

# Tenant Handbook

*A guide for tenants  
living in properties  
owned by the United  
Counties of Leeds and  
Grenville*

Prepared by:  
**Community and Social  
Services Division**  
*Housing Department*





A large, stylized graphic of a roof or gable, formed by two thick black lines meeting at a peak. The word "Welcome!" is centered within this shape in a large, black, cursive font.

# *Welcome!*

We are pleased to welcome you to your new home. We hope this handbook will be a helpful and convenient source of information for you. It provides information about what your rights are as a tenant, what you can expect while living here, and what we expect from you. It gives useful information such as how and where to pay your rent, how to report maintenance concerns in your unit, and tips for recycling.

The lease agreement that you signed contains very detailed information about your tenancy. The lease is a legal document and you should be familiar with what it says and keep a copy of it in a safe place.

Staff of the Housing Department recognizes that good communication is essential to promote safe and stable housing. Please contact us about concerns about your home and community. We want to help build a community that you can enjoy and take pride in.

Each tenant can contribute to the success of their tenancy, the maintenance of their home and to their neighbourhood. We look forward to working with you to make your home a great place to live.

**Alison Tutak, Director**  
Community and Social  
Services Division

**Chris Morrison, Manager**  
Housing Department



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This handbook is for information only and is not a substitute for your Lease Agreement with the United Counties of Leeds and Grenville (the Counties). It is intended to provide important details to help you have a successful tenancy. Please take the time to become familiar with the terms in your lease agreement and use this handbook as a quick reference for additional information. Rules may change from time to time and you will be notified in writing if there is a significant change. If you have any questions, contact your Case Manager.

The following terms are used throughout this document and are defined below:

**The Counties** means the United Counties of Leeds and Grenville as the landlord and as the Service Manager.

**Rent-Geared-to-Income (RGI)** means that your rent is based on gross monthly household income and your rent is subsidized by various levels of government.

## CONTACT INFORMATION

### Community and Social Services Division – Housing Department

<b>Brockville (Main Office)</b>	<b>Prescott (Satellite Office)</b>
25 Central Avenue West Suite 200 Brockville, ON K6V 4N6	360 King Street West Prescott, ON K0E 1T0
<b>Phone:</b> 613-342-3840 <b>or</b> 1-800-267-8146 <b>Fax:</b> 613-342-8908	<b>Phone:</b> 613-925-0001 <b>or</b> 1-800-267-8146 <b>Fax:</b> 613-925-0301
<b>Office Hours:</b> Monday to Friday 3:00 a.m. – 4:00 p.m.	<b>Office Hours:</b> Monday to Friday 8:00 a.m. – 12: 00 p.m. 1:00 p.m. – 4:00 p.m.

The Counties' telephone system has voice recognition. When you hear the automatic voice answering message, you may either say the name of the person you are calling or enter the person's extension.

Please leave a brief message if a staff member is not available when you call. Your call will be returned as soon as possible. Staff often visit the building and/or neighbourhood, and you are welcome to meet them there, or at one of our office locations. Please call ahead to make an appointment.

### **Contact your Case Manager**



- *To report changes in income or household composition*
- *If you have questions about your rent*
- *To report concerns related to your tenancy*

### **Contact the Maintenance Support Worker**



- *To report maintenance concerns in your unit, building or property*

### **After Hours Maintenance Emergencies:**

For maintenance emergencies that cannot wait until the next business day, please call our automated voice messaging system at:

613-342-3840 or 1-800-267-8146  
and say "**Emergency**" followed by "**Housing Emergency**"

You will be connected with an on-call staff member. If you get voicemail, leave a brief message and a telephone number where you can be reached, and the staff member will return your call promptly.

**After hours maintenance emergencies** are maintenance repairs that require **immediate attention because the health and safety of the tenant(s) is at risk.**

Examples of an after-hours maintenance emergency include such things as fire, floods, no heat in extreme cold weather, power outages, malfunctioning or non-working smoke detectors, and sewage backups, or sump pumps in basements not working.

Maintenance issues that do not impair the health and safety of the tenant should be reported on the next business day.

## RENT-GEARED-TO-INCOME (RGI) ASSISTANCE

Rent-geared-to-income assistance means that your rent is subsidized by various levels of government. RGI is approximately 30% of gross monthly household income. The rules for calculating RGI are set out in provincial laws and regulations. RGI for Ontario Works (OW) and/or Ontario Disability Support Program (ODSP) recipients is based on a rent scale as prescribed in the regulations.

## UTILITIES

Full monthly rent includes heat, water, hot water, a refrigerator and stove. If more than these are provided by the landlord, an additional charge is added to your RGI payable. If any of these are not included, then RGI payable is reduced by an allowance. Charges and allowances are also prescribed in provincial regulations.

For tenants living in an **apartment building**, utilities are included in rent. An additional charge for electrical power will be added to your rent. Conserve energy by keeping windows closed during the heating and cooling seasons.

Tenants living in a **detached, semi-detached or row house** are responsible for arranging and paying for utilities directly to the utility provider and must provide their own refrigerator and stove. An allowance is deducted from RGI payable for services not included in full monthly rent for the unit.

### **Equal billing/Pay Direct**

Contact your utility service provider(s) to ask about equal billing. Equal billing is convenient for managing your budget and has several advantages:

- You know how much your utility bill(s) will be each month so there are no surprises;
- You can budget for the amount(s) each month;
- Your equal billing amount is reviewed and adjusted regularly. It is then reconciled each year.
- **You only pay for the gas/hydro/water that you use.**

If you receive Ontario Works (OW) or Ontario Disability Support Program (ODSP) benefits, you may request direct payment to the utility provider; talk to your OW/ODSP Case Manager.

**Please note:** Your tenancy can be terminated if utilities are not maintained in active service at all times. Tenants will be responsible for any damages resulting from the disconnection of utility services.

## CHANGES IN INCOME OR FAMILY COMPOSITION

Your rent is based on gross household income. Therefore it is very important that you report changes in income and/or household composition in writing **within 30 days** of the change. If you do not report changes within 30 days, it results in a retroactive charge of RGI payable (reimbursement of subsidy) and you could lose your eligibility for RGI assistance. **This means you will be charged full market rent for the unit you occupy until such time as subsidy is reinstated.**

Changes in income means increases/decreases in income, new employment, or loss of employment, or anything else that affects the amount of income the household receives. Changes in household composition include the birth of a child, a change in custody agreements, spousal separation, or if any household member moves out. Any persons wishing to move into the unit must first apply and be determined eligible for RGI assistance before he/she can be added to the lease. Requests to add an additional member to the household shall not result in the household being under housed.

## PERIODIC (ANNUAL) REVIEWS

Household income and assets are reviewed at least once each year. You will be asked to provide verification of all household members, proof of income for each member, and the most recent Notice of Assessment for all non-dependent household members. Canada Revenue Agency provides a Notice of Assessment after your income tax return is submitted. To request a copy of your Notice of Assessment, call 1-800- 959-8281. Failure to submit income and household information as requested could result in your household being ineligible for RGI assistance and you would be required to pay Market rent for the unit you occupy. Be sure to submit all required information to your Case Manager promptly.

You will be notified at least 30 days in advance of any rent increase based on your income.

The Counties' occupancy standards set out the maximum and minimum unit size for households receiving RGI assistance. At the most basic level, the maximum unit size

allows one bedroom for spouses/same sex partners and an additional bedroom for each additional member of the household. The minimum unit size is one bedroom for every two members of a household and an additional bedroom if there are an odd number of members. Occupancy Standards may be reviewed at [www.leedsgrenville.com](http://www.leedsgrenville.com).

## PAYING YOUR RENT

### **Rent is due and payable on or before the first day of each month.**

Rent can be paid in cash, by personal cheque or money order, or by pre-authorized debit (automatic withdrawal). The Counties is currently not equipped to process Interac transactions. All cheques must be payable to the United Counties of Leeds and Grenville. Make sure your name, address and unit number is included on your cheque(s). To arrange a monthly pre-authorized debit from your account to pay your rent, please contact your Case Manager.

Cash payments must be made at one of our office locations only. Staff members are not permitted to accept cash payments except at our office. Cheques may be hand-delivered to either office location. After business hours, please use the mail slot located at the main entrance of each office location. **Do not mail cash or leave cash in the mail drop box.** Cheques may only be mailed to the Brockville office.

An administration fee of \$20 will be charged to your account for a returned payment (i.e. non-sufficient funds to clear the payment).

## ABOUT YOUR NEW HOME

### **SMOKE FREE POLICY**

Effective September 1, 2012, the Counties adopted a smoke free policy for all of its housing units. This means that all new Lease Agreements signed after that date include a Smoke-Free Addendum and smoking a cigar, cigarette, other tobacco product or electronic cigarettes (e-cigarettes), is prohibited in the leased premises, including balconies and patios. Tenants who occupied their unit prior to September 1, 2012 are not subject to the smoke-free policy.







### If you need assistance to leave the building

- ➡ A list of tenants who need help in emergencies is provided to local fire departments. If you need help to exit the building in an emergency, please notify your Case Manager, so your name can be added to the "Needs Assistance" list provided to the local fire department.

### If you encounter smoke

- ➡ Keep close to the floor. If the fire is in your unit, leave the unit and close the door behind you. Pull the fire alarm and yell "fire" as you leave the building. Call the Fire Department from a safe location. Go to the designated meeting area as directed in the fire plan.

### If you cannot leave the area

- ➡ If there is smoke in the corridor and/or your unit door feels hot to touch, **DO NOT OPEN YOUR DOOR.** Leave your door unlocked and signal for help by waving a white towel or sheet out the window.

The movement of smoke into your unit can be slowed down this way:

- Soak towels and bed sheets in a tub of water.
- Cover the whole door and doorframe with the wet sheet. The sheet should stick to the door.
- Place wet towels across the bottom of the door to seal the space around the door.

### FIRE SAFETY (FAMILY UNITS)

We encourage tenants in houses/townhouses to make their own fire escape plan and practice it with your household. Make sure everyone living in your unit knows the rules for leaving the building, and have a designated meeting place safely away from the house. If you hear the fire alarm, exit the unit immediately. Never assume it is a false alarm. Call the Fire Department from a safe location.

**A three foot (3') clearance must be maintained around the furnace and hot water tank at all times.**







**GARBAGE - FAMILY UNITS**

If you live in a house or townhouse, please contact your local municipal office to find out the days for garbage and recycling pickup. They can also provide information like the number of garbage bags allowed each week and how to dispose of additional bags.

<b><u>Municipality:</u></b>	City of Brockville	(613) 342-8772
	Town of Prescott	(613) 925-2812

Place garbage in municipally approved bags or containers at the side of the curb no earlier than 5:00 a.m. and not later than 7:00 a.m. on the day of collection. Please remove empty bins and uncollected items from the curb by 8:00 p.m. on the day of the collection.

**SHARPS**

Sharps (needles) are **NOT** to be placed in regular garbage. They can be dangerous to staff and others.

Put sharps inside an unbreakable container like a plastic jar or a metal tin with a secure lid.

Sharps can be taken to your local pharmacy or to the Leeds, Grenville, & Lanark District Health Unit, 458 Laurier Blvd., Brockville for disposal.

**HOUSEHOLD HAZARDOUS WASTE**

Household hazardous waste is products which can be harmful to our health and the environment. It includes such items as leftover household cleaners, paint, pesticides, herbicides, batteries, compact fluorescent lightbulbs and petroleum products. Keep all hazardous waste out of the reach of children and animals. Please contact your local municipal office for information regarding the next Household Hazardous Waste Day.

**LARGE ITEM PICK UP**

At no time should large items be left in apartment garbage rooms, or yards and driveways of family units. Large items that are not disposed of appropriately will be removed by the Housing Department and the cost charged back to you. Large items include couches, chairs, box springs, mattresses, lawn furniture, tables, book shelves, beds, dressers, bicycles, etc.

If you wish to leave large furniture items, that are not appliances, for regular garbage pick-up, please contact your municipal office for information.

## METAL AND APPLIANCE DISPOSAL

Take all non-hazardous waste, including your metal and appliances to Waste Services (CA) Inc., 4800 Development Drive, Brockville. Please call **(613) 345-2442**.

The station is open as follows:

**Monday to Friday 8:00 a.m. to 4:00 p.m.**

There is a fee to drop off items such as washers, dryers, stoves, freezers, refrigerators, dishwashers, hot water tanks, metal bed frames and springs.

## RECYCLING (APARTMENTS AND FAMILY UNITS)

Please recycle. Families in houses or townhouses must get recycling containers at their own expense or use clear plastic bags.

## FIBRE AND PAPER

- Newspaper and flyers (glossy or plain)
- Fine paper (i.e., writing, computer, mail) and shredded paper
- Boxboard such as cereal, cracker and cookie boxes (liners removed), detergent/laundry cartons, shoe and tissue boxes, over the counter medicine and cosmetic boxes, paper egg cartons, toilet and paper towel rolls and pizza boxes
- Magazines, catalogues, books, and telephone directories
- Corrugated cardboard – flatten boxes before placing in the paper box. Large boxes can be flattened and placed beside or under your paper box.

## **DO NOT INCLUDE THE FOLLOWING**

- ✘ Soiled paper (i.e. pizza boxes with food residue)
- ✘ Styrofoam
- ✘ Waxed cardboard
- ✘ Plastic of any kind

## MIXED CONTAINERS

Empty and rinse all containers prior to placing in blue box.



- Plastic bottles, containers #1-7 (i.e. juice, water, or alcohol, detergent, cleaning and laundry products, windshield washer, vinegar, shampoo and lotion bottles, yogurt, ice cream, margarine and takeout trays)
- Aluminum pie plates and foil, rigid foil containers and trays
- Glass food and beverage bottles and jars
- Metal food and beverage cans and lids
- Tetra paks and drink boxes
- Frozen juice cans, potato chip tubes, coffee canisters
- Aerosol cans (empty)

## **DO NOT INCLUDE THE FOLLOWING**

- ✘ Film plastics (bags and cellophane)
- ✘ Polystyrene (Styrofoam, trays, cups)
- ✘ Broken glass, dishes, or mirrors
- ✘ Coffee and drink cups
- ✘ Containers that held hazardous products (e.g. herbicides, pesticides, petroleum products)

## BALCONIES, PATIOS, AND YARDS

Please remember balconies, patios and yards are extensions of your home. Take pride in your home and keep it clean and tidy.

### BALCONIES AND PATIOS

Balconies are for your enjoyment but they can also be dangerous.

- Do not leave anything on the balcony that can fall and injure someone, or that a child can climb on.
- Do not allow children on the balcony unattended.
- Do not allow pets to urinate or defecate on the balcony or patio.
- Balconies and patios are not to be used as storage areas.





















## WATER SAVING TIPS

- Report dripping taps, leaks, and running toilets as soon as possible.
- Water lawns and gardens no more than once a week – early morning or late evening watering reduces evaporation.
- Wash your car near the lawn or shrubs to make greater use of the water.
- Defrost frozen foods in the microwave rather than under running water.
- Keep a jug of water in the refrigerator and/or use ice cubes for cold water rather than running the tap until the water gets cold.
- Take showers instead of baths.



## FURNACE TROUBLESHOOTING TIPS

One of the most common service requests is for a furnace that does not seem to be working. Sometimes it is something that you can fix. For example, the furnace power switch may have accidentally been turned off or a circuit breaker needs to be reset.

Before you call, try these troubleshooting tips:

- Turn up the thermostat and see if the furnace comes on. If the thermostat has a dual setting for heating and cooling, make sure it is set to 'heat'.
- Check that the furnace power switch (red plated) is turned on; the power switch is usually located on a wall near the furnace.
- Check that the fuse for the furnace is good or that the circuit breaker is turned on. The fuse or circuit breaker is in the main electrical service panel of your home.
- Check that the furnace filter is clean. Before opening the furnace to check, turn off the furnace power switch. If needed, replace the furnace filter. When finished, close the furnace access panel and turn the power switch back on.
- If the furnace has a standing or continuously burning pilot light, check that it is lit. If the pilot light needs re-lighting, call Maintenance. **Do not attempt to light the pilot light under any circumstances.**

## NOTICE TO END YOUR TENANCY

### 60 DAYS NOTICE REQUIRED

When you decide to move out, you must give at least sixty days' notice and the last day of your tenancy must be on the last day of a month. You may be responsible for additional rent if you don't give sufficient notice.

### NOTICE MUST BE IN WRITING

To give notice that you are moving, complete a "Notice of Termination" form N9. This form is available at any Community and Social Services office, at <http://www.sjto.gov.on.ca/ltb> or from your Case Manager. Make sure to include your name, address, unit number, the date you want to move out, the current date and sign the form.

### LANDLORD'S NOTICE TO TERMINATE YOUR TENANCY

The most common reasons you may be served a Notice to End Your Tenancy include:

- Not paying your rent
- Habitually paying your rent late
- Interfering with the reasonable enjoyment of the Landlord and/or other tenants
- Damages to the unit
- Threatening or impairing the safety of other tenants in the residential complex
- Failure to comply with the terms of your Lease Agreement and/or the rules established by the Landlord
- You have occupied your unit for more than 12 months after beginning to pay Market rent for the unit based on your income, or after your household is determined overhoused
- You no longer qualify for subsidized housing (e.g. failing to provide information about your income, assets and household composition).

## MOVING OUT

### RESTORE UNIT TO MOVE IN CONDITION

When you move out you have to restore your home to the condition it was in when you moved in. This means you have to remove all wallpaper and carpet and repair any damage that happened while you rented your unit. You have to pay the cost of any repairs and maintenance to the unit beyond the “wear and tear” that occurs with normal use. You are also responsible for properly disposing of your unwanted items when you move (see Tenant Charges).

### KEYS AND FOBS

Please return all keys and FOBs to your Case Manager or to the reception desk at one of our offices. If you live in an apartment building, you can drop your keys/FOBs into the custodian’s mailbox.

### DISPOSAL OF PROPERTY LEFT BEHIND

Sometimes people move out and leave property behind. We have the right to dispose of any property that is left in the unit after the tenant(s) vacate without consulting the tenant. Tenants will be charged for the disposal of any items that remain on/in the rental property after the tenant has moved out of the unit.

### ALTERATIONS / DECORATING

Enjoy making your home beautiful and comfortable. But remember:

- ➡ *Do not* use adhesive or sticky hooks to hang pictures. Only use small nails or hooks.
- ➡ *Do not* use nails, staples, tape or glue to secure carpet.

We encourage you to decorate your home. If you decorate, please keep in mind that your unit must be restored to the move-in condition when you move out. You are responsible for any costs associated with this (see Tenant Charges).

**Written** approval is required prior to making any changes to the unit, inside or out (e.g., painting, installing a satellite dish, additional cable line, portable garage, or fence). To get permission, fill out a “Request for Alterations” form. This form can be obtained at a Community and Social Services office, or it can be mailed to you. Call (613) 342-3840 extension 2118 to request a form.

Units are painted if required before tenants move in. We are unable to paint a unit while it is occupied. A Request for Alterations form must be completed with a paint sample attached, and approved in writing before the tenant paints any part of the unit at their own expense. Only **latex** paint may be used.

If you are requesting a change to your unit due to a medical condition, we may ask that your doctor complete a Verification of Disability or Medical Condition form.

### **Ceiling Fans, etc.**

Electrical fixtures, such as ceiling fans, light fixtures and appliances may only be installed by a certified electrician. You must have prior written approval and submit proof of proper installation. Please complete a "Request for Alterations" form.

### **Air Conditioners**

A Request to Install an Air Conditioner must be submitted and approved in writing prior to installing an air conditioner in the rental unit. Air conditioners may not exceed 6000 BTUs and a seasonal fee will be charged to your rental account for May to September. You must comply with all conditions as outlined in the Tenant Obligations and Installation Criteria.

### **Locks**

Tenants may not change the lock(s) to their unit at any time.

Locks/latches on interior doors (i.e. bedroom doors) and chain locks on front/back doors are not permitted.

## **ENTRY**

You have the right to privacy in your home. Staff and contractors will only enter your unit if:

- We give you at least 24 hours written notice.
- There is an emergency such as a fire or flood.
- You are at home, answer the door and give staff and/or the contractor permission to enter.

All non-emergency repairs will be done between 8:00 a.m. and 8:00 p.m.

Staff and/or contractors may also enter your unit without notice:

- In an emergency (e.g. fire, flood, or burst pipes)
- If the tenant consents to the entry at the time of entry

- To show the unit to a prospective tenant if you and your Case Manager have agreed that the tenancy will be terminated or if either party has given notice of termination to the other and we enter the unit between the hours of 8:00 a.m. and 8:00 p.m. and we inform or make a reasonable effort to inform you of the intention to show the unit.

### REPAIRS

It is our responsibility to maintain your unit/building in a safe and satisfactory condition. If repairs are needed and the damage was caused by you, either wilfully or negligently, the cost of the repairs will be charged to you (see Tenant Charges).

Please report the following concerns promptly to the building custodian or to Maintenance as applicable:

- Dripping taps
- Sinks/tub not draining
- Doors not closing properly
- Water stains that appear on walls or ceilings
- No hot water
- No heat (before you call see Furnace Trouble-shooting Tips)
- No electricity
- Strong odours

Your request will be addressed as quickly as possible. If the custodian or a contractor does not come within 5 working days, call Maintenance. If you notice that something seems wrong after a repair, please call Maintenance.

An **after-hours maintenance emergency** is a repair that cannot wait until the next business day. A maintenance emergency can include situations such as floods, a power failure to the whole apartment, an elevator breakdown, someone trapped in an elevator, no heat in winter, etc. In these situations call our after-hours maintenance emergency phone number.

There are a few situations when you can do something to reduce or prevent damage and/or a mess.



To reduce damage from an overflowing toilet, close the shut off valve to the toilet tank, if available. This is usually found at the base of the toilet tank near the wall.

- Once the toilet stops overflowing, try using a plunger to clear the obstruction.

- When the obstruction is gone, you can turn the valve on again.
- ➡ Clogged kitchen sinks can be prevented by using a strainer to catch food scraps and not putting grease down the drain.
  - ➡ Clogs in bathroom sinks and bathtub drains can be prevented by using strainers to keep hair out of the drains. Strainers are available in most hardware stores.
  - ➡ If the roof and/or windows are leaking, contractors cannot repair them if it is raining. In the meantime, use towels/tarps and/or buckets on window sills and under the leak to limit water damage.
  - ➡ In houses/townhouses, make sure that sump pumps are plugged in at all times and the area is kept clear of belongings.

## INSPECTIONS

*Housing staff inspect units and properties on a regular basis. The inspections help to maintain property standards and quality in our units.*

**Annual Inspections** are completed each year. These inspections determine the condition of the unit and help us to plan general maintenance repairs for the following year. We will also tell you if there is anything you need to do in regards to maintaining your unit to uphold your lease obligations.

During annual inspections staff will complete a maintenance checklist. This checklist will be like the one that was completed with you when you moved into the unit and identifies items in need of repair or replacement. There is also a form printed on the back of your notice of inspection that you may use to report concerns about your unit. However, do not wait until annual inspections to report needed repairs.

**Move Out Inspections** will be completed after you move out of your unit. If repairs are required for damages that are beyond normal wear-and-tear, you will be charged the cost of the repairs (see Tenant Charges).

## TENANT CHARGES

- You are responsible for keeping your dwelling clean. You must also report any damage (unless you live in an apartment building). If you or one of your guests causes damage, it is **your** responsibility.
- If a repair (or a contractor paid by the landlord) needs to perform work to repair damage you are responsible for, the landlord will **charge the cost back to you**.

The following are examples of chargebacks to the tenant. Please contact Maintenance for estimated costs.

## REPAIRS FOR DAMAGES

- Exterior and interior door repair
- Drywall repairs and plastering
- Removal of wallpaper
- Painting (less than three (3) years of occupancy)
  - Over dark colours or from removal of wall paper
  - Holes / marked walls or smoke stains
- Removal of paint from floors, tiles, smoke detectors, switch plates and receptacles, door handles and hardware, and vinyl windows
- Broken fixtures and handrails
- Burnt, cut or damaged counter tops
- Move out repairs (if beyond normal wear and tear)
- Broken windows and ripped screens
- Broken fences
- Garbage removal
- Lawn and garden repairs (e.g. damage from vehicles and/or animals)
- Driveway repairs (e.g. oil leaks or fluid from vehicles)
- Damaged or extremely dirty appliances (e.g. ovens, stoves and refrigerators) and fixtures (e.g. chipped enamel in sink)
- Fire and water damage resulting from your actions or negligence
- Service calls (lock-outs, non-emergency after hours, missed appointments)
- Lock changes due to lost/stolen keys

## SERVICE RELATED CHARGES

Costs for service related charges will vary. Services that may be charged back include:

### **Garbage Removal**

If garbage is not contained and disposed of properly, and it creates an unsanitary or unsightly condition, it will be removed by staff or a contractor and you will be charged for that service. Garbage must be securely contained in bins/containers and put at the curb in a timely manner to prevent rodents and other animals from getting into it.

### **Grass Cutting and Trimming**

If you fail to cut the grass or allow weeds to grow unchecked and we have to perform the work, you will be charged for that service.

### **Lockouts**

When you misplace your keys, the Landlord is not responsible to let you in. There is a charge of \$75 if we are called after hours to let you in. You will be charged \$70 to \$85 if we have to change the lock because you misplaced your key. If a key or FOB is lost, the replacement cost is \$15 each and must be paid before you receive a replacement key/FOB.

### **Contractor Services**

Only Housing Department staff may hire a contractor to make repairs in your unit. Any tenant who calls a contractor directly will be responsible to pay the contractor's bill for service.

### **Missed Appointments**

If we make an appointment with you to allow a contractor in at a specific time and you are not there at the agreed upon time, you will be charged the cost of the service call. If the repair is due to neglect or fault on your part, you will be charged back the entire cost (e.g. calling an electrician to change a light bulb). Tenants may not refuse work that has been scheduled in their unit.

### **Restoring a Bell line in the entry system**

Tenants living in an apartment building who choose an alternate telephone service provider will be charged for Bell's service to reprogram the entry system to a Bell line.

## **VANDALISM**

Vandalism costs money. Report vandalism to the Housing Department and to local police immediately. Ask for the investigating officer's name and an incident number to be submitted to your Case Manager. Anyone who destroys or damages housing property may be prosecuted and tenants may be evicted for causing damage to the unit. Tenants are responsible for the actions of their guests and will be charged if their guest(s) damage the unit/building.

## **THE LANDLORD AND TENANT BOARD**

The Landlord and Tenant Board (LTB) deals with landlord and tenant disputes. They can give you information about the *Residential Tenancies Act*, your rights and

responsibilities, and the Board's processes. They cannot provide you with legal advice. To contact the Landlord and Tenant Board call **1-888-332-3234**.

You can file an application against the Housing Department for:

- Failing to maintain the unit to a reasonable standard of repair
- Illegal rent or maintenance charges
- Harassment

## INTERNAL TRANSFERS

Once a household has accepted a unit, they are removed from the centralized waiting list. A household needing another unit for medical reasons must submit a Request for Internal Transfer and a Verification of Disability or Medical Condition completed by a qualified health professional. A transfer fee of \$250 must be paid before you transfer.

## PRIVACY

Personal information is stored safely and securely and will be shredded when we don't need it anymore. Housing Department staff and volunteers must sign an agreement saying they will keep information private and that we will collect the information, use it, store it, and dispose of it correctly.

We can only ask for information that is needed to determine your initial and ongoing eligibility for RGI assistance and to calculate your rent. We can only share information with others if:

- We get your permission
- It is needed for legal proceedings (court)
- Required for health and/or safety reasons
- To contact next of kin or a friend if you are ill or deceased.

Personal information may also be shared with administrators of the *Ontario Works Act, 1997*, the *Ontario Disability Support Program Act, 1997*, and the *Child Care and Early Years Act, 2014* or the *Day Nurseries Act*, if it is necessary to make a decision or verify eligibility for assistance under any of these Acts.

You have the right to see all personal information in your file. You also have the right to add information to your file or ask for an error to be fixed.

## IMPORTANT NUMBERS

<b>Housing Department</b>	
<b>Brockville (Main Office)</b>	<b>Prescott (Satellite Office)</b>
25 Central Avenue West Suite 200 Brockville, ON K6V 4N6	360 King Street West Prescott, ON K0E 1T0
<b>Phone:</b> 613-342-3840 <b>or</b> 1-800-267-8146 <b>Fax:</b> 613-342-8908	<b>Phone:</b> 613-342-3840 <b>or</b> 1-800-267-8146 <b>Fax:</b> 613-925-0301
<b>Office Hours:</b> Monday to Friday 8:00 a.m. – 4:00 p.m.	<b>Office Hours:</b> Monday to Friday 8:00 a.m. – 12:00 p.m. 1:00 p.m. – 4:00 p.m.

To request maintenance repairs during regular office hours, please call 613-342-3840 extension 2118.

### **After Hours Maintenance Emergencies**

Maintenance emergencies that cannot wait until the next business day, please call the automated voice messaging system at:

**613-342-3840 or 1-800-267-8146**  
and say **“Emergency”** followed by **“Housing Emergency”**

### **Support Services**

The United Counties of Leeds and Grenville has a partnership with Lanark, Leeds and Grenville Addictions and Mental Health (LLGAMH) to provide mobile services to our tenants in their home. If you are experiencing issues with your tenancy, require accommodation, or need assistance accessing services, your Housing Case Manager can assist you with a referral to LLGAMH. Or if you would like to contact them directly, they can be reached at (866) 499-8445 or (613) 342-6214.

The following services are available: counselling, case management, peer support, psychiatry, residential treatment, job/income security, help transferring services, support for caregivers/family, links to other supports, help getting specialty services, recreation and social activities, withdrawal management, and help with hoarding.