

# TENANT HANDBOOK

## FOR SWANSEA TOWNHALL RESIDENCES

*An Independent Living Community*



---

***Welcome to your new home!***



# Index

What Is Swansea Town Hall Residence?.....	4
Where are we?.....	5
How we look after our building.....	6
Who does what.....	7
Important Phone Numbers.....	8
Your New Home.....	9
Locks and keys.....	10
Cable TV / Security Cameras.....	11
Pets.....	13
Fire Safety and Security.....	14
Vandalism / Repairs.....	17
About Paying Your Rent.....	19
Taking Care of the Environment - Good Energy Tips.....	22
Non-Profit Housing and the Tenant Protection Act .....	24
Privacy - Noise Transmission.....	27

## **Index (Cont'd)**

Transfer.....	28
Housekeeping.....	29
Common Room.....	33
Moving Out.....	34

# What is Swansea Town Hall Residences?

We are located in the former Village of Swansea and a close neighbour to Bloor West Village which is a great place to shop and to enjoy an active social life. was opened in 1993. Our mission is to provide good quality housing to seniors. We have two sources of income to pay for our operating expenses, your rent and a subsidy provided by the municipal government. We have a legal agreement with the government which sets out rules and regulations as to how we operate.

Swansea runs its operations on a non-profit basis. This means that we do not charge more in rent along with the government subsidy than would cover the cost of our normal operating costs, such as maintenance, administration, insurance, utilities and mortgage. We also set aside a reserve each year to cover the cost of future major replacements, such as the roof, windows, and appliances. Since the amount of annual subsidy that we get from the government is a fixed amount, if we have high expenses for things like maintenance, we must cover the cost by raising the market rents. That is why it is important for everyone to do their best to look after our building. Swansea works with the Ontario Non-Profit Housing Association to build a strong social housing sector and to influence government housing policies.

First and foremost, we are committed to ensuring that the tenants who have chosen to live in this building enjoy a safe, well-maintained and happy environment. We are also fortunate to be located next door to the Swansea Town Hall where there are many opportunities to enjoy social, recreational and educational activities, such joining an art class, learning how to play bridge, taking yoga or zumba classes as well as enjoying a nutritious \$5 lunch once a month. There is also a library, seniors' association, dental clinic and much more.

## Where Are We?

We are located in Swansea Village and a close neighbour to Bloor West Village which is a great place to shop and to enjoy an active social life. There is a wide selection of fine restaurants, as well as cafes and bakeries. In fact, everything is on our doorstep that we feel is important to having a happy and healthy lifestyle. Jane and Runnymede Subway Stations are within walking distance as well as access to medical practitioners, churches, dentists, opticians and much more. Hopefully, this handbook will provide all the information you will need to enjoy life at Swansea Residences. So please read the handbook carefully and feel free to ask staff in our on-site Property Management Office if you have any queries. You will find out what to expect while living in a not-for-profit building and learn all about your rights and what we expect from our residents. You can also visit our website at <https://swanseatownhallresidences.ca> for further information.

We are happy that you have chosen to make Swansea Residences your home and hope that you will be very happy here!



*Ukrainian Festival and view of Bloor Street West Shopping Experience*

# How we look after our Building

**Community First Development Inc.** is our Property Management Company and they are responsible for managing our building. In addition to handling the day to day responsibilities to ensure the upkeep of the building, they also take care of the following:

- staffing our Property Management Office;
- providing guidance and supervision for our Superintendents;
- ensuring all work orders are thoroughly followed up and that any repairs are carried out in a timely manner;
- inspecting tenant units regularly in order to maintain the high standards we have set in the building;
- initiating and overseeing projects to be carried out by outside contractors;
- preparing directions/guidelines for tenants to follow to maintain order and cleanliness in shared areas, including laundry facilities, Common Room, Exercise Room, garden and parking areas;
- generates notices and direction to residents in case of emergency situations.

# Who does what

Below are the different roles of the members of staff at Swansea Residences. This will help you to reach the best person to address any concerns you might have.

## Property Manager

Oversees the day-to-day management of our building and reports to the Swansea Board of Directors.

The Property Management Office is open on **Tuesdays and Thursdays between 10:00 a.m. - 2:00 p.m.**

## Superintendent

Does maintenance on the building, ensures that the building is clean inside as well as areas close to the building and handles other projects as assigned by Property Manager. The superintendent is on duty **Monday - Friday from 8 a.m. - 6.p.m.** Back up on the weekend is also provided. All requests are to be made by filling out a work Order.

## Board of Directors

Swansea Town Hall Residences is governed by a Board of Directors, four of whom are Tenant Directors. The other Directors are from the community. All the Directors volunteer their time to be on the Board. The Board approves Swansea policies, legal contracts and provides direction to the Property Management.

## Important phone numbers to remember



Superintendent	437-288-4421
General Building Information	416-604-7419
Community First Information	416-932-2670
Fire, Police, Ambulance	911
Ontario Rental Housing Tribunal	416-645-8080

# Your New Home

## Moving In



*What can tenants expect from the move-in process? In this section you will find the steps and procedures tenants will need to take to prepare for moving into their new home.*

Before proceeding with the move, your Property Manager will arrange a move-in day with you.

## Move in Day

### Tenancy Agreement

Prior to moving in you will be required to sign a tenancy agreement which is a legally binding agreement. Our Property Manager will review the terms of the tenancy agreement with you and answer any of your questions.

### Pre-move in inspection

When you pick up your keys, our superintendent will do an inspection of your new home with you. Any problems with the unit will be written down on the inspection report and you will receive a copy of the report to keep for your own records. An inspection will also take place when you move out of the unit. This way we can keep track of the condition of the unit.

### Booking the elevator

When you have decided on a move-in date, contact the superintendent to make sure that we can book elevator time for you. All moving in takes place at the back of the building and between Monday - Saturday only.

## Locks and keys



Before you move in, we will put a new lock on your door. You will receive a key for your unit, and for the front door of the building and a key for your mailbox. If you lose any of these keys, we will charge a fee for replacement.

If you want to change your lock, we can do this for you. A fee will be charged to cover our staff time and the cost of a new cylinder. You must tell us if you want to add an extra lock. If you add an extra lock you must provide us with a key so that we can enter your unit if there is an emergency and you are not home.

Leaving a spare key with a trusted neighbour or friend is the best way to avoid being locked out of your home. If you lose your key during working hours, the superintendent will let you into your unit. If you lock yourself out after working hours, you will have to call a locksmith. There is a locksmith that is regularly used by this building.

## Disposing of your moving boxes

Cartons must be broken down and tied in bundles before being placed in the recycling bin for paper products.

## Parking

Contact the Property Management Office to make arrangements for assignment of a parking spot. There is an extra charge for a parking spot. We do not have many spots and you may be placed on a waiting list. In order to rent a spot your car must be registered. Unregistered, commercial, abandoned or un-roadworthy vehicles will be towed away. If someone else parks in your spot, contact the superintendent. Alternatively, if your vehicle is parked in a visitor's spot, your vehicle could be towed. Vehicle repairs and maintenance are not permitted in the parking areas. *We are not responsible for damage to vehicles or contents.*

## **Cable TV / Security Cameras**

Your rent does not include cable TV service. The cable service includes a security channel that shows who is coming in the lobby door. If you use Rogers as your cable service provider, The security channel in this building is 71. However, if you choose Bell or any other company, you will not be able to access this channel. To obtain this service please call your cable service directly.

## **Telephone**

Each apartment has at least one telephone jack. You must call Bell Canada to hook up your own telephone service. There will be a charge from Bell for hook-up. Your telephone is connected to the lobby door entry system. Please advise the office of your new number.

## **Lobby door entry system**

Visitors can use the intercom system to let you know they have arrived. When you answer their call on the telephone, you can open the front or rear door by pressing the number 9. Please do not let strangers into the building. Make sure you know the person trying to gain access.

## **Blinds / Window Coverings**

Do not cover windows with sheets, flags of any size or foil paper. Signs and advertisements are not allowed in apartment windows or on patio doors.

## **Bicycles**

If you have a bicycle to store, call your superintendent. Unfortunately we cannot guarantee the security of your bicycle in the storage area.

## **Redecorating**

Before you start any decorating, such as painting or wallpapering, you must get permission from the Property Manager.

## **Yards, balconies and patios**

You should not use balconies or patios as storage areas. Please clear the snow off your balcony, as water can leak in under the door and cause damage. Please do not use a barbecue on your balcony or patio. It creates problems for other tenants and the burning coals and fumes can be fire and health hazards. Exercise care in the placement of garden pots and summer items on your balcony to ensure that nothing can fall or be blown off. Please be courteous and ensure that noise is kept down so that you do not disturb your neighbours, particularly during the hours of 11:00 p.m. - 8:00 a.m.

Do not feed birds, squirrels or other wildlife as this creates a dangerous dependency on humans, but also attracts other vermin such as mice, rats and other pests. Contact the office if pest control service is required.

## **Insurance**

We are not responsible for your personal property. Our insurance covers our property only. We are only responsible for damage to your personal property if it is proven to be caused by negligence on our part. We require that you obtain Tenants' Contents Insurance to protect your belongings against theft, fire or other damage.

## Pets



If you have a dog, please leash it when you take it out of your unit. If possible, carry your pet especially in the elevator or use the stairs. Do not allow your dog to run free outside, and remember to "stoop and- scoop" after your pet.

You can be evicted for allowing your pet to cause damage, or to disturb the peace. There are also City by-laws controlling the number of pets you can keep. We also recommend you have your pet spayed or neutered.

**DO NOT** use the laundry equipment to wash dog blankets, etc. to ensure the safety of those tenants with pet allergies.

Swansea Town Hall Residences strongly recommends that you have your pet neutered/spayed and micro-chipped. Both services can be completed at low cost through Animal Services or the local Humane Society:

- Toronto Animal Services – Spay/Neuter, 416-338-6281.  
<http://www.toronto.ca/spayneuter>
- Toronto Humane Society – Spay/Neuter Services, 416-392-2273.  
<http://www.torontohumanesociety.com/what-we-do/spay-neuter>

# Fire Safety and Security



## No Smoking Bylaw

Swansea has a strict no-smoking policy. Smoking is not permitted in any unit or common area in the building.

Avoid storing flammable materials or liquids such as gasoline, paint thinner, toxic hobby supplies or solvents in your home. Recycle your old newspapers; they become a fire hazard if you let them accumulate. Always keep the laundry room and lounge doors shut - never propped open in any manner.

The most common causes of fire are:

1. smoking in bed
2. grease fires on a stove
3. disposal of lighted cigarette ashes in the garbage

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

## Exiting the building in an emergency

When the fire alarm system is activated, the elevators return to the ground floor and stop working. You will need to use the stair-well to get out of the building. If you encounter smoke - keep low to the ground.

If the fire is in your suite - leave your unit taking everyone with you but leave the door unlocked so firefighters can enter. Pull the fire alarm and yell "fire" as you leave the building. Call the fire department (911) when you are safe.

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

We provide information to fire fighters about tenants residing in the building who need assistance to exit because of mobility problems and who might have a medical condition which could increase their need for assistance, e.g. use of oxygen. If you think you fall into this category, please make sure you let our Property Manager know.

## **If you cannot leave your unit**

If you are in your apartment and there is smoke in the corridor or your door is hot, **Do Not Open Your Door**. Leave your door unlocked and signal for help by waving a towel out the window.

You can slow down the infiltration of smoke into your unit this way:

- soak towels and a bed sheet in the bathtub
- cover the whole door and the door frame with the wet sheet. The sheet will adhere to the door;
- place the wet towel across the bottom of the door,
- you could also use duct tape to seal the space around the door to your unit.

## **Smoke and carbon monoxide detectors**

Your home has smoke and heat detectors and it may also have a carbon monoxide detector. Please do not disconnect them. If you have problems with your smoke detector, tell your Superintendent. If the smoke detector is activated accidentally (e.g. burned toast) do not open the door to the hallway for fresh air as you are likely to set off alarms throughout the building.

## **Fire alarm testing**

Testing of the fire alarm system and the emergency lights throughout the building happens each month. During that time there will be intermittent ringing of the alarm system.

## **Good Safety Measures**

Help keep your home safe by adopting the following measures:

- Lock your doors and windows when you are out. A good lock for a sliding door or window is a broom handle or other piece of wood fitted into the bottom rail.
- Never open the door unless you know the person and if you notice an outside door being held open, close the door and report the incident to our office.

Tell the post office and newspaper carrier if you are going to be away, or arrange for a neighbour or friend to pick up your mail and any flyers.

## Vandalism

If you see anyone damaging property, you should phone the police right away and tell the Superintendent or the Property Manager. Often vandals cause damage to elevators, stairwells and hallways which are expensive to repair. Increased costs often mean increased rents.

Please remember that visiting children must not play in hallways, laundry room, elevators or parking area. In the common room and exercise room, children must be supervised by an adult. If you keep bikes in the apartment for visiting children, please make sure they do not ride them in the hallways. Skid marks cannot be removed. (Please note that skid marks from shopping carts are also a concern). You are legally responsible for any damage caused by visiting children.

---

## Repairs



For all maintenance requests, other than emergencies, please fill out our work order form which is available at the office or you can fill one out on our website: <https://swanseatownhallresidences.ca> and leave it with the superintendent or the office. We take our responsibility for doing repairs and maintenance very seriously. Delays may occur if we have to call in a contractor or if we don't have the supplies we need in stock.

Please report water stains that appear on the walls, ceilings or floors.

There is no charge for repair due to normal wear and tear. However, any damage you or your visitors cause will be charged to you. This includes refrigerator parts, broken windows, torn screens, and broken light shades. It is unfair to have all tenants pay for damage caused by a few.

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

## **Emergency Maintenance**

If there is a serious emergency, after working hours and on weekends, contact the Superintendent or follow instructions posted on their door.

Call the Super only in a serious emergency, such as flood, power failure to the whole apartment, elevator breakdown, someone trapped in an elevator, no heat, or when someone's safety is at immediate risk.

## **Notice of Entry**

We shall give you at least 24 hours notice of the intention to carry out repairs or do an inspection of your home, unless it is an emergency situation. All repairs will be done between 8:00 a.m. and 8:00 p.m. as this is the law.

## **Annual inspections**

We inspect all our units each year. From the inspection reports we work out our maintenance plans for the next year and prepare our annual maintenance budget. We shall send out notices of the inspection schedule before we come into your unit.

# About Paying Your Rent

## Types of Rent

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

## Rent-geared-to-income

Rent-geared-to-income (RGI) is subsidized rent. The rules for how RGI is calculated are set by the government.

## RGI Rent Increases and Decreases

If you are paying rent-geared-to-income, your rent will change when your income changes. This may be more frequently than once a year. We do a review of your income and household size each year. We shall ask you to provide updated proof of income and a list of who is living with you at that time. You must let us know if either your income or household members change as a result of birth, death, marriage (including common-law), separation or divorce, or when your children move out. These changes can affect your rent as well as the size of unit your household is eligible for. You will receive at least 30 days notice of a rent increase resulting from an increase in your household income.

If you have any questions about how your rent is calculated, or what proof of income is required, please check the attachment to your lease. Call our office if you have more questions.

## Applying for Rent Subsidy

If you are paying market rent now and your income decreases, you can apply for rent subsidy assistance. Come to the office and fill out an application form. Please note that all applications submitted are forwarded to the City's Social Housing department for review and approval. If approved by the City, your application will be added to the waiting list. If you would like to inquire about the criteria for subsidy

## **When to Pay**

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

## **How to Pay**

You may pay your rent by personal cheque or money order or automatic withdrawal. Please do not pay by cash. We are also happy to accept post-dated cheques. We will hold your cheques and deposit them on the first day of each month. There is a fee for cheques returned for any reason. Please make your cheque payable to: Swansea Town Hall Residences and print your name, address and apartment number on the front.

Helen Smith 93 Lavinia Ave. Apt.1		MARCH 1 2000
Pay to		
the order of	<i>Swansea Town Hall Residences</i>	\$525.00
	<i>Five hundred and twenty-five----</i>	— —dollars
<i>For March rent</i>		<b>Helen</b>

## Where to Pay

You may use the drop box located outside the Property Manager's Office to drop off your cheque. For your convenience, we would be pleased to accept post-dated cheques.

To avoid missing rent payment dates, we encourage tenants to please consider the better option of setting up an automatic debiting plan each month so that these payments are made directly from your bank account. Our staff would be pleased to help you with the paperwork. Forms submitted on or before the 20<sup>th</sup> of the month for pre-authorized payment will take effect on the first of the following month.

## No More Rent Reminder Notices

Because of the high cost of processing and delivering rent reminder notices to tenants who do not pay their rent on time, we will not be sending reminder notices anymore. If you do not pay your rent on the second day of the month, you will receive a Notice of Termination of Tenancy on or soon after the first day of the month.

If you always pay your rent on time, we would like to take this opportunity to thank you for your consideration. If you wish to discuss your rent, please call our office.

If you cannot pay your rent, you should contact the Property Manager before you miss the payment.

## Taking Care of the Environment - Good Energy Tips

- Lower your thermostat to 16° C at night and when you are not at home;
- Use a microwave oven, toaster oven or slow cooker to cook small portions;
- Remember it takes only 10 minutes for your stove oven to reach 350° F;
- Keep seals around refrigerator, microwave and freezer doors clean and in good repair;
- Always use energy efficient fluorescent bulbs;
- Turn off all lights when they are not needed (use a perpetual glow night light in the bathroom);
- Take showers instead of baths;
- Use an electric kettle or coffee maker instead of a stove-top burner;
- Ensure the heating units in your apartment are clean and that there is nothing in front of them;
- Wash your clothes in warm or cold water and rinse in cold; wait until you have a full load or use;
- In laundry room follow clear instructions on how to use washing machine and clean the filters on dryers after each use (*Laundry Room opens at 8 a.m. and closes at 8 p.m.*). *Please make sure that you keep the laundry room clean!*
- Keep windows closed in the winter, both the inside and outside

storm windows;

- Report any broken windows;
- Report dripping taps;
- If you have condensation problems (water running down your window on cold days):
  - vent moisture out of your home using the bathroom or kitchen fan;
  - keep the window slightly open;
  - buy a dehumidifier.

# Non-Profit Housing and the Tenant Protection Act

There are several protections under the Tenant Protection Act if you are a market rent tenant:

## Rent Increases

- The rent cannot be increased more than once every twelve months,
- You will receive 90 days notice of a rent increase.

## Subletting and assigning your unit

Your tenancy agreement does not permit you to sublet or assign your unit to anyone else, even for a short period of time. You are also not permitted to use your unit as a place of business.

## Abandonment of property

If you move out and leave some of your property behind, we have the right to dispose of that property, without consulting you about it. However, we cannot seize your property to pay for rent arrears if you get behind in your rent.

## Eviction Notice

Under the Tenant Protection Act, you can be evicted if you:

- do not pay your rent,
- frequently pay the rent late,
- cause serious damage to your unit or the building,
- make noise or act in a way that seriously bothers any other tenant or the Landlord,
- have more people living in the unit than health, safety or housing standards allow,

- proven harassment of your neighbours, staff or volunteers,
- threaten the safety of another tenant,
- break the law anywhere in the building or on the property,
- no longer qualify for rent-geared-to-income housing,
- misrepresent your income or household size if you are paying rent-geared-to-income.

Eviction is always the last resort except when unlawful acts and harassment occur. Swansea is dedicated to creating an environment in which each unit is a home and to fostering the understanding that such a home-creating environment requires, the co-operation and goodwill of both the tenant and the landlord.

If residents find that they have difficulties in meeting their obligations, such as paying rent on time, or are experiencing other problems, it is best to contact the Property Management immediately so a plan might be worked out to avoid eviction.

## **Ontario Rental Housing Tribunal**

The Ontario Rental Housing Tribunal has replaced the court system for hearing landlord and tenant disputes. You can get information from the Tribunal about your rights by calling 1-888-332-3234.

## **The Human Rights Code**

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

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

*information see Harassment Policy which can be located on our website.)*

## **Our policy on harassment**

If you are harassed by staff or by other tenants, you should do something about it. Firstly, if possible, you should tell the offender to stop. If you cannot confront the person who is harassing you, report the harassment to your Property Manager, or to the Board of Directors. Do so in writing, if you can, and keep a copy for yourself. Write down every incident, including the place, date and time the harassment took place, and details of the harassment. **It is important that you sign the letter** as we cannot take action if the letter is unsigned (anonymous).

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

## **Our Code of Conduct**

Our Code of Conduct helps ensure high standards of service and conduct. Staff may not:

- sell items or services to tenants,
- buy or take property or personal belongings from tenants, their families, or their estates or use it for personal gain,
- accept gifts or other items from tenants in return for service,
- borrow money or anything else from tenants,
- witness a will, oath, or affidavit for a tenant, or act as Power of Attorney,
- be on the job in an unfit condition due to using alcohol or drugs,
- abuse tenants, staff members, service agency representatives or anyone else in the work place, either verbally or physically.



## **Privacy - Noise Transmission**

Residents are reminded to respect your neighbours' right to privacy and enjoyment of their homes by keeping noise at a low level. Excessive noise is contrary to the terms of your tenancy agreement. Noisy hobbies (e.g. involving hammers) could be done in the exercise room.

If you are faced with what you feel is an unreasonable noise situation, discuss the matter with our Superintendent. Keep a written record of the time and nature of the disturbances. Continued problems should be directed to the attention of the Property Manager in writing. This could mean starting eviction if there have been repeated offenses.

Our building is occupied predominantly by seniors, who have come to expect (and deserve) a quiet, peaceful environment.

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

All complaints must be sent to us in writing. This includes complaints about other tenants and our staff. If you have a complaint about a repair that has been done in your home, please fill out a work order form and return it to the Property Manager. These forms are available in our office. All written complaints will be followed up.

# Transfer

If you would like to move to another unit, keep in mind that you will be placed on a waiting list according to our first-come first-served policy. To apply for a transfer please call the Property Manager. There is an administration fee when the transfer is at your request.

Some people have special priority for transfer, such as:

- survivors of family violence
- tenants who must move because they need a different size of unit, or a wheel-chair accessible unit

When you transfer you must:

- if needed, pay the cost of painting the unit you are leaving
- not be behind with your rent or owe any money at the time you are offered a transfer
- not be involved in legal action
- have a satisfactory inspection of the unit you live in.

# Housekeeping

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

## Hallways and Stairwells

Proper cleaning of shoes before entering the building and refraining from dropping waste in the corridors and stairwells will maintain the general ambiance of cleanliness.

## Elevators

Elevators are essential to apartment living. Unfortunately, they do break down and are expensive to fix. Here are a few ways to avoid elevator problems:

- do not hold the doors for long periods of time
- information about mechanism problems should be reported immediately to the Property Management Office immediately
- if the elevator stalls between floors there is a phone or intercom in each elevator. Press the intercom, stay calm and do not exit the elevator until it has returned to the floor level.

## Appliances



Regular cleaning will keep your refrigerator in good shape and save energy. When cleaning the smooth surfaces of your appliances, use a

mild soapy solution. A paste made of baking soda and water is good for cleaning off grease and dirt. Do not use rough cleansers because these will damage the surface of the appliance. Use a commercial oven cleaner for your oven.

## Bathrooms

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

## Pests



If you see cockroaches or other pests, such as *mice*, please call our Property Manager immediately. Keeping your home clean will help keep pests away.

Use boric acid:

- to kill cockroaches on contact sprinkle under kitchen cabinets, stoves and refrigerators
- keep away from food, children and animals can be found in drug stores

Peanut butter and raisins make good bait for mouse traps.

## Sinks

Please do not pour grease down the sink. It coats the inside of the pipe and eventually plugs it up completely. Metal coffee cans make good alternate storage for grease. Hair and coffee grounds can also be death to a drain system.

## Taking Out The Garbage

Make sure the garbage you put in the garbage chutes is in bags small enough so they will not block the chute. If possible, double bag. Make sure garbage bags are tied securely. Push the bag down the chute. Please don't put kitty litter down the chute. Sometimes the bag breaks from the weight of the kitty litter and makes clean up of the bin a very nasty job. Try not to use the chutes late at night or in the early morning when your neighbours are sleeping. Also be careful taking garbage through hallways so that liquids do not drip on the floor. If this does happen, inform the Superintendent so it can be cleaned immediately.

## Sharp Items

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

Outside the garbage room you will find recycling bins for paper and newspaper waste, and cans, bottles and tins. Please separate out this type of garbage and put it in the bins. There are directions on the bins as to what type of materials can be recycled.

Please do not leave trash on the floor of the garbage room. This is one of the most common complaints made by other tenants. The Superintendent can tell you how to get rid of big items.

## Bathroom exhaust fans

This building has a ventilation system whereby there is a constant flow of air from the kitchen and bathroom. Please do NOT cover or block the ventilation. The filters should be cleaned regularly. Please contact the Super if you need assistance.

## Light Bulbs

Supplying and changing light bulbs in your unit is your responsibility. However, if you have a physical disability which prevents you from changing the bulbs and cannot find a **friend or** relative to do this for you, please contact the Superintendent for assistance. A fee will be imposed.

## **Hazardous Waste**



Residents are responsible for the disposal of hazardous waste such as needles, paint, paint thinner and batteries. Used batteries can be disposed of in a box which the Superintendent keeps for these purposes in the Garbage Room. Outdated medication as well as needles must also be disposed sensibly. Usually, your pharmacist or doctor can provide you with instructions as to how you might dispose of these medicines properly.

## **Recycling**

Participation in the recycling program is everyone's responsibility. Please separate your recycling items from garbage and put them in the blue recycle bin provided in the bicycle room behind the elevator. Similarly, put your organic/wet food items in the green bin also kept in the bicycle room.

# Booking the Common Room

The common room can be booked for resident parties, and special events involving residents.

1. Bookings are made with the Property Management Office and monitored by the Superintendent.
2. An application is available from the Superintendent or from the office. Please provide the basic information on your event (date, time, purpose, number of guests, etc.).
3. The Administrative Assistant will confirm if the space is available on the date and time you have requested.
4. A fee is required at the time you book the space.
5. All bookings end no later than 11:00 p.m.
6. The resident booking the room assumes responsibility over the actions of all guests attending the gathering. Attention should be paid to ensure residents situated on the same floor as the common room are not disturbed by guests in hallways, foyer, etc. The resident is responsible for ensuring that the room is cleaned afterwards and there is no damage to the room.
7. Residents with unpaid rent or in serious breach of the tenancy agreement will not be able to book the recreation room as long as the outstanding situation continues.

Problems or questions concerning the booking process should be discussed with the Property Manager.

# When you Decide to Move Out



## 60 days notice

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

## Notice in writing

To give notice, you should use Form N9, Tenant's Notice To Terminate the Tenancy (*Can be obtained from Property Management Office*).

Residents who are paying for telephone and/or cable services should remember to contact their provider to discontinue this service and request the final bill.

## Exit Survey

When we receive your notice to vacate, we may give you an exit survey to complete. The survey gives us feedback on how good a job we are doing as a landlord. Please take a few minutes to fill it out and return it to the office.

- o0o-