

Frequently Asked Questions (FAQ)

Shelburne (Fiddleville) Municipal Non-Profit Housing Corporation
Dufferin County Ownership Transition

What is changing?

Dufferin County will become the new owner and landlord of the Fiddleville housing community. The County will manage the buildings and services starting July 1, 2026.

Why is the County becoming the landlord?

The County already owns and runs other community housing buildings. This change is only about who owns and manages the buildings.

Do I have to sign a new lease?

No. Your current lease stays the same. This change does not cancel or replace your lease. Dufferin County will become the landlord and will follow the terms in your current lease.

Will my rent change because of this?

No. Your rent will not change because of this transfer. If you pay rent based on your income (rent-geared-to-income, or RGI), those rules stay the same. Market rents are typically increased annually by the provincial rent increase guideline.

Who will be looking after the building?

Dufferin County staff will be responsible for the building and tenant services. Your primary contact will be Michelle, the Community Services Worker for Fiddleville. **To contact Michelle, call: 519-941-6991 ext. 2105.**

How do I request maintenance or repairs?

For repairs during business hours, call the **County maintenance line: 519-941-6991 ext. 2199.**

Please leave a message with:

- Your name, address, and unit number
- What needs to be repaired
- Whether staff may enter if you are not home

County staff will follow up as soon as possible. If it is a maintenance emergency during business hours, call the maintenance line and press "0".

For after-hours emergency repairs, call: **519-941-8221**

What should I do in an emergency?

Call **9-1-1** if someone is in danger or needs urgent medical help. For example, call 9-1-1 if there is:

- a fire or smoke
- a medical emergency (for example, trouble breathing, chest pain, severe bleeding, or someone is unconscious)
- a break-in, violence, or you feel unsafe

For urgent building problems after hours (for example, flooding or no heat), call **519-941-8221**.

What counts as an emergency repair?

An emergency is a problem that could hurt someone or cause more damage if it is not fixed quickly. Examples: no heat in winter, a burst pipe, flooding, or someone stuck in an elevator. If you are not sure, call **519-941-8221** and ask.

For emergencies where someone is in danger, call 9-1-1.

How do I raise a concern that isn't about maintenance?

If you have a question or concern, please **contact Michelle, your Community Services Worker, at 519-941-6991 ext. 2105**. If your Community Services Worker is not available, please leave a message and they will return your call as soon as possible.

How do I pay my rent to the County?

You can pay rent by cheque or by pre-authorized payment (PAP). You will receive a rent payment package with details before the first County rent collection.

- Cheque: payable to Dufferin County.
- Post-dated cheques: Bayshore will return any post-dated cheque dated July 1, 2026 or later.
- PAP: if you paid by PAP through the previous property manager, someone will contact you with next steps.

What about my RGI review?

RGI reviews will continue as usual. The County will contact you ahead of time and tell you what documents you need to provide. Help will be available if you have questions.

Are there plans for building repairs or improvements?

The County will oversee the completion of current capital repair projects. When there are future repairs or improvements, tenants will be told ahead of time.

What happens to my last month's rent deposit?

Any last month's rent deposits plus interest earned to June 30th, 2026 can be applied as a credit to your ledger or returned to you by cheque.

Important to remember

- **You do not have to move.**
- **Your lease stays the same.**
- **Your rent rules stay the same.**
- **The County will maintain the building and provide reliable service.**

Additional Questions that may arise from the tenant handbook:

1. The handbook references social committee. If there isn't already a social committee at Fiddleville, will the County help form one? If there is a committee will it continue on the same basis?
2. It looks like Fiddleville began implementing the no smoking policy in 2017. If there are any smokers with pre-2017 leases they may ask about their continued "grandfathered" status.
3. The handbook prohibits satellite dishes. If there are currently any satellites installed you may have to grandfather them.