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
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**

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<thead>
<tr>
<th>Brockville (Main Office)</th>
<th>Prescott (Satellite Office)</th>
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<tbody>
<tr>
<td>25 Central Avenue West</td>
<td>360 King Street West</td>
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<tr>
<td>Suite 200</td>
<td>Prescott, ON K0E 1T0</td>
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<td>Brockville, ON K6V 4N6</td>
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<tr>
<td><strong>Phone:</strong> 613-342-3840</td>
<td><strong>Phone:</strong> 613-925-0001</td>
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<tr>
<td>or 1-800-267-8146</td>
<td>or 1-800-267-8146</td>
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<tr>
<td><strong>Fax:</strong> 613-342-8908</td>
<td><strong>Fax:</strong> 613-925-0301</td>
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<td><strong>Office Hours:</strong></td>
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Tenant Handbook

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.

**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.
KEYS AND FOBs

FOBs are used in apartment buildings only.

Each tenant is provided one key and one FOB at the time of move in. A Request for Additional Key/FOB must be completed and submitted if an extra key/FOB is needed. A deposit of $15 for each extra key or FOB must be paid in advance of receiving an extra key/FOB.

A replacement key/FOB will be charged at $15 each. If your keys/FOBs are lost or stolen, you will be charged for changing the locks (see Tenant Charges).

YOUR BUILDING

ENTRY SYSTEM (APARTMENT BUILDINGS)

Your building was designed with security in mind. Apartment buildings have secure access. Your telephone is connected to the entry system in the building and allows you to provide remote access to your guests. To use the entry system, your telephone number needs to be programmed into the system. Telephone numbers must be local; long distance numbers will not be entered into the system. New entry systems are being installed, as required, which allow either land lines or cell phone lines to be programmed.

Visitors must use the entry system to let you know they have arrived.

Please do not provide access to anyone who is not your invited guest. Security is everyone’s responsibility.

BUILDING SECURITY (APARTMENTS)

In order to keep your building as safe and secure as possible please follow these simple rules:

- Do not automatically open the door, even if you think you know who is there. Ask callers to identify themselves before letting them in.
- Never open the front door unless you know the person who wants access.
- Contact the building custodian during normal working hours, if you experience any problems with the entry system.
• Report any strangers wandering around the building or knocking on doors, to the custodian or to our office right away. Salesmen and door-to-door canvassers have no right to be in the building.

• Keep your apartment door locked and do not open the door to anyone you do not know and trust.

• Do not prop exit doors and apartment doors open. This is in violation of the fire code.

• If you see an outside door being held open with a wedge, close the door and report it to the custodian or to our office.

• Children must not play in hallways, laundry rooms, elevators or parking lots.

**APPLIANCES**

Each apartment is equipped with a refrigerator and stove. Tenants may not use or bring any large appliance into the unit without prior written approval from the landlord. This includes stoves, refrigerators, dishwashers, freezers, washing machines or dryers. If any of these appliances are approved for use in your apartment, you may have to pay an extra monthly charge for the use of additional energy/water.

**LAUNDRY FACILITIES**

Washers and dryers are provided for **TEENUT USE ONLY**. They are not to be used by non-residents of the building. Please leave the laundry room in a clean and tidy condition. Remove your laundry promptly and clean the dryer lint trap after every use.

Please report any problems with the laundry machines to the maintenance staff during normal business hours for prompt repair. Place a “NOT IN SERVICE” note on the laundry machine, and call Maintenance to report the problem.

**PARKING**

Parking is available at most buildings on a first-come, first-served basis. Some buildings have a limited number of parking spaces and tenants may need to wait to be given a space. Contact your Case Manager to be placed on the parking waiting list. If a tenant no longer owns a vehicle, the parking space will be assigned to someone else. Only tenants approved for a parking space may park in the parking lot. The Counties is not responsible for any damages.

The Counties may choose to charge for parking in the future by providing written notice to tenants.
Visitors to the building must park in designated Visitor parking spaces. All other parking in the building parking lot is for **TENANTS ONLY**.

Staff and contractors remove snow and ice from common parking areas at apartment buildings. Please help staff and contractors to complete their snow removal tasks by moving your car by 8 a.m. after a snowfall. Thank you for your cooperation and assistance.

Only operational, properly licensed and insured vehicles are allowed in driveways and parking lots. Maintenance and repair work on vehicles is not allowed in parking lots or driveways. Vehicles leaking any fluid(s) must be removed from parking lots and/or driveways.

Commercial vehicles and recreational vehicles such as motor homes, camping trailers, all-terrain vehicles (ATVs), boats and trailers require prior written consent from the landlord to be parked on Counties’ property.

The landlord may tow away any vehicles that do not comply with rules outlined in this section at the tenant’s sole risk and expense.

**FIRE SAFETY**

Know where the emergency exits are located in your building. Refer to the fire safety plan posted throughout the building and near the fire exits. It tells you the best way to get out of the building if there is a fire. Make sure you know where fire alarms are located in the hallways.

If you are planning to be away for an extended period of time, please notify your Case Manager.

**IN CASE OF FIRE**

**DO NOT PANIC. CALL 911**

Leave the unit and close the door behind you.

Do not lock your apartment door as this will delay the Fire Department’s search and rescue efforts.

Once the fire alarm is activated, elevators return to the ground floor and stop working. You will need to use the stairwell to get out of the building.
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.
FIRE ALARM TESTING

Testing of the fire alarm system, door closures, and emergency lighting in apartment buildings is done once a month. During that time there will be occasional ringing of the alarm system; this includes your unit alarm. Your apartment door will also be opened by the custodian to test the door closure, as required by the Ontario Fire Code. Your apartment door must be able to open completely, and be free of any obstacles such as rugs, shoes, or furniture.

ELECTRIC HEAT REGISTERS

Ensure your drapes and curtains fall at least three inches above the electric heat registers. Furniture must be at least three inches away from electric heat registers. Even heaters that are turned off may turn on by themselves when the temperature drops.

ELECTRICAL PANEL

The area in front of the electrical panel must remain clear of obstruction as stated in the Ontario Electrical Safety Code. If a contractor needs to access the panel, they must be able to get to it without moving any items.

SMOKE DETECTORS (APARTMENTS)

SMOKE AND CARBON MONOXIDE DETECTORS (FAMILY UNITS)

Smoke detectors and smoke and carbon monoxide detectors are hard wired into the electrical system of the unit and are equipped with a battery backup. Do not disconnect. The Fire Code states that no person shall intentionally disable a smoke alarm. Any person who disables a smoke alarm on purpose is guilty of an offence and may be subject to a fine, imprisonment, or both. Vacuum the smoke detector regularly to keep it free of dust. Test your smoke detector once a month by pressing the “test” button. Pressing the “test” button on a smoke detector in a family unit should result in all smoke detectors in your unit sounding at the same time.

Report an out of order smoke detector to Maintenance immediately (i.e. low battery signal or power indicator goes out). Smoke detectors will be tested when you move in and during annual inspections.

FIRE PREVENTION

The most common causes of fire are:

- Careless smoking and improper disposal of ashes;
- Children playing with lighters or matches;
• Unattended cooking pots;
• Improper use of appliances and overloading electrical circuits;
• Barbecuing too close to buildings

Do not store flammable materials or liquids such as gasoline, paint thinners or solvents in your home. Recycle newspapers and other items often.

**BARBECUES AND FIRE PITS**

Only electric barbeques are permitted on patios and balconies at apartment buildings. Open flame barbeques (e.g. gas, charcoal) shall not be used on balconies or patios and not within 10 feet of any building. If you live in a house or townhouse, you may have a barbeque provided that it used at least 10 feet from the building and is stored properly when not in use.

Fire pits are not permitted on any properties owned by the Counties.

**TELEPHONES**

Each apartment/house has at least one telephone jack. You must call your preferred telephone service provider to connect your telephone. There may be a charge from the provider for the hook up. The tenant will be charged to switch the line back to Bell at the end of the tenancy if they choose an alternate service provider (i.e. not Bell). See examples of Tenant Charges.

Please inform your Case Manager of your current telephone number.

**TENANT INSURANCE**

The Counties is not responsible for your personal property and we strongly recommend that you purchase tenant insurance to protect your belongings from loss. You may also be held responsible for damages to our property if the damage is the result of carelessness or a wilful act. The Counties’ insurance only covers property owned by the Counties.

There may be discounts available if you buy tenant insurance from the same company that insures your car, if you are a senior, or a non-smoker.

Ontario Works (OW) and Ontario Disability Support Program (ODSP) recipients may be able to claim insurance premiums as shelter costs, if their total monthly housing costs (rent + utilities + insurance) are less than the maximum shelter allowance. Please contact your OW/ODSP Case Manager to discuss.
HOT WATER TANKS (FAMILY UNITS)

Hot water tanks are owned or rented by the Counties. If the hot water tank is leaking or is not producing hot water, please call Maintenance.

OUTDOOR TAPS

Please turn the tap off inside and drain water from the outside tap before winter. If you are not sure how to do this, please contact Maintenance. If the tap is not drained, the pipe may burst during winter.

BASEMENTS

Basements in most of our units are not deemed liveable space. Therefore, you may not use any part of the basement for sleeping, unless a basement bedroom was identified (i.e. Bartholomew Street) when you moved in. Most basements do not have proper fire exits or ventilation.

We will not take responsibility for property damage due to water, mould or sewage back-up. If you store items in the basement, place them on shelves away from the walls and off of concrete floors. Do not store flammable materials or propane tanks in your basement.

Basement walls and floors are not to be painted. This can create a mould problem. Scraping paint off walls and floors is very expensive and you will be charged for the cost.

GARBAGE AND RECYCLING

GARBAGE - APARTMENTS

Please do not leave trash on the floor of the garbage room. Double bag glass, aerosol cans, and “wet” garbage. Kitty litter must be double bagged and placed in the garbage bin outside the building. DO NOT leave it inside the garbage room.

In the garbage room you will find recycling bins for paper products, and bins for cans, bottles and tins. Please separate these types of recycling and place in the proper bin. Bins are labelled to say what types of material go in them.
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.

Municipality:  
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.
• Carpets or mats may not be glued to the balcony and must be removed during the winter months.
• Clear snow off your balcony as water can leak in under the unit door.
• Barbecues and patio heaters are not permitted on your balcony or patio.
• Please do not shake rugs or mats from your balcony.
• Do not feed animals and birds from your balcony or patio.
• Clothes lines are not permitted to be attached to the unit.

Only outdoor furniture that repels water, potted plants and air conditioners are permitted to be stored neatly on your patio or balcony. You may not store tires, indoor furniture, appliances or storage containers outside.

You may not hang any articles from your windows, doors, or balcony and nothing can be placed on the outside walls. This includes birdfeeders, wind chimes, laundry lines and hanging baskets.

**PATIO DOORS NOT TO BE USED AS AN EXIT FROM THE BUILDING**

• Patio doors are intended to provide access to your patio only.
• Tenants are required to use the main entrance(s) to enter/exit the building.
• Patio doors are **not to be used as an exit from your unit in any season.**
• In an emergency, only fire exits and main entrances are to be used to exit the building.

**YARDS**

If you live in a house/townhouse, the yard around your unit is your responsibility. You are responsible for:

• Cutting the grass and weeding gardens. Municipal fines or charge backs may be imposed for failing to maintain the property.
• Clearing snow and ice from the walkways, steps and driveways.
• Yards may not be used for storage – you will be asked to remove items being stored in your yard.
• Clothes lines are not permitted to be attached to the unit. You may use a free-standing clothes drying rack.
## RIGHTS AND RESPONSIBILITIES

### CODE OF CONDUCT

Staff must adhere to a code of conduct to ensure a high standard of service and behaviour.

**Staff may not:**

- Accept tips, money, or gifts from tenants.
- Sell items or services to tenants.
- Buy or take personal property from tenants, their families, or their estates, including items left behind after move out.
- Borrow money or anything else from tenants.
- Witness a will, oath, or affidavit for a tenant, or act as the executor of a tenant’s will.
- Be on the job in an unfit condition due to the use of alcohol or drugs.
- Abuse tenants, staff members, service agency representatives or anyone else in the work place, either verbally or physically.
YOU AND YOUR NEIGHBOURS

You have a right to enjoy your home. Successful community living requires respect for one another’s viewpoint. Sometimes we will not agree. Keeping good relationships with your neighbours can go a long way towards making the community one that everyone can enjoy. Please keep the following in mind:

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<th>Realize that some disagreement is normal.</th>
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<tr>
<td>• Take positive steps to settle these differences quickly.</td>
</tr>
<tr>
<td>• In general, treat others as you would like to be treated.</td>
</tr>
<tr>
<td>• Be considerate when playing your TV, stereo or radio at any time.</td>
</tr>
<tr>
<td>• If you live above another unit, put down an area rug or carpet to decrease noise coming from your unit.</td>
</tr>
<tr>
<td>• Your patio, balcony or yard is really an extension of your home: Keep it neat and attractive.</td>
</tr>
<tr>
<td>• Consider your own expectations.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Be considerate of others.</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Do not attempt to resolve conflict while you are angry. Wait, cool down and think the matter through. Deal with it the next day if necessary. Anger does not help in our daily communications.</td>
</tr>
<tr>
<td>• Change takes time. Try to be understanding and encourage progress.</td>
</tr>
<tr>
<td>• Don’t expect change overnight in the matters that upset you.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Speak directly to the persons involved.</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Can you see their side of the problem? Can you find a solution that you can both live with? Solutions that you and the other person both agree on are often the ones that work the best.</td>
</tr>
<tr>
<td>• If talking with the person doesn’t help, you may want to contact your Case Manager. You will be asked to file a written complaint. They can assist you in writing your complaint and they’ll do their best to help you and your neighbour come up with a workable solution.</td>
</tr>
</tbody>
</table>
**Noise**

Please respect your neighbours’ right to privacy and enjoyment of their homes by keeping noise levels low. Excessive noise is against the terms of your lease agreement.

If you are faced with what you feel is an unreasonable noise situation, first try talking with the person making the noise to reach an agreement that you both can live with. Keep a written record of the time and nature of disturbances. Continued disruptions should be directed in writing to the attention of your Case Manager. This will result in action to fix the problem. Excessive noise is a cause for eviction, if there are repeated offences.

**HUMAN RIGHTS**

Discrimination and harassment hurts everyone. We believe that everyone should be treated fairly.

The Human Rights Code says that no one has the right to harass another person. Harassment can be based on race, ancestry, place of origin, ethnic origin, colour, citizenship, religious beliefs, political beliefs, gender, sexual orientation, age, marital status, family status, physical and mental disability, or the receipt of social assistance.

**Bullying and Harassment**

Bullying means repeated, aggressive behaviour that is intended to hurt another person either physically, mentally or emotionally to gain power over that other person. Bullying can be in the form of name-calling, physically hitting, punching or kicking, or by destroying friendships and acceptance by peers, or may occur electronically with the intent to harm the other person.

Harassment means that someone repeats actions or words that offend or humiliate another person. This includes insults, unwelcome or offensive comments or jokes, threats, insulting gestures, spreading false rumours, name-calling, racial graffiti, sexual remarks, etc. Grabbing, pushing or hitting is assault and a person can be charged by the police for these actions. Assault should be reported to your local police.

If you are bullied or harassed by staff or other tenants, you should tell the offender to stop. If you cannot talk to the person who is harassing or bullying you, report the incident to your Case Manager. Keep a written record of every incident, including dates, times, locations, witnesses and details of the incident. The person bullying or harassing another individual could be evicted if they do not stop this behaviour.

If you fear for your safety or the safety of others, contact the police.
IF YOU HAVE A COMPLAINT

Verbal or anonymous complaints cannot be addressed. **All complaints must be submitted in writing to your Case Manager and signed. Include date(s), time(s) and details of the incident.** If you need help to write your complaint, please come to the office for assistance. All written complaints will be investigated and actioned appropriately by staff.

Domestic Violence

Household violence and abuse are criminal offences. If you are being abused, have witnessed, or have cause to believe that another person is being abused, contact the Assault Response & Care Centre at 1-800-567-7415 or 613-345-3881.

Pets

Pets are a source of affection, companionship and fun. They can also be a source of aggravation to other tenants. Responsible pet ownership can prevent problems. If you decide to keep a pet you are responsible for your pet, what your pet does and the effect your pet has on other tenants. A tenant can be evicted if their pet interferes with the reasonable enjoyment of other tenants or the landlord (e.g. excessive barking, not restraining your pet in public spaces, damages caused by your pet and not picking up after your pet). You are responsible for the cost to repair any damages caused by your pet (see Tenant Charges).

Please keep in mind the following:

- Your dog must be on a leash at all times when you take it outside of your unit;
- Your dog may not be tied up outside and must not be left unattended.
- Remember to “**stoop-and-scoop**” after your pet (cats and dogs).
- Dispose of pet litter properly. A fine may be imposed if you fail to do so.

**Do NOT flush kitty litter down the toilet – it will block the pipes.**

- Always be considerate of others regarding your pets.
- Some municipal by-laws state that dogs and cats cannot trespass on private property without consent from the property owner.

Please review your municipality’s animal control by-laws for more information.

The Counties requires that dogs and cats be vaccinated against rabies each year. Cats and dogs also require a licence, which must be renewed each year. Please contact your
municipality for pet licence information and the Leeds, Grenville, & Lanark District Health Unit for rabies vaccination information.

GUESTS

You’re welcome to have visitors, but please be aware that:

- Guests can stay with you for a maximum of 14 days and must have a permanent residence elsewhere.
- Guests residing in the unit longer than 14 days will be deemed illegal occupants.
- You are responsible for your guests while they are visiting. This includes damages or injuries caused by your guest to other tenants and property. You may also be responsible for any injury your guest might experience.
- Guests may not stay in your unit when you are out of town.
- Parking is limited. Guests may only park in spaces designated for “Visitors”.

You may lose your RGI assistance if you do not comply with the rules for guests.

DRUG FREE HOUSING STRATEGY

We are committed to creating and maintaining a high standard of conduct within our buildings. This means taking a hard stand against drug use and drug trafficking.

Illegal drug activities cannot be controlled without your help. You can help fight drug trafficking by reporting any information concerning drugs to Crime Stoppers at 1-800-222-8477. You do not need to identify yourself and confidentiality is guaranteed. Tenants involved in illegal drug activity, or permitting illegal activity in their unit will face immediate eviction proceedings.

EVICTION PREVENTION

Your Case Manager wants to support you and work with you to maintain your tenancy! Issues and concerns need to be addressed early and if you are having any difficulties, financial or otherwise please contact your Case Manager. To ensure a successful tenancy, you must participate and cooperate. Failure to do so could result in action to terminate your tenancy.

You can be evicted if you:

- Do not pay your rent or frequently pay your rent late.
- Cause serious damage to your unit or the building.
• Disrupt other tenants so they cannot enjoy their home, by making too much noise or other unacceptable behaviour.
• Have more people living in the unit than health, safety or occupancy standards allow.
• Threaten or impair the safety of another tenant.
• Break the law anywhere in the building or on our property.
• No longer qualify for RGI assistance or subsidized housing.
• Lie about your income or household size.

**SUBLETTING AND ASSIGNING YOUR UNIT PROHIBITED**

You are **not** permitted to sublet or assign your unit to anyone, even for a short period of time.

Some of the following rules and regulations are set by us to ensure that we maintain high quality housing. Some of the rules and regulations are set by municipal property standards by-laws. We are required to uphold these property standards. Please contact your municipality to request a copy of specific by-laws.

**HOUSEKEEPING**

It is your responsibility to keep your home clean and safe. Take pride in your home and help to keep hallways, laundry rooms and grounds clean and tidy.

**Bathrooms**

Please do not use coarse cleansers like Old Dutch or Comet on bathtubs, sinks and toilets. They scratch the surface and make them harder to keep clean. A liquid or paste cleanser works well and will help to prevent mildew on porcelain and tiles.

**Sinks**

Do not put grease in drains. Store grease/excess cooking oils in an empty jar or metal coffee container and put the sealed container in your garbage. Grease coats the inside of the drain pipe and eventually plugs it completely. Hair and coffee grounds also clog drains and should be thrown out with household garbage. Use a strainer in sinks and tubs to prevent hair and food particles from clogging your drains. Treating drains with baking soda and vinegar will freshen them and keep them flowing freely.

**Appliances**

Regular cleaning and defrosting will keep your refrigerator in good condition and save energy. Please do not overstuff your freezer or block vents around the base. We will not be responsible for spoiled food if your freezer is overfilled or the vents are blocked.
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 grease and dirt. Do not use coarse cleansers because these will damage the surface of appliances. Use a commercial oven cleaner for your oven.

**LIGHT BULBS**

It is your responsibility to buy and change light bulbs in your unit. If you cannot change the bulbs, ask a friend or relative to help you. If you cannot find a friend or relative to assist you, please contact your building custodian. The custodian will be happy to help you.

**MOULD PREVENTION AND CLEANING**

Moulds are fungi, which grow in moist environments. Most household moulds are not cause for concern, but some moulds can cause health concerns such as allergic reactions and illness. The following recommendations will help to prevent mould and mildew from growing.

**Bathroom Exhaust Fans**

If your bathroom has an exhaust fan installed, turn the fan on when you shower. You can also open the window during your shower. This will reduce moisture that causes mildew and damages drywall.

**Preventing Mould and Mildew**

- Keep the home dry;
- Find and report any water leaks;
- Ventilate bathroom(s) by using exhaust fans or opening a window;
- Discard clutter and excess stored materials;
- Clean and maintain the home regularly;
- Keep furniture away from walls so air can flow behind it;
- Encourage lifestyle practices that reduce moisture;
- Avoid carpets on basement floors;
- Use a dehumidifier in basements;
- Do not store items in cardboard boxes;
- Do not put blankets over windows;
- Open curtains and doors into rooms during the day.
How to clean mould and mildew

Most mould and mildew is found in bathrooms or around windows. These should be cleaned regularly with vinegar and water.

Washable Surfaces:

- Scrub with an unscented detergent solution;
- Sponge with a clean, damp rag;
- Dry quickly;
- Vacuum the cleaned area and surroundings.

If you find mould on drywall or in your basement, clean it with a damp rag using baking soda or a bit of detergent. Do not allow drywall to get too wet. Rinse and dry thoroughly. Vacuum the cleaned area and surroundings. Mould/mildew stains that are not removed by this method should be reported to Maintenance.

HOUSEHOLD PESTS

Unfortunately bed bugs, cockroaches, mice and other pests sometimes get into buildings. They are worse in places that are unclean, cluttered, overcrowded or overly warm. Keeping your home clean will help keep pests away.

Contact Maintenance immediately, if you discover bed bugs or cockroaches in your unit or building. Although finding bed bugs or cockroaches can be very alarming and embarrassing, it is critical to have them exterminated before they spread to other units.

To prevent bed bugs and other pests:

- Do not bring used mattresses, bedding, or upholstered furniture into your unit;
- Keep food and garbage in sealed containers;
- Seal holes in porches and foundations and around windows and doors;
- Trim grass and shrubs near your home;
- Keep basement drains covered.

Peanut butter and raisins make good bait for mousetraps.

Ants, fleas, bees and hornets are not considered pests. To get rid of these insects, visit your local hardware store for products and instructions. Please report carpenter ants (very large black ants) to Maintenance.

ENERGY SAVING TIPS
• Lower your thermostat to 16° C at night and when you are not at home.
• Use a microwave, toaster oven or slow cooker to cook small portions.
• Keep seals around refrigerator, microwave and freezer doors clean and in good repair.
• Consider switching to energy efficient LED or fluorescent bulbs.
• Turn off lights when they are not needed.
• Use an electric kettle or coffee maker instead of heating water on top of the stove.
• Ensure heaters and heating vents in your unit are clean and do not place furniture on top of or right in front of heaters and vents.
• Use cold water to wash and rinse your clothes.
• Change the setting on the washing machine if you are washing a small load, or wait until you have a full load.
• Keep both inside and outside storm windows closed in winter or when using an air conditioner.
• Do laundry after 7 p.m. and before 7 a.m.

If you have moisture running down your windows on cold days:
• Use a dehumidifier.
• Vent moisture out of your home using the bathroom or kitchen exhaust fan. You can open windows and doors a little to let the moisture out.
• Open curtains and blinds.
• Do not put blankets over windows.
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.

履约

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.

如果屋顶和/or窗户正在泄漏，承包商不能在下雨时进行维修。在此期间，使用毛巾/防水布或水桶放在窗台上和漏水处的下方，以限制水损。

在房屋/联排房屋中，确保抽水机在所有时间内都已插好，并且该区域已清空物品。

**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 (unless you live in an apartment building). If you or one of your guests are responsible for, the landlord will charge the cost back to you.
 Tenant Handbook

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
Tenant Handbook

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

<table>
<thead>
<tr>
<th>Housing Department</th>
<th>Prescott (Satellite Office)</th>
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<tbody>
<tr>
<td><strong>Brockville (Main Office)</strong></td>
<td><strong>Prescott, ON K0E 1T0</strong></td>
</tr>
<tr>
<td>25 Central Avenue West</td>
<td></td>
</tr>
<tr>
<td>Suite 200</td>
<td></td>
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<tr>
<td>Brockville, ON K6V 4N6</td>
<td></td>
</tr>
<tr>
<td><strong>Phone:</strong> 613-342-3840</td>
<td><strong>Phone:</strong> 613-342-3840</td>
</tr>
<tr>
<td><em>or</em> 1-800-267-8146</td>
<td><em>or</em> 1-800-267-8146</td>
</tr>
<tr>
<td><strong>Fax:</strong> 613-342-8908</td>
<td><strong>Fax:</strong> 613-925-0301</td>
</tr>
<tr>
<td><strong>Office Hours:</strong></td>
<td><strong>Office Hours:</strong></td>
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<td>Monday to Friday</td>
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<td>8:00 a.m. – 4:00 p.m.</td>
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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.