

# **TOWN OF HEARST NON-PROFIT HOUSING CORPORATION INFORMATION HANDBOOK**



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## **WELCOME HOME**

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# **An Information Handbook**

## **WELCOME**

Welcome to your new home with the Town of Hearst Non-Profit Corporation (referred as "the Corporation" throughout this document). The purpose of this handbook is to provide answers to some of the questions that may arise after you have moved in. We also have a comprehensive set of policies that govern our organization. If you would like to have information on a particular policy, which you do not find in this handbook, please call the Corporation's office at (705) 372-1404. Your lease (tenancy agreement) is a legal document, which contains important information about your rights and responsibilities. It is in your best interest to become familiar with its contents.

## **YOUR HOUSING SERVICES OFFICE**

Our mission is to provide safe, well maintained and quality accommodation to eligible individuals and families. We manage six properties throughout the Town of Hearst. There are two sources of income to pay for our operating expenses; your rent and a subsidy provided by your municipal government. We have legislation that sets out rules and regulations as to how we operate.

## **OFFICE LOCATION / POSTAL ADDRESS**

810 George St., Main Floor  
P.O. Box 1540  
Hearst, Ontario, P0L 1N0

## **EMAIL / WEBSITE**

Website: [www.hearstnonprofit.com](http://www.hearstnonprofit.com)

Email: [info@hearstnonprofit.com](mailto:info@hearstnonprofit.com) or [therese@hearstnonprofit.com](mailto:therese@hearstnonprofit.com)



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Non-Profit Housing Corporation

## **OFFICE HOURS**

Monday to Friday	- 8:00 am to 5:00 pm
Saturday	- Closed (24 hrs answering service)
Sunday & Holidays	- Closed (24 hrs answering service)

## **IMPORTANT PHONE NUMBERS**

Town of Hearst Non-Profit Housing Corporation (24 hrs) .....	Tel.: 371-1404
.....	Fax: 372-1788
Fire / Police / Ambulance: .....	911
Hearst Power Distribution Corporation.....	362-4341
Landlord and Tenant Board: .....	1-888-332-3234
Cable T.V. – Hearst Connect.....	705-372-2848
Northern Telephone .....	1-800-360-8555
Notre-Dame Hospital.....	362-4291
Corporation of the Town of Hearst.....	362-4341
Enbridge Gas .....	1-877-969-0999

## **WHO DOES WHAT**

### **THE CORPORATION - MEMBERS:**

An Executive Board of seven members governs the Corporation. The Board approves policies and legal contracts. Board meetings are private. However, tenants can ask to meet the Board on a particular issue. Procedure requires that the Property Manager be advised of your wish to meet the Board and in the event you wish a deputation, the Chair must authorize any agenda item.

### **PROPERTY MANAGER:**

The property manager oversees the day-to-day management of our buildings. He/She can help you contact social agencies and various community organizations should you need to make use of these resources.



He/She will also ensure that the rules and regulations are observed in the best interest of all residents.

### **MAINTENANCE PERSONNEL:**

The maintenance personnel does maintenance repairs in the buildings and is responsible for the upkeep of common areas and preparing units for new tenants. The maintenance personnel cannot accept requests for repairs or maintenance. All such requests must be made by calling the Corporation's office during regular business hours.

### **ON SITE SECURITY TENANT:**

In buildings where there is a "Security Tenant" its responsibilities include assisting trades people in providing access to mechanical rooms and assisting tenants who are locked out. The security tenant prepares the elevator for move-ins and move-outs and assist in case of emergency such as fire evacuation. **He/She is NOT a security patrol or service person.** He/She is responsible to report to the Property Manager any vandalism, etc. which he/she encounters.

### **TENANTS' ASSOCIATION/COMMITTEE:**

We believe that well-run tenant groups can do much to build neighbourhood spirit and can provide an important means for discussing matters of concern with other public bodies.

They can provide feedback to the Property Manager on how well the properties are being managed. Suggestions are also provided on ways to improve the tenants' living environment.

Tenants are encouraged to form an Association/Committee in their area.

Suggestions and feedback can also be made directly to the Property Manager by calling the Corporation's office.

# **PAYING YOUR RENT**

## **TYPES OF RENT**

There are two types of rent in the Corporation's buildings. Some tenants pay "rent-geared-to-income", also called RGI, and some tenants pay "market rent"

### **RENT-GEARED-TO-INCOME:**

Rent-geared-to-income (RGI) is subsidized rent. A tenant paying rent-geared-to-income will pay rent equal to about 30% of the gross annual combined income of everyone living in the home, plus some utilities and additional charges such as parking or air conditioning. The rules for how RGI is calculated are set by legislation.

If you are paying rent-geared-to-income, your rent will be reviewed annually as per the annual income from your previous year's Notice of Assessment from Revenue Canada. During your annual income review, we will ask you to provide us with specific documents about your income and your household composition at that time. You will be required to provide us with all the documentation requested to avoid eviction. You will receive at least thirty (30) days' notice if your rent increases due to a change in revenues or a change in your household composition. RGI rent is not controlled by rent control guidelines.

**You do not have to notify us if your income changes during the year, unless your income has decreased by at least 10% from what appears on your Notice of Assessment that you provided during your annual review.**

Only one additional rent review per year can be done for each tenant when there is a change in income. However, you must notify us if there has been a change in your household composition as a result of birth, death, marriage (including common-law), separation or divorce, or when your children move out. These changes will affect your rent as well as the size of unit your household is eligible for. If changes to your household composition are not reported to us when they happen, you could face eviction for failure to inform us of the changes.

If you have any questions about how your rent is calculated, or what type of income verification is required, please call our office.



## **MARKET RENT:**

Market rent is about the same amount of rent you would pay for your unit if it were owned by a private landlord. Tenants paying Market Rent are also responsible for paying their own utilities.

## **MARKET RENT INCREASES:**

Market rents may be subject to change once a year with a ninety (90) days notice. Rent increases are made to cover the rising costs associated with building maintenance. This is why it is important that tenants be concerned about reducing their energy consumption, damage to the property and submitting maintenance requests promptly. Market rent rates are controlled by the Cochrane District Social Services Administration Board.

## **WHEN TO PAY:**

Please remember that your rent **MUST BE PAID BY THE FIRST DAY OF EVERY MONTH** as per your lease agreement. A grace period is granted until the eight (8) of each month to accommodate people who work. Late payment of rent will jeopardize your tenancy.

## **HOW TO PAY:**

Your methods of payments include cash, cheque, money order or email transfer.

### **CASH**

You can pay your rent cash at our office during regular business hours.

### **EMAIL TRANSFER**

You can pay your rent by email transfer to this address: [therese@hearstnonprofit.com](mailto:therese@hearstnonprofit.com). Please ensure that you send the answer to your security question by email so the Corporation can deposit your rent on time.

## CHEQUE / MONEY ORDER

Please make your cheque / money order payable to the Town of Hearst Non-Profit Housing Corporation (or H.N.P.) and print your name, address and apartment number on the front.

Helen Li  
17 Tundra Court  
Apt. 3  
Maryville, ON

March 1 2002

Pay to the order of **"Town of Hearst Non-Profit Housing Corp."** \$ 525.00  
Five hundred and twenty-five Dollars-----XX/100 dollars

For March rent

Helen Li

### **NSF POLICY:**

1<sup>ST</sup> NSF CHEQUE - \$20.00 CHARGE

2<sup>ND</sup> NSF CHEQUE - \$20.00 CHARGE AND CHEQUES WILL NO LONGER BE  
ACCEPTED FROM TENANT UNLESS THEY ARE CERTIFIED

### **WHERE TO PAY:**

You may mail or hand deliver your rent payment to our office. Our address is  
P.O. Box 1540, 810 George St., Main Floor, Hearst, Ontario, P0L 1N0.



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## **TENANCY AGREEMENT:**

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

## **MOVE-IN INSPECTION:**

Inspect everything as soon as you move-in and report any deficiencies to the Property Manager. Any deficiencies must be reported to our office within seven (7) days of moving in. You will be required to put the unit back to its move-in state when you move-out. At move-in, all fire alarms will be inspected by our maintenance personnel in your presence to confirm their good working order.

## **BOOKING THE ELEVATOR: (If Applicable)**

In buildings where there is an elevator, contact the service person in your building in order to make sure that we can book elevator time for you.

## **LOCKS AND KEYS:**

You will receive two keys for your unit, if you lose any of these keys, we may charge a fee for replacement. You are not authorized to change your locks without our permission. A fee will be charged to cover our staff time and the cost of a new cylinder. If you lose your keys, you have to contact our office to obtain more keys. Our office can be reached 24 hours a day, 7 days a week. Please note that, for security reasons, staff will not give out keys after opening hours to persons under the influence of alcohol or drugs. If you are in this situation, you will have to pay the cost of a locksmith. Staff is allowed to unlock doors or give additional keys only to persons who can identify themselves as tenants. It is strictly forbidden to give your keys to family members or friends for them to use your apartment while you're away.

## **DISPOSING OF YOUR MOVING BOXES:**

Cartons must be broken down and placed in the blue recycling containers.

## **PARKING: (See Parking Policy being part of your Lease)**

If you own a vehicle and parking space is assigned to you, a minimal monthly parking fee will be added to your rent amount. Not more than two parking spots can be assigned by unit and ONLY if there are parking spaces available. You must maintain your vehicle in a roadworthy condition, have a current license plate and insurance. Unregistered vehicles will be towed away at the owner's sole expense. You may not keep a vehicle in a state in which it cannot be moved. **Commercial vehicles such as tractor trailers and moving trucks, etc. are not allowed on our properties except for short periods necessary for the delivery of merchandise or furniture or when moving-in or out of the unit. Off-road or recreational vehicles such as RV's, trailers, boats, canoes, snow machines, ATVs, motorcrosses, etc. are not allowed at any time or for any reasons on any of our properties. You are not allowed to change the oil or do repairs to your vehicle on our properties.**

The parking space that you are assigned is not part of your unit and must not be used for storage; only vehicles can be parked in this space. Parking rental can be cancelled at any time if you do not follow the rules established by the Corporation and you will have to park your vehicle elsewhere.

During the winter months, your co-operation in moving your vehicle is imperative in order to ensure that snow removal can be done properly. Tenants will be responsible for the cost of calling back the snow removal company if they do not move their vehicle on time.

## **ELECTRIC SCOOTERS:**

Some buildings have limited or no storage available for scooters. Contact the Corporation's Office **prior to purchasing a scooter** to determine the availability of storage at your building. A minimal charge will be added to your rent each month if you need a space for your electric scooter. Electric scooters can not be stored inside a building.

## **TELEPHONE:**

Each apartment/townhouse has at least one telephone jack. You must call the telephone company to hook up your own telephone. The telephone company will charge for hook-up. You are also responsible for the cost of installing additional telephone jacks in your unit.



## **LOBBY DOOR ENTRY SYSTEM: (Where Available)**

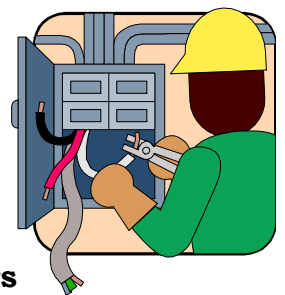
Where available, visitors will use the intercom/interphone system to let you know they have arrived. When you answer their call on the telephone, you can open the front door by following the instructions given to you at move-in. Please do not let strangers into the building. Make sure you know the person that wants to gain access to the building. All buildings are self-securing providing tenants exercise control over access. **DO NOT GIVE YOUR ENTRANCE KEY TO ANYONE.**

## **REDECORATING:**

Tenants are not authorized to paint their unit in any circumstances. Tenants must also remove all stickers and/or wallpaper that he applied on the walls of their unit before moving out. The cost of repairing any damage done by redecorating the unit or to repaint the unit to the Corporation's standards will be charged back to the Tenant.

## **INSTALLING CEILING FANS OR AIR CONDITIONERS:**

Authorization must be obtained from the Corporation before the installation of ceiling fans, air conditioners, other electrical fixtures or wired-in appliances. These must be inspected by the Electrical Safety Authority at your expense. Extra fees must be paid for the use of an air conditioning unit, which fees will be applied on top of your monthly rent. **It is strictly prohibited to install air conditioners through door venting units**



## **INSTALLING SATELLITE DISHES:**

Authorization / Instructions from the Corporation must be obtained before installation of satellite dishes. Any damages caused by the installation of satellite dishes will be the Tenant's responsibility and costs incurred to repair such damages will be charged back to the Tenant.

## **INSURANCE:**

**The Town of Hearst Non-Profit Housing Corporation does not provide insurance coverage for tenants' personal belongings** and is not financially responsible for loss or damage to personal property, regardless of the source of the damage.

**It is the mandatory responsibility of the tenant to obtain and maintain a valid tenant insurance policy.**

**The tenant shall be responsible for providing a copy of the Certificate of Insurance to the Corporation prior to moving into the premises and annually upon request.**

Where a tenant, or persons for whom the tenant is responsible, is found to be the cause of injury, damage or loss to any other person or property, that tenant will be held financially responsible to pay any insurance deductibles if claims are made against the Corporation's policy.

## **GUESTS:**

Tenants are permitted to have guests attend their unit at their discretion, for no longer than fourteen (14) consecutive days. If a guest is to reside in the unit for longer than fourteen (14) days, prior consent must be obtained from the landlord.

Tenants assume full responsibility of the acts and behaviours of their guests when in the unit or on housing property. Any acts, whether intentional or negligent, that result in damages to person or property, will become the financial and legal responsibility of the Tenant. If the guests endanger or impede with the peaceful enjoyment of the other tenants of the Residential complex, eviction procedures may be commenced against the Tenant.

Should the Tenant move out of the unit, the guests must, at that time, move out as well. Any guest(s) staying in a unit after the Tenant moves out will be considered trespassers and will be removed by the police under the *Trespass to Property Act*, 1990.

### **BASEMENTS: (Where Applicable)**

Most basements do not have proper emergency fire exits or ventilation system, and using the basement as a bedroom is against municipal by-laws. Please note that basements have a sump hole for city sewer. Back up may occur. It is in your best interest not to store valuable items in the basement. **The Corporation is not responsible for items damaged as a result of sewer back up or of any situation out of its control.**

### **YARDS, BALCONIES, PORCHES, STAIRCASES AND HALLWAYS:**

Yards, balconies, porches, staircases or hallways are not to be used as storage areas. A municipal by-law prohibits the use of a gas or charcoal barbecue on your balcony. It also creates problems for other tenants and the burning coals and fumes can pose fire and health hazards. Don't shake rugs or mats over your balcony.

Each tenant is responsible to clear snow from his/her own balcony/patio. Please clear the snow off your balcony/patio as water can leak in under the door. Tenants are also responsible to shovel snow from the entrance giving access to their townhouse within 12 hours of a snowfall.

Backyard skating rinks, swimming pools and trampolines are not permitted on any of our properties. Small "kiddie pools" are permitted provided adult supervision is available and the pools are emptied immediately following every use. Kiddie pools must conform to any relevant municipal by-laws.

Burning wood, debris or any other combustible material in an open or closed fire pit is not permitted on any of our properties.

Tenants are not authorised to plant or install trees, shrubs, flower boxes or any other permanent or temporary landscaping structure on any of the Corporation's properties without prior written authorisation. If any of these additions to the landscaping causes damage to the property, the tenant will be held financially responsible for these additional costs.



## **OUTDOOR TAPS:**

Turn off the tap inside and drain the water from the pipe before winter. If you are not sure how to do this, please contact your Property Manager. Damage to water pipes caused by freezing will be the tenant's responsibility if it is found to have been caused by his/her negligence. Outdoor taps shall not be left open when not in use. Tenants shall not use outdoor taps to wash their car or other vehicle or let children play with them. Tenants will be responsible for any costs related to excessive water usage.

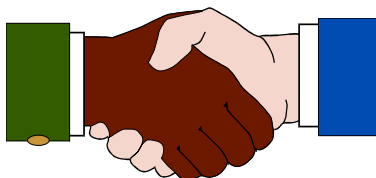
## **PETS: (See the Pet Policy being part of your Lease)**

There is no objection to having a pet, except at our Seniors building where pets are not allowed, providing that they are reasonable and do not interfere with your neighbours (i.e.: noise, dangerous behaviour, odours, allergic reactions and excrements). Your pet should be cared for and restrained to protect the pet and neighbours. Balconies and patios are not, under any circumstances, to be used by pets to relieve themselves on. You must ensure that you clean up after your pet. All municipalities have a Stoop and Scoop By-Law and tenants must conform to this by-law.

While travelling through public areas, your pet must be controlled on a leash of a maximum length of six (6) feet to prevent interference with other tenants and pets. Pets are not allowed in play areas. You can be evicted for allowing your pet to cause damage to the property or the unit you live in, or to disturb the peace and enjoyment of other tenants (ie. constant barking, etc.). Tenants with pets must conform to the Municipal Dog Owners' Responsibilities By-Law.

All tenants that have pets will be responsible for the full cost of erecting a fence on the back patio to keep their pets from roaming the property freely. Pets are like your guests, you are responsible for them and their actions. Tenants are required to follow the Pet Policy that is being part of their lease.

When choosing a pet, **BE REASONABLE AS YOU ARE RESPONSIBLE.**





## **REPAIRS**

For all maintenance requests, please call our office during regular opening hours. We take our responsibility for doing repairs and maintenance very seriously. If we are not able to complete the repair(s) within a reasonable amount of time we will endeavour to contact you and explain why. Delays may occur if we have to call in a contractor or if we don't have the supplies we need in stock.

Please immediately report water stains that appear on the walls and/or ceilings.

There is no charge for repair due to normal wear and tear. However, any damage you, your visitors, your children or your pets cause will be charged back to you. This includes refrigerator parts such as bottle bars or butter dishes, broken windows or torn screens, broken light shades and toilets clogged due to negligence, burns or tear on carpets or flooring, etc. It is unfair to have all tenants pay for damage caused by a few. The charge is an hourly rate for staff plus use of vehicle, dumping fees and cost of materials (See the description of the costs you could be responsible for included in your Lease).

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

### **EMERGENCY MAINTENANCE:**

The Emergency Maintenance number is:

**(705) 372-1404**

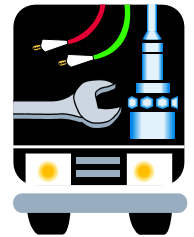
This number is connected to our Answering Service and is answered 24 hrs a day, 7 days a week, even on weekends and holidays. Call this number, outside regular operating hours, only in a serious emergency, such as flood, power failure to the whole apartment, elevator breakdown, someone trapped in an elevator, no heat. All other concerns should be reported during normal operating hours.

## **NOTICE OF ENTRY:**

We shall give you at least 24 hours notice of the fact that we are coming to do a repair at your unit, (unless it is an emergency situation). All repairs done by our staff will be done between 8:00 a.m. and 5:00 p.m. Following a 24 hours notice, our employees or contractors have the authority to enter your unit to carry out the planned repairs even in your absence. In emergency situations, the Corporation has the right to enter a unit without notice to the Tenant to perform necessary repairs. Tenants who prevent our staff or one of our contractors from entering their unit to carry out planned or emergency repairs could face eviction.

## **ANNUAL INSPECTIONS:**

We inspect all our units each year or so. From the inspection reports, we work out our maintenance plans for the next year and prepare our annual maintenance budget. We shall send out notices of the inspection schedule at least 24 hours before we enter your unit. When you receive a notice of inspection from the Corporation, it is your responsibility to be present or have someone else present to enable us entry to your unit. Failure to let us inspect your unit on a regular basis could jeopardize your tenancy. Remember that this is a condition of your Lease.



# **SAFETY AND SECURITY**

## **WHAT IS AN EMERGENCY?**

An emergency is any situation where there are people or property at risk. Examples include fires, crimes in progress or medical emergencies. If you witness an emergency situation, ensure your safety and contact the proper authorities.

## **THESE TIPS WILL HELP YOU KEEP YOUR HOME SECURE:**

1. 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.
2. Attach a lamp to a timer to go on when you are out in the evenings or for long periods of time.
3. Do not allow strangers or other tenants' guests/family into the building using the buzzer system or by holding or propping open a secure door.

## **VANDALISM:**

If you see anyone damaging the Town of Hearst Non-Profit Housing property, please contact the police immediately and tell the service person or the Property Manager. Often vandals cause damage to elevators, stairwells and hallways, which are expensive to repair.

Please remember that children must not play in hallways, laundry rooms, or elevators. You are legally responsible for any damages caused by your children or visitors. Encourage your children to play quietly and to use the playground areas.



## **UTILITIES**

Market rent tenants are responsible for paying for the cost of utilities directly to the utility company. The tenant is responsible to make arrangements with the Utility Company for billing purposes.

Utilities are however included in all RGI tenants' rent. A minimal charge is added to the rent amount to cover part of the cost for utilities.

### **EQUAL BILLING:**

If your income is fixed or you have a tight budget each month, you should 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 not use more power than you did during the last year, you will have a lower payment or a credit 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 seals around refrigerator, microwave and freezer doors clean and in good repair.
- Switch to energy efficient LED bulbs.
- Turn off all lights when they are not needed.
- Install an energy efficient shower head.
- Use an electric kettle or coffee maker instead of a stove-top burner.
- Ensure the heating units in your apartment are clean and that there is nothing in front of them or inside the front. **KEEP AEROSOL CANS AWAY FROM HEATING UNITS AS THEY CAN EXPLODE AND CREATE A FIRE HAZARD.**

- Wash your clothes in warm or 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 windows closed in the winter.
- Report any broken windows.
- If the refrigerator in your unit is a manual defrost appliance, defrost your refrigerator on a regular basis and keep it at a medium or low setting.
- Report dripping taps or running toilets immediately.
- Do not let outdoor water taps running.
- Do your laundry during the off-peak periods (You can view the hydro usage periods by visiting the Hearst Power Distribution Corporation's web site at: [www.hearstpower.com](http://www.hearstpower.com)).

# **HOUSING SERVICES AND THE RESIDENTIAL TENANCIES ACT**

## **THE RESIDENTIAL TENANCIES ACT HAS SEVERAL PROTECTIONS FOR YOU AS A TENANT**

### **RENT INCREASES FOR MARKET RENT TENANTS:**

- The rent rates are established by the Cochrane District Social Services Administration Board each year, and
- The rent cannot be increased more than once every twelve months, and
- You will receive 90 days notice of a rent increase.

### **RENT INCREASES FOR RGI RENT TENANTS:**

- The rent can be increased or decreased more than once every twelve months, and
- The rent is calculated on the gross annual family income, and
- You will receive a minimum of 30 days notice of a rent increase.

### **EVICTION:**

#### **UNDER THE RESIDENTIAL TENANCIES ACT, YOU CAN BE EVICTED IF YOU:**

- **Do not pay your rent** or **frequently pay the rent late**.
- Cause serious damage to your unit or the building or threaten safety of other tenants.
- 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 standards allow.
- Break the law anywhere in the building or on the Corporation's property.
- No longer qualify for rent-geared-to-income housing.
- Misrepresent your income or household size.
- Break any rules contained in this manual and your lease.

## **RIGHT TO MAKE APPLICATIONS AGAINST THE CORPORATION:**

Under the Residential Tenancies Act, a tenant can make applications to the Landlord and Tenant Board against the landlord for problems such as inadequate maintenance, illegal charges and / or harassment.

## **LANDLORD AND TENANT BOARD:**

The Landlord and Tenant Board has replaced the court system for hearing landlord and tenant disputes. You can get information from the Landlord and Tenant Board about your rights by calling **1-888-332-3234** or by visiting their website at [www.sjto.gov.on.ca](http://www.sjto.gov.on.ca).

## **THE HUMAN RIGHTS CODE**

Landlords, people working for landlords, and fellow tenants cannot harass the residents of a building. This is the law. Harassment can be based on race, ancestry, place of origin, ethnic origin, colour, citizenship, religious beliefs, political beliefs, sex, sexual orientation, age, marital status, family status, physical and mental disability, or the receipt of social assistance.

Harassment means repeated actions or words that embarrass or humiliate a person. This includes insults, name-calling, racial graffiti, sexual remarks, etc. Grabbing, pushing or hitting are forms of assault, and only need to happen once for legal action to be taken.

## **FREEDOM OF INFORMATION**

The Freedom of Information and Protection of Privacy Act came into effect January 1, 1991 for municipalities, local school boards and government agencies such as the Town of Hearst Non-Profit Housing Corporation. Under the Act, you have several important rights.

- The right to obtain government information including most general records;
- The right to see personal information held about yourself;
- The right to protection from unauthorized release of your personal information that has been collected by governments.

A copy of the Freedom of Information Act is available at <https://laws-lois.justice.gc.ca>.

## **PERSONAL INFORMATION PROTECTION ACT**

The Personal Information Protection Act has the purpose of establishing rules to govern the collection, use and disclosure of personal information in a manner that recognizes the right of privacy of individuals with respect to their personal information and the need of organizations to collect, use or disclose personal information for purposes that a reasonable person would consider appropriate in the circumstances.

This means that the information contained in your application for housing and your tenant files cannot be shared with anyone other than you, or those you already agreed to share it with on your application for housing, without your written permission. If a financial institution wishes to verify your tenancy, and/or the amount of rent paid, the information cannot be shared without your written permission. In addition, your applicant file cannot be discussed with a family member without your written permission. A copy of the Act is available at <https://laws-lois.justice.gc.ca>.

## **DOMESTIC VIOLENCE & ELDER/CHILD ABUSE**

Domestic violence, elder abuse and child abuse are criminal offences. If you witness abuse, think a neighbour is being abused, or are being abused yourself, call the police. If you are a victim of domestic violence, caused by someone you live with, please contact our office immediately. Confidentiality is assured and your safety is our primary concern.

## **HARASSMENT**

If you are harassed by staff or by other tenants, you should first tell the offender to stop, if possible. If you cannot confront the person who is harassing you, report the harassment to your Property Manager. Do so in writing and keep a copy for yourself. Write down every incident, including the place, date and time the harassment took place, and details of the harassment. In general, harassment is a behaviour that persists over time. An incident that only happens once is often not considered harassment.



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. The Corporation will tell you immediately if your complaint should be sent to the Human Rights Commission or a lawyer.

The Corporation will not tolerate any harassment or violent behaviour from tenants or their guests towards any of its staff, whether verbally or physically. Legal actions will be taken immediately if this situation occurs.

## **DRUG FREE HOUSING STRATEGY**

The Corporation is committed to creating and maintaining a high quality of life within its buildings. 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 buildings.



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 by calling Crime Stoppers ([www.echecaucrime/en](http://www.echecaucrime/en)). When calling this service you do not need to identify yourself and the confidentiality of any information you supply is guaranteed. Tenants found directly involved in illegal drug activity, or permitting illegal activity to occur in their homes, will face immediate eviction.

## **STAFF CODE OF CONDUCT**

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

- Accept tips, money, or gifts from tenants
- Sell items or services to tenants
- Buy or take property or personal belongings from tenants, their families, or their estates or 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
- Be on the job in an unfit condition due to using alcohol or drugs
- Abuse tenants, staff members, service agency representatives or anyone else in the work place, either verbally or physically.

## **PRIVACY - NOISE TRANSMISSION**

Tenants are reminded to respect their neighbours' right to privacy and enjoyment of their homes by keeping noise at a low level. Excessive noise is contrary to the terms of your tenancy agreement.

If you are faced with excessive noise from a neighbour disturbing you, as defined in most Municipal by-laws, we request that you speak to your neighbour and advise him that the noise is disturbing you. Should the neighbour continue the disturbance, please advise him that you will call the Police, have them charged under the Municipal by-law and inform your Property Manager in writing noting a written record of the time and nature of the disturbances. This could result in action to remedy the problem including the commencement of eviction proceedings if there have been documented repeated offences.

## **IF YOU HAVE A COMPLAINT**

All complaints must be sent to us in writing, by hand, mail or email. This includes complaints about other tenants or staff. If you have a complaint about a repair that has been done in your home, please bring it to the attention of the Property Manager. All written complaints will be addressed. Please ensure that your complaint is signed or contains your full name (when sent by email). Anonymous complaints will be discarded and no further actions will be taken.

# **HOUSEKEEPING**



It is the Corporation's responsibility to maintain the buildings and keep them safe and secure. It is YOUR responsibility to keep the inside of your home **clean and safe**. Most tenants take pride in their homes and make an effort to keep hallways, laundry rooms and grounds clean and tidy, too.

## **APPLIANCES:**

Regular cleaning will keep your refrigerator in good shape and save energy. It is important to clean the dust that accumulates underneath and behind your refrigerator on a regular basis. 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 or toilets. They scratch the surface and make them harder to keep clean. A good liquid or paste cleanser will prevent mildew from forming on tiles and porcelain. It is advisable that towels or bath mats be placed at the edge of your bathtub in order to absorb any water runoff from the shower curtain. Keep your shower curtain closed at all times while taking a shower to prevent water runoff to the floor.

## **FLOORS:**

If your unit has tiles, please do not wash them with javex or rough or abrasive cleansers. Waxed tiles shall be washed with a mild soapy solution only to keep their shine longer. Washing with abrasive cleansers or javex will remove some of the wax and floor will become spotted. Tenant is responsible to keep floors in good condition and waxed. Please have them waxed regularly, at your own cost.

## **PESTS:**

It is the responsibility of the Tenants to maintain their unit and personal property in a clean and sanitary condition, free from household pests of any nature. If the Tenant notices pests, of any nature or source, they are to immediately notify the Property Manager of the presence of such pests and to cooperate fully with the measures required to rid the unit and/or residential complex by both preparing the unit and providing access for treatment(s) as required. The Tenant may be responsible for any costs incurred by the Corporation where the cause is due to the Tenant's actions or neglect.

## **SINKS:**

Please do not pour grease down the sink. 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 grinds can also clog a drain system.** Running hot water for ten (10) minutes once a month will help keep the drain clean.

## **BATHROOM EXHAUST FANS:**

Please turn the bathroom exhaust fan on whenever you shower. The moisture from the shower can cause mildew and damage to your drywall and ceiling if it is not vented. Supplying and changing fan filters in your unit is your responsibility. Remember, you will be responsible for any damages caused by your negligence. Bathroom exhaust fans must be cleaned regularly by the Tenant to avoid blockage of air flow.

## **GARBAGE:**

Where garbage chutes are available: Make sure the garbage you put in the garbage chutes is in bags small enough so they will not block the chute and that bags are properly secured. Push the bag down the chute. Please don't put kitty litter down the chute, as the bag could break from the weight and make clean up of the bin a very nasty job. Also be careful taking garbage through hallways so that liquids do not drip on the floor. Do not put recyclable materials in the chute, recyclables are to be put in the available blue containers only.

Tenants are expected to observe the following rules regarding garbage chutes:

- Do not put oil jars, bottles, broken glass, needles or aerosol cans down garbage chutes. These can all be dangerous to staff.
- Never put flammable or burning materials (cigarettes, ashes, etc.) into chutes.
- Never force cartons, coat hangers, bundles or paper, etc., into chutes since this may cause blockage. Bring them directly to the garbage room. Recyclable materials must be put into the blue containers.
- Never dispose of flammable liquids or aerosol cans in chutes.
- Inform the Property Manager immediately if the chute is blocked.

**Where there are garbage sheds:** Tenants in our townhouses must put their garbage directly in the garbage sheds. Make sure garbage bags are tied securely. Do not leave your garbage bags in front of your townhouse or apartment or in front of the garbage sheds. Put your bags in the black containers for regular garbage. Put your garbage in the garbage sheds before the garbage truck is scheduled to pick-up garbage. For townhouses, garbage is picked-up every Thursday. Only non recyclable materials should be put in the black containers.

**Recyclable materials:** You must put all recyclable materials in the blue containers available at designated location. Never put non-recyclable garbage into the blue containers. All recyclable materials can be put in the containers without bags, except for shredded paper that must be in put in clear recyclable bags. Break down all carton boxes before putting them in the blue container to save on space. Please refer to the information brochure on recycling that was provided to you upon your move-in to learn about recyclable materials.

**Big items:** The garbage sheds are for household waste only and you can not discard of your old furniture or big items in the sheds, you are responsible to bring them to the municipal landfill site yourself. Anyone caught discarding big items or furniture in the garbage sheds will be charged back the cost of bringing it to the dump and the required landfill tipping fees.

## **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 our Office for assistance. Investing in LED bulbs will save you money in the long

run, they generally last longer. The Corporation does not provide replacement bulbs to Tenants; you are responsible to buy your own replacement bulbs.

### **LAUNDRY FACILITIES: (Where Provided)**

Laundry facilities are for the sole use of our tenants. They are not to be used to launder family clothes or the clothes of those who are not tenants. For areas with a laundry schedule, please obey the schedule and all posted laundry policies. DO NOT use the scheduled laundry times of other tenants and DO NOT leave your clothes unattended. Free periods can be reserved for extra laundry needs by calling the Corporation's office in advance.

### **LAUNDRY FACILITIES: (Individual Home)**

Tenants are responsible for cleaning exhaust vents and to exhaust all dryer moisture from their unit. Not doing so will cause excessive moisture, which will damage your unit.

**NOTE:**      **When using laundry facilities we also remind you to clean the dryer lint filter after each load. Failure to do so becomes a severe fire hazard.**

### **EXCESSIVE CLUTTER:**

It is the responsibility of the Tenant to ensure that the unit is maintained in a safe and healthy condition. The unit must be kept free of excessive clutter that impedes the safe use of or access to any door, window or walkway. Excessive Clutter, for the purposes of this policy, means any amount of clutter in a unit which renders it, or a portion thereof, unusable for its intended purpose. (ie. Using the bathtub as a storage closet, or installing a large screen TV in front of an exit).

A Tenant may be evicted if they fail to meet health, safety and fire hazard standards due to having excessive clutter in their unit.

## **SMOKING:**

All the Corporation's units and buildings are now smoke free and all smoking is prohibited. See the Smoke-Free / Culture-Free Policy that is being part of your Lease.

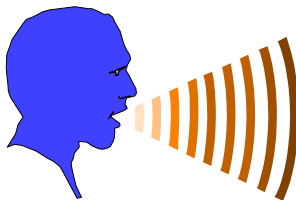
If a tenant is caught smoking or upon receipt of a complaint regarding a tenant smoking in his unit or in a smoke-free area outside:

1. A verbal warning will be issued to the tenant.
2. If the behaviour persists, the tenant will be issued a written warning, a copy of which will be place in the tenant's file.
3. If a second complaint is received within six (6) months of the date of the warning letter, the tenant will be served with a Notice to Terminate a Tenancy Early.
4. If a third complaint is received within six (6) months of the first Notice, a second and final notice will be completed and we will proceed to eviction.

## **IF YOU HAVE CONDENSATION PROBLEMS (Water running down your windows on cold days):**

- Vent moisture out of your home using the bathroom and kitchen fan.
- Buy a dehumidifier; the Corporation will not provide dehumidifiers to Tenants.
- Make sure to vent the bathroom with the fan when you shower.
- Open your blinds/curtains to provide air flow to the windows.

If the problem is uncontrollable, please call our Office for advice.





## **TRANSFERS**

If you would like to move to another unit, you must fill out a new Housing Application Form. Keep in mind that you will be placed on the regular applicant waiting list on a first-come first-served basis.

### **SOME PEOPLE HAVE SPECIAL PRIORITY FOR TRANSFER:**

- Victims of family violence.
- Tenants who must move because they need a different size of unit, or a wheel-chair accessible unit.

### **WHEN YOU REQUEST A TRANSFER YOU MUST:**

- Not have any arrears at the time of your request otherwise it will be rejected.
- Not be involved in legal action with the Corporation.
- Have a satisfactory inspection of the unit you live in.

If your life is in danger where you are living now (due to violence or abuse, for example) and you need more information about transfers, please call your Property Manager.

## **MOVING OUT**

### **60 DAYS NOTICE:**

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

### **NOTICE IN WRITING:**

To give notice, you should use Form N9, Tenant's Notice to Terminate the Tenancy (available at the Corporation's Office or on the Landlord and Tenant Board website at [www.ltb.gov.on.ca](http://www.ltb.gov.on.ca)).



## **MAINTENANCE CHARGEBACK:**

When you decide to move out of your unit, it is your responsibility to ensure that all personal belongings and/or garbage are removed from the unit. Any such belongings, including semi-permanent structures erected inside or outside of the unit, remaining in the unit or on the property will be disposed of and any costs incurred to do so will be charged back to the tenant. Any additional painting or maintenance repairs, outside of regular wear and tear, required to return the unit to move-in condition may also be charged back.

It is also your responsibility to ensure that the unit is cleaned and returned to the same condition it was when you moved-in. Cleaning of the unit to bring it back to move-in condition may also be charged back to the Tenant.

## **SUBLETTING AND ASSIGNING YOUR UNIT:**

Your tenancy agreement **does not permit** you to sublet or assign your unit to anyone else, even for a short period of time.

## **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. However, we cannot seize your property to pay for rent arrears if you get behind in your rent.

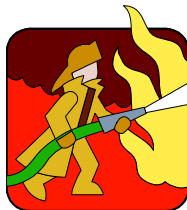
## **BOOKING THE RECREATION ROOM (Where Available)**

The recreation room can be booked for Tenant parties, and special events.

1. Bookings are made with the Property Manager at the Corporation's Office.
2. Please provide the basic information on your event (date, time, purpose, number of guests, etc.).
3. The Property Manager will confirm if the space is available on the date and time you have requested.
4. All bookings must end no later than 11:00 p.m.
5. The Tenant booking the room assumes responsibility over the actions of all guests attending the gathering and shall contract necessary liability insurance to cover the event and release the Town of Hearst Non-Profit Housing Corporation of all responsibility towards the event.
6. Tenants with unpaid rent or in serious breach of the tenancy agreement will not be able to book the recreation room as long as the outstanding situation continues.
7. Please adhere to non-smoking policies pertaining to your building.
8. No deposits are required from the tenant; however any damages to the recreation room will be charged back to the tenant (such as rug cleaning or damages to tables and appliances).

Questions concerning the booking process should be discussed with the Property Manager.





## **APPENDIX A - FIRE**

Avoid storing or using flammable materials or liquids such as gasoline, paint thinner or solvents in your home. Recycle or discard of 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 lighted cigarette ashes in the garbage

Make sure you know the fire safety plan in your building. **The fire safety plan located in the hallways of your building (apartment buildings only) tells you the best way to get out of the building if there is a fire.** 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. Tenants living in townhouses should have their own fire safety plan posted where everybody can see it.

### **SMOKE DETECTORS:**

Your home is equipped with one or multiple smoke detectors. Please do not disconnect them or remove their batteries. All smoke detector(s) will be checked with you at move-in to confirm they are all working properly. They should also be checked by you each year and batteries replaced to insure their proper operation. The cost of new batteries is your responsibility. If you have problems with your smoke detector, call our Office immediately.

### **EXITING THE BUILDING IN AN EMERGENCY:**

#### **Apartment Buildings:**

When the fire alarm system is activated, you will need to use the staircases to get out of the building - NEVER USE THE ELEVATOR. Make sure your guests know the rules for leaving the building.



If there is a fire in your unit :

- Alert your neighbours immediately;
- Leave your apartment (leave it unlocked if possible) and Call 911;
- Sound fire alarm where available;
- Use the staircase, NEVER the elevator to leave the building;
- Do not run;
- Meet Fire Department to direct them to the fire;
- Call the Property Manager;
- NEVER return to your apartment before Fire Chief (or his Alternate) says it is safe to do so.

If you hear fire bells/alarm :

- Immediately stop what you are doing;
- Check your apartment door with your hand. If it is warm or hot **DO NOT OPEN DOOR** (Fire may be right outside);
- If door is cool to the touch, open it and check for smoke in corridor.

If corridor is clear :

- Leave the building by way of the staircase – NEVER USE THE ELEVATOR;
- Close door behind you and Call 911;
- Do not run;
- NEVER return to your apartment before Fire Chief (or his Alternate) says it is safe to do so.

If corridor is smoky :

- Remain in your apartment and call 911, do not go out in the hallway;
- Make sure your apartment door is closed tight;
- Place wet towel/cloth at bottom of your door;
- Proceed to your outside patio or balcony;
- Wait to be rescued;
- DO NOT PANIC.

### **Townhouses:**

If there is a fire in your townhouse :

- Alert your immediate neighbours;
- Leave the townhouse (leaving it unlocked if possible) and Call 911;
- Sound fire alarm if available;
- Do not run;
- Meet Fire Department to direct them to the fire;
- Call the Property Manager;
- NEVER return to your home before Fire Chief (or his Alternate) says it is safe to do so.

If you hear fire bells/alarm :

- Stop what you are doing;
- Leave the townhouse by the safest way;
- Close door behind you and Call 911;
- Do not run;
- NEVER return to your home before Fire Chief (or his Alternate) says it is safe to do so.

If fire is in your townhouse and there is no possible way of getting out :

- Remain in your townhouse;
- Call 911 immediately and tell them you can't get out;
- Find the safest room and close the door tight;
- Place wet towels/cloths at the bottom of the door;
- Proceed to your window;
- Wait to be rescued; DO NOT PANIC.

## **IF YOU NEED ASSISTANCE TO LEAVE THE BUILDING:**

The Corporation provides information to fire fighters about individuals living in its buildings that need assistance to exit because of mobility problems and who might have a medical condition which could increase their need for assistance, for example use of oxygen. If you think you fall into this category, please contact the Corporation's Office to advise them.

## **YOU CAN SLOW DOWN THE INFILTRATION OF SMOKE INTO YOUR UNIT THIS WAY:**

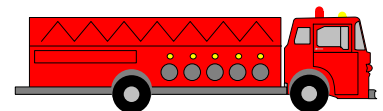
- Soak towels and a bed sheet in the bathtub;
- Cover the whole door and the doorframe with the wet sheet. The sheet will adhere to the door;
- Place the wet towels across the bottom of the door;
- You could also use duct tape to seal the space around the door to your unit.

## **IN CASE OF FIRE LEAVE THE BUILDING IMMEDIATELY**

### **PULLING THE FIRE ALARM AS YOU LEAVE**

### **THEN CALL 911 OR LOCAL FIRE DEPARTMENT**





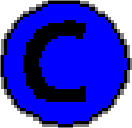
### **FROM A SAFE LOCATION**






Corporation de logement à  
but non-lucratif de Hearst  
Non-Profit Housing Corporation

## **HOW TO PUT OUT VARIOUS FIRES**

This section explains the different classes of fire and what method to use for each.

<p><b>CLASS “A” FIRE</b></p>  <p>Ordinary Combustibles</p>  <p>Ordinary Combustibles</p>	<p>This class deals with ordinary combustibles, such as wood, clothe, paper, many plastics, and other common materials that burn easily. This class can be identified as the letter “A” with a green triangle around it. There is also another new symbol (shown at the left).</p> <p>The most common method used to extinguish a Class “A” fire is water. Dry chemicals can also be used for Class “A”, “B” and “C” fires. These powders rapidly put out the flames and form a blanket that prevents reflash.</p> <p>NEVER leave burning ash near a Class “A” fire.</p>
<p><b>CLASS “B” FIRE</b></p>  <p>Flammable Liquids</p>  <p>Flammable Liquids</p>	<p>Class « B » deals with flammable liquids, such as gasoline, oil, grease, tar, oil-based paint, lacquer, and flammable gas. The symbol for this class of fire is the letter “B” with a red box around it. There is also a new symbol for this type as well.</p> <p>A smothering effect is necessary to put out a Class “B” fire. Dry chemicals, foam, vaporised liquids, carbon dioxide and water mist can all be used for this class of fire depending on the circumstances.</p> <p>NEVER use ordinary water to put out a Class “B” fire as water will spread the flammable liquids or gas.</p>
<p><b>CLASS “C” FIRE</b></p>  <p>Electrical Equipment</p>	<p>This class is primarily concerned with electrical equipment, such as computers, wiring fuse boxes, circuit breakers, machinery and appliances. The symbol for this class of fire is the letter “C” surrounded by a blue circle. There is also a new symbol (shown at the left).</p> <p>Dry chemicals, carbon dioxide and vaporised liquids can all be used for this class of fire as they do not</p>

 Electrical Equipment	<p>conduct electricity. Foam, water (except nozzles) and all water extinguishers are conducting electricity and can cause electrical shock or damages to the electrical system.</p> <p>NEVER use water to put out a Class “C” fire, as there is a risk of electrical shock.</p>
<p><b>CLASS “D” FIRE</b></p>  Combustible Metals  Combustible Metals	<p>This class is very rarely something you will deal with. It is concerned with combustible metals such as magnesium, aluminium, lithium, and other combustible metals or metal dust. The symbol to indicate this type of fire is the letter “D” and surrounded by a yellow star. There is also a new symbol (shown at the left).</p> <p>Specialized techniques, agents and equipments have been developed to put out these kinds of fire. Normal fire extinguishing agents should not be used for this Class of fire as there is a risk of increasing the fire intensity because of the chemical reaction between some agents and the metal on fire.</p> <p>NEVER use normal extinguishing methods to put out a Class “D” fire. Flammable metals require special extinguishers.</p>

Tenants are responsible to purchase their own fire extinguisher for their home. The Corporation will provide extinguishers for common areas only.

## **APPENDIX B – EVACUATION PROCEDURES**

Emergency procedures to be followed by tenants in case of an emergency shall be posted on each floor (in the case of an apartment building), near elevators or main stairway, etc., and where applicable. Townhouse tenants should write down their own emergency plan for their family and post it where everybody can see it.

POSSIBLE EVACUATION VENUES IN CASE OF A MAJOR FIRE OR DISASTER  
(Any evacuation will be carried out at all times according to the Town of Hearst Emergency Plan):

Project		Contact Person
St. Paul's Court	Arena; 1008 Edward St. - or - Legion Hall; Front St.	Tel.: 372-2803  Tel.: 362-4718
Charbonneau Place and Brisson Blvd.	Arena; 1008 Edward St. - or - Legion Hall; Front St.	Tel.: 372-2803  Tel.: 362-4718
Lambert Place / Berville Street	Arena; 1008 Edward St. - or - Legion Hall; Front St.	Tel.: 372-2803  Tel.: 362-4718
Maison Renaissance	Place des Arts; 9th Street	Tel.: 362-4900
Maison Henri Lèpan (S.I.L.)	Arena; 1008 Edward St. - or - Legion Hall; Front St.	Tel.: 372-2803  Tel.: 362-4718
Gamelin Residence	Arena; 1008 Edward St. - or - Legion Hall; Front St.	Tel.: 372-2803  Tel.: 362-4718



## **APPENDIX C – HEALTH & SAFETY TIPS / RECOMMENDATIONS**

To avoid risks of fires, please follow these guidelines :

- Avoid risky culinary practices, such as frying, too much heat, leaving the stove while cooking, loose sleeves.
- Never use defective electric appliances, damaged electric cords, overloaded circuits or lamp wires as an electric cord.
- Never smoke inside your unit – IT'S NOT AUTHORIZED.
- Do not leave articles such as shoes, boots, carpet, etc. in entrance, hallways and stairs.
- NEVER hide extension cords under an entrance carpet.
- NEVER place aerosol cans near a heat source.

### **COOKING FIRES :**

Cooking fires can be prevented by following a few simple rules:

- Never overheat or leave cooking fats unattended.
- If the grease in a pot or pan catches fire, proceed as follows:
  - Turn off heat.
  - Smother flame by covering pan with suitable lid, which must always be readily available.
  - Watch out for yourself and your clothing.
- If fire ignites nearby combustibles or threatens to spread:
  - Give the alarm and get everyone out of the building.
  - Close kitchen and entrance doors.
  - Call 911.
- Never risk carrying a burning pan outside.
- Never put water on grease fires.

### **SMOKE ALARMS :**

Electric and battery operated smoke alarms have been installed in each unit. Electric smoke alarms are wired to a separate electrical circuit, to give early warning of a possible fire. Tenants must not remove the fuse or disconnect the circuit breaker, since this can cause the alarm to become inoperable. The alarm lights up when the electrical power is on.

**Note:** Check frequently and, if the light is out, contact the Property Manager immediately.

## **ELECTRICAL SAFETY :**

The following reminders will reduce the risk of receiving an electrical shock :

- Do not use portable electrical equipment in your bathroom except an approved (specially constructed) electric shaver or electric toothbrush.
- Avoid handling appliances, which are not grounded, especially when near sinks, bathtubs, water pipes or radiators unless the cord is disconnected from the conventional outlet.
- Contact a reliable electrician to repair equipment/appliances and or wiring. Request a certificate of inspection from the electrician.
- Do not overload circuits by using multi-outlet devices. When too high a wattage is received by an electrical socket, overheating results, which could ultimately lead to a fire.
- Never use extension cords to supply fixed or permanent equipment. Appliances should be plugged directly into convenient outlets.
- Never replace a blown fuse by a substitute of a different type (i.e., higher). This can result in overheating of electrical wires, which could ultimately lead to a fire.
- Do not allow children to poke objects (i.e., pins or scissors) into receptacles. If children persist, safety receptacles should be installed.
- Always install three-wire receptacles in your wiring system and use wire attachments, plug caps, on portable equipment.
- Portable heaters must be kept away from combustible material, in case they are knocked over.
- Follow instructions on heating blankets and pads. Avoid using pins and do not abuse by excessively stretching the blanket or pad.
- Place insulating link properly on all pull-chain lighting fixtures.
- Keep all your electric appliances and equipment in good repair.
- Disconnect all equipment and appliances (i.e., irons, heaters and toasters) when not in use.
- Keep antennas and ladders at a safe distance from overhead electric power lines. Before installing an antenna, ask permission from the Property Manager and consult your Hydro Provider.
- Warn your children of the dangers of climbing poles and flying kites or model aircrafts near electric power lines.
- Never use a larger wattage bulb than recommended, in a light socket (this is called overlapping).
- Overlapping may be detected when :
  - It is difficult to unscrew a light bulb when replacing it.
  - There is discoloration behind the bulb.
  - The bulb has a shorter life.

- It is very important to read the caution inside the light fixture indicating the maximum wattage permitted for safe use.
- Special precautions must be taken if a unit is heated by baseboard heaters:
  - Keep drapes or other flammable material such as paper, aerosol cans, pillow and bedspread away from heat source.
  - Liquid carpet cleaners must not penetrate the terminal box of the heater, or else, a short-circuit may occur.
  - It is recommended that drapery clearance around heaters should be at least 100mm (4"), or
  - When hung in front of heaters, the near fold of the drape should be at least 500mm (2") from the heater, and
  - The drapes should clear the finished floor by 37.5mm (1 ½").

### **THE USE OF OXYGEN :**

Oxygen is the major element in supporting combustion. While grease and oil produce intense fires, air enriched by oxygen results in fires that burn with explosive violence. Any oxygen-filled area is very sensitive to ignition, so extreme care is absolutely essential.

The following precautions must be employed when using oxygen:

- Always keep oxygen equipment clean.
- No grease or other lubricant should come into contact with equipment, including oily gloves and rags.
- No combustible materials such as oils, paper, plastic, etc. should be allowed near oxygen equipment.
- No smoking materials should be permitted in the same room as the oxygen equipment, this includes: matches, lighters, cigarettes, lighter fluid, pipes, tobacco, cigars, etc.
- No type of open flame should be permitted within 1.8 metres (6 feet) of a patient receiving oxygen, this includes: candles, gas heaters, electric heaters and hot plates.
- No electrical appliances/equipment should be permitted within 1.8 metres (6 feet) of a patient receiving oxygen, this includes: electric blankets, heating pads, switches, radios, television sets and electric buzzers.
- The oxygen cylinder must be protected from overheating, from radiators, sunlight and warm air outlets, since there is a danger of over-expansion in the cylinder.
- Oxygen cylinders must be fastened in an upright position to the bed, or anchored in such a way to prevent them from falling.

### **ELECTRICAL TRANSFORMER VAULTS :**

All tenants are requested to report immediately, any electrical transformer vault enclosure, inside or outside, that appears to have been tampered with or defective, to their Property Manager.

### **FIRE ROUTES :**

It is expressly prohibited to park a vehicle in a fire route (easily distinguished by posted signs) or to leave any vehicle, bicycle or other equipment in the fire route in order to keep them clear to provide immediate access to the property by Fire Department and Emergency vehicles. Tenants should park in their designated parking spaces. Vehicles parked in fire routes will be immediately towed away at the owner's expense.

### **SUPERVISION OF CHILDREN :**

Children should always be supervised when playing, either in the home or in the playground areas. Never leave children alone in your home. Do not let your children play in the street or where vehicles are traveling. Children should not be permitted to use parking areas or streets as a playground or bicycle rink.

### **CHEMICALS AND MEDICATIONS :**

Children are vulnerable to danger, therefore, all cleaning solutions, medication and pills must be kept in a securely fastened place and out of the reach of children.

### **AUTOMATIC LAUNDRY EQUIPMENT :**

This type of equipment must be handled with care, for example:

- never overload;
- never « set it and forget it ». Check equipment occasionally;
- keep lint traps free and clean.

## **ELEVATOR :**

The elevator is perfectly safe, if properly used. Therefore, be advised that:

- Elevator is for the explicit use of transporting tenants and furnishings.
- Young children are not allowed to operate the elevators alone or to use them as a play area.
- Tenants are responsible for preventing children from tampering with the operating mechanism.
- Elevators are one of the safest modes of transportation when properly used and trapped persons are perfectly safe.

## **IN CASE OF EMERGENCY:**

- Do not attempt to open elevator hoistway doors.
- Do not tamper with the elevator controls.
- Right away – pick up the telephone – explain the situation and maintain verbal contact at all time – do not hang up – it is your only mean of communication and it is also our only way of communicating with you.
- If you feel faint, try sitting down on the floor and relax.
- DO NOT PANIC, as soon as you pick up the telephone, help will be dispatched to help you get out.
- The elevator in our seniors building is equipped with an auto safe module and, whenever there is a power failure, the elevator will be brought back to the first floor and doors will open to let people out.

## **BALCONIES AND WINDOWS:**

- Never apply pressure to window fly screens, they do not function as a protective device.
- Never place furniture in such a position that children could climb upon it to reach window openings.
- Always keep balcony doors locked when children are around. A simple locking device can be provided free of charge, by contacting your Property Manager.
- Never leave children alone on a balcony.
- Do not use balconies as a storage area.
- Residents and their guests must take precautions to ensure that objects do not fall or roll off balconies since this presents a serious hazard to anyone who might be struck from below.
- Always report and request repairs immediately upon discovery of defective balcony door locks, railings or window screens.
- It is strongly prohibited to use gas or coal barbecues on balconies.

### **EXCESSIVE NOISE :**

Excessive noise levels can become a problem. Radios, televisions and stereos, when played too loudly, aggravate apartment dwellers causing this to become one of the biggest sources of complaint. Therefore, tenants are requested to keep noise level down as to not disturb other neighbours.

### **BOMB THREAT :**

In the event of a bomb threat, contact 911 and your Property Manager.

### **SPRING SAFETY PRECAUTIONS:**

Rain and mild temperatures erode ice surfaces on rivers, streams and ponds creating unsafe conditions for children. Banks become extremely slippery and water levels very high. Do not allow children to play near a river, stream or pond in the Spring.

### **CHRISTMAS TREES AND DECORATIONS:**

The following precautionary measures should be taken :

- Do not purchase a tree that has dried out.
- Test twigs and needles for brittleness.
- Store tree outdoors until ready for use.
- Recut butt and immerse in water if stored indoors.
- Recut butt diagonally when tree is erect.
- Stand tree in water and replenish the water supply as needed.
- The tree must not block access to doors and windows.
- Set up the tree away from drapes and heat sources (i.e., fireplaces, television sets or radiators). Never decorate a tree with candles.
- Fire-retardant chemical sprays are not recommended since they are such poor substitutes for butt immersion.
- Artificial trees are marked to indicate whether lights may or may not be used on a tree. Do not, for example, use lights on metallic trees.
- Use one Canadian Standards Association certified lighting sets and only non-flammable decorations.
- Discard damaged plugs or sockets and do not overload electrical outlets.
- Unplug Christmas tree and related Christmas lighting before leaving the house or going to bed.
- Place labels on the container indicating which lights are designated for outside use and which for inside use.
- Unplug power supply before replacing burned-out bulbs and adhere to correct voltage requirements.



- Keep the metal of the reflector from contacting screw shell of either lamp or socket.
- Remove tree from indoor as soon as possible after the Christmas celebrations.

### **MATCHES AND LIGHTERS:**

- Keep matches or lighters away from the reach of children.

### **EMERGENCY TELEPHONE NUMBERS:**

The numbers for : Fire Department, Police, Ambulance, Doctor, Property Manager should always be close to your telephone. REMEMBER, when calling for an emergency, try to stay calm and give the exact location of the emergency, if you scream at the other person, things will not move faster.

### **ENERGY CONSERVATION:**

Energy conservation, while not directly related to safety, is a situation we should all become aware of for the protection of our future resources. Tenants are encouraged to practice the wise use of electricity, gas, hot water, etc.

### **TAKING CARE OF CHILDREN:**

- Children who are not capable of taking care of themselves must never be left alone.
- Only persons who have a sense of responsibility and a liking for children should be entrusted with their care.
- Know your babysitter. Employ a person who lives in the same neighbourhood (if possible). Employ the same babysitter regularly.
- Both you and the babysitter should know fire safety rules.
- Leave instructions to the babysitter in writing as well as giving them orally.
- Always supply the babysitter with the following information: Parent's destination and phone number or the name and number of some responsible neighbour to be called in an emergency; point out the location of all exits; emergency phone numbers for Fire, Police, Ambulance and how to call them; street name and house number; location of flashlight in case of power failure; how to control the heating equipment; number of the Property Manager.