

Tenant Handbook



Willow Place Apartments

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Your Community

My apartment number is: _____

My buzz code number is: _____

My key numbers are: _____

Introduction

History

Our organization was incorporated in 1975 to advocate for community accessibility and to provide recreational programs for adults with physical disabilities.

In 1991, Willow Place was built as a supportive housing site to address the growing need for supportive housing units and affordable housing.

Today we continue to provide superior housing for families, the elderly, and adults with disabilities.

How to contact us

The Property Manager's office is located on the ground floor, near the main entrance to the building. Our mailing address is:

238 Willow Road, Guelph, ON N1H 8H1

519-837-0800 – Office

519-827-4520 – After hour tenant emergency number

Email: joan@guelphindependentliving.org

Generally it is best to make an appointment with the Property Manager, send an email to her, or phone if you have a concern. You may also leave a note in the mail slot located beside the door to the Property Manager's Office.

Your community

Welcome to your new home and neighbourhood. We hope you will enjoy it. The following is some information that will help you settle in. It is important that you read this booklet so that you will be familiar with the expectations and requirements for living here, as well as what to do if you have questions or something goes wrong.

Getting involved

Some tenants take part in volunteering in the building, be it gardening, or flyer distribution. If you would like to volunteer, please see the Property Manager.

You and your neighbours

You have a right to enjoy your home. Establishing and keeping good relations with your neighbours can go a long way towards making the community one that all residents can enjoy. The following are some of the things that can help establish good relations with your neighbours:

1. Be considerate when playing your stereo or radio.
2. Your patio, balcony or yard is always visible to everyone. Please keep it neat and attractive looking for all to enjoy. Please do not store items or garbage on your patio or balcony.
3. Remember that you are responsible for your guests while they are visiting. Please let them know about parking and other regulations.
4. When outside of your home (including the hallways, lounge, balcony, patio and yard areas), please dress appropriately.
5. In general, treat others, as you would like to be treated. If you do have problems with a neighbor, try to talk over the problem with the person. Try to see their side of the problem. See if you can find a solution that you both can live with. Solutions that you and the other person both agree on are often the ones that work the best. If talking with the person doesn't help, call your Property Manager.

You and your new home

Before you move in

Smoke free building

Guelph Independent Living, 238 Willow Road became a smoke free building beginning March 1, 2010. This means that there is no smoking in any apartment, any balcony, any hallways or common areas, for new tenants who have signed a lease after March 1, 2010. You would have received the Smoke Free Policy and signed a tenant acknowledgement. The staff of Guelph Independent Living are required to follow and enforce this policy.

Tenant Insurance

Tenant insurance is required by anyone moving into Guelph Independent Living, 238 Willow Road. If you have signed a lease after March 1, 2010, you will be required to provide a certificate of insurance before you are given keys to the building. You are also required to provide your certificate each year as proof that you have continued coverage.

Moving in

Congratulations on your new home!

Your unit was painted, cleaned, and inspected before you moved in to ensure all repairs have been completed. Any damage and repairs that were required have been recorded and all necessary work orders issued. However, it is possible that we may have overlooked something, so please complete a work order form located near the Workshop door, on the lower level, near the parking deck entry door. Please return it within 10 days after you move in.

If your unit has been freshly painted with latex paint it is very important that the paint be allowed to set thoroughly. Please do not use any cleaners on the walls, doors and baseboards for at least **one month** after you move in. Even mild cleaners such as hand or dish soap can cause your paint to peel or streak.

We also ask that you do not put up any wallpaper or borders for at least one full month after you move in. If you do decide to put up wallpaper, you will be required to remove it before you move out.

After you move in

- Find all the shut-off valves for the kitchen, bathroom, and toilet. If you cannot find them, contact your Property Manager for help. We ask that you turn these valves off and on at least once a month, to keep them working properly.
- Find your electrical panel. It is located in the entry closet, or storage room. If you have a problem with a heater or electrical appliance, quite often the breaker may be turned off.

Keys

You will receive a set of two keys (yours and a spare) for the unit, main entry door key (s), and one mail key, when you move in. Please make arrangements with someone to keep the spare in the event that you misplace yours. For security reasons, please do not have additional keys made. All keys must be returned when you move out.

Lost keys

Apartment buildings have special security locks at the main entry doors. Replacement keys must be obtained through the Property Manager, because these keys can only be duplicated by us. There is a cost for replacement keys. After hours or on weekends, losing your keys is not considered an emergency. **There is a fee of \$25.00 if we must open unit doors after hours.**

Lock changes

If you wish, you may arrange with the Property Manager to have your locks changed, however, a fee will be charged when you request a lock change.

Insurance

Tenants are required to purchase Tenant Insurance. The policy on tenant insurance is attached in the policy section of this document.

- Loss of your belongings due to theft, fire or other disasters.
- Being responsible if your home is the source of damage to other units.

Guelph Independent Living's insurance does not pay for a claim that could have been covered by the tenant's insurance or where the tenant is negligent.

There are a variety of tenant insurance packages available. Please contact the insurance company of your choice to get an estimate on a package that best meets your needs.

If you are in receipt of Ontario Works or ODSP, talk to your caseworker to see if the cost of tenant insurance can be covered. Provide the Property Manager with a copy of your insurance.

Parking

Parking is one of the most common concerns in our building.

Following the guidelines outlined below will make parking easier for everyone.

1. A vehicle must be road worthy, currently licensed and owned by the tenant.
2. All vehicles that are not licensed or are not road worthy will be towed at the owner's expense.
3. Tenants must declare their vehicle and pay the monthly parking fee. A parking sticker will be given to the tenant to place on his/her car windshield.
4. Visitors must park in the designated space. Visitors are allowed to park overnight only if space is available.
5. **Please do not use parking areas designated for residents or staff. Those parking in handicapped spots must be properly licensed with a handicapped license from the City of Guelph.**
6. Vehicles should never be parked in fire route areas.
7. Please do not leave cars running, lights or radios on.

Pets

Tenants are responsible for their pets and any damage caused by them. Responsible pet ownership can do a lot to prevent problems. The Pet Policy is attached and includes but is not limited to the following:

1. Keep dogs and cats on a leash at all times when out of your unit.
2. Clean up after your pet.
3. Be considerate of others regarding noise.
4. Do not allow your pet to go to the bathroom on the balcony. This will cause damage to the concrete balcony pad, not to mention it is unsightly and foul smelling to your neighbours.

Cats and dogs often require a license that must be renewed each year. If you have concerns about the treatment of animals in your community, contact the Guelph Humane Society.

Decorating your home

You're encouraged to make your home your own. However, your home must be returned to the original state, when you move out and you may be responsible for any costs associated with this. The guidelines and suggestions on the following pages will help you to avoid problems and repair charges.

Wallpaper

Use dry-strippable wallpaper and wallpaper borders and only apply these to walls that have been pre-treated for wallpaper application. **Do not** use adhesive vinyl (Mactac, contact paper, etc.) as it damages the walls when it is removed. Before you move out, you must remove all wallpaper and borders and remove any wallpaper glue left behind. The easiest way is to wash the walls. Wallpaper that is left on the walls after you move out will be removed by our contractors and the full cost of this will be charged back to you.

Painting

When you move in, we ensure that your unit is freshly painted or touched up and thoroughly cleaned. We prefer that you do not paint your unit, as we have already spent time and money getting it ready for you to move in. If you do paint without our approval, you will be responsible for the cost of returning the unit back to the original colour. We have a contracted painter and we prefer to use our painter for all painting needs. This ensures that the painting is done consistently and professionally throughout the building.

Carpet

Some units have carpeting installed and the modified units have parquet flooring. We ask that you keep your flooring clean while you live in the unit. Any damages to carpeting or major damages to parquet flooring that require a replacement of the flooring, will be charged to you.

Carpeting on balconies

Carpets should not be installed on our concrete balconies.

Appliances

Fridges and stoves

Appliances are provided in the unit when you move in. You may not replace these with your own without written permission from the Property Manager. The original appliances must be stored in your unit. You may not alter any cupboards or doorways to install your own appliances.

If an appliance does not work:

- Make sure it's plugged in.
- Make sure the circuit breaker has not tripped.
- If the problem persists, please submit a work order to the Property Manager.

Dishwashers

Dishwashers are not allowed in the building.

Laundry

- Washers and dryers must not be installed in apartment units as they could cause flooding and other plumbing problems.
- Laundry machines are available for tenants' use in the lower level.
- Please leave the washer and dryer clean after your laundry is finished and collect your laundry as soon as the cycle is complete.

If you have difficulties with the equipment or require a refund, please contact Coinomatic at 1-800-561-1972.

Water softeners and water filtration devices

The hot water is softened and the cold water is not. Residents in this building are not permitted to install water softeners or water filtration devices in their units. No one is permitted to tamper with any of our plumbing fixtures.

Garbage disposal and recycling

On each floor you will see a garbage door that has a garbage chute inside. In order to ensure the chute does not get clogged up, please follow these simple rules:

- Only use small kitchen catcher bags, to put down the chute. No large garbage bags are permitted.
- Double bag garbage that may have kitty litter or other biological debris in it.
- Do not place large items, such as pizza boxes, carpets, or sticks, down the garbage chute. These will clog up the chute and create problems.
- If you have a large bag you want to dispose of, please place it in the blue bin located outside near the Willow Road entry door.

The City of Guelph provides curbside pick-up of large items such as couches and beds. Please call 519-767-0598 to inquire about getting your large items picked up at the curbside.

Recycling

Recycling is important to our environment. At our building, we try to recycle by providing the following:

- A **Blue metal Bin** is located at the side entrance by Willow Road. It is for garbage and cardboard only. Please flatten cardboard.
- A **green and yellow paper only bin** is located beside the cardboard bin and is labeled “**Abitibi Paper Retriever.**” **Please place only paper products such as catalogues, flyers, and newspaper in this bin. Only shredded paper is allowed in a see through bag.** (This is a temporary program that could be discontinued at any time.)
- A **tall Blue Bin container** is located in the first floor garbage room. This bin is for containers, plastic, glass, and tin. Please place only these items in the Blue bin.

Some garbage don'ts.

- Do not leave any garbage bags or items outside. Put garbage in the Blue container. We do have a camera located at each entrance door, so if we discover anyone leaving garbage, they will be charged for removal of items.
- Do not put large items in the garbage chute.
- Please ensure that kitty litter and all garbage are put in bags before it is put down the chute. Double bag anything containing human or bio waste, or animal waste.
- Do not leave items of any kind on the floors of the garbage rooms.

Hazardous waste

Hazardous waste is a real problem that can harm you and contaminate the water and soil if it is not disposed of properly. Examples of some hazardous waste include: latex and oil based paint, glues, paint thinners and strippers, cleaners, disinfectants, gasoline, automobile batteries, household batteries, aerosol cans, nail polish and remover, hair dyes, needles, and medication.

In Guelph, the Household Hazardous Waste Centre is located at 110 Dunlop Drive. Call (519) 767-0598 for hours of operation or for further information.

Pest Control

Guelph Independent Living contracts a pest control company to attend to our building common areas on a monthly basis. Tenants are responsible for controlling ants, bees, fleas, and other small insects. Please put in a work order if you are experiencing problems with other pests.

Unit interiors

Parquet floors

Taking care of your parquet floor:

Dos

1. Place felt pads on the bottom of chairs, tables etc. to protect floors against scratching.
2. Use a mat at the entrance to keep dirt and grit from being tracked inside.
3. Use area rugs to protect the floor and reduce noise carrying to other units.
4. Clean (vacuum and dry mop) your floor regularly to remove loose grit and dirt before it can scratch the surface.
5. Wipe spills up immediately. Use a damp (not wet) cloth. Grease, tar, oil, lipstick, crayon, and most rubber scuffs can be removed with a cloth dampened with mineral spirits.

Don'ts

1. Do not drag furniture or use chairs with ball-type wheels directly on the floor.
2. Wipe up liquid spills immediately to avoid staining (and perhaps damaging) the floors.
3. Do not wax your floor.
4. Do not use wall-to-wall carpet tack strips that must be nailed in place.
5. Do not drill holes into the hardwood flooring for any reason.

If there are black marks on the hardwood, it is likely a result of water stains or other liquid spills. These stains cannot be removed and usually only affect the appearance of the floors.

Ceiling fans (light fixtures)

Please submit a work order to have your ceiling fan installed. We must have our building staff do these installations, for a nominal fee. We do not allow tenants to tamper with our electrical or plumbing systems.

Those who fail to follow the rules for installing ceiling fans will be charged for any damages.

Window coverings

You may install the appropriate curtain rods but ensure that minimal damage is done to our walls and window frames.

Cabinets

You are **not** permitted to paint the kitchen cabinets, and under **no** circumstances may you put nails, hooks, or screws on either the outside or inside of the cabinets.

When installing safety locks for young children, please use the type of cabinet safety locks that do not damage the cabinets.

If you have any questions, please contact the Property Manager.

Wall and ceiling hangings

Please hang pictures with hooks that do not damage the walls; there are many different types available. Any damage done to walls and ceilings as a result of hanging items improperly is the responsibility of the tenant. Contact the Property Manager if you have any questions.

Heating and hydro / phones / TV

Electrical Baseboard Heat

Your unit is equipped with electrical baseboard heaters. Do not place things in front of or on top of baseboard heaters. This could be a fire hazard and stops the heating system from working properly.

If you have no heat, check the thermostat setting and also the breaker panel. Remember that you will not feel an increase in temperature as soon as you turn on the thermostat. If necessary, put

in a work order for service. Baseboard heaters require little maintenance except for regular vacuuming around the heaters. Please be careful not to damage the metal slats inside the baseboard that distribute the heat.

Hydro

We suggest that you go on a monthly budget plan with Guelph Hydro (519-822-1750). This will make your heating payments more affordable, especially in the winter months. We also suggest that you purchase the compact florescent light bulbs. These bulbs save you money, as they use less power, and are available at most hardware stores.

If you have any questions about the heating system, please contact the Property Manager.

Air conditioners

Your unit has an air conditioner slot in the living room. You may install an air conditioner in this spot. The electrical outlet is dedicated for the air conditioner. If you use an air conditioner, please follow the rules below:

- Units must be installed by a qualified person and must not interfere with the building or other residents.
- Units must not allow condensation water or rainwater to enter the building (in your unit or someone else's unit), or to drip down to balconies below you.
- Air conditioning units must be properly serviced and maintained.
- Noisy units must be repaired or replaced.

Residents who do not follow the rules will be responsible for any damages caused. If you have any questions, please contact your Property Manager.

Hot water

Hot water is supplied to our tenants through a central boiler system. There should be no interruption of hot water unless we are doing repairs. If we do repairs to our boiler system, we will notify the tenants as needed.

If you have any questions about the hot water system, please contact the Property Manager.

Communication

Phones

Your phone system is wired to the front door so that you can open the door for visitors. The phone will ring differently to notify you that you have a visitor in the lobby.

To use the door opening system do the following:

1. If you are on the phone and you notice your lobby buzzer coming through, press 3 for a few seconds to place your call on hold, press 6 to open the door, and press 3 again to get back to your call.
2. If you simply need to open the door, press 6.

If the existing phone jacks or the front entry door open system is not working, please contact the Property Manager.

If you have installed a “home phone service,” this could be the problem. You are required to ensure that your phone system is returned to its original state upon your move out or you could be charged for repairs. You must sign a waiver and get approval first from the Property Manager.

You may view the front door lobby camera on your television. If you have digital cable, turn your channel to 998. If you have regular cable, turn to channel 59.

Cable TV / Internet

There are cable TV hook ups in each unit with Rogers cable. You must subscribe to cable on your own. We do not offer cable service. No one is permitted to drill holes to allow for more cable outlets. Please contact the Property Manager if you have a question regarding cable.

Internet

If you are interested in the Internet, you can choose from several connection options. However, some tenants have had problems when using **high-speed** telephone access in buildings with a telephone entry system. If you are considering a high-speed telephone access connection, make sure it is compatible with the telephone entry system in your building before you buy. This

problem only exists with **high-speed** connections. Please talk to your Internet Service Provider before signing any connection agreements.

Elevators

Elevators are essential to apartment living. Unfortunately, they are easy to break and expensive to fix. Here are a few ways to reduce elevator problems:

- For moving of large items, you must reserve the elevator with the Property Manager by calling 519-837-0800. We must use the blankets provided to protect the walls and the mirror, that must be installed by our staff. If damage is caused, and you have not booked the elevator so we can protect it, then you will be charged for it.
- Don't hold doors open for long periods of time. If the elevator is damaged or not working, please call the office at 519-837-0800, or if it is after hours, please call our Key Tenant at 519-827-4520.
- If the elevator stalls between floors or if the elevator gets stuck, there is a telephone in each elevator. Press the button and someone will come on the line and communicate with you. Stay calm. Do not try to exit the elevator before it returns to the floor level.
- If the elevator door is not closing, check for and remove any debris on the tracks.
- If you discover someone stuck in an elevator, wherever possible try to maintain verbal contact and provide assurance that help is on the way. Tell the person to push the button to contact the elevator company.

If you think medical attention is required, call 9-1-1.

Accessibility and special needs

Our apartments are equipped with grab bars in the washrooms. Some of our units are completely modified for persons with disabilities. These units are generally filled by Guelph Independent Living attendant care services for those needing the modifications.

Common Room

We do have a common room available to tenants. If you wish to book the room, please call 519-837-0800. You must sign a waiver and take responsibility for the room while you are using it. A deposit will be required for using the room. Please be considerate of others when using the common room. Sound can travel and be upsetting to others.

Playground

The playground is there for the enjoyment of our families with young children in the primary grades, or babies and toddlers. There are some requirements around using the playground, including no smoking. Signage provides you with the rules of using the playground. Please remove any items you have taken in with you. Please take care when in the playground to ensure the colourful floor area is kept free of dirt, and damage.

Unit Exteriors

Unit exteriors are common areas. It is your responsibility to help create a beautiful and safe community for all to enjoy by keeping it free of clutter and following the rules about balconies.

Balconies

Please follow the dos and don'ts below.

Do:

- Feel free to put out patio chairs and table planters.

Do not:

- Put carpeting on our balconies.
- Put up a clothesline, hang out laundry or use your balcony for storage.
- Attach or hang anything on the outside railings.
- Put bird feeders on balconies (they attract vermin and draw birds close to the building, which can affect other tenants negatively).

- Barbecue on your balcony. This is forbidden for fire safety reasons under municipal by-laws.
- Using the balcony space as a place to store unwanted items.

Window screens

All windows that can be opened are provided with insect screens. While the maintenance department will replace screen material worn by age, tenants are responsible for replacing any screening material that is torn or damaged by themselves, their guests, or their pets.

Window screens allow air in and keep bugs out. However, they do not have any strength and will not prevent children from falling out of a window. Please do not use the screens as a security device.

Please **do not throw out screen frames, even if the screen is ripped**. It is easy to replace the screen material. The frames, however, are made to fit the window and cannot be easily replaced.

If you have any questions, please contact the Property Manager.

Windows

We often receive complaints about condensation on windows. Most of the time condensation on windows is caused by high humidity within the home.

Humidity in the home can be caused by plants, pets, standing water (sink or bathtub left full of water), showers, cooking, and even breathing. Humidity in the air will cause water droplets (condensation) to form on the window surface.

Excessive condensation on the windows can cause serious problems, such as wall damage or mould growth. Please wipe up any water that appears on your windows to prevent mould and mildew.

To avoid condensation do the following:

- Do not block vents or baseboard heaters with furniture or other items.
- Open drapes and blinds during the day especially in winter months.
- Use exhaust fans in the bathroom when showering or bathing and leave on for about 20 minutes afterwards.
- Use kitchen fans when cooking and leave on for about 20 minutes afterwards.
- If you do not have a fan in the bathroom or kitchen, open a window slightly when cooking or bathing and keep it open for about 20 minutes afterwards.
- Do not leave your sink or tub full of water.

Satellite dishes

Please see the property Manager regarding Satellite dishes.

Moving out

When moving out, you must give us **60 days written notice**. The notice must be effective on the last day of a month. For example, if you want to move on June 30th, you must provide 60 days written notice no later than May 1st. If you do not give proper notice, you may be responsible for additional rent. When giving notice, you must use the “Tenant’s Notice to Vacate Form”, as provided under the Landlord and Tenant Board. Tenants who are being transferred because they are over-housed do not have to give 60 days notice.

Move out check-list:

- Book the Elevator** with the Property Manager at least one week in advance, by providing a written note left in the mail slot, or by email. This will allow us to put up protective blankets so the walls and mirrors are not damaged.
- Return your home to a “move in” condition.
- Remove all wallpaper or carpet that you installed.

- Repair any damage that occurred while you rented the unit.
- Return the keys to the Property Manager.
- If the office is closed, tag your keys (with your name and address for the keys) and put them in the mail slot beside the Property Manager's office door.

Maintenance and repairs

General

If you have a maintenance request, you will find blank **work orders** in the holder beside the maintenance workshop. This is located on the lower level at the parking deck entrance door. We will try to attend to your concern as soon as possible. Please keep in mind that some things are beyond our control, particularly if a contractor must be hired, or if the request is reported at a particularly busy time, or if another building emergency has taken place. Please allow 2-3 days before calling again about a non-emergency repair.

If lives are threatened or when there is potential for substantial damage to the building or unit, staff is allowed to enter your unit without notice.

Beyond normal wear and tear, you will be charged for the repair. Please take care of our building and apartment as you would your own belongings.

Requesting repairs

Tenants living in apartment units should complete a **Work Order Form**. This form located beside the maintenance workshop door, located on the lower level nearest the parking deck entrance. Please include information about pets in the unit. The custodian responsible for the day-to-day maintenance of the building will either repair the problem himself or, if necessary, have an outside contractor assigned. Please fill out the form completely and leave it in the mail box provided. Make sure to check off the box to provide us with the authority to enter if you are not home.

Maintenance emergencies

An emergency is defined as a situation that, if left unattended, will cause more damage. Burst pipes, flooding, no heat in winter, are all considered emergencies. A dripping tap is not considered an emergency. For fire emergencies, dial 9-1-1,

If you need an Emergency Repair, call 519-837-0800 during office hours, or 519-827-4520 if the emergency happens after regular business hours. You should also complete a work order and place it in the mailbox beside the workshop door.

Minimizing damage

There are several simple precautions you can take to reduce or prevent damage and avoid unpleasant clean-up. For example, to minimize damage from an overflowing toilet, close the shut-off valve to the toilet tank. Clogged sinks can often be prevented by using a sink strainer (available in hardware stores) to keep hair from plugging the drain.

Problems with repairs

Sometimes, the repair does not solve the problem. In this case, please complete a new work order and submit it in the location mentioned above.

Normal wear versus damage

When used, things eventually wear out. When used improperly, they wear out faster or break more often. If wear or breakdown is found to be related to misuse, the tenant will be charge with the cost of repair or replacement.

In general, tenants are responsible for the cost of broken screens, windows and light fixtures as well as willful damage to walls and doors or any part of their unit. Charges will be based on actual repair costs. Adjustments will be made to reflect normal wear and tear.

Energy conservation

A few tips to reduce energy demand (and to help limit increases in utility charges).

- Use cold water instead of hot when possible.
- Clean (vacuum) refrigerator coils regularly.

- Use energy efficient light bulbs.
- Turn off lights when not in use; buy night-lights for children.
- Turn down the thermostat when you are not home.

Maintenance Personnel

Guelph Independent Living has a Live in Superintendent who works Monday to Friday. He only works on items that have been requested by completing a work order. Tenants are not permitted to go and knock on the door of the Superintendent. Work orders must be submitted in the proper way, in order to have your repair done.

Your rent

Paying your rent

Rent is due on the first day of each month. A Notice of Non Payment of Rent could be issued to you if your rent is not paid by the 5th day of each month. Please contact the Property Manager prior to a notice being sent to you.

Tenant rights and responsibilities

Your lease

Your lease is a legal document. It covers your rights and responsibilities. Please read it carefully and keep it handy.

As a tenant, you have the right to:

- A safe place in which to live.
- Enjoy your home without undue interference from others.
- Take part in the activities of your community.

As a tenant, you have the responsibility to:

- Arrange for insurance coverage for your possessions.
- Follow the guidelines in your lease.

- Be a good neighbour - treat others as you'd like to be treated.

If you have any questions about your lease or your rights and responsibilities, please contact your Property Manager.

Boarders and lodgers

Your home is meant to accommodate only those listed on your lease. Tenants are not permitted to have boarders or lodgers under any circumstances. You are welcome to have friends or relatives stay overnight or for no longer than four days. Please see the “Guest Policy” that is in your lease and attached in this document.

Eviction

Eviction is always a last resort. Our goal is to help you stay in your home. If you have a problem paying rent, contact your Property Manager right away and we will work with you to find a solution.

The Tenant Protection Act provides the following grounds for eviction:

You may be evicted if you:

- Do not pay your rent.
- Often pay your rent late.
- Give false information about your income or the income of other family members living in your rent-geared-to-income unit.
- Have more people living in the unit than health, safety or housing standards allow.

You may be evicted if you or your guests:

- Cause serious damage to your unit or the building.
- Make noise or act in a way that seriously bothers other residents or the landlord.
- Threaten the safety of another resident.
- Are charged with breaking the law while on the landlord's property.

Giving false information about your income or the income of other family members living with you may be considered fraud under the criminal code or misrepresentation under the Residential Tenancies Act. If you are found guilty of fraud or misrepresentation, you cannot re-apply to the centralized waiting list for two years after the conviction.

Making a complaint

A written letter of complaint should be sent to the Property Manager, when you or your guests feel that the reasonable enjoyment of your home has been interfered with. If your safety is threatened or you find the noise excessive, call the police.

Residential Tenancies Act and the Landlord and Tenant Board

Tenants can access the Residential Tenancies Act by going on their website:

[www.e- http://www.search.e-laws.gov.on.ca/en/isysquery/3c741cc1-952f-4931-b076-061e6228ed39/5/doc/?search=browseStatutes&context=#hit1](http://www.e-laws.gov.on.ca/en/isysquery/3c741cc1-952f-4931-b076-061e6228ed39/5/doc/?search=browseStatutes&context=#hit1)

Tenants can access the Landlord and Tenant Board by

1. Calling the Landlord and Tenant Board at 1-888-332-3234
2. Website: http://www.ltb.gov.on.ca/en/About_Us/STEL02_111278.html

Safety and security

Creating a safe community

It doesn't take a great deal of effort to make your community a safer place to live. As with most things, a few precautions can go a long way.

1. If you are planning to be away for a few days, please notify the Property Manager. (In the event of an emergency (fire etc.), knowing that you are not there can save precious minutes.)
2. This building has a controlled entrance. Please do not automatically open the main door when your intercom buzzes. Ask the caller to identify themselves. If it is not your visitor, don't allow them into the building.
3. Don't leave your unit unlocked, even if you are at home.

4. Do not prop open your apartment door into the main corridor. Do not prop open the main fire exit and entry doors either.

Security cameras

There are security cameras located at each end of each floor and at each entrance to the building. These cameras are here to ensure that our tenants are safe and deter problems that might arise.

Electricity and water

Electric appliances and water can be a deadly combination. If an appliance falls into a sink or tub of water, or if you touch an appliance with wet hands or while standing in water, you risk severe electric shock and possibly death.

- Never use any electric appliances-radios, TV's, hair dryers-near sinks, toilets or bathtubs.
- Always dry your hands before touching electric appliances.

Fire Safety

Practice fire prevention

You can reduce your risk of fire by taking the following basic precautions:

1. Attend our fire drills held every three months. A schedule is given to tenants of monthly servicing and of fire drills.
2. Turn off appliances when you've finished cooking.
3. Check appliance cords for broken or frayed spots and contact a repair shop if they need repair. If the appliance comes with the unit, contact the Property Manager for any necessary repairs.
4. Do not leave pots of grease, etc. on the stove unattended. They can quickly overheat and cause a fire. If a grease fire does start, **do not try to put it out with water or flour - these will cause the fire to spread.**
5. Don't smoke in bed.
6. Do not prop fire doors open in apartment complexes.
7. Always replace a fuse with one of the same amperage. Never use one with a higher amperage - it can cause the wiring to overheat and start a fire.
8. If a fuse keeps blowing or a circuit breaker trips for no apparent reason, contact the Property Manager.

Smoke alarms

All tenant units have an internal heat alarm that is connected to our main fire panel to the building and have no battery to change. Some units may have a dual smoke/heat unit or a separate smoke alarm.

Each year we do an inspection of our entire fire systems, so you can expect technicians in to check these alarms and systems.

Each year, many Canadians are killed by fires. Many more are killed by the smoke, long before the fire reaches them. Please keep yourself and your family safe by following the tips below:

1. Make sure that your smoke alarm is working.

- If your smoke alarm emits a constant noise, it could be the battery.
- If the smoke alarm is not working, contact the Property Manager or Key Tenant immediately.

2. Never disconnect or tamper with a smoke alarm.

- It is against the law to tamper with or disconnect a smoke/heat alarm.
- Smoke alarms provide early warning of potential problems. Do not ignore the warning from a smoke alarm.
- If a smoke alarm is sounding for no apparent reason, contact the Maintenance Department.

3. Cooperate with the contractors when you are notified of an inspection date.

4. Clear the smoke caused by cigarettes or burning food by opening the window and fan fresh air into the alarm.

(The alarm may sound if someone smokes directly under it or if food is burning.)

If you have any questions about the smoke alarm, please contact the Property Manager.

In case of fire

We have an established fire safety plan, posted at the front lobby, and the tenants receive a Residential Fire Safety package. Please review this brochure with your family.

If you discover a fire call 9-1-1 immediately!!



Frequently Asked Questions

What if I don't understand my lease?

If something isn't clear, please ask. Call your Property Manager with any questions you might have-she'll be happy to go over the issue with you.

Why do I need my lease if I have the tenant handbook?

The Tenant Handbook is not a substitute for the lease. Although the Tenant Handbook describes some of the same things covered in the lease, it is intended as an information booklet only, not a legal document.

How do I pay my rent?

Rent can be paid by cheque, cash, or money order. If a cheque is returned NSF, you will be charged a \$20.00 fee and you may not be allowed to use cheques as payment for your rent, but rather be asked to provide money orders.

How do I apply for a transfer to another unit?

You would contact the Property Manager's office and apply to the internal transfer waiting list.

What is an after hour emergency and who do I call?

A maintenance emergency is defined as any situation that, if left unattended, will cause more damage. For example, burst pipes, flooding, and no heat in the winter, are all considered emergencies. In these cases you would call the **after hour emergency number 519-827-4520** and someone will assist you. Generally, if it is a work order item that can wait until the next day, we ask that you fill in a work order and submit it to the Property Manager.

For fire or health emergencies, tenants should call 9-1-1. *Please follow the residential fire procedures located in this booklet on page 53.*

What is a work order and where do I get it?

Whenever you need a repair, for instance closet doors off the track, bathroom taps dripping, you would fill in a work order, completing and signing all sections, and put it in the mailbox located beside the Workshop door, on the lower level, by the parking deck entry door. The repair staff will complete your request or make arrangements for a contractor. Blank work orders are located in the document holder affixed to the wall beside the Workshop door on the lower level.

Can I replace a light fixture with one of my own?

Tenants are not permitted to tamper with the electrical or plumbing systems. Please contact the Property Manager if you want a light fixture changed. There may be a small fee to cover the cost of the staff time, but we are assured then that the fixture is installed correctly.

Who replaces light bulbs?

You are responsible for replacing the light bulbs. If you live on the ground floor, we will assist you, due to the high ceilings. Please put in a work order for this.

Who is responsible for window cleaning?

Tenants are responsible for window cleaning of the inside of their unit and for their patio door. We will, on occasion, get all the windows washed on the exterior, and we do provide advance notice to tenants when we do this.

Am I allowed to paint?

When you move in, we ensure that your unit is freshly painted or touched up and thoroughly cleaned. We prefer that you do not paint your unit, as we have already spent time and money getting it ready for you to move in. If you do paint without our approval, you will be responsible for the cost of returning the unit back to the original colour. We have a contracted painter and we prefer to use our painter for all painting needs. This ensures that the painting is done consistently and professionally throughout the building.

What do I do if my phone isn't working?

If your phone is not working, it is generally because it is the phone itself, or you have subscribed to a "home phone" service. If you choose to have a "home phone" service, you must ensure that the front door will open if you need to buzz someone in. Please make sure you test this before the technician who is installing your home phone service, leaves your unit. We are not responsible for problems associated with this "home phone" service and if any problems do arise with the normal operation of our phone and entry system, you could be held responsible.

What if I lock my keys in my unit or lose them?

If you lock yours keys in, or lose them, we do not consider this an emergency. If we must attend your unit to unlock the door for you, you will be charged \$25.00 for a call out fee. It is best to have a back up plan, in case something like this might happen.

Guelph Independent Living

Housing Policies

Absence From Unit Policy

Approved by the Board of Directors: February 18, 2004

Purpose: The Absence From Unit Policy applies to all Willow Place Rent Geared To Income (RGI) tenants. It is designed to:

- Ensure that both the housing provider and tenants comply with provincial laws and regulations;
- Ensure that Rent Geared To Income subsidies are directed to those who require it;
- Ensure that units dedicated to rent subsidy do not remain vacant.

Policy

1. A household in receipt of Rent Geared To Income subsidy will provide notice to the housing provider/property manager for any anticipated leave from the unit of longer than 30 days.
2. A household receiving Rent Geared To Income subsidy is no longer eligible for subsidy if all household members have been absent from the unit for at least 90 consecutive days.
3. If a household has only one member and that member is absent from the unit because of medical reasons¹, the member shall not be considered absent from the unit for the purpose of paragraph 2.
4. If a household has two or more members, one member is absent from the unit because of medical reasons² and the others are absent from the unit because they need to be accommodated elsewhere as a result of the absence of the first member, all members of the household shall not be considered absent from the unit for the purpose of paragraph 2.
5. Any household losing its Rent Geared To Income subsidy due to an absence exceeding 90 days, will be notified in writing to the most recent mailing address provided by the household.

¹ Medical Reasons for this rule shall be defined as:

A certified medical professional must provide written verification of hospitalization or treatment at a recognized medical treatment Centre or ongoing medical care that takes the patient away from their unit.

Guest Policy

Approved by the Board of Directors: January 15, 2003

Purpose: The Guest Policy applies to all Willow Place tenants. It is designed to:

- ensure both the housing provider and tenants comply with provincial laws and regulations;
- ensure subsidies reflect the true household income, including anyone who has moved into the unit;
- ensure all tenants, including those who join the household, maintain the same high standards as other tenants in the building; and
- ensure the safety of all tenants and occupants in the event of an emergency or evacuation.

Policy

General

1. The sole occupants of any unit are only those stated on the lease. Any person found to be occupying the unit other than those identified on the lease will be considered to be a trespasser. In such event, the tenancy may be terminated.
2. A tenant may have a guest for up to 4 consecutive nights. A tenant who wishes to have a guest stay longer than 4 consecutive nights must notify the Property Manager.
3. The property manager may refuse the request if:
 - a. it appears the guest does not have the intent to move at the end of the agreed-to term, or
 - b. staff or tenants have complained about the guest's behaviour and those complaints have been found valid.
4. Guests who wish to stay beyond 4 consecutive nights may apply to become tenants.
5. Should the tenant move out of the unit, the guest must also move out. Any guests staying in the unit after the lease-holding tenant moves out will be removed.
6. At all times, tenants are responsible for the behaviour of their guests.

Rent-Geared-to-Income (RGI) Households

1. If a guest continues to stay in the unit for longer than 4 consecutive nights without the Property Manager's permission, the household's rent subsidy will be terminated with 90 days notice.

The tenant has the right to ask for a review of this decision.

2. If the guest applies to join the household before or at the end of the four day period, he/she must complete an application form and submit proof of income. The property manager may:
 - rule that the guest is ineligible for RGI subsidy but may remain as a tenant. In that case, the entire household loses its RGI subsidy if the guest stays.
 - rule that the guest may become a tenant and the household is still eligible for RGI subsidy. The household, including the guest, will be required to sign a new lease after which the guest will become a tenant.
3. The property manager may refuse to allow the guest to become a tenant on grounds permitted under O. Regulation 339/01:
 - it would be contrary to the housing provider's mandate;
 - he/she has a rental history of non-payment of rent;
 - the non-profit has grounds to believe that it is unreasonable for the household to reside in shared accommodation;
 - the physical characteristics of the unit do not suit the needs of the household; and/or
 - if a special needs unit, the level of service required is significantly greater or less than the level of service needed by the household.
4. If the guest insists on staying, then the property manager may evict the entire household.

Market Rent Households

1. Tenants must report any guest in the unit within 4 days of him/her moving into the unit.
2. It is the decision of the market tenant(s) as to whether they wish the guest to apply for tenancy rights to the unit. To have a guest become a tenant and be added to the lease, the tenant(s) and the guest(s) must make a written request to the property manager before their term of stay is over.
3. The property manager will normally give permission for the guest to become a tenant and will prepare a new lease for signature.
4. The property manager may refuse to grant tenancy if the guest would not have been accepted had he/she been a member of the original household (i.e. has a record of damage, arrears or disturbance to others). In this case, the property manager may allow the guest to stay without signing the lease as an occupant. This means the tenant would continue to be solely responsible for the rent. The tenant would also be responsible for the behaviour of the occupant. When the tenant moves out, the occupant would also be required to move out.

Pet Policy

Approved by the Board of Directors: April 16, 2009

Purpose: The purpose of this policy is to ensure that tenants take proper care of their pets, our building and apartments, and that the reasonable enjoyment of the premises by tenants and staff is protected.

Policy

General

1. Every tenant who owns a pet must complete the section in the lease to declare it to the Property Manager. Additional declaration forms are available by asking the Property Manager for one. All pets must be registered.
2. We suggest that pets be licensed by the City of Guelph as required.
3. Pets must be kept on a leash and under control at all times when you are out of your unit, on our exterior property or interior common areas.
4. Tenants must take dogs outside to urinate or defecate.
5. Any person who is in control of any animal shall be responsible for the proper removal and sanitary disposition of any excrement of the said animal immediately.
6. Cat litter must be double bagged before it is put down the garbage chute.
7. Tenants must not allow their dogs to relieve themselves on their balconies, anywhere in their unit or any common areas of our building.
8. Any damages caused by pets to our units, rugs, balconies, shall be charged to the tenants accordingly.
9. Tenants must abide by this policy and any related by-laws or legislation with regards to keeping of pets.
10. The City of Guelph animal By-laws will be followed. You can access their bylaws online at www.guelph.ca
11. Should tenants fail to follow this policy, they shall be issued a notice as allowed under the Landlord and Tenant Board, and face possible eviction.

APPENDIX A

The Application following must be completed in order to register your pet:

DESCRIPTION:

TYPE OF PET _____ BREED:

SEX: MALE: _____ FEMALE: _____

MUNICIPAL LICENCE NO.: _____ DATE ISSUED: _____

(Attach copy of Current Municipal License if applicable. We encourage all tenants to get a Municipal License for their animals.)

NEUTERED: _____ COLOR: _____ AGE: _____ APPROX. WEIGHT: _____ SPAYED: _____

Guelph Independent Living encourages all pet owners to have their pets licensed by the City of Guelph, and to have their pet spayed or neutered.

NAME BY WHICH PET IS KNOWN: _____

PROOF OF VACCINATION _____

I agree to abide by the Guelph Independent Living Pet Policy

Tenant – Print

Tenant - Sign

Unit # at 238 Willow Road

Date

Special Needs Housing Policy

Approved by the Board of Directors: July 17, 2002

Purpose: This policy outlines the process for filling a vacancy in a unit with modifications. This policy is designed to:

- Set out the application process for a special needs unit without support services provided by GIL;
- Establish the eligibility criteria for a tenant who may apply for a modified unit;
- Set out the tenant selection process for a special needs unit;
- Address changing needs of a tenant residing in a modified unit; and
- Meet the requirements of the Social Housing Reform Act, 2000 and its regulations.

Policy

1. Application for Special Needs Housing

The applicant will obtain an application for tenancy for a special needs unit from the property manager, complete the application and return it to the property manager. Normally, an applicant for such unit will use a wheelchair for mobility. Supporting documentation may be required of the applicant to determine the suitability of the unit.

If the applicant is deemed suitable for a special needs unit by the property manager and requires Rent-Geared-To-Income (RGI) housing, the application will be forwarded to the Centralized Waiting List for determination of RGI eligibility.

If the applicant is deemed eligible and accepted for tenancy, the tenant will be notified and provided with a suitable unit or, if none is available, placed on a waiting list for a suitable unit.

2. Waiting Lists

The housing provider will maintain waiting lists for modified units in chronological order for:

Special Priority designations

Internal transfers due to over housing

a tenant's medical condition or permanent disability resulting in a need to move from a regular unit to a modified unit

External applicants

3. Modified Unit Vacancy

When a suitable unit becomes available, the property manager will offer the unit to the first applicant on the waiting list, beginning with the Special Priority waiting list.

4. Tenant No Longer Requiring a Modified Unit

A household that is occupying a special needs unit who no longer requires a modified unit will be notified that this unit is no longer appropriate and will be placed on the internal waiting list for a regular unit. A household may be required to move from a modified unit to a standard unit due to:

- a change in physical condition or health, or
- the person sharing the unit required the modification and that person no longer resides in the unit.

Internal Transfer Policy

Approved by the Board of Directors: July 17, 2002

Purpose: This policy applies to tenants who are required to move or want to move from one unit to another. Households that wish to move into Willow Place from other social housing projects are external applicants, and must apply through the Centralized Waiting List. This policy is designed to:

- allow tenants to move from one unit to another;
- give priority to tenants who are over-housed, inappropriately housed or in urgent need of a different unit;
- balance the needs of tenants with the needs of people hoping to move into the building for the first time;
- meet the requirements of the Social Housing Reform Act, 2000 and its regulations in relation to over-housed tenants.

Policy

1. Over-Housed Rent-Geared-to-Income (RGI) Tenants

An over-housed RGI household is a household paying rent-geared-to-income and living in a unit which is larger than the largest unit for which they qualify under occupancy standards set by law. These households will take priority on the internal waiting list in the order of the date they applied to move in to the non-profit. No application form is required.

RGI tenants must report any change in household size to the property manager within 10 business days of the change. The property manager will automatically add any over-housed household to the internal waiting list and will inform the household in writing.

An over-housed RGI household may express a preference for the location of the unit it would be willing to accept. However, the household will be placed on the Centralized Waiting List if it does not move into an appropriately sized unit within 12 months. If it refuses 3 offers of a unit, the household will lose its RGI subsidy.

Tenants may ask for a review of the property manager's decision (see Internal Review Policy).

2. Tenant No Longer Requiring a Modified Unit

A household that is occupying a special needs unit and no longer requires a modified unit will be notified by the property manager that this unit is no longer appropriate and will be placed on the internal waiting list for a standard unit. No application form is required.

A household may be required to move from a modified unit to a standard unit due to:

- a change in physical condition or health, or
- the person sharing the unit required the modification and that person no longer resides in the unit.

3. Tenant Request for Transfer

A household in good standing may ask for a transfer after it has lived in a unit for at least one year. A household is in good standing if:

- it has not been given an eviction notice;
- it does not owe rent arrears;
- it has paid its rent on time for the last six months;
- it has no history of damage to the unit, disturbing neighbours or harassing staff; and

Smoke Free Building Policy

Approved by the Board of Directors: February 18, 2010

Purpose: Due to the increased risk of fire, and the known health effects of second hand tobacco smoke, the Board of Directors is making a commitment to the health and safety of tenants, staff, and the general public, by making the property and building, including private and common areas, smoke free.

Policy

1. Smoke free environment

Smoking is prohibited in all areas of 238 Willow Road, Guelph, ON including:

- a) All private areas, including tenants apartments and balconies;
- b) All common areas including hallways, elevators, stairwells, laundry room, and entry ways;
- c) Smoking will not be permitted anywhere on the property with exception of the end of the heated ramp, located at the south end (parking deck end) of the building.

2. Implementation

- a) All units being newly rented beginning March 1, 2010 shall be rented as a smoke free unit.
- b) All new leases beginning March 1, 2010 shall have a clause included in the lease regarding the smoke free policy.
- c) All new tenants moving in beginning March 1, 2010 shall sign a document that explains the rules surrounding the smoke free environment, and be given the policy. They shall also sign the lease which includes provision of this policy.
- d) All new tenants shall be responsible for ensuring that the smoke free policy is enforced with their visitors, guests, and relatives who visit the premises. Tenants are ultimately responsible for the actions of their guests, visitors, and relatives, while on the property.
- e) All existing tenants shall be grandfathered in until they vacate the unit. Once a tenant vacates, the unit then becomes smoke free.

4. Consequences

Should any tenant or their visitors, guests, or relatives smoke in the building or on the property, they shall be served a notice pursuant to the *Residential Tenancies Act*, 2006 S.O. 2006, Chapter 17.

Should the tenant continue to smoke in areas designated as smoke free, or let their guests, visitors, and relatives smoke in the building or on the property, they will be evicted pursuant to the *Residential Tenancies Act*, *supra*.

Tenant Insurance Policy

Approved by the Board of Directors: February 18, 2010

Purpose: to ensure that each tenant has valid and sufficient content and liability insurance during their tenancy at 238 Willow Road, Guelph, ON.

Policy

1. Tenant Content and Liability Insurance requirements

- a) All new tenants beginning March 1, 2010 will be required to show proof of content and liability tenant insurance, by providing a copy of their certificate, prior to being given keys to their unit.
- b) All tenants, who have moved in after March 1, 2010 will be required to produce and provide a copy of their renewal insurance certificate annually, to the Property Manager.
- c) All new leases beginning March 1, 2010 will stipulate that having tenant content and liability insurance is a requirement of a fixed lease, or a month to month lease, with Guelph Independent Living.
- d) Existing tenants will be encouraged to obtain tenant content insurance and provide their insurance certificate to the Property Manger, annually.

2. Consequences,

- a) Anyone not providing a tenant content and liability insurance certificate prior to move in, will not be given keys to the unit, until insurance has been properly obtained, and proof provided.
- b) Anyone not providing a renewal insurance certificate to the property manager, annually, will be given notice pursuant to the *Residential Tenancies Act*, 2006 S.O. 2006, Chapter 17.
- c) Tenants will be liable for any and all damages that originate from their unit, including any damage to the building, other units, and the personal property of other tenants.

Residential Fire Safety Package

Residential occupant fire safety package

If there is a fire in your dwelling unit

- (A) Alert everyone in the dwelling unit that a fire is occurring.
- (B) Leave your dwelling unit, ensuring the dwelling unit door has been closed and positively latched but not locked. Proceed along the public corridors to the exit stairwell.
- (C) **Do not use the elevator!!**
- (D) Before proceeding into the exit stairwell, activate the Manually Actuated Signaling Box (pull station) located on the wall adjacent to the exit stairways. Activation of the pull station will sound the fire alarm system. The Fire Department will respond within minutes.
- (E) Proceed down the exit stairways to the door leading to the outside of the building.
- (F) **Do not proceed to the top of the exit stairways!**
- (G) The door leading from the top of the stairway to the roof is locked for security reasons and is NOT an exit.
- (H) Leave the building and remain at a safe distance.
- (I) Call “9-1-1” from a safe location and ask for the Guelph Fire Department. Relate to dispatch that a fire emergency is occurring in the building. Give your name and the dwelling unit that you came from. Do not call the building’s supervisory staff. This will tie up phone lines and prevent supervisory staff from following their duties.
- (J) If possible, meet the arriving fire crews at the main entrance and tell them where the fire is and any other information pertaining to the emergency.
- (K) **Do not** re-enter the building until Fire Officials declare it “SAFE.”

Upon hearing the fire alarm

- (A) The activation of the building’s fire alarm system indicates a potential fire somewhere in your building. The best thing to do in a fire situation is to **leave the building as soon as possible**. Follow the same directions as outlined for “Fire in your dwelling unit.”

- (B) In some instances, evacuating the building may not be possible, and you may have to stay in your dwelling unit.
- (C) The decision to go or stay is yours. Either way, make your decision quickly and protect yourself from smoke.

If you decide to leave your unit

- (A) Check the door to your dwelling unit before opening it.
- (B) If smoke is entering from around the door, do not open it and remain in your dwelling unit. Follow instructions outlined below.
- (C) If there is not smoke present, brace yourself and open the door carefully.
- (D) If you see smoke or feel heat, close the door quickly to protect yourself and remain in your dwelling unit. Follow instructions outlined below.
- (E) If the corridor is clear, take your keys and close your dwelling unit door. Leave your dwelling unit and proceed along the public corridors to the exit stairwell, identified with an EXIT sign.

Do not use the elevators!!!

- (F) BEFORE entering into the stairwell, open the door carefully. If there is no smoke, use the stairwell to exit the building.
- (G) If there is smoke, DO NOT ENTER THE STAIRWELL. Close the door and go to another stairwell. Again, open the door carefully. If there is smoke in the alternate stairwell, DO NOT ENTER THE STAIRWELL. Return to your dwelling unit and refer to below section “If you remain in your dwelling unit.”
- (H) If there is no smoke, use this stairwell to exit the building. Leave the building and remain at a safe distance.

Do not proceed to the top of the exit stairways!

- (I) The door leading from the top of the stairway to the roof is locked for security reasons and is NOT an exit.
- (J) **Do not** re-enter the building until Fire Officials declare it “SAFE.”

If you remain in or return to your unit

- (A) If you have been forced to return to your dwelling unit due to smoke or heat contamination, call “9-1-1” and ask for the Guelph Fire Department. Inform the emergency operator that you are trapped in your dwelling unit and require assistance. Tell the operator your name, address and dwelling unit number.
- (B) Keep smoke from seeping into your dwelling unit by using duct tape to seal cracks around the door and placing a wet towel at the bottom of the door. Seal vents or air ducts the same way. Do not lock the door so that fire fighters can access your unit easily to provide assistance.
- (C) If smoke enters your dwelling unit, call “9-1-1” to inform the Fire Department. Proceed to your balcony, closing all doors behind you.
- (D) If you don’t have a balcony, go to the most smoke-free room, closing all doors behind you. Seal the door to the room with duct tape and place a wet towel at the bottom. Open the window for fresh air. Keep low to the floor where the air is cleaner.
- (E) Indicate to those below where you are by waving a towel, white cloth, or a sheet. Remain calm and wait to be rescued. Keep in mind that it may take a long time for firefighters to reach your dwelling unit.
- (F) Listen for instructions from authorities.

Fire prevention

- Do not put burning materials such as cigarettes and ashes into garbage chutes.
- Do not dispose of flammable liquids or aerosol cans in these chutes. i.e. paints, hair spray.
- Never force cartons, coat hangers, or bundles of paper into the garbage chute as it may cause blocking in the chute.
- Avoid unsafe cooking practices, such as deep fat frying, using too much heat, leaving the stove unattended, and/or loosely hanging sleeves.
- Do not use unsafe electrical appliances, frayed extension cords, over-loaded outlets, or lamp wire for permanent wiring.

- Avoid careless smoking. Use ashtrays. Never smoke in bed.
- Install smoke alarms in dwelling units and regularly clean, test, and maintain them.
- Upon a new installation or replacement of a smoke alarm, property management and or owner must supply manufactures instructions on the proper maintenance and use of the device.

How to prepare for an emergency

- Know where the nearest exit is. At your leisure, investigate the exit stairwells. Walk down the stairwell and see where it takes you.
- Know where the pull stations are. These activate the fire alarm system.
- Know where the fire extinguisher is in the corridor. If you feel comfortable using it, proceed. It is voluntary. It may help with small fires - Do not attempt to use the fire hose.
- Know the correct address of your building and your unit number.
- Notify the building superintendent if special assistance is required for any persons in your dwelling unit.

Things to remember during an emergency

- Always close doors behind you. This will contain any fire and limit smoke movement.
- Place damp towels, sheets, or tape around the doorframe to prevent smoke from seeping into your dwelling unit or room.
- Always leave your dwelling unit door unlocked. It will aid the firefighters in their rescue procedures.
- **Never** use the elevator.
- **Do not go up the stairwell to the roof.** The stairwell is not an exit, and the door at the top is locked. Smoke rises, and you may be caught in heavy smoke.
- If you get caught in smoke, always stay low to the floor. Take short breaths through your nose or breathe through a wet cloth.

Tenant emergency plan

Tenants must take some responsibility in developing an emergency plan that is designed to meet their specific needs whether for a fire emergency or other type of emergency. Some instances “stay in place or go to an area of refuge” will be more suited for your particular situation.

Assistance if required should be arranged ahead of time to ensure someone or a designate will be available to you for assistance when required. Occupants should not solely depend on the fire department to assist with evacuation. Fire department resources are limited during the initial stages of the emergency.

The Fire Department recommends that the safest place may still be outside the building at a designated area. Please consult with property management to locate areas which are acceptable to the fire department as areas of refuge.

The fire department will rescue anyone that is in immediate danger

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Fire Safety Plan Lock Box Form

Personal Information Consent Form – remove and return to the Property Manager immediately

This form must accompany any request by the owner of a building to the Guelph Fire Department, pursuant to section 8(c) of By-law Number (2008)-*****, to include additional information in a fire safety plan lock box, if the additional information contains any personal information as defined in the Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M. 56, as amended from time to time, or any successor thereof.

I, _____, of Unit # _____, request and consent to my personal information
Please Print Name

as described herein being included in the Fire Safety Plan Lock Box for _____ 238 Willow Road, Guelph ON _____
Please Print Full Address of Building

Description of Personal Information:

I understand and agree that this personal information may be accessed and used by the Guelph Fire Department in carrying out their duties, and that it may be shared by the Guelph Fire Department with other emergency responders.

It is my responsibility to ensure that all information, including personal information, provided by me which is contained in the Fire Safety Plan Lock Box remains up-to-date, and to provide all updates to the owner of the building. I understand that I may at any time request that my personal information be removed from the Fire Safety Plan Lock Box by written request to the owner of the building.

IMPORTANT: Information provided by the occupant to be included in the Fire Safety Plan Lock Box is intended to assist the Fire Department when responding to an emergency. **It does not replace a personalized individual emergency escape plan.** It is strongly recommended that occupants become familiar with the fire safety plan for the building, and prepare and practice an emergency escape plan for safe egress during an emergency.

Tenants must take some responsibility in developing an emergency plan that is designed to meet their specific needs whether for a fire emergency or other type of emergency. Some instances “stay in place or go to an area of refuge” will be more suited for your particular situation.

Assistance if required should be arranged ahead of time to ensure someone or a designate will be available to you for assistance when required. Occupants should not solely depend on the fire department to assist with evacuation. Fire department resources are limited during the initial stages of the emergency.

The Fire Department recommends that the safest place may still be outside the building at a designated area. Please consult with property management to locate areas which are acceptable to the fire department as areas of refuge.

The fire department will rescue anyone that is in immediate danger.

Signature of Occupant

Signature of Witness

Date

Please Print Name of Witness

Occupant's telephone #:
(Optional)

Date

“personal information” means recorded information about an identifiable individual, including,

- (a) information relating to the race, national or ethnic origin, colour, religion, age, sex, sexual orientation or marital or family status of the individual,
 - (b) information relating to the education or the medical, psychiatric, psychological, criminal or employment history of the individual or information relating to financial transactions in which the individual has been involved,
 - (c) any identifying number, symbol or other particular assigned to the individual,
 - (d) the address, telephone number, fingerprints or blood type of the individual,
 - (e) the personal opinions or views of the individual except if they relate to another individual,
 - (f) correspondence sent to an institution by the individual that is implicitly or explicitly of a private or confidential nature, and replies to that correspondence that would reveal the contents of the original correspondence,
 - (g) the views or opinions of another individual about the individual, and
 - (h) the individual’s name if it appears with other personal information relating to the individual or where the disclosure of the name would reveal other personal information about the individual
- (s. 2(1) Municipal Freedom of Information and Protection of Privacy Act)