

PIVALLIANIQ

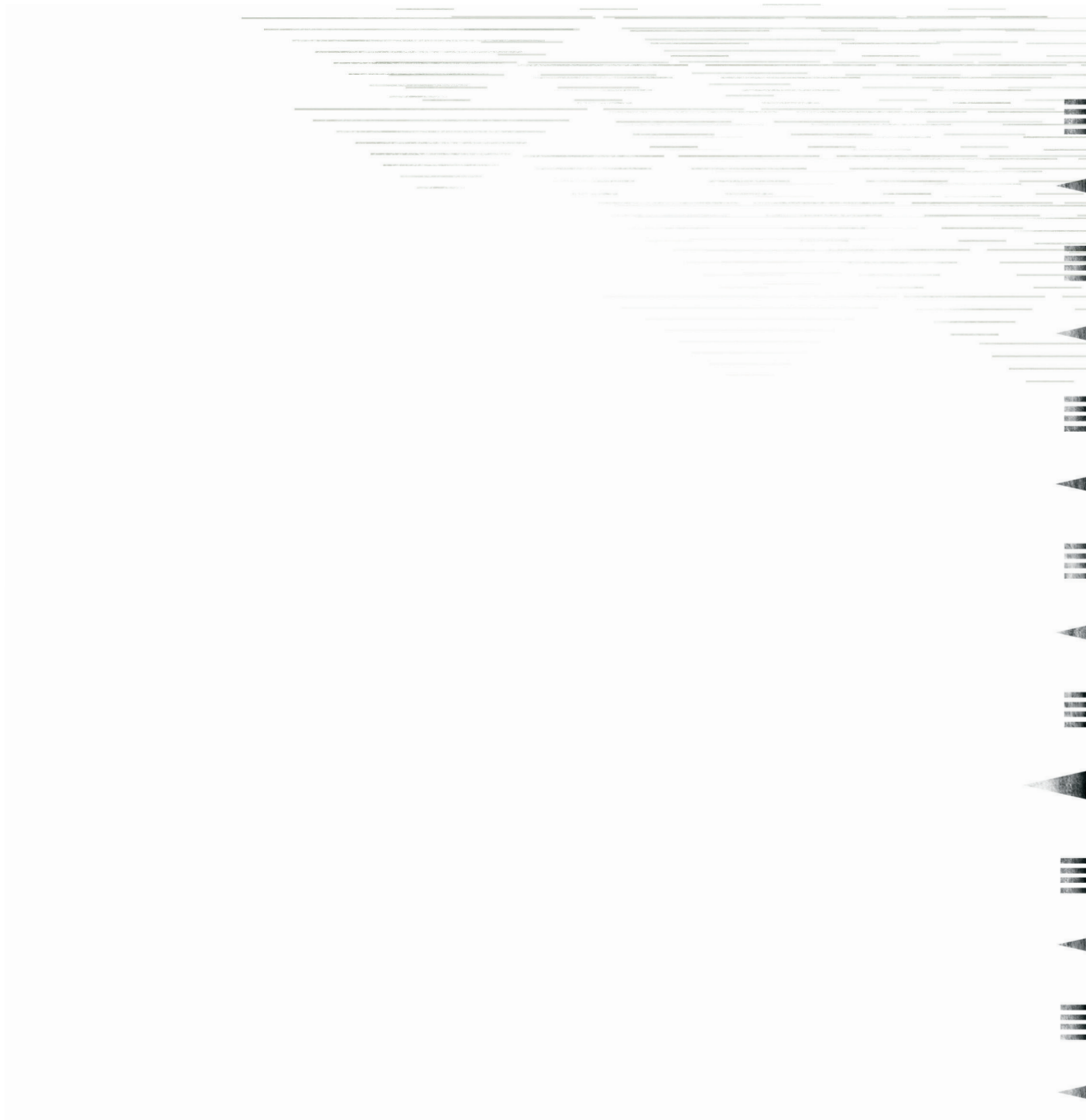
MAINTENANCE GUIDE





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PIVALLIANIQ | The Pact for Better Living in Nunavik

Keeping your home, its immediate surroundings and your neighbourhood in good condition:

- brings your family health, joy and pride;
- reduces the cost of home maintenance and repair programs, so that the huge savings can be used to improve existing housing and to build more new homes in Nunavik;
- helps turn Nunavik's villages into beautiful, attractive places where life is good.

This booklet contains information you need to help you maintain your home and operate its equipment and appliances. Applying these instructions regularly takes little time and pays off handsomely for you, your family and your community.

The same information is also available for viewing on the Makeover Team's DVD.

Don't hesitate to contact the Pivallianiq Team at the Kativik Municipal Housing Bureau (KMHB). The Expert Advisors and their teams are ready to help you.



THE HOUSING SHORTAGE | Some Statistics

- Had the KMHB avoided last year's major repair and maintenance costs caused by vandalism, the savings would have been enough to build 30 new homes in Nunavik.
- In Nunavik, heating and electricity cost 17 million dollars a year. By reducing these costs by 10% over 7 years, we could build another 25 homes.
- Every year, about 1,000 doors and 2,000 window panes have to be replaced in Nunavik's 14 villages. The total bill, including shipping, handling and installation, is in the millions, or the equivalent of about 5 new homes.

We must all do our part.

Every action counts and it's for our own good.

We have the good fortune to live in comfortable homes that keep us warm through the winter. It is our responsibility to take care of them!

It is also a matter of pride and respect, for us and our children. We owe them a healthy environment in which to develop and grow.

We deserve to be happy and to thrive in a beautiful, healthy environment, just like the other people around the world. The future is largely in our hands.

Let us enter into a Pact for Better Living.

And now, let's get to work!

THE MAINTENANCE KIT

This kit contains products, compliments of the KMHB, that will help you keep your home clean. It comes in an eco-friendly bag and contains:

- Broom and dustpan
- Baking soda
- Toilet brush
- Toothbrush
- Cloth
- Bleach
- Scouring pads
- Rubber gloves
- Dishwashing liquid
- Cotton and microfiber oil mop
- Bucket
- Vinegar

CERTIFICATION

Getting Pivallianiq certification is a snap! Just keep your home in good condition and pay your rent.

You can renew your certification every year after the Pivallianiq Agent's visit. By meeting both conditions, you will be certified for the current year and be entered into the draw for terrific prizes at the next Pivallianiq-KMHB Housing Pride Day.



WALLS AND CEILINGS

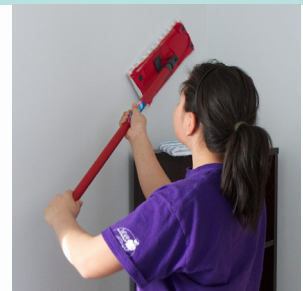
The walls and ceilings in modern homes are not indestructible, as they are made of gypsum board. This material is fire-resistant and can stop or delay the spread of fire from one room to another. Broken walls can increase the spread of fire, affect air circulation and lead to mildew and health problems for your whole family.

HELPFUL TIPS

- Run a dry mop or cloth over all walls and ceilings to remove dust and spiderwebs.
Frequency: once every three months
- Clean dirty surfaces with a wet soapy cloth (dishwashing liquid), working from bottom to top. Then, rinse and dry.
Frequency: once every three months or when needed

Detergent ingredients:

2 teaspoons of dishwashing liquid
4 litres water



Did you know?

Tenants wishing to paint their walls can get white paint at their local KMHB warehouse!

Before you drill any holes through the walls (for a satellite antenna, for example), ask the KMHB for permission. A poorly chosen location can damage plumbing or wiring, reduce the sealing of the house and cause other major problems.

How to remove pencil marks from walls?

More helpful tips

- Pour half a cup of vinegar into a small glass and soak a toothbrush in it. Then, use it to brush off the stain.
or
- Rub the stain off with a white eraser using small circular motions.
or
- Apply a small dab of toothpaste on a cloth and gently rub out the pencil marks.

DOORS

Doors separate one place from another. Broken doors no longer serve their purpose. Don't abuse them. A door should last 50 years or more. Don't slam them too hard — they're built for normal use.

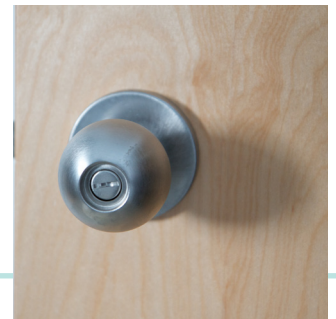
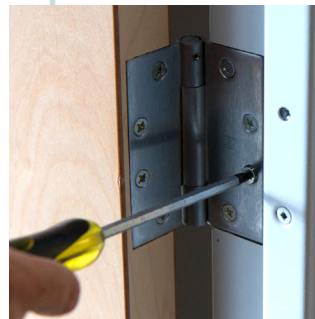
It can be useful at times to inspect door handles and hinges. Tighten loose screws and handles, but not too tight.

Clean the doors in the same way and as often as walls and ceilings (page 8).

WARNING!

Always make sure that both entrances to your home are properly closed and airtight. Broken weather stripping drives our sky-high energy costs even higher. If you notice any significant air flow, call your community's housing manager so that the KMHB can resolve the problem.

Keep exit doors and pathways free of clutter so that in case of emergencies you can exit your house safely.



FLOORS

Floors are designed to withstand the normal household traffic. Sliding heavy objects over them and striking them with knives and axes when preparing meals causes them to deteriorate prematurely.

HELPFUL TIPS

- Place a piece of cardboard, cloth or some protective covering under a heavy appliance or furniture before moving it.
- When preparing food, put several layers of cardboard on the floor or, better yet, use a cutting board made for this purpose.
- We recommend that you clean floors regularly, at least once a week, or when needed. Use a mop or a cloth soaked

in a solution of water, vinegar and baking soda. Wring out the excess water from the mop and pass it over the floor again. Then, let the floor dry. Add a fragrance if you wish.

Frequency: once a week

Ingredients:

2 tablespoons white vinegar

2 tablespoons baking soda

*A few drops of natural essential oils
for aroma (optional)*

3 litres hot water



WINDOWS

Intact windows protect us from the cold, mosquitoes and wind. A window must always have the original number of panes, otherwise condensation and mildew will form on your frames.

In case of evacuation, windows must be in good condition to avoid injury to evacuees.

HELPFUL TIPS

- It is important to properly close the two window shutters during winter and on rainy days, because the condensation created deteriorates the gypsum inside your home.
- Avoid putting thick or opaque towels or covers over your windows, especially during the daytime. When your view is blocked, your windows become ideal targets for stone-throwers. In the winter, these window coverings block normal airflow, allowing frost to build up.
- Windows are easy to clean using a cloth moistened with a solution made up of one part vinegar and four parts water. Dry them with newspaper.
Frequency: twice a year

Ingredients:

1 part vinegar
4 parts water
Newspaper



Did you know?

If a window is broken, call KMHB services immediately. And if you see someone breaking a window or committing any other act of vandalism against your home or anyone else's, don't ignore it and call the police. The whole community ends up paying.



STOVE

The stove should always be clean, as the food we eat is easily contaminated. We must avoid any proliferation of bacteria and the health problems they can cause to you and your family. Unclean ovens and stovetops can produce smoke in the home which will set off the smoke alarm.

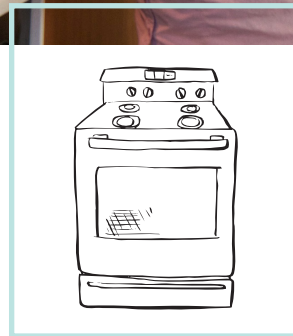
HELPFUL TIPS

- Please operate the stove's exhaust hood fan at all times when cooking.
- After every use, or several times a week, remove traces of food on the surface and inside the oven. You can dislodge food from nooks with an old toothbrush and baking soda.
- As soon as it appears, remove burnt food around elements, on grills and on oven surfaces by rubbing salt or a baking soda paste into it. Let it stand for several hours before using again. Then wipe. Rub again if needed.

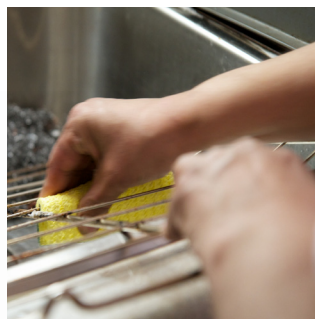
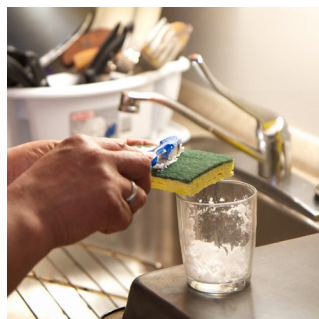
Ingredients:

Toothbrush (reserved for this purpose only)
Baking soda paste
(a little water in a lot of baking soda)

Make it a habit to move the stove a few times a year to clean the floor underneath and the wall behind it.



STOVE



REFRIGERATOR

Bacteria can proliferate even inside a cold refrigerator. It is therefore important to keep it clean.

HELPFUL TIPS

- Protect your fridge from germs by storing fresh meat and fish in a plastic bag or on an oven plate covered with aluminium foil.
- The ideal temperature is about 3°C for the fridge and -18°C for the freezer. Use a food thermometer to gauge the temperature.
- It is best to unplug the fridge and remove its contents before cleaning. Begin by cleaning the outside surfaces, then the trays and shelves with a water and dishwashing liquid solution. Go from top to bottom. The cycle is wash, rinse, and dry.

Frequency: at least twice a year

Ingredients for trays and outside surfaces:

- 1 teaspoon dishwashing liquid
- 4 litres water

Ingredients for inside surfaces:

- 2 tablespoons bleach
- 4 litres water

When you have finished cleaning, put the food back into the refrigerator and plug it back in.

Clean quickly enough to keep the frozen food from thawing.

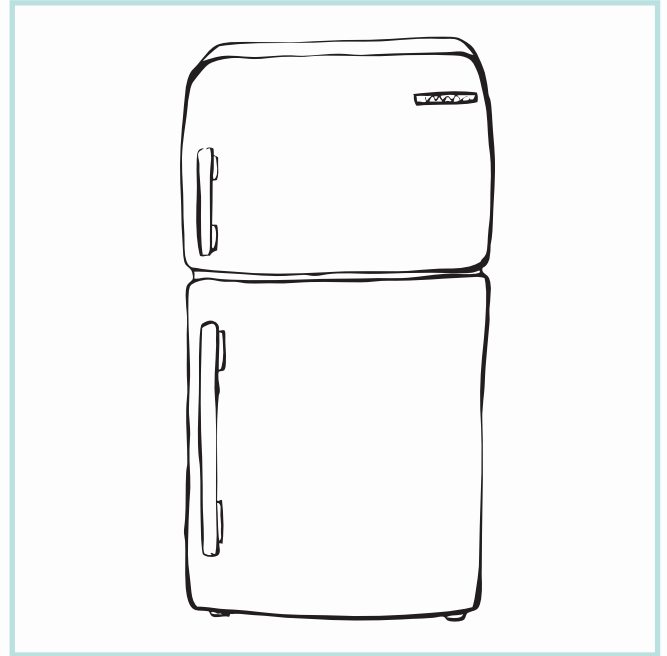
A few times a year, you should move the refrigerator away from the wall so that you can clean the floor underneath and the wall behind it. Take care not to roll the fridge over the electric cable.

Did you know?

Dealing with unpleasant odors

The best trick is to take a paper towel and fold it in two. Pour a tablespoon of vinegar on one side and fold it again. Leave it in the centre of the closed refrigerator for an hour and say goodbye to unpleasant smells!

REFRIGERATOR



SINK AND BATHTUB

Check the drains occasionally for hair and scum buildup.

HELPFUL TIPS

- Sinks and tub surfaces and faucets should be cleaned with mild soap, water and a cloth. Dry after washing. Clean around the faucets with vinegar and an old toothbrush.
Frequency: at least once a week

Ingredients:

- 1 cloth
- 1 teaspoon dishwashing liquid
- 4 litres water
- 1 old toothbrush
- Pure vinegar

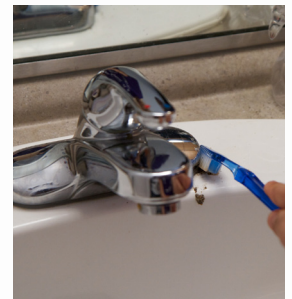
For tough stains:

- 4 cups hot water
- ¼ cup baking soda
- ½ cup bleach (or one tablet)
- Let stand for 15 minutes
- 1 moist cloth to wipe residues

- Fabric shower curtains are machine-washable. A plastic one can be cleaned with a solution of water and bleach. To avoid mildew stains, the curtain must be extended along its rod so that it can dry quickly.
Frequency: at least once a month

Ingredients:

- 1 sponge
- Rubber gloves
- ¼ cup bleach
- 4 litres water



DARK STAINS AND MILDEW

Are there dark smelly stains around the bathtub or walls, under the carpet or on the walls near your bed? No problem!

Most of these stains, even mildew, can easily be removed with an old toothbrush, or a cloth saturated with a cleaning solution (dishwashing liquid or bleach) that you roll up and leave over the stain. Remove the cloth after 15 minutes and rinse.

Frequency: as soon as the stains appear

Ingredients:

1 toothbrush

Thin cloths

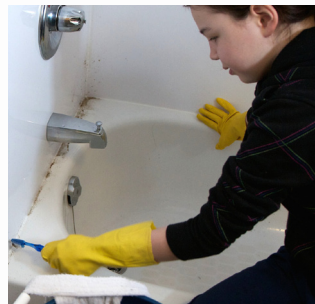
Bleach or dishwashing liquid

If the stains come back despite your best efforts and show up in various places throughout the home (bathroom, window frames, traces on walls and ceilings, etc.), contact the KMHB. A persistent and chronic mildew problem can affect your family's health.

HELPFUL TIPS

Here are a few tips to avoid mildew:

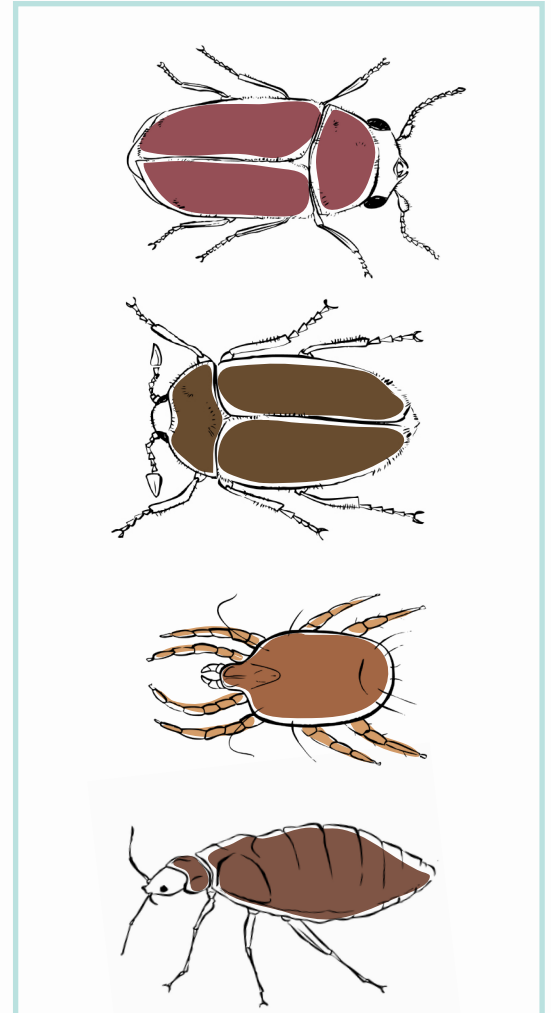
- Mattresses lying directly on the floor or against outer walls inhibit proper heat and air flow. This can cause condensation during cold weather. Lift them up or move them at least once a week so the surfaces can dry.
- Piles of clothes in direct contact with the floor or outer walls must also be moved at least once a week to let air flow all around.
- Turn on the bathroom fan when showering.



INSECTS, VERMIN, MITES AND BEDBUGS

Ugh... insects, vermin, mites and bedbugs might not necessarily be bad for your health, but these ugly, tiresome critters should be eliminated.

- The cigarette beetle is one of the two worst insects for infesting food and the biggest spoiler of stored tobacco. Thankfully, it only survives in heated buildings because it does not tolerate cold.
- The black carpet beetle feeds on dry vegetable and animal matter. Its larvae cause damage by burrowing away as it feeds on foodstuff. It eats cereals, dry pet food and various fabrics such as leather, fur and wool.
- The dust mite feeds on dead skin and thrives in warm, humid, dark areas such as bedding, carpets, furniture and piles of clothes. That pest is highly allergenic and getting rid of it will protect your home and eliminate those allergies.
- The bedbug is a brownish insect visible to the naked eye. It comes out at night to feed on human blood. It is often found along mattress seams. Bite marks and itchy skin, as well as blood on pillows and linen, are signs that you may have bedbugs.



INSECTS, VERMIN, MITES AND BEDBUGS

HELPFUL TIPS

These helpful tips will prevent many problems:

- Vacuum up or wipe away food with a cloth and a bit of dishwashing liquid as soon as you see it on the floors, countertops, carpets or furniture.
- Don't let dirty dishes remain unattended for days.
- Make sure that any second-hand furniture isn't infested before bringing it inside your home.
- Keep your home in good tidy condition, with no messy piles and no exposed food.
- Keep food in sealed containers.
- Clean your linen at least once every two weeks in very hot water to reduce the risk of mites.

Don't try to solve this problem on your own!
If you think your home has bedbugs, immediately call your community's KMHB housing manager.

Did you know?

If you have any more questions about insects, vermin, mites and bedbugs, contact your community's Pivallianiq agent to properly assess the situation and resolve the problem.

WARNING!

Make sure you regularly change your trash bags to avoid unpleasant smells and insects of all kinds. Also, never throw out cigarette butts in the trash or else you will be putting your family at risk of a fire.

TOILET

Never put anything solid into the toilet bowl. It is designed for human waste and a reasonable amount of toilet paper. Nothing else!

HELPFUL TIPS

- Clean the toilet bowl with a toilet bowl brush and a small amount of bleach.
Frequency: twice a week thoroughly

Ingredients:

- 1 toilet bowl brush
- ¼ cup bleach
- 3 litres of water in the toilet bowl



HEATING

Ideally, the thermostat should be maintained at 18°C. To save energy, it is important not to constantly change settings. Do not overheat or open doors and windows to cool the house. Do not place a heat source near the thermostat.

HELPFUL TIPS

- Vacuum the heating duct outlets on the floors and the air intakes on the walls to remove dust and maintain the proper functioning of the heating system.
- In the daytime, open your curtains to let the sunshine naturally heat your home.
- Do not cover heat sources such as heating duct outlets with furniture or piles of clothing.
- You can use a cloth slightly moistened with soapy water to clean between heating duct slats.

Ingredients:

- 1 cloth
- 1 litre water
- 1 teaspoon dishwashing liquid

Did you know?

A hot air furnace has a filter that must be replaced as soon as it is dirty and no longer serviceable. The KMHB maintenance staff will replace the filter during their annual maintenance. However, if you feel that your filter should be changed more often and you have access to the mechanical room, the KMHB maintenance service can supply you with the right size replacement.



MECHANICAL ROOM

Storing anything in the mechanical room is prohibited. Access to the equipment must be clear at all times.

In addition, using this room to store clothing and other objects greatly increases the risk of fire.

Though smoking at home is allowed, it is strictly forbidden in the equipment room. Machinery, oil and smoke are a volatile mix and can expose your family to danger.



WATER | Drinking water and waste water

Water is expensive in Nunavik because it is transported by tank trucks and not a pipe system. Use it sparingly and remember that your water tank is not bottomless.

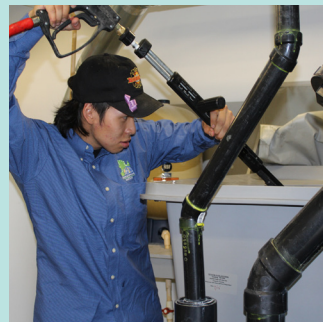
HELPFUL TIPS

- Avoid placing objects on the tank that might fall into it.
- Also, keep the area leading to the water intake pipe clear for the deliveryman.
- Turn off faucets after use (such as while brushing your teeth or when cooking)
- Report drying faucets to the housing manager.

The water pumps and tank floats are adjusted by the maintenance staff when doing their annual maintenance. So never touch them. If a problem arises with the sewage tank, call the KMHB immediately. Keep the path to the waste water tank clear.

Did you know?

The KMHB cleans your water tank every two years. You only need to make sure that the cover is tightly closed and that no objects are on the tank.



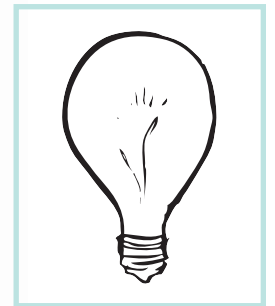
ELECTRICITY

Electricity costs in Nunavik are about 55 cents per kWh compared to 6 cents in the South. Producing electricity in Nunavik also generates considerable quantities of greenhouse gases. This warms our climate, encroaches on our traditional activities and upsets our lifestyle.

Whether at home, in the shed or at your cottage, lights must always be turned off when not needed.

WARNING!

- Never overload your electrical outlets with multiple plugs and extension cords.
- Never, ever tamper with the electrical panel. You should get seriously injured.



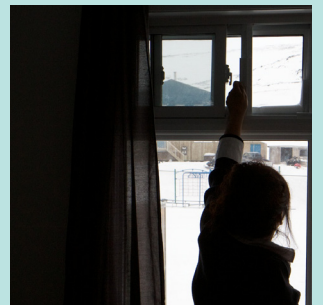
VENTILATION

A house needs proper ventilation. This removes airborne odours, humidity and compounds from commercial products. Excess humidity causes condensation problems on windows and elsewhere, and can cause mildew to grow on walls.

Some KMHB homes have a ventilation and heat recovery system. You should not try to adjust their settings yourself. If you suspect that the system is not working properly, contact the KMHB maintenance service.

HELPFUL TIPS

- Air ducts must be unobstructed so that they can work at full capacity.
- If the humidity is excessive, open the doors and windows for a few minutes.
- If you or a family member smokes, it is always better to smoke outside. If you can't because of the weather, make sure there is an adequate air circulation. Secondhand smoke affects the health of non-smokers and especially children.



FIRE

Regretably, fires are all too common in Nunavik and are very costly for victims and taxpayers. Fire caused nearly \$8.5 million in damage between 2010 and 2012. Smoking activities have caused 40% of house fires.

HELPFUL TIPS

- Clean the lint filter after every drying cycle to reduce energy consumption and the risk of fire. As a bonus, your clothes will dry more quickly!
- Be careful with stove elements, lighters, matches and cigarettes. Avoid connecting too many energy-intensive appliances to the same outlet.
- Remind your children regularly about the dangers of playing with matches and lighters.
- Keep flammable products (solvents, propane tanks) stores outside in a well-ventilated shed.
- Never place clothing near heat sources.
- Don't use portable stoves or elements in the equipment room or in bedrooms. They tend to overheat and are a major risk of fire.
- If you want to make bonfires outside, make sure you do this well away from the shed and the house (at least 7 meters).

- Make a plan on what to do during a fire and chose a meeting place at one of the neighbours.
- Don't ever disconnect the smoke detectors. If you get too many false alarms, call the KMHB.

WARNING!

If the main cause of fire is your negligence, you can be held responsible and face serious and costly consequences including paying for the damage.



OUTSIDE THE HOUSE

Keep the main entrances lit and cleared of any obstacles so that quicker responses can be made during emergencies.

Keep the areas around the house free of objects and debris that can obstruct pathways, injure young children at play or propagate fire.

The oil tank, electrical intakes and roof must also be totally unencumbered. For safety reasons, do not climb or play on them. They were not designed for that.

Snowmobiles, ATVs and other items should be stored in an orderly manner near the house and covered with a tarpaulin.



SHED

The shed is the ideal place for storing items you don't want in your home, such as hunting and fishing equipment, luggage, tools, an ATV and a snowmobile, or for drying pelt from animals caught on land or at sea. The shed's general condition is nevertheless as important as your home's.

HELPFUL TIPS

- If you're storing gas containers, no matter how empty or full, make sure your shed is well-ventilated.
- We strongly recommend that you do not heat your shed. It is not designed for this. If you're using electrical appliances, remember to turn them off before leaving the shed.
- Also remember to turn off the lights when you leave the shed.
- Remember that an undamaged door is very useful for maintaining a clean and safe place for your things.
- Empty or full gas cans must be stored in a well-ventilated locked shed. Limit the quantity of stored fuels in sheds to prevent disastrous consequences in case of fire.

Are you using your shed for drying animal pelts (caribou, seal, bear, etc.)?

No problem! Just make sure you place a receptacle or garbage bag under the hanging pelts to collect runoff and reduce excessive deterioration of your shed floor.



PIVALLIANIQ | Makeover Team

Our agents are there for you!

Do you need help improving your living area and environment?
Are you willing to put in the required effort? The Pivallianiq Agents are there to advise and to help you.

For any question about home maintenance or proper operation of household equipment and appliances, call your community's Pivallianiq Agent or the housing manager, who will refer you to the right person.



GET IN TOUCH WITH US

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Quaqtaq
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Salluit
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Kangiqsujuaq
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Kangirsuk
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Umiujaq
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DATE OF VISIT

CERTIFICATION YEAR

PIVALLIANIQ AGENT INITIALS
