

MARCH 2021 EDITION

# ASTRO HILL NEWS

Connecting Our Community

@zachreinhardt\_gci

## Tenant Repairs

We have been experiencing a high number of calls for work orders. We want to help you determine, who and when to call. Please be courteous to our on-call staff when they direct you through the process – they work tirelessly to ensure you have a safe and comfortable place to live. In fact, if you see any of our maintenance guys – why not make their day and say thank you!

**Our office is open from Monday – Friday 8:00am – 5:00pm**  
**\*closed for lunch from 12:00 pm – 1:00 pm\***

**Call – 867-979-5558 or email – [rentals@astrohill.ca](mailto:rentals@astrohill.ca)**

**After hours and weekends – call 867-222-2909**

GN and corporate tenants must contact their housing supervisors regarding issuing any regular work order. Please advise your supervisors of any emergency work orders but always call in any emergency. Use the guide above to see which number you should call.  
Is my work order an emergency?

Is it on fire? Is it flooding? Does it immediately need to be repaired? – If you answered yes to these questions it is likely an emergency. Please use your best judgement in determining an emergency – during office hours please call our office directly.  
What do you need?

Please understand that we speak to many tenants in a day, although our staff may know you by face it is important to give the attending maintenance worker the best information possible. We will need your unit and building number, your name, permission to enter your unit or a phone number to call prior to entering, and a brief but detailed explanation of what is going on. (For example, my name is Jane, and I am in unit 105 of the 8 storey building, my sink in my kitchen is leaking – you have permission to enter the unit.) Additionally, ensure that you leave a clear accessible space for the crew to work – this means removing used Kleenex's, clothes, general clutter, and more.

Thank you for your understanding and support!

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@victoriastokes

## Friendly Reminders ...

### Pets

When our maintenance crew is scheduled to be in your unit please ensure that your pet is tied up or in a kennel. We know that your pet probably has a great temperament, but as most animals – with strangers they are skittish. We thank you for keeping our crew and your pet safe. Also, please ensure you "pick up" after your pet. With the nicer weather upon us children will be playing outside – it is important that we build a respective community!



### Laundry Facilities

Where do I get a laundry card?

Laundry cards are \$5.00 each and can be purchased from our rental office Monday – Friday 8am – 5pm \*closed for lunch from 12 pm – 1 pm\*

Our laundry machines are energy efficient - which means that you must use energy efficient laundry detergent. This helps keeps our machines safe, and makes sure your clothes can get the best cleaning possible. Look for energy efficient labels on the detergent container. Some brands that make energy efficient detergent are: Tide, TrueEarth, Cheer, Ecomax, Purex and Arm&Hammer.

### Garbage Disposal

Our cleaning staff work tirelessly to ensure you have a clean, hygienic and welcoming public space. We have noticed that people have spat in the elevator, left their garbage in hallways, and much more. Note that our staff are not your maids! Please respect our staff and our environment, do your share, and pick up after yourself. Note that we do have cameras and we do review them. Please act accordingly.



### Flushing



Please be advised that although there are products on the market that are marked safe to flush down the toilet, they are in fact not great for our plumbing lines! Please only ensure you are flushing waste and toilet paper. Female hygienic items absolutely cannot be flushed! Also note that having loose items on top of your toilet can potentially create a plumbing disaster. Recently found clogging a toilet was a handful of hair bobby pins!

### Noise

As the summer weather approaches quickly, and our beautiful midnight sun rises – please be courteous to your neighbors. Quiet time is from 11:00 pm – 7:00 am. This includes inside and outside of your unit. Laundry is also not to be done during this time.

### Rent

As a reminder – rent is due on the 1st of each month. There are administrative charges for late payments.

What type of payments do we accept?

At our office we accept cheques, cash, or debit. If you would like to make an online payment contact our office for your unique account number.

### Spring Cleaning Tips & Tricks



- Remove water stains with lemon for a natural faucet fix.
- Use white vinegar to beat shower head buildup.
- Clean stainless-steel sinks with baking soda
- Organize your fridge and cabinets with rotating turntables.
- Declutter and donate – with styles changing so quickly keep only what you are in love with!
- Dab essential oils on paper towels and put them in drawers, closets etc for a refreshing scent.



## How To Operate A Thermostat

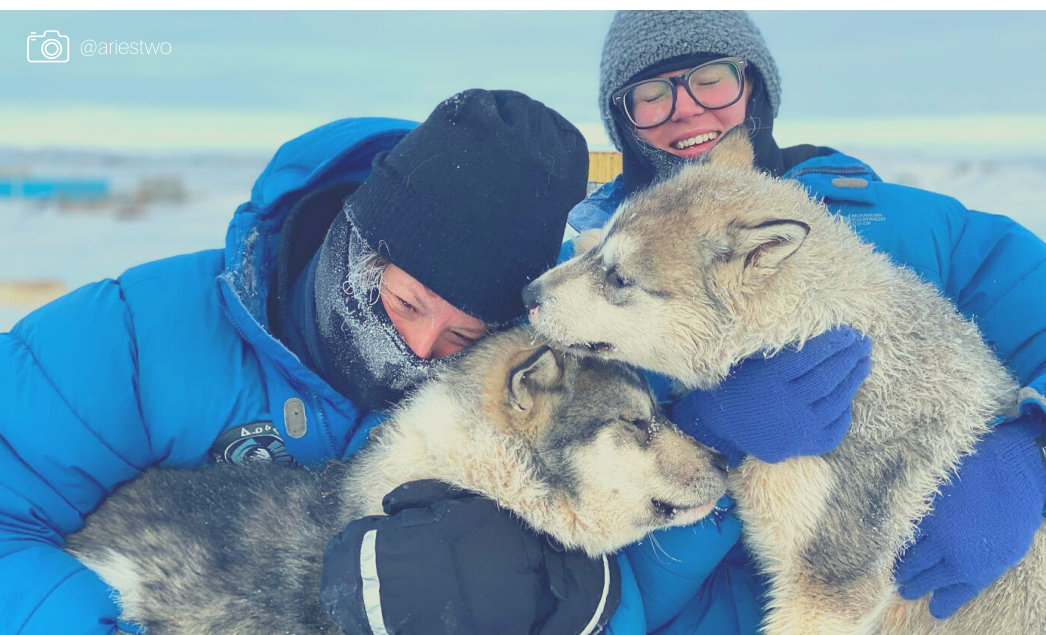
(for hydronic heat not forced air)



Most people arriving from southern cities are typically use to forced air heating systems. We do not use forced heat in Iqaluit. We use a hydronic heating system. Hydronic heating is beautiful in its simplicity. The hydronic system heats water and moves it through sealed pipes to radiators throughout the home. When operating your thermostat (the dial on your wall) be sure to take into consideration the following points.

- When you move the dial on your thermostat the temperature you are selecting is the temperature that your heating system will heat up to. For example, if your setting is on 18, and you move it to 25 – once the temperature is at 25 the heating system will stop and maintain that temperature. Pushing your dial all the way to 30-40 for a blast of heat is not efficient nor will it work.
- You will hear a gurgling noise – that is the fluid being pushed through the system!
- Are you allowing the air to circulate? If you have a dresser, bed, cabinets etc in front of your radiators it is likely that you are stifling the hot air. Rearrange your home and see how well it heats up!

 @ariestwo



## Mental Health Spring Cleaning

- Declutter your environment. Get rid of old paper documents by scanning and saving them onto an external harddrive.
- Be done with toxic relationships and drama. If you don't feel like you, if you are not learning or growing – time to drop them!
- Be rid of bad habits. Help yourself with a coin, put it in your right pocket – the goal is to keep it in the same pocket for 21 days (the time it takes to form a habit), if you feel yourself straying move the coin to the left pocket and start the 21 days over. You'll get there!!!
- The person you listen to the most in a day, is yourself. Keep your self talk positive and progressive. Drop negative self talk, it does not serve you. You are wonderful, unique and needed.
- Rejuvenate your physical health. One sit up a day is more beneficial than doing nothing a day.
- Be kind to yourself, and set a good example for all of those around you. What you reap, you will sow.

