



Tenant Handbook

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

Important Information 

Your New Home 

Your Health and Security 

Your Rent and Your Subsidy 

Your Unit Responsibilities 

Your Pets, Guests and Neighbours 

Common Spaces and the Outdoors 

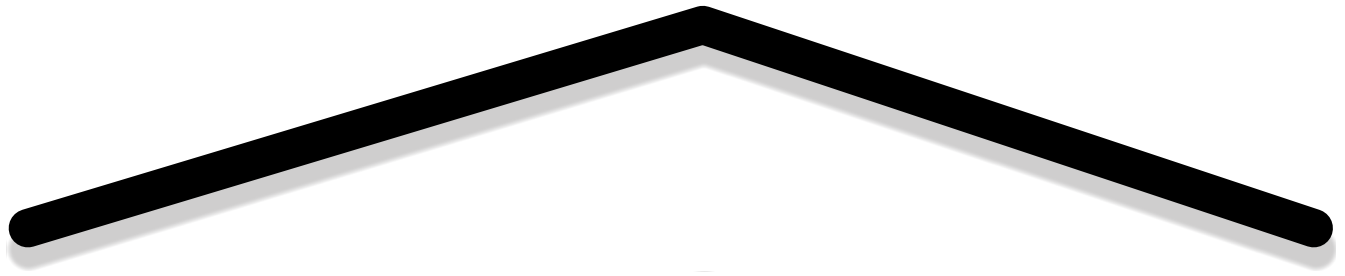
Your Garbage and Recycling 

Your Maintenance Department 

Your Fire Safety 

Your Move-Out 

Your Rights and Responsibilities 



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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! Important Information

Office Contact Information

Community and Social Services Division – Housing Department		
Brockville (Main Office)	Prescott (Satellite Office)	Gananoque (Satellite Office)*
25 Central Avenue West Suite 200 Brockville, ON K6V 4N6	360 King Street West Prescott, ON K0E 1T0	375 William Street South, Suite 100 Gananoque, ON K7G 1T2
Phone: 613-342-3840 or 1-800-267-8146 Fax: 613-342-8908	Phone: 613-925-0001 or 1-800-267-8146 Fax: 613-925-0301	Phone: 613-382-8220 or 1-800-267-8146 Fax: 613-382-7599
Office Hours: Monday to Friday 8:00 a.m. – 4:00 p.m.	Office Hours: Monday to Friday 8:00 a.m. – 12: 00 p.m. 1:00 p.m. – 4:00 p.m.	Office Hours: Monday to Friday 8:00 a.m. – 12: 00 p.m. 1:00 p.m. – 4:00 p.m.

Note: no payments are accepted at the Gananoque Office

- 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 at the office.

Important Information



Who Do You Call?

Call the Housing Department at
613-342-3840 or 1-800-267-8146

➔ Your Case Manager

Call the Housing Department, then when prompted say their first and last name, or dial their extension number



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

➔ Reporting Maintenance Concerns

Call the Housing Department, then when prompted, say "Maintenance Line" or dial extension 2118



- To report maintenance concerns in your unit, building or property
- Pest Management
- Submit your request online at www.leedsgrenville.com/housing

➔ After Hours Emergency

Call the Housing Department, then when prompted say "Housing Emergency".



- Available 24/7 for Housing Emergencies only.
- Fire, flood, power failure, elevator/lift out of services, heating, glass break, etc.
- Contact 911 for police, fire or ambulance.

Your New Home

Keys and FOBs

Each tenant is provided one key and one FOB at the time of move-in. FOBs are used in apartment buildings only. These are used to electronically unlock the buildings front door, and the lift door in some buildings.



A Request for Additional Key/FOB must be completed and submitted if an extra key/FOB is needed.

If your keys/FOBs are lost or stolen, you will be charged for changing the locks (see Tenant Charges).

Appliances

Each apartment unit is equipped with a refrigerator and stove. Family units must provide their own fridge and stove, as per the lease agreement.

Tenants may not use or bring any large appliance into an apartment unit without prior written approval from the landlord. This includes stoves, refrigerators, dishwashers, freezers, washing machines, dryers, or air conditioners. You may have to pay an extra monthly charge for the additional use of energy/water.



Laundry Facilities

Washers and dryers in apartment buildings are provided for **tenant use only**. Follow posted laundry rules.

Machines cannot be booked in advance, or reserved. Be considerate of others needs and don't use all of the machines at once, so that support services may access the machines when they are at the building.



Report any problems with the laundry machines by calling the Maintenance Line during normal business hours. Please also place a "NOT IN SERVICE" note on the laundry machine. If a problem occurs on the weekend, wait until the next working day to request a repair.

Hour New Home

Utilities

Your lease identifies which utilities (electricity, water, and/or gas) are included in your rent. You are responsible for paying any utilities not included.



For tenants living in an **apartment building**, utilities are included in rent. An additional charge for electrical power will be added to your rent.

Tenants living in a **detached, semi-detached or row house** are responsible to arrange and pay for utilities directly to the utility provider. An allowance is deducted from RGI payable for services not included in full monthly rent for the unit.



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.



Contact the **Employment and Education Centre** at **613-498-2111** for financial assistance with heat and utility arrears.

Parking/Operation of Motor Vehicles

Parking is available at most buildings on a first-come, first-served basis, and is limited to one space per apartment. Only tenants approved for a parking space may park in the parking lot. Parking passes may become required for vehicles parked in lots; you will be notified when this happens. If passes are required in your buildings lot, the pass must be visible and displayed at all times when your vehicle is in the lot. The Housing Department may choose to charge for parking in the future by providing written notice to tenants. The Housing Department is not responsible for any damages to vehicles parked in lots.



Some buildings have a limited number of parking spaces, and tenants may have to wait to be offered a space. Contact your Case Manager to be placed on the parking waiting list.

Guests are only permitted to park in designated visitor spaces, if available. Guests must park offsite if no designated spaces are available.

Staff and contractors remove **snow and ice** from common parking areas at apartment buildings. You must move your vehicle from the lot by 8 a.m. after a snowfall for snow removal.

Your New Home

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Operation of Vehicles on Housing Department Property

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 Housing Department 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.

IMPORTANT: Tenants are not permitted, under any circumstance, to drive a vehicle outside of paved areas, including down the pathway, up to the front entrance, or on the grass. Please use take multiple trips if you need to bring items to your unit.

Powered Mobility Devices

Due to the fire risk, only medically required powered mobility devices (e.g. electric wheelchair, mobility scooter) will be allowed inside of a public housing unit, and must be approved before storing on-site. Approved powered mobility devices may not be stored on your patio or balcony. Contact your Case Manager before purchasing a mobility device to discuss options and your responsibilities.



Devices that are not required for medical reasons will not be accommodated indoors. Tenants are responsible to ensure that parking is available outdoors prior to purchasing a device for personal use.

Electric and motorized vehicles including two-wheeled scooters, mopeds, e-bikes, hover boards, Segway's, etc., that are not intended for indoor use are not to be used or stored inside of a public housing unit or common area, including the patio. These devices will be treated as a vehicle, and are required to be kept in the driveway or parking lot, where available. The Housing Department does not provide charging stations for non-medically required devices.

Your New Home

Accessible Accommodation

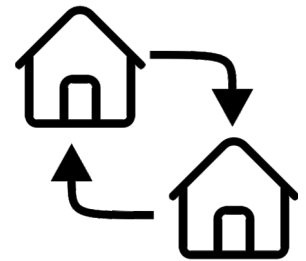
The Housing Department accommodates tenants with physical disabilities through upgrades to your home (e.g. installing grab bars, door opener, and smoke detector with strobe light alarm) **when necessary**. In some cases, moving to a more suitable home with appropriate accommodations may be an option.



The Housing Department may need information from your doctor or occupational therapist before making changes. A completed **Verification of Disability or Medical Condition** form may be required to gather information necessary for your accommodation.

Unit Transfers

Once you have accepted a unit, you are removed from the centralized waiting list. If you need to move to another unit for medical reasons, you must submit a Request for Internal Transfer and a Verification of Disability or Medical Condition completed by a qualified health professional. You must meet all conditions listed in the Housing Department's Transfer policy before being approved for a transfer. A transfer fee of \$250 must be paid before you transfer.





Your Health and Security

Smoke-Free Policy

Effective September 2012 all leases signed have included a smoke-free clause.

Smoking includes smoking a cigar, cigarette, other tobacco, herbal or similar products, cannabis, or vaporizers (e-cigarettes), hookah, and shisha, and is prohibited in the leased premises, including balconies and patios.



Cannabis Policy

Growing cannabis (e.g. marijuana, pot) plants indoors or outdoors is not allowed in public housing units and on public housing property. Growing high humidity plants indoors, such as cannabis or tomatoes, is prohibited in all public housing units. Growing these types of plants inside a residence poses safety hazards, and could result in damage to the building, and loss of insurance.

Growing cannabis plants outdoors on public housing property is also banned under lease rules. Growing such plants outdoors places the tenant at high risk for theft, and if protective traps are installed to prevent theft, they pose a health and safety risk to Housing staff, contractors and emergency personnel.

Entry System (Apartment Buildings)

Apartment buildings have secure access. Your telephone is connected to the entry system in the building and allows you to open the front door for your guests.

- To use the entry system, your telephone number needs to be programmed into the system.
- Your telephone number for the entry system must be local; long distance numbers will not be entered.
- Some of the entry systems require a landline, not a cellphone.



Your Health and Security

- When your guest calls you, press 6 or 9 (depending on the building), to unlock the door. Check with your building custodian for further details on how to use.



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

Building Security (Apartment Buildings)

To keep your building as safe and secure as possible, please:

- Do not let anyone into the building unless you know or trust them.
- Keep your apartment door locked.
- Use the peephole or the window, if available.
- Report any strangers wandering around the building, or knocking on doors, to the custodian or to the CSS office right away. Salesmen and door-to-door canvassers have no right to be in the building.
- Do not prop exit doors and apartment doors open. This is in violation of the fire code and compromises the security of the building. If you see an outside door being propped open, close the door and report it to the custodian or to the CSS office.



Asbestos Safety

Asbestos is the generic name of naturally-occurring fibrous minerals used in building materials in housing built before the 1980's. It may be found in sprayed on fireproofing, pipe and boiler insulation, loose fill insulation, ceiling and floor tiles, drywall joint filling compound, and other building materials.

Asbestos is a designated substance in Ontario; the presence of asbestos in a building does not mean that the health of building occupants is necessarily endangered; where the materials remain intact and left undisturbed the health risk is negligible.

Your Health and Security

The health risks associated with asbestos are as a result of breathing in airborne fibres if the material is cut, drilled, broken, or disturbed and the fibres become airborne. Inhaling harmful levels of airborne asbestos fibres can cause disease.

Do not disturb any building materials:

- Contact your building custodian or the Maintenance Line for any repairs or regular maintenance requests for your housing unit.
- Do not clean up any debris if building materials are disturbed (e.g. cut, drilled, broken).
- Contact the Maintenance Line immediately to report the issue and make arrangements for a trained worker to carry out repairs in a safe manner in order to maintain a healthy environment.

For further information, the Counties Asbestos Management Plan can be found on the Counties website at www.leedsgrenville.com, or contact the Maintenance Line.

\$ Your Rent and Your Subsidy

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 net monthly household income. RGI for Ontario Works (OW) and/or Ontario Disability Support Program (ODSP) recipients is based on a rent scale, as per provincial regulations.

Changes in Income, Family Composition, or School Status

As of July 1, 2020, you must report the following changes in writing **within 30 days** of the change:

- If you **start or stop** receiving social benefits, such as Ontario Works, or Ontario Disability Support Program.
- If income tax is reassessed for any household member.
- A permanent change in the household composition (e.g. any member permanently leaves the household or a new member is added to the household).
- Changes in school status for household members.

! Increases in income are now only reported once per year during the annual review.

Changes in household composition include:



- the birth of a child,
- a change in custody agreements,
- spousal separation,
- someone moves into your unit, 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 they can be added to the lease.

Requests to add an unrelated member to the household shall not result in the household being under-housed (i.e. living in a unit that does not have enough bedrooms).

Your Rent and Your Subsidy

Annual and Interim Reviews

If you are receiving a rent subsidy, your rent is based on your income. To keep your subsidy, you must provide updated information about your household by July 1st of each year.



You must confirm:

- Who resides in your household, and
- Provide proof of income for each adult (over 18) household members, including dependants not registered in full-time school.

The most recent Canada Revenue Agency (CRA) Notice of Assessment is required for all adult household members.

Contact the **Volunteer Centre of St. Lawrence – Rideau at 613-498-2111 ext. 374** if you need assistance to file your Tax Return.

To request a copy of your CRA Notice of Assessment, call 1-800-959-8281.

Your rent will be recalculated once your updated information has been received. Failure to submit a Notice of Assessment or 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.

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

Reporting a Decrease in Income



You may request an interim review of your rent-geared-to-income payable, if the net income for your household decreases by 20 per cent or more. Households may only request **one** in-year adjustment.

Your Rent and Your Subsidy

Occupancy Standards

The Housing Department's Occupancy Standards Policy sets 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, 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.
- An additional bedroom is allowed if there are an odd number of members, or if dependant members are not the same gender, and/or have a difference in age of more than five years.

If your household does not meet the maximum occupancy standards for your unit, then you will be considered "overhoused", and will be required to move to a smaller unit.

Contact your Case Manager within 30 days to report changes in household composition. Adults must meet eligibility requirements before moving into an RGI unit.



The Occupancy Standards policy is posted at www.leedsgrenville.com.

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.

Your Rent and Your Subsidy

Absence From Unit



A household will cease to be eligible for rent-geared-to-income (RGI) assistance if all the members of the household are absent from an RGI unit for more than 60 consecutive days, or a total of 90 days in a year. Please notify your Case Manager if you will be away from your unit for more than 7 days.

Paying Your Rent

Rent is due and payable on or before the first day of each month. Any payment received after the first day of the month is late. The office is not open on weekends or holidays to accept in-person payments; if the first of the month falls on a weekend or holiday and you plan to pay your rent in person, you must pay your rent before the first.



Payment options:

- By pre-authorized debit (automatic withdrawal from your bank account on the 1st day of the month).
- By personal cheque. All cheques must be payable to the United Counties of Leeds and Grenville. Make sure your name, address and unit number are included on your cheque(s). Cheques may be hand-delivered or mailed to the Brockville or Prescott office.
- Cash, debit or money order at the Brockville or Prescott offices.

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.** Case Managers and Custodians cannot accept any payments.

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

Your Unit Responsibilities

Housekeeping

It is your responsibility to keep your home clean and safe. Take pride in your home by cleaning-up messes made by you, a member of your household, or your guests. If you live in an apartment building, ensure that garbage bags are double bagged, and clean-up after yourself if you make a mess or spill in a public space (e.g. hallways, building common areas) or track in excessive snow or dirt.



Alterations / Decorating

If you decorate, 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.

You may install decorative items, such as pictures or window coverings. For all other changes you must submit a Request for Alterations form, and wait for written approval from the Housing Department before making any changes to your unit.

Alterations include, but are not limited to: painting, wallpaper, carpet, ceiling fans, cable/satellite dishes; and putting up any structures, such as outdoor sheds, fences, play structures, car ports, gazebos, decks. If you make any changes without the prior written approval of the Landlord, you will be held responsible for the cost of returning the unit to its original condition immediately.

You can pick-up a request form at any Community and Social Services office, complete it online at www.leedsgrenville.com, or it can be mailed to you.

When you decorate your unit:



- 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.

Your Unit Responsibilities

Ceiling Fans, etc.

Tenants are not permitted to perform electrical work on Community Housing Property. 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 **before installing an air conditioner** in the rental unit.



- Air conditioners may not exceed 6,000 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 (e.g. bedroom doors), and chain locks on front/back doors are not permitted.

Painting Occupied Units

Units are painted prior to a Tenant moving in as needed. Generally, the Housing Department does not paint occupied units. You must submit a Request for Alterations for approval if you want to paint your unit at your own expense. Please note that the unit must be returned to the original condition upon move-out (i.e. walls primed if painted a different colour).



Recording Devices

Recording devices (e.g. security cameras, trail cams, cameras, doorbell cams, or any device that captures video) are not permitted to be set up on Housing Department property. This is to protect the privacy of other tenants and staff.



Your Unit Responsibilities

Basements

You may not use any part of the basement for sleeping, unless a basement bedroom was identified (such as Bartholomew Street) when you moved in. Most Housing Department unit basements are not considered habitable spaces, and do not have proper fire exits or ventilation.

The Housing Department does 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.

Do not paint basement walls and floors, because that can create a mould problem. Scraping paint off walls and floors is very expensive, and you will be charged for the cost.

Outside Taps



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

Household Pests

Unfortunately, bed bugs, cockroaches, mice and other pests sometimes get into buildings.

Contact the Maintenance Line immediately, if you discover ants, fleas, cockroaches, bed bugs, mice, rats, bats, or any other wildlife or pests in your unit or building.



Your Unit Responsibilities

The Housing Department will:

- provide a quick response time for inspections and treatments;
- work with you, contractors and partners to resolve pest issues; and
- provide you with information and supplies to prepare your home for treatment.

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;
- Trim grass and shrubs near your home; and
- Keep basement drains covered.

Your Pets, Guests & Neighbours

Pets

You are responsible for your pet and the effect your pet has on your unit, the property, and other tenants. A tenant can be evicted if their pet interferes with the reasonable enjoyment of other tenants or the landlord. Problem behaviour may include: excessive barking, not restraining your pet in public spaces, damages caused by your pet, and not picking up after your pet. You are also responsible for the cost to repair any damage caused by your pet (see Tenant Charges).

Please note:

- Your dog must be on a leash at all times when you take it outside of your unit.
- "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.
- Dogs and cats must be vaccinated against rabies each year. Contact your municipality for pet licence information and the Leeds, Grenville, and Lanark District Health Unit for rabies vaccination information.



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

Guests

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

- Guests may only stay with you for a maximum of 14 days in a 90 day period, and must have a permanent residence elsewhere.
- Guests residing in the unit longer than 14 days in a 90 day period will be deemed illegal occupants.
- You are responsible for your guests while they are visiting. This includes damages/injuries to, or caused by your guest to other tenants and property.
- Guests may not stay in your unit when you are out of town.



Your Pets, Guests & Neighbours

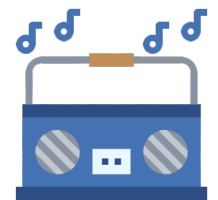
You and Your Neighbours

Every Tenant is responsible for their actions, their guests, and pets to ensure their actions do not interfere with the reasonable enjoyment of other tenants, visitors or the landlord.

The expectation is that Tenants co-exist peacefully, respect one another, and where you live. Keeping good relationships with your neighbours can go a long way towards making the community enjoyable for everyone.

Please be considerate of others by:

- **Noise** - Keep noise levels low when playing your TV, stereo, or radio at any time. Do not slam doors. Consider putting an area rug down to decrease the noise coming from your unit.
- **Pets** - Keep your dog leashed at all times, "stoop and scoop" each time after your pet, and do not leave animals tied-up outside and unattended.
- **Respect Others** – Do not spread rumours or gossip, provide false information, swear, make inappropriate comments or actions, exclude others, or bully. These behaviours will not be tolerated by the Housing Department.



If you are experiencing difficulties with your neighbour, try talking with the person. If that doesn't help, you may want to contact your Case Manager. You will be asked to complete a **Tenant Concern form**. Your Case Manager will do their best to help you and your neighbour come up with a workable solution.



Common Spaces & The Outdoors

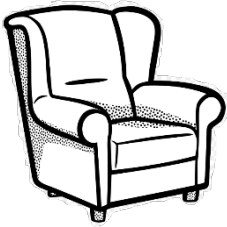
Public Spaces in Apartment Buildings

If you live in an apartment building, common areas are considered to be a public space (e.g. hallways, laundry room, common room, and shared outdoor space). Please ensure you respect your fellow tenants by wearing clothing and footwear that is suitable to be worn in public spaces when visiting building common areas.



Common Rooms in Apartment Buildings

Tenants that live in apartment buildings are encouraged to arrange activities for the building. Please note, if you require use of the common room for a function, e.g. a family gathering, contact your Case Manager to book the room. If you are using the common room for a Tenant activity or socializing, please remember that all Tenants are welcome, and participants are to be respectful and inclusive of others.



Tenants are permitted to have food and drink alcoholic beverages in the common room. Tenants must leave the room tidy, and not be publicly intoxicated or disturb the reasonable enjoyment of others.

Dogs are not permitted in the common room, for the health and safety of others.

You may decorate for holidays and special occasions. Be mindful when decorating to use special adhesives that will not damage the walls, or peel the paint. Anything requiring nails or holes in the wall should be approved by your Case Manager first.

No items are permitted to be placed in or removed from the common room without permission of the Landlord. This rule does not apply to books, puzzles, and magazines that are available for everyone's use.

Common Spaces & The Outdoors

Festive Decorations



After a holiday ends (e.g. Valentine's Day, St. Patrick's Day, Easter, Canada Day, thanksgiving/fall, Christmas/winter), please remove seasonal décor from the exterior of your unit, the building common room, and yard within 14 days.

Snow Removal at Apartment Buildings

Due to the unpredictability of snow storms, the Housing Department does not have a set day and time for when snow clearing will take place. Keeping in mind that snow contractors have multiple locations to attend, below is a general guideline when snow clearing will occur:



- Snowfall where the accumulation exceeds 5 cm prior to 6:00 a.m.
- When the accumulation is less than 5 cm, the Contractor shall clear snow within two hours after notification by the Housing Department.
- For heavy snow falls in excess of 20 cm, completion time for snow clearing shall be extended to two hours for each additional 2.5 cm of snow fall.

Generally, Tenants should remove their vehicles from the parking lot by 8:00 a.m. on the morning after a snow storm, until snow removal is complete. When there is a scheduled clean-up of the parking lot, prior notice will be issued to ensure that all vehicles are removed from the parking lot.

Common Spaces & The Outdoors

Balconies and Patios (Apartments, Glengarry, Bartholomew)

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

Balconies and patios 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 leave 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 into the unit under the unit door.
- Barbecues and patio heaters **are not** permitted on your balcony or patio.

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 hang any articles from your windows, doors, or balcony, and nothing can be placed on the outside walls. This includes birdfeeders, wind chimes, clotheslines, hanging baskets, wind breaks, privacy screening.

! Patio doors not to be used as an exit from the building

- ✓ Patio doors are intended to provide access to your patio only.
- ✗ Patio doors are **not to be used as an exit from your unit in any season**. Tenants are required to use the main entrance(s) to enter/exit the building.

Common Spaces & The Outdoors

Yards

If you live in a family unit that is detached or a duplex, the yard around your unit is your responsibility. You are responsible for:

- Cutting the grass and weeding gardens, weekly between May and September. Municipal fines or chargebacks may be imposed for failing to maintain the property.
- Clearing snow and ice from the walkways, steps and individual driveways after each snowfall.
- Only outdoor furniture (made of water repellent materials), outdoor toys, outdoor equipment may be stored neatly in your backyard.
- You are not permitted to use your outdoor space as storage, or have items such as, but not limited to: tires, indoor furniture, wood, scrap materials, skids, construction materials, tools, appliances, or storage containers.
- Nothing is to be stored in the driveway or front yard.
- You must obtain prior written permission from the Housing Department before installing gardens or structures, such as a clothesline, deck, gazebo, shed, fence, or carport.
- Pools exceeding a diameter for 6 feet, and a depth of 6 inches are not permitted. Pools that are smaller in diameter (width) are permitted as long as they are emptied when not in use. All 'wading pools' must be in compliance with municipal by-laws.
- Play structures, swing-sets, and trampolines are not allowed on the leased premises at any time. Small play equipment, such as climbers and slides made from plastic, suitable for toddlers (children under the age of 6 years) are allowed.





Your Garbage & Recycling

Preparing for Garbage Collection - Apartment Buildings

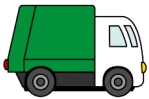
Help to keep the building clean:

- There are recycling bins for paper products, cans, bottles, and tins in the garbage room.
- Rinse and separate your recycling and place it in the proper bin.
- Do not leave trash on the floor of the garbage room.
- Double bag broken glass, aerosol cans, kitty litter, and "wet" garbage.
- Bags are not to exceed 40 lbs.
- Follow Garbage Room signage.
- Items that do not fit in household sized garbage bags or bagged garbage that exceed 40 lbs must be disposed of separately by the Tenant at their own expense.



Preparing for Garbage Collection - Family Units

If you live in a house or townhouse, you are responsible to ensure you are in compliance with all local by-laws. Please contact your local municipal office for garbage and recycling collection information.



City of Brockville (613) 342-8772

Town of Prescott (613) 925-2812

Garbage, recycling and any discarded items are not permitted to accumulate and must be disposed of weekly.

If you store your garbage outside, it must be stored in a sealed container in the backyard to prevent odours, and to prevent animals, insects, and rodents from getting into it.

Illegal dumping is not permitted, and you may be charged the cost of removing the items and municipal fines.

Your Garbage & Recycling

Sharps

Sharps (used 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, and Lanark District Health Unit, 458 Laurier Blvd., Brockville for disposal.

Household Hazardous Waste

Household hazardous waste are products which can be harmful to our health and the environment. Example: leftover household cleaners, paint, pesticides, herbicides, batteries, compact fluorescent lightbulbs, petroleum products.



Contact your local municipal office for information on the next Household Hazardous Waste Day.

Large Item Pick Up

Do not leave large items in apartment garbage rooms, or yards and driveways of family units. It is your responsibility to arrange for disposal of these items through your municipal office and/or contract this service.

Large items include couches, chairs, box springs, mattresses, large appliances, lawn furniture, tables, book shelves, beds, dressers, bicycles, etc.



Large items that are not disposed of appropriately will be removed by the Housing Department and the cost charged back to you.

Your Garbage & Recycling

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 **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.



Your Maintenance Department

Entry Into Your Unit

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

- You are given 24 hours written notice by the Housing Department;
- 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; or
- You give verbal permission to the Housing Department (e.g. via telephone), if you are away from your unit.

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

Routine Maintenance and Repairs



Please report repairs to your building custodian or the Maintenance Line during regular business hours (Monday-Friday 8am-4pm). Repairs can also be requested using the online **Maintenance Request Form** at www.leedsgrenville.com.

Report the following issues:

- Dripping taps
- Sinks/tub not draining
- Doors not closing properly
- Water stains that appear on walls or ceilings
- Strong odours
- Snow removal

If the custodian or a contractor does not come to your unit when they were scheduled to, or if you notice that something seems wrong after a repair, please call the Maintenance Line.

Note: if repairs are needed and the damage was caused by you, either willfully or negligently, the cost of the repairs will be charged back to you.

Your Maintenance Department

Maintenance Emergencies

A maintenance emergency is an issue that if not dealt with immediately, will result in further damage to the property or prove a health and/or safety threat to the tenant.



You must report all maintenance emergencies immediately. This includes:

- Fire, fire alarms, smoke detectors chirping (low battery alarm) or no smoke detectors;
- Flood (sewage back-up, sump pump not working, burst water lines and stuck valves);
- Power failure of complete unit;
- Replacement of refrigerator;
- Plugged toilet in a family unit (if it's the only toilet);
- Elevator / lift out of service;
- No heat in the winter;
- Snow removal;
- Glass breakage or damage to door where property damage will occur, or if the security of the tenant is jeopardized;
- Natural gas odour;
- No hot water;
- Access to unit for deceased tenant and/or for emergency services, lock outs, lost keys/fobs.

To report a Maintenance emergency, contact the Maintenance Line during regular business hours, or after hours and on weekends contact:

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

When calling after regular business hours 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.

Your Maintenance Department

Unit Inspections

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

Typically, inspections are completed annually and when you move out of your unit. More frequent inspections may be required if issues such as hoarding, housekeeping issues, or damages are identified.

Damages

If you, a household member, or guest, willfully or negligently causes damage to your unit you will be held responsible to repair it, or pay for the repairs.

Damages caused by “normal wear and tear” (e.g. carpet wearing thin through traffic over time) will not be charged to you, as this is considered regular maintenance and will be covered by the Housing Department.

See below section for examples of chargebacks to the tenant. Contact the Maintenance Line for estimated costs.

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, it will be removed by staff or a contractor, and you will be charged for that service.
- Illegal dumping of garbage (including furniture) on Housing Department property.

Your Maintenance Department

Grass Cutting and Trimming



As a general rule, you should cut your grass weekly from May to September. 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



If you misplace your keys, the Landlord is not responsible to let you in. There is a charge if the Housing Department attends your unit after-hours to let you in. You will be charged the cost to change the lock if you misplaced your key, or if you change the locks. If a key or FOB is lost, there is a replacement cost and it 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. If you call a contractor directly, you will be responsible to pay the contractor's bill for service.
- You will be charged for extra cleaning at move-out that is above and beyond what is considered reasonable.

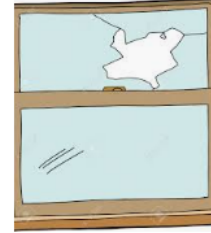
Missed Appointments for Contractors

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. Tenants may not refuse work that has been scheduled in their unit with proper notice. You also will be charged for the cost of the contractor if you do not allow them to enter your home to complete work.

Your Maintenance Department

Tenant Chargebacks

- Carpet, laminate, peel and stick tile removal, and/or damage to original flooring
- Holes in the walls
- Poor maintenance of bathrooms. Example: clogged toilets from sanitary napkins, wipes, toys, or foreign objects
- Mactac in kitchens
- Wallpaper and dark paint colours
- Burn marks or cutting directly on countertops causing damage
- Any damaged or missing items including, but not limited to doors, frames, hardware, switches, fixtures, smoke detectors, windows, handrails, screens, appliances (if included), etc.
- Pest removal costs for fleas, roaches, etc. caused by the tenant's actions or their pets.
- Failure to cooperate with pest management (e.g. bedbugs).
- Utility charges that are the tenant's responsibility under the lease.



Your 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.

If you will need help to exit the building in an emergency, please request that your Case Manager add your name to the “Needs Assistance” list that is provided to the local fire department.

If you hear the fire alarm, exit the unit immediately. Never assume it is a false alarm. Call 911 from a safe location.



Your Fire Safety Requirements

You are responsible to ensure the following is adhered to at all times:

- A 3-foot clearance must be maintained around the furnace and hot water tank at all times.
- A 3-foot clearance is required to be-maintained for safe travel throughout the unit, with access to windows and doors at all times.
- Do not store flammable materials or liquids, such as gasoline, paint thinners, or solvents in your home. Recycle newspapers and other items frequently to reduce clutter in your unit.
- For your safety, ensure your drapes, curtains, and furniture are kept at least 3 inches away from electric heat registers.
- The area in front of, or under, the electrical panel must remain clear of items, as stated in the Ontario Electrical Safety Code. Items cannot block access to the panel.
- Extension cords are not permitted to be plugged into a power bar. Extension cords are for short-term use only, and not to be used as a permanent electrical connection.

Propping Open Doors

It is a violation of the Ontario Fire Code to prop open unit door and entrance/exit doors. The Housing Department takes the safety of the building very seriously. Tenants who are found to be doing this may be served with a notice to terminate their tenancy.

Your Fire Safety

Fire Alarm Testing

The fire alarm system, door closures, and emergency lighting in apartment buildings are tested at least once a month.

During testing you can expect that:

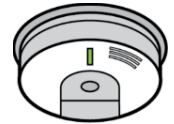
- There will be occasional ringing of the alarm system; this includes your unit alarm.
- Your apartment door will be opened by the custodian to test the door closure, as required by the Ontario Fire Code. Your apartment door must be able to open completely, and be free of any obstacles such as rugs, shoes, medical devices, or furniture.



Smoke Detectors (Apartment Buildings)

Smoke and Carbon Monoxide Detectors (Family Units)

Smoke detectors (apartment units), and combined smoke and carbon monoxide detectors (family units), are hard wired into the electrical system of the unit with a battery backup.



- 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 the Maintenance Line immediately.
- Do not make any adjustments or change the batteries in the detector. Contact the Maintenance Line during business hours, or After-Hours Emergency to arrange for a battery change. Refer to the “Who do you call?” page, for contact information.
- **Do not disconnect your detectors. 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.

Your Fire Safety

Barbeques and Fire Pits

Only electric barbeques are permitted on patios and balconies at apartment buildings. No open flame barbeques (e.g. charcoal, propane, ethanol) are permitted on Housing Department property.



If you live in a house or townhouse, you may have an open-flame barbeque, provided that it is used at least 10 feet from the building, and is stored properly when not in use.

Fire pits, outdoor fireplaces, and open fires are not permitted.

Fire Prevention

The following is a list of the most common causes of fire:

- 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.
- Improper use of candles and incense.

By following the above fire safety rules, you can prevent fires.



Your Move-Out

60 Days Notice Required

When you decide to move out, you must give at least **sixty days' written notice** (see section below for more information). 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 enough notice.

NOTICE

Once you have given your notice, you are legally responsible to vacate the unit on the termination date. Once your notice to terminate has been received, the Housing Department begins the process to fill the unit. You cannot extend your stay in your unit past the move-out date, because another tenant will be moving into the unit.

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, from you Case Manager, or online on the Landlord and Tenant Board of Ontario website, at <http://www.sjto.gov.on.ca/ltb>.

Be sure to include your name, address, unit number, the date you want to move out, the current date, and sign the form.

Restore Unit to Move-In Condition

When you move out, you must restore your home to the same condition it was in when you moved in. This means you must:



- remove all wallpaper and carpet,
- repair any damage that happened while you rented your unit, and
- remove all alterations completed during your tenancy, to its original state.

You must pay the cost of any repairs and maintenance to the unit beyond the "wear and tear" that occurs with normal use.

Your Move-Out

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 tenants move out of a unit and leave unwanted items behind. The Housing Department has 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.



Your Rights & Responsibilities

If You Have a Complaint or Concern Related to Your Tenancy

Verbal or anonymous complaints cannot be addressed. All complaints must be submitted in writing to your Case Manager using the Tenant Concern form and signed. Include date(s), time(s) and details of the incident.

Before submitting a concern, you must ensure that:

- The concern is something you have witnessed first-hand.
- The concern is something that directly impacts you.
- The concern happened within the last 30 days.
- The concern is written on a Tenant Concern form.

Tenant Concern forms are readily available outside of the Custodian's office. Forms can also be obtained at the Housing Department office, or completed online on our tenant resources page: <http://www.leedsgrenville.com/en/services/tenant-resources.aspx>.

Tenant Insurance

The Housing Department 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 as a result of a careless or a wilful act.

Low-cost insurance from the Housing Services Corporation is available for housing tenants. Monthly premiums may cost as low as \$16 to \$21 per month. For further information or to apply, contact 1-866-940-5111.

Ontario Works (OW) and Ontario Disability Support Program (ODSP) recipients may be able to claim insurance premiums as shelter costs. Please contact your OW/ODSP Case Manager to discuss.



Your Rights & Responsibilities

Drug Free Housing Strategy



There is no tolerance for drug use and drug trafficking in community housing. Tenants involved in illegal drug activity, or permitting illegal activity in their unit will face **immediate eviction** proceedings.

You can help fight drug trafficking by contacting Crime Stoppers at 1-800-222-8477. You do not need to identify yourself and confidentiality is guaranteed.

Vandalism

Vandalism costs money. Report vandalism to the Housing Department and to local police immediately. Anyone who destroys or damages housing property may be prosecuted, and tenants may be evicted for causing damage to the unit.

Eviction Prevention

Your Case Manager wants to support you, and work with you to maintain your tenancy. If you are having any difficulties - financial or otherwise - please contact your Case Manager.

You can be evicted if you:

- Do not pay your rent or you 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 community housing property.
- No longer qualify for RGI assistance or subsidized housing.
- Fail to report changes to your income or household size.

Your Rights & Responsibilities

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, 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).

The Landlord and Tenant Board

The Landlord and Tenant Board (LTB) deals with landlord and tenant disputes. The LTB 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



Your Rights & Responsibilities

The Legal Clinic

If you need legal advice, contact **The Legal Clinic** at **(613) 264-8888** or **1 (888) 777-8916**. The clinic provides no-fee legal services for low-income residents of the United Counties of Leeds and Grenville.

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.

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 confidential, and that we will collect the information, use it, store it, and dispose of it correctly.

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.



Your Rights & Responsibilities

Human Rights

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. Harassment means that someone repeats actions or words that offend or humiliate another person.

Grabbing, pushing or hitting is assault; a person can be charged by the police for these actions. Assault should be reported to your local police. If you fear for your safety or the safety of others, contact the police.

Complete a Tenant Concern form to report any bullying, harassment or violence, and attach copies of police reports (if there are any), for your Case Manager to pursue the matter at the Landlord and Tenant Board.

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.

Important Information



Who Do You Call?

**Call the Housing Department at
613-342-3840 or 1-800-267-8146**

➔ Your Case Manager

Call the Housing Department, then when prompted say their first and last name, or dial their extension number



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

➔ Reporting Maintenance Concerns

Call the Housing Department, then when prompted, say "Maintenance Line" or dial extension 2118



- To report maintenance concerns in your unit, building or property
- Pest Management
- Submit your request online at www.leedsgrenville.com/housing

➔ After Hours Emergency

Call the Housing Department, then when prompted say "Housing Emergency".



- Available 24/7 for Housing Emergencies only.
- Fire, flood, power failure, elevator/lift out of services, heating, glass break, etc.
- Contact 911 for police, fire or ambulance.