



Colour it Home

Tenant Quick Reference

Grey County Housing Staff are here to make your housing community a great place to live.

Type of issue	Who to call
Rent calculations	Tenant Services Coordinator
Maintenance concerns or repairs	Technical Supervisor or if applicable put a written request in the maintenance request box.
Rent Payments	Tenant Services Coordinator or put a cheque in the "Rent" box, pay by debit or cash at the Grey County Administration Building.
Social Recreation	Tenant Recreation Engagement Facilitator
Building Safety feedback/suggestions	Tenant Services Coordinator/Community Relations Worker
Questions about your tenancy agreement	Tenant Services Coordinator
Neighbourhood Conflicts	Community Relations Worker
Lease Renewal Assistance	Tenant Services Coordinator
Transfer Request	Tenant Services Coordinator
Community Support Services	Community Relations Worker
If you are locked out after hours	Apartment Buildings only - Building Attendants can assist you if you are locked out of the building or your apartment with instruction from Grey County Housing Staff. Call 519-376-5744 for assistance.
Report Change of Income	Tenant Services Coordinator
Tenant Insurance Inquires	Community Relations Worker
Tenant Complaints	Tenant Services Coordinator
Feedback regarding Staff/Policies	Tenant Services Manager



Grey County Housing responds to maintenance emergencies 8:30am-4:30pm and after hours by calling 519-376-5744

Emergencies Include:

- ✓ No heat
- ✓ Uncontrolled or substantial water leak
- ✓ Flood in your unit
- ✓ Smoke detector
- ✓ Lock out

For emergencies requiring Fire, Police or Ambulance Call:

Your Housing Team:

Should you not know who to speak to, call 519-376-5744 extension 1211 and we will be happy to direct you to your building contact.

Anne Marie Shaw - Director of Housing		1305
Jodi Eagleson – Administrative Assistant to Director of Housing		1258
Tenant Services		
Lisa Campbell – Tenant Services Manager		1395
Cathy Snyder	Tenant Services Coordinator	1207
Nikki Gibbons	Tenant Services Coordinator	1214
Nadia Ellis	Community Relations	1204
Heather Murray	Tenant Recreation Engagement Facilitator	519 371 2390 x 236
Maintenance		
Aaron Whitney	Technical Supervisor	1210
Tim Weber	Technical Supervisor	1209
Administration and Housing Programs		
Krista Henry	Receptionist	1203
Judi Shropshire	Coordinated Access Clerk	1200
Sally Morris	Waitlist Coordinator	1205



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Josh Gibson	Housing Programs Manager	1216
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The **Tenant Recreation Engagement Group** is made up of tenants interested in “building community” in their buildings or neighbourhoods across Grey County. From time to time, Housing staff may utilize this group to evaluate and review procedures used by the department.

Grey County Housing encourages tenants to be active members in their buildings or neighbourhoods and to participate in recreational opportunities that are provided. For more information or if you are interested in joining please call the Tenant Recreation Engagement Facilitator.