

# **Nepean Housing Corporation**



## **Tenant Handbook**

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## Welcome

Welcome to the Nepean Housing Corporation. We hope your stay here will be a happy one. This booklet will give you lots of information on what to expect while living with us, what your rights are and what we expect from you. More detailed information is written in your tenancy agreement. The tenancy agreement is a legal document. *Please keep your copy in a safe place.* You should make sure you are familiar with what it says.

Nepean Housing has a comprehensive set of policies that govern how we run our communities and units. If you would like certain information, please contact our office.



## What is Nepean Housing Corporation?

Nepean Housing Corporation (NHC) was incorporated in 1984. We develop and maintain affordable rental housing integrated with neighbourhoods in our community for persons of diverse backgrounds with low or modest income.

NHC runs its operations on a non-profit basis. This means that rental income plus the government subsidy is designed to cover our normal operating costs such as maintenance, administration, insurance, utilities and mortgage. We also set aside a reserve each year to cover the cost of future major replacements like roofs, windows and appliances. The annual subsidy that we receive from the government is a fixed amount; therefore, if we have higher expenses for things like maintenance, we must cover the increased cost by raising the market rents every year or decreasing our expenditures, which could lead to a decrease in service. That is why it is important for everyone to do their best to look after their home.

NHC works with the Ontario Non-Profit Housing Association (ONPHA), the Social Housing Services Corporation (SHSC) and the Housing Branch of the City Of Ottawa to build a strong social housing sector and provide valuable input on government housing policies.





## Important Phone Numbers

Office Phone: 613-823-8452

Fax: 613-823-8453

24-Hour Emergency Maintenance..... 613-823-8452 ext 3

Daily / Regular Maintenance ..... 613-823-8452 ext 114

Accounts Receivable Coordinator ..... 613-823-8452 ext 112

Marketing Agent ..... 613-823-8452 ext 113

Director of Property ..... 613-823-8452 ext 115

Director of Administration ..... 613-823-8452 ext 116

Fire, police, ambulance ..... 911

Hydro Ottawa ..... 613-738-6400

Enbridge Gas ..... 1-877-362-7434

Mail Box Key Info ..... 1-800-267-1177

Nepean, Rideau & Osgoode Community Resource Center 613-596-5626

By-Law ..... 311

City of Ottawa..... 311

## Who Does What

### **Board of Directors**

NHC is governed by a Board of 10 members. All of the directors volunteer their time to be on the Board. The Board approves Nepean Housing policies and legal contracts.

### **Executive Director**

Oversees the management of NHC. Reports to the Board of Directors.

### **Director of Administration**

Oversees the general administration of NHC. Reports to the Executive Director.

### **Director of Property**

Oversees the day-to-day management of our communities. Reports to the Executive Director.

### **Maintenance Technicians / Cleaner**

Perform day to day maintenance in the town homes and in the apartments. Report to the Director of Property.

### **Marketing Agent**

Provides housing for market rent, below market, and rent-g geared-to-income clients, conducts income checks, credit checks, landlord checks, lease signings, and conducts annual and periodic income reviews (for RGI). Reports to the Director of Administration.

### **Accounts Receivable Co-ordinator**

Monitors the collection of rent and maintenance charge-backs, issues arrears letters and Landlord-Tenant Board notices to households owing money and attends the LTB when necessary, deals with collection matters for former tenants owing money to Nepean Housing, and supplies rent receipts as required. Reports to the Director of Administration.

### **Community Developer**

Focuses on building capacity to enhance community living, working together to solve problems, and to identify and implement programs and services that will meet the social, economic and cultural goals that are important to the community. Reports to the Director of Administration.





## **Office Hours**

The office is open Monday through Friday from 8:30 am to 4:30 pm. We are closed Tuesday mornings and daily between 12:00 pm and 1:15 pm for lunch. The office closes at 4:00 pm during the months of July and August.

## **Your New Home**

### ***Moving In***

#### **Tenancy Agreement**

Prior to moving in, you will be required to sign a tenancy agreement. The Marketing Agent will review the terms of the tenancy agreement with you and answer any of your questions.

#### **Pre-move in inspection**

When you pick up your keys, you will be given a form to complete after you have inspected your new home. Any problems with your home should be written down on the inspection report, and the report should be given to us within 10 days of taking occupancy. An inspection will also take place when you move out of your home.

#### **Booking the elevator**

Contact the Marketing Agent in advance of your move-in date to book elevator time.

#### **Locks and keys**

Before you move in, we will put a new lock on your door. If you are renting an apartment, you will receive a key for your apartment, the front door of the building, your mailbox, and, if you have rented a parking spot, the garage. If you lose any of these keys, we will charge a fee for replacement. For all townhouses, you must arrange for your mail key with Canada Post.

If you need to change your lock, we must do it for you. A fee will be charged to cover our staff time and the cost of a new cylinder. If you want to add an extra lock, you must request permission from the Director of Property. We must receive a copy of the key.





Leaving a spare key with a trusted neighbour or friend is the best way to avoid being locked out of your home. If you lock yourself out, you will have to call the office or the emergency line after working hours, and you will be charged for this service.

### **Disposing of your moving boxes**

Cartons must be broken down and placed either in the recycling bin or by the curb on the appropriate paper recycle day.

### **Parking**

All vehicles parked on NHC property must be registered with NHC, licensed and roadworthy. Parking is very limited; if you require additional parking, there will be a charge. Contact our office to make arrangements to have an additional spot assigned to you. Unregistered cars will be towed at the owner's risk and expense.

### **Telephone**

Each residence has at least one telephone jack. You must call a telephone service provider to hook up your own telephone service. There will be a charge from the provider for hook up. ***It is strongly recommended that the installer test the enterphone system before leaving!***

### **Lobby door entry system**

Visitors to apartment buildings must use the enterphone system to let you know they have arrived. When you answer their call on the telephone, you can open the front door by pressing the number 9. Please do not let strangers into the building. Make sure you know the person you are allowing into the building.

### **Drapes**

Please make sure that your drapes or curtains end at least three inches above the heat registers. Open them during the day to prevent condensation and mould.



## **Bicycles**

If you live in an apartment building and need to store a bicycle, call the Director of Property. Unfortunately, we cannot guarantee the security of your bicycle in the storage area.

## **Redecorating**

Before you start any decorating such as painting or wallpapering, you must have written permission from the Director of Property.

## **Installing ceiling fans, air conditioners & satellite dishes**

Any installation of ceiling fans, air conditioners, satellite dishes, electrical fixtures or wired-in appliances must be approved in writing by the Director of Property. You must provide proof of insurance if you are installing an air conditioner or satellite dish.

## **Insurance**

We are not responsible for your personal property. Our insurance covers our property only. We are responsible for damage to your personal property only if it is proven to be caused by negligence on our part. We require that you obtain Tenants' Contents Insurance to protect your belongings against theft, fire or other damage. If you currently do not have insurance and need information about coverage, speak to the Marketing Agent about a special insurance program available to our residents.

## **Basements**

If you have a basement, do not use any part of it for sleeping. Most basements do not have proper fire exits or ventilation, and using the basement as a bedroom is against City of Ottawa By-Laws.

## **Yards, Porches, Carports**

Porches and carports are not to be used as storage areas. The yard around your town home is your responsibility. Please keep both front and rear yards neat and clean and free of garbage. In the winter, you must also shovel snow from the walks in front of the house to the main sidewalk.



## Outdoor taps

Before the winter sets in, turn off the tap inside and drain the water from the pipe before the winter. If you are not sure how to do this, please contact the Office. At all other times, please remember that water costs are escalating, so please help us conserve water. Tenants are not to feed any hoses through windows.

## Pets

Pets cannot disturb your neighbours. Please use a leash when your cat or dog is outside. Your pet cannot run free outside, and you must remember to stoop-and-scoop after your pet.

There can be serious consequences for allowing your pet to cause damage or disturb your neighbours. There are also City of Ottawa By-Laws controlling the number of pets you can keep.

## Fire Safety

Do not store flammable materials or liquids such as gasoline, propane tanks, paint thinner or solvents in your home or other enclosed space, such as a shed. Do not smoke in your home if anyone in the home uses oxygen. Recycle your old newspapers; they become a fire hazard if you let them accumulate. The most common causes of fire are:

1. Smoking in bed
2. Grease fires on a stove
3. Disposal of lit cigarettes or hot ashes in the garbage

Make sure you know the fire safety plan in your apartment building. The fire safety plan tells you the best way to get out of the building if there is a fire. The plan is located by the elevators. Make sure you know where the fire alarms are in the hallways. If you hear the fire alarm, follow your safety plan immediately. Never assume it is a false alarm.

If you live in a townhouse it is recommended that you prepare an evacuation plan for all members of the household and post your evacuation plan in a place where you will see it every day.





## **Exiting the building in an emergency**

When the fire alarm system is activated, the elevators return to the ground floor and stop working. You will need to use the stairwell to get out of the building. Make sure everyone living in your apartment knows the rules for leaving the building.

Lock your apartment door and take your key. If you encounter smoke, keep low to the ground. If the fire is in your apartment, leave immediately, taking everyone with you. Pull the fire alarm and yell “fire!” as you leave the building. Call the fire department when you are safe.

## **If you need assistance to leave the building**

We provide information to fire fighters about who is in the building and who needs assistance to exit because of mobility problems or who might have a medical condition which could increase their need for assistance (for example, use of an oxygen tank). If you think you fall into this category, please make sure you let us know.

## **If you cannot leave your apartment**

If you are in your apartment and there is smoke in the corridor or your door is hot, ***do not open your door***. Leave your door unlocked and signal for help by waving a towel out of the window.

You can slow down the entry of smoke into your apartment if you:

- soak towels or a bed sheet in the bathtub;
- cover the whole door and the doorframe with a wet sheet. The sheet will adhere to the door;
- place the wet towel across the bottom of the door;
- use duct tape to seal the space around the door to your apartment.

## **Smoke and carbon monoxide detectors**

Your home has one or more smoke detector(s) and may also have a combination smoke and carbon monoxide detector. For your own safety, as well as that of your family and neighbours, *never tamper with smoke detectors!* If you notice any problems with your smoke detectors or carbon dioxide monitors (where available), call the office immediately.

Check every week to see that the light is on. Replace batteries in the spring and fall when you change your clocks. Our staff or a contractor check the detectors annually to make sure they are working properly

**Fire alarm testing**

Testing of the fire alarm system and the emergency lights throughout the apartment buildings happens once a month and takes about an hour. During that time there will be intermittent ringing of the alarm.

**Home Fire Hazard Checklist**



	Working smoke alarm outside all sleeping areas**
	Working smoke alarm on every floor**
	Home fire escape plan
	Carbon Monoxide detector (if there are carbon fuel burning appliances)
	House number is visible from the street
	Cooking is not left unattended
	Smokers use safe ashtrays and don't smoke in bed
	Combustibles are kept away from furnace, heaters or stove
	Extension cords are not used in place of permanent wiring
	Electrical outlets are not overloaded
	Candles are never left unattended; stable, non-combustible candle holders are used
	Matches and lighters are kept out of reach of children

\*\* Denotes Mandatory

**IN CASE OF AN EMERGENCY CALL 911**

## **Repairs**

For all maintenance requests other than emergencies, please call the office to have a work order prepared. We take our responsibility for completing repairs and maintenance seriously. Delays may occur if we have to call in a contractor, if we cannot enter your home, or because of an emergency at another location.

Please immediately report water stains that appear on the walls and ceiling or taps or toilets that continue to run or overflow. There is no charge for repair due to normal wear and tear; however, any damage you, others living in the home, or your visitors cause will be charged back to you. This includes items such as broken windows or torn screens, damaged floors and walls or broken light shades.

The Director of Property is responsible for preparing and authorizing the charge for any repair of damage. If you have any questions about a charged repair, please discuss them with the Director of Property.

## **Emergency Maintenance**

After working hours and on weekends, Emergency Maintenance is available by calling 613-823-8452, extension 3. Please speak slowly and leave a clear message with the time, address and a phone number where you can be reached easily.

Call this number only in a serious emergency such as a flood, power failure to the whole unit, elevator breakdown, someone trapped in an elevator, no heat, or when someone's safety is at immediate risk. Remember to speak slowly & clearly. Should the issue not be deemed an emergency, you could be charged a fee.

## **Notice of Entry**

We will give you at least 24 hours notice before we enter your home to do repairs or conduct an inspection, unless it is an emergency situation or you have given us permission ahead of time. All repairs will be done between 8:00 a.m. and 4:00 p.m.



## **Unit inspections**

We will send out notices of the inspection schedule before we come into your home to perform inspections.

## **Security**

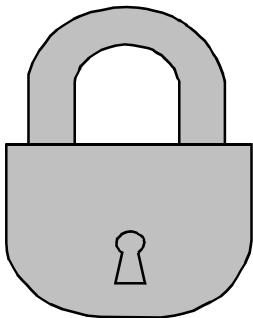
These hints will help you keep your home secure:

- Lock your doors and windows when you are out. A good lock for a sliding door or window is a broom handle or other piece of wood fitted into the bottom rail.
- Attach a lamp to a timer to go on automatically.
- Tell the post office and newspaper carrier if you are going to be away, or arrange for a neighbour or friend to pick up your mail and any flyers.

## **Vandalism**

If you see anyone damaging property, phone the police right away and call the 24-hour Emergency Maintenance line (613-823-8452 ext 3). Often vandals cause damage to elevators, stairwells, hallways and common areas of the communities that are expensive to repair. Increased costs often mean increased rents and decreased routine maintenance.

Please remember that children must not play in hallways, laundry rooms, elevators or underground parking garages. Please make sure that no one rides bikes in the hallways. Scratches are costly to repair and skid marks cannot be removed. You are legally responsible for any damage caused by all members of your household and your guests.



# About Paying Your Rent

## Types of Rent

There are two types of rent in our properties. Some tenants pay “rent-geared-to-income,” also called RGI. Some tenants pay “market rent”.

## Rent-geared-to-income

Rent-geared-to-income (RGI) is a subsidized rent. A tenant paying rent-geared-to-income will pay rent of about 30% of the combined gross household income, plus or minus some Provincial and Municipal utilities and additional charges such as parking. The provincial government sets the rules for how RGI is calculated.

## RGI Rent Increases and Decreases

If you are paying rent-geared-to-income, your rent will change when your income changes. This may be more frequently than once a year. We do a review of your income and household size each year. We will ask the household to provide updated proof of income and a list of all occupants in the home at that time; however, you must let us know immediately if there is any change in your income or household members as a result of birth, death, marriage (including common-law), separation or divorce, or children moving out. These changes can affect your rent as well as the size of unit your household is eligible for.

Regulations under the *Social Housing Reform Act, 2000* require all RGI tenants to report any change in household income or household size to the landlord within a specified number of days (31 calendar days). If an RGI household fails to report a change within the designated time period, they may lose their eligibility for rent-geared-to-income assistance. This means that they will have to begin paying the full market rent.

You will receive at least 30 days notice of a rent increase resulting from an increase in your household income.

## Market Rent

Market rent is the established rent for a unit and is calculated annually. NHC market rents are considered “low end of market” in terms of affordability.



## **Market Rent Increases**

Market rents are changed once a year. Since we are a non-profit corporation and the amount of government money we receive is fixed, cost increases are often covered by increased rents. This is why it is important that tenants be concerned about reducing energy consumption, reporting maintenance requests and damage to the property promptly, and helping to keep costs down. Market rents at NHC are not controlled by the rent control guideline; however, the guideline may be used when rents are reviewed annually.

## **Applying for Rent Subsidy**

If you are paying market rent now and your income decreases, you can apply for rent subsidy assistance. Specific qualification conditions apply. Contact the office and fill out a rent subsidy application form. If you qualify for subsidized rent, you must apply to the Social Housing Registry to be added to the central waiting list.

## **When to Pay**

Please remember that your rent must be paid by the first day of each and every month.

## **How to Pay**

You may pay your rent by personal cheque, post-dated cheque, money order, rent direct (for OW & ODSP recipients), or electronic transfer. We do not accept cash. Payments can be made to the order of Nepean Housing Corporation. Ensure that your name and address or tenant number appears on the front of the cheque so that your payment can be credited to the correct account.

## **Where to Pay**

You may mail or hand-deliver your payment to our office. Use the secured mail slot beside the front door for after-hours drop-off.

## **Non-Payment of Rent (Arrears)**

If you do not pay your rent by the second day of the month, you will receive a Notice of Termination for Non-Payment of Rent, or N4, which could result in termination of tenancy.

If you always pay your rent on time, we would like to take this

opportunity to thank you. If you wish to discuss your rent, please call our office. If you cannot pay your rent on time please contact our Accounts Receivable Coordinator (ext 112) before you miss the payment.

## **Utilities**

In addition to your rent, you may be responsible for paying the cost of utilities directly to the utility companies. If your utilities are disconnected because of non-payment, you will be responsible for any damage that may occur.

### **Equal billing**

So that you can budget your expenses each month, you might consider the utility company's Equal Payment Plan.

The Equal Payment Plan has several advantages:

- you know what your bill will be each month so there are no surprises;
- you can budget for this amount each month;
- if you do use less services than you did the previous year, you should have a lower payment in the twelfth month.

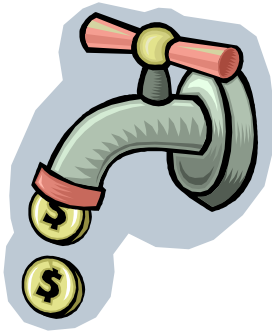
## **Reducing Utility Bills**

### **Energy Saving Tips**

- lower your thermostat to 16 C at night and when you are not at home
- use a microwave oven, toaster oven or slow cooker to cook small portions
- remember it takes 10 minutes for your stove oven to reach 350 F
- keep the seals around the refrigerator, microwave and freezer doors clean and in good repair
- consider switching to energy efficient bulbs and turn off all lights when they are not needed
- be aware of and observe "time of use" (TOU) premiums
- take short showers instead of baths







- use an electric kettle or coffee maker instead of a stove-top burner
- ensure the heating units in your home are clean and that there is nothing in front of them
- wash your clothes in cold water and rinse in cold; wait until you have a full load or use the small loads setting (if available) on the washing machine
- keep both the inside and outside storm windows closed in the winter.
- report any broken windows
- report dripping taps inside & outside and toilets that run continuously
- use caution when considering utility retailers – investigate their claims and choose wisely!

If you have condensation problems (water running down your window on cold days):

- vent moisture out of your home using the bathroom or kitchen fan
- keep the window open a crack
- buy a dehumidifier
- make sure to vent the bathroom with the fan when you shower
- open blinds or drapes to allow air flow to the windows

If the problem persists, please call the Director of Property.



# **Non-Profit Housing and the Residential Tenancies Act (RTA)**

## **Rent Increases**

If you are a market rent tenant, the rent cannot be increased more than once every twelve months, and you will receive 90 days notice of any rent increase.

If you are a rent-geared-to-income (RGI) tenant, rent can be increased more than once in a twelve month period, but it can also be decreased. The Housing Services Act (HSA) governs rent increases and decreases for RGI tenants.

## **Subletting and assigning your unit**

If you are a market rent tenant, your tenancy agreement does not permit you to assign your unit to anyone else without the landlord's written consent, even for a short period of time.

RGI tenants cannot, under any circumstances, sublet or assign the unit.

## **Abandonment of property**

If you move out and leave some of your property behind, we have the right to dispose of that property, without consulting you about it. You will also be charged for any costs incurred in removing abandoned property.

## **Eviction**

Under the Residential Tenancies Act, you could be evicted if you:

- do not pay your rent
- frequently pay the rent late
- cause serious damage to your unit or the building (applies also to occupants of the premises or anyone you permit in the unit/property)
- make noise or act in a way that seriously bothers any other tenant or the landlord
- have more people living in the unit than health, safety or housing standards allow
- threaten the safety of another tenant

- break the law anywhere in the building or on our property
- misrepresent your income or household size (RGI tenants only)

### **Ontario Rental Housing Tribunal**

The Ontario Rental Housing Tribunal deals with landlord and tenant disputes. You can get information about your rights from the Tribunal by calling 1-888-332-3234.

### **Social Housing Reform Act, 2000**

In 2000, the Social Housing Reform Act (SHRA) created many new rules for tenants paying rent-geared-to-income (RGI). The Act and Regulations also authorized the transfer of the funding and administration of all provincially funded social housing to the local municipal level of government. This local level of government is called the 'Service Manager'.

There are rules on applying for and being eligible for RGI housing. These rules and the method of calculating the RGI rent are set out in the SHRA and Regulations. The local Service Manager has also decided on some additional rules. Please call the office if you have questions about these rules.

### **Guest Policy**

A requirement under the SHRA is that all housing providers have a policy on short-term occupants of an RGI unit. Our policy allows short-term guests for 14 days. Longer visits must be reported to us by completing a Guest Agreement, and the stay must be approved by us. Failure to abide by the terms of the Guest Policy may result in a loss of eligibility for RGI subsidy.

### **Occupancy Standards**

If you receive a rent subsidy, there are rules about the size of the unit for which you qualify. Households will be required to move to a smaller unit when the household size decreases.

### **Review of Decision**

The SHRA requires housing providers to inform tenants that they have a right to a review of any RGI rent decision or unit transfer decision that affects them. An independent review panel will handle these requests. Information about reviews and deadlines will be available on individual correspondence.



## **Privacy, Confidentiality and Freedom of Information**

Multi-level privacy legislation imposes many controls on the collection, use, storage, and disposition of any personal information on applicants or tenants of non-profit housing. For example, only necessary information can be collected and no personal information can be shared without permission unless it is necessary for law enforcement proceedings, or on compelling health (to facilitate health or safety responses) or compassionate grounds (to contact next of kin or a friend in the event of injury, illness or death).

It is our responsibility to safeguard all personal information in the tenant files.

NHC has a Confidentiality Policy that defines “personal information” and describes how we collect, protect, use and dispose of this information. Staff, Board Members and volunteers with access to personal information must sign a Confidentiality Agreement that commits them to the proper use of this information.

## **Our policy on Harassment**

If you are harassed by other tenants, you should try to resolve it first. If you cannot discuss this with the person who is harassing you, report the harassment to the office or the Police. Do so in writing, and keep a copy for yourself. It is crucial that you write down every incident with details of the place, date and time the harassment took place and specifics of the incident(s).

When we receive a harassment complaint, we will make every effort to correct it. You also have the option of taking your complaint to the Human Rights Commission or a lawyer at any time.

## **Domestic Violence**

Domestic violence and abuse are criminal offences. If you witness abuse, if you think a neighbour is being abused, or if you are being abused yourself, call the Police. If you are being abused in your home and can substantiate this abuse, you should discuss the possibility of a transfer with the Social Housing Registry.



## **Our Drug Free Housing Strategy**

We are committed to creating and maintaining a high quality of life within our communities. This means taking a hard stand against drug use and drug trafficking. We work closely with the Police to keep drug use and trafficking out of our communities.

Neither we nor the Police can control illegal drug activity without your help. You can assist in the campaign against the illegal drug trade by reporting any information concerning drugs to Crime Stoppers at (613) 233-8477. When calling this service, you do not need to identify yourself, and the confidentiality of any information you supply is guaranteed. Residents found directly involved in illegal drug activity or permitting illegal activity to occur in their homes face immediate eviction proceedings.

## **Our Code of Conduct**

We have a code of conduct for staff to help ensure high standards of service and conduct. Staff may not:

- sell items or services to tenants
- buy or take property or personal belongings from tenants, their families, or their estates, nor use it for personal gain
- accept gifts or other items from tenants in return for service
- accept payment for service during or after work hours
- borrow money or anything else from tenants
- witness a will, oath, or affidavit for a tenant, or act as the executor of a tenant's will
- be on the job in an unfit condition to work due to using alcohol or drugs
- abuse tenants, staff members, service agency representatives or anyone else in the workplace, either verbally or physically

## **Tenant Code of Conduct**

We have a responsibility to ensure that tenants enjoy the right to a safe environment, free from violence, intimidation, harassment, and discrimination. This responsibility is shared with all tenants who reside in the community. We will make every effort to ensure that all tenant complaints regarding unacceptable behaviour are dealt with in a fair, balanced and responsible manner.

### **Types of Unacceptable Behaviour**

- Illegal activities, such as assault, theft, threats with weapons, possession of unregistered and/or prohibited weapons, use of and trafficking in drugs, breaches of restraining orders, and child neglect.
- Harassment and discrimination
- Property damage
- Spreading rumours
- Disruption of the peace (e.g.: loud noise or music)
- Verbal abuse
- Dangerous driving of any vehicle.
- Loitering after 10:00 P.M.
- Disrupting the landlord's and other tenants' right to quiet enjoyment

This policy was created to establish a:

- Consistent set of expectations around acceptable types of social behaviour
- Clear and fair process of review and intervention by NHC where appropriate
- Mutual understanding that residents will treat each other with respect

### **Procedure**

Complaints and allegations of unacceptable behaviour and/or illegal activity will be taken seriously and will be verified with regard to the facts that are immediately available. Where appropriate, the information regarding the behaviour or activity



will be reported to the police. Should residents wish to keep their identity anonymous, the ability of NHC to act upon and resolve the problem will be severely limited.

### **Privacy - Noise Transmission**

Residents are reminded to respect your neighbours right to privacy and enjoyment of their homes by keeping noise at a low level. Excessive noise is against the terms of your tenancy agreement. If you are faced with what you feel is an unreasonable noise situation, where possible and reasonable, discuss the matter with the other tenant. If that is not possible, contact the office. It is essential that a written record of the time and nature of the disturbances be provided. Continued problems should be directed to the office in writing. Excessive noise is cause for eviction if there are repeated offences.

### **If you have a complaint**

All complaints must be sent to us in writing. This includes complaints about other tenants and NHC staff and services. We will follow up on all written complaints.

### **Transfers**

Transfers are available for both market rent and rent-geared-to-income (RGI) residents.

All applications must meet the following criteria:

- Minimum one year occupancy in the current unit.
- Tenancy must be in “good standing”; there must have been no arrears in the past six months or returned payments AND no notices of termination related to the Tenant Code of Conduct.
- The current unit must be in acceptable condition. An inspection will be conducted to confirm this. Any damage considered to be beyond normal wear and tear (negligent damage) must be repaired and inspected by NHC, or NHC will repair the damage, which must be paid for prior to the transfer being completed. Any negligent damage discovered after vacate will be charged back to the tenant.
- A transfer fee of \$250 must be paid by certified cheque or money order prior to releasing the keys for the new unit except for Overhoused RGI tenancies and those requiring a wheelchair accessible unit.

- Tenants must provide proof of insurance coverage prior to release of the keys for the new unit.

Market Rent residents requesting a transfer must complete a Transfer Application Form. Market Rent residents requesting an RGI subsidy must apply for an “In-Situ Subsidy” through The Registry at 2197 Riverside Drive, 613-526-2088, and meet certain conditions.

RGI tenants requesting a transfer must complete a Transfer Application Form and will be considered for transfer for the following reasons:

- Victim of domestic abuse (must apply through The Registry)
- Requires a wheelchair accessible unit
- Urgent Medical (terminal or life-threatening)
- Overhoused (too many bedrooms for the family size) – special conditions apply
- Underhoused (too few bedrooms for the family size; should also apply to The Registry)

The length of time a tenant will wait for a transfer varies depending on the reason for transfer as well as the type of housing and location the tenant is requesting. We have a limited number of units, and there are requirements on how vacant units are housed. In addition, we may be constrained by resource limitations (manpower and financial). It is difficult to predict how long residents may wait for a transfer to another unit. All RGI residents seeking a transfer are encouraged to also apply to other social housing providers through the Social Housing Registry to improve their chance to relocate.

For more information about transfers, speak to the Marketing Agent.

## **Housekeeping**

It is our responsibility to keep the exteriors of buildings and common areas safe and secure, as well as the public areas of apartment buildings. It is your responsibility to keep the inside, front and back yards, and carports of your home clean and safe.



## Appliances

Regular cleaning will keep your appliances in good shape and will help save energy. When cleaning the smooth surfaces of your appliances, use a mild soapy solution. A paste made of baking soda and water is good for cleaning off grease and dirt. Do not use rough cleansers because these will damage the surface of the appliance. Use a commercial oven cleaner for your oven.

## Bathrooms

Please do not use rough cleansers like Old Dutch or Comet on bathtubs, sinks and toilets. They scratch the surface and make them harder to keep clean. A good liquid or paste cleanser (such as Tilex or Vim) will prevent mildew from forming on tiles and porcelain.

## Pests

If you see pests, please call our office immediately. Keeping your home clean will help keep pests away.

## Drainage

Please do not pour grease down the sink, tub or toilet. It coats the inside of the pipe and eventually plugs it up completely. Metal coffee cans make good alternate storage for grease. Hair and coffee grounds can also clog a drain system. Please report slow drainage to the office

## Garbage

For apartment residents, make sure the garbage placed in the garbage chutes is in bags small enough so they will not block the chute and that garbage bags are securely tied. Push the bag down the chute. Do not put kitty litter down the chute as many times the bag breaks from the weight of the kitty litter and makes clean up of the bin a very nasty job. Try not to use the chutes late at night or in the early morning when your neighbours are sleeping. Also be careful taking garbage through hallways so that liquids do not drip on the floor.

Please don't drop bottles, broken glass, needles or aerosol cans down the chute. These can all be dangerous to cleaning staff.

Near the garbage room are recycling bins for paper, metal and glass items. Please separate the various types of recycling



and put it in the bins. There are directions on the bins as to what type of materials can be recycled.

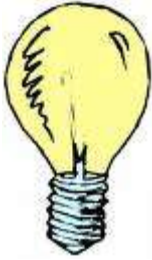
Garden home residents must put out garbage, in properly sealed garbage bags, and appropriate recyclable material (black, blue and/or green bins) before 7 a.m. the day of pick-up.

### **Bathroom exhaust fans**

Please turn the bathroom exhaust fan on when you shower. The moisture from the shower can cause mildew and damage to your drywall if it is not vented properly.

### **Light bulbs**

Supplying and changing light bulbs in your unit is your responsibility; however, if you have a physical disability that prevents you from changing the bulbs and cannot find a friend or relative to do this for you, please contact us for assistance.



## **When you decide to move out**

### **60 days notice**

When you decide to move out, you must give at least sixty days notice with your last day of residency falling on the last day of the month.

### **Notice in writing**

To give notice, you can use the Form N9, *Tenant's Notice To Terminate the Tenancy*, or our own move-out form.

***Regardless of which method you use, the notice must be clearly written, dated and signed by all members of the household who signed the lease agreement.***





## Non-Smoking

NHC supports a smoke-free environment and is committed to promoting a healthy community with safe living and working environments. No tenant, occupant, resident, guest, staff, or business invitee may smoke on the leased premises, in any NHC building or any NHC property. Smoking means inhaling, exhaling, breathing, or carrying any lighted cigar, cigarette, or other tobacco product in any manner or in any form. Leased premises include inside the unit, patios, private yards rented with the unit, and other areas specifically included in the lease. NHC building is a structure with a roof and walls owned by NHC, including, but not limited to any residential premises, offices, workshops, and community houses. NHC property is outdoor common spaces owned by NHC including, but not limited to playgrounds or surfaces, parking lots, parks, lawns, gardens, and flowerbeds

The tenant acknowledges that NHC's adoption of a no-smoking policy does not make NHC the guarantor of the Tenant's health or of a smoke-free unit and building or complex. However, NHC will take reasonable steps to enforce the no-smoking terms of its leases. NHC is not required to take steps in response to smoking unless NHC is notified of the presence of cigarette smoke via written or electronic notice by a tenant.

### Exemptions

Existing tenants will be grandfathered (exempted) for the length of their tenancies, unless they choose to sign a no-smoking policy lease addendum. This policy does not prohibit the medical use of marijuana by tenants or occupants who have an 'Authorization to Possess Marijuana' from Health Canada and provide such authorization to NHC. This policy does not prohibit an Aboriginal person from smoking or holding lighted tobacco, if the activity is carried out for traditional aboriginal or spiritual purposes. This policy does not prohibit a non-Aboriginal person from smoking or holding lighted tobacco, if the activity is carried out with an Aboriginal person and for traditional Aboriginal or spiritual purposes.