te, asomdwoe wɔ hɔ, emu nnoɔma nyinaa yɛ adwuma na adan no boɔ nso nyɛ den, na ɛboa ma wɔn a wɔahan adan no ma wɔnya ɔsom ne mmoa a ɛbɛn wɔn. Yɛne adwumakuo yɛ adwuma bom sɛdeɛ ɛbeɛue akwan a ɛde mpontuo bɛba wɔn a ɛte yɛn mantamu abraɔ ne asetena mu, na ɛnam so ama Toronto asetena ayɛ kama.

Eyi yɛ akwankyerɛ a ɛbɛboa wo wɔ mmere a wote Toronto Community Housing dan mu no. ɛkasa fa nea wowɔ ho kwan ne w'asɛdeɛ sɛ obi a w'ahan dan. ɛsan nso kasa fa kwan a wobɛfa so ama wo dan no mu ayɛ anigyɛ.

Yɛda adwumayɛfoɔ bebreɛ ne wɔn a wɔte hɔ, ne badwafoɔ a wɔka (Wɔn a Wɔahan dan Nkɔmmɔdie Kuo) Tenant Communications Workgroup, a wɔkyerɛ wɔn adwene ne wɔn mmuaɛɛ a wɔmaɛɛ de maa saa akwankyerɛ yi bɛyɛɛ **wo dea**. Fa saa akwankyerɛ yi to hɔ na ma yɛn nte wo nka mmere biara a wohia mmoa no.

Adeɛ a ɛho hia: Wɔn a Wɔahan dan Akwankyerɛ no wɔ ho de ma wo sɛdeɛ ɛbɛboa wo sɛ wohia amaneɛbɔ ntɛmntɛm a. Amaneɛbɔ a ɛwɔ saa akwankyerɛ yi mu no betumi asesa mmereɛ biara na ɛbetumi nso atwam. ɛnsɛsɛ wo fa amaneɛbɔ a ɛwɔ saa akwankyerɛ yi mu no sɛ mmara afotuo. Sɛ nea wɔatwerɛ wɔ saa akwankyerɛ yi mu no ne mmara a ɛwɔ Canada (ɔman, mantamu, anaa deɛ ɛnte saa), anaa Toronto Community Housing mmara, nhyehyɛɛ, anaa akwankyerɛ no hyia a, afei deɛ mmara no, mmara, nhyehyɛɛ, nhyehyɛɛ, anaa akwankyerɛ no bɛyɛ adwuma. ɛnsɛsɛ wohu biriribiara a ɛwɔ saa akwankyerɛ yi mu sɛ ɛyɛ bɔhyɛ a Toronto Community Housing ɛrehyɛ obiara sɛ ɔbɛyɛ anaa sɛ ɔnyɛ biriribi, ɔde ne ho ato hɔ sɛ ɔbɛyɛ anaa ɔpene so.

Sɛ m'akwankyerɛ yera a, mesrɛ wo fa kɔma:

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26 ɔtadeɛ a ɛsa Adihɔ a wɔdware mu

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33 Kwan a wɔbɛfa so de obi aka anaa ayi obi afiri wo fie hɔ

33 Ntesoɔ (fie a emu ayɛ mma aboroso) nhyehyɛ

34 Emubae (fie emu nipa sua) nhyehyɛ

34 Kwan a wo bɛfa so abisa sɛ wo pɛsɛ wotu firi dan a wo te mu no de kɔ baabi foforo

34 Ahɔhoɔ ne Ahɔhoɔ Nhyehye

35 Wonni hɔ nna 90 akyi

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Yɛn Toronto Community Housing Kuo ne sɛdɛɛ Yɛbɛsi Asom Wo

Toronto Community Housing wɔ adwumayɛfoɔ bɛyɛsɛ 16,000 a wɔyɛ adwuma a ɛbɛma w'anya asomfoɔ ne amaneɛbɔ biara a wohia wɔ nnoɔma siesie, wo dan nkrataa, mantamu ɔsom ne mmoa ne banbɔ ho.

(Baabi a Wɔhwɛ Nipa) Client Care Centre

Wobetumi anya **(Baabi a Wɔhwɛ Nipa) Client Care Centre** no nnɔnhwere 24 wɔ damuu no mu, nna 365 wɔ afe no mu. Adwumayɛfoɔ no bɛfa telefon no sɛ wofrɛ a na wɔaboa wo wɔ asɛm biara a ato wɔ mpofirimu ɛfa dan no ho. Wɔbetumi nso ama wo mmuaeɛ wɔ nsɛmmisa a ɛfa wo dan han ne adeɛ biara a wohia sɛ wɔbesiesie ma wo. Frɛ wɔn wɔ **416-981-5500** anaa wobɛnya wɔn wɔ kɔmputaso wɔ help@torontohousing.ca.

ɛsohwɛfoɔ

Wo ɛsohwɛfoɔ no yɛ adwuma wɔ wo dan anaa dan a wote mu no mu. N'adwuma ne sɛ ɔbɛhwɛ dan no so yie na ɔsom biara a wɔn a wɔahan dan no behia no wɔayɛ ama wɔn wɔ mmere a wofrɛ no wɔ **416-981-5500**. ɛsohwɛfoɔ no yɛ adwuma fiti anɔpa 8:30 kɔpem anwummerɛ 4:30.

Wɔpɔn na wohia mmoa wɔ biribi ho a, frɛ **(Baabi a Wɔhwɛ Nipa) Client Care Centre** no.

(Wɔn a Wɔahan dan Asomfoɔ ɛsohwɛfoɔ) Tenant Services Coordinator

(Wɔn a Wɔahan dan Asomfoɔ ɛsohwɛfoɔ) Tenant Services Coordinator asɛdɛɛ ne sɛ wɔde dan no bɛma ahan, wɔbehɔyia wɔn a wɔahan dan no ama wɔahyɛ wɔn nsaasehyɛdɛɛ wɔ dan nkrataa no so, na w'abu dan ka no ho akontaa. Wo betumi afrɛ wo (Wɔn a Wɔahan dan Asomfoɔ ɛsohwɛfoɔ) Tenant Services Coordinator no na w'abisa no nsɛmmisa biara a ɛfa wo dan ka no ho ne nsɛmmisa biara a wowɔ de fa wo dan a w'ahan no ho.

(Mantamu Asomfoɔ Panyin) Community Services Coordinator

Wo (Mantamu Asomfoɔ Panyin) Community Services Coordinator no ne wɔn a wɔte hɔ, mantamu mpanyinfoɔ, ne akuo yɛ adwuma bom sɛdɛɛ ɛbɛyɛ na wɔbehu wo mantamu no ahiadeɛ na wɔaboa wɔn a wɔte hɔ no mpanyinfoɔ no ne ka a wɔka ho bi no. Wɔn:

- Gyina botae baako so yɛ adwuma bom
- Wɔka wo ne wo fipamfoɔ a wɔte Toronto Community Housing mu bom ma mo hu ɔsom, nnoɔma a ɛwɔ hɔ ne mmoa foforo a mobeɛa a ɛwɔ hɔ de ma mo.

(Mantamu Apolisifoɔ) Community Patrol Officers

Yɛ n (Mantamu Apolisifoɔ) Community Patrol Officers ne (Apolisifoɔ Sonoko) Special Constables, ɛna afei adwumakuo a wɔbɔ nipa ho ban, ne Toronto Police Service yɛ adwuma bom de ma asomdwoe ba yɛn mantamu. Wobehu saa apolisifoɔ yi wɔ yɛn mantamu hɔ. Wɔn nso na wɔfa telefon no sɛ wɔn a wɔahan dan no mu bi frɛ (Mantamu Banbɔ Beaeɛ) Community Safety Unit hɔ wɔ **416-921-2323** so a.

(Mantamu Banbɔ Afotufuo) Community Safety Advisors

(Mantamu Banbɔ Afotufuo) Community Safety Advisors no tumi da akadeɛ a ɛwɔ mu a ɛfata ne adwumakuo a ɛwɔ abɔnteneso adi ma wotumi di anaa woka ɔhaw biara a wowɔ fa wɔn banbɔ ho wɔ mantamu hɔ. (Mantamu Banbɔ Afotufuo) Community Safety Advisors nso boa wɔte hɔ banbɔ agyinatufɔ no.

(Mantamu Afie ɛsohwɛfoɔ) Community Housing Supervisor

(Mantamu Afie ɛsohwɛfoɔ) Community Housing Supervisors hwɛ akuo a wɔyɛ adwuma wɔ wo dan mu hɔ no so na wɔboa wɔ nnoɔma siesie wɔ wo mantamu hɔ. Wɔhwɛ wo dan no adwumayɛfoɔ kuo no so.

(Dan no ho Adwumayɛ hɔ Panyin) Operating Unit Manager

(Dan no ho Adwumayɛ hɔ Panyin) The Operating Unit Manager no hwɛ kuo a wɔyɛ adwuma wɔ wo mantamu (Dan no ho Adwumayɛ ɔfese) Operating Unit office hɔ no so.

(Dan ɛsohwɛ ho adwumayɛ Adwumayɛfoɔ) Property Management Staff

Toronto Community Housing ne ɔsom aboafoɔ nnan na ɛyɛ adwuma bom de boa yɛn ma yɛhwɛ yɛn adan no bi so. Adwuma a (dan ɛsohwɛ ho adwumayɛ adwumamu) property management companies yɛ no daadaa no yɛ sononko kakra. ɛsohwɛfoɔ no bɛkɔso awɔ hɔ. Na mmom, wɔn ɔfese adan no bɛyɛ sononko.

Wobetumi afɛ **(Baabi a Wɔhwɛ Nipa) Client Care Centre** wɔ:

- adefofoɔ bi a ɛhia nsiesie wɔ wo dan mu hɔ
- w'adesiesie bi a wobisaaɛ anaa wɔawie
- sɛdeɛ wobɛbɔ nkuro
- krataa bi a w'anya
- frɛ a ɛtwatoɔ a wofrɛɛ **(Baabi a Wɔhwɛ Nipa) Client Care Centre** no

Kae sɛ wobɛgye ahyɛnsoo akontahyɛdeɛ wɔ adesɛ biara a wo bɛbisa wɔn ho.

Sɛ wo pɛsɛ wo ne obi di wo dan nkrataa no ho nkɔmmɔ, wo dan ka anaa kwan a wofa so tua wɔn ka no ho nkɔmmɔ a, kɔ wo mantamu (Dan ɛsohwɛ ho adwumayɛ ɔfese) Property Management office hɔ.

Fa **ahyɛnsoo akontahyɛdeɛ** di w'abisadeɛ no akyi 

Sɛ wofrɛ **(Baabi a Wɔhwɛ Nipa) Client Care Centre** wɔ **416-981-5500** de srɛ sɛ wopɛsɛ wobɛsiesie biribi de ma wo anaa worebisa asɛm bi de afa wo dan a wɔahan no ho a, yɛn adwumayɛfoɔ no bɛma wo **ahyɛnsoo akontahyɛdeɛ**. W'ahyɛnsoo akontahyɛdeɛ nie. Fa saa akontahyɛdeɛ yi di w'abisadeɛ no akyi. Hu ampa ara sɛ wobɛbisa ahyɛnsoo akontahyɛdeɛ bere biara a wo bɛfrɛ mu.

Mewo nsemmisa fa ...

adesiesie ho
me sikasem

me frɛ a ɛtwatoɔ

sɛdeɛ mɛbɔ nkuro wo
me dan a m'ahan ho

Bisa Yen.

Kwan a Wobɛfa so Anya Toronto Community Housing

Toronto Community Housing adan a wɔwɔ no wɔahyehye no sɛ (Adan no ho Adwumayɛ ho) Operating Units a ato apete wɔ kurom ho. Eyi ma wɔn a wɔteho no bɛn nnoɔma bebreɛ.

Wo betumi anya yen:

A w'ankasa wo bɛba

Sɛ wopɛsɛ wo ne obi tenase di nkitaho a, wo betumi ne wo ɛsohwɛfoɔ no adi ho nkɔmmɔ na nso ɛbetumi aba sɛ wobɛkɔ akɔhu no wɔ (Dan no ho Adwumayɛ ho) Operating Unit anaa (Dan ɛsohwɛ ho adwumayɛ ɔfese) Property Management Office (wɔ afie no binom ho) ho. Wo pɛsɛ wɔsom wo ntɛmso a, di kan frɛ yɛ nhyehyɛ. Sɛ wo nnim baabi a wo (Dan no ho Adwumayɛ ho) Operating Unit anaa (Dan ɛsohwɛ ho adwumayɛ ɔfese) Property Management Office wɔ ampa a, **(Baabi a Wɔhwɛ Nipa) Client Care Centre** no betumi akyerɛ wo ɔfese koro a wobɛkɔ.

Wɔ Telefon so

Wo betumi nso afɛ **(Baabi a Wɔhwɛ Nipa) Client Care Centre** nnɔnhwere 24 wɔ damuu no nyinaa mu wɔ **416-981-5500** so.

Wɔ Kɔmputaso

Wo benya yen wɔ kɔmputaso wɔ help@torontohousing.ca, sɛ wo nhia mmoa wɔ w'asɛm no ho animanim yi ara a.

Mmere a ɔfese no Bue: Wɔbue (Dan no ho Adwumayɛ ho) Operating Unit ne (Dan ɛsohwɛ ho Adwumayɛ ɔfese) Property Management offices fiti anɔpa 8:30 kɔpem anwummerɛ 4:30 ɛfiri Dwɔɔda de kɔpem Fieda. Wɔnbue Memeneda, Kwasieda ne homeda. Saa mmere yi da nsono kyɛn deɛ wo (Dan ɛsohwɛ ho Adwumayɛ ɔfese) Property Management office deɛ a, wɔde mmere a ɛfata no bɛbɔ wɔn ɔfese pono no anim.

Wo Mantamu (Dan no ho Adwumayɛ ho) Operating Unit anaa (Dan ɛsohwɛ ho Adwumayɛ) Property Management Adwumayɛfoɔ

Saa adwumayɛfoɔ yi yɛ adwuma ma wɔn a wɔahan dan wɔ wo dan mu ho. Wobetumi abisa wɔn amaneɛbɔ ne nnoɔma a wo hia.

Sɛ woko ɔfese ho ne obi kɔkasa a, wo tumi:

- Bisa nsɛm fa wo dan nkrataa no ho.
- Bisa nsɛm fa wo dan ka no ho.
- Wo dan ka tua.
- Srɛ sɛ wɔnyi wo mfiri dan a wo te mu no mfa wo nkɔ dan foforo mu.
- Nya wɔn a wɔte Toronto Community Housing fie mu nhyehyɛe no nsɛsoɔ.
- Bisa nsɛm fa wo dan a wɔahan no ho ne wo sikasɛm ho.
- Wie nkrataa a ɛkyerɛ sɛ w'akatua asesa no, ma wɔmfa nwie w'afe dan ka nhwehwɛmu , a wɔde sɛdeɛ obi foforo ɛretu abɛtena wo fie ho anaa sɛ obi ɛretu afiri ho no.

Wo Mantamu Adwumayɛfoɔ

Twɛrɛ wo (Dan ɛsohwɛ ho adwumayɛ) Operating Unit anaa (Dan no ho Adwumayɛ ɔfese) Property Management office no telefon akontahyɛdeɛ ne nipa foforo a wɔn ho hia wo telefon akontahyɛdeɛ wɔ ha.

Adeɛ a ɛho hia: Wɔbɛboa wo wɔ ɔsom ne nnoɔma a wobehia ho.

(Wo benya saa amaneɛbɔ yi sɛ wohyɛ wo nsaasehyɛdeɛ wɔ wo dan nkrataa so a, anaasɛ wo betumi afrɛ (**Baabi a Wɔhwɛ Nipa**) **Client Care Centre** wɔ **416-981-5500** mmere biara mu.)

(DAN NO HO ADWUMAYɛ HO) OPERATING UNIT (OU) din: _____ **OU**
krataa: _____

(DAN ɛSOHWɛ HO ADWUMAYɛ) PROPERTY MANAGEMENT Adwuma din (sɛ wowɔ bi a):

ɔfese adrɛɛse: _____

fax akontahyɛdeɛ: _____ Baabi a wowɔ wɔ kɔmputaso:

(Dan no ho Adwumayɛ ho Panyin) Operating Unit Manager:

Telefon: _____ ɔfese mmere: _____

(Mantamu Afie ɛsohwɛfoɔ) Community Housing Supervisor:

Telefon: _____ ɔfese mmere: _____

(Dan no ɛsohwɛfoɔ) Building's Superintendent

Telefon: _____ ɔfese mmere: _____

(Wɔn a Wɔahan dan Asomfoɔ ɛsohwɛfoɔ) (TSC) anaa (Dan odwumayɛfoɔ) Tenant Services Coordinator (TSC) or Property Administrator:

Telefon: _____ Baabi a wowɔ wɔ kɔmputaso: _____

(Mantamu Asomfoɔ Panyin)(CSC)Nhyehyɛ) Community Services Coordinator (CSC) Engagement:

Telefon: _____ Baabi a wowɔ wɔ kɔmputaso: _____

(Mantamu Asomfoɔ Panyin (CSC) Emu Kɔ) Community Services Coordinator (CSC) Access:

Telefon: _____ Baabi a wowɔ wɔ kɔmputaso: _____

(Mantamu Asomfoɔ Panyin (CSC) Mmoa) Community Services Coordinator (CSC) Support:

Phone/Telefon: _____ Baabi a wowɔ wɔ kɔmputaso: _____

(Mantamu Banbɔ Afotufuo) Community Safety Advisors (CSA):

Telefon: _____ Baabi a wowɔ wɔ kɔmputaso: _____

Wɔn a wɔahan dan mmara a ɛkyerɛ nea wɔwɔ ho kwan Ne Wɔn Asɛdeɛ

Sɛ obi a wɔahan dan, wowɔ ho kwan sɛ:

Wɔbɛbɔ wo dan a w'ahan no ho ban

Wobɛtena wo dan mu hɔ kɔpem sɛ:

- Wo twerɛ wo fiewura (Toronto Community Housing) bɔ no nkaɛ sɛ wopɛsɛ wo tu anaa
- Fiewura no betumi atu wo sɛ wobu *Residential Tenancies Act* nhyehɛe no so a.

Nkaɛɛ ansana w'awura mu

- ɛsɛsɛ Fiewura (Toronto Community Housing) bɔ wo nkaɛ nnɔnhwere 24 ansana w'aba wo dan mu hɔ, gyesɛ biribi si mpofirim nkoara a na ɔtumi ba hɔ a wɔremmɔ wo nkaɛɛ.

- ƐƐƐƐ Toronto Community Housing odwumayefoɔ anaa odwumayefoɔ a wɔabɔ no paa sɛ ɔbɛyɛ hɔ adwuma no gyina botae a ɛwɔ *Residential Tenancies Act* nhyehɛ anaa wo dan nkrataa no mu no so ansana wɔatumɛ aba wo dan mu hɔ.

Sɛ obi a wɔahan dan, ƐƐƐƐ wo ne wɔn a wɔte wo nkyɛn no nyinaa asɛdeɛ sɛ mobedi mmara a ɛwɔ dan nkrataa no so.

Ɛne sɛ, nso ɛdɔɔso kyɛn, asɛdeɛ a edidiso yi:

- Tua wo dan ka mmere a ƐƐ mu, bosome biara.
- Di wo dan no mu ni na nsɛe hwee.
- Siesie anaa tua ma wɔn nsiesie adeɛ biara a wo anaa obi a ɔte wo dan mu hɔ, w'ahɔhoɔ anaa w'ahɔhoɔ bɛsɛe biara. (Nnoɔma a ɛtae sɛe a ɛhia nsiesie nka eyinom ho.)
- Gye adebɔne biara a wobɛyɛ ne nea obiara a ɔte wo dan mu hɔ, w'ahɔhoɔ, w'ahɔhoɔ, wɔn ayɛnmmoa ne w'ayɛnmmoa bɛyɛ tom,.
- Bu wo fipamfoɔ na nyɛ dede bebreɛ, hwɛ w'ayɛnmmoa yie na popa fii biara a wɔbɛyɛ, na to wo nwura gu nwura kyɛnsee a wɔde ama wo no fa boa ma baabi a obiara tumi fa no nni ni.
- Bu adan a ɛwɔ yɛn mantamu hɔ, a adan a wɔde ma ahan, nkurɔfoɔ adan, baabi a obiara tumi fa ka ho.
- Di Toronto Community Housing nhyehyɛe ne mmara a ɛfata nyinaa so.
- Kɔgye banbɔ nkrataa a ɛbɔ wo nnoɔma ho ban (hwɛ krataafa 20). Wɔtae frɛ eyi nnoɔma anaa nkrataa a ɛbɔ wɔn a wɔahan dan ho ban.
- Bisa mmoa firi wo ɛsohwɛfoɔ no hɔ sɛ wo pɛsɛ ɔsesa wo pono korɔkorɔ no a. **W'ankasa nsesa wo pono korɔkorɔ.**
- Sɛ obi tu bɛtena wo dan mu hɔ anaa otu firi wo dan mu hɔ a ka kyerɛ wo (Wɔn a Wɔahan dan Asomfoɔ ɛsohwɛfoɔ) Tenant Services Coordinator anaa wo (Dan odwumayefoɔ) Property Administrator wɔ twerɛ mu, wɔ nna 30 mu.
- Bɔ wo (Wɔn a Wɔahan dan Asomfoɔ ɛsohwɛfoɔ) Tenant Services Coordinator anaa wo (Dan odwumayefoɔ) Property Administrator amanneɛ wɔ nna 30 mu sɛ w'akatua sesa a.
- Mmfa wo dan a wɔahan no (mma obi foforo sɛ ɔntena mu nkɔpem mmere bi) sublet.

Deɛ nipa wɔ ho kwan

Nkurɔfoɔ a wɔte Toronto dɔɔso na wɔn amammerɛ dɔɔso. Toronto Community Housing agye nipa ahorɔɔ yi atom na wɔde ato wɔn ho so sɛ wɔn adwumamu yɛ baabi a mpaepaemu nni na wɔbu sɛ nipa nyinaa yi pɛ. Wɔn a wɔte hɔ, ahɔhoɔ, ne wɔn ahɔhoɔ nyinaa wɔ ho kwan sɛ wɔbɛtena na wɔayɛ adwuma wɔ baabi a asomdwoe wɔ na wɔbu nipa, a wɔnyɛ mpaepaemu anaa wɔnhunahuna obiara wɔ kwan biara so.

Toronto Community Housing wɔ (Mmara wɔ deɛ Nnipa wɔ ho Kwan, Ahunahuna ne Mmara a ɛwɔ hɔ Ma Obiara) Human Rights, Harassment and Fair Access Policy a ɛda nea ɛho hia a ɛwɔ Ontario *Human Rights Code* no mu no.

Obiara a ogyedi sɛ wɔahunahuna no /w'ayi no afiri biribi mu wɔ saa mmara yi mu no betumi abɔ ho nkuro sɛ w'antumi ne (Dan no ho Adwumayɛ ho) Operating Unit anaa (Dan ɛsohwɛ ho adwumayɛ ɔfese) Property Management Office anni asɛm no a.

Sɛ wo hia amaneɛbɔ bebreɛ fa deɛ nipa wɔ ho kwan wɔ Toronto Community Housing no ho, anaa wo pɛsɛ wo kenkan mmara no a, kɔ baabi a yɛwɔ wɔ kɔmputaso no wɔ www.torontohousing.ca anaa twerɛ krataa fa mane yɛn wɔ kɔmputaso wɔ humanrights@torontohousing.ca.

Adeɛ a ɛho hia: Video wɔ wɔn a wɔahan dan asɛdeɛ ho (wɔ kasa bebreɛ mu) wɔ ho wɔ www.torontohousing.ca/lease/ .

Nea Toronto Community Housing wɔ ho kwan ne w'ɔasɛdeɛ

Asɛdeɛ

Sɛ wo fiewura, yɛ:

- Ma wo ɔsom a ɛwɔ wo dan nkrataa no mu nyinaa, wɔ mmara kwan so, anaa ne mmienu nyinaa
- Hu ampara sɛ wobɛhwɛ wo dan a w'ahan no so yie na biribi sɛe wɔ wo dan mu ho na wo frɛ a wɔsiesie ma wo nnannum ntam.
- Di mantamu apɔmu teɛ, banbɔ ne adan nhyehyɛe ne mmara a ɛwɔ ho no so.
- De adansedie krataa a ɛkyerɛ sɛ w'atua wo dan ka ma wo sɛ wo bisa yɛn a.
- Yɛ nkrataa de hwɛhwɛ wo dan ka no mu bio wɔ afe no mu, sɛ wo dan ka no gyina w'akatua so a.
- Bɔ nkaɛ nnɔnhɛre 24 ansana wɔawura wo dan no mu gye sɛ biribi te sɛ (nsu yiri, ogya, adeɛ a ɛtumi kum anaa ahobanbɔ so hwɛ) , a sɛ ɛba no saa a, odwumayɛfoɔ no tumi wura wo dan mu ho a ɔmmɔ wo nkaɛ.
- Ma ayarefoɔ ho kwan ma wɔnya wɔn ara wɔn asomfoɔ .

Deɛ wowɔ ho kwan

Sɛ wo fiewura, yɛ:

- Gye bosome baako dan ka de to aseɛ sɛ wotua dan ka boɔ a ɛwɔ dwam no a.
 - De sika a wode ato aseɛ no tua wo dan ka bosome a ɛtwatoɔ a wode betu afiri dan no mu no.
 - Ntumi mfa sika a wode ato aseɛ no nyɛ hwee wɔ kwan biara so, sɛ ebia yɛde tua nnoɔma a asɛe ka.
 - Fiewura no asɛdeɛ sɛ otua sika kakra de ka sika a wode ato aseɛ no ho afe biara.
- Tu wɔn a wɔahan dan a wɔnntua wɔn dan ka mmere a ɛsɛ mu anaa bu Toronto Community Housing adan mmara no so.

Wobetumi anya amaneɛbɔ bebreɛ ɛfa nnoɔma a wɔbegyina so de atu obi a wɔahan dan no wɔ krataafa aduasa (35) so.

Ade a ɛho hia: Toronto ommunity Housing mpɛsɛ wɔtu wo. Yɛpɛsɛ yɛne wo di asɛm biara a ɛwɔ hɔ ntɛm sɛdɛɛ ɛbɛyɛ na wo bɛkɔso atena wo fie hɔ. Yɛde ato yɛn ho so sɛ yɛne wɔn a wɔte hɔ a wɔn sikasɛm ha wɔn no bɛyɛ adwuma abom. Mesrɛ wo hu wo (Wɔn a Wɔhan dan Asomfoɔ ɛsohwɛfoɔ) Tenant Services Coordinator anaa (Dan Odwumayɛfoɔ) Property Adminstrator no sɛ wo ntumi ntua wo dan ka, anaa sɛ wowɔ ɔhaw bi a ɛfa wo dan ka no ho a.

Toronto Community Housing ɔsom a Wɔde Ato Wɔn Ho So

Wobetumi afrɛ Toronto Community Housing (Baabi a Wɔhwɛ Nipa) Housing's Client Care Centre nnɔnhwere 24 damuu no mu, nna nson wɔ nnawɔtwe no mu, da biara wɔ afemuu no nyinaa mu. Yɛbɛbɔ mmɔden ayɛ w'adehia ama wo.

Nsiesie ne ahwɛsoyie

Sɛ worebisa sɛ yɛmmɛsiesie biribi mma wo a, mesrɛ wo frɛ (Baabi a Wɔhwɛ Nipa) Client Care Centre ho wɔ **416-981-5500**.

- Yɛyɛ w'abisadeɛ wɔ nsiesie ne sɛnea wobɛfaso ahwɛsoyie ho wɔ adwuma nna nnum ntam.
- Yɛne wo bɛyɛ adwuma abom kɔpem sɛ yɛbɛnya ɛho mmuaɛɛ de ama wo.
- Sɛ wo nhia yɛn mpofirimu deɛ a, wo betumi de krataa amane yɛn wɔ kɔmputaso wɔ **help@torontohousing.ca**. Yɛn adwumayɛfoɔ no bɛma wo ahyɛnsoo akontahyɛdeɛ. Eyi yɛ w'ankasa w'ahyɛnsoo akontahyɛdeɛ a wodebɛma yɛn sɛ wordi adeɛ a w'abisa yɛn no akyi a.
- Hu ampa ara sɛ wobɛgye w'ahyɛnsoo akontahyɛdeɛ bere biara a wobɛfrɛ.

Nnoɔma a wɔsiesie no mpofirimu

Sɛ wofrɛ sɛ wɔmmɛsiesie biribi mma wo mpofirimu a, odwumayɛfoɔ bi beduru wo dan mu hɔ nnɔnhwere nnan ntam, ɛgyina adekorɔ a wopɛsɛ wɔsiesie no so. Yɛbɛbɔ mmɔden ara sɛ yɛbɛsiesie anaa yɛbɛma no agyina sɛdɛɛ ɛbɛyɛ na ɛntɔ nkɔso nsɛɛ. Sɛ nsiesie no nyɛ adeɛ a wɔsiesie wie a ɛbɛtena hɔ afeɔɔ a, yɛbɛhu no sɛ ɛyɛ daadaa nsiesie na odwumayɛfoɔ no bɛba abɛyɛ ama wo adwuma nna-nnum ntam.

(Wɔn a Ahan Dan no Asomfoɔ Mmara a ɛwɔ hɔ de ma Ayarefoɔ) Accessible customer service

Toronto Community Housing (Wɔn a Ahan Dan no Asomfoɔ Mmara a ɛwɔ hɔ de ma Ayarefoɔ) Accessible customer service di mmara a ɛwɔ hɔ de ma *Accessibility for Ontarians with Disabilities Act* no so.

Wo pɛsɛ wosua nnoɔma bebreɛ wɔ saa mmara yi ho a, kɔ baabi a Ministry of Community ne Social Services foɔ wɔ wɔ kɔmputaso wɔ

www.mcscs.gov.on.ca.



(Wɔn a Ahan Dan no Asomfoɔ Mmara a ɛwɔ hɔ de ma Ayarefoɔ) Accessible Customer Service policy no di saa nhyehyɛ yi so:

1. Wɔnam obuo a wɔwɔ de ma ayarefoɔ a wɔahan dan no so bɛsom wɔn .
2. Wɔn a wɔahan dan a wɔyɛ ayarefoɔ no benya saa ɔsom a wɔde ma obiara yi so mfasoɔ, wɔ faako, wɔ kwankorɔ so, te sɛ wɔn a wɔahan dan no nyinaa, gyesɛ ɛhobehia sɛ yɛbɛyɛ biribi wɔ kwan foforo bi so.
3. Wɔbɛma Wɔn a wɔahan dan a wɔyɛ ayarefoɔ no ho kwan ama wɔanya ɔsom a yɛde som obiara no bi.

Wo pɛsɛ wosua nnoɔma bebreɛ wɔ saa nhyehyɛ yi ho a, kɔ baabi a yɛwɔ wɔ kɔmputaso wɔ www.torontohousing.ca/accessibility.

(Toronto Community Housing Nkurobɔ Nhyehyɛ) Toronto Community Housing Complaint Process

Wo haw ne wo nkurobɔ ho hia yɛn. Yɛn botae ne sɛ yɛbɛsom wɔn a wɔte hɔ no wɔ kwan pa so. Nanso, yɛntumi nhu deɛ ɛha wo gyesɛ wo bɔ yɛn amanneɛ. Wobetumi aka wo haw anaa wo nkurobɔ no wɔ kwan bebreɛ so. Wobetumi ama yɛate wo nka sɛ wo pɛsɛ woka deɛ ɛhaw wɔ ɔsom a yɛde som wo no ho, adeɛ bi a yɛasiesie wɔ wo dan mu anaa wo mantamu hɔ, anaa Toronto Community Housing adwumamu nhyehyɛ ho wɔ akwan ahorɔɔ a yɛabobɔ so wɔ aseɛ ha yi so

1. **W'ankasa wobetumi aba:** ɛne wo (Dan no ho Adwumayɛ hɔ Panyin) Operating Unit Manager anaa adwumayɛfoɔ a wɔwɔ (Dan ɛsohwɛ ho adwumayɛ ɔfese) Property Management office hɔ nni ho nkɔmmɔ.
2. **Wɔ twerɛ mu:** Twerɛ krataa fafa kɔmputaso anaa posuɔfese kɔma adwumayɛfoɔ a wɔwɔ (Dan no ho Adwumayɛ hɔ Panyin) Operating Unit Manager anaa adwumayɛfoɔ a wɔwɔ (Dan ɛsohwɛ ho adwumayɛ ɔfese) Property Management office hɔ.
3. **Frɛ telefon so wɔ 416-981-5500 anaa**
4. Anaa wo pɛsɛ wode krataa mane wɔn wɔ kɔmputaso a fa kɔ help@torontohousing.ca.

Kae sɛ wobɛgye ahyɛnsoo akontahyɛdeɛ.

Fa saa akontahyɛdeɛ yi ma yɛn bere biara a wobɛfrɛ de ahwɛ baabi a yɛaduru wɔ wo nkurobɔ di no ho.

Sɛ wo bo anto wo yam wɔ ɔsom a yɛde ama wo no ho a, bɔ wo (Dan no ho Adwumayɛ hɔ) Operating Unit anaa adwumayɛfoɔ a wɔwɔ (Dan Panyin) Property Manager amanneɛ. ɔbɛtwerɛ wo nkurobɔ no ato hɔ na w'ayɛ ho adwene adwuma nna 10 ntam. Sɛ wo bo antɔ wo yam bio wɔ ɔsom no ho anaa wɔ adwene a wɔyɛ wɔ wo nkurobɔ no ho a, frɛ **416-981-5500**. Wɔbɛtwerɛ wo nkurobɔ no ato hɔ, na panyin pa ara no bɛfrɛ wo adwuma nna nnum ntam.

Ɛdeɛn na esi wo bɔ nkuro no wie a?

Odwumayɛfoɔ a ɔbɛtwɛɛ wo nkurobɔ no ato hɔ no bɛhyɛ ato hɔ sɛ ne nsa aka nkurobɔ no wɔ **adwuma nna mmienun tam.**

Bere bɛn na wobɛnya mmuaɛɛ?

Odwumayɛfoɔ bi bɛma wo mmuaɛɛ wɔ **adwuma nna 10** tam. Wɔbɛbɔ wo amanneɛ wɔ kwan a wɔbɛfa so ayɛ adwene wɔ wo nkurobɔ no ho ne mmerɛtenten a wɔde bɛyɛ adwene afa nkurobɔ no ho.

Yɛ deɛ ɛtene: Bɔ amanneɛ wɔ nsisie ne nwura ho, amonom hɔ ara.

Nsisie ka obiara a ɔte Toronto Community Housing mu. Sika a ɛyɛra ɛnam nsisie dwumadie so no si Toronto Community Housing kwan na ɛmma wɔntumi nsiesie nnoɔma akɛsɛɛakɛsɛɛ a asɛɛ no.

- Wɔretwentwɛn wo nanase wɔ adeɛ a wɔbɛsiesie wɔ dan a obiara nte mu no si wɔn a wɔpɛsɛ wɔbɛhan dan a wɔn din da krataa so ɛretwɛn no tu a wɔbɛtu abɛtena dan no mu ntɛmntɛm no.
- Adesɛɛ ma adwenesakra ba wɔ adeɛ a ɛho wɔ mfasoɔ a wɔpɛsɛ wɔdikan siesie no.
- Dwumadie a ɛsɛɛ nnoɔma no betumi ama wo ne wo mantamu atwɛn akyɛre ansana wɔasiesie nnoɔma a ɛhia a asɛɛ no. Toronto Community Housing abɔ asomfoɔ a wɔnyɛ adwuma mma wɔn no paa sɛ wɔmfɛ telefon frɛ a ɛfa nsisie ho no. Wo betumi abɔ amanneɛ wɔ wo haw no ho wɔ bere a wo mmɔ wo din nkyɛrɛ wɔn. Wo betumi abɔ wo haw no ho amanneɛ wɔ kasa biara a wo pɛ mu, bere biara mu.

(Nhwɛhwɛmu Beaeɛ) Investigations Unit a ɛwɔ (Adwuma kuo a Wɔhwɛhwɛ Sikasɛm Mu) Internal Audit Department adwuma mu no, adwumakuo a ɛde ne ho no bɔ amanneɛ de kyerɛ Toronto Community Housing Adwuma Mpanyinfoɔ Kuo, no hwɛhwɛ wo haw no mu.

Sɛ wohu anaa wodwene sɛ odwumayɛfoɔ anaa obi a ɔte hɔ bi asisi obi a, bɔ yɛn amanneɛ amonm hɔ ara.

- Frɛ (Yɛ Deɛ ɛyɛ) *Do What Is Right* telefon akontahyɛdeɛ wɔ **1-877-993-6744** no berebiara .
- Kɔ www.tnwgrc.com/torontocommunityhousing kɔbɔ amanneɛ wɔ kɔmputaso berebiara
- Twɛrɛ krata na fa mane yɛn wɔ:
Chief Internal Auditor
c/o Toronto Community Housing
931 Yonge Street
Toronto, ON M4W 2H2
- Wo betumi atwe ne baako a ɛbɛboa wo wɔ www.torontohousing.ca/report_fraud_or_waste

Wo Fie

Amaneɓɔ a ɛfa Asetena Papa Ho



1. Woretu abɛtena dan no mu foforɔ a

Ansana wo betu abɛtena fie no mu foforɔ no, na wo fie no mu te, wɔahwehwɛ hɔ ahu sɛ wɔasiesie biribiara a asɛɛ biara. Afei nso wɔde nnuro a ɛkum mmoawa apete hɔ ama mmoawa biara a ɛwɔ hɔ awu, sɛ ɛfata sɛ ɛwɔsɛ wɔyɛ saa a. Wo ɛsohwɛfoɔ no ne wo bedikan akɔhwehwɛ dan no mu na w'ama wɔahunu nsesaɛ a wobetumi ayɛ ne nea worentumi nyɛ wɔ fie hɔ. ɔbetumi nso atwerɛ adeɛ biara a wɔdwene sɛ ɛfata sɛ wɔsiesie a wɔbɛda no adi akyerɛ no biara, na w'aka ka a wobɛbɔ na ɛwɔ krataa so no wɔatwerɛ ka biara a wobɛbɔ wɔ adeɛ biara a wɔbɛsiesie wɔ wo dan mu hɔ.

2. (Afidie a ɛdi aforosiane) elevator ne nnoɔma a wode kɔ dan mu hɔ



Toronto Community Housing adan biara yɛ sononko.

- Sɛ woretu abɛtena dan bi mu a, ɛne wo ɛsohwɛfoɔ no nyehyɛ (afidie a ɛdi aforosiane) elevator nto hɔ mma wo. Wobetumi nso ne **(Baabi a Wɔhwɛ Nipa) Client Care Centre** ayɛ saa nyehyɛɛ no. Odwumayɛfoɔ bi bɛma wo ahyɛnsoo akontahyɛdeɛ na ɔne wo ɛsohwɛfoɔ no bɛhyehyɛ afidie a ɛdi aforosiane no ato hɔ ama wo.
- Da a wobetu no, ɛsɛɛ wo ma **(Baabi a Wɔhwɛ Nipa) Client Care Centre** no aso te nnɔnhwere mmienɔ ntam ansana w'atu sɛdeɛ ɛbɛyɛ na wɔbɛsɔ afidie no ama wo ansana w'aduru hɔ.
- Sɛ wowɔ nnoɔma nketewa anaa akɛsɛɛ, te sɛ dan mu nnoɔma, a w'atɔ a wɔdebɛbrɛ wo wɔ dan mu hɔ a, bisa wo ɛsohwɛfoɔ no kwan a wɔfa so de gye saa nnoɔma no wɔ wo dan mu hɔ.

3. Dan mu Asiesie

To wo bo ase siesie wo dan mu hɔ mma hɔ nyɛ anika mma wo. ɛyɛ wo fie.

Kae: sɛ ɛwɔ mmara a wɔahyehyɛ wɔ wɔ dan nkrataa no so no mu no, wɔmpeneso sɛ wobɛyɛ nsesaɛ a ɛbɛka hɔ afeɓɔɔ.

- Sɛ woyɛ nsesaɛ a ɛbɛka hɔ afeɓɔɔ a, wɔbɛma wo atua ka biara a wɔbɛbɔ a wɔde bɛsɛɛ saa nnoɔma no de ama dan no abesi ne dadaa mu te sɛ deɛ na ɛteɛ ansana woretu abɛtena mu no.
- Wontumi nsesa fam hɔ.
- Wontumi ntu apono, cabinet, anaa pipe a nsuo fa mu ne nnoɔma nketenkete a ɛte saa biara.
- Wobetumi de wo mfonyini asɛn adeɛ mmerɛmmerɛ a wɔde mfonyini sɛn so wɔ dan ho nkoara na asɛn wo mfonyini. Mfa wo mfonyini nsɛn nnadowa anaa adeɛ a ayɛsɛ nnadowa biara so.

Sɛ wowɔ nsɛmmisa biara a ɛfa "nea wo betumi ayɛ" ne "nea worentumi nyɛ ho" ɛfa wo dan no mu asiesie no ho a, ɛne wo ɛsohwɛfoɔ no nkasa anaa frɛ **(Baabi a Wɔhwɛ Nipa) Client Care Centre**.

4. Fie ka nketenkete



- Wo (Wɔn a Wɔahan dan Asomfoɔ ɛsohwɛfoɔ) Tenant Services Coordinator anaa (Dan Odwumayɛfoɔ) Property Administrator no bɛka fie ka nketenkete a woara wo betua no tee ne nea ɛka wo dan ka no ho.
- sɛ wo tua dan ka a ɛgyina akatua so a, sika a wode tua wo dan ka nketenkete no bɛyɛ sononko ɛgyina wo dan no kɛseyɛ so. Sika dodoɔ a wobɛtua no wɔatwerɛ wɔ *Housing Services Act* ne Kuro no dan ka a ɛgyina akatua so mmara no mu.
- Sɛ w'asɛdeɛ ne sɛ wotua nkanea ka a, Frɛ Toronto Hydro wɔ **416-542-8000** anaa kɔ www.torontohydro.com kɔbue baabi a wobɛtua wo ka ansana deeti a wobetu no aduru.

Sɛ w'asɛdeɛ ne sɛ wotua gas ka a, frɛ Enbridge wɔ **1-888-427-8888** anaa kɔsra wɔn wɔ kɔmputaso wɔ www.enbridgegas.com na wone wɔn nyɛ nhyehyɛ ansana deeti a wobetu aduru.

5. Telefon, (sɛkyɛhama) cable, ne intanɛt

Telefon, (sɛkyɛhama) cable, ne intanɛt nka dan ka no ho. Wobetumi afa adwumakuo wɔ Toronto a wɔyɛ nnoɔma yi ho adwuma no mu biara. Wo ne telefon ne (sɛkyɛhama) cable adwumakuo no mu biara nyɛ nhyehyɛ wɔ da no mu, sɛdeɛ ɛbɛyɛ na wo ɛsohwɛfoɔ no bɛwɔ hɔ sɛ afidie adwumayɛnii no behia sɛ ɔbɛkɔ dan no ho baabi a wɔmpene so mma obiara nkɔ a.



Sɛ wo dan no yɛ dan a wohia sɛ obirebɛsra wo a ɔbɛfrɛ wo wɔ telefon so ansana wɔatumi abue pono no ama no aba mu na wohu sɛ ɛnyɛ adwuma a, ɛne adwumakuo a wɔde wo (sɛkyɛhama) cable maa wo no nni ho nkitahoo nhwɛ sɛ adwuma a wɔyɛ no tumi boa wo telefon-a -wɔfrɛ-ansana wɔatumi awura mu no bɛyɛ adwuma anaa.

6. Fie Mfidie

Toronto Community Housing dan biara mu no fridge ne stove si mu. ɛbɛyɛ adwuma yie sɛ wo di mu ni a. Sɛ wopɛsɛ wɔsiesie wo fridge ne wo stove a, frɛ wo **(Baabi a Wɔhwɛ Nipa) Client Care Centre** no. Adwumayɛfoɔ no ne wo bɛyɛ nhyehyɛ na wɔbesiesie ama wo wɔ mmere a wɔyɛ adwuma no mu. Adan no bebreɛ wɔ dan a wɔsi nnoɔma wɔ mu a wɔwɔ mmere a wɔbue ne mmere a wɔto mu. Wɔn a wɔahan dan no nni ho kwan sɛ wɔde afidie a wɔdesi nnoɔma, deɛ wɔde hata nnoɔma, anaa deɛ wɔde hohoro nkukuo mu besi wɔn dan mu hɔ. Sɛ wode saa mfidie yi mu biara si wo dan mu hɔ no betumi asɛɛ pipe a nsuo nam mu ba a ɛwɔ danmuu no mu no, ɛbetumi ama nsuo ayiri anaa ama wo nsuo anaa wo fipamfoɔ no nsuo atwa, anaa ɛde ɔhaw foforo bɛba. Sɛ woto fie afidie bi wɔ mmere a w'ansrɛ kwan wɔ twerɛ mu a, wɔbeyi afiri dan no mu na wobɛtua ka a fiewura no bɛbɔ de asiesie adeɛ biara a ɛbɛsɛɛ ɛnam afidie no so nti.

7. Afidie a ɛma dan mu yɛ nyunu ne satellite

ɛsɛsɛ wogyɛ krataaa firi wo (Dan no ho Adwumayɛ hɔ) Operating Unit anaa (Dan ɛsohwɛ ho adwumayɛ ɔfɛsɛ) Management office a ɛbɛma wo ho kwan ansana w'atumi de Afidie a ɛma dan mu yɛ nyunu anaa satellite dish abɔ wo dan no ho. Nimdeɛfoɔ a n'adwuma ho te na ɛwɔsɛ ɔde saa mfidie yi bɛbɔ hɔ na ama yɛahunu ampa ara sɛ wɔadi banbɔ mmara no so na amma asiane biara amma. ɛsɛsɛ wode krataa a ɛkyerɛ sɛ wɔayɛ no yie no brɛ yɛn.

(Dan no ho Adwumayɛ hɔ) Operating Unit anaa (Dan ɛsohwɛfoɔ) Property Manager no betumi de adwumayɛfoɔ nimdeɛfoɔ a wɔyɛ wɔankasa wɔn adwuma no ama wɔabesi saa mfidie no.

Sɛ wosi afidie a ɛma dan mu yɛ nyunu no ne satellite dish na w'ansrɛ kwan wɔ twerɛ mu a, wobetua ka biara a wɔbɛbɔ de ayi afiri hɔ ne ka biara a wɔbɛbɔ de asiesie adeɛ biara a ɛbɛsɛɛ.

Mesrɛ wo hyɛ no nso: Sɛ wosi satellite dish a, ɛyɛ mmarahyɛ sɛ wobɛbɔ wo fie ho ban ansa. Amanɛbɔ bebreɛ a ɛfa banbɔ ho wɔ krataafa 20.

8. Ayɛnmɔa hwɛ



Yɛnim sɛdɛɛ w'ayɛnmɔa ho wɔ mfasoɔ de ma wo. Yɛbɛma wo ho kwan ama w'awɔ ayɛnmɔa. Mesrɛ wo hyɛ no nso sɛ City no mmарanketewa no ma ho kwan sɛ fie biara bɛwɔ nkraman mmiɛnsa. Wo ntumi nya mmoro ayɛnmɔa nsia so a wɔbetumi ayɛ nkraman, nkra, ferrrete ne ntwammɔa wɔ bere biara mu wɔ fie hɔ. Su biara a w'ayɛnmɔa no bɛda no adi no yɛ w'asɛdɛɛ. Afei su biara a wo hɔhɔ anaa wo hɔhɔ ayɛnmɔa bɛda no adi no yɛ w'asɛdɛɛ.

ɛhohia sɛ wobedi saa mmara yi so sɛ wo, anaa wo hɔhɔ anaa wo hɔhɔ, wɔ ayɛnmɔa a:

- Fa ahoma sɔ w'ayɛnmɔa no mene wɔ baabi a obiara tumi fa no, sɛ ebia., mo firi wo dan mu hɔ na morekɔ adiɔ a.
- Hu ampa ara sɛ w'ayɛnmɔa no nsɛɛ dan no anaa nkurɔfoɔ nnoɔma, ɔnyɛ atantanneɛ, anaa ɔnyɛ dede hunu, sɛdɛɛ wɔatwerɛ wɔ wo dan nkrataa no mu no.
- Ngya w'ayɛnmɔa no nkoara wɔ adiɔ da.
- Koto, te w'ayɛnmɔa no agyanan fa gu bɔtɔ ketewa mu, yie, berebiara.
- To ayɛnmɔa agyanan gu yie:
 - Fa w'ayɛnmɔa agyanan no to nwura kyɛnsee a esi adiɔ no mu sɛ ogya ne nan bere a moretu mpasa wɔ adiɔ a.
 - Nto kra agyanan ngu fie tiafi no mu
 - fa bɔtɔ nketewa mmienu hyɛ ayɛnmɔa agyanan nyinaa ho (kra agyanan, adeɛ a ɛsɛ nnomaa buo mu) yie na to twene tokuro a wɔto nwura twene mu no mu.

Sɛ wo pɛsɛ wuhu sɛ wo behia akwamma nwoma de ama w'ayɛnmmoa ne mmara foforo a ɛfa ayɛnmmoa nyinaa ho a, frɛ City of Toronto wɔ **416-338-7387** anaa kɔ www.toronto.ca/animal_services/licensing.htm.

Sɛ wo fipamfoɔ kraman bom daadaa anaa wɔmmfa wɔn ayɛnmmoa agyana, anaa wowɔ nkurobo foforo bi bo fa ayɛnmmoa ho a, frɛ **416-338-7297** anaa kɔ **animalservices@toronto.ca**.

ɛsɛsɛ wode ɔsom yi bo nkuro a ɛfa wo fipamfoɔ ayɛnmmoa ho ansana Toronto Community Housing adwumayefoɔ no adi akyire de akɔhu wo fipamfoɔ no ɛfa wo haw no ho.

9. Mpomaa ho banbo



Korɔkorɔ da adan no mpomaa mu sɛdeɛ ɛbɛbo nkurofoɔ ne ayɛnmmoa ho ban na ɛmma wɔn ntenhwe mfa mpomaa no anim. Wo betumi abue no 10 centimetres de ama mframa afa dan mu ho a wommfa mu nte nhwe.

Mpomaa korɔkorɔ anaaa anim no wɔ ho sɛdeɛ ɛbɛbo wo ho ban. Mesɛ wo nsɛe no, mfa nni agoro, anaa nyi mpomaa korɔkorɔ a ɛwɔ wo dan mu ho no. Woyɛ saa a ɛbetumi ama wo mma anaa ayɛnmmoa, a wɔte wo fie ho anaa w'abɛsra wo no, anya asiane. Eyi nso to mmara a ɛwɔ dan nkrataa no mu no, na wobetumi ama w'atua ka a wɔbɛbo wɔ ne nsiesie no ho.

Mesɛ wo bo wo ɛsohwɛfoɔ amanneɛ anaa frɛ **(Baabi a Wɔhwɛ Nipa) Client Care Centre** sɛ mpomaa anaa mpomaa anim bi hia nsiesie a. Yɛbɛsiesie no nna nnum ntam, te sɛdeɛ yɛyɛ nsiesie biara no.

10. Abrannaa

Sɛdeɛ ɛbɛyɛ na asiane mma nti: Ngya nkwadaa anaa ayɛnmmoa wɔ abrannaa ho da.

Wɔmma ho kwan sɛ wode saa nnoɔma yi begu w'abrannaa ho.

- **Kapɛt:** Kapɛt a afoa tumi sɛe fam ne fam a wɔde dua ayɛ
- **Afidie a Wɔtoto nnam wo so:** Tumi de ogya asiane ba

W'abrannaa ho nyɛ baabi a wɔhata nnoɔma. Fa wo nnoɔma sɛn adeɛ a wɔhata nnoɔma wɔ so

W'abrannaa ho nyɛ baabi a wɔde nnoɔma sie. ɛma ogya asiane tumi ba. Wɔbɛma w'asesa afiri ho.

Ngyina w'abrannaa ho nto nnoɔma ngu fam. Wobetumi apira obi a ɔnam fam anaa asɛe dan no sɛ woyɛ saa a. Wonom cigrɛt na ɛreyɛ asa a fa to nsɔo apaawa so; wobetumi agye wo sika sɛ wogyina w'abrannaa ho to nnoɔma gu fam a.

Sɛ wopɛsɛ woyɛ aborɔnoma buo a, ɛsɛsɛ wo (Dan no ho Adwumayɛ hɔ) Operating Unit anaa (Dan ɛsohwɛ ho adwumayɛ ɔfese) Property Management office twɛrɛ krataa de ma wo ho kwan sɛ wobɛtumi ayɛ saa.

Sɛ wopɛsɛ wode satellite dish bɔ w’abrannaa hɔ a, ɛsɛsɛ wo (Dan no ho Adwumayɛ hɔ) Operating Unit anaa (Dan ɛsohwɛ ho adwumayɛ ɔfese) Property Management office twɛrɛ krataa de ma wo ho kwan sɛ wobɛtumi ayɛ saa.
(hwɛ krataafa 17).

11. (Nsafoa ne ponopɔn nsafɔa) Keys and fobs

Toronto ommunity Housing bɛma wo (Nsafoa ne ponopɔn nsafɔa) nsafɔa ne fobs a wode bebue wo dan no ne wo posuɔfese adaka no. Wobɛtumi nso anya fob a w’abɔ ho ban a wɔde bue ponopɔn no kwan a wɔde wura danmuu no mu ne baabi foforɔ a obiara tumi fa no.

- Sɛ wohia boro safoa dodoɔ a wɔde ama wo no so anaa wo safoa yera na wo pɛsɛ wɔsɛsa wo pono korɔkorɔ no a, bɔ wo ɛsohwɛfoɔ no amanneɛ.
- Sɛ biribi si mpofirim anaa mmere a wɔapɔn a frɛ **(Baabi a Wɔhwɛ Nipa) Client Care Centre** no wo **416-981-5500 so**. ɛbedi bɛyɛsɛ dɔnhwere kɔpem nnɔnhwere nnan ntam ansana w’anya mmuaɛɛ afiri obi hɔ.
- Wɔn a wɔte hɔ no nni ho kwan sɛ wɔbɛsɛsa anaa wɔde bi bɛka pono korɔkorɔ no ho. Sɛ woɛsɛsa wo pono korɔkorɔ no anaa wode bi ka ho no to wo dan nkrataa mmara no. Sɛ wohia sɛ wobebu wo pono korɔkorɔ ansana w’atumi awura wo dan mu hɔ a, wɔbɛma w’atua ka biara a wɔbɛbɔ de asiesie pono korɔkorɔ a w’abu ani no.
- Mfa wo pono (nsafɔa anaa ponopɔn nsafɔa) keys and fobs no baako mma nkurɔfoɔ a wɔntɛ wo fie hɔ. Eyi de obiara to asiane mu na ɛsan to mmara a ɛwɔ wo dan nkrataa no nso.
- Sɛ wo tu a, fa wo safoa no kɔma wo ɛsohwɛfoɔ no da a ɛtwatoɔ no.

Adeɛ a ɛho hia: Wobɛma w’atua sika \$99 de asi pono krɔkrɔ ne \$25 de atua (fob) ponopɔn safoa no anan mu.

(Eyi yɛ ka a wɔatwa ato hɔ dada fiti ɔpɛnimma 2014. Sika a wobɛtua no betumi akɔsoro daakye.)

12. Nhyehyɛɛ a ɛbɔ wo ho ban

Wo wɔ nhyehyɛɛ a ɛbɔ wo nnoɔma ho ban? ɛyɛ w’asɛdeɛ, wɔ wo dan nkrataa no so, sɛ wobɛgyɛ nhyehyɛɛ a ɛbɔ wo nnoɔma ho ban. Saa nhyehyɛɛ a ɛbɔ wo ho ban yi wɔfrɛ no nhyehyɛɛ a ɛbɔ nnoɔma ho ban anaa wɔn a wɔahan dan nhyehyɛɛ a ɛbɔ wɔn ho ban.

Toronto Community Housing nhyehyɛɛ a ɛbɔ wɔn ho ban no ntua ka mma wɔnsi wo nnoɔma no anan mu sɛ biribi te sɛ ogya, nsuyiri, anaa wo dan mu hɔ nnoɔma sɛɛ mpofirimu a.



Sɛ w'akatua mu bi anaa w'akatua nyinaa firi Ontario Works anaa Ontario Disability Support Program no mu a, saa nyehyɛ yi betua nyehyɛ a ɛbɔ wo nnoɔma ho ban no. Wohia sɛ wo ne wo odwumayɛfoɔ a ɔhwɛ w'asɛm so no bedi ho nkɔmmɔ de atie ho nsɛm bebreɛ.

ɛdeɛn na nyehyɛ a ɛbɔ wo ho ban no bɛyɛ?

Sɛ nsuyiri, ogya anaa briribi foforo bi sɛe wo dan mu ho nnoɔma a, nyehyɛ a ɛbɔ wo ho ban no bɛboa wo ama w'atumi atua anaa asi wo nnoɔma no anan mu. ɛbetumi nso aboa wo ama w'atumi atua ka biara a wobɛbɔ wo mmaramimfoɔ ho sɛ ebia sɛ ɛnam wo nneyɛ so na ɛmaa ogyahyɛ no baaɛ a. ɛbetumi nso atua ka biara a wobɛbɔ wo ahɔhodan a wobɛda mu anaa dan a wobɛda mu sɛ ɛba sɛ ɛsɛsɛ wofiri wo dan mu ho ɛnam nnoɔma a asɛe wo wo dan mu ho anaa mpofirimu no so nti.

Nyehyɛ a ɛbɔ wo ho ban a ne boɔ nyɛ den

Marsh Canada de nyehyɛ a ɛbɔ wo ho ban a wɔayɛ de ama wɔn a wɔahan dan a aban boa wɔn ma wɔtua wɔn dan ka no. Wo betumi anya amaneɛbɔ a ɛfa boɔ ne banbɔ no ho wɔ

<http://tenant.hscorp.ca> anaa frɛ **1-866-940-5111**.

Sɛ wowɔ nsɛmmisa fa nyehyɛ a ɛbɔ wo ho ban koro a ɛyɛ ma wo a, frɛ Insurance Bureau of Canada wɔ **416-362-9528**, Dwooda kɔpɛm Fieda fiti anɔpa 8 kɔpɛm anwummerɛ 5.

13. Ahwɛsoyie ne nsiesie



Wobetumi aboa Toronto Community Housing ama wɔahwɛ wo dan no so yie wɔ bere a worefrɛ **(Baabi a Wɔhwɛ Nipa) Client Care Centre** wɔ **416-981-5500** amonom ho ara sɛ wo hia sɛ wɔsiesie biribi ma wo a. Sɛ wotwentwɛn wo nanase a, adeɛ no bɛsɛe akyɛn sɛdeɛ na ɛtɛɛ no na wɔbetumi ama w'atua ka a wɔbɛbɔ de asiesie no bi anaa ne nyinaa koraa.

14. Dan no mu Hyeɛ

Wɔn a wɔsi dan no hwɛ sɛdeɛ dan biara mu yɛ hye anaa yɛ nyunu fa. Toronto Apartment Minimum Temperature Bylaw no ka sɛ, ɛfiri ɛbɔ 15 kɔpɛm Ayɛwohomumɔ 1 ɛsɛsɛ dan a wɔde ma ahan biara mu hyeɛ yɛ 21 Celsius. Yɛgyina saa mmara ketewa yi so de yɛ adwene wɔ mmere a ɛsɛsɛ yɛsɔ na yɛdum adeɛ a ɛma dan no mu yɛ hye no. Sɛdeɛ wo dan no mu hyeɛ tɛɛ no ha wo a, frɛ **(Baabi a Wɔhwɛ Nipa) Client Care** no.



15. Nwura, aduanenwura ne nwura a wɔtumi de yɛ adefoforo



Dan biara ne ne mmara a ɔwɔ wɔ kwan a wɔfa so to nwura gu. Mesrɛ wo hu ampa ara sɛ wo mmfa wo nwura a wɔtumi de yɛ adefoforo no mfra aduanenwura no. Hwɛ ɛho nsɛnkyerɛnee wɔ wo dan no ho anaa sɛ wohia ɛho amaneɛbɔ yi a bisa wo ɛsohwɛfoɔ no. To wo nwura no gu tokuro a ɛsɛsɛ wo to gu mu anaa nwura kyɛnsee a ɛsɛ mu wɔwo dan no mu, anaa fa kɔ baabi a wɔto nwura gu a ɛnni wo dan no ho.

Mesrɛ wo yɛ w'afam deɛ na:

- Kyekyere nwura nyinaa wɔ bɔtɔ ketewa mu.
- Kyekyere ayɛnmmoa agyanan ne nkwadaa agyanan wɔ bɔtɔ mmienmu mu, na fa ka aduanenwura

foforɔ no ho.

- **Mfa abobɔdeɛ, spray toa, anaa nnoɔma akɛseɛ a wobɛto agu ngu nwura tokuro no mu no.**
Bisa wo ɛsohwɛfoɔ no baabi a wobɛto saa nnoɔma yi agu
- Bisa wo ɛsohwɛfoɔ no baabi a wobɛto dan mu nnoɔma anaa nnoɔma akɛseɛ agu.



16. Mmoawa kum

ɛha adwene sɛ, ɛtɔ mmerɛ bi a ntɛfrɛ, nsonkronsuo, nkura, ne mmoawa tumi wura afie mu hɔ. Sɛ wɔkɔhyehyɛ baabi a nnoɔma bebreɛ atetareso anaa nnoɔma bebreɛ ayɛ hɔ mma aboroso a ɛyɛ a na wɔn kum yɛ den.

Wobetumi aboa yɛn ama yɛakum saa mmoawa yi wɔ bere a:

- Wobedi wo dan no mu ni na wo mmfa nnoɔma bebreɛ a ɛtetareso ngu wo dan no mu.
- Mma aborɔnoma, oporo anaa mmoa a wɔnenam abɔnteneso aduane. Wɔbetmui atwe mmoawa afoforɔ de wɔn aba fie hɔ.
- Mfa dan mu nnoɔma a obi ato agu, ɛbetumi aba sɛ saa mmoawa yi bi hyɛ mu.
- Mmfa wo nwura nsi abrannaa hɔ anaa wo dan a nwura tokuro wɔ mu no fam hɔ, ɛfirisɛ eyi tumi ma mmoawa bunkam baabiara. Hu ampa ara sɛ wode nwura begu adeɛ a wɔde nwura gu mu no na to pono a ɛda ano no yie. Nnoɔma akɛseɛ a ɛnkɔ tokuro no mu no fa kɔ baabi a wɔde nwura akɛseɛ gu no.

Nsonkronsuo ayɛ ɔhaw kɛseɛ wɔ nkuro bebreɛ so wɔ North America, a Toronto ka ho. Kwan baako a wobɛfa so akum wɔn ne sɛ wode aduro bɛgu baabi a wɔabunkam no ntɛmntɛm. Kwan bi wɔ hɔnom a wobetumi akum wɔn a wo nhia aduro.

Sɛ woreto dan mu nnoɔma anaa matras a mmoawa hyɛ mu agu a, srɛ rɔba kɛseɛ a wode bɛkyekyere ɛho firi wo ɛsohwɛfoɔ no hɔ ansana wode apue afiri wo dan mu hɔ. Ngya biribiara ngu abrannaa hɔ.

Adeɛ a ɛho hia: Bɔ wo ɛsohwɛfoɔ no amanneɛ anaa frɛ (Baabi a Wɔhwɛ Nipa) Client Care Centre hɔ sɛ wohu mmoawa wɔ wo dan mu hɔ a. Wɔmma wontua ka a wɔbɛbɔ de akum anaa de aduro a ɛkum mmoawa no bɛpete hɔ, gyesɛ wɔamboaboa wo nnoɔma ano wɔ wo dan mu hɔ anaa w'ambue dan no amma nipa a w'abɔ no paa sɛ ɔmmɛkum wɔn no.

Wɔbɛma wo akwankyerɛ wɔ kwan a wobɛfa so aboaboa wo nnoɔma no ano ansana wɔde aduro a wɔde bekum mmoawa no abɛpete hɔ.

17. Afe-afe Dan no mu Hwehwɛ

Dakoro wɔ afe biara mu no, wo ɛsohwɛfoɔ no bɛhwehwɛ wo dan mu hɔ de ahu ampa ara sɛ:

1. Nwusie adɔma a ɛwɔ wo dan mu hɔ (ne mframa bɔne a etumi kum nipa wɔ fie mu adɔma, sɛ wowɔ biribi saa wɔ hɔ a) no yɛ adwuma.



2. Mpomaa anim nsɛɛ na mpomaa korɔkorɔ nso hyɛ baabi a ɛfata sɛ ɛhyɛ a obiara nnii ho agorɔ.
3. Mfidie ho te na ɛyɛ adwuma.
4. Nnoɔma ntetareso bebreɛ anaa ogya asiane biara nsiieɛ.
5. ɛho nhia sɛ wɔɔɛsiesie adekɛsɛɛ biara.

Afe -afe fie no mu hwehwɛ no yɛ bere a wɔdehwehwɛ nnoɔma akɛsɛɛ a asɛɛ wɔ dan mu hɔ a ɛhia nsiesie na wɔhwɛ hu sɛ woredi mantamu akwamma nwoma nhyehyɛɛ no so anaa. Sɛ ɛbia, sɛ wote fie ketewa mu a, wɔreyɛ afe-afe fie no mu hwehwɛ no a, adwumayɛfoɔ no behu ampa ara sɛ wo nsesaa biribiara wɔ basement hɔ.

Bosome biara, Toronto Community Housing odwumayɛfoɔ sɔ ogya adɔma a ɛwɔ baabi a obiara tumi fa no ne ahobanɔ ho nhyehyɛɛ a ɛwɔ hɔ no hwɛ de hu ampara sɛ ɛyɛ adwuma sɛdeɛ ɛwɔsɛ ɛyɛ no.

18. Kwan a wɔde wura wo dan mu hɔ

ɛyɛ nokware turodoo sɛ wo dan mu hɔ yɛ wo fie na yɛgyetom saa ara. Na mmom, ɛtɔ mmere bi a Toronto Community Housing anaa (Dan ɛsohwɛ ho adwumayɛ) Property Management adwumayɛfoɔ ne wɔn a wɔabɔ wɔn paa sɛ wɔnyɛ adwuma no behia sɛ wɔbewura mu. ɛhobehia sɛ wɔbewura wo dan mu hɔ sɛ biribi si mpofirimu a, sɛ wɔresiesie biribi a, sɛ wɔrehwehwɛ wo dan mu hɔ a, anaa sɛ worebetu na wɔde ɛhɔ no ɛrekyerɛ obi a ɔpɛsɛ otu bɛtena hɔ a.

Residential Tenancies Act no hyɛ sɛ yɛbɛma wo nnɔnhwere 24 wɔ twɛɛ mu ansana yɛabewura wo dan mu hɔ-gyɛsɛ biribi si mpofirimu nkoara na yɛtumi bɛwura mu a yɛmma saa nkaɛɛ no.



19. (Nnoɔma a ɛwɔ hɔ de ma ayarefoɔ) Accessible accommodation

Toronto Community Housing yɛ nnoɔma sononko de ma boa wɔn a wɔahan dan a wɔyɛ ayarefoɔ no dan mu hɔ (sɛ ɛbia wɔayɛ nnua a wɔsɔ mu sɛdeɛ ɛbɛyɛ na wɔrenante a wɔbetumi asɔ mu, wɔabue pono no mu ama kwan no ayɛ kɛsɛɛ ne deɛ ɛkekaho) ne baabi a obaiara tumi fa wɔ adan no ho, ɛtɔ mmere bi a, wɔma wɔn tu kɔtena dan a ɛbɛfata ama wɔn.



Wopɛsɛ wosua nnoɔma bebreɛ fa kwan a wobɛfa so anya saa mmoa yi a, wo ne (Wɔn a Wɔahan dan Asomfoɔ ɛsohwɛfoɔ) Tenant Services Coordinator anaa wo (Dan Odwumayɛfoɔ) Property Administrator nni ho nkɔmmɔ sɛ wopɛsɛ wowie nkrataa a ɛfata a wode bɛbisa sɛ wohia nnoɔma a ɛwɔ hɔ de ma wɔn wɔahan dan a wɔyɛ ayarefoɔ no.

Baabi a obiara Tumi Fa

Amaneɛbo a ɛfa Baabi a obiara Tumi Fa Ho

1. Nnom cigret wɔ baabi a obiara tumi fa

Mmara mma ho kwan se wobɛnom cigret wɔ baabi a obiara tumi fa wɔ adan no ho, wɔ Ontario. Baabi a obiara tumi fa no ne (afidie a a ɛdi aforosiane) elevator, atwedee a ɛwɔ fie no mu, abrannaa, baabi a wɔde kar si, dan a wɔsi nnɔɔma wɔ mu, abrannaa, (baabi a wɔteneten wɔn mpɔ mu) gym, nwura anaa adan a wɔtumi de nwura a wɔtumi de ye adefoforo gu mu, ne adan a wɔto pono anaa wɔgye wɔn ani wɔmu. Se wɔkye wo anaa obia ɔte wo dan mu ho se ɔrenom cigret wɔ baabi a obiara tumi fa no a, City of Toronto bema w'atua sika \$5,000.



Adee a ɛho hia: ɛte Toronto mmara no se wobɛnom cigret wɔ nsusuwii nkron mu (beyese anammɔn aduasa (30), anaa ne tenten te se bus ketewa) ɛwɔ baabiara a wɔfa ho de wura anaa de pue firi adan no mu. Toronto Community Housing adan ne wɔn ɔfese nyinaa ka ho.

Se wɛrenom cigret wɔ wo dan mu ho a, to wo pono no mu sedee ebeye na nwusie no nko abrannaa ho. Se wɛnom cigret wɔ w'abranna ho a, bisa wo fipamfoɔ no hwe se wɛhome nwusie no a ɛnha wɔn anaa. Wɛnom cigret na ebi ka akyire a ngyina w'abrannaa ho nto twene fam. Woye saa na wɔkye wo a wɛbetwa sika ama w'atua.

2. Wo ne nkurɔfoɔ home mframa koro

Nnuro ne panpan a ɛwɔ nnɔɔma te se nkuu a yeɛde sra tiri nwii mu, samina, adehwam, nkuu a ɛmma nipa binom ntumi nhome yie, na ɛbetumi ama wɔn ayare. Mfa adehwam a ɛwɔ toa mu anaa powda nye wo ho wɔ abrannaa ho nyinaa ho. Mesre wo dwene ho na fa nnɔɔma a "panpan nnim" ye ho se wɔfa kwan a ɛda abrannaa ho a obiara tumi fa no a. Dee wobeye no ka wo fipamfoɔ.

3. Dan a Wɔsi nnɔɔma wɔ mu

Toronto Community Housing adan no bebreɛ wo ho a afidie a wɔsi nnɔɔma wɔ mu ne dee wɔde hata nnɔɔma no wɔde sika anaa sikakaad hye mu ansana aye adwuma. Wɔde sika dodoɔ a ɛsɛɛ wo de gu mu ne mmere a wɔbue no abɔ dan a wɔsi nnɔɔma wɔ mu no biara mu. Se wohu afidie a ɛnye adwuma, anaa afidie no di wo sika a, fre telefon akontahyedeɛ a wɔde abɔ dan a wɔsi nnɔɔma wɔ mu no mu.

4. Agorɔdan

Toronto Community Housing adan no bebreɛ wɔ agorɔdan, dan a woye mu nhyiamu ne (adan a wɔtenetene wɔn mpom wɔ) mu gyms. Wɔn a wɔte ho no ne wɔn a wɔte ho akuo betumi aye nhyehyee de ato ho se wɔhia dan a woye mu nhyiamu, wɔto mu pono anaa woye nneyee foforo wɔ mu no a.

Wɔbɛma w'atua sika bi na ebetumi abase wɔbehia sika bi a wobɛtua ma abɔ nnɔɔma a ɛwɔ hɔ no ho ban.

Sɛ wopɛsɛ wohu kwan a wobɛfa so de ayɛ nhyɛhyɛɛ a wode bɛnya saa adan yi mu bi a, kenkan nkrataa a ɛfa (Mmara a ɛwɔ hɔ de ma Ahɔhoɔ a wɔ ba fie no ho) Non-Residential Space Use policy no. Kwan a wɔfa so de nya saa nkrataa yi nsɛsoɔ nie:

- Kɔ **www.torontohousing.ca**, anaa
- Kɔ wo (Dan no ho Adwumayɛ hɔ) Operating Unit anaa (Dan ɛsohwɛ ho adwumayɛ ɔfese) Property Management office hɔ
- Frɛ **(Baabi a Wɔhwɛ Nipa) Client Care Centre** no, anaa
- Fa krataa fa kɔmputaso kɔma wɔn wɔ help@torontohousing.ca.

5. Abrannaa

Mfa dan mu nnɔɔma, kapɛt (gyesɛ deɛ Toronto Community Housing de asɛ fam hɔ nkoara), scooters, dadɛpɔnko, (adeɛ a nkwadaa a wɔntumi nnante tena mu ma wɔpia wɔn) strollers, (adeɛ a wɔn a wɔntumi nnante tena mu anaa so mu de nante) walkers, anaa nnɔɔma a wopɛsɛ woto gu nwura mu ngu abaranna hɔ. Fa fie nwura ne nwura akɛsɛɛ kɔgu baabi a ɛsɛsɛ wode gu wɔ wo dan no ho hɔ.

wowɔ nsemmissa ɛfa kwan a wobɛfa so ne baabi a wobɛto dan mu nnɔɔma dadaa ne nnɔɔma akɛsɛɛ agu a:

- Bisa wo ɛsohwɛfoɔ no, anaa
- Frɛ **(Baabi a Wɔhwɛ Nipa) Client Care Centre** no. Ngya nnɔɔma ngu abrannaa hɔ da. Eyi tumi de ogya asiane ba.

6. Kwan a ɛda adiɔ nyinaa

Wɔn a wɔte hɔ no wɔ ho kwan sɛ wɔkɔ baabi a ɛda adiɔ sɛ ebia baabi a ɛda hɔ de ma wɔn a wɔte hɔ no nkoara, te sɛ mfikyire wɔ kwan pa anaa nyansa kwan so. Yɛ a wobɛyɛ saa no boa ma asomdwoe na ɛma obiara nso anigye adiɔ a ɛwɔ mantamu hɔ no.

Sɛ wopɛsɛ woyɛ biribi wɔ baabi a ɛda adiɔ nyinaa de ma obiara no a, ɛsɛsɛ wosrɛ kwan firi adwumayɛfoɔ no hɔ na afei nyɛ dede bebreɛ. Sɛ wopɛsɛ woyɛ nhyɛhyɛɛ a wodebenya baabi anaa wɔ dwumadie bi a wobɛyɛ ho a, frɛ wo ɛsohwɛfoɔ no. Sɛ wowɔ nsemmissa foforo bi a ka kyere Dan no ho Adwumayɛ hɔ) Operating Unit anaa (Dan ɛsohwɛ ho adwumayɛ ɔfese) Property Management office no.

Pono a wɔto no adiɔ

Wɔn a wɔte hɔ no wɔ ho kwan sɛ wɔto wɔankasa wɔn pono wɔ wɔn mfikyire. Nneyɛɛ a wɔn a wɔbɛba ponotoɔ no ne w'ahɔhoɔ bɛda no adi no hyɛ wo nsa. Kae sɛ, wobɛhu sɛ wowɔ fipamfoɔ enti worenɛɛ dede na wobedi hɔ ni na biribiara a wobɛyɛ no wobɛyɛ wɔ baabi a ɛda wo mfikyire hɔ no nkoara.

Sɛ w'ayɛ w'adwene sɛ wopɛsɛ wototo nnam anaa woreto nsa afɛ nipa bebreɛ wɔ pono a woreto wɔ baabi a obiara tumi fa no a, ɛsɛsɛ wosɛ kwan firi wo mantamu adwumayɛfoɔ no ho ansa. Wobetumi ahu kwan a wobɛfa so ayɛ eyi wɔ wo Toronto Community Housing (Mmara a ɛwɔ ho de ma Ahɔhoɔ a wɔ ba fie no ho) Non-Residential Space Use policy.

Wɔmpene so mma wɔnyɛ dwumadie wɔ baabi a ɛdeda ho wɔ mmere a wɔmaa ho kwan ansa. Sɛ obi di dwuma bi wɔ wo mantamu bere a wɔampeneso ansa wɔreyɛ na ɛha wo a, frɛ **(Mantamu Banbo Beaeɛ) Community Safety Unit** wɔ **416-921-2323** na ka deɛ ɛhaw wɔ ho no kyere wɔn.

7. ɔtadeɛ a wɔdware mu a ɛda adiɔ ne ɔtadeɛ a wɔdware

Sɛ wowɔ ɔtadeɛ a wɔdware mu wɔ adiɔ anaa nkwadaa ɔtadeɛ a wɔdware mu wɔ baabi a ɛdahɔ wɔ w'adiɔ a emu tenten yɛ 24 inches anaa deɛ ɛboro saa a, ɛsɛsɛ wode ban a wode gye ɔtadeɛ ho gye ho. Eyi yɛ City of Toronto mmaketewa. Sɛ wohia amaneebo bebreɛ a, frɛ **311**.

8. Baabi a wode wo kar si

Ansa wɔbɛma wo hoo kwan ama wo wɔn a wɔahan dan no baabi a wode wɔn kar besi no:

- ɛsɛsɛ fiefoɔ no ne Toronto Community Housing ayɛ nhyehyɛ sɛ wɔgusohan dan no.
- ɛsɛsɛ deɛ kar no yɛ ne dea no din wɔ dan nkrataa no so. Na nipa korɔ no adɛɛse yɛ baabi a ɔte a eyɛ Toronto Community Housing adan no bi mu.
- ɛnsɛsɛ akontahyɛdeɛ a ɛwɔ ɔkwamma nwoma a wode bo kar akontahyɛdeɛ so no awu.

Ansana wobɛhan baabi a wode wo kar besi no, ɛsɛsɛ wokɔ wo (Dan no ho Adwumayɛ ho) Operating Unit anaa (Dan ɛsohwɛ ho adwumayɛ ɔfese) Property Management office wɔ mmere a wɔabue mu, na woyɛ nkrataa sɛ wohia adeɛ a ɛbɛma wo ho kwan ama wode wo kar asi baabi.

ɛsɛsɛ obi a ɔte fie ho no:

- Kenkan na ɔdi (Mmara a ɛwɔ ho de ma Wɔn a wɔahan dan ɛfa baabi a wode Wɔn Kar besi ho) Tenant Vehicle Parking Terms and Conditions no so.
- Wie na hyɛ wo nsaasehyɛ deɛ wɔ (Mmara a ɛwɔ ho de ma Wɔn a wɔahan dan ɛfa baabi a wode Wɔn Kar besi ho Nkrataa) Tenant Vehicle Parking Terms and Conditions Form no so.
- Fa w'adansedie krataa ne banbo ho adansedie krataa a ɛkyere sɛ kar bi yɛ wo dea no kyere.

Baabi a ahɔhoɔ betumi de wɔn kar asi wɔ ho de ma wɔn a wɔbɛba abɛsra wo anaa wɔn a wɔrebaabɛsra obi a ɔte Toronto Community Housing adan no bi mu a wɔnni baabi a wode wɔn kar besi no. Yɛwɔ baabi a ahɔhoɔ de wɔn kar si ahorɔɔ mmienɛ:

- **Baabi a wode kar si a wotua a ɛkyere sɛ w'atua:** ɛsɛsɛ ahɔhoɔ a wode wɔn kar si ɛha no to baabi a wode kar si a wotua a ɛkyere sɛ w'atua tikiti no na wɔdi akwankyerɛ a ɛda adi no so.
- **Baabi a wode kar si a wotua a ɛkyere sɛ wɔantua-a-na-ada –adi:** ɛsɛsɛ kar a wode si ɛha no da Krataa Ketewa a ɛma Ahɔhoɔ ma Wɔtumi de Wɔn Kar si Ha. ɛsɛsɛ wɔdi akwankyerɛ a ɛwɔ krataa a ɛma wo ho kwan no akyi no so na di ahyensoo a ɛwɔ ɛho no so.

Wobetumi ne ɛsohwɛfoɔ no akasa de ahuse wɔwɔ baabi a ahɔhoɔ betumi de wɔn kar asi wɔ ho. Afei



wobetumi abisa Krataa a ɛma ahɔhɔ ho kwan ma wɔtumi de wɔn kar si baabi no afiri (Dan no ho Adwumaye hɔ) Operating Unit anaa (Dan ɛsohwɛ ho adwumaye ɔfese) Property Management office anaa wo ɛsohwɛfoɔ hɔ. Fie biara mu wɔ ho kwan sɛ wɔbɛma wɔn krataa a ɛbɛma wɔahɔhɔ ho kwan ama wɔatumi de wɔn kar asi baabi nkron bosome biara mu.

Wobenya amaneeɔ bebreɛ wɔ eyi ho wɔ

www.torontohousing.ca/parking_toronto_community_housing.

Sɛ wopɛsɛ wobɔ amaneeɛ wɔ baabi a ɛnsɛsɛ wode wo kar si hɔ mmaratɔ ho a, frɛ Toronto Community Housing (Mantamu Banɔ Beaeɛ) Community Safety Unit wɔ **416-921-2323**.

hɔ wo.

Polisifoɔ nketewa a wɔwɔ Toronto Community Housing nyinaa no wɔ ho kwan sɛ wɔtwɛrɛ City of Toronto bɔɔ a polisini twa ma sɛ wode wo kar si baabi a ɛnsɛsɛ wo de wo kar si a. Wɔbetumi nso ama wɔayi kar a esi baabi a wɔnni ho kwan sɛ wɔdesi no nso afiri Toronto Community Housing hɔ. Sɛ wɔatwa bɔɔ a polisini twa ma sɛ wode wo kar si baabi a ɛnsɛsɛ wo de wo kar si a, kenkan na di akwankyerɛ a ɛfa bɔɔ a wɔtwa de ma no ho ne aɛmɔdi ho kwan a ɛwɔ hɔ de ma wo ɛfa bɔɔ a wɔatwa de ama wo no ho wɔ krataa a bɔɔ a wɔatwa de ama wo no wɔ so no akyire (hwɛ Nsɔhwɛ 3 a Wɔayi no).

Kyerε Yen W'adwene wo deε wodwene Fa Wɔn a Wɔahan Dan Akwankyerε No Ho.

Fa wo nhwehwεmu no to mu enne!

Yεpεε yεhunu deε wodwene fa Wɔn a Wɔahan dan Akwankyerε no ho!.
W'adwene a wobεkyerε wɔ hoo no ho hia yen

Wo mmuaεε a wode bεma yen nyinaa bεyε asiesεm. Mesrε wo wie nhwehwεmu a εwɔ saa krataafa yi akyi no.

(εsεε wɔadi mfee 18 anaa w'adi aboro saa ansana w'atumi ayε saa nhwehwεmu yi bi.)

Sε wode wo nhwehwεmu a w'awie no ba ansana Ayεwohomumɔ 30, 2015 a wode wo din bεto chacha adaka no mu a sε wo di a wobεnya adeε a yεde safoa sɔ sɔ a εbɔhwεrεma na εsan sɔ kanea no. Adeε a yεde safoa sɔ sɔ 100 na εwɔ hɔ a wobεtumi adi bi.



Akwɔn mmiεnsa na εwɔ hɔ a wobεtumi afa so de nhwehwεmu no abrε yen:

1. Kɔ www.torontohousing.ca/tenant_guide_survey ANAA
2. Te saa krataafa a nhwehwεmu a w'awie no wɔ akyire no, bu mu mmienu, na fa kɔma wo εsohwεfoɔ no na ɔmfɔ nhyε krataa bɔtɔ mu na ɔntare ano. (Sε wopε a w'ankasa wobεtumi de ahye krataa bɔtɔ mu na w'atare ano.) ANAA
3. Te saa krataafa a nhwehwεmu a w'awie no wɔ akyire no na fa kɔma:
Tenant Guide Survey
Toronto Community Housing
931 Yonge Street, 7th floor
Toronto, ON M4W 2H2

Sε wopε sε wo nya adeε a yεde safoa sɔ sɔ a εsɔ kanea no a, εsεε wode wo posuɔfese adrεεε nyinaa ma yen wɔ asεε ha. (Wo nhwehwεmu mmuaεε no bεkɔso ayε asiesεm).

Wohwe mu a, sen na wosi hu saa Wɔn a Wɔahan dan Akwankyerɛ yi?

- ☐ ɛkyɛn so
- ☐ ɛyɛ pa ara
- ☐ ɛyɛ
- ☐ ɛyɛ hɔ-ne-hɔ
- ☐ ɛnyɛ
- ☐ ɛnyɛ koraa

Kwan bɛn na wofaaso tee Wɔn Wɔahan dan Akwankyerɛ no ho aɛm? (Yi deɛ ɛfa ho nyinaa)

- ☐ Wo Fipamfoɔ hɔ
- ☐ Toronto Community Housing odwumayɛfoɔ hɔ
- ☐ Nkaebɔ a ɛbɔ me dan mu / mantamu hɔ
- ☐ Mantamu adwumakuo
- ☐ Wɔ dansie nhyiamu anaa mantamu nhyiamu ase
- ☐ Foforo. Mesrɛ wo twerɛ wɔ:
- ☐ Nkae

Sen na wosi huu no bere a na worehwehwe amaneɛbɔ wɔ Wɔn a Wɔahan dan Akwankyerɛ no mu no?

- ☐ ɛyɛ mmrɛ pa ara
- ☐ ɛyɛ mmrɛ kakra
- ☐ ɛyɛden kakra
- ☐ ɛyɛden pa ara
- ☐ M'anya amaneɛbɔ a na merehwehwe wɔ Wɔn a Wɔahan dan Akwankyerɛ no mu
- ☐ Na merenhwehwe amaneɛbɔ pɔtee biara

Sen na wosi tee amaneɛbɔ a na ɛwɔ Wɔn a Wɔahan dan Akwankyerɛ no mu no?

- ☐ ɛyɛ mmrɛ pa ara
- ☐ ɛyɛ mmrɛ kakra
- ☐ ɛyɛden kakra
- ☐ ɛyɛden pa ara

W'atena Toronto Community Housing mu mmere dodoɔ sen nie ?

- ☐ ɛnnuru mfee 2
- ☐ mfee 3 kɔpem mfee 5
- ☐ mfee 6 kɔpem mfee 10
- ☐ ɛdɔɔso kyɛn mfee 10

ɛdeɛn na w'anigye hoo pa ara wɔ saa Wɔn a Wɔahan dan Akwankyerɛ yi ho?

ɛdeɛn amaneɛbɔ na wopɛsɛ yɛdeka Wɔn a Wɔahan dan Akwankyerɛ a yɛbɛyɛ daakye no Ho?

Yɛda w'ase sɛ w'awie nhwehwɛmu no!

Wo Dan Wɔahan

Wo Dan Ka

ɛsɛsɛ wotua wo dan ka da a edikan, bosome biara.

Dan Ka ahoroo

Toronto Community Housing wo dan ka ahoroo mmiensa na ewo ho.

1. Dan ka a ɛgyina akatua so(RGI)

Eyi ye dan ka a wotua wɔ fie a aban tua bi. ɛye a na ɛtae ye wo bosome akatua no nyinaa (ansana wɔate too afiri mu) mu 30 wokyemu cha a. Wohwe mmara a ɛfa fekuo afie wɔ Ontario ho no a, ka a wotua no wɔhwehwe mu afe biara. Na mmom, se wotua Dan ka a ɛgyina akatua so no na w'akatua sesa mmere biara wɔ afe no mu a, ɛsɛsɛ wo bo Toronto Community Housing amannee nna 30 ntam.

Se w'akatua no bi anaa ne nyinaa firi Ontario Works anaa Ontario Disability Support program ho na wo dan ka a wotua no gyina w'akatua so a, wɔgyina nsusuwii bi so na ɛde bu wo dan ka no ho akontaa. ɛkɔso ara ye w'asɛdeɛ se wobɛbo Toronto Community Housing amannee wɔ nna 30 ntam, se w'akatua sesa a.

2. Dan ka a ne boɔ nye den

Saa dan ka yi wɔ fam kyen adan ka a ewo dwam nyinaa. Ansana wobɛfata se wobenya saa boɔ yi no, ɛnsɛsɛ deɛ cɔde nkrataa no betomu no abusua akatua boro dan a cɔde ho nkrataa ato mu no dan no ka nnan a aka abom wɔ afe no mu.

3. Dan ka boɔ a ewo dwam

Ne boɔ te se won a wode wɔankasa won fie ma ahan no ye pe anaa ewo fam kakra kyen saa.

Se wo dan ka a wotua no boɔ te se boɔ a ewo dwam na wopɛse wode krataa tom na dan ka a wobetua no gyina w'akatua so a, ɛsɛsɛ wo de krataa tom wɔ (Afie a Akekaabom) Housing Connections.

Wobetumi aye deɛ edidiso yi mu baako:

- Wobetumi ako won ofese wɔ 176 Elm Street.
- Wobetumi afre won wɔ **416-981-6111**.
- Wobetumi anya amaneebo wɔ won ho wɔ komputaso wɔ www.housingconnections.ca.

Mesre wo hye no nso: Krataa wɔ ho a din a ɛda so ɛretwen, na ɛbetumi adi mfee bebree akyi ansana aduru wo so ama w'anya dan-a-wode han-a-aban-tua-bi no.

Boɔ te se baabi a wode wo kar si ne fie ka nketenkete betumi aka wo dan ka no ho.

Kwan Ahorɔ a Wɔɛfa So Atua

Wɔn a wɔte hɔ no betumi atua wɔn dan ka wɔ kwan ahorɔ mmiensa yi mu baako so:



1. Akatua a w'adikan ahyehye ato hɔ

Eyi ye kwan a eyemmre a wobetumi afa so atua wo dan ka wɔ mmere a ɛɛ mu. ɛfa wo dan ka a w'adikan ahyehye ato hɔ tua no ho no, wo sikakorabea de wo dan ka no fa baabi a ɛda wɔ sikakorabea hɔ no de kɔma Toronto Community Housing tee bosome biara. Wɔde nkrataa a wode beye saa nhyehyee yi bema wo wɔ bere a wobehye wo nsaasehyedee wɔ wo dan nkrataa no so no. Se wohia krataa foforo a, mesre wo kɔ wo (Dan no ho Adwumaye hɔ) Operating Unit anaa wo (Dan esohwe ho adwumaye ofese) Property Management office hɔ, anaa fre (Baabi a Wɔhwe Nipa) Client Care Centre hɔ.

Wo sikakorabea ne Toronto Community Housing bema w'atua ka bi se wo sika no nnuru dodoɔ a ɛɛɛɛ wɔyi no bososme biara no a.

2. Mantamu sikakorabea, boseabo adwumakuo, sikakorabea adwumamu anaa baabi a wotumi de wo sika krataa kɔgye sika akatua

Wobetumi nso atua wo dan ka afa wo Mantamu sikakorabea, boseabo adwumakuo, sikakorabea adwumamu anaa baabi a wotumi de wo sika krataa kɔgye sika akatua.

Se wopese wotua wo dan ka wɔ saa kwan yi so a, gye nkrataa a wode tua ka no firi wo (Wɔn a Wɔhan dan Asomfoɔ esohwefoɔ) Tenant Services Coordinator anaa (Dan odwumayefoɔ) Property Administrator no hɔ. Yede befa posofose de amane wo dapen wɔ afe biara mu. Fa krataa a wode tua sika no kɔ Mantamu sikakorabea, boseabo adwumakuo, sikakorabea adwumamu anaa baabi a wotumi de wo sika krataa kɔgye sika akatua no na kotua wo dan ka wɔ sika mu, (sika krataa) cheque anaa (sika krataa) money order, anaa wɔ sika afidie mu.

3. Telefon so anaa sikakorabea wɔ komputeraso

Wobetumi atua wo dan ka wɔ telefon so anaa wɔ komputeraso. Wo ne odwumayefoɔ bi nkasa wɔ wo sikakorabea, boseabo adwumakuo anaa wo sikakorabea adwumakuo na wonkyere wo kwan a wobetumi afa so aye saa.

Adee a eho hia: Fre yen, se wodwene se wontumi ntua wo dan ka wo bere a ese mu anaa ebeka akyire a.

Ye pese yeboa wo na wo koso ara tena wo dan mu ho. Se w'antua wo dan ka a, wobede ka. Se wo dan ka no gyina w'akatua so a, ebema wo dan ka a aban tua bi no abo wo. Yebetumi aye nhyehyee sononko a ebēboa wo se wowo ayaresabea anaa biribi si mpofirimu na worentumi ntua wo dan ka mmere a ese mu a.

Fre **(Baabi a Wɔhwɛ Nipa) Client Care Centre** sɛdeɛ ebeye na wo (Wɔn a Wɔahan dan Asomfoɔ esohwɛfoɔ) Tenant Services Coordinator anaa (Dan Odwumayefoɔ) Property Administrator no na bo no amanneɛ. Yebetumi ne wo aye nhyehyee a ebema w'atumi atua no nkakrankakra.

Wo Dan Nkrataa

1. Worebo Amannee wo w'akatua a asesa ho

City of Toronto ne Province of Ontario na eye mmara a efa dan-a-wode han-a-aban-tua-bi no ho. Se w'akatua sesa a, esese wo twere krataa de koma wo (Wɔn a Wɔahan dan Asomfoɔ esohwɛfoɔ) Tenant Services Coordinator anaa (Dan odwumayefoɔ) Property Administrator anaa w'ankasa wo kobo won amanneɛ wo nsesaɛ a aba wo w'akatua no ho no wo nna 30 ntam. Se w'ammɔ won amanneɛ wo w'akatua a asesa no ho a, wobema w'atua dan no ka a aka akyire no ne/anaa wo dan-a-wode han-a-aban-tua-bi bebo wo. Wo dan ka no beko soro te se boɔ a wode dan ka gye wo dwam no na wobetumi mpo atu wo afiri dan mu ho. Se wowo nsemmisa wo sɛdeɛ wobeko w'akatua a asesa no ho amanneɛ a, ka kyere wo (Wɔn a Wɔahan dan Asomfoɔ esohwɛfoɔ) Tenant Services Coordinator anaa (Dan odwumayefoɔ) Property Administrator no.

Wo anaa obi a ɔte wo fie ho no bedi mfeɛ 65 wo afe yi mu anaa?

Se wo anaa obi a ɔte wo fie ho no di mfeɛ 65 a, eyi betumi aka akatua a mogye no na ebetumi aha dan ka a motua no bosome biara no.

Se wonya (akatua a wode tua nkokora ne mmerewa) pension ka firi kuro foforo so a, esese wobo Toronto Community Housing amanneɛ.

Se wowo nsemmisa fa Canada Pension Plan anaa Old Age Security ho a, amaneebo wo kwan a wobefa so de anya won wo krataafa 51 no so.

2. Afe dan ka nhwehwɛmu

Se dan ka no ye dan ka a egyina akatua so a, yebema wo dan ka nhwehwɛmu nkrataa afe biara. Wo nkrataa no mu no wobehu nkrataa a ebema wo ho kwan ama w'abo amanneɛ wo akatua a obiara a ɔte wo fie ho no gye. esese wowie saa nkrataa yi na wode bre yen nna 30 ntam. Se w'anye saa a, wo dan ka a eye dan-a-wode han-a-aban-tua-bi nhyehyee no bebo wo.

Kɔye nheyhyee wɔ wo (Dan no ho Adwumaye hɔ) Operating Unit anaa (Dan esohwe ho adwumaye ɔfese) Property Management office anaa frɛ **(Baabi a Wɔhwɛ Nipa) Client Care Centre** no sɛ wobehia mmoa wɔ sɛnea wobewie saa nkrataa yi a.

3. Sɛdɛe wɔde obi ka fie a wɔn dan ka a gyina akatua so anaa sɛdɛe wɔyi obi firi saa fie no mu

Sɛ obi tu bɛtena wo dan mu hɔ anaa otu firi wo dan mu hɔ a, esɛsɛ wobɔ Toronto Community Housing amannee, wɔ nna 30 ntam.

Wo pɛsɛ wo de obi ka wo fiefoɔ ho a:

1. Wie Addition to Household Composition Request krataa no. Wobenya ne nsesoɔ wɔ **www.torontohousing.ca**, sɛ wokɔ wo (Dan no ho Adwumaye hɔ) Operating Unit anaa (Dan esohwe ho adwumaye ɔfese) Property Management office hɔ a, anaa frɛ **(Baabi a Wɔhwɛ Nipa) Client Care Centre** no.
2. Fa nkrataa a ɛfa ho nyinaa ka ho.
3. Fa kɔ anaa fa amaneeɔ no kɔ (Dan no ho Adwumaye hɔ) Operating Unit anaa (Dan esohwe ho adwumaye ɔfese) Property Management office hɔ.

Sɛ wɔgye w'abisadeɛ no to mu a:

- ɛbehia sɛ wobehye wo nsaasehyedee wɔ dan nkrataa foforo so.
- Wɔbegyina w'akatua dodoɔ a wofiefoɔ nyinaa gye foforo no so de abu wo dan ka no ho akontaa bio.
- Sɛ obi ka wo fie no ho a na ɔda krataa a din a ɛda so ɛretwen no so a, wɔbeyi ne din afiri krataa no so.

Nnoɔma a ɛwɔ hɔ a esɛsɛ obi nya ansana wɔde obi foforo aka wo fiefoɔ no ho nie:

- esɛsɛ ɔfata sɛ obenya dan-a-wɔde han-a-aban-tua-bi no.
- esɛsɛ de a wɔde obi bɛka fiefoɔ no ho no gyina kuro no fiemutena nhyehyee no so (a ɛwɔ Toronto Municipal Code Property Standards fa hɔ no).
- esɛsɛ woye obi a wotua wo dan ka waanowaano.

esɛsɛ wo bɔ wo (Wɔn a Wɔahan dan Asomfoɔ esohwefoɔ) Tenant Services Coordinator anaa (Dan Odwumayefoɔ) Property Administrator no amannee wɔ nna 30 ntam a ɔbetu afiri wo fie hɔ no. Sɛ na nipa no wɔ wo dan nkrataa no so a, esɛsɛ wɔtwere krataa a ɛkyere sɛ wɔnte fie hɔ bio na wɔnni twaka wɔ fie no mu bio. Wɔbɛma w'ahye wo nsaasehyedee wɔ dan nkrataa foforo so.

4. Nhyehyee a wɔdete (fie a ɛmu so dodo) so

Sɛ wote dan a ɛmu so kye nipa dodoɔ a ɛte mu no a, wɔde wo beto Toronto Community Housing krataa a wɔn a wɔyi wɔn kɔ baabi foforo no din wɔ so no. Adwumayefoɔ no ne wo beye adwuma abom de ahwehwe dan a ɛmu kɛseye no ye ma wo fiefoɔ no. Sɛ woye saa ma no boro afe no so a, wɔde wo fiefoɔ no din beto baabi a wɔtwere wo din de to no wɔ (Afie a Akekaabom) Housing Connections. Afei wɔbɛma w'ayi beyese afie nnum a wope wɔ adwumakuo a wɔde adan ma ahan foforo.

5. Nhyehyee a wɔdebae (fie a ɛmu sua dodo) mu

Sɛ wote dan a ɛmu sua kyɛn wo fiefoɔ dodoɔ no a, wobetumi aka akyerɛ Toronto Community Housing ama wɔde wo aka krataa a wɔn a wɔyi wɔn kɔ baabi foforo no din wɔ so no. Sɛ wo fie no mu sua kyɛn adan mmienɔ anaa mmiensa a, wo din beko krataa no soro.

6. Kwan a wobɛfa so abisa sɛ wɔnyi wo mfa wo nko dan foforo mu

Wobetumi akenkan (mmara a ɛwɔ ho de ma wɔn a wɔahan dan no baabi a wobeyi wɔn de wɔn ako) Tenant Transfer Policy ne (Akwankyerɛ wɔ Sedee wɔfa so tu firi baabi de kɔ baabi) Transfer Guideline de asua kwan a wobɛfa so de nkrataa ato mu wɔ sɛnea wobeyi wo afiri baabi a wote no de wo ako Toronto Community Housing foforo mu. Sɛ wopɛsɛ wonya mmara ne akwankyerɛ yi a kɔ:

- Kɔ **www.torontohousing.ca**, anaa
- Kɔ wo (Dan no ho Adwumayɛ ho) Operating Unit anaa (Dan ɛsohwɛ ho adwumayɛ ɔfese) Property Management office ho anaa
- Frɛ **(Baabi a Wɔhwɛ Nipa) Client Care Centre** no.

Wobehia sɛ wobɛka akyerɛ wo (Wɔn a Wɔahan dan Asomfoɔ ɛsohwɛfoɔ) Tenant Services Coordinator anaa (Dan Odwumayɛfoɔ) Property Administrator, anaa wobeko wo (Dan no ho Adwumayɛ ho) Operating Unit or (Dan ɛsohwɛ ho adwumayɛ ɔfese) Property Management office ho sedee ɛbeyɛ na wɔde wo din beka fie a wobeyi no krataa a din a ɛda so ɛretwen no so. Adan no bebreɛ wɔ ho a nkrataa a din a ɛda so ɛretwen no ware dɔɔso. ɛto mmere bi a ɛbetumi aba sɛ wobetumi atwen mfee nnum de kopem mfee du.

7. (Ahɔhoɔ ne Ahɔhoɔ Mmara) Visitor and Guest Policy

Ahɔhoɔ betumi atena wo nkyɛn akɔpem nna 30 wɔ afe no mu. Eyi betumi ayɛ nna 30 ntoatoasoɔ anaa nna 30 a ɛmu atete wɔ afe no mu, na mmom ɛntumi mmoro saa.

Saa mmara yi fa wɔn a wɔte wo dan mu ho a wɔngye ntoom sɛ wɔka wo fiefoɔ no ho no. Wɔ mmere sononko mu no, sɛ ɔyarefoɔ bi hia sɛ wɔbehwɛ no wɔ mmere tiawa bi mu anaa ohia sɛ wobesom no a, ahɔhoɔ betumi atena wo dan mu ho aboro nna 30 so, a (Dan no ho Adwumayɛ ho) Operating Unit anaa (Dan ɛsohwɛ ho Adwumayɛ Panyin) Property Manager no apene so. Sɛ obi beko Toronto Community Housing amannee sɛ obi atena wo dan mu ho aboro nna 30 so a, a wɔmpeneɛ so a, wɔbehwehwɛ asem no mu. Sɛ wo hɔhoɔ no mpo nhia mmoa sononko a, wo dan-a-wɔde han-a-aban-tua-bi no betumi abo wo.

Wopɛsɛ wo sua nnɔɔma bebreɛ fa nsem sononko ho anaa wopɛsɛ wo nya Ahɔhoɔ ne Ahɔhoɔ Mmara no nsesoɔ a:

- Frɛ **(Baabi a Wɔhwɛ Nipa) Client Care Centre**, anaa
- Kɔ (Dan no ho Adwumayɛ ho) Operating Unit anaa (Dan ɛsohwɛ ho adwumayɛ Panyin) Property Manager ho anaa
- Kɔ baabi a wɔwɔ wɔ kɔmputaso wɔ **www.torontohousing.ca**.

8. Wo nni wo dan mu ho nna 90 wo bere a wo dan ka gyina w'akatua so

Fie a won dan ka gyina won akatua so no, City of Toronto mmara wo fekuo afie ho no de nna 90 ato ho se eno ne nna dodo a fie hofoc no nyinaa betumi " afiri fie ho" anaa wote won fie ho na wokso nya dan-a-wode han-a-aban-tua-bi no so mfaso. Na mmom, nnooma bi wo ho a enka saa mmara yi ho.

- Saa mmara yi ye adwuma nkoara se wo fiefo no nyinaa nni ho penkoro a.
- Wonni ho mmere tiawa mu toaso kopem nnanson anaase annuru saa no a womfa nka wonni ho kopem nna 90 wo bosome 12 no mu no ho.

Mesre wo bo yen amannee se wogyo wo to ayaresabea, wowo rehab, woretwen se wabedi w'asem anaa wowo nkrataa a ekyere dee enti a wonni wo dan mu ho aboro nna 90 no so a. Kenkan nnooma bebre fa saa akwankyerere yi ho wo **www.toronto.ca/housing/absence+from+RGI+unit**.

Se wope se wo sua nnooma bebre fa ho a, fre **(Baabi a Wohwe Nipa) Client Care Centre** no anaa ko wo (Dan no ho Adwumaye ho) Operating Unit or (Dan esohwe ho Adwumaye ofese) Property Management office ho.

9. Woreda w'ankasa wo ho asem adi

Mmara wo ho a ebo w'asiesem ho ban. esese afiewura di mmarafinkyeem no so se wogyo, na wode wo ho nsem, de aye adwuma a.

Se wotua dan ka a egyina w'akatua so a:

eye Toronto Community Housing asedee se wogyo nsem a efa wo fiefo ho de ye adwene hu se wobefata se wobonya dan-a-wode han-a-aban-tua-bi no anaa na aboa won ama watumi abu wo dan ka akontaa.

Toronto Community Housing nso wo tumi se wobegye na wode amaneebo a efa wo dan a w'ahan ne wo dan ka a aban tua bi no ho nkrataa ewo *Housing Services Act, 2011* no mu no ato ho.

Se wopese obi gyina w'anan mu kasa fa wo dan nkrataa no ho a, esese wo wie Consent to Disclose Information krataa no de ma yen ho kwan ma yetumi ne wo onanmusifo no di nkomm fa wo dan nkrataa no ho. Wo betumi aye eyi wo komputaso, w'ankasa nso wobetumi ako wo (Dan no ho Adwumaye ho) Operating Unit anaa (Dan esohwe ho adwumaye ofese) Property Management office ho anaa fre **416-981-5500**

Tu

ewo *Residential Tenancies Act* no mu no, eyi ye nea enti a wobetumi atu wo:

- W'antua wo dan ka a.
- Wowo nipa bebre te wo dan mu ho kyen sedee banbo nhyehyee ma ho kwan no.
- Wowo nipa a won din nni wo dan nkrataa no so te wo dan mu ho.
- Ahyeda asee wo dan no anaa danmuu no basaa.
- Nka w'akatua dodo ne won a wote wo fie ho no akatua dodo nkyere yen bere a wotua dan ka a egyina akatua so no.
- Ye nneyee a etena won a wote ho bi no anigye so.

- Yɛ biribi a ɛbetumi ama nipa foforo a ɔte ho bi no anya akwanhyia.
- Bu Toronto Community Housing mmara so.
- To wo dan nkrataa nhyehyɛ no.

Toronto Community Housing ne won a wɔahan dan a wontumi ntua won dan ka wo mmere a ɛse mu no yɛ adwuma bom de boa won ma woye won asɛdeɛ na, sɛ ɛbetumi a, akɔso atena won dan mu ho a wontu won.

Office of the Commissioner of Housing Equity

Saa ɔfese yi yɛ adwuma de hu ampa ara sɛ banbo wo ho de ma nkokora ne mmerewa (a wɔadi mfeɛ 59 anaa wɔadi aboro saa) ne won a wɔahan dan a aban mmoa won mma won mma won ntua won dan ka bio anaa ɛbetumi abase wobetu won enamse wontumi ntua won dan ka no nti. Saa ɔfese no nye adwuma mma Toronto Community Housing (Panyin no bo amanneɛ de kyere Adwuma Mpanyinfoɔ Kuo). Nnooma a ɛbo ho ban yɛ nokwaredi, wonnye mpaepaemu, na wɔmfa won ho nto obi so. Kwan a wobɛfa so anya won: Telefon **416-632-7999**, anaa wo komputaso wo: info@oche.ca.

Tu nye adeɛ a obiara pɛ. Wo dan no yɛ wo fie na yɛpɛsɛ yene wo yɛ adwuma bom de boa wo ma wo kɔso ara tena ho. Sɛ ɛyɛden ma wo sɛ wobetua wo dan ka a, mesɛ wo ma yenhu no amono mu ho ara.

Sua nnooma bebree fa tu mmara ho:

- (Mmara a ɛrema ho Kwan mma Wontu wo sɛ w'antua Wo Dan Ka a (De Dan Ka a) Eviction Prevention Policy for Non-payment of Rent (Arrears)
- (Mmara a ɛkyere sɛ wɔagyina biribi so atu wo) Policy on Evictions for Cause

Wobetumi:

- Atwe ne nsɛsoɔ afiri www.torontohousing.ca, anaa
- Ako wo (Dan no ho Adwumaye ho) Operating Unit anaa (Dan ɛsohwɛ ho adwumaye ɔfese) Property Management office ho, anaa
- Afrɛ (**Baabi a Wɔhwɛ Nipa**) Client Care Centre wo **416-981-5500** no.

Adeɛ a ɛho hia: Mfa biribiara a ɛwo saa akwankyerɛ yi mu sɛ mmara afotuo. Sɛ nea wɔatwerɛ wo saa akwankyerɛ yi mu yi ne mmara a ɛwo Canada (ɔman, mantamu, anaa ebiara) bo abira a, enɛɛ mmara no bedi mu.

Nhyehɛ Wo Tu Ho

1. Worema Nkaɛɛ

Sɛ woyɛ krado sɛ wobetu a, ɛsɛsɛ wotwerɛ krataa de bɔ yɛn nkaɛɛ nna 60 (bosome mmieniu) ansana w'ayɛ nhyehyɛɛ a wode betu no. Mesrɛ wo fa wo tu ho nkaebɔ kɔ wo (Dan no ho Adwumayɛ ho) Operating Unit anaa (Dan ɛsohwɛ ho Adwumayɛ ɔfese) Property Management office ho.

2. Wode nsafɔa ne (ponopɔn nsafɔa) keys and fobs ɛrebrɛ yɛn

ɛsɛsɛ wo de dan no nsafɔa nyinaa, a posuɔfese adaka nsafɔa ne (ponopɔn nsafɔa) fobs, baabi a wode kar si nsafɔa ne krataa ketewa a ɛkyerɛ baabi a ɛwɔsɛ wo de wo kar si brɛ yɛn, ansana w'akɔ. Fa kɔma wo ɛsohwɛfoɔ no. Wɔbɛma w'atua ka a wode besi anan mu sɛ w'ammfa saa nnoɔma yi ankɔma wɔn a.

3. Dan ka ne ka a ɛka ho

Wo tua wo dan ka kɔpɛm bosome a wo dan nkrataa no wu no mu. Sɛ ebia:

- Sɛ krataa a wotwerɛ de bɔ yɛn nkaɛɛ no deeti yɛ ɔbɛnem 1 a, wobetua ɔbɛnem ne Oforosuo dan ka na w'atu ansana Kɔtɔnimma 1 aba.
- Sɛ krataa a wotwerɛ de bɔ yɛn nkaɛɛ no deeti yɛ Ogyefuo 15 a, wobetua wo dan ka akɔpɛm Oforisuo 30 na w'atu ansana Kɔtɔnimma 1 aduru.

ɛyɛ w'asɛdɛɛ sɛ wobetua ka a wɔbɛbɔ de asiesie nnoɔma a wosɛɛ no wɔ wo dan mu ho anaa ka a wɔbɛbɔ de aprapra wo dan mu ho sɛ w'amprapra ho ansana woretu a.

4. Ahwehweahwehwe

Toronto Community Housing odwumayɛfoɔ bɛkɔ akɔhwehwe wo dan mu ho sɛ wode nkaebɔ krataa brɛ yɛn sɛ woretu a. Wɔbɛsan ahwehwe ho bio sɛ wo tu a. ɛsɛsɛ wo dan mu ho yɛ te sɛdɛɛ na ɛtɛɛ da a wotu bɛtenaa ho no. Wobetua adeɛ a wobɛsɛɛ no biara wɔ wo dan mu ho, a ɛsɛɛ kyɛn sɛdɛɛ na ɛsɛsɛ ɛsɛɛ no ka.

Ebia, sɛ wode mfonyin a ɛwɔ krataa so tare dan ho a, ɛsɛsɛ wo wae firi ho.

Wo Banbo

Wo banbo ho hia Toronto Community Housing.



Biribi si mpofirimu a, frɛ **911** bere biara

Adee a yeyɛ:

Toronto Community Housing (Mantamu Banbo Beaeɛ) Community Safety Unit yɛ kuo bi a (apolisifoɔ sononko) special constables, (mantamu apolisifoɔ) community patrol officers, na asomafoɔ beaeɛ ka ho. Yen kuo no ko baabiara, nante wo fam, tena dadeponko so, anaa tena kar mu de wen mantamu ho.

Deɛ wobetumi ayɛ:

Won a wote Toronto Community Housing ho no hwe won fipamfoɔ. Won a wote ho no wo (ayonkofoɔ kuo) “buddy system” a wode hwe wonho wonho so, wo adan no bi mu. Se biribi ha wo a, ka kyere obi-te se fipamfoɔ foforo, w’adamfo, anaa (Mantamu Banbo Beaeɛ) Community Safety Unit.

Wo betumi afre (Mantamu Banbo Beaeɛ) Community Safety Unit na w’abo won amanneɛ wo baabi a ensese wode wo kar si ho mmaratɔ no wo Toronto Community Housing dan no ho.

Fre 416-921-2323, nnɔnhwere 24 wo damuu no, nna nson wo nnawɔtwe no mu

ɛdeen na esi se wo fre 416-921-2323?

ɔsomafoɔ no bebisa wo nsem de ahu dee wo hia. Saa nsemmisa yi betumi ayɛ:

- ehɛfa na wowɔ?
- ɛdeen na wo hia mmɔa wo ho?
- Hwan na ɔka wo ho?

ɔsomafoɔ no nso bebisa wo nsem de ahu ampa ara se wode nnoɔma a wohia no erebre wo ntemntem, sɛdee ebeye na obiara ho nka. Yebu telefon fre biara a yebɛfa na yene won a wowɔ tumi a ese no ye adwuma bom de ma mmuaɛɛ a ɛfata.

Tebea biara ye sononko.

- Se tebea a wowɔ mu ye owuo ne nkwa a, ɔsomafoɔ no befre (Toronto Mpofirimu Asomfoɔ) Toronto Emergency Services wo **911**, amonom ho ara.
- Se enye owuo ne nkwa tebea na enye adeɛ a wohia (mantamu polisini) community patrol officer a, asomafoɔ no betumi atwere wo nsem no. (Mantamu apolisifoɔ) Community patrol officers no ne Toronto Police Service ne (dan esohwe ho adwumaye) property management adwumayeɛfoɔ beye adwumma abom de adi wo haw no akyi.

Wɔn a wɔfrɛ no pɛ a wɔmmɔ wɔn din. Na nso, sɛ wo pɛsɛ wo ne polisini kasa dɛɛ a, ɔsomafoɔ no bɛma w'abɔ wo din a edikan ne wo telefon akontahyɛdɛɛ.

Wo hia amaneɛbɔ bebreɛ wɔ (mantamu banbɔ) community safety ne (adebɔne to twa) crime prevention ho a, kɔ baabi a Toronto Police Service wɔ wɔ komputaso wɔ www.torontopolice.on.ca.

Banbɔ wɔ wo Mantamu Ho



Wo pɛsɛ wotena mantamu a nyarewa nni na asomdwoe wɔ a, ɛsɛsɛ wɔn a wɔtɛ ho no di saa nhyehyɛɛ yi nso:

1. Yɛn (adwumayɛfoɔ ne wɔn a wɔtɛ ha no) bebu obiara a ɔtɛ ha na yɛahu sɛ nipa a ɛtɛ ha firi nkuro ahorɔɔ so.
2. Yɛhu ampa ara sɛ ɛha yɛ mantamu a asomdwoe, apɔ mu tɛɛ na banbɔ wɔ.
3. Yɛgyɛ yɛn bɔne ne yɛn mma, abusuafoɔ, ahɔhoɔ, ahɔhoɔ, ne ayɛnmmoa nneyɛebɔne to mu.
4. Yɛbu adan a ɛwɔ yɛn mantamu ha nyinaa, a adan a wɔdɛ ma ahan, nkurɔfoɔ adan nyinaa ka ho.
5. Yɛbu na yɛhu sɛ Toronto Community Housing mmara, dan ho nkrataa nhyehyɛɛ, ne mmara nyinaa di mu.

Sɛ wo hu anaa obi ada suban bɔne bi adi akyerɛ wo a, mesrɛ wo frɛ (Mantamu Banbɔ Beaeɛ) Community Safety Unit wɔ **416-921-2323**.

Suban bɔne ho nhwɛsoɔ no bi betumi ayɛ:

- Dede mmorosɔɔ
- Worebue abrannaa pono ama ahɔhoɔ
- Nenammenam a wonyɛ adwuma biara
- Wo toto fi gu basabasa/woto nwura gu baabiara/nwura kankan
- Wo bu nipa animtea anaa woka asɛm yaayaa kyere nkurɔfoɔ
- Woyɛ nkurɔfoɔ ayayadɛɛ
- Wo mmfa ahoma nso wo kraman mene
- Fie mu nsiesie a ɛdɛ asiane ba/ nnoɔma bebreɛ a ɛtɛtareso

(Mantamu Banbɔ Beaeɛ) Community Safety Unit ne (Dan no ho Adwumayɛ ho) Operating Unit anaa (Dan Panyin) Property Manager di nkurobɔ a ɛfa suban bɔne akyi.

Adɛɛ a ɛho hia: Wɔn a wɔtɛ ho a wɔda suban bɔne adi no wɔbetwɛrɛ krataa dɛ abɔ wɔn kɔkɔ. Sɛ ɛnyɛ koraa a, Landlord and Tenant Board no betumi atu wɔn. Yɛbesan afrɛ polisifoɔ anaa akuo foforo sɛdɛɛ ɛsɛ.

Banbo wɔ wo mpontuo ho

Sɛ wo pɛsɛ wo bɔ wo ne wo dan no ho ban a:

- Mmuae apono a wɔde wura danmuu no mu ne apono no ano nto ho. Sɛ woyɛ saa a, wode obiara a ɔte dan mu ho no to asiane mu.
- Mfa hwee nsi abrannaa ho. Sɛ woyɛ saa a ɛde ogya asiane bɛba. W'amfa hwee ansi abrannaa ho a eremma obiara nhinti hwee nte nhwe. ɛma fam ho ne kapɛt no so yɛ kama. ɛsan nso boa mpofirimu adwumayɛfoɔ ma wɔtumi wura mu ntemso.
- Hwɛ (afidie a ɛdi aforosiane) elevator no mu ansana w'awura mu. Sɛ obi wɔ (afidie a ɛdi aforosiane) elevator no mu dada a wo bɛn no a w'adwene mu ntene wo a, twɛn deɛ ɛtoaso no.
- Ka wo pono to mu na fa safoa to mu berebiara.
- Sɛ wo de nyehyɛɛ a wɔde wura mu no ɛrɛyɛ adwuma a, hu ampa ara sɛ wonim nipa a ɔrefrɛ no ansana w'abue pono no ama no.
- Mma adetɔnfoɔ ne nkurɔfoɔ a wonnim wɔn nwura dan mu ho.
- Mfa wo safoa anaa (ponopɔn safoa) fob no baako mma obiara a ɔnte wo fie ho.
- Sɛ wo safoa anaa wo (ponopɔn safoa) fob yera a, bɔ wo ɛsohwɛfoɔ no amanneɛ amonom ho ara.
- Sɛ wonni hɔnom mmere tenten mu a, ka kyere wo ɛsohwɛfoɔ no. Wɔn a wɔahan dan a wɔn dan ka gyina wɔn akatua so a wɔgya wɔn dan to ho ma no boro nna 90 so wɔ bere a obiara nte ho no wɔn dan ka a aban tua bi no betumi abɔ wɔn.
- Ngya nkwadaa nkoara wɔ fie ho.
- Ka kyere wo ɛsohwɛfoɔ no:
 - Sɛ wohu kanea a awu wɔ dan mu ho anaa dan no ho a
 - Sɛ baabi wɔ hɔnom a ɛhia sɛ wɔte snoo anaa asukɔtwea a
 - Sɛ wohu nnua, nwura ne ban a ɛhia sɛ wɔtwa a.

Banbo wɔ baabi a wo de wo kar si ne wɔ kar mu

- Mma obiara nni w'akyi sɛ woreko baabi a wo de wo kar si wɔ dan no asɛɛ ho anaa baabi a wɔde kar si wɔ soro ho no a. Sɛ wohu obi anaa biribi a ɛma wo yam hyehye wo a, tena wo kar no mu na mia abɛn no so anaa tu wo kar no firi ho ko. Ka wo haw no kyere (Mantamu Banbo Beaeɛ) Community Safety Unit. Wobetumi asan aba bere foforo mu.
- Ntie nwom bere a worenante akɔtena wo kar mu anaa wonam kwan mu a sɛdeɛ ɛbɛyɛ a wobɛte deɛ ɛrekɔso wɔ kwan no so.
- Sɛ wowɔ dadeponko a, ma polisifoɔ nyɛ ho nkrataa mma wo. To krado papa to mu. To wo dadeponko no mu wɔ adeɛ a wɔntumi ntwaa anaa ɛntumi mmu ho.
- Sɛ wo dadeponko no nni agyinahyɛdeɛ akontahyɛdeɛ a, twɛrɛ akontahyɛdeɛ a obiara ntumi mpopa wɔ dadeɛ no nkyɛn ne nsa no ho sɛdeɛ ɛbɛyɛ na wobetumi ada no adi sɛ ɛyera a.
- To wo kar pono mu mmere nyinaa mu, sɛ woreka a ne sɛ ɛsi ho a.
- Ngya nnɔɔma a ɛsombo wɔ wo kar mu.
- Hwɛ wo kar no mu ne asɛɛ ansana w'atena mu.

- Sɛ wo kar sɛɛ a, bue apampam, to pono no mu na tena mu twɛn polisifoɔ anaa (kar kɛsɛɛ a ɛtwe kar a ɛntumi ntu) tow truck. Mmɛwe pono no mma obi a wonnim no.

Fieketewa ho banɔ

- Nante kwan a nkanea wɔ so. Mfa kwantea so.
- Hu ampa ara sɛ w'ato wo mpomaa ne w'apono a ɛwɔ fam hɔ no mu yie, ne titiriw no sɛ wiem ye hye a.
- Bɔ kanea biara a ahye anaa nnua biara a anyin aboroso amanneɛ kyerɛ wo ɛsohwɛfoɔ.
- Sɔ wo mfikyire kanea no si so anadwo. Eyi boa ma wɔn a wɔnam wo mfikyire hɔ no hu fam yie. ɛnsan mma nkurɔfoɔ nni bɔne. Tɔ bulb a ɛnhye nkanea bebreɛ sɛdɛɛ ɛbɛyɛ na wommɔ ka wɔ kanea ho.

(Ogya agoro ho banɔ) Fireworks safety

Wonni ho kwan sɛ wobɛto (Ogya agoro) Fireworks wɔ Toronto Community Housing mu, bere biara. ɛwom sɛ ɛyɛfɛ sɛ wobɛhwɛ deɛ, (ogyagoro) fireworks nyɛ mma nkwadaa, mpanyinfoɔ ne ayɛnmmaa. ɛbetumi asɔ gya na asɛɛ afie.

ɛbetumi nso ama obi apira te sɛ ahye, atwa, na afira w'ani.

Sɛ wo pɛsɛ wohu baabi a wɔyɛ f(o gyagoro) fireworks wɔ kurom ho a:

- Frɛ kuro no wɔ **311** so
- Kɔ www.toronto.ca/special_events/

Sɛ wowɔ nsemmissa anaa ɔhaw bi a, mesɛ wo hu:

- Wo dan ɛsohwɛfoɔ no
- Mantamu Banɔ Beaeɛ) Community Safety Unit wɔ **416-921-2323**
- Biribi si mpofirimu a, frɛ **911**

ogyagoro ho banɔ

Sɛ wo hu sɛ ogya ɛrehye a, frɛ 911 bere biara a.



Ndwene da sɛ obi afrɛ **911** dada. Hu ampa ara sɛ wo de wo:

- Din
- Wo dan no adrɛɛsɛ
- Baabi a ogyaheɛ no wɔ no bɛma wɔn

Afidie a ɛtumi gye nkwa

Nwusie adɔma bɛyɛ dede de abɔ wo kɔkɔ. Toronto Community Housing dan biara wɔ nwusie adɔma. Nyi nwusie adɔma no da.

Fa nwusie adoma no ye adwuma yie

Se wo nwusie adoma no so wo bere a nwusie firi wo fononoo mu anaa gyaare na se ogyahyee biara mmaae a, huhu nwusie no firi adoma no ho anaa mia (ye diin) “hush” adee no so. Se wo nwusie adoma no nye adwuma anaa se adoma no so wo bere a nwusie biara nni ho a, mia (ye diin) “hush” adee no so na fre **(Baabi a Wchwe Nipa) Client Care Centre** no.

Yeadwumayefo no hwe de hu ampa ara se wo nwusie adoma no ye adwuma bere biara a wobeko wo dan mu ho no, ne bere a wreye afe-afe fie no mu hwehwe a no. Se nwusie adoma no nye adwuma a, wbesiesie anaa wbesesa no. Se wo dum anaa woyi nwusie adoma no a, wo de w’ankasa wo ho, w’abusua, ne wo fipamfo to asiane mu. Yebeco Toronto Fire Services amannee ama wode krataa a wode bebo wo koko abre wo. Wobema w’atua ka biara a wobeco de asiesie na wobetumi ama w’atua sika akopem \$50,000. Se eyi si boro mprenu so a, wobetu wo.

(Mframa bone a etumi kum nipa wo fie mu adoma) Carbon monoxide alarms

(Mframa bone a etumi kum nipa wo fie mu adoma) carbon monoxide alarms no bebo wo koko se mframa bone, a eye mframa a enni panpan, no dосо wo dan mu ho a. (Mframa bone a etumi kum nipa wo fie mu adoma) carbon monoxide alarms no wo adan a emu nnooma no hye fossil fuel, se ebia (kodo a ema nsuo hyee a n’akadee ye mframa) gas hot water heater anaa (fononoo) furnace.

ewo dan mu ho no, (mframa bone a etumi kum nipa wo fie mu adoma) carbon monoxide alarms no wo adan a etoa so mmienu wo soro, mmienu wo fam ne baabi a nnooma a fossil ne won akadee erehye ne ewo baabi a wode kar si wo dan ase ho no soro ho.

Ye krado biribi si mpofirimu a

- esese wowo nhyehyee wo nea a wo ne w’abusua beye se biribi si mpofirimu a. Mo nsua kwan a mobefa so de afiri mo fie ho asomdwoe mu, ne titiriw no wowo mma nketewa a. Pe baabi a wo ne wo fiefo no behyia a enye wo fie ho se biribi si mpofirimu a.
- Ye nnooma a mobehia se biribi si mpofirimu a (a w’atwere won a won ho hia wo telefon akontahyede wo so) na hu baabi a ewo.
- Ma adwumakuo a wobo nkurfoc ho ban mmoa wo mma womm wo ne w’abusua ho ban.
- Hu ampa ara se w’abusuafo benim nipa a biribi ye wo mpofirimu a esese yefre no din ne ne telefon akontahyede.

Se ogya erehye wo wo dan mu ho na wo ntumi nnum no a, firi ho amonom ho ara, mia ogya adoma a eben wo so na fre **911**.

- Se ogya erehye wo danmuu no mu a, kenkan nkyerekyere a etare ponopon no akyi no.
- Ansana wobebue pono biara no, fa wo nsa ka adee a wosomu de bue pono no ne pono no ankasa, fiti fam, de kopem soro. Se pono no nye hye a, bue kakra. Se nwusie biara nni abrannaa ho a, fa wo nsafoa na fa wo boto a wo fa a na wo ko (se wowo bi a) na fa atwede a eben wo no so firi ho ko.
- To mu, nanso mfa safoa nto, apono a ewo ho nyinaa mu.
- Ogya apono a ewo abrannaa ho nyinaa ankasa mu beto.

Sɛ wontumi mpue a:

- Fa mpopaho ne mpasotam a afoa kata ntokuro a nwusie betumi afa mu. Fa cellotape tare ntokuro a wɔde wo krataa fa mu ne baabi a mframa fa ba biara.
- Kɔ abrannaa hɔ anaa dan a emmen nwusie no. Nwusie foro kɔ soro, enti kɔ fam, sɛ wobetumi a.
- Hata mpopaho anaa mpasotam wɔ wo mpomaa anaa w'abrannaa hɔ fa yɛ nsɛnkyerɛnee kyere ogyadumfoɔ baabi a wowɔ.
- Mia w'ani sɛ wobɛma wo bo atɔ wo yam.

Toronto Fire Services tu fo sɛ wobeyɛ bɔtɔ a saa nnoɔma yi bɛwɔ mu sɛdɛɛ wobɛnya biribi wɔ wo ho sɛ ɛbase ogyahyɛɛ ba a:

- Mpopaho anaa mpopaho ketewa a wobetumi afɔ de ahyɛ pono ase, na wobetumi nso de akata w'ano ne wo hwene ano, sɛdɛɛ ɛbeyɛ na wobetumi ahome wɔ baabi a nwusie wɔ.
- Duct tape ne foil a wodebɛkata tokuro a wɔde wo krataa fa mu ma wo ne tokuro a mframa firi mu ba.
- Hwerɛma a wobɛbɔ de asrɛ mmoa.
- Ogyatɛn a wobetumi asɔ sɛ wɔdum kanea no, sɛ nwusie abunkam abrannaa hɔ, anaa bɛsɔ de ayɛ nsɛnkyerɛnee de asrɛ mmoa.
- Marker a wobetumi de atwerɛ nsɛm wɔ ntoma, apono anaa mpomaa anim.
- Mpasotam a wɔde asaawa ayɛ. Sɛ nwusie bunkam wo dan mu hɔ a, fɔ mpasotam no na fa yɛ ntomadan wɔ mpomaa a w'abue nkyɛn.
- Rɔba bokiti a ɛwɔ nkatasɔ a wobetumi de biribiara a w'atwerɛ wɔ saa krataa no so no bɛkɔ mu. Sɛ ogya ɛrehyɛ a, fa nsuo gu bokiti no mu.

Wo pɛ amaneɛbɔ bebreɛ wɔ ogya ho banbɔ ne dɛɛ wobeyɛ a ɛremma ogyehyɛɛ mma a, kɔ Toronto Fire Services wɔ kɔmputa so wɔ www.toronto.ca/fire.

Nkanea dum

Toronto Community Housing biara yɛ sononko. Adan no bi wɔ mpofirimu generator na ebi nso nni bi. Sɛ wɔdum kanea na wopɛsɛ wo bɔ yɛn amanneɛ a:

- Frɛ Toronto Hydro wɔ **416-542-8000**.
- Frɛ **(Baabi a Wɔhwɛ Nipa) Client Care Centre**.

Sɛ wɔdwene sɛ kanea a wɔadum a no no bɛkɔso aboro nnɔnhwere mmiɛnsa a, adwumayɛfoɔ de nkaebɔ bɛbɔ hɔ na wɔakɔsra wɔn a wɔte hɔ no wɔ wɔn adan mu de ahu ampa ara sɛ wɔwɔ birirbiara a wɔhia a. Amaneɛbɔ bebreɛ wɔ kwan a wobɛfaso aboaboa wo ho wɔ mpofirimu wɔ krataafa 56 ne 57.

Sɛ wo pɛsɛ wosua biribi bebreɛ wɔ nkanea dum ho a, kɔ www.torontohydro.com.

Woreka Ho Bi

Bra nhyiamu no, ye nhyiamu bi, anaa ka kuo bi ho!

Kwan a Wobefa so aka Wo Mantamu no Ho

Wɔn a wɔte ho no nyinaa wɔ ho kwan se wɔka ho bi. Biribi wɔ ho a eho hia wo? Bra nhyiamu, ye nhyiamu bi, anaa ka kuo bi ho.

Wɔn a wɔte ho ne (Mantamu Asomfoɔ) Community Services nyinaa ye adwumakuomuu a wɔde wɔn ho ato ho se wɔbeboa de, nhyehyee, akwanya a nneyee a ewɔ ho beboa wɔn a wɔte ho no. Adwumayefoɔ a wɔwɔ saa adwumakuo ha yi nso boa ka a wɔn a wɔte ho ka a wɔka ho bi no wɔ Toronto Community Housing mantamu nyinaa no.

Nhyiamu

Kuo ne Adwumayefoɔkuo nhyiamu

Kwan mmienu na eɔa ho de ma wɔn a wɔahan dan wɔ (Toronto Community Housing Adwuma Mpanyinfoɔ Kuo) Toronto Community Housing's Board of Directors no mu. Wɔn a wɔahan dan a wɔpese wɔka ho bi no betumi de krataa ato mu na wɔn a wɔte ho no ayi wɔn de wɔn ahye saa dibeɔ ho mfee nnan biara. Kuo ne Adwumayefoɔkuo nhyiamu no wɔ ho ma obiara.

Nhyehyee no bɔ baabi a yewɔ wɔ komputaso no wɔ www.torontohousing.ca.

Se wopese wotwere biribi anaa wɔka biribi de fa nnoɔma a wɔbeɔka ho asem wɔ nhyiamu no ase no a, fre **416-981-4232** (wɔ Kuo Nhyiamu ho) anaa **416-981-4194** (wɔ Adwumayefoɔkuo nhyiamu) ho.

Mantamu Nhyiamu

Adwumayefoɔ betumi ahyehye nhyiamu a wɔye wɔ wo mantamu ho no na w'akasa afa Toronto Community Housing adwumaye ho. Wɔn a wɔte ho no nso betumi ahyehye ama wɔn a wɔte ho no, na w'akasa afa nsem a erekoɔ wɔ mantamu ho.

Baabi a wɔde amaneeɔ bɔ

Toronto Community Hosing no bebreɔ wɔ baabi a wɔde amaneeɔ bɔ baako anaa deɔ eboro saa a wɔde akwanmunsem ne amaneeɔ bɔ so ma wɔn a wɔte ho no. Hwe baabi a wɔde amaneeɔ bɔ wo wɔ danmuu no mu na sua biribi fa dwumadie a erekoɔ wɔ wo mantamu ho.

Baabi a Yewo wo Komputaso

Baabi a Toronto Community Housing wo wo komputaso no wo akwanmusem ne amaneebo wo www.torontohousing.ca de ma won a wote ho no. Wobetumi nso ahu mmara, nkrataa ne dwumadie a erekoso wo wo mantamu ho.

Dee Wobehu no

Wo pese wo ka ho bi?

Wo pese wo ka nea wo mantamu no ye no ho bi a, ma wo (Mantamu Asomfoɔ Panyin) local Community Services Coordinator no aso nte. Ko wo (Dan no ho Adwumaye ho) Operating Unit anaa (Dan esohwe ho Adwumaye ofese) Property Management office anaa fre won wo **(Baabi a Wɔhwe Nipa) Client Care Centre** ho kɔhu odwumayefoɔ a ɔbeboa wo wo ka a wobeka ho bi no.

ɔsom ne Mmoa

Wobetumi afɛ anaa anya Toronto Community Housing ɔsom nnɔnhwere 24 wɔ damuu no mu, da biara wɔ afe no mu wɔ **416-981-5500 TTY** anaa wɔ help@torontohousing.ca.

Frɛ anaa fa nkra fa kɔputa so kɔma (Baabi a Wɔhwɛ Nipa) Client Care Centre no:

- Daadaa adesiesie a wɔbisa
- Nsemisa a wowɔ wɔ wo dan ka anaa wo dan nkrataa ho
- Bisa sɛ wɔnyi wo nkɔ dan foforo mu
- Amaneeɔ wɔ kwan a wɔbɛfa so ayi obi afiri anaa de obi aka wo dan nkrataa no so, anaa biribiara a ɛfa wo dan a wɔahan no ho
- Sɛ wohia sɛ wɔnsiesie biribi mma wo mpofirimu a, frɛ bere biara; mfa nkra mmɛ yɛn wɔ kɔputaso. Yɛwɔ kasa nkɛrɛasɛ wɔ kasa 170 mu na ɛwɔ ho .

TTY (Telefon a Wɔtwɛrɛ so) afidie yɛ afidei a ɛboa wɔn a wɔaso asi, wɔntɛ kasa yie, anaa wɔntumi nkasa ma wɔtumi frɛ wɔ telefon so. Wɔ saa akwankɛrɛ yi mu no, wɔatwɛrɛ TTY akontahyɛdɛɛ wɔ baabiara a ɛwɔ ho.

Toronto Community Housing's (Mantamu Banɔ Beasɛ) Community Safety Unit:

Frɛ 416-921-2323

- Wɔ banɔ nsem ho
- Na ɔ amanneɛ wɔ baabi a ɛnsɛsɛ wode wo kar si ho mmaratoɔ wɔ Toronto Community Housing ho.

Adeɛ a ɛho hia: Sua nnɔɔma bebreɛ fa (Mantamu Banɔ Beasɛ) Community Safety Unit wɔ krataafa aduasa mmienu (32) so.

Akontahyɛdɛɛ a ɛho Hia

Kuo Asomfoɔ: 211 anaa 1-888-340-1001 TTY

Frɛ gye amanneɔ wɔ Kuo Asomfoɔ ne mantamu nnwumakuo a wɔwɔ wo mantamu ho. Wɔn a wɔbɛfa telefon no ka kasa ahorɔɔ bebreɛ.

Kuo Asomfoɔ: 311 anaa 416-338-0889 TTY

Frɛ gye amanneɔ wɔ ɔsom a City of Toronto de ma no. Wɔn a wɔbɛfa telefon no ka kasa ahorɔɔ bebreɛ.

Toronto Public Health: 311 anaa 416-392-0658 TTY

Wofre a wode wo bema ɔmannyinaa ayaresafoɔ nimdeefoɔ a wontua hwee, ɔbema wo amaneebɔ a efa w'apɔmuteɛho a eye asiesem ne afotuo, anaa nso wopɛsɛ wotwerɛ wo din wɔ apɔmuteɛ adesua te sɛ aduane nkyerɛkyerɛ ne apemfoɔ nkyerɛkyerɛ ho a.

Telehealth Ontario:

1-866-797-0000 anaa 1-866-797-0007 TTY

Fre na gye afotuo a eye asiesem efa w'apɔmuteɛ ho anaa amaneebɔ firi wo nɛɛseni a ɔwɔ abodin krataa no ho.

Municipal Licensing and Standards:

311 anaa 416-338-0889 TTY

Fre na gye amaneebɔ wɔ dan no nhyehyɛ ho (te sɛ mmere ne sɛ w'ansiesie nnoɔma a esɛsɛ wosiesie a) anaa sɛ wo pɛ sɛ wo bɔ nkuro wɔ mmaratɔ wɔ baabi a obiara tumi kɔ ne mmaratɔ wɔ ankoreankore adan mu a.

Toronto Ombudsman's Office:

416-392-7062 anaa 416-392-7100 TTY

Fre na bɔ nkuro fa kuro aban (a n'akuo, badwafoɔ, akuo-akuo, na Toronto Community Housing) ka ho bi sɛ wosɔ nea ɛwɔ ho nyinaa hwe na hwee anyɛ yie a.

Landlord and Tenant Board:

416-645-8080 1-800-268-9242 TTY

Fre gye amaneebɔ wɔ *Residential Tenancies Act* ho. Saa mmara yi kyerɛkyerɛ deɛ fiewura ne won a wɔahan fie a wote mu wɔ Ontario no ho kwan.

Community Legal Education Ontario (CLEO):

416-408-4420

Fre na gye mmara ho amaneebɔ a wo ntua hwee. CLEO ntu fo wɔ mmara ho, na mmom Legal Aid ye saa.

Legal Aid Ontario:

416-979-1446 or 416-598-8867 TTY

Wo fre mmara asomfoɔ a wo ntua hwee anaa ne boɔ wɔ fam.

Federation of Metro Tenants' Associations:

416-921-9494

Saa adwumakuo a won adwumaye ngyina mfasoɔ a wɔbenya so yi ye adwuma de ma won a wɔahan dan no nnoɔma a wɔwɔ ho kwan no mpontuo ho. Fre na gye amaneebɔ wɔ nea wowɔ ho kwan sɛ obi a wɔahan dan.

Telefon Akontahyedeɛ a wofrɛ sɛ wohia banbo a

Saa akontahyedeɛ yi na wofrɛ nnɔnhwere 24 damuu no mu, da biara wo afe no mu.

Adeɛ a ɛho hia: Mma saa akontahyedeɛ yi mpa wo ho sɛdeɛ ɛbeyɛ na wobetumi anya mmoa a worehwehwe wo mmere a wohia no mu.

Mpofirimu Asomfoɔ: 911

(TTY ne telefon a wɔtwere so a ɛwo ho).

Mia adeɛ a ɛte atwerɛɛɛ mmienun tam safoa no so kɔpem sɛ mmoa beba. Frɛ saa akontahyedeɛ yi berebiara wo mpofirimu. Wo frɛ saa akontahyedeɛ yi a ɛde wo beko akoma Toronto Police Service, Toronto Fire Service ne Toronto Paramedic Services tee.

Toronto Police Service Central Dispatch:

416-808-2222 anaa 416-467-0493 TTY

Frɛ saa akontahyedeɛ yi sɛ biribiara nsii mpofirimu a. Toronto Police Service yɛ adwuma wo adwuma nketewa a atwa ahyia wo kuro no mu. Wo pɛsɛ wo hu won adwuma mu a ɛben wo, ne kwan a wobɛfa so de anya won a, ko www.torontopolice.on.ca/divisions.

(Mmarasodifoɔ) Crime Stoppers:

416-808-8477 ore anaa 1-800-222-8477

Frɛ saa akontahyedeɛ yi sɛ wowo amaneɛbo fa mmarato bi a wopɛsɛ wobo polisifoɔ amanneɛ a. ɛho nhia sɛ wobɛbo wo din.

(Apirafɔɔ Asomfoɔ) Victim Services: 416-808-7066

Frɛ saa akontahyedeɛ yi na bisa mmoa ntemntem ma apirafɔɔ.

Ministry of the Attorney General

(Apirafɔɔ Aboafɔɔ Akontahyedeɛ) Victim Support Line: 416-314-2447

(Anɔpa 8 kɔpem anwummere 10, nna nson wo nnawɔtwe no mu)

Frɛ won ntemntem na wommra baabi a apirafɔɔ no wo no mmeboa won. Woboa won wo kasa ahoroo bebre mu.

(Telefon akontahyedeɛ a Mmaa a Wɔboro won tumi frɛ so) Assaulted Women's Help Line:

416-863-0511 or 1-866-863-7868 TTY

Frɛ saa akontahyedeɛ yi na bisa mmoa ma mmaa a Wɔboro won. Woboa won wo Borɔfo Mu anaa French mu.

Amanehunu Ho Mmoa

Akontahyɛdeɛ a ɛwɔ ho a wobetumi afre sɛ wo, anaa manifoɔ bi, hia mmoa wɔ adwene mu yareɛ anaa nnubɔne fa a wɔntumi ngyae ho a. Fre 211 na hwehwɛ ɔsom bebree a ɛwɔ wo mantamu ho.

Toronto Distress Centres: 416-408-4357 TTY

Ma mmoa wɔ awerɛkyekyere, amanehunu bi ho na wɔboa ma wo nku wo ho .

Gerstein Centre: 416-929-5200

Boa mpanyinfoɔ a a wɔte City of Toronto a ɛnam adwene mu yareɛ nti wɔwɔ amanehunu bi mu.

(St. Elizabeth Ayaresabea) St. Elizabeth Health Care: 416-498-8600

(Baabi a wɔn ɔfese wɔ wɔ Toronto) **416-498-0043**

(nnɔnhwere 24 wɔ damuu no mu, nna nson wɔ nnawɔtwe no mu, wɔwɔ North York ne Etobicoke)

Wɔboa wɔn a wɔhia mmoa wɔ amanehunu bi mu na wɔko baabi a wɔn abusuafoɔ, wɔn adɔfoɔ, ne wɔn ahwɛfoɔ te kɔboa wɔn.

Community Care Access Centres (CCACs):

416-314-5518 1-888-470-2222 TTY

Mmere a Wɔbue: anɔpa 8:30 kɔpem anwummerɛ 5:00 . CCACs na wɔne wɔn di kan kasa sɛ wɔhia amaneɛbɔ bi fa nkokora ne mmerewa hwɛ ho a, na wobetumi ama wo amaneɛbɔ wɔ ɔhwɛ ahorɔɔ a ɛwɔ ho wɔ wo mantamu ho. **Telecare Distress Centres of Canada: 416-920-0497**

Boa wɔn a wɔka Mandarin ne Cantonese na ɛnam adwene mu yareɛ nti wɔwɔ ahohiahia mu no.

Progress Place Warm Line: 416-960-9276

(anwummerɛ 8 kɔpem dasuom)

Boa wɔn a wɔwɔ adwene mu yareɛ daadaa ne daa no.

Scarborough Hospital Regional

Mobile Crisis Team: 416-495-2891

Ma wɔn a wɔadi aboro mfeɛ 16 so a wɔrehuamane ɛnam sɛ wɔwɔ adwene mu yareɛ no mmuaɛɛ. Wɔye adwuma wɔ East York ne Scarborough.

Youthdale Treatment Centres: 416-368-4896

Boa ma wɔsom nkwadaa ne mmabunu (a wɔadi kɔpem mfeɛ 16) a wɔwɔ adwene mu yareɛ ne wɔn abusua wɔ Toronto.

Kids Help Phone: 1-800-668-6868

Tu wɔn a wɔadi mfeɛ 20 ne wɔn a wɔnnii saa fo.

Children's Aid Society of Toronto: 416-924-4646

TTY: mia 711, na afei frɛ 416-924-4646

Boa wɔ nhwehwɛmu, amanehunu ho mmoa, afotuo, ne ɔsom a ɛmma wɔnni nkwadaa ani anaa wɔmpo nkwadaa.

Toronto Withdrawal Management System: 1-866-366-9513

Boa wɔn a wɔadi mfeɛ 16 anaa wɔadi aboro saa a wɔrehwehwɛ ɔsom a ɛbeboa wɔn ama wɔatumi agyae su bi wɔ mmere a wɔnhia aduro wɔ City of Toronto.

Amanɛɛbɔ a ɛwɔ hɔ de ma Mmabunu

Woyi nipa du a beɣɛɛ emu nnan a wɔte Toronto Community Housing mu no nnii mfeɛ 25. Yɛwɔ adwumakuo a yɛne wɔn yɛ adwuma bom de ma mmabunu a wɔte yɛn mantamu hu fekuo dwumadie a ɛwɔ hɔ wɔ mmeaɛɛ bebree te sɛ agorɔ, nimdeɛ wɔ nsaanodwuma bi ho ne nwomasua sɛdeɛ ɛbeɣɛ na wɔbetumi ayɛ emu bi.

Sua nnoɔma bebree fa ho wɔ www.torontohousing.ca anaa wo ne wo mantamu dwumadie adwumayɛfoɔ no nni ho nkɔmmɔ.

Eyi yɛ nnoɔma a ɛwɔ hɔ a mmabunu betumi anya no ntɛm:

www.toronto.ca/youth anaa frɛ 211

Mmabunu Mpontuo Beaeɛ:

Kar ahan dwumadie, adwuma a woyɛ a wongye akatua a ɛwɔ hɔ ne nnoɔma bebree a aka.

www.211toronto.ca/topic/youth anaa frɛ 211

Twere dwumadie a ɛwɔ mantamu hɔ de ma wɔn a wɔadi efiri mfeɛ 12 so de kɔpem mfeɛ 29.

www.torontopaye.ca anaa frɛ 416-397-5627

Nkabom a ɛboa ma Mpontuo wɔ Mmabunu Adwuma Hwehwɛ Ho: a ɛwɔ hɔ de ma mmabunu a wɔte Toronto mantamu a adebɔneyɛ dɔɔso.

www.woodgreen.org anaa frɛ 416-645-6000

Woodgreen Community Services:

Mmabunu nhyehyɛɛ a wontua hweɛ di dwumadie a eyɛ anigye, boa wo wɔ wo sukuu adwuma ho, na wɔboa mmabunu a w'aba Canada foforo a wɔrehwehwɛ adwuma ayɛ.

Amaneebo a ewo ho de ma Nkokora ne Mmerewa

Woyi nipa nnan a wote Toronto Community Housing mu a won mu baako adi mfee 59 ne akyire. Yeye adwuma de ma asomdwoe, mantamu a nyarewa nni de ma yen nkokora ne mmerewa a wote mantamu biara so no. Wo ne wo mantamu odwumayefo a jboa no nni ho nkomm fa sua nnooma bebre w ho.

Eyi ye nnooma a ewo ho a nkokora ne mmerewa betumi anya no ntem:

www.toronto.ca/seniors anaa fre 211

Toronto Seniors Portal: adan a woda mu, baabi a wonya sikas firi, ayaresa som ne nnooma bebre a aka ho.

www.rev.gov.on.ca/en/credit/gains/ anaa fre Service Ontario wo 1-800-267-8097

(Akatua a eda Ho a Wotua Ho Nhyehyee) Guaranteed Annual Income System: hu ampa ara se wowo akatua bi a wotua de ma Ontario nkokora ne mmerewa a wofata bosome biara.

www.mcass.gov.on.ca/en/mcass/programs/social/odsp/ anaa fre Service Ontario wo 1-800-267-8097

Ontario Disability Support Program: won a woadi mfee 65 anaa aboro saa a wofata se wonya Old Age Security na wohia sika no betumi afata se wobenya sika afiri Ontario Disability Support Program no mu.

www.servicecanada.gc.ca / anaa fre Service Canada wo 1-800-622-6232

Guaranteed Income Supplement: bosome akatua bio a ewo ho a wotua de ma nkokora ne mmerewa a wogy **Old Age Security** a won akatua sua.

Old Age Security: bosome akatua a wotua ma nkokora ne mmerewa a woadi mfee 65 anaa aboro saa a watena Canada akopem mfee 10 so.

WO MANTAMU CSOM

Twere akontahyede wɔ ɔsom a wohia wɔ wo mantamu ho wɔ saa fa ha yi.

Se ebia, wo de wo mantamu ayaresabea (akeseemu), doketa ofese a wotumi ko a wo nhia nhyehyee, mmara ayaresabea, baabi a wogyee aduane a wontua ka, ne ade. Fre 211 anaa 311 na bisa amaneebo wo osom a wohia no nyinaa no beka ho.

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Nsɛm Mfuamfua Mmoano Asekyerɛ ne Nkyekyɛmu

Nsɛm Mfuamfua Mmoano Asekyerɛ

Tu

Sɛ wɔnam mmara kwan so tu deɛ wɔahan dan no ne ne fiefoɔ ɛnam sɛ wɔanyɛ wɔn asɛdeɛ sɛdeɛ wɔatwerɛ wɔ *Residential Tenancies Act* mu.

Fob

Nso san de “safoa”. Fobs na wɔde bue Toronto Community Housing ponopɔn a wɔde wura danmuu no mu no. ɛyɛ adeketewa, wɔde plastik anaa dadeɛ na ayɛ, sɛ wo de fa adeɛ a ɛɔ pono no nkyɛn no a na afei pono no abue.

Fiefoɔ

Yɛ wɔn a wɔte wo dan mu hɔ nyinaa. ɛsɛsɛ woma wo fiewura no hu obiara a ɔte wo dan mu hɔ. Wo fiewura no wɔ mmara a ɔde nipa ka anaa ɔdeyi nipa firi wo fie hɔ.

Housing Services Act, 2011 (HSA)

Mmara a ɛdi dan ka a ɛgyina akatua so (RGI) afie ho wɔ Ontario (RGI). Asi *Social Housing Reform Act, 2000* mmara no anan mu.

Nsisie

Nnaadaa (te sɛ, ntoro anaa asisie) a w’ayɛ w’adwene sɛ wobɛdɛfɛdɛfɛ obi ama no ama wo sika bi anaa osisifoɔ no benya wo so mfasoɔ.

Fiewura

Wɔ saa akwankyerɛ yi mu no, Toronto Community Housing na ɛyɛ fiewura.

Dan nkrataa

Nhyehyɛ a ɛda fiewura ne deɛ ɔhan dan no anaa wɔn a wɔahan dan no ntam. ɛka dan koro a wɔahan afiri fiewura no hɔ no, dan ka, na ɛka deɛ fiewura no ne deɛ ɔhan dan no wɔ ho kwan ne wɔn asɛdeɛ. Sɛ w’ahan dan a, na ɛkyerɛsɛ w’ahyia Toronto Community Housing adwumayɛfoɔ na w’ahyɛ wo nsaasehyɛdeɛ wɔ dan nkrataa no so. Na wɔasan nso ama wo dan no ho nkrataa no nsɛsoɔ bere a wɔde dan no han wo no.

Residential Tenancies Act (RTA)

Mmara a ɛkyerɛ nea fiewura ne wɔn a wɔte dan no mu a wɔahan dan no wɔ ho kwan ne wɔn asɛdeɛ.

(Obi ahan dan na ɔde ama obi foforo se ɔntena mu nkɔpem mmere bi) Sublet

(Obi ahan dan na ɔde ama obi foforo se ɔntena mu nkɔpem mmere bi) Sublet ase kyere ne se wo bere a obi a w'ahan tu firi dan a w'ahan no mu na ɔrema nipafoforo atena ne dan no mu. Wo dan nkrataa no mma wo ho kwan se wobetu afiri wo dan no mu de wo dan no ama ahan.

Won a Wɔahan Dan

Nipa a w'ahye ne nsaasehyedee wo dan nkrataa so na ɔgusoara te ne dan mu ho. (Eyi nso betumi aye nipakuo bi.) Ebetumi aba se wowo nkurɔfoɔ bi a wote wo dan mu ho a woka wo fiefoɔ ho dee nanso enye won na wɔahan dan no. Se ebia, nkwaɔa a wonnii mfee 16 no wo mmara kwan so no wonni ho kwan se wɔhye won nsaasehyedee wo dan nkrataa no so enti wonhu won se wɔahan dan no.

Dan Han

Ayɔnkofa a eɔa fiewura ne dee w'ahan dan no ntam (anaa won a wɔahan dan no se won a wɔhyee won nsaasehyedee wo dan nkrataa so no ɔɔso kyen baako a). Dan nkrataa na ebo dan han ho ban, *Residential Tenancies Act* ena, afei nso se aban tua wo dan ka no bi a, *Housing Services Act* na ebebo wo dan a w'ahan no ho ban.

Dan

Wo saa akwankyerɛ yi mu no, dan ye fie a w'ahan afiri Toronto Community Housing ho (se eyedan keseɛ, fie ketewa, fie, ne ade.)

Nkyekyɛmu 1

Akwankyerɛ Wo ogya ho banbo

Mma asiane biara nsi wo wo gyaare.

- Popa wo stove so kama na ngya nsi so wo bere a wonni ho.
- Dane adeɛ a worenua mu aduane no nsa fa ko baabi a wontumi mpem na nkwaɔa nsa ntumi nso mu.
- Bue mpomaa ma aduane panpan mpue. Mmue wo dan pono no. ebema nwusie agye abrannaa ho na ama ogya adoma a ewo fie ho aso.
- Mmue mpomaa anaa mmue pono no se ogya so a. Se wo ntumi nnum gya no ntemso a, firi wo fie ho amonom ho ara, mia ogya adoma a eben wo no so, na fre **911**.
- Se wo gya adoma so bere a worenua aduane a, mia (ye dinn) "hush" adeɛ no so Eyi bema adoma no aye dinn bere a nwusie no firi ho no.
- Nyi nwusie adoma no mfiri baabi a ebo no da.

Hwɛ yie wɔ nnɔɔma a etumi sɔ gya ho.

- Fa adeɛ a wɔde sɔ gya ne mankyese to yie.
- Mma kyɛnere nsi so wɔ bere a wonni dan mu ho.
- Nto Nnɔɔma a etumi sɔ gya te sɛ aduro, ammonia, anaa angwa ngu nwura tokuro no mu.
- Bisa wo ɛsohwɛfoɔ no kwan a wobɛfa so ato nnɔɔma a etumi sɔ gya agu yie.

Hwɛ yie sɛ worenɔm cigrɛt a.

- Fa nsoo no gu nsoo apaawa so.
- Ngya cigrɛt nsi so sɛ wonni dan mu ho a.
- Nnom cigrɛt wɔ mpa so.
- Wo nom cigrɛt a deɛ ɛbɛka wɔ akyire no ngyina w'abrannaa ho nto ngu fam (Kenkan amaneebo bebreɛ fa eyi ho wɔ krataafa 19).

Mfa kanea ho nnɔɔma bebreɛ nhɛ wo plugs mu.

- Wo plug kanea ho nnɔɔma anaa fie nnɔɔma a ɛhia kanea bebreɛ wɔ extension kord ne power bar no so no de ogya asiane bɛba.
- Tɔ kanea ho nnɔɔma a CSA agye ato mu.

Nnɔɔma bebreɛ a atɛtaresɔ bebreɛ wɔ faako no de ogya asiane ba.

- Di wo fie ho ni na mfa nnɔɔma bebreɛ kwa ntɛtaresɔ wɔ faako. Sɛ wo anaa obi a wonim no hia mmoa wɔ nnɔɔma a atɛtaresɔ bebreɛ wɔ faako a, frɛ **(Baabi a Wɔhwɛ Nipa) Client Care Centre** wɔ **416-981-5500**. Yɛbɛboa wo ama w'anya mmoa a wohia no.

Nnɔɔma a wɔgya gu abrannaa ho ma asiane ba.

- Sɛ wowɔ dan mu nnɔɔma anaa nnɔɔma bi a wopɛsɛ wo to gu a, ngya ngu abrannaa ho da. Frɛ **416-981-5500** na bisa wɔn kwan a wobɛfaso ato nnɔɔma akɛsɛ agu ne baabi a wobɛto agu.

Yɛ bɔtɔ a wofaaɛ ara na wo kɔ.

- ɛsɛsɛ nnɔɔma a ɛbɛwɔ bɔtɔ a wofaaɛ ara na wo kɔ no mu no yɛ nnɔɔma a ɛho hia a wobɛtumi ahia sɛ biribi si mpofirimu a.
- Fa bɔtɔ biara. Fa saa bɔtɔ yi si pono a wode wura wo dan mu ho no nkyɛn. Fa sɛ biribi si mpofirimu, na wohia sɛ wobɛfiri wo fie ho ntɛmso a.

Nnɔɔma a wohia sɛ wode begu wo bɔtɔ a wofaaɛ ara na woko no mu

Telefon akontahyɛdeɛ a ɛho hia, a deɛ edidiso yi ka ho:

- Wo hwɛfoɔ anaa obi (wɔn) a ɛsɛsɛ wofrɛ wɔn biribi si mpofirimu a
- Abusua ne nnamfoɔ
- ɔhwɛfoɔ sononko anaa odwumayɛfoɔ ɔboafoɔ
- dɔketa ɔfese
- Oduruyɛfoɔ/baabi a wɔton nnuro
- Adwumakuo a wɔbɔ wo ho ban amaneebo

Nnooma foforo a eho hia:

- Safoa foforo
- Sikakorabea nwoma baako ne sika
- Ahwehweniwa, contacts, ne/anaa (adee a eboa wo ma wo te kasa battery) hearing aid batteries
- Pieto foforo
- Nnooma a wohia wo adwaree
- Nsuo akotoa
- Kuntu
- Ayenmmaa aduane ne aduro (se wohia no daadaa a) ne kaad a w'ayemmaa no panee/mpanee wo so nseso.

Nnooma bio a esese ewo wo bota a wofaaee ara na wo ko no mu nie:

- Kaad a wo mfonyin wo so nseso
- Nnawotwe nnuro a doketa atwere ama wo, ayaresa nnooma ne mfidie sononko.
- Amaneebo krataa wo wo nnooma sononko a wohia enam yaree bi nti anaa yarefo ho nnooma.
- Nnuane a wohia se wodi.
- Amaneebo wo w'akyewadee ho.
- W'ayaresabea kaad nseso.

Se wowo yaree sononko bi, wo hia oboafon, anaa wohia nkwa afidie bi a:

- Bo Toronto Community Housing amannee na dikan ne won nye nyehyee sedee ebeye na obi beba abehwe sedee wo ho tee se biribi si mpofirimu a.
- Hye MedicAlert kaawa anaa kura won agyinahyedee kaad no.
- Fa adoma a eye w'ankasa wo dea a eye dede dendeen sedee ebeye a wobobo ama aye dede se wohia mmoa a.
- Twere wo din bo wo mfidie ho na fa nkyerekere wo kwan a esifaso ye adwuma ne sedee woma so ka ho.

Ye krado:

- Hwan bio na esese wo twere ne din wo din a ewo wo mpofirimu krataa no so no?
- edeen bio na wobehia no mpofirimu?

Se wohia amaneebo bebre efa kwan a wobefa so aboaboa wo ho se biribi si mpofirimu a, ko:

The City of Toronto's Office of Emergency Management wo komputaso wo www.toronto.ca/oem anaa Emergency Management Ontario wo www.emergencymanagementontario.ca.

Nkyekyemu 2

Wobetumi ama Toronto Community Housing Ayɛ Fie a Wɔnsɛɛ Kanea ne Nsuo Nnoɔma

Nsɛɛ kanea ne nsuo, na tɛ nwura dodoɔ a woyɛ so.

Yɛrɛyɛ nsesaɛɛ a ɛbɛma kanea ne nsuo so atɛ wɔ yɛn afiɛ mu.

Sika a yɛbɛsɛɛ wɔ ka nkɛtɛnkɛtɛ ho sua a sika bebreɛ bɛwɔ hɔ a yɛdɛ besiesie dan no.

Wobetumi ayɛ w'afam dɛɛ:

- Dum kanea ansana w'apue.
- Nsɛɛ nsuo bebreɛ sɛ wodware a.
- Ngya nsuo no nsi so sɛ woretwetwere wo sɛ a.
- Fa nsuonyunu si wo nnoɔma .
- Hata wo nnoɔma wɔ adɛɛ a wɔhata nnoɔma wɔ so (a ɛnyɛ ahoma so) wɔ w'abrannaa hɔ a ɛnyɛ afidie a wɔhata nnoɔma wo mu.
- To wo mpomaa mu awɔbɛrɛ. Sɛ ɔhyew wɔ mu dodo wɔ awɔbɛrɛ mu, na sɛ ɛnha adwɛnɛ a, fa wo thermostat no kɔ fam anaa bɔ wo ɛsohwɛfoɔ no amannɛɛ.
- Nsɔ wo fononoo no sɛdɛɛ ɛbɛyɛ na wo fie hɔ bɛyɛ hyɛ awɔbɛrɛ mu sɛ awɔ wɔ mu dodo a. ɛtumi dɛ asiane ba. Ka kyɛrɛ wo ɛsohwɛfoɔ no sɛdɛɛ ɛbɛyɛ na yɛbesiesie ama wo.
- Mmɛwɛ wo fridge pono nto hɔ, na mma emu nyɛ nyunu nkyɛn sɛdɛɛ ɛsɛsɛ ɛyɛ.
- Bɔ yɛn amannɛɛ sɛ wo pipe soso na wontumi nto wo mpomaa mu yie a.
- Sɛ woretɔ mfidiɛ a wɔn akadɛɛ ne kanea a hwɛhwɛ hunu sɛ Energy Star ntarehoo no tare ho.
- Dum anaa tu TV, stereo, ne kɔmputa nyinaa ahoma firi mu sɛ wo nhia a, anaa tɔ power bar sɛdɛɛ ɛbɛyɛ na wobetumi adum ne nyinaa abom.
- Te nwura dodoɔ a woto gu so, fa gu baabi a ɛbɛma wɔatumi dɛ ayɛ adefoforɔ ho nnoɔma no fa gu baabi a ɛsɛ, san fa nwura yɛ adɛɛ a ɛfata, wo mmɛrɛ dodoɔ a wobetumi.

Sɛ wowɔ nɛmmisa wɔ sɛdɛɛ wobɛto nwura a wɔtumi dɛ yɛ adefoforɔ no agu no ho anaa biribiara wɔ wo dan no ho a, ka kyɛrɛ wo ɛsohwɛfoɔ no anaa frɛ **(Baabi a Wɔhwɛ Nipa) Client Care Centre** hɔ.