

Hagaha Kiraystaha

Ku noolaanta Gurigaaga Toronto Community Housing



Toronto
Community
Housing

Kooxdayada iyo Sidaan Adiga Kuugu Adeegayno



Gurigaaga



Aagagga La Wadaago



Kiraysigaaga



Badbaadadaada



Arrimo Ka Qaybgalitaankaaga



Adeegyada iyo Taageerooyinka



Ka Ogow Arrimaha Wax Intaa Ka Badan

Waxaad ka heli doonta macluumaad dheeraad ah oo ku saabsan wararka, xeerar kulannada, foomamka, naqshadada Toronto Community Housing barta www.torontohousing.ca.

Waxaad heli doontaa kuwa soo socda oo ah qaababkoodii ugu dambeeyay:

- Xeerka Marin u Helitaanka
- Accessible Customer Service Policy (Xeerka Adeegga Marin u Helka Macmiilka)
- Foomka Consent to Disclose Information (Oggolaanshaha Muujinta Macluumaadka)
- Dukumentiyada weyddiisadka u waafajinta
- Eviction Prevention Policy for Non-payment of Rent (Arrears) (Xeerka Ka-Hortagga Guri Ka Saaridda Bixinta-La'aanta Kirada) (Lacagaha baaqday)
- Policy on Evictions for Cause (Xeerka Guri Ka-Saaridda Sababta leh)
- Xeerka Human Rights, Harassment and Fair Access Policy (Xuquuqda Aadanaha, Maagitaanka iyo U-sinnaanta Marin u helka)
- Fiidiyaha kiraysiga iyo Xirmada
- Tenant Transfer Policy (Xeerka Beddelka Kiraystaha)
- Unit Condition Follow-Up Process (Nidaamka La-Socodka Xaaladda Aqalka)
- Visitor and Guest Policy (Xeerka Booqdayaasha iyo Martida)

Si aad u hesho nuqul daabacan xeer kasta ha noqdee, waxaad:

1. **Ka daabacan kartaa internetka**
2. **Booqo Operating Unit (Xubintaada Shaqaynaysa) ama Property Management Office (Xafiiska Maaraynta milkiyadda)**
3. **Kala xiriir Client Care Centre (Xarunta Daryeelka Macmiilka) taleefanka 416-981-5500 ama help@torontohousing.ca**

Buuggani wuxuu ahaa sax wakhtigii daabacaadda. U dir sixitaanka help@torontohousing.ca

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Soo Dhowow

Iyada oo ay leedahay City of Toronto, Toronto Community Housing waxay hoy u tahay 58,000 qoys oo ku nool xaafadaha magaalada oo dhan. Waxaan ku dadaalnaa inaan bixino, guriyayn nadiif, iyo ammaan ah, oo si wanaagsan loo daryeelay oo la awoodi karo, kuna xirnaa dadka deggenayaasha ah adeegyada iyo taageerooyinka. Waxaan leenay kuwo badan oo aan iska kaashano sidii loo kobcin lahaa fursadaha horumarin kara fayaqabka iyo tayada nolosha beelaheena, iyada oo taasi gacan ka geysato inay Toronto noqoto meel ka fiican meelaha kale ee lagu noolaado.

Kani waa hagaha ku noolaanta gurigaaga Toronto Community Housing. Waxa ku jira faahfaahin ku saabsan xuquuqdaada iyo waajibaadkaaga kirayste ahaan. Waxa kale oo ku jira macluumaad ku saabsan sidaad gurigaaga uga dhigi lahayd meel aad u wanaagsan oo lagu noolaado.

Waxaan u mahadnaqaynaa shaqaalaha iyo deggenayaasha badan, iyo Kooxda Ka Wadashaqaynta Isgaarsiinta Kiraystaha, oo ka qaybqaatay fikradaha iyo warcelinta ka dhigay hagahani inuu noqdo **kaaga**. U hayso hagahan inuu ku anfaco oo nala soo xiriir mar kasta oo aad u baahato caawimaad.

Muhiim: Hagaha Kiraystaha waxaa loogu tala galay inuu noqdo il macluumaad oo dhakhso adiga kuu leh. Macluumaadka ku jira tilmaan-bixiyahan ayaa dhici kartaa inuu isbeddelo ama wakhtigi ka dhaco muddo ka dib. Xogta ku jirta hagahan waa inaan loo qaadan inay tahay talo sharci. Haddii uu jiro iskhilaaf ka yimaad waxa ku qoran hagahan iyo mid kasta oo ka mid ah sharciga Canada (federaal, gobol, ama kuwo kaleba), ama xeerka, habraaca, ama tilmaamaha Toronto Community Housing, markaa sharciga, habraaca, ama tilmaamaha ayaa ka adag. Wax kasta oo hagahan ku jira ma ah in loo arko inay yihiin ballanqaad Toronto Community Housing ay u ballanqaadayso inay wax u qaban doonto ama ayna wax u qaban doonin, ama wax u fidin ama heshiis ah.

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Kooxdayada Toronto Community Housing iyo Sidaan Adiga Kuugu adeegayno

Toronto Community Housing ayaa leh 1.600 shaqaale ka shaqeeya si ay u bixiyaan adeegyada iyo macluumaadka aad ugu baahan tahay dayactirka, guri kiraysigaag, adeegyada maxaliga ah iyo taageerada iyo ammaanka.

Client Care Centre

Client Care Centre ayaa la heli karaa 24ka saac maalintii, iyo 365 maalmood sannadkii. Wakiillada ayaa ka jawaabi doona wicitaanka oo caawin kara adiga xaaldaha degdegga ah ee dhismaha. Waxa kale oo waliba ay kaaga jawaabi karaan su'aalaha ku saabsan weyddiisadkagaa ku saabsan guri kiraysiga iyo dayactirka. Wac **416-981-5500** ama ugu iimayl garee **help@torontohousing.ca**.

Agaasimaha dayactirka

Agaasimahaaga dayactirka ayaa ka shaqeeya dhismahaaga ama dhismayaal badan. Isaga ama iyada ayaa ka shaqeeya hagaajinta maalin-ka-maalinta ah oo dhammaystira weyddiisyada adeegga looga waco **416-981-5500**. Agaasimahaaga dayactirka ayaa shaqeeya inta u dhaxaysa 8:30 subaxnimo iyo 4:30 galabnimo.

Adeegga saacadaha caadiga ah ka dameeya, la xiriir **Client Care Centre**.

Tenant Services Coordinator (Isku-Duwaha Adeegyada kiraystaha)

Iskuduwaahaaga Tenant Services Coordinator ayaa ka mas'uul ah kiraynta aqallada, la kulanka deggenayaasha si loo saxexo heshiiska guriga iyo xisaabinta kirada. Waxaad kala xiriri kartaa Isku-Duwahaaga Tenant Services Coordinator su'aalaha ku saabsan kirada ama wixii kasta ee ku saabsan kireysiga.

Isuduwaha Adeegyada Beesha

suduwahaaga Community Services Coordinator ayaa kala shaqeeya degganayaasha, hoggaamiyaasha xaafadda iyo hay'adaha sidii loo ogaan lahaa baahida beeshaada iyo inuu taageero hoggaanka deggenaha iyo ka qaybqaadashada. Iyaga:

- Ayaa kaala shaqayn doona sidii loo gari lahaa himilooyinka caamka ah
- Ayaa idinku xiri doona adiga iyo dadka aad deriska kula ah ee tirsan Toronto Community Housing adeegyada la heli karo, fursadaha iyo taageerooyinka kale laga yaabaa in aad u baahan tahay.

Community Patrol Officers (Saraakiisha Roondada Beesha)

aSaraakiishayda Community Patrol Officers iyo Special Constable (Askarta Gaarka ah), iyo waliba shirkadaha ammaanka ee gaarka loo leeyahay, ayaa la shaqeeya Toronto Police Service si ay uga dhigaan beelaheena kuwo ah ammaan. Saraakiishan ayaa lagu arkaa iyaga oo jooga goobta

beelaheena. Waxay kale oo waliba ay ka jawaabaan marka ay kiraystayaashu ka wacaan Community Safety (Unit Xubinta Amniga Beesha) **416-921-2323**

Community Safety Advisors (Kala Taliyeyaasha Ammaanka Beesha)

Community Safety Advisors ayaa kuu tilmaami kara ilaha gudaha ku habboon iyo hay'adaha dibedda ee ka caawin kara xallinta ama wax ka qabta dhibaatooyinka ammaanka beeshaada ka jirta. Community Safety Advisors ayaa waliba siiyaa taageero golayaasha ammaanka ee degganu-hogaamiyo.

Community Housing Supervisor (Kormeeraha Guriyaynta Beesha)

Community Housing Supervisor ayaa maareeya kooxaha ka shaqeeya dhismayaashaada oo waxay taageeraan isuduwidda dayactirka looga baahan yahay beeshaada. Waxay maareeyaan kooxda shaqaalaha dhismaha.

Operating Unit Manager (Maareeyaha Xubinta Shaqaynaysa)

Operating Unit ayaa maamusha kooxda ka shaqaysa Operating Unit office (xafiiska Xubinta Shaqaynaysa) ee xaafaddaada.

Shaqaalaha Property Management

Toronto Community Housing ayaa la shaqaysa afar bixiyayaal adeeg oo naga taageera maaraynta guryahayaga qaarkood. Shirkadaha Property Management ayaa woxoogaa ku kala duwan hawlgalka maalin-ka-maalinta ah ee dhismayaasha. Wali waxaad ku lahaan doontaa kormeere guud goobta. hase yeeshe, qaab-dhismeedkooda xafiiska ayaa kala duwan.

Waxaad kala xiriiri kartaa **Client Care Centre** arrimaha ku saabsan:

- dayactirka cusub ee looga baahan yahay aqalkaaga
- dayactir la weyddiistay ama la dhammaystiray
- sida loo sameeyo cabashada
- warqad aad heshay
- wicitaankaagaagii ugu dambeeyay ee **Client Care Centre**

Hubi inaad u weyddiisato lambar tixraaca weyddiisad kasta ee aad samayso.

Haddii aad u baahan tahay inaad kala hadasho qof arrimaha ku saabsan heshiiska kiradaada, kiradaada, ama koontadaada, booqo xafiiska Property Management.

Isticmaal **lambarka tixraaca** si aad ula socoto weyddiisigaaga



Markaad uga wacdo **Client Care Centre** taleefanka **416-981-5500** si aad u weyddiisato dayactir ama aad weyddiiso su'aal ku saabsan heshiiska kiraysigaaga, wakiillayada ayaa ku siin doonaa adiga **lambar tixraac** kaasi waa lambarkaaga tixraaca. Isticmaal lambarka tixraaca si aad ula socoto weyddiisigaaga. Hubi inaad u weyddiisato lambar tixraaca weyddiisad kasta ee aad samayso.

Waxaan qabaa su'aalo ku saabsan...

dayactir
aan xisaab

sida loo sameeyo cabasho
kireysiga

wicitaan kaygii ugu dambeeyay

Na weyddii.

Sida loola xiriiro Toronto Community Housing

Milkiyadaha Toronto Community Housing ayaa u abaabulan Xubo shaqayn magaalada oo dhan. Taas ayaa u soo dhawaynaysa adeegyada deggenayaasha.

Waxaad nagula soo xiriiri kartaa:

Qof ahaan u arag

Haddii aad rabto inaad la hadasho qof, waxaad la hadli kartaa Agaasimahaaga Dayactirka laakiin waxa laga yaabaa inaad booqato Operating Unit ama Xafiiska Property Management (dhismayaasha qaarkood). Adeeg dhkhso leh si aad u hesho, horay u soo wac si aad ballan u qabsato. Haddii aadan hubin meesha ay ku yaalliin Xafiiskaaga Operating Unit ama Property Management **Client Care Centre** ayaa kuu sheegi karta xafiiska aad booqanayso.

Taleefan ahaan

Waxa kale oo aad waliba kala xiriri kartaa **Client Care Centre 416-981-5500**.

limayl ahaan

limayl noogu soo dir help@torontohousing.ca, haddii arrintaadu dhakhso ahayn.

Saacadaha shaqada: Operating Unit iyo Xafiisyada Property Management sida caadiga ah ayaa furan Isniinta illaa Jimcaha laga bilaabo 8:30 subaxdii illaa 4:30 galabtii. Wey xiran yihiin maalmaha fasaxa iyo ciidaha. Haddii saacadahani ka duwan yihiin kuwa xafiiskaaga Property Management, saacadaha habboon ayaa ku dhejisan albaabka xafiiska.

Shaqaalaha Operating Unit ama Maarayanta Milkiyadda aaggaaga

Xubnaha shaqaalaha ayaa u adeega degganayaasha dhismahaaga. Waxaad weyddiisan kartaa iyaga macluumaad iyo waxyaabaha aad u baahan tahay.

Markaad xafiiska u booqato inaad la hadasho qof, waxaad kartaa inaad:

- Weyddiiso su'aalo ku saabsan heshiiska kiradaada.
- Weyddiiso su'aalo ku saabsan kiradaada.
- Bixiso kiradaada.
- Weyddiiso in aqalka lagaa beddelo.
- Hesho nuqullo xeerarka deggenaha Toronto Community Housing.
- Weyddiiso su'aalo kasta oo aad ka qabto jireysigaaga ama koontadaada.
- Buuxiso foomamka ka warbixinta isbeddelka ku yimaad dakhliga, dhamaystirka dib u eegista kirada sannadlaha ah, qof cusub oo ku soo biira gurigaaga ama haddii qof u ka guurayo.

Shaqaalaha Goobtaada

Ku qor macluumaadka kula xiriirka xafiiskaaga Operating Unit ama Property Management iyo dadka kale ee muhiimka ah halkan.

Muhiim: Iyaga ayaa kaa caawin doona adeegyada iyo waxyaabaha aad u baahan tahay.

(Waxaad heli kartaa macluumaadkan markaad saxeexo heshiiskan guri, ama waliba waxaa ka wici kartaa **Client Care Centre** taleefanka **416-981-5500** wakhti kasta.)

OPERATING UNIT (OU) magac: _____ **OU xaraf:** _____

MAARAYNTA MILKIYAD Magaca shirkadda (hadday khuseyso):

Cinwaan xafiis: _____

Lambar faakis: _____ Cinwaan iimayl: _____

Operating Unit Manager:

Taleefan: _____ Saacadaha xafiiska: _____

Community Housing Supervisor:

Taleefanka: _____ Saacadaaha xafiiska: _____

Agaasimaha Dayactirka ee Dhismaha:

Taleefanka: _____ Saacadaaha xafiiska: _____

Tenant Services Coordinator (TSC) ama Property Administrator (Maamule Milkiyad):

Taleefan: _____ Cinwaan iimayl: _____

Community Services Coordinator (Isuduwaha Adeegyada Beesha) (CSC) Ballanta:

Taleefan: _____ Cinwaan iimayl: _____

Community Services Coordinator (CSC) Marin u Helka:

Taleefan: _____ Cinwaan iimayl: _____

Community Services Coordinator (CSC) Taageerada:

Taleefan: _____ Cinwaan iimayl: _____

Community Safety Advisors (CSA):

Taleefan: _____ Cinwaan iimayl: _____

Xuquuqda iyo Masu'liyadaha kiraystaha

Kirayste ahaan, waxaad xaq u leedahay:

Ku kalsooni heshiiska kireysigaaga

Waad ku noolaan kartaa aqalkaaga illaa:

- Aad siinayso ogeysiis habboon oo qoran kireeyaha (Toronto Community Housing) ama
- Mulkiilaha oo joojiya xeshiika kiradaada xeerar jabin awgeed *Residential Tenancies Act*

Ogeysiiska inta aan la soo galin

- Guri kireeyahu (Toronto Community Housing) waa inuu siiyaa ogeysiis qoran oo 24 saac ah kahor intuuna soo galin aqalkaaga, haddii ay xaalad degdeg ahi jirto mooye.
- Qof shaqaalaha Toronto Community Housing ka tirsan ama qandaraaslaha soo gali doona aqalkaaga waa inuu haystaa sabab u ku soo galo oo waafaqsan *Residential Tenancies Act* ama heshiiskaaga kiraysiga.

Kirayste ahaan, adiga iyo qof kasta oo kula nooli waa inay u hoggaansamaan xilka heshiiskaaga guri.

Taas waxa ka mid ah, laakiin aan ku xaddidnayn, mas'uuliyadaha soo socda:

- Ku bixi kiradaada waqtigeeda, bil kasta.
- Ka dhig aqalkaag nadiif iyo xaalad wanaagsan.
- Dayactir ama bixi lacagta dayactirka burburka aad adiga ama soo booqdayaashaada ama martidaadu geysateen. (Taas ka mid ma aha dayactirka ka yimaad isticmaalka iyo rifanka caadiga ah.)
- Mas'uul ka noqo ficilladaada iyo ficillada xubnaha kale ee reerkaaga, booqdayaashaada, martidaada, carbiskooda iyo carbiskaagaba.
- Ixtiraam dariskaaga sanqadh aad u badan adiga oo aan samayn, adiga oo ilaaliya oo ka daba nadiifinta carbiskaaga, iyo adiga gacan ka geysiga in laga dhigo nadiif aagagga la wadaago adiga oo isticmaala weelka qashinka loogu talagalay.
- Ixtiraam dhammaan milkiyadaha beesheena, oo ay ka midka yihiin aqallada kirada ah, hantida shaqsi, meelaha la wadaago iyo xafiisyada.
- Raac xeerarka Toronto Community Housing iyo dhammaan sharciyada arrinta khuseeya.
- U samayso caymis waxyaabaha aad leedahay Kaas badanaa waxa loo yaqaan wax yaallada ama caymiska kiraystayaasha (eeg bogga 19)
- Weyddiiso caawimo Agaasimahaaga Dayactirka haddii aad u baahato inaad qufulkaaga beddesho.

Ha beddelin qufullada laftaadu.

- Ugu sheeg Iskuduwahaaga Tenant Services Coordinator ama Property Administrator, qoraal ahaan, gudaheeda 30 maalmood, haddii u qof ku soo guuro ama ka guuro aqalkaaga.
- Uga warbixi ibeddellada dakhligaaga 30 maalmood gudahood laga bilaabo isbedelka Iskuduwaha Tenant Services Coordinator ama Property Administrator.
- Waa inaad hoos-ka sii-kirayn aqalkaaga.

Xuquuqda aadanaha

Toronto waxay ka kooban tahay dad badan iyo dhaqanno badan. Toronto Community Housing ayaa soo dhawaysa kala duwanaantan oo u heellan inay dadka u fidiso guryo loo dhan yahay iyo jawi shaqo oo qof kasta si siman loo qaddariyo oo loola dhaqmo si caddaalad ah. Deggenayaasha, martida iyo shaqaalaha ayaa xaq u leh inay ku noolaadaan oo ay ku shaqeeyaan jawi ammaan leh oo ixtiraam labada dhinacba ah, oo xor ka ah kalaqoqob dhibaateynta qaab kasta ha ahaadeene.

Toronto Community Housing ayaa leh Xeerka Human Rights, Harassment and Fair Access Policy oo ka soo jeeda shuruudaha *Human Rights Code* Ontario.

Qof kasta oo aaminsan in lagu dhibaateeyay iyo/ama qoqobay sida hoos timaad xeerkan ayaa ereyn kara cabasho haddii ay kari waayaan inay arriinta ku xaliyaan xafiiskooda Operating Unit am Property Management.

Haddii aad u baahan tahay macluumaad dheeraad ah oo ku saabsan xuquuqda aadanaha ee Toronto Community Housing, ama aad rabto inaad akhrido xeerka, booqo bartayada internetka ku taal www.torontohousing.ca ama iimaylka humanrights@torontohousing.ca

Muhiim: Fiidiyo ku saabsan mas'uuliyadaha kiraystaha (luqado badan ah) ayaa laga heli karaa www.torontohousing.ca/lease.

Xuquuqda iyo mas'uuliyadaha Toronto Community Housing

Mas'uuliyadaha

Guri kireeyahaaga haddaan nahay, annaga:

- Ayaa ku bixin doona adeegyada sida ku qeexan heshiiska kirada, sharciga hoostiisa jira, ama labadaba.
- Ayaa milkiyada aad meesha ka kiraystay si fiican u hagaajin doona o ugu jawaabi doona weyddiisiga dayactirka shan maalmood gudahood.
- U hoggaansami doona shuruudaha iyo xeerarka caafimaadka, ammaanka, iyo milkiyadda.
- Ayaa bixin doona caddaynta bixinta marka la weyddiisto.
- Habsocodsiin doonta dib u eegga kirada sannadlaha ah, haddii aad bixiso kirada-ku-xiran-dakhliga.
- Bixin doonta ogeysiis 24-saac kahor ah galitaanka aqalkaaga haddii ay jirto xaalad degdeg ah (daad, dab, dhacdo nafta halis galinaysa amaegidda badbaadada nolosha), oo markaa ay dow tahay, inay shaqaalahu gali karaan aqalka.

Siin doona adeeg marin u hel macmiill dadka naafada ah.

Xuquuqda

Guri kireeyahaaga haddan nahay, annaga:

- Ayaa qaadi doona deebaaji kiro hal bil ah haddii aad bixiso kirada suuqa.
- Deebajiyada ayaa loo isticmaali doonaa sida bixinta kirada loogu talagalay bisha ugu dambaysa ee heshiiska kiraysigaada.
- Deebajiyada ayaan loo isticmaali karin saba kasta oo kale ha noqtee, sida lacag ka bixiinta burburka.
- Guri kireeyuhuu waa inuu dulsaar ka bixiyaa deebaajiga sannad kasta.
- Inay ku dhaqaaqaan ka-saaridda guriga kiraystaayaasha la soo daaha kiradooda ama sharciga jabiya milkiyadda Toronto Community Housing.

Waxaad ka heli kartaa sababo guri ka-saarid intaa u dheer bogga 34.

Muhiim: Toronto Community Housing ma rabto inay guriga kaa saarto. Waxaan rabnaa inaan horayba u xallino dhibaatooyinka si aad hoygaaga aad u haysato. Waxa u heellan nahay inaan deggenayaasha ay dhici karto inay dhibaatooyin dhaqaale haystaan aan wax kala qabano. Fadlan la xiriir Isuduwahaaga Tenant Services Coordinator ama Property Administrator haddii aadan bixin karin kiradaada, ama haddii aad qabto dhibaatooyin kale oo la xiriira kiraysigaaga.

Wacadka Adeegga Toronto Community Housing

Waxaad la xiriiri kartaa Client Care Centre Toronto Community Housing 24 saacadood maalintii, toddoba maalmood usbuucii, maalin kasta oo sannadka ah. Waxaan sidayada ugu fiican ugu dadaali doonaa inaan baahidaada u shaqayno.

Hagaajinta iyo dayactirka

Si aad u weyddiisato dayactir, fadlan ka wac Xarunta Dareyeelka Macmiilka taleefanka **416-981-5500**.

- Waxaan uga jawaabnaa weyddiisyada loogu talagalay dayactirka iyo hagaajinta shan maalmo shaqo gudahood.
- Adiga ayaan kaala shaqayn doonaa sidii loo heli lahaa xallin waarta.
- Haddii ayna ahayn xaalad degdeg ah, waxaad iimayl u diri kartaa **help@torontohousing.ca**. Wakiilladayada ayaa ku siin doona lambar tixraac. Kaasi waa lambarka tixraaca shaqsi ahaan inaad u isticimaasho markaad la soconayso weyddiisigaaga.
- Hubi inaad weyddiisato lambar tixraac mar kasta oo aad wacdo.

Dayactirrada xaaladaha degdegga ah

Marka aad wacdo u dayactir degdeg ah, qofka shaqaalaha ahi wuxuu ku iman doonaa gurigaaga afar saacadood gudahood, taas oo ku xiran nooca dayactirka. Waxaa isku deyi doonaa inaan wax ka qabano dhibaataada ama aan ka joojino inay ka sii darto. Haddii dayactirku u yahay hagaajin ku meel gaar ah, weyddiisadkaaga ayaa loola dhaqmi doona si dayactir caadi ah oo shaqaale ayaa ka jawaabi doona shan maalmo shaqo gudahood.

Adeeg macmiil marin loo heli karo

Accessible Customer Service Policy Toronto Community Housing ayaa u hoggaansan Sharciga Marin u helka loogu talagay Dadka Reer Ontario ee naafanimada leh.

Si aad wax dheeraad ah aad uga ogaato sharcigan, booqo barta internetka ee Wasaaradda Adeegyada beesha iyo Bulshada ee ku taal www.mcscs.gov.on.ca.



Accessible Customer Service Policy Toronto ayaa raaca mabaadi'dan.

1. Adeegga macmiilka ayaa lagu bixin doonaa si ixtiraamaysa sharafta iyo madaxbanaanida dadka naafada ah.
2. Macaamiisha naafada ah ayaa si buuxda uga faa'iidaysan doona adeegyo la mid ah, iisku meel ah, iyo si la mid ah ama u dhiganta, sida dhammaan macaamiisha kale, haddii tallaabo ka duwan oo laga maarman ah loo baahdo mooye.
3. Macaamiisha naafada ah ayaa la siin doonaa fursad la mid ah marin u helka adeeggayaga loo siiyo dhammaan macaamiisha kale.

Si aad intaa wax u dheer aad uga ogaato xeerka, booqo bartayda internetka ku taal www.torontohousing.ca/accessibility

Habsocodka cabashada Toronto Community Housing

Waxaan tixgalinaa welwelkaaga iyo cabashooyinkaaga. Yoolkayaga ayaa ah inaan siino adeeg fiican deggenayaasha. Hase yeeshee, waxba kama qaban welwelka haddii aadan noo sheegin. Waxaad ku sheegan kartaa wixii welwel ama cabasho ah ee qabto siyaabo badan. Waxaad nagula soo xiriiri kartaa adiga oo isticmaala midkooba hababka hoos ku qoran si aad u sheegato ka welwekaaga adeegga macaamiisha, tayada shaqada dayactirka ee aqalkaaga ama beesha, ama dhaqammaada meherad ee Toronto Community Housing.

1. **Qof ahaan u arag:** La hadal Maareeyahaaga Operating Unit Manager ama shaqaalaha jooga xafiiska Property Management.
2. **Qoraal ahaan:** U qor shaqaalaha jooga xafiiskaaga Operating Unit ama xafiiska Property Management adigaa oo isticmaala iimayl ama boostada caadiga ah.
3. **Taleefan ahaan** lambarkan **416-981-5500**, ama
4. Iimayl ahaan help@torontohousing.ca.

Xusuusnow inaad weyddiisato lambar tixraac.

Isticmaal lambarkan mar kasta oo aad nagala hadlayso la socodka halkay marayso arrintaadii xallinta cabashadaadu.

Haddii aadan ku qanacsanayn adeegga aad heshay, la hadal Operating Unit ama Property Administrator. Isaga ama iyada ayaa u qoraan diiwabgalin cabashadaada oo isku deyi doona in lagu xalliyo 10 maalmo shaqo gudahood. Haddii aadan wali ku qanacsanayn adeegga ama sida loola dhaqamay cabashadaada, wac **416-981-5500**. Cabashadaada ayaa la diiwaangalin doonaa, oo maareeye sare ayaa kugula soo xiriiri doonaa shan maalmo shaqo gudahood.

Maxaa dhacaya kaddib markaad cabasho samayso?

Qofka shaqaalaha ah ee qaabila cabashadaada ayaa ku xaqiijin doona helitaankaaga gudaheeda **laba maalmo shaqo** gudahood.

Goorma ayaad heli doontaa jawaab?

Qof shaqaalaha ka tirsan ayaa kuugu soo jawaabi doona gudahood **10 maalmo shaqo**. Waxay kuu sheegi doonaan sida cabashadaada lagu xalin doono iyo muddada ay qaadan karto si loo xaliyo cabashada.

Do What's Right: Ka warbixi xatooyada, khasaaraynta isla markaaba

Xatooyada ayaa samayn ku leh qof kasta oo ka tirsan Toronto Community Housing. Lacagaha ku luma falalka xatooyada yaa ka hor-istagaysa Toronto Community Housing inay ku maalgalsio dayactirka muhiimka ee aadka loogu bahan yahay.

- Ka daahinta dayactirka aqallada bannaan ayaa iska hortagaysa inay macaamiisha liiska sugidda ku jiraa ay ugu soo guuraan abaarmanka si dhaqso leh.
- Kharibaadda xilkasnimo-la'aanta ah ayaa ka duweysa lacagaha waxyaabaha u mudan dayactirka.
- Falalka khasaaraynta ayaa adiga iyo beeshaadaba u horseedi kara inaad sugtaan dayactirrada aadka loogu baahan yahay.

Toronto Community Housing ayaa u hawlgalisay adeeg madax bannaan si ay u qabtaan u soo wicitaanka xatooyada. Waxaad soo sheegi kartaa welwelka aad qabto adiga oo aan sheegin magacaaga. Waxaad ku soo sheegi kartaa wewelka aad qabto luqadda aad doorbidayso, waqti kasta.

Xubinta Baaritaannada (Investigations Unit) ee Internal Audit Department (Xubinta Baaritaannada ee Waaxda Xisaabinta Gudaha) oo ah xubin madaxbannaan oo ugu warbixisa si toos ah Guddiga Maareeyayaasha Toronto Community Housing, ayaa baari doonta arrinta welwelkaaga.

Haddii aad aragto ama aad u malaysid inuu xubin shaqaale ama qof deggane ahi u xatooyo ku kacay, isla markaaba ka soo warbixin.

- Uga wac *Do What's Right* taleefan lambarkan **1-877-993-6744** waqti kasta.
- Booqo **www.tnwgrc.com/torontocommunityhousing** si aad uga warbixiso wakhti kasta.

- warbxin u qor oo boosta ugu soo dir:

Chief Internal Auditor
c/o Toronto Community Housing
931 Yonge Street
Toronto, ON M4W 2H2

- Waxaad ka soo dejisan kartaa naqashad kaa caawisa halkan

www.torontohousing.ca/report_fraud_or_waste

Gurigaaga

Macluumaadka nolosha guusha leh



1. Ku soo guuritaanka

Kahor inta aadan ku soo guurin, gurigaaga ayaa la nadiifiyay, la dayactiray oo la indha-indheeyay. Waxa kale oo la buufuyay cayayaanka, haddii loo baahday. Agaasimaha Dayactirka ayaa kula samayn doona adiga indha-indhaynta oo kuu mari doona noocyada isbeddelada adigu samayn karto iyo kuwa aadan ku samayn karinba gurigaaga. Isaga ama iyada ayaa waliba qoran doona wixii dayactir ah ee aad u tilmaanto, oo kuu sharaxi doona dib-ugu-naqyadu wuxuu yahay oo ku siin doona liiska dib-ugu-naqyada gurigaagu leeyahay.



2. Wiishashka iyo u Keenidda

Milkiyad kasta oo Toronto Community Housing midka kale wey ka duwan tahay.

- Haddii aad u guurayso abaarman, la hadal Maareeyahaaga guud si aad u ballansan wiish. Waxa kale oo aad waliba la xiriri karta **Client Care Centre**. Wakiil ayaa ku siin doona lambar tixraac oo kala ballmi doona Agaasimahaaga Dayactirka inuu wiishka ka shaqaysiiyo.
- Maalinta aad guurayso, waa inaad la xiriirto **Client Care Centre** laba saacadood kahor inta aadan soo guurin inuu qof ka shaqaysiiyo wiishka.
- Haddii waxyaabo yar yar ama waaweyn, sida alaabta guriga, lagu keenayo dhismaha, weyddii Agaasimaha Dayactirka sida arrintaas wax looga qabto dhismahaaga.

3. Qurxinta

Ku raaxayso aqalkaaga markaad ka dhigato mid raaxo leh. Waa gurigaaga.

Xusuusnow Sida ku qoran xeerka heshiiska guri, isbeddellada joogtada ah lama oggola markaad guriga qurxinayso.

- Haddii aad ku samayso isbeddello joogto ah, waxaa lagugu soo dallaci doonaa kharashka sidii aqalkaaga dib sidiisii loogu celin lahaa markaad u soo guurtay.
- Sagxadaha waxa ku samaysan lama beddeli karo.
- Albaabbada, armaajooyinka, ama tuubooyinka bullacadda iyo dhejinta nalalka lagama saari karo meeshooda.
- Ku dhejisyada ka laalaantaida sawirka ee aan waxba yeeli doonin darbiyada ayaa la isticmaali karaa. Masaabiirta ama wax kale ee la suro sawirrada lama isticmaali karo.

Haddii aad qabto su'aalo kale oo ku saabsan waxa "la sameeyo" ama "aan la samayn" marka la qurxinayo guriga, la hadal Agaasimahaaga Dayactirka ama wac **Client Care Centre**.

4. Manaafacaadka (korontada, gaasta iwm.)



- Isuduwahaaga Tenant Services Coordinator ama Property Administrator ayaa kuu sheegi doona manaafacaadka (korontada, gaasta iwm.) ay inaad bixiso lacagtooda si toos ah iyo kuwa ku jira kiradaada.
- Haddii aad bixiso kirada-ku-xiran-dakhliga, qaddarka aad u bixiso manaafacaadka ku kala duwanaa doonta duwan aqalkaagu inuu le'eg yahay. Qadarka lacagta ayaa lagu dejiyay *Housing Services Act* iyo tilmaamaha kirada-ku-xiran-dakhliga ee Magaalada.
- Haddii aad mas'uul ka tahay inaad bixiso kharashka korontada, uga wac Toronto Hydro lambarka **416-542-8000** ama booqo **www.torontohydro.com** si aad u samaysato koonto kahor taariikhdaada ku soo guurintaaka.
Haddii aad mas'uul ka tahay inaad bixiso kharashka gaasta, uga wac Enbridge lambarka **1-888-427-8888** ama booqo **www.enbridgegas.com** si aad u samaysato koonto kahor taariikhdaada ku soo guurintaaka.



5. Taleefanka, keybalka, iyo internetka

Taleefanka, keybalka, iyo internetku kuma jiraan kiradaada. Waxaad dooran kartaa mid ka mid ah shirkadaha bixiya adeegga ee Toronto. Ka qaado ballamo la shirkadda taleenka ama keybalka markay maalinta tahay, laga bilaabo Isniinta illaa Jimcaha, si aadu Agaasimahaaga Dayactirka uu u jogo halkaas haddii farsamo-yaqaanku uu u baahdo marin uu u helo aagga mamnuucan ee dhismaha. Haddii aad ku nooshahay dhisme leh nidaamka taleefanka isku xiran oo aad u aragtid inuuna shaqayn, kala tasho bixiyahaaga keybalka si aad u ogaato haddii u adeegoodu la shaqeeyo nidaamka taleefanka isku xiran.

6. Qalabbada (qaboojiyaha, cunto kariyaha, iwm)

Aqal kasta Toronto Community Housing ayaa lagu kireeyaa qaboojiye iyo cunto kariye. Si ka fiican ayuu kuugu shaqayn doonaa haddii aad si joogto ah u nadiifiso. Haddii u qaboojiyahaagu ama cunto kariyahaagu u baahan yahay in la dayactiro, wac **Client Care Centre**. Wakiilada ayaa kuu ballamin kara adeega inta lagu jiro saacadaha shaqada ee caadiga ah.

Dhismayaasha inta badan ayaa leh qolalka dharka lagu dhaqo oo la wadaago lana furo oo la xiro waqtiyo gaar ah. kiraystayaasha looma oggola inay ku rikibtaan mashiinka dharka lagu dhaqo, qalajiyaha, ama weel dhaqaha guryahooda. Ku rikibka mashiinada gurigaaga ayaa burburin kara tuubbooyinka dhismahahaaga, oo keeni kara fatah ama biyaha adiga kaa taga ama dariskaaga, ama abuuri doona dhibaatooyin kale. Haddii aad ku rikibto qalab bilaa oggolaansho qoraal ah, waa laga saari doonaa oo waxa lagugu soo dallaci doonaa wixii dayactir uu u baahdo guri kireeyuhu.

7. Hawo qaboojiyeyaal/kuleyliyeyaal dariishad iyo suxuunta satalaytka

Waa inaad ka heshaa oggolaan qoran xafiiskaaga Operating Unit ama Property Management kahor intaadan rikibin hawo qaboojiye/kuleyliye (air conditioner) dariishad ama saxanka satalaytka. Hawlyaqaan la aqoonsan yahay waa inuu rikibaa waxtaabahan si loola kulmo sharciyada amaanka qeexan oo looga fogaado waxayaabaha halista dabka keena. Waa inaad keentaa caddayn in rikibaay si badbaado leh.

Operating Unit ama Property Management ayaa ku siin kara liiska qandaraaslayaasha uqalma hawashan rikibka waxyaabahan.

Haddaad rikibto hawo qaboojiye/kuleyliye dariishad ama saxanka satalaytka bilaa oggolaan qoran, waxa lagugu dallaci doonaa ka saaridda iyo wixii dayactir ah ee loo baahdo.

Fadlan ogsoonow: Haddii aad rikibtid saxanka satalaytka, waa sharci inaad u leedahay caymis gurigaaga. Macluumaad dheeraad ah oo ku saabsan caymiska ayaa laga heli karaa bogga 19.

8. Daryeelaka carbiska



Waan ognahay siduu muhiim kuugu yahay carbiskaagu adiga. Waxaan bixinaa jawi soo-dhawayn u leh carbiska. Fadlan ogsoonow in xeerarka Magaaladu u oggoshahay ugu badnaan saddex ey reerkiiba. Kuma haysan kartaan gurigiina in ka badan lix marka la isku wada daro eyda, bisadaha, bisad qaboobaha (ferrets) iyo bakaylaha waqti kasta. Adiga ayaa ka mas'uula ah dhaqanka carbiskaaga. Waxa kale oo aad mas'uul ka tahay dhaqanka carbiska dadka ku soo booqda ama martida kuu ah. Taas waxa ka mid ah qaylada xad-dhaafka ee ay sameeyaan carbisku, iyo waliba ka daba nadiifinta carbiska.

Haddii adiga, ama soo booqdahaaga ama martidaadu, aad leedihiin carbis, waxa lagaaga baahan yahay inaad raacdo tilmaamahan:

- Ku hay caribsikaaga xarig xogaan ah aagagga la wadaago, tus., markaad ka tagto aqalkaaga iyo markaad dibedda tageyso.
- Hubi inuusan carbiskaagu burburin hanti ama waxyaabaha dadka kale leeyihiin, dadka karaahiyo ku noqon, ama abuurin qas aan macquul ahayn, sida ku qoran heshiiska gurigaaga.
- Weligaa ha kaga tagin rabiskaaga kalidii baalkonigaaga.
- Foororsado, xaabi oo bac ugu rid si xilkasnimo qashinka carbiskaaga, waqti kasta.
- U meelee qashinka carbiskaaga si xilkasnimo leh.
 - Isticmaal weelka qashinka dibadda markaad socodsiinayso carbiskaaga
 - Waligaa haku ridin qashinka caribsika musqusha
 - Dhammaan qashin carbiska ugu laba bacee (qashinka bisadda, gogosha shimbir qafiska) si ammaan ah si looga rido dhuunta qashin tuuritaanka.

Si aad u ogaato haddii aad ugu baahan tahay liisan carbiskaaga iyo xeerarka kale ee ku saabsan carbiska guriga, ka wac City of Toronto lambarka **416-338-7387** ama booqo www.toronto.ca/animal_services/licensing.htm.

Haddii eyga deriskaagu ciyo waqti kasta ama ayna qashinka ka daba gurin carbiskooda, ama aad qabto cabashooyin kale oo carbis, la xiriiir **416-338-7297** ama animalservices@toronto.ca.

Cabashooyinka ku saabsan carbiska deriska waa in lagu diiwaangaliyo adeeggan kahor intayna shaqaalaha Toronto Community Housing ayna kala hadlin deriskaaga waxaad ka welwelsan tahay.



9. Ammanka dariishadda

Qufullada dariishadaha waxa loogu isticmaalaa dhismooyinka dabaqyada dhexdooda si looga ilaaliyo in dadka iyo carbisku ay ka dhacaan shaashadaha dariishadaha. Waxa la furi karaa 10 sentimitir si loo soo galiyo hawo cusub oo idinku ammaan ahaataan.

Qufullada dariishadaha ama shaashaduhu waxay meesha ugu samaysan yihiin inay idin badbaadiyaan. Fadlan ha burburin, ama ha farafarayn ama haka saarin qufullada dariishada ama shaashadaha aqalkaaga. Sidaas samaynteeda ayaa nabadgalyada carruurta ama carbiska ku nool gurigaaga ama booqanaya, halis galin doonta markaa. Taas ayaa waliba ku xadgudbaysa qodobbada heshiiskaaga kirada, oo waxa lagugu soo dallici karaa dayactirrada.

Fadlan ka soo warbixi qufullada daaqadaha kasta ama shaashadaha oo u baahan dayactir adiga oo la hadla Kormeeraha ama adigoo waca **Client Care Centre**. Waxaan dhibaatada wax kaga qaban doonaa shan maalmo shaqo gudahood, sida dayactirka caadiga ah oo kale.

10. Baalkoniyada

Ammaankiina awgeed: Waligaa ha kaga tagin carruurta ama carbiska baalkoniyada.

Alaabahan looma oggola inay yaallin baalkooniyadaada Alaabooyinkan looma oggola inay yaallin baalkooniyadaada.

- **Roogagga:** Roogagga qoyan ayaa waxyeeli kara shubka iyo alwaaxa.
- **Cunto solashada (Barbecues):** Waa waxyaabo dab kicita halista u ah.

Baalkonigaagu ma aha xarigga dharka. Isticmaal rakooyinka qalajinta si aad dharka ugu qalajisato.

Baalkonigaaga looguma talagalin waxyaabo ku keydinta. Waxay abuurtaa khatarta dabka. Waxaa lagu weyddiisan doonaa inaad nadiifiso.

Waligaa wax ha ku tuurin baalkonigaaga. Waxaad si daran u dhaawici kartaa dadka hoosta jooga ama u geysan kartaa dhaawac hantida haddii aad sidaas samayso. Ku dami haashka sigaarka haashtari; waa lagugu ganaaxi karaa haddaad haashka sigaarka ka tuurto baalakoniga.

Haddii aad rabto inaad rakibato shabakadaynta qoolleyda, waa inaad ka heshaa oggolaan qoran xafiiskaaga Operating Unit ama Property Management.

Haddii aad rabto inaad inaad ku dhejiso saxanka satalaytka baalonigaaga, waa inaad ka heshaa oggolaan qoran xafiiskaaga Operating Unit ama Property Management (eeg bogga 17).

11. Muftaaxyada iyo fureyaasha (fobs)



Toronto Community Housing ayaa kuu siin doonta muftaax ama fureyaal aqalkaaga iyo sanduuqaaga boosta. Waxa kale oo lagu siin doona fureyaasha ammaanka (fobs) inaad u isticimaasho kadin ka soo galka ugu weyn ee dhismaha iyo goobaha la wadaago ee kale.

- Haddii aad u baahan tahay nuqullo dheeraad ah oo furahaaga ah ama u kaa lumay furahaagu oo aad u baahan tahay in lagaa beddelo qufulka, la hadal Agaasimahaaga Dayactirka.
- Markay tahay xaalad degdeg ah ama saacadaha shaqada caadiga ah kaddib ka wac **Client Care Centre** lambarka **416-981-5500**. Waxaa laga yaabaa inay qaadato hal illaa afar saacadood qof inuu kuu soo jawaabo.
- Deggenyaasha looma oggola inay beddelaan ama ku rikibaan quful. Ku rikibka ama beddelaadda qufulku waa ku xadgudub ku yimaad heshiiska kirada. Haddii aya tahay in qufulkaaga a jebiyoo in la soo galo aqalkaaga, waxa lagu soo dallic doonaa dayactirka.
- Ha siin kobi ka mid ah muftaaxaaga ama furahaaga fb dadka aan qayb ka mid ah ahayn reerkaaga. Taas ayaa halis galinaysa ammaanka qof kasta oo kuna xadgudbaysa heshiiskaaga guri.
- Markaad guurto, ku soo celi furayaashaaga Agaasimahaaga Dayactirka maalinta kuugu dambaysa.

Muhiim: Waxa lagu dallaci doonaa illaa \$99 si laguugu beddelo qufulka iyo \$25 fureyaashas (fobs).

(Taasii waa sicirka laga soo bilaabo disambar 2014 Lacag ku dallaca ayaa dhici karta inay koradho sannadaha soo socda.)



12. Caymiska

Miyaad u leedahay caymis alaabtaada? Waxaad mas'uul ka tahay, markay hoos timaad heshiiska kirada, sinaad caymis u gasho alaabtaada. Noocan caymis ayaa badiyaa loo yaqaan caymiska alaabta ama caymiska kiraystaha.

Caymiska Toronto Community Housing ayaan bixin doonin kharashka lagu beddelo alaabtaada haddii wax sida dabka, daadka, amaburbur kale oo degdeg ahi u ku dhaco aqalkaaga.

Haddii qaarkeed ama dhammaanba lacagta dakhligaaga ahi kaaga timaad Ontario Works ama Ontario Disability Support Program, barnaamijyadaas ayaa dhici kara inay dabbaraan qiimaha caymiska ee alaabta. Waa inaad kala hadasho shaqaalaha keeskaaga wixii macluumaad dheeraad ah.

Muxuu caymisku samayn doonaa?

Haddii u aqalkaaga u waxyeelo daad, dab ama dhacdo kasta oo caymisku kaa caawin karo inaad ku bixiso ku soo beddelashada alaabtaada. Waxa kale oo laga yaabaa inay kaa caawiso bixinta kharash-sharciyeedka haddii ay lacalla ficiladaadu sababaan dab. Waxa kale oo ay dabbari doontaa kharashka deggenida huteelka ama aqalka laguugu beddelo haddii ay kugu kalifto inaad ka tagto aqalkaaga illaa in muddo ah sababtuna tahay waxyeellada guriga ama xaaladda degdega ah.

Caymiska la awoodi karo

Marsh Canada ayaa bixisa caymiska loogu talagalay kiraystayaasha ku nool guriyaynta bulshada. Waxaad ka heli kartaa macluumaad ku saabsan sicirka iyo caynsanaanta halkan

<http://tenant.hscorp.ca> ama **adiga oo waca 1-866-940-5111**.

Haddii aad qabto wax su'aalo ah oo ku saabsan nooca caymiska kugu habboon adiga, ka wac Insurance Bureau of Canada lambarka **416-362-9528**, Isniinta illaa Jimcaha laga bilaabo 8 a.m illaa 5 pm.

13. Hagaajinta iyo Dayactirka



Waxaad wax ugu tari kartaa Toronto Community Housing inuu aqalkaagu daryeel fiican u yeesho adiga oo waca **Client Care Centre** lambarka **416-981-5500** isla markaaba marka loo baahan yahay dayactir. Haddii aad sugto, dhibaataada ayaa noqon karta mid ka sii xumaata ioo waxa dhici karta in lagugu dallaco qaar ama dhammaan dayactirka.

14. Kulaylka



Shaqaalaha dhismaha ayaa la socda heerkulka dhismayaasha intooda badan. Sida u farayo Toronto Apartment Minimum Temperature Bylaw, heerkulka dhsimuhuwa inuu noqdo ugu yaraan 21 Celsius k laga bilaabo Sebtember 15 illaa Juun 1. Waxaan u isticmaalnaa xeerkan go'aaminta marka kuleylka la shidayo ama la daminayo. Haddii aad ka welwelsan tahay heerkulka gudaha aqalkaaga, wac **Client Care Centre**.

15. Qashinka dabiiciga ah, haraaga dabiiciga ah, dib-u-warshadaynta



Xeerarka ku saaban qashin meelaynta ayay milkiyaduhu ku kala duwanaan karaan. Fadlan hubi inaad ka soocdid sheyadaada dib u-warshadaynta kuwa qashinka dabiiciga ah. Fiiri calaamadaha ku yaal milkiyadda ama weyddii Kormeerahaaga wixii macluumaad ah ee aad u baahan tahay. Gee qashinkaaga dhuumaha qashinka saxda ah ama weelasha yaal dhismahaaga, ama ku qashinka laga ee yaal dhismahaa ka baxasan.

Fadlan kaalintaada ka soo bax oo:

- Ku xir dhammaan qashinka baco yaryar oo caag ah.
- Laba bac qashin ku rid qashinka bisadda iyo iyo dhaybarka (xafaayadda), oo raaci qashinka kale ee dabiiciga.
- **Iska ilaali inaad hoos u raaciso dhuunta qashinka dhalooyinka, daasadaha la buufiiyo, ama wayaabaha waaweyn hoos.** Weyddii Agaasimahaaga Dayactirka meesha lagu tuuro sheyadan.
- Weyddii Agaasimahaaga Dayactirka meesha aad geynayso alaabta guriga ama waxyaabaha waawayn ee kale ee loogu talagalay qashinka.



16. Ka hortagga cayayaanka

Nasiib darro, baranbarada, dhilqlaha, jirka (doolliga), iyo cayayaanka kale ayaa mararka qaarkood soo geli kara guryaha. Wey adag tahay in la xakameeyo meelaha isku-dhexdaadsan ama ciriiriga ah.

Waxaad naga caawin kartaa xakamaynta cayayaanka hantidaada:

- Aqalkaaga ka dhig nadiif oo ka ilaali isku-dhexdaadsanida.
- Ha cunsiin cunto qoollayda (xamaamka), dabagaallaha ama xayawaanka baadida ah. Waxay soo jiidan karaan cayayaanka kale.
- Ha soo qaadan alaabta guriga dadka kale tuureen, maadaama ay cayayaan ku aafeysnaan karaan.
- Ha dhigin innaba qashinka qolqollada ama qolalaka dhuumaha qashinka qashinka laga rido, maadama ay taasi aafaynta cayayaanka u horseeddo. Hubi in qashinka oo dhan lagu meeleeyo meeshooda loogu talagalay oo oo si fiican u daboolan yahay. Waxyaabaha waawayn ee aan gali karin dhuunta qashinka laga rido waa in la keenaa aagga qashinka badan.

Dhilqlaha sariirta ayaa dhibaato ku haya Magaalooyin badan oo ka tirsan Woqooyiga Maraykanka, oo ay ku jirto Toronto. Sida kaliya ee looga hartagayo kuwaas ayaa ah in wax laga qabto aqalladda aafaysan isla markaaba. Waxa jira wax-ka-qabasho aan kiimiko lahayn oo la xulan karo.

Haddii aad rabto inaad tuurto alaab ama joodariyaal aya cayayaan aafeeyeen, weyddiiso Agaasimaha Dayactirka inuu ku siiyo caag aad ku duubto alaabtan kahor intaadan dibadda uga bixin aqalkaaga. Waxba ha kaga tagin qollalka waligaa.

Muhiim: U sheeg Agaasimaha Dayactirka ama wac Client Care Centre Lacag lagugu dallici maayo xakamaynta ama wax-ka-qabashada cayayaanka, haddii aadan diyaarin gurgaa mooyee ama aad u diiddo qandaraaslaha inuu soo galo aqalkaaga.

Waxaad u heli doontaa tillmaamo sida loogu diyaariyo aqalkaaga wax-ka-qabashada



17. Indha-indhaynta aqalka sannadlaha ah

Sannad kasta hal jeer, ayuu Agaasimahaaga Dayactirka indh-indhayn doonaa aqalkaaga si loo hubiyo:

1. Inuu qalabka qiiqa aqalkaagu (iyo qalabka uga digaha karbon mono-oksaidhka, hadday khusayso) u shaqaynayo.
2. Inayna shaashadaha dariishadda waxyeello gaarin oo qufullada dariishadahana ay meeshoodii yihiin ooaan la farafarayn.
3. Qalabbadu inay nadiif yihiin oo ay shaqaynayaan.
4. Inayna jirin wax isku-dhex-daadsanaan oo xad-dhaaf ah iyo waxyaabo dabka halista u ah.
5. Inayna jirin wax dayactir wayn oo loo baahan yahay.

Indhadhaynta aqalka ee sannadlaha ah ayaa ah waqti lagu huniayo baahida loo qabo dayactirrada waawayn iyo u hoggansanka shuruudaha sharciyaynta dowladda degmada. Tusaale ahaan, haddii aad ku nooshahay guri townhouse ah, inta lagu jiro indha-indhaynta aqalka sannadlaha ah, shaqaalaha ayaa hubin doona inayna jirin wax beddelid ah oo lagu sameeyay qaybta hoose ee gurigaa (basement). Shaqaalaha Toronto Community Housing ayaa ka tijaabiya qalabbada digniinta dabka iyo nidaamyada kale ee badbaadada nololaha aaggaga La wadaago ee dhismahaaga.



18. **Marin u helka aqalkaaga**

Aqalkaaga ayaa ah gurigaaga waxaana ixtiraamaynaa xaqiiqdaas. Hase yeeshe, waxaa jiri kara waqtiyo shaqaalaha Toronto Community Housing ama Property Management iyo qandaraaslayaashu u baahan doonaan inay galaan guriga. Waxay ugu baahan karaan inay galaan aqalkaaga xaalad degdeg ah, inay sameeyaan dayactir, inay indha-indheeyaan aqalka, ama tusaan kiraystayaal cusub haddii aad ka guuraysid.

Xeerka *Residential Tenancies Act* ayaa faraya inaan ku siino ogeysiis qoran oo ugu yaraan 24 saacadood ah ka hor intaanaan soo galin aqalka—markay dhacdo xaalad degdeg ah tahay mooye.



19. **U waafajinta marin u helka**

Toronto Community Housing ayaa ugu waafajisa aqallada deggenayaasha naafonimada jirka leh iyada oo loo maro u habboonaynta aqalka (tus., ugu rikibka biraha la qabsado, albaabka oo la ballaariyo iwm.) iyo goobaha la wadaago ee dhismeyaasha iyo, mararka qaarkood, u guurin aqal uga habboon. Si aad wax intaa u dheer uga ogaato arrimaha ku saabsan sida caawimadan loo helo, kala hadal Isku-Duwahaaga Tenant Services Coordinator ama Maamulka Milkyadda waxa ku saabsan dhameystiritaanka waraaqaha loogu baahan yahay weyddiisiga u waafajinta marin u hel.

Aagagga La Wadaago

Macluumaadka loogu talagalay Aagagga La Wadaago



1. Ma aha in lagu qiijiyo (sigaarka iyo wax la midka ah) aagagga la wadaago

Ontario gudaheeda, waa sharci darro in lagu qiijiyo goobaha la wadaago ee dhismooyinka abaarmanka leh. Goobaha la wadaago waxa ka mid ah wiishka, jaranjarooyinka, qolqollada, gabaha gaadiidka la dhigto, qolqollada dharka lagu dhaqado, qolqollada hore ee laga soo galo, meelaha jimicsiga, qolalka qashinka ama dib u warshadaynta, iyo qolalka xafladaha ama madaddaalada. Haddii adiga ama qof ka tirsan reerkaaga lagu qabto sigaar qiijin aaga la waado, waxay City of Toronto kugu ganaaxi kartaa illaa \$5,000.

Muhiim: Waa sharci-darro gudaha Toronto in sigaar iyo wax la mdi ah lagu qiijiyo in u jirta sagaal mitir (qiyaastii 30 talaabooyin, ama dhererka bas yar) ee irrid kasta oo laga soo galo dhsime ay dowladdu leedahay. Kuwaas waxa ka mid ah dhammaan dhismayaasha abaarmankaiyo xafiisyada Toronto Community Housing.

Haddii aad sigaar ama wax la mid ku dhooqayso aqalkaaga, albaabbada aqalkaagu hakuu xirnaadaan si uuna qiiqu ugu baahin qolqollada la maro. Haddii aad sigaar ama wax la mdi ah ku qiijiso baalkoniga, ka warso deriska si aad xaqiijiso inuuna saamayn ku lahayn qiiqu iyaga Waligaa ha ku tuurin haashka sigaarka baalkoniga. Waa lagugu ganaaxi karaa sidaas haddaad samayso.

2. Wadaag hawada

Waxyaabaha sida jelka timaha, saabuunta, cadarka iyo looshinka ayaa leh kiimikaallo iyo caraf saamayn ku laan kara caafimaadka dadka kale, oo laga yaabaa inay ku bukoodaan. Waligaa ha ku isticmaalin qasaxa buufinta ama boolbare (boodharka) qolqollada la wadaago. Fadlan ka fikir inaad isticmaasho waxayaabaha "caraf-la'aanta ah inaad ku isticmaasho aagagga la wadaago. Sidaad doorataa saamayn ku leh deriskaaga.

3. Qolalka loondariga

Dhismayaasha Toronto Community Housing ayaa intooda badan leh qolal dharka lagu dhaqdo oo le dhaqayaal ama engejiyeyaal ku shaqeeya sunuud ama kaar. Saacadaha iyo qiimaha ayaa lagu dhejiyay qol kasta oo dhar dhaqid. Haddii aad aragto mashiin aan waxba taraynin, ama mashiinka oo qadaadiicda kaa haysta, wac lambarka ku dhejisan in qolkaaga dharka dhaqa.

4. Qolalka madaddaalada

Dhismayaal badan oo ka tirsan Toronto Community Housing ayaa leh qolal madaddaalo, qolal kulmitaan iyo meelaha jimicsiga. Deggenayaasha iyo kooxaha deggane ah ayaa ballansan kara qolalkan kulanka, xafladaha ama dhacdooyinka kale. Ujro (fii) ayaa laga yaabaa in lagu dallaco oo caymisna loo baahdo.

Si aad u ogaato sidaad meel uga qabsan lahayd, akhri Xeerka Non-Residential Space Use Policy (Isticmaalka Goobaha Aan-lagu-Noolayn). Si aad u hesho nuqul dukumentigan ah:

- Ka fiiri **www.torontohousing.ca**, ama
- Booqo xafiiskaaga Xubintaada Operating Unit ama Property Management, ama
- Wac **Client Care Centre**, ama
- ugu dir iimayl **help@torontohousing.ca**.

5. Hoolweyda

Dhammaan qolqollada ku yaal dhismayaasha Toronto Community Housing ayaa ah inay xor ka ahaadaan alaabta guriga, kaarbetka (haddii ay ku rikibay Toronto Community Housing mooye), mootooyinka, baaskiillada, kuwa ilmaha lagula lugeeyo, qalbbada ku socod tukubka, ama waxyaabaha ay atahay inaad ku tuurto qashinka. Keen qashinka guriga iyo waxyaabaha qashinka ee waaweyn meelaha loogu talagalay milkiyaddiina.

Haddii aad qabto wax su'aalo ah oo ku saabsan sida iyo meesha laga tuuro alaabta duugga ah ama sheyada waaweyn:

- Weyddii Agaasimaha Dayactirka, ama
- Wac **Client Care Centre**. Waligaa ha kaga tagin sheyo qolqollada. Kuwaasi waa u halis dabka.

6. Goobaha dibadda

Deggenayaasha ayaa lagu soo dhawaynayaa inay isticmaalaan goobaha dibadda ah, goobaha deggenaha u gaarka ah, gadaasha guriga si cadaalad iyo macquul ah. Sidaas oo la sameeyo waxay waxtar u leedahay in la ahaado ammaan, una oggolaanaysa qof walbaa inuu ku raaxaysto barxadaha bannaan ee xaafaddooda.

Haddii aad jeclaan lahayd inaad ku martiqaaddo dad dhacdo aagagga ala wadaago ee dibadda ah, waa inaad ka hesho oggolaansho shaqaalaha oo aad tixgaliso xadidaadda codka dheer. Si meel aad ugu qabsato boos ama dhaco, la xiriir Agaasimaha Dayactirka. Haddii aad qabto su'aale kale kala hadal shaqaalahaaga xafiiska Operating Unit ama Property Management.

Xafladaha dibadda

Deggenayaasha ayaa lagu soo dhawaynayaa inay ku yeeshaan xaflado dibadda ah xagga dambee guryahooda (backyards). Adiga ayaa mas'uul ka ah falalka martidaada iyo dadka ku soo booqday. Xusuusnow, waa inaad ku sugnaato aagga ka-dambeeya gurigaaga oo aad ixtiraamto waxy deriskaagu ka filanayaan codka iyo nadaafadda.

Haddii aad qorshaynayso in ay marti dibad cunto ku solasho (barbeque) ama kulan bulsheed aad ku yeelataan aag la wadaago, waa inaad ka hesho oggolaansho shaqaalaha goobtaas. Waxaad wax ka ogaan kartaa sida loo sameeyo taas Xeerka Non-Residential Space Use ee Toronto Community Housing. Dhacdooyinka meel kasta oo aagagga la wadaago ah ee aan fasaxaha loo haysahan ah ayaan la oggolayn. Haddii ay saamayn kugu leedahay dhacdo aan laga fasaxin beeshaada, ka wac **Community Safety Unit** taleefanka **416-921-2323** si aad uga warbixiso waxa dhibaataada ku haya.

7. Biyo dhex qaadka dibadda iyo goobta dabbaasha dibadda ah

Haddii aad leedahay goob dabbaal dibadda ah ama goob dabbaal carruureed 24 inji ah ama ka qoto dheer, waa inaad u lahaata xero goobta dabbaasha. Taasi waa sharciga City of Toronto. Wixii macluumaad intaa u dheer, wac **311**.



8. Gaadiid dhigasho

Inaad u qalanto kiraystaha gaadiid dhigashada kiraystaha:

- Reerku waa inuu heer fiican ka taagan yahay kiro bixinta Toronto Community Housing.
- Lahaanshaha gaadiidka waa inuu ku diiwaangashan yahay xubin reer oo ku jira heshiiska guriga. Cinwaanku waa inuu ahaadaa aqal ku yaal Toronto Community Housing oo qofka xubinta reeka ka hi aqalku u ku nool yahay.
- Istikarka taargada liisanku waa inay sharci iyo taariikhda mid la socota noqotaa.

Si aad u kiraysato bar gaadiid dhigasho, waa inaad u tagto xafiiskaaga Operating Unit ama Property Management, muddada lagu jiro saacadaha xafiiska, oo isku diiwaangali u oggolaansho gaadiid dhigasho.

Xubin reerka ka tirsani waa inuu:

- Akhriso oo raac Shuruudaha iyo Xaaladaha Gaadiid Dhigashada Kiraystaha.
- Buuxi oo saxeex Foomka Tenant Vehicle Parking Registration (Diiwaangalinta Gaadiid Dhigashada Kiraystaha).
- Tuso caddaynta lahaanshaha gaadiidka iyo caymiska marka diiwaangalinayso.

Gaadiid dhigashada booqdaha ayay heli karaan qof kasta oo soo booqanaya milkiyadda ama deggenayaasha Toronto Community Housing oo aanay ka diiwaangashanayn inay gaadka dhigtaan.

Waxa jira laba nooc oo xerooyin gaadiid dhigasho booqde ah:

- **Xerooyinka “Pay-and-display”**: Gaadiidka la dhigto xerooyinkan ayaa ah inay iibsadaan tigidh Pay-and-display oo raac tilmaamaha muujinta.

Xerooyinka “Non-pay-and display”: Gaadiidka la dhigto xerooyinkan ayaa inay muujiyaan Fasaxa Gaadiid Dhigashada Booqdaha la dhammaystiray. Waa inaad raacdaa tilmaamaha ku yaal xagga dambe ee fasaxa oo u hoggansan calaamadaha goobta.

Waxaad kala hadli kartaa Agaasimahaaga Dayactirka si aad u ogaato in la heli karo gaadiid dhigashada booqdaha. Markaas waxaad ka codsan kartaa Fasaxa Gaadiid Dhigashada xafiiskaaga Operating Unit ama Property Management office ama Agaasimaha Dayactirka. Reerka ayaa uqalma sagaal fasax gaadiid dhigasho booqde bishii kastaba.

Waxaad ka heli kartaa faahfaahin dheeraad ah bartan internetka

www.torontohousing.ca/parking_toronto_community_housing.

Si aad uga soo warbixisid xadgudub gaadiid dhigasho, waxaad wacdaa Community Safety Unit Badbaadada Toronto Community Housing taleefanka **416-921-2323**.

Dhammaan saraakiisha Toronto Community Housing ayaa u fasaxan inay qoraan tigidhada City of Toronto ee gaadiid dhigashada. Waxa kale ay ka jiidi karaan Toronto Community Housing gaadiidka sida sharci-darrada loo dhigtay.

Haddii aad hesho tigidh gaadiid dhigasho, akhriso oo raac tilmaamaha ku saabsan bixinta gaanxa iyo siyaabaha looga doodo ganaaxa ee ku yaal gadaasha tigidhka (eeg Fursada ha Dhagaysi Maxkamadeed 3).

Noo sheeg waxaad ka qabto Hagahaaga Kiraystaha.

Soo dir ra'yi ururintaada maantaba!

Waxaan dhab ahaantii jecel nahay inaan ogaano waxaad ka qabto Hagaha Kiraystaha.

Ra'yigaaga ayaa wax ku ool leh!

Dhammaan jawaabaha ayaa ah kuwo qarsoodi ah. Fadlan buuxi ra'yiururinta ku taal gadaasha bogga.

(Waa inay da'daadu tahay 18 sano ama ka aad weyn tahay si aad uga qaybgasho.)

Haddii aad ku soo gudbisno ra'yi ururinta aad buuxisay illaa Juun 30, 2015, waxa lagu galin doonaa bakhtiyaanasiib si nasiib ah lagu helo muftaax-haye siidhi oo iftiimiye leh.

Waxa jira 100 muftaax-haye sugaya in la helo!



Saddex siyaabood oo la noogu soo celinayo ra'yi ururinta:

1. Booqo www.torontohousing.ca/tenant_guide_survey OR
2. Ka jeexo xagga dambe boggan ra'yi ururinta lagu buuxiyay, dhexdana ka laab, oo u dhiib Agaasimahaaga Dayactirka oo markaa ku ridi doona baqshad awdan. Waxaad ku ridi kartaa bokhshad awdan haddii aad rabto.) AMA.
3. Ka jeexo xagga dambe boggan ra'yi ururinta lagu buuxiyay, oo boosta ugu dir:
Tenant Guide Survey
Toronto Community Housing
931 Yonge Street, 7th floor
Toronto, ON M4W 2H2

Si laguugu daro bakhtiyaanasiibka lagu helayo muftaax-hayaha iftiimiyaha leh, waa inaad hoosta bixisaa cinwaankaaga boosta oo buuxa. (Jawaabaha ra'yi ururinta ayaa wali ahaan doona qaar qarsoodi ah.)

Guud ahaan, sidee ayaad u qiimayn lahayd Hagahan Kiraystaha?

- Heer sare
- Mid aad u fiican
- Fiican
- Caadi
- Liita
- Aad u liita

Sideed ku maqashay Hagaha kiraystaha? (Sax ku samee dhammaan kuwa khuseeya)

- Qof deriska ah
- Shaqaale Toronto Community Housing
- Xayeysiis ku yaallay dhismahayga / beeshayda
- Wakiil beel
- Wada kulan dhisme ama kulan beel
- Ku kale. Fadlan qor:
- Ma xusuusto

Sidee ayay kuugu fududayd adigu inaad hesho macluumaadka aad ka raadinaysay Hagaha Kiraystaha?

- Aad ayay iigu fududayd
- Illaa heer wey ii fududayd
- Illaa heer wey igu adkayd
- Aad ayay iigu adkayd
- Ma helin macluumaadka aan ka raadinayay hagaha kiraystaha
- Anigu ma raadinayn macluumaad gaar ah

Sidee ayay kuugu fududayd inaad fahanto macluumaadka ku jira Hagaha kiraystaha?

- Aad ayay iigu fududayd
- Illaa heer wey ii fududayd
- Illaa heer wey igu adkayd
- Aad ayay iigu adkayd

Muddo intee le'eg ayaad qof deggane ah ahayd Toronto Community Housing?

- In ka yar 2 sano
- 3 – 5 sano
- 6 – 10 sano
- In ka badan 10 sano

Maxaad ugu jeceshahay oo ku saabsan Hagan Kirayste?

Maxaa macluumaad ah ee aad jeceshahay inaad aragto in lagu daro mustaqbalka nooc kasta oo Hagaha kiraystaha ah?

Waad ku mahadsan tahay buuxinta ra'yi ururinta!

Kireysigaaga

Kiradaada

Bixinta kiradaada ayaa la joogaa maalinta ugu horreys ee bisha, bil kasta.

Noocaca Kirada

Waxa jira saddex nooc oo ah kiraysi laga heli karo Toronto Community Housing.

1. Kirada-ku-xiran-dakhliga (RGI)

Tani waa kiro bixinta guriyaynta kiro kabidda leh. Badiyaa waa boqolkiiba 30 dakhli wadareedka bishii kasta ee reerka (dakhliga ka hor inta aan laga jarin). Hoostooda xeerarka guud ee guriyeyn bulsheedka Ontario, qadarka lacagata la bixinayo ayaa dib loo eegaa sannad kasta. Hase yeeshe, haddii aad bixiso kirada-ku-xiran-dakhliga oo dakhligaagu isbeddelo wakhti kasta oo sannadka gudahiisa ah, waa inaad uga warbixiso isbeddelka Toronto Community Housing 30 maalmood gudahood.

Haddii qaar ka mid ah ama dhammaan lacagta dakhligaagu ka yimaad Ontario Works ama Ontario Disability Support Program oo aad bixiso kirada-ku-xiran-dakhliga, kiradaada waxa loo xisaabiyaa heerar ahaan. Waxaad wali mas'uul ka tahay uga warbixinta isbeddelka dakhligaaga ee Toronto Community Housing, gudahooda 30 maalmood.

2. Kiro la awoodi karo

Kirada noocan ah ayaa loo dhejiyay heerka ama in ka hooseysa kirada suuqa. Si loogu qalmo, dakhliga reerka codsadhaha ee wadarta sannadlaha ah ma noqon karo wax ka badan afar jeer kirada sannadlaha ah ee aqalka aad adigu codsanaysid.

3. Kirada suuqa

Waa la mid ah ama woxoogaa ayey ka yar tahay kirooyinka ay ku dallacaan Kireeyeyaasha shirkadaha gaarka loo leeyahay ee deegaanka ka jira.

Haddii aad bixiso kirada suuqa oo aad jeceshahay inaad codsato kirada-ku-xiran-dakhliga, waa inaad ka codsato Housing Connections. Waxaad samayn kartaa mid ka mid ah kuwan soo socda:

- Waxaad ku booqan kartaa iyaga 176 Elm Street.
- Waxaad wici kartaa **416-981-6111**.
- Waxaad macluumaad ka heli kartaa barta internetka ee **www.housingconnections.ca**.

Fadlan ogsoonow: Waxaa jira liiska sugitaanka, oo waxa laga yaabaa inay ka soo wareegaan dhowr sano kahor inta lagu siinayo kabidda kirada-ku-xiran-dakhliga.

Kiradaada wadarta ayaa waliba laga yaabaa inay ku jiraan ku dallacyada ay ka midka yihiin gaadiid dhigashada manaafacaadka (korontada, gaasta iwm.).

Xulashadaada Habka Bixinta

Deggenayaasha ayaa ku bixin kara kirada saddex siyaabood midkood:



1. Bixin horay loo idmay (PAP)

Taasi waa habka ugu fudud ee aad ku hubinayso inaad kirada mar kasta waqtigeeda ku bixisid. Markay tahay kiro bixinta horay loo idmay, bangigaaga ayaa si toos ah uga soo diri doona kiradaada koontadaada bangigoo u soo diri soona Toronto Community Housing bil kasta. Waxaad heli doontaa foom aad ku samaysto bixintaada noocan oo kale ah marka aad saxeeexo heshiiskaaga kirada. Haddii aad rabto foom kale, fadlan booqo xafiiskaaga Operating Unit ama Property Management office, ama wac Client Care Centre.

Bangigaaga iyo Toronto Community Housing ayaa labaduba kugu dallaci doona fii (ujro) haddii aanay ku jirin lacag ku filan koontadaada bil kasta kowdeeda.

2. Ka bixinta bangi maxalli, bangi iskaashato, bangi ammaano ama shirkadda sarifta jeegga

Waxa kale oo aad waliba ka bixin kartaa kirada bangi maxalli, bangi iskaashato, bangi ammaano ama shirkadda sarifta jeegga.

Haddii aad jeceshahay inaad ku bixiso kiradaada sidan, weyddii Isu-duwaha Tenant Services Coordinator ama Maareeyaha Milkiyaadda xaashiyaha bixinta. Kuwaas waxaan kuugu soo diri doonaa boostada hal jeer sannadkii. U gee xaashida lacag bixinta bangigaaga maxalli, bangigaaga iskaashato, bangigaaga ammaano ama shirkadda sarifta jeegga oo ku bixi kiradaada kaash ahaan, jeeg ama dalab lacag (money order) ama iyada oo loo maro mashiin bangi.

3. Ku bixinta taleefanka ama bangiga internetka

Waxaad kiraadada ku bixin kartaa taleefan ama bangi internet. Kala hadla qof jooga bangigaaga, bangigaaga Iskaashato shirkad ammanaysi si aad wax uga ogaato arrinta.

Muhiim: Haddii aad u malaynayso inaad seegi doonto ama aad la soo daahi doonto bixinta kirada, noo soo wac.

Waxaan rabnaa inaan kaa caawino inaad gurigaaga haysato. Haddii aad la daahdo lacagta kirada, waxaad ku jiri doona la baaqasho kiro. Haddii aad kiradaadu ku xaran-tahay-dakhliga, taasi waxay kuu horseedi doonta waayitaan kabiddaaga. Waxaan kuu diyaarin doona qorshe gaar ah oo ku caawiya, haddii aad ku jirto isbitaal, ama aad ku jirto xaalad shaqsi oo degdeg ah.

Wac **Client Care Centre** si uu u ogaado Isku-Duwahaaga Tenant Services Coordinator ama Maareeyaha milkiyaddu. Waxay kaala shaqayn karaan si aad u samaysato qorshe dib-u-bixin.

Heshiiskaaga Guri



1. Ka warbixinta isbeddelka dakhligaaga

City of Toronto iyo Province of Ontario ayaa dejiya xeerarka kabaitaanka kirada-ku-xiran-dakhliga. Haddii u dakhligaagu isbeddelo, waa inaad ugu soo sheegto isbeddelka qoraal ahaan ama qof ahaan Isuduwahaaga Tenant Services Coordinator ama Property Administrator 30 maalmood gudahood. Haddii aadan soo sheegin isbeddelka dakhliga, waxa laga yaabaa in lagugu soo dallaco kirada kugu maqanaan doona iyo/ama kabiddaada kirada-ku-xiran-dakhliga. Kiradaada ayaa marrkaa loo kordhin doonaa sida kirada suuqa oo waxa dhici karta in guri ka saarid kula soo gudboonaato. Haddii aad qabto su'aalo ku saabsan warbixinta isbedelka dakhliga, kala hadal Isu-duwahaaga Tenant Services Coordinator ama Property Administrator.

Adiga ama qof qoyskaaga ka tirsani ma noqonaysaan 65jir sannadkan?

Marka adiga ama xubin ka tirsan qoyskaaga aad noqotaan 65 jir, taas ayaa saamayn u yeelan karta dakhliga sannadlaha ah ee reerkaaga oo taas ayaa dhici karta inay saamayn ku yeelato kirada aad bixiso bil kasta.

Haddii aad ka qaadato lacag benshin dal kale, waa inaadu sheegto dakhligaas Toronto Community Housing.

Haddii aad qabtid su'aalo ku saabsan Canada Pension Plan ama Old Age Security, macluumaadka xiriirka ah waxaa laga helayaa bogga 49.

2. Dib u eegis kiro sannadle

Haddii aad bixiso kirada-ku-xiran-dakhliga, waxaan kuu soo diri doonaa xirmo dib u eegis kiro ah sannadkii hal jeer. Xirmada waxaa ka mid ah foomam ah inaad buuxiso si aad uga warbixiso dakhliga soo gala qof walba oo reerkaaga ka tirsan. Waa inaad buuxisaa oo aad ku soo celisaa foomamkan muddo 30 maalmood gudahood ah. Haddii aadan samayn sidaas, waxaad waayi kartaa kabidda kirada-ku-xiran-dakhliga.

Booqo Xafiiskaaga Operating Unit ama Property Management ama wac **Xarunta Daryeelka Maaraynta** si aad ballan uga qabsato haddii aad caawimo ugu baahan tahay buuxinta foomamkan.

3. Sida loogu daro ama looga saaro qof kirada-ku-xiran-dakhliga ee reerkaaga

Haddii u qof ku soo guuro ama ka guuro aqalkaaga, waa inaad ugu sheegtaa Toronto Community Housing, 30 maalmood gudahood.

Si aad ku darto qof reekaaga:

1. Buuxi Foomka Addition to Household Composition Request (Weyddiisiga Reer Ka-Koobnida Inta Ku-Biirta) Waxaad nuqul ka heli kartaa **www.torontohousing.ca** adiga oo booqda Xafiiskaaga Operating Unit ama Property Management, ama u waca **Client Care Centre**.
2. Ku soo lifaaq dhammaan dukumentiyada taageeraya.
3. U dir ama u keen macluumaadka Xafiiskaaga Operating Unit ama Property Management .

Haddii weyddiisadkaaga la oggolaado:

- Waxa laga yaabaa inaad u baahato saxeexid heshiis guri oo cusub.
- Kiradaada ayaa dib loo xisaabin doonaa iyada oo ku saleysan dakhligaaga cusub ee reerkaaga.
- Haddii qof lagu soo biiriyay reerkaaga oo liiska sugitaanka dhexe uuna ku jirin waxay dhexe, isaga ama iyada ayaa laga saari doonaa liiska.

Xaaladaha qaarkood ee ay tahay in la oofiyo kahor inta aan qof kale lagu dari reerkaaga yaa ka mid ah:

- Isaga ama iyada ayaa ah inay u qalmaan kabidda kirada-ku-xiran-dakhliga.
- Ku darista qofka ayaa ah inay oofiso heerarka ay ka filanayso magaaladu guri ku jiritaanka (ee hoos timaad qaybta Xeerka Heer Ka Filashada Dowladda ee Milkiyadda).
- Koontadaadu waa inay heer wanaagsan joogto.

Waa inaad kula xirirto Isku-Duwahaaga Tenant Services Coordinator ama Property Administrator gudahooda 30 maalmood oo qof ka guuro gurigaaga. Haddii u qofku ku jiray heshiiskaaga guri, wuxuu u baahan yahay inuu kugu sheego qoraal ahaan inuu aqalka iyo dhammaan wixii dano ah ee aqalka faraha ka qaaday qaofkaasi. Waxa laga yaabaa inaad u baahato heshiis guri cusub.

4. Qaabsocodyada yaraynta (guri-ka-badashda)

Haddii aad ku nooshahay aqal aad ugu weyn reerkaaga, waxaa lagugu dari doonaa liiska isku baddelka Toronto Community Housing. Shaqaalaha ayaa kaala shaqayn doona si aad u hesho aqal sida ugu habboon u le'eg reerkaaga. Haddii ay taasi qaadato in ka badan hal sano, reerkaaga yaa lagu dari doonaa liiska xarunta dhexe ee sugitaanka Housing Connections. Markaas ayaa lagu weyddiisan doonaa inaad ka doorato bixiyeyaal guryiyayn kale ugu yaraan shan guri.

5. Qaabsocodyada fidsamaya (guri-ku-yaraanta)

Haddii aad ku nooshahay aqal aad ugu yar reerkaaga, waxaad codsan kartaa in lagugu daro liiska u beddelka gudaha Toronto Community Housing. Haddii u aqalku kugu yar yahay oo aad u baahan tahay laba qol-jiif ama in ka badan, mudnaan hore ayaa heli doontaa.

6. Sida loo weyddiisto u beddel aqal kale.

Waxaad baran kartaa sida loo codsado u beddelka aqal kale oo Toronto Community Housing adiga oo akhrista Tenant Transfer Policy iyo Transfer Guideline (Tilmaamaha Beddelashada). Si aad u heshid nuqul ka mid ah xeerka iyo tilmaamaha:

- Booqo www.torontohousing.ca, ama
- Booqo xafiiska Xubintaada Shaqaynaysa ama Property Management, ama
- Wac **Client Care Centre**.

Waxaad u baahan doontaa inaad kala hadasho Isuduwahaaga Tenant Services Coordinator ama Property Administrator, ama booqo Xafiiska Xubinta Shaqaynayasa ama Property Administrator si magaaca loogu daro liiska sugitaanka milkiyadda aad xulato. Dhismayaal badan ayaa leh liis sugitaan dheer. Mararka qaarkood waxa laga yaabaa inaad sugto muddo shan illaa 10 sano ah.

7. Visitor and Guest Policy

Martida ayaa kula joogi karta ugu badnaan 30 maalmood in muddo hal sano ah. Taasi waxay noqon kartaa 30 maalmood oo isku xiga ama 30 maalmood aan isku xigin sannadka, laakiin aan ahayn in ka badan.

Xeerkani waxa u qabanayaa qof kasta oo jooga aqalkaaga ee aan ahayn xubin la aqoonsan yahay aan ka ahayn reerkaaga. Markay tahay xaaladaha gaarka ah, ee daryeelka caafimaadka muddada gaaban loo baahan yahay, ayay martidu ku noolaan karaan aqalkaaga in ka badan 30 maalmood, iyada oo oggolaan laga helo Operating Unit ama Property Administrator.

Haddii loo soo wargaliyo Toronto Community Housing inay marti kula nooshahay muddo ka badan 30 maalmood bilaa oggolaansho, iayaga ayaa baaritaan ku samayn doona xaaladda. Haddii ayan maritu ahayn xaald gaar ah, waxaa laga yaabaa inaad weydo kabiddaada kirada-ku-xiran-dakhliga.

Si aad in dheeraad ah uga ogaato xaaladaha gaarka ah ama si aad u hesho nuqul ka mid ah Visitor and Guest Policy:

- Wac **Client Care Centre**, ama
- Booqo xafiiska Xubintaada Shaqaynaysa ama Property Management, ama
- Ku booqo internetka barta www.torontohousing.ca.

8. Ka maqnaanshaha 90 maalmood ama in ka badan aqalkaaga isla markaad bixinayso bixinta kirada-ku-xiran-dakhliga

Markay yihiin reerka bixiya kirada-ku-xiran-dakhliga, xeerka City of Toronto ee guriyeynta bulsheed ayaa u dejinaysa inay tahay 90 maalmood ugu badnaan tirada maalmaha dhammaan xubnaha reerku ay "maqanaan" karaan ama ayna ku noolayn aqalkooda goorta ay helayaan kabidda kirada-ku-xiran-dakhliga. Hase yeeshe, waxa jira waxyaabo xeerkan ka reebban.

- Xeerkani wuxuu kaliya khuseeyaa haddii dhammaan xubnaha reerkaagu isla wakhti ay wada maqan yihiin.
- Maqnaanshaha gaaban ee illaa toddobada maalmood ee isku daba xiga ama in ka yar ah looma tirin doono xaddidka 90-maalmood ee 12ka bilood gudahood ah.

Fadlan noo sheeg haddii aad ku jirtid isbitaal, goob dhaqancelin, aad sugayso maxkamad ama aad haysato caddayn taageeraya sabab kale oo macquul u ah ka maqnaanshaha aqalkaaga in ka badan muddo 90 maalmood ah. Ka akhriso arrimaha ku saabsan tilmaamahan:

www.toronto.ca/housing/absence+from+RGI+unit.

Inaad ogaato intaa in u dheer, wac **Client Care Centre** ama booqo Xafiiskaaga Operating Unit ama Maaraynta Milikiyadda.

9. Bixinta macluumaadka shakhsiyeed

Waxaa jira sharciyo ilaaliya xuquuqda aad u leedahay asturnaanta. Kireeyeyaasha ayaa ah inay raacaan xeerar adag markay ururinayaan, isticmaalayaan, oo wadaagayaan macluumaadkaaga shakhsiyeed.

Haddii aad bixiso kiro-ku-xiran-dakhliga:

Toronto Community Housing ayaa looga baahan yahay inay ururiyaan macluumaadka shakhsiyeed ee ku saabsan xubnaha reerkaaga si loo go'aamiyo haddii aad uqalanto kabiid kiro-ku-xiran-dakhliga iyo si loo xisaabiyo kiradaada.

Toronto Community Housing ayaa waliba awood u leh inay ku ururiso oo ay ku hayso macluumaadka ku saabsan kireysigaaga iyo kabidda guriyayanta iyada oo hoos timaad *Housing Services Act, 2011*.

Haddii aad rabto inuu qof kuugu hadlo magaaca arrimaha ku saabsan heshiiskaaga kirada, waa inaad buuxisaa foomka Consent to Disclose Information si ay annaga fasax noogu siiso wadaagga macluumaad ee ku saabsan kiraysigaaga. Waxaad sidaas ku samayn kartaa Xafiiska Operating Unit ama Maaraynta Milikiyadda, ama adiga oo waca **416-981-5500**.

Guri ka saaridda

Markay hoos timaad xeerka *Residential Tenancies Act*, kuwan qaarkood ayaa ah sababaha lagaaga saari karo guriga:

- Haddii aadan bixin kiradaada.
- Haddii ay ku nool yihiin dad ka badan inta lagu oggol yahay shuruudaha ammaanka.
- Haddii ay guriga ku nool yihiin dad aan ku qornayn heshiiska kirada aqalkaaga.
- Haddii aad si ula kac aad waxyeello daran aad u geysato aqalka ama dhismaha.
- Haddii aadan sheegin dakhligaaga ama dakhliga qof kasta oo adiga kula nool isla intaad bixinayso kirada-ku-xiran-dakhliga.
- Haddii aad u dhaqanto hab ka dhegal si macquul ah u leh raaxda deggenayaasha kale.
- Haddii u hanjabo ammaanka deggene kale.
- Haddii aad jebiso sharciga u yaal milkiyadda Toronto Community Housing.
- Haddii aad ku xadgudubto shuruudaha heshiiska kirada.

Guryaynta Beesha Toronto (Toronto Community Housing) way la shaqaynaysaa kiraystayaasha la daaha bixinta kirada si ay uga caawiso siday xilkooda uga soo bixi lahaayeen, ooy isla markaana u hantaan aqlakooda, markay suurto gal tahay.

Xafiiska Guddoomiyaha U Sinnaanta Guriyaynta (Commissioner of Housing Equity)

Xafiiskan ayaa ka shaqeeya sidii loo hubin lahaa jiritaanka xaqdhowrrada dadka waayeelka ah (da'da 59 iyo intii ka wayn) iyo kiraystayaasha jilicdasan ee waayay kiro kabiddii ama ay la wajahan tahay guri-ka-saarid suurtagalka ah bixin la'aan kiro awgeed. Xafiiska ayaa ka madax bannaan Toronto Community Housing (Guddoomiyaha ayaa ka amar qaata Guddiga Maareeyeyaasha). Waxa haga mabaadi'da ah sharafta, eex-la'aanta, iyo madaxbannaanida. Macluumaadka lagula xiriiri: Telefoon **416-632-7999**, ama iimayl: **info@oche.ca**.

Guri ka saariddu had iyo jeer waa tallaabo la tiigsiga ugu dambeeya. Aqalkaaga ayaa hoygaaga ah oo waxaan rabnaa inaan kaa caawino sidii aad u haysan lahayd guriga innaga oo iskaashana. Haddii ay dhib kugu tahay bixinta kiradaadu, fadlan noo sheeg isla markaaba.

Ka ogow arrimo dheeraad oo ku saabsan xeerarkayga guri ka-saaridda la xiriira:

- Eviction Prevention Policy for Non-payment of Rent (Arrears)
- Policy on Evictions for Cause

Waxaad samayn kartaa inaad:

- Ka soo dejisato nuqul **www.torontohousing.ca**, ama Booqato xafiiska Xubintaada Shaqaynaysa ama Xafiiska Property Management, ama
- Wacdo **Client Care Centre**

Muhiim: Hagahan waxyaabaha ku jira waa inaan loo qaadan midkoodna inay yihiin talo bixin sharci. Haddii uu jiro khilaaf u dhaxeeya waxa ku qoran hagaha iyo sharci kasta oo ka mid ah Canada (federaalka, gobolka, ama kuwo kaleba kale), markaa sharciga ayaa ka dulbaxaya.

Habraacayada ka-guurka aqalka

1. Bixinta ogeysiinta

Markaad diyaar u tahay inaad guurto, waa inaad bixiso ogeysiin qoraal ah 60 maalmood (laba bilood oo buuxa oo taariikheed) kahor qorshahaaga guuritaanka. Fadlan sii ogeysiinta guuritaankaaga Xafiiska Operating Unit ama Maaraynta Milikiyadda.

2. Soo celinta muftaaxyada furayaasha fobs

Waa inaad soo celiso dhammaan muftaaxyada aqalka, oo ay ka mid yihiin kuwa sanduuqa boosta furayaasha aqoonsiga fobs, furayaasha goobta gaadiid dhigashada iyo istikarrada gaadiid dhigashada, kahor intaadan guurin. U gee Agaasimahaaga Dayactirka. Waa lagugu soo dallaci doonaa beddelkooda haddii aadan soo celin waxyaabahaas.

3. Kirada iyo kharashyada kale

Waxa lagugu dallaci doonaa kirada illaa dhammaadka bisha kireysigaagu dhammaanayo, Tusaale ahaan:

- Haddii aad siiyey ogeysiis qoraal ah markay tahay Maarj 1^{eeda}, waxaad bixin doontaa kirada Maarj iyo Abriil oo aad guuri doontaa kahor Mey 1^{eeda}.
- Haddii aad bixisay ogeysiin qoraal ah Febrawari 15^{eeda}, waxaad bixin doontaa kirada illaa Abriil 30 eeda oo aad guuri doontaa kahor Mey 1^{eeda}.

Waxaad mas'uul ka tahay kharashka hagaajinta wixii burbur ah ee aad u geysatay aqalka ama nadiifinta aqalkaaga haddii aad kaga guurto wasakh ahaan.

4. Indha-indhaynta

Shaqaalaha Toronto Community Housing ayaa indha-indhayn doona aqalkaaga inyar ka danbow markaad bixiso ogeysiinta qoran. Mar kale ayay indha-indhayn doonaan kaddib markaad guurto. Aqalkaagu waa inuu noqdo sidii xaaladdaai aad ku soo gashay. Waxa lagugu soo dallaci doonaa wixii waxyeelo aqal ah, ee ka baxsan duugowga ka yimaad Isticmaalka caadiga ah.

Tusaale ahaan, haddii aad ku dhejiso waraaq-derbi, waa inaad ka fujisid.

Ammaankaaga

Toronto Community Housing ayaa daryeesha ammaankaaga.



Markay xaalad degdeg ah tahay, had iyo jeer wac **911**

Waxaan annagu qabano:

Xubinta Amniga Beesha (Community Safety Unit) Toronto Community Housing ayaa ah koox ay ka mid yihiin special constables, community patrol officers, iyo xarun diritaan. Kooxdayada dhaqaaq ku jira, iyaga ku roondeeya Lugayn, baaskiil, ama baabuur.

Waxaad samayn karto:

Deggenayaasha Toronto Community Housing aya ilaaliya badbaadada derisyadooda. Dhismayaasha qaarkood, deggenayaasha ayaa ku leh “buddy system” (“nidaam derisnomo”) ay derisba deriska kale u ammankooda ilaaliyo. Haddii aad walwalsan tahay, u sheeg qof—tus., deris kale, saaxiib, ama Community Safety Unit.

Waxaad ugu wici kartaa Community Safety Unit arrimaha ku saabsan amniga ama inaad u sheegto ku xadgudub gawaari dhigasho ka jirta Toronto Community Housing.

Wac 416-921-2323, 24 saacadood maalintii, toddoba maalmood usbuucii.

Maxaa dhacaya markaad u wacdo 416-921-2323?

Diraha ayaa ku weyddiin doonaa su'aalo si uu u ogaado waaxad rabto. Su'aalahan waxa ka mid noqon kara:

- Halkeed joogtaa?
- Halkee caawimada laga rabaa?
- Ayaa arrinta ka mid ah?

Qofka diraha ah ayaa waliba ku weyddiin doona su'aalo lagu hubinayo soo diritaanka ilaha arrina ku habboon sida ugu dhakhsaha badan ee suurtagalka ah, si qof kastaba badbaadadooda loo dhowro. Waxaan u qaadana dhammaan wicitaannada si dhab ah oo aan kala kaashanaa mas'uuliyiinta ku habboon arrinta inay wax ka qabtaan.

Xaalad kasta ayaa duwan.

- Haddii ay tahay xaalad halis nafta galineysa, diraha ayaa kala xiriiiri doona Adeegyada Xaaladaha Degdegga lambarka **911** isla markaaba.
- Haddii ayna ahayn xaalad halis nafta galineysa, oo aan baahanyn community patrol officer, dirayaasha ayaa qaadi kara macluumaadkaaga. Community patrol officers ayaa kala shaqayn doona Toronto Police Service iyo shaqaalaha maamulka milkiyadda inay wax ka qabtaan welwekaaga.

Soo wacayaasha ayaa qarsoodi ahaan kara. Laakiin, haddii aad rabto inaad la hadasho sarkaalka, diraha ayaa u doona in aad magacaaga hore iyo lambarkaaga telefoon.

Wixii macluumaad dheeraad ah ee ku saabsan ammaanka beesha iyo ka hortagga dembiyada, booqo barta internetka Toronto Police Service ee ku yaal **www.torontopolice.on.ca**.

Ammaanka Beeshaada



Si loo abuuro beel caafimaad iyo ammaan leh, waa inay deggenayaashu maskaxda ku hayaan shuruudaha soo socda:

1. Annaga oo ah (shaqaalaha iyo deggenayaasha) ayaa si ixtiraam iyo xushmad leh iskula dhaqmi doona oo qiimayn doona kala duwanaanta beelaheena.
2. Waxaan ku horumarinaa beelaheena nabadda, caafimaad-qabka iyo ammaanka.
3. Annaga ayaa ka mas'uul ah ficilladeena iyo ficillada carruurteena, xubnaha qoyskeena, martideena booqdayaasheena iyo carbiskeena.
4. Waxaan ixtiraamnaa dhammaan hantida buesheena, oo ay ka mid yihiin aqallada kiraynta, milkiyadda shaqsiyeed, goobaha la wadaago iyo xafiisyada.
5. Waxaan ixtiraamnaa oo aan ayidnaa xeerarka, heshiisyada kirada, iyo dhammaan sharciyada Toronto Community Housing.

Haddii aad aragto ama tahay qof lagu dhibay anshax lid-bulsheed ah, fadlan wac Community Safety Unit lambarka **416-921-2323**.

Sida qaalibka ah tusaalooyinka anshax lid-bulsheedka waxa ka mid ah:

- Qaylada xad-dhaafka ah
- Ganjeel ka furidda dad qalaad.
- Macno-darri meelaha u joogga
- Meelayn la'aan qashin/qubitaan qashin/ur ka timaad qashinka
- Dadka oo ixtiraam la'aan lagu rabsho ama hadal ahaan lagu caayo
- Si qallafsan oo dadka loola dhaqmo
- Eygaaga oo aadan xarig hogganka u samayn
- Nadiifin-la'aan guri aan badbaado lahayn/isku dhexdaadsani xad dhaaf ah

Community Safety Unit iyo Operating Unit ama maamulka Milkiyadda ayaa ka jawaaba cabashooyinka anshax lid-bulsheedka.

Muhiim: Dadka deggenayaasha ah ee ku kaca anshax lid-bulsheedka ayaa heli doona digniin rasmi ah. Xaaladaha ugu daran markay tahay, waxa laga yaabaa inay la soo gudboonaato guri ka saarid loo maro Landlord and Tenant Board. Waxa kale oo aanu ka qaybgalin doona bileyska ama hay'adaha kale kolba sida loogu baahdo.

Amaanka xaafaddaada

Si loo ilaaliyo ammaankaaga iyo ammarka dhismahaba;

- Wax ha ku tiirin si ay u furnaadaan irridaha iyo albaabbadu. Markaad sidaa samayso, ayaa halis galinaysaa qof kasta oo dhismaha ku jira.
- Ka dhig dhammaan qollallada kuwo aan waxba oollin. Waa u halis dab haddii aadan sidaas samayn. Qollallada oo ayna waxba oollin ayaa ka caawinaysaa ka hortagga turunturoonta iyo dhaca. Waxay arrintaasi u sahlayso in sagxadda iyo kaarbeetyada la nadiifin karo. Waxay u dhib yaraynaysaa shaqaalaha xaaladaha degdegga ah u gurmanyaa inay si dhakhso leh kuugu yimaaddiin.
- Iska eeg wiishashka inta aadain raacin. Haddii u wiishka horay ugu jiro qof aad ka shikido, sug midka ku xiga.
- Had iyo jeer xir oo quful albaabka aqalkaaga.
- Markaad ka jawaabayso nidaamka wicitaanka ee lagu soo galo, iska hubi qofka soo wacaya kahor intaadan u ogolaan inuu dhismaha gudaha usoo galo.
- Ha u oggolaan dadka wax iibinaya ama dadka kale ee aanad aqoon inay dhismaha soo galaan.
- Ha siin nuqul ka mid ah muftaaxa aqlkaaga ama furaha fob qof adiga aan kula noolayn.
- Hadday kaa lumaan nuqul kasta oo muftaax ama fure fob, isla markaaba u sheeg Agaasimahaaga Dayactirka.
- Haddii aad meel tagayso oo aad maqnaanayso muddo dheer, Kormeerahaga guud ogeysii. Kiraystayaasha bixiya kirada-ku-xiran-dakhlaga ee ka taga aqalkooda oo faaruq ah in ka badan 90 maalmood ayaa halis galinaya kabiddooda guriyayn.
- Ha kaga tagin carruurta yar -yar kalidood guriga.
- Ogeysii Agaasimahaaga Dayactirka:
 - Haddii aad ku aragto nalal gubtay gudaha iyo agagaarka dhismaahaga
 - Haddii ay jiraan meelo u baahan baraf ka xaaq
 - Haddii aad aragto geedo, jirrido iyo geedaha deyka ah u baahan in la gaabiyo.

Ammaanka goobaha gaadiidka la dhigto iyo gudaha baabuurkaaga

- Ha u oggolaan inuu qofna ku soo dabasoco xerada gaadiidka la dhigto ee dhulka hoose ama xerada gaadiidka la dhigto ee dhulka caadiga ah. Haddii aad aragto qof ama wax ka dhiga adiga walalac kugu rida, ku jir baabuurkaaga oo hoonka garaac ama wad baabuurka oo ka tag meesha. U wargali waxaad ka walaacday Community Safety Unit. Waxaad ku laaban kartaa wakhti ka duwan.
- Iska ilaali inaad dhagaysato muusik inta aad u lugeynayso baabuurkaaga ama waddada markaa socoto si aad u maqli karto waxa ka dhacaya agagaarkaga.
- Haddii aad leedahay baaskiil, ka diiwaangali booliska. Isticmaal quful tayo fiican leh. Ku quful baaskiilkaaga shey aan la goyn karin ama aan la jabin karin.
- Haddii baaskiilkaagu uuna lahayn lambarka taxanaha ee summada, ku xardhee tiro meegaarka iyo shagaagga si aad u garan karto haddii la xado.
- Had iyo jeer baabuurku ha qufulnaado, markaad isticmaalayso iyo markuu meel yaal.
- Ha kaga tagin waxyaabha qiimaha leh baabuurkaaga.
- Iska fiiri gudaha iyo hoosta baabuurka inta aadan dhexgalin.
- Haddii ya dhibaato baabuur ku qasato, huudhka fur, isku dhex quful gudaha baabuurka oo sug booliska ama gaariga jiida gawaarida. Haka furin albaabka cid aadan aqoon.

Badbaado Townhome

- Lugee aagagga sida fiican u iftiinsan ee surinka in la maro loogu talagalay ah. Iska ilaali qardajeexa.
- Iska hubi markaad deggan tahay dabaqa dhulka, inay daaqadaha iyo albaabbadu xiran oo ammaan yihiin, gaar ahaan cimilo-maalmeedka diirran.
- Uga warbixi wixii kasta ee nalal gubtay ah ama caleemo ka dul baxeen Agaasimahaaga Dayactirka.
- Kaga tag nalka oo shidan gadaasha guriga habeenkii. Taasi waxay siinaysaa arag dheeraad ah dadka lugaynaya. Waxaa waliba ka hortagaysaa anshax lid-bulsheedka. Isticmaal nalalka tamarta wax ku oolka leh (energy-efficient) ee aan ku yeelan doonin saamayn wayn biilkaaga hydro.

Badbaadada rashka

Rashka laguma isticimaali karo gudaha milkyadda Toronto Community Housing, goor kasta ha noqotee. In kasta oo u qurux badan yahay marka la daawanayo, rashka ayaa khatar u ah carruurta, dadka waawayn iyo carbiskaba. Waxay sababi karaan dab oo ay burburin karaan guryaha. Waxa kale oo ay sababi karaan dhaawacyo halis ah sida gubashada, boogo, iyo indhabeel.

Si aad u hesho xafladaha rashka dadweynaha ee lagu qabto magaalada oo dhan:

- Ka wac magaalada lambarka **311**
- Booqo www.toronto.ca/special_events

Wixii su'aalo ah ama wewel ah ee aad qabtid, fadlan kala soo xiriir:

- Agaasimaha Dayactirka ee dhismahaaga
- Community Safety Unit lambarka **416-921-2323**
- Markay xaalad degdeg ah tahay, wac **911**

Ammaanka Dabka

Haddaad aragto dab, had iyo jeer wac 911.



Marna ha u qaadan inuu qof kale horay ugu wacay**911** Hubi inaad siiso:

- Magacaaga
- Cinwaanka dhismahaaga
- Goobta u dabku ka jiro

Qalabka badbaadada nolosha

Qalabka qiiqa ayaa idiinka digi doona, dabka qalabka oo digniin ku siiya. Aqal kasta oo ka tirsan Toronto Community Housing ayaa leh qalabka qiiqa. Marna ha ka meesha haka saarin qalabka qiiqa.

U isticmaal sida habboon qalabka qiiqa

Haddii u qalabkaaga qiiqu u kuu digo marka uu jiro qiiq ka yimid fooro ama jikada, laakiin uuna jirin dab, ka marawaxadi qalabka qiiqa ama riix badhanka "hush" ama aamusiinta . Haddii qalabkaaga qiiqu uuna shaqayn ama dhawaaqo markuun jirin qiiq, badhanka "hush" ama aamusiinta kadibna wac **Client Care Centre**.

Shaqaalaha ayaa eega meesha si ay hubiyaan inuu qalabkaaga qiiq shaqaynayo mar kasta oo ay soo booqdaan aqalka, iyo markay indha-indhaynta aqalka sannadlaha ah ku jiraan. Haddii uu qalabka qiiq shaqaynaynin, waa lagu dayactiri doona ama lagu beddeli doona. Haddii aad kart-la'aan ama aad ka saarto qalabka qiiqa meesha, waxaad galinaysaa halis naftaada, qoyskaaga, iyo deriskaagaba. Waxaan u wargelin doonaa Toronto Fire Services oo kuu soo diri doonta warqad digniin ah. Waxa Laga yaabaa in lagugu dallaco dayactirka oo lagugu ganaaxo illaa \$50,000. Hadday taasi dhacdo in ka badan laba jeer, waxa lagugu qaadi doonaa guri ka saarid.

Uga digayaasha karbon mono-oksaydhka

U digayaasha karbon mono-oksaydhka ayaa kaaga digi doona adiga haddii u heerka karbon mono-oksaydh, oo ah gaas bilaa ur ah, u aad u sarreeyo. Uga digayaasha karbon mono-oksaydhka ayaa ku rikiban aqallada ay qaalliin qallabadda shidaalka qadiimiga ah tus. biyo kuleyliye ama shooladda gaasta ku shaqaysa.

Dhismaha abaarman uga digayaasha karbon mono-oksaydhka ayaa ku rikiban aqallada laba dabaqadood ka sarreeya, laba dabaqadood ka hooseeya iyo isla dabaqadda qalabadda shidaalka qadiimiga ah ku shaqeeya ay yaalliin iyo xerooyinka meelaha gaadiidka la dhugto ee dhulka hoose ah.

Noqo qof u diyaar ah xaaladaha degdega ah

- U sameyso qorshe si adiga iyo qoyskaagu aad u ogaataan wixii aad samayn lahaydeen xaaladda degdega ah. Ku tababbarta sidaad guriga si badbaado leh uga tagi lahaydeen, gaar haan haddii aad leedahay carruur. Isku ogaada meel ka baxsan gurigaaga oo qof kastaa oo reerkaagu ay ku kulmi doonaan markay xaalad degdeg ahi jirto.
- Samaysta xirmo xalad degdegg (oo ay ku jiraan liiska juwa lala xiriirayo ee muhiimka ah) iyo ogow meesha ay taal.
- Samayso caymis kaa caawiya daryeelka qoyskaaga iyo alaabtaada.
- Hubi inay xubnaha qoyskaagu yaqaanniin magaca iyo lambarka la xiriirka xaaladaha degdega ah.

Haddii uu dab ka jiro aqalkaaga oo aadan damin karin, isla markaaba iskaga baxa, oo soo jiid dawanka dabka kuugu dhow oo wac **911**.

- Hubi in xubnaha qoyskaaga og magaca aad xiriirka xaaladaha degdega ah iyo tirada.
- Ka intaadan furin albaab kasta, taabo gacanka albaabka iyo albaabka laftiisa, laga bilaabo hoosta, adiga oo u socda illaa korka. Haddii albaabku uuna kululayn, wax yar fur. Haddii qoqolku u bannaan yahay, qaado furayaashaada iyo boorsadaada degdega loo qaato (haddii aad leedahay mid) oo ka tag meesha adiga oo isticmaalaya jaranjar kuugu dhow.
- Xir, laakiin laakiin ha qufulin, dhammaan albaabbada aad soo dhaaftay.
- Albaabbada dabka ee qolqollada ku yaal ayaa iskood isku xiri doona. Waxba ha ku tiirin si ay u furnaadaan.

Haddii aad ka bixi kari weydo:

- Awd meelaha daloollada ah ee u qiiqu ka soo gali karo adiga oo isticmaalaaya tuwaallo ama go'yaal qoyan. Isticmaal teebka wax lagu dhejiyo si aad u daboosho dalooka boostada, iyo marinada hawada.
- U dhaqaaq dhinac baalkonida ama qolka inta ugu badan ka fog qiiqa. Qiiqu kor ayuu u kacaa, markaa hoos oo sagxadda ah joog haddaad karto.
- Ka laalaadi tuwaal ama go' daaqaddaada ama baalkonigaaga si aad u tusto dab damiyayaasha meesha aad joogto.
- Isku day in aad is dejiso.

Toronto Fire Services ayaa ku talinaysa in la samayso xirmo leh waxyaabaha soo socda si loo isticmaalo haddii u dab kaco:

- Dhowr tuwaal ama calallada meydhashada oo aad qoyn karto oo salka albaabka aad dhigi doonto, iyo walibain aad ku dabooli doonto afkaaga iyo sankaa, si ay kaaga caawiyaan inaad neefsato meelaha qiiqu u ka buuxsamo.
- In wax ku dhejiye ah (duct tape) iyo wax ku duubaha (foil wrap) oo daboosha daloollada boosta iyo marinada hawada.
- Siidhi markaad afuufto caawimo laguugu soo gurmado.
- Toosh loo isticmaalo haddii ay jkorontadu go'do, haddii qolqolladu qiiq leeyihiin, ama si ad caawimo u weydiisato.
- Qalin calaamadeeye ah (marker) oo lagu qoro fariimaha marada, albaabbada iyo daaqadaha.
- Go' sariir cudbi ah. Haddii u qiiqu culays ku yahay qolkaaga, dhexgeli go'a sariirta biyo oo teendho kaga samayso daaqad furan agteed.
- Baaldi caag ah oo dabool leh oo lagu keydiyo wax kasta oo liiskan ku jira. Markuu dabku jiro, ka buuxi baaldigan biyo.

Wixii macluumaad dheeraad ah ee ku saabsan nabadgalyada dabka iyo ka-hortagga, booqo bogga internetka ee Toronto Fire Services ee ku taal www.toronto.ca/fire.

Go'idda Korontada

Milkiyad kasta oo Toronto Community Housing midka kale wey ka duwan tahay. Dhismayaasha qaarkood waxay leeyihiin jenereetarrada xaaladaha degdegga ah oo kuwo kalena ma leh. Si aad uga warbixiso ka go'idda korontada dhismahaaga

- Ka wac Toronto Hydro lambarka **416-542-8000**
- Wac **Client Care Centre**.

Haddii go'idda korontada la filayo in ka badan saddex saacadood, shaqaalaha ayaa soo dhejin doona ogeysiisyo oo soo booqan aqallada si ay ula wadaagaan macluumaadka iyo si ay u habsadaan baahida deggenahan la qanciyay. Macluumaad dheeraad ah oo ku saabsan u diyaar garowga xaaladaha degdegga ah ayaa ku yaal bogagga 52 iyo 53.

Si aad wax dheeraad ah aad u ogaato isu-diyaarinta go'idda korontada, booqo www.torontohydro.com.

Arrimo Ka Qaybgalka

Kaalay kulanka, guddoon kulanka, ama ku biir guddi!

Sida Arrimaha Looga Qaybgalo Beeshaada

Dhammaan deggenayaasha ayaa fursado u haysta inay arrimaha ka qaybgalaan. Ma jirtaa arrin adiga kuu muhiim ah? Kaalay kulanka, guddoon kulanka, ama ku biir guddi.

Adeegyada deggenayaasha iyo Beeshau waa waax dhan oo u heellan sidii ay u siin lahayd taageero, barnaamijyo, fursado iyo dhacdooyin loogu talagalay deggenayaasha. Shaqaale ka socda waaxdan ayaa waliba taageera arrimo ka qaybgala deggenayaasha Toronto Community Housing.

Kulannada

Kulannada Golaha iyo Guddiga Golaha

Waxaa jira laba boos oo loogu talagalay kiraystayaasha Toronto Community Housing Guddigeeda Agaasimayaal Deggenayaasha xiisaynaya arrinta ayaa codsan kara oo ay dooran karaan deggenayaashu inay buuxiyaan boosaskan afartii sano mar. Kulannada Golaha iyo Guddiga Golaha ayaa u furan dadwaynaha.

Jadwalka waxa waxa lagu soo dhajiyaa bartayada ku taal www.torontohousing.ca.

Inaad dhiibato kelmado qoraal ah ama afka ah oo ku saabsan qodob ajande, wac **416-981-4232** (loogu talagalay kulannada Golaha) ama **416-981-4194** (kulannada Golaha Guddiga).

Kulannada beesha

Kulannada lagu qabto beeshaada ayay qaabinqaabin karaan shaqaaluhu si looga wada hadlo meheradda Toronto Community Housing. Waxa kale oo qaban kara deggenayaasha oo loogu talagalay deggenayaasha, si looga wada hadlo arrimaha deggenayaasha.

Boodadhka ogeysiisyada

Inta ugu badan dhismayaasha Toronto Community Housing ayaa leh mid ama in ka badan looxa wargalinta ay ku yaalliin warar iyo macluumaad loogu talagalay deggenayaasha. Fiiri looxa wargalinta dhismahaaga inta badan si aad u ogaato waxqabadyada ka jira beeshaada.

Bartayada internetka

Barta internetka Toronto Community Housing www.torontohousing.ca ayaa laga helaa warar iyo macluumaad loogu talagalay deggenayaasha. Waxa kale oo aad waliba ka heli kartaa xeerarka, foomamka iyo la socodsiinta waxqabyada ka jir agagaarka.

Kuwa lala xiriiro

Ma rabtaa inaad ka qaybgasho arrimaha?

Haddii aad rabto in aad ka qaybgasho arrimaha beeshaada, la xiriir Community Services Coordinatoree guryahaaga. Booqo Xafiiska Xubintaada Shaqaynaysa ama Maaraynta Milikiyadda ama wac **Client Care Centre** si aad ugu xiranto shaqaalaha kaa taageri kara ka qaybgalkaaga.

Adeegyada iyo Taageerooyinka

Waxaad u wici kartaa ama la hadli kartaa adeegyada Housing Community Toronto 24 saacadood maalintii, maalin kasta oo sannadka ah lam barka **416-981-5500TTY** ama **help@torontohousing.ca**.

Wac ama u dir iimayl Client Care Centre

- Weyddiisadka dayactirka caadiga ah
- Su'aalaha ku saabsan kirada ama heshiiska kirada
- Weyddiisadyada ku wareegtidda aqal ka duwan
- Macluumaadka ku saabsan sida loogu daro ama looga saaro qof heshiiskaaga kirada, ama wax kasta oo kale oo ku saabsan kiraysigaaga
- Haddii aad u baahan tahay in laga caawiyo u dayactir degdeg ah, had iyo jeer wac; ha soo dirin iimayl. Ku turjumaad 170 luqadood ayaa la heli karaa.

TTY (Tekst Telefoon) ayaa ah aalad caawisa dadka maqalka beelay, ama maqal culeyska leh, ama hadalku ku adag yahay inay isticmaalaan telefoonka. Gudha hagahan, lambarrada TTY ayay ku qoran yihiin meel kasta oo iyaga laga heli karo.

Community Safety Unit (Xubinta Amniga Beesha) Toronto Community Housing:

Ka wac 416-921-2323

- Arrimaha ku saabsan ammaanka
- Si aad u soo sheegtid ku xadgudub xadgudub gaadiid dhagasho Toronto Community Housing

Muhiim: Wax dheeraad ah kaga ogow Community Safety Unit bogga 38.

Lambarrada Waxtarka leh

Adeegyada Bulsheed: 211 ama 1-888-340-1001 TTY

Wac wixii macluumaad ah ee ku saabsan adeegyada arrimaha bulsheed iyo hay'adaha beesha ee agagaarkaaga ka jira. Hawlwadeena ay ku hadla luqado badan.

Adeegyada Magaalada: 311 ama 416-338-0889 TTY

Wac si aad u hesho macluumaadka ay bixiso City of Toronto. Hawlwadeennada ayaa ku hadla luqado badan.

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

Wicitaankaaga waxaa loo gudbin karaa hawlyaqaan caafimaad dadwayne oo lacag la'aan ah, bixinayana talooyin caafimaad oo qarsoodi ah ama kaa caawinaya si aad isku qorto barnaamijyada caafimaadka dadwaynaha sida tabo-baritaanka cunto ka-shaqeeyaha iyo fasallada uurleeyda.

Telehealth Ontario:

1-866-797-0000 ama 1-866-797-0007 TTY

Wac si aad uga hesho talo caafimaad asturan kalkaaliye caafimaad diiwaangashan.

Municipal Licensing and Standards:

311 ama 416-338-0889 TTY

U wac wixii macluumaad ah ee ku saabsan shuruudaha milkiyada (sida beegga wakhtiga ama ka gaabinta dayactirka loo baahan yahay) ama inaad cabasho ku saabsan xadgudubyada xeerka aad ka keento aagagga la wadaao iyo aqallada gaarka ah.

Toronto Ombudsman's Office:

416-392-7062 ama 416-392-7100 TTY

Wac si aad u samayso cabashooyinka ku saabsan dowladda magaalada (taas waxa ka mid ah hay'adaha, golayaasha, guddiyada, iyo Toronto Community Housing kaddib markaad isku dayday dhammaan dariiqyada kale.

Landlord and Tenant Board

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

U wac si aad uga hesho macluumaad *Residential Tenancies Act*. Sharcigani ayaa sharraxayaa xuquuqda iyo masuuliyadaha kireeyeyaasha iyo kiraystayaasha ka kiraysata guryaha la dego ee Ontario.

Community Legal Education Ontario (CLEO):

416-408-4420

U wac macluumaad sharci oo bilaash ah. CLEO ma bixiso talo sharci, laakiin Legal Aid ayaa bixisa.

Legal Aid Ontario

416-979-1446 ama **416-598-8867 TTY**

U wac si aad u hesho adeegyo sharci oo lacag-la'aan ah.

Federation of Metro Tenants' Associations

416-921-9494

Ururkan bilaa-macaashka ah ayaa u shaqeeya horumarinta xuquuqda kiraystaha. Soo wac si aad u hesho macluumaad ku saabsan xuquuqda kiraystaha.

Lambarrada Ammaanka

Kuwani waa lambarro aad wici karto 24 saac maalintii, maalin kasta oo sannadka ah.

Muhiim: Ku hayso lambarradan meel kuu dhow, si aad caawimada u hesho markaad u baahan tahay.

Adeegyada xaaladaha degdegga ah: 911

(TTY iyo tekst ayaa la heli karaa).

Riix furaha tebiyaha durkiyaha (spacebar announcer key) illaa inta aad jawaab helyso. Had iyo jeer u wac lambarkan this xaaladda degdegga ah. Wac lambarkan in lagugu xiro Toronto Police Service, Toronto Fire Services iyo Toronto Paramedic Services.

Toronto Police Service Central Dispatch

416-808-2222 ama **416-467-0493 TTY**

Wac lambarkan xaaladaha aan degdegga ahayn. Toronto Police Service waxay ku shaqeeyaan horimo magaalada oo dhan ka jira. Si aad u ogaatid horinta agteeda aad ku nooshahy, iyo macluumaadka la gala xariiro, booqo **www.torontopolice.on.ca/divisions**

Crime Stoppers:

416-808-8477 ama **1-800-222-8477**

Wac lambarkaas haddii aad hayso macluumaad ku saabsan dembi dhacay oo aad u sheegayso booliska. Qasab ma aha inaad sheegto magacaaga.

Victim Services (Adeegyada Dhibbanaha): 416-808-7066

Lambarkan ugu wac taageerada degdegga ah ee loogu talagalay dhibbanaha dembiga.

Ministry of the Attorney General

Khadka Taageerada Dhibanaha: 416-314-2447

(8 a.m. to 10 p.m., toddobada maalmood usbuucii)

U wac adeeg goobta-ah oo loogu talagalay dhibbaneyaasha dambi. Adeegyada ayaa lagu heli karaa luqado badan.

Assaulted Women's Help Line (Khadka Caawimada Haweenka Gacanta Loo-Qaaday):

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

Wac lambarkan loogu talagay caawimaada haweenka gacanta loo qaaday. Caawimo ayaa lagu heli karaa Ingiriisi iyo Faransiis.

Taageerooyinka khalkhalka

Kuwani waa lambarrada aad u wici karto haddii adigu, ama qof aad taqaan u baahan yahay caawimaad wax ka qabasho caafimaad dhimir ama caadaysiga maan dooriye. Wac 211 si aad uga hesho adeegyo dheeraad ah aagagaarkaaga.

Toronto Distress Centres: 416-408-4357 TTY

Waxay bixiyaan taageero niyadeed, wax ka qabashada khalkhalka iyo ka hortagga isdilaanka.

Gerstein Centre: 416-929-5200

Waxay bixisaa wax-ka-qabad dadka waawayn ee la kulma dhibaatooyinka caafimaadka dhimirka ee ku nool City of Toronto.

St. Elizabeth Health Care: 416-498-8600

(Xafiiska Dhexe ee Toronto) **416-498-0043**

(24 saacadood maalintii, toddoba maalmood ee usbuucii, markay tahay North York iyo Etobicoke)

Waxay bixisaa taageero meel ugu tag leh iyo taageerooyinka loogu talagalay xubnaha qoyska, seyga ama afada, iyo daryeel-bixiyeyaasha.

Community Care Access Centres (CCACs, Xarumaha Marinka Daryeelka Beesha)

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

Saacadaha shaqada: 8:30 am illaa 5:00 pm xarumaha CCAC aha meesha ugu horeysa ee aad kala xiriirayso macluumaad ku saabsan daryeelka waayeelka, oo ku siin karta macluumaad ku saabsan noocyada daryeel ee laga heli karo agagaarkaaga.

Telecare Distress Centres of Canada: 416-920-0497

Waxay siisaa taageero caafimaadka dhimirka kacsan iyo taageero lagu bixiyo Mandarin iyo Kantonese.

Progress Place Warm Line (Khadka Progress Place Warm): 416-960-9276

(8 p.m. illaa saqbadhka)

Waxay bixisaa taageerada isku jaalka ah ee dadka qaba cudurka dhimirka.

Scarborough Hospital Regional

Mobile Crisis Team (Kooxda u Gurmada Khalkhalka): 416-495-2891

Waxay siisaa wax-ka-qabasho caafimaadka dhimirka khalkhalka ku shaqsiyaadka ka wayn 16 sano jir.

Waxay u shaqaysaa East York iyo Scarborough.

Youthdale Treatment Centres: 416-368-4896

Waxay bixisaa adeegyada caafimaadka djimirka ee carruurta iyo dhalinyarada (illaa 16 sano jir) iyo qoysaskooda gudaha Toronto.

Kids Help Phone: 1-800-668-6868

Waxay bixiyaan la-talin loogu talagalay dadka da'doodu tahay 20 iyo kuwa ka yar.

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

TTY: garaac 711, markaa 416-924-4646

Waxay bixiyaan qiimaynta, ka hortagga khalkhalka, la talinta, iyo adeegyo si looga hortago tacaddiga iyo daayacaadda carruurta.

**Toronto Withdrawal Management System (Nidaamka Maaraynta Duubaabka ee Toronto):
1-866-366-9513**

Waxay bixiyaan caawin ah qof kasta oo 16 sano jira ama ka weyn ee raadinaya adeegyada aan ahayn caafimaadka ee adeegyada maaraynta dubaabka gudaha City of Toronto.

Macluumaadka loogu talagalay Dhallinta

Qiyaastii afar ka mid ah tobanka deggenayaasha Housing Community Toronto ah ayaa ka yar da'da 25 sano. Waxaan la shaqaynaa shuraako ku xira dhalinyarada beesheena fursado dhaqaale iyo bulsheed, dhinacyo dhowr ah, sida ciyaaraha, farshaxanka iyo tacliinta.

Intaa wax ka badan ka ogow internetka barta www.torontohousing.ca ama adiga oo la hadla shaqaalaha hawlgalinta maxalliga ah.

Halkaan waxaa ku yaalla xiriirada adeegyo dhallinyaro oo dhaqso ah:

www.toronto.ca/youth ama wac **211**

Xubinta Horumarinta Dhallinta:

Barnaamijyada shaqaalaynta Magaalada, fursadaha tabarucayn iyo wax ka badan.

www.211toronto.ca/topic/youth ama wac **211**

Liisaska adeegyada beesha loogu talagalay dadka ah 12 illaa 29 sano jir.

www.torontopaye.ca ama wac **416-397-5627**

Partnership to Advance Youth Employment: loogu talagalay dhalinyarada ku nool Toronto xaafadaha u mudnaanta leh.

www.woodgreen.org ama wac **416-645-6000**

Woodgreen Community Services:

Barnaamijyo dhalinyaro oo lacag la'aan ah ayaa bixiya naadiyo lagu kulmo, xarumo looga shaqeeyo laylisyada duruusta, isla markaana caawiya dhalinyarada ku cusub waddanka ee shaqo doonka ah.

Macluumaadka loogu talagalay Waayeelka

Qiyaastii hal afarta qo ee deggenayaasha ah ee ku nool Toronto Community Housing ayaa jira 59 sano jir iyo inka weyn. Waxaan ka shaqaynaa si aan u siino ammaan, jawi caafimaad qaba oo loogu talagalay dadka waayeelka ah ee beel kasta ku nool. Intaa waxa u dheer ogow adiga oo la hadla hadlayay shaqaalahaaga marin u helka iyo taageerada aggaarka ku yaal.

Waa kuwan qaar ka mid ah xiriirinta dhakhsaha leh ee loogu talagalay dadka waayeelka ah:

www.toronto.ca/seniors ama wac **211**

Barta Internet Dadka Waayeelka ah ee Toronto: u waafajin, ilaha arrimama lacagaha, adeegyada caafimaadka iyo in intaa ka badanba.

www.rev.gov.on.ca/en/credit/gains ama ka wac **Service Ontario** lambarka **1-800-267-8097**

Nidaamka Dakhliga Sannadlaha ee Dammanadda leh ayaa xaqiijinaysa dakhliga ugu yaraan dammaanadda leh ee loogu talagalay dadka waayeelka ah ee uqalma Ontario seniors iyada oo bixisa dheefo bille ah.

www.mcass.gov.on.ca/en/mcass/programs/social/odsp ama ka wac Service Ontario lambarka **1-800-267-8097**

Ontario Disability Support Program: dadka ah 65 jir ama ka wayn oo aan uqalmin Old Age Security ee baahida dhaqaale ayaa u qalmi kara Barnaamijka Taageerada Naafanimada ee Ontario.

www.servicecanada.gc.ca ama ka wac Service Ontario **lambarka 1-800-622-6232**

Dakhli Kabka Dammaanadda leh: dheefaha dheeraadka ee billaha ah looguna talagalay waayeelka dakhli-hoose uqalnka ee qaata.

Old Age Security

Old Age Security: dheefaha billaha ah ee loogu talagalay waayeelka uqalma ee ah 65 sano jir ama ka wayn oo ku noolaa Canada ugu yaraan 10 sano.

Ereyada & Lifaaqyada

Micnaynta Erayada

Guri ka saaridda

Marka kiraystaha iyo reerkooda aqalkooda lagaga saaro hab sharci ah maadaama ayna oofin xilkoodii hoos imanayay heshiiska guri kireysi ama *Residential Tenancies Act*.

Fure

Walibana loo yaqaan "fure fob." Furaha (fobs) ayaa loo isticmaala in lago furo albaabbada hore ee dhismayaal badan oo Toronto Community Housing Waa shay yar, badanaa ka samaysan caag ama bir, oo aad ku hor luxdo meel albaabka ku dhow oo markaas furta albaabka.

Reer

Dhammaan dadka ku nool aqalkaaga. Waa inaad u sheegtaa kireeyahaaga qof kasta oo ku nool aqalkaaga. Guri kireeyaha ayaa xeerar ugu sameeyay ku kordhinta ama ka bixinta qof reerkaaga.

Housing Services Act, 2011 (HSA)

Sharciyada xukuma guriyeyanta kirada-ku-xiran-dakhliga (RGI) ee Ontario. Waxay beddeshay Housing *Social Reform Act, 2000*.

Xatooyo

Khiyaano (tusaale ahaan, been ama indhasarcaad) loogu talagalay in lagu habaabiyo qof si looga qaato lacag ama dheef oo u qaato qofka ku kacaya khiyaanada.

Guri kireeyaha

Hagahan markay tahay, guri kireeyuhu waa Toronto Community Housing.

Heshiis Guri

Heshiis ka dhexeeya kireeye iyo hal kirayste iyo in ka badanba. Wuxuu kuu sheegayaa aqalka aad kiraysatay guri kireeyaha, kirada aqalka asal ahaan lagu heeshiiyay, oo sheegaya xuquuqda iyo waajibaadyada milkiilaha iyo kiraystaha. Haddii aad tahay kirayste, kollay waad la kulnatay shaqaalaha Toronto Community Housing oo aad saxeexday heshiiska kirada. Waxa kale oo waliba ay u badan in lagu siiyay nuqulka heshiiska kireysiga markaad bilowday heshiiskaaga kirada.

Residential Tenancies Act (RTA)

Sharciga dejiya xuquuqda iyo waajibaadyada milkiilayaasha iyo kiraystayaasha kiraysta milkiyadaha la dego.

Hoos-ka sii-kirayn

Hoos-ka sii-kiraynta waa markuu kiraystuhu u ka guuro aqalka oo u oggolaado inuu qof kale ku noolaado aqalkooda. Heshiiskaaga guri ma oggola inaad adigu hoos-ka-sii-kirayn aad aqalkaaga ku samayso.

Kiraystaha

Qofka u saxeexay heshiis kiro oo ku wada ku noolaan aqalka. (Taasi waxay sidoo kale noqon kartaa dad koox ah.) Waxa laga yaabaa inay ku nool yihiin aqalkaaga dad ka mid ah reerkaaga laakiin aan ahayn kiraystayaal aqal. Tusaale ahaan, carruurta ka da'da yar 16 sano kiraystayaal ma aha sida u sharcigu uuna u oggolayn inay saxeexaan heshiiska kirada.

Kireysiga

Cilaaqaad socda oo ka dhexeeya kireeye iyo kirayste (ama kiraystayaasha haddii in ka badan hal qof saxeexen heshiiska guri). Kireysiga ayuu xukumaa heshiiska guri, oo ahxeerka *Residential Tenancies Act* iyo haddii kireysigaagu yahay mid kabitaan leh *Housing Services Act*

Aqalka

Hagahan markay tahay, aqalku waa guriga aad ka kireynaso Toronto Community Housing (hadduu kaasi yahay abaarman, townhouse, guri iwm. iyo in kaleba).

Lifaaq 1

Talooyinka ammaanka dabka

Jikadaadu meel badbaado leh ha ahaato.

- Istoofkaagu nadiif ha ahaado oo haka tagin qolka markaad wax karinayso.
- Dhegta dheriga iyo daawaha gudaha ujeedi si aadan ugu dhicin oo carruurtuna ayna u laaci karin.
- Bannee daaqadda si aad urta wax karinta aad u saarto. Ha furin albaabka abaarmankaaga. Wuxuu qiiqa ku sii deyn doonaa qolqolka oo wuxuu kicin doonaa Nidaamka digniinta dabka dhismaha.
- Ha furin daaqad ama ha kuu tiirin wax albaabka si uu u furnaado haddii dab jiro. Haddii aadan si degdeg ah ku damin karin dabka, isla markaaba ka tag gurigaaga, jiid dawanka dabka kuugu ee dhow, oo wac **911**
- Haddii uu qalabka qiiqu kaco markaad wax karinayso, riix badhanka "aammus"ka.
- Taasi waxay aammusiin doontaa digniinta inta u qiiqu baaba'yo.
- Waligaa tamarta haka saarin qalabka qiiqa.

Ka taxaddar waxyaabaha olalka qabsada.

- Ku hay qarraxadaha iyo kibriiddada meel ammaan ah.
- Ha kaga tagin shamaca olalka leh markaad qolka ka tagayso.
- Haku ridin waxyaabaha dabka qabsada sida rinjiga, amooniyada ama saliidda dhuunta qashinka lagu rido.
- Weyddii Agaasimahaaga Dayactirka sida aad ugu tuuri karto si badbaado leh waxyaabaha dabka qabsada.

Ka taxaddar markaad qiijinayso sigaarka iyo wax la midka ah

- Had iyo jeer isticmaal hashteriyo.
- Ha kaga tegin sigaarka shidnida markaad qolka ka tagto.
- Ha ku cabbin sigaarka iyo waxa la midka ah sarriirta.
- Ha ka tuurin haashka sigaarka baalkonida (Ka akhriso faahfaahin dheeraad ah bogga 18).

Ha qaad-dhaafin godadka korontada laga tallaasho.

- Ku tallaalka qalabbo iyo elektiroonikyo badan hal god adiga oo isticmaala xadhkaha dheereynta a ma usha quwadda ayaa ah halis dab. Godka korontada ka saar wax aadan isticmaalayn si aad meel ugu bannayso waxaad u baahan tahay.
- Istimmaal aaladaha korontada ay ansixisay-CSA.

Isku-dhexdaadsanida xad-dhaafka ah ayaa halis u ah dabka.

- Ka dhig gurigaaga mid nadiif ah oo bilaa isku-dhexdaadsani ah. Haddii adiga ama qof aad taqaan uu u baahan yahay caawimo maaraynta isku-dhexdaadsani, wac **Client Care Centre** lambarka **416-981-5500**. Waan kuu heli doonaa caawimada aad u baahan tahay.

Sheyada lagaga tago qolqollada (hoolweyada) ayaa halis ah.

- Haddii aad haysato alaab guri ama waxyaabo kale oo aad iska tuurayso, waligaa haga tagin qolqolka. Wac **416-981-5500** si aad u ogaato sida iyo meesha aad ku tuuri karto alaabaha waawayn.

Samayso boorso degdeg loo qaato.

- Boorsada degdegga loo qaato waa inay ku jirto macluumaadka muhiimka ah ee aad ugu baahan tahay xaaladda degdegga ah.
- Istimmaal boorso kasta. Boorsadan ku hayso meel u dhow albaabka hore. Horay ka qaado markay xaalad degdeg ah tahay, markaad u baahan tahay inaad gurigaaga si dhakhso leh uga tago gurigaaga.

Waxa u baahan tahay inaad samaysato boorsada degdegga loo qaato

Liiska lambarrada xiriirryada muhiimka ah, oo ay ka mid yihiin:

- Mas'uulkaaga ama la xiriirkaaga (yadaada) xaaladaha degdegga ah
- Qoyska iyo asxaabta
- Bixiye daryeel gaar ah ama shaqaale caawiye ah
- Xafiiska dhakhtarka
- Farmashiyoolaha/farmashiye
- Macluumaadka shirkadda caymiska

Waxyaalo kale ee muhiimka ah:

- Xirmo furayaal dheeraad ah
- Nuqul ka mid ah buugaagta bangiga iyo woxoogaa lacag kaash ah
- Muraayadaha indhaha oo dheeraad ah, kontakt lensiyo, iyo/ama baatariyada qalabka gargaarka maqalka

- Nigisyo beddelasho
- Musqusha waxyaabaha loo isticmaalo
- Dhalo biyo ah
- Buste
- Cuntada carbiska iyo dawada (haddii loogu baahdo si joogto ah) iyo fotokoobi iraabta/tallaalada caribiskaaga

Boorsadaada degdegga loo qaato waa inay waliba ku jiraan:

- Teesarahaaga oo masawir leh
- Dawoyinka lagu qoro oo hal toddobaad u dhiganta, sahayda caafimaadka iyo qalabka gaar ah.
- Xaashi macluumaad ku saabsan baahidaada gaarka ah ama naafanimadaada.
- Cuntooyinka qanciya baahidaada cunto.
- Macluumaadka ku saabsan xasaasiyaddaada (alerjiyadaada).
- Nuqulo ka mid ah kaararkaaga isbitaal.

Haddaad qabto baahi gaar ah, ama u baahan tahay qof ku taageera, ama aad isticmaasho qalabka nooolaanta-taageera:

- U sheeg Toronto Community Housing oo si hore u qorsheyso inuu kaa warhayo haddii ay dhacdo xaalad degdeg ahi.
- Gasho baraarug MedicAlert ama sido waraaqaha kaarkaaga aqoonsiga.
- Sido dawan shakhsi cod dheer bixiya si aad ugu qalo-dhaansato in lagu caawiyo haddad u baahan tahay.
- Ku calaamadee qalabkaaga oo ku lifaaq tilmaamo ku saabsan sida loo isticmaalo iyo sida loo qaado.

Diyaar garow

- Ayaa kale oo ah inay ku jiraan liiskaaga xiriiryada xaaladaha degdegga ah?
- Maxaa kale ee aad ugu baahan doontaa xaaladaha degdegga ah?

Wixii macluumaad dheeraad ah ee ku saabsan sida aad iskugu diyaarinayso xaaladaha degdegga ah, booqo:

Barta internetka Xafiiska Maaraynta Xaaladaha Degdegga ah ee Toronto ee ku taal

www.toronto.ca/oem ama Emergency Management Ontario oo laha helo

www.emergencymanagementontario.ca.

Lifaaqa 2

Waxaad Gacan Ka Geysan Kartaa In Lagu Hayo Toronto Community Housing Cagaar Ahaan

Isticmaal tamar iyo biyo yar sidii hore, oo yaree khasaarinta.

Waxaan isbeddel ku samaynaynaa milkiyaddeena si wax loogu taro dhaqalaynta tamarta iyo biyaha. Lacag ka yar oo lagu kharash gareeyo manaafacaadka korontada, gaasta iwm. ayay ka dhigan tahay in loo hayo lacag badan dayactirka dhismaha.

Waxaad ka qaadan kartaa kaalintaada:

- Nalalka dami markaad tagayso.
- Shaawar gaaban qaado.
- Ha kaga tagin biyaha oo socda markaad xadayanayso ilkahaaga.
- Isticmaal biyo qabow markaad dharka dhaqanayso.
- ku isticmaal rakooyinka qalajinta (ma aha xariga qalajinta dharka) si aad dharka ugu qalajisato baalkonida halkaad ka isticmaali lahayd qalajiyaha.
- Xirnaanta ku daa dariishadaha xilliyada qaboobaha. Hadday ay aad u diirran tahay xilliga qaboobaha, hadday suurtagal tahay, thermostat-ka hoos u dhig ama la hadal Agaasimahaaga Dayactirka.
- Ha u isticmaalin ofanka (oven) inay ku kulayaliso xilliga qaboobaha haddii ay aad u qabow yahay. Ammaan ma aha. Kala hadal Kormeerahaaga si aan u helno dhibaataada oo aan u xallino.
- Haka tagin albaabka qaboojiyaha oo furan, hana ka dhigin qabow ka sii badan sida loogu talagalay.
- Noo sheeg qasabadaha darooriya iyo daaqadaha aan sida fiican u xirmin.
- Markaad iibsaday qalabka korantada eego calaamadda Energy Star (Xiddigta Tamarta) Qalabbada korantada ee calaamaddan leh ayaa isticmaala tamar ka yar kuwa kale.
- Demi ama ka saar korantada TVga, isteerowga, iyo kombiyuutarrada marka aan la isticmaalayn, ama isticmaal usha korantada si aad u damin karto iyaga.
- Yaree, dib u warshadee, oo dib u isticmaal, inta ugu badan ee aad karto.

Haddii aad qabto wax su'aalo ah oo ku saabsan dib u warshadaynta ama wazii kale ee dhismahaaga ah, la hadal Agaasimaha Dayactirka ama wac **Client Care Centre**.