



# Entre Nous Femmes Housing Society Tenant Handbook

## Contents

WELCOME.....	4
LIVING IN YOUR HOME.....	4
ANNUAL SUITE INSPECTIONS .....	4
BALCONY RAILINGS & WINDOWSILLS .....	4
BALCONIES/PATIOS .....	4
BARBEQUES .....	4
EMERGENCY CALL PROCEDURES.....	5
COMMON AREAS.....	6
CRAWLSPACES/ATTICS .....	7
WADING POOLS.....	7
SATELLITE DISHES .....	7
ENVIRONMENTAL CONTROLS AND RECYCLING .....	7
FIRE OR OTHER EMERGENCIES:.....	7
SAFE AND DIVERSE COMMUNITIES .....	8
GOOD NEIGHBOUR POLICY .....	8
QUIET ENJOYMENT.....	8
COMMUNITY FUND RAISING.....	9
TENANT CONFLICT RESOLUTION .....	9
TENANT – SOCIETY DISPUTE RESOLUTION & GRIEVANCES.....	9
VIOLATIONS OF COMMON LAW.....	10
PRIVACY POLICY.....	10
DURING YOUR TENANCY .....	11
RENT .....	11
RENT INCREASES – MARKET UNITS .....	11
TENANT INSURANCE.....	11
HOME BASED BUSINESSES .....	12
SELF-EMPLOYMENT & INCOME VERIFICATION .....	12
INTERNAL MOVES.....	12
OVER & UNDER HOUSING .....	13
SUITE ENTRY .....	14

MOVE IN - MOVE OUT INSPECTIONS.....	14
NOTICE TO END TENANCY .....	14
LATE RENT FEES .....	14
NSF CHEQUE FEES.....	14
BREACH OF CONDITIONS - TENANCY AGREEMENT.....	15
EVICCTIONS (NOTICE TO END RESIDENTIAL TENANCY).....	15
VISITORS POLICY.....	15
PARKING .....	15
PETS .....	16
LIVING WITH YOUR PET .....	17
SAFETY AND SECURITY.....	18
Alarm Systems .....	18
Earthquakes.....	18
Fire Extinguishers .....	19
Fire Safety.....	19
Locks .....	20
Security.....	20
Smoke Alarms.....	20
Sprinklers.....	20
MAINTENANCE REQUESTS .....	21
TENANT MAINTENANCE RESPONSIBILITIES.....	21
PAINTING & ALTERATIONS .....	21
CHARGEBACK TO TENANTS .....	21
MAINTAINING YOUR HOME .....	22
INTERIOR SUITE MAINTENANCE.....	22
EXTERIOR SUITE MAINTENANCE .....	23

## WELCOME

Welcome to your new home with Entre Nous Femmes! We hope you enjoy your new home and have provided this handbook to assist you while living in our communities.

## LIVING IN YOUR HOME

### ANNUAL SUITE INSPECTIONS

Preventative maintenance suite inspections will be carried out on all units annually. The purpose of these inspections is to reveal any routine maintenance required, any extraordinary work that needs to be scheduled and any tenant caused damage.

The Society will maintain your home to ensure the health, safety and comfort of Tenants.

### BALCONY RAILINGS & WINDOWSILLS

Due to safety, maintenance and liability concerns, nothing may be placed on balcony railings, windowsills or hung from balcony railings.

If a tenant wishes to create a temporary structure for plants on the interior of their balcony or hang containers from any exterior structure, the tenant must obtain written permission from the Property Manager.

### BALCONIES/PATIOS

Nothing may be stored on either balconies or patios.

The following items may be in use on balconies or patios:

- Barbeques
- Planters (however, all planters must be raised at least one inch off the surface to allow air circulation)
- Outdoor furniture and small rideable toys
- No bicycles are allowed on balconies.
- No indoor furniture is allowed on either balconies or patios.

### BARBEQUES

BBQ's are permitted at the properties. BBQ's may not be used where there are low overhanging roofs or within 3 feet of siding or fencing. Any damage to building(s) or property that

occur due to BBQ use is the tenants' responsibility and tenants' will be charged for any required replacements and/or repairs.

ENFHS accepts no responsibility or liability for accidents that result from the use of BBQ's.

## EMERGENCY CALL PROCEDURES

If you have an emergency during the week Monday – Friday 9:00 am – 4:00 pm, please call your Property Manager and leave a message. Cell numbers for the Property Managers for your property are as follows:

Alma Blackwell	236-987-8676
Antkiw Court	236-987-8676
Beatrice Terrace	604-839-4116
Capilano House	604-839-4116
Constance Court	236-987-8676
Evelyn Estates	604-314-0826
Jessica Place	604-314-0826
Margaret Heights	604-839-4116
Natalia Terrace	604-839-4116
Newton Green	604-314-0826
Rosemary Green	604-314-0826

After regular working hours (Monday – Thursday 4:00 pm to 9:00 am and Friday 4:00 pm to Monday 9:00 am, including all statutory holidays), please call our answering service at **(604) 945-2966** in the event of an emergency only. This is an emergency after-hours service only for matters that cannot wait until the next business day.

### An emergency is defined as:

- Major leaks in pipes or the roof
- Damaged or blocked water or sewer pipes or plumbing fixtures
- The primary heating system
- Damaged or defective locks that give access to a rental unit
- The electrical systems

## COMMON AREAS

### **Common Rooms and Kitchens:**

The common rooms in ENF buildings are for use by Tenants for meetings and social events. Common Rooms may not be used for Tenants' business activities. There is no smoking and use of alcohol is not permitted. Tenants found to be in violation of these rules will not be permitted to use the common room(s).

Common rooms may not be rented to outside groups.

Tenants will be required to book the room with the property manager and will also be required to provide a cleaning/damage deposit for specific buildings. The Property Manager or a designated representative of the Society, along with the Tenant using the room, will do an inspection of the premises prior to and after any function.

Tenants who use the rooms for private parties will be responsible for clean up and any damage caused by their guests.

Children under the age of 19 years will not be allowed unsupervised use of the common rooms.

### **Laundry Rooms:**

Tenants will be provided a key to the laundry room. Laundry facilities may be used between the hours of 8:00 am and 8:00 pm.

Tenants must keep the laundry clean and tidy and report any broken machines to Coinamatic at the number posted in the laundry room, or the property manager.

Clothes detergents, baskets, etc. left in the room for more than 24 hours will be removed and or disposed of.

### **Outdoor Areas:**

Playing is prohibited in parkades, driveways (or internal roadways) of any of ENF's developments.

Excessive noise (loud parties, stereos, etc.) is not permitted in outdoor areas.

Parents are responsible for supervising their children and ensuring that toys and games are not left outside in common areas and that all garbage, food containers, etc. is cleaned up promptly.

Anyone caught vandalizing property will be responsible for correcting or paying for the damage.

## CRAWLSPACES/ATTICS

Attics and crawlspaces are not permitted to be used for storage.

## WADING POOLS

Wading and swimming pools or any other recreational play items may not be installed anywhere on Society property.

## SATELLITE DISHES

Tenants must obtain written consent from the Property Manager to install satellite dishes.

The Property Manager will decide the location of any satellite dish, if the request can be accommodated and only where one may safely be installed. Satellite dishes are not permitted on the roof or any other structure that may cause damage to Society property.

## ENVIRONMENTAL CONTROLS AND RECYCLING

The Society complies with Workplace Hazardous Material Information legislation about the labelling, storage and handling of dangerous or toxic substances.

The Society is governed by municipal bylaws or legislation governing the use and disposal of hazardous or environmentally harmful materials.

Tenants must not store propane or other flammable materials in their units.

Tenants are to recycle as needed. ENF provides information and containers for the proper separation and pick-up of recyclable garbage.

## FIRE OR OTHER EMERGENCIES:

Fire alarms, smoke detectors, fire extinguishers and other fire safety equipment comply with applicable codes and standards and will be inspected as required by the municipal fire code to ensure they are in working order.

Every building which has a posted emergency plan for evacuating and protecting tenants in case of fire or other emergencies.

Tenants may not de-activate smoke alarms or heat detectors.

## SAFE AND DIVERSE COMMUNITIES

The Society will provide an environment for Tenants and Staff that is free of discrimination based on race, cultural heritage, religion, ethnicity, gender, sexual preference or economic status. The Society recognizes the right of every individual to be treated with dignity and respect and will deliver its services in accordance with this policy

## GOOD NEIGHBOUR POLICY

Tenants are encouraged to adhere to a good neighbour practices ensuring the safety, privacy and respect of your neighbours. The Society can assist Tenants with community events as needed.

The Society will assist Tenants in establishing a Block Watch committee or similar crime prevention initiative if there is enough interest and participation on the part of the community.

Any behaviour that negatively affects the peace, security or safety of the community may be grounds for termination of tenancy.

The Society encourages Tenants to resolve inter-personal conflicts among themselves. (Refer to ENF Inter-Tenant Conflict Resolution Policy).

## QUIET ENJOYMENT

Tenants have a right to peace, quiet and privacy in their homes. As such the Society ensures the following:

- Reasonable privacy
- Freedom from unreasonable disturbance
- Exclusive possession of the rental unit, subject only to the Society's right to enter the rental unit in accordance with the laws
- Use of common areas (like hallways, yards or laundry facilities) for reasonable and lawful purposes, free from significant interference

Tenant Quiet Hours are from 10:00 pm to 7:00 am Monday through Sunday.



## COMMUNITY FUND RAISING

Tenants may fundraise for improvements to their resident communities upon approval of the Executive Director.

- Tenants must consult with the Property Manager about their plan
- Tenants must provide full disclosure of the activities and funds to the Property Managers and the Executive Director
- Tenants must not represent themselves as representatives of the Society without the prior written approval of the Executive Director of the Society;
- Tenants demonstrate that their actions are supported by most of the community's residents

## TENANT CONFLICT RESOLUTION

Tenants engaged in conflict with another tenant are encouraged to first approach the neighbour to address concerns themselves.

Tenants may request assistance of the Property Manager if there is a fear for personal safety. In some instances, it may be appropriate to involve the police.

The Society does not view disputes between neighbours as a management issue and will not intervene unless the property is being damaged, or people threatened with injury. The instances must be reported to management in writing.

If disputes cannot be resolved or they involve a large segment of the community, the Society may refer the parties to a mediator.

## TENANT – SOCIETY DISPUTE RESOLUTION & GRIEVANCES

The Society will attempt to resolve Society-Tenant disputes in a non-adversarial way whenever possible. The Society recognizes the right of all Tenants to arbitration if required under the Residential Tenancy Act (RTA).

The RTA allows Society's and Tenants to waive arbitration on a case-by-case basis if agreed to in writing.

Tenants must send complaints in writing to the Property Manager, clearly itemizing all concerns. A Tenant who is dissatisfied with the decision of a Property Manager should attempt to resolve the issue with the Property Manager.

Tenants may appeal management decisions to the Executive Director in writing by stating the nature of the complaint and what attempts at resolution have been made and advised of a satisfactory resolution of the matter. The Executive Director will review the complaint and advise the tenant of the outcome or decision.

If the tenant is not satisfied with the Executive Director's decision, they may take the issue directly to the Residential Tenancy Branch for arbitration.

## VIOLATIONS OF COMMON LAW

Tenants are to call police upon witnessing or being involved any incident that impacts the safety of themselves or damage and destruction to Society property. Incidents of serious nature and those that result in formal charges may warrant immediate termination of tenancy.

## PRIVACY POLICY

The Privacy Officer is the Executive Director of ENFHS.

Tenants have the right to view their file to ensure its accuracy. Tenants who wish to view their tenancy files must put their request in writing to the appropriate Property Manager. ENF will respond within 30 days, advising of where and when the file may be either viewed or copies obtained.

If a change or correction is requested tenants must provide written documentation to verify the correction.

Complaints regarding file contents must be issued in writing to the Privacy Officer.

Any third-party information contained in the file will remain confidential

Any publicly available minutes or records of discussion that contain a Tenant's or Applicant's financial, medical and personal information will be removed or redacted to conceal the tenant's identity.

No information about a tenant or applicant will be shared with any outside party without their consent except in the following circumstances:

- As ordered by a court of law
- For use or review by s funding agency
- For use in debt collection by a person or firm authorized by the Society

References will be provided upon tenant release and approval.

## DURING YOUR TENANCY

### RENT

Tenants must pay the rent on time. The Society may issue a notice to end a tenancy to the Tenant, if the rent is late.

Tenants must pay rent to the Society in advance on or before the first day of each calendar month at the place and in the manner the Society designates. At the Society's request, the Tenant will participate in a pre-authorized payment plan whereby the Society will be authorized to debit the Tenant's bank account each month in an amount equal to the rent payable on a monthly basis. The Tenant may not pay rent in cash unless permitted by the Society in writing.

If the Tenant is eligible to receive a rent subsidy from BC Housing, the Tenant will pay the Tenant Rent Contribution. The Tenant Rent Contribution will be the amount determined by applying such rent scale as BC Housing may determine from time to time.

If the Tenant is eligible to receive a rent subsidy from BC Housing, the Tenant agrees:

- to complete and sign a declaration stating the number of Occupants in the Rental Unit, their names, birthdates, gross incomes and assets on a form provided by the Society, at least once in every 12-month period and from time to time as reasonably required by the Society, including, but not limited to, if the number of Occupants in the Rental Unit changes or if the Society has reason to believe that the income or assets of any of the Occupants has changed;
- to provide proof of income and assets

### RENT INCREASES – MARKET UNITS

Tenants paying market rents at Alma Blackwell or Newton Green will receive three months' written notice of an increase in accordance with the Residential Tenancies Act.

### TENANT INSURANCE

Tenants are required to carry adequate tenant insurance covering personal property and third person liability claims.

Tenants insurance should cover fire, flood, theft and for other potential dangers from such items as waterbeds and/or aquariums.

## HOME BASED BUSINESSES

Home based businesses are not permitted by the Society.

## SELF-EMPLOYMENT & INCOME VERIFICATION

The Society adheres to policies regarding income calculation for tenants occupying subsidized (rent geared to income) units.

<https://www.bchousing.org/projects-partners/guides-toolkits/rent-calculation-guide>

When a tenant is self-employed, we determine if the company is an Incorporated or Limited Company, or if it is a Sole Proprietorship or Partnership. The proof of income required, and calculation will vary depending on the type of self-employment.

### **Limited or Incorporated Company**

The Society will ask for a copy of the most recently filed Corporate Tax Return (T2) and related financial statements. They will use the balance sheet and note the following:

- Retained earnings
- Shareholders Loan

### **Sole Proprietorship or Partnership:**

The tenant must provide either the entire Income Tax Return from the previous year, including the Statement of Business Activities and the Capital Cost Allowance (CCA) schedule, or complete financial statements.

The Society will review the Statement of Business Activities to identify if any expenses have been claimed under the following categories:

## INTERNAL MOVES

To be eligible to be put on the Internal Move List without any occupancy time requirement the tenant must:

- Have medical documentation confirming inability to live in the present unit, without significant discomfort
- Be in a violent or abusive family situation that is substantiated by a Doctor's or Social Worker's letter or a Police Report
- Be over housed by BC Housing standards. Alma Blackwell tenants fall under the Over housed policy specifically for Alma Blackwell.

To be eligible for the Internal Move List after one year, a tenant must:

- Be underhoused by ENF standards (one child per bedroom)
- Apply for special consideration for any of the following reasons:
- Employment related transportation problems
- Schooling for children
- Desired housing community is considered their family neighbourhood
- Social conflict that can be supported in writing by police or community resource groups (other than for violent or abusive family situations as noted above)

Tenants requesting an Internal move will only be considered if there are no arrears on their account, no history of late rent payments, and the condition of the current unit.

The Society reserves the right to authorize all internal moves.

## OVER & UNDER HOUSING

Over and under housing conditions are defined by Canada's National Occupancy Standards as:

- No more than two and no fewer than one person per bedroom
- Spouses and couples share a bedroom
- Parents do not share a bedroom with their children
- Dependents of the same sex age 18 or over do not share a bedroom
- Dependents of the opposite sex over age 5 do not share a bedroom

At the time a tenant becomes either over or under housed, the Society will issue a six (6) month Notice to End Tenancy to the tenant.

The tenant may apply to transfer to an appropriately sized unit in either the same development or in one of the Society's other developments during this six-month period. A transfer will only be considered by the Society if the tenancy is in good standing.

It is the responsibility of the tenant to apply for housing through the BC Housing Registry. After this six-month period, and the tenant has not turned down housing and can demonstrate they have been actively seeking accommodation elsewhere, the Society **may** grant an additional two (2) months' grace period to relocate.

## SUITE ENTRY

The Society will enter the unit only:

At least 24 hours and not more than 30 days before the entry, the Society will provide written notice stating;

- the purpose for entering
- the date and time of the entry
- if an emergency and entry is necessary to protect life or property;
- the Tenant has abandoned the rental unit;
- the Society has an order of an arbitrator or court

The Society may inspect the rental unit monthly in accordance with the Residential Tenancies Act.

## MOVE IN - MOVE OUT INSPECTIONS

The Society's property managers will conduct an inspection of the premises with the new tenant prior to move in. A copy will be provided to the tenant for a signature.

Should a tenant give notice to end tenancy and in advance of a move out, the tenant will be provided a list indicating the required cleaning and repairs. Property Managers will book an appointment with an outgoing tenant for a mutually convenient time to conduct the move out inspection.

Any damages and deficiencies beyond normal wear and tear will be deducted from the damage deposit. These will be detailed and provided to the tenant.

## NOTICE TO END TENANCY

Under the residential tenancy act tenants are required to give one months' notice of their intention to move out, i.e. on the last day of the month preceding the last month they intend to live in the unit.

## LATE RENT FEES

A late rent fee of \$25.00 will be charged as of the second of the month per the relevant section of the Residential Tenancy Act.

## NSF CHEQUE FEES

All cheques returned marked Non-Sufficient Funds will be charged A fee of \$25.00 in accordance with the Residential Tenancy Act.

NSF cheques must be replaced with either a certified cheque or money order. Cash payments are discouraged.

If two or more NSF cheques are received within six months, a letter shall be sent to the tenant stating that rental payments will only be accepted in the form of a certified cheque or money order.

If a cheque is returned for a reason other than insufficient funds (NSF) the administrative fee may be waived in the Property Manager fees if it is justified.

## BREACH OF CONDITIONS - TENANCY AGREEMENT

Tenants will be notified in writing by the Property Manager of any breaches to the tenancy agreement itemizing the specifics of the breach and a timeframe in which to correct the breach.

Failure on the tenant(s) part to correct the breach may result in a Notice to End Tenancy being issued.

## EVICCTIONS (NOTICE TO END RESIDENTIAL TENANCY)

All evictions follow procedures prescribed by the Residential Tenancy Act.

<https://www2.gov.bc.ca/gov/content/housing-tenancy/residential-tenancies>

## VISITORS POLICY

Guests who stay longer than 14 days within a three-month period must have written approval of the Property Manager. The guest will be considered a tenant for periods outside of this policy, which will result in a change of tenancy and for subsidized units, an income review in accordance with BC Housing policies.

## PARKING

All tenants must register vehicles with the Property Manager to be assigned a regular parking spot. Properties with less parking stalls than suites will be assigned on a first come first served basis. The parking areas are to be used for vehicles and bicycles only. Storage is not allowed in parking areas.

Parking spots must be kept in good condition and repairs are not to be done in the parkades or parking lots.

All vehicles are required to be insured and registered. Uninsured and inoperable vehicles will be towed. Vehicles may not be stored on ENF property.

Tenants may only park in their designated spots. Parking on internal roadways/laneways is prohibited.

Only propane vehicles that are equipped with a "Stop Fill Valve" (which prevents the tank from being filled over 80% capacity) will be permitted to park in any of ENF's parkades.

Diesel vehicles must meet current safety standards as established from time to time by ICBC.

Visitors may only park in designated Visitor Parking areas.

## PETS

Society buildings are no-pet buildings except for Alma Blackwell, Newton Green and Rosemary Green.

Registered service animals may be permitted at the discretion of the Society with written approval as defined below:

*“Guide or Service Dog” means a dog that is certified as a guide dog or a service dog by the Registrar of Guide Dogs and Service Dogs under the British Columbia Guide Dog and Service Dog Act (the “Act”);*

A Tenant of Alma Blackwell, Newton Green or Rosemary Green may keep the following animals as a Pet:

- no more than one dog or indoor cat, provided that the dog must be no more than 20” high at the shoulder when fully grown, except in the case of a Guide or Service Dog;
- up to two small caged animals such as gerbils, hamsters, guinea pigs or rabbits, except that rats and mice are prohibited;
- up to two birds of the “non-exotic variety”, as such term will be determined by the Property Manager, except that parrots and cockatoos are prohibited;
- fish; small aquarium-type non-poisonous reptiles, except that snakes are prohibited.

Tenants will be required to provide a pet damage deposit for no more than half of one months’ rent upon signing a tenancy agreement.

### EXCEPTIONS

The Society will allow a Tenant with a Disability to keep a Guide or Service Dog. The Society will not unreasonably interfere with the exercise of a right or privilege under the Act.

A Tenant with a Disability will provide to the Society:

- a certificate issued by the Registrar of Guide Dogs and Service Dogs certifying that:
- the dog identified in the certificate is a Guide or Service Dog; and
- the Tenant with a Disability and the dog are a “guide dog team”, a “service dog team” or a “retired guide or service dog team” as defined in the Act; and



The Society may allow a Tenant to keep a therapy or emotional support Pet if the Tenant provides:

- medical evidence to the satisfaction of the Society that the therapy or emotional support Pet is required for the Tenant's care and health; and
- an emergency plan that is acceptable to the Society if the Tenant is unable to care for the therapy or emotional support Pet.

## LIVING WITH YOUR PET

A Tenant who is permitted under this Policy to keep a Pet will complete a detailed registration form for the Pet that includes:

- the name of the Tenant;
- a description of the Pet sufficient to identify the Pet or a photograph of the Pet;
- if the Pet is a dog or cat:
- proof of vaccinations;
- proof of ongoing flea maintenance program;
- proof of municipal license;
- tattoo number; and contact information for a person who agrees to care for the Pet should the Tenant become unable to care for the Pet.

A Tenant who is permitted under this Policy to keep a Pet will:

- be capable of cleaning up after the Tenant's Pet and of maintaining the Pet's wellbeing;
- ensure that the Tenant's Pet does not:
  - damage the Residential Property;
  - unreasonably disturb the enjoyment of the Residential Property by other Tenants; or
  - threaten the safety or other lawful rights or interests of the Society or other Tenants;
  - if the Tenant's Pet is a dog, ensure that the dog is restrained on a leash and muzzled as necessary when passing through common areas of the Residential Property;

- not chain or leave any Pet unattended on the Residential Property other than within the Tenant's suite;
- immediately remove all waste deposited by the Tenant's Pet on common areas of the Residential Property;
- ensure that all litter from the Tenant's Pet is bagged and placed directly in garbage bins; and
- take sufficient and timely action to remove an infestation of fleas, lice, ticks, or other external parasites from the Tenant's Pet and the Residential Property. The Society may undertake to have the Residential Property treated by a professional pest control company and charge back all costs to the Tenant.
- The Society will require the immediate removal of a Pet if the Pet has bitten, clawed, or otherwise harmed a person or another Pet.
- When the Society or any other person is required to enter the Tenant's suite for inspection, maintenance, or other reasonable purposes related to the Agreement, the Tenant will either remove any uncaged Pet from the suite or remain in the suite to keep the Pet under control at all times.
- A Tenant who is permitted under this Policy to keep a Pet will comply with all applicable municipal bylaws. Where this Policy conflicts with any municipal bylaws, the bylaws will govern.

If a Tenant fails to comply with this Policy, the Society may issue the Tenant 15 days' notice to remove the Pet from the Residential Property.

## SAFETY AND SECURITY

### Alarm Systems

If Tenants install an alarm system, they must supply the Property Manager with the alarm code in case there is an emergency and access to the suite is required when the Tenant is not home.

### Earthquakes

If you live in an area where an earthquake could happen, prepare your family ahead of time by:

- Knowing the safe places in your home. You will be safest against an inside wall, under a strong table, desk or supported doorway
- Knowing that dangerous areas are near windows, mirrors, hanging pictures or plants, tall furniture and ceiling fixtures
- Keeping an emergency supply kit with food, water, clothing and a first aid kit, flashlight, extra batteries and a portable battery-operated radio

If there is an earthquake and you are at home, you should:

- Stay calm
- Go to a safe spot
- After the shaking stops, wait 30 seconds before moving
- Check yourself and family for injuries
- Listen to the radio for information and instructions
- Beware of overhead dangers if you go outside

If you are required to evacuate your home, do not go back inside until you are told it is safe to do so!

## Fire Extinguishers

Extinguishers are not supplied in the unit, however, ENF does encourage Tenants to purchase their own and keep them close to the stove.

## Fire Safety

Every home should have a fire escape plan. Draw a floor plan of your entire home, showing all possible exits from each room. Once you have sketched out your escape plan and discussed it with all members of your family, practice your escape. Here are some fire safety tips to protect your home and your family:

- Recycle old newspapers because they are a fire hazard if you let them stack up
- It is not safe to store flammable liquids like paint thinner, solvents, gasoline or motor oil
- If a fire breaks out in your home, you should call the fire department immediately
- Inform your Property Manager if the smoke alarm in your home goes off frequently. By keeping your stove, oven and toaster clean so that they do not smoke, you can help prevent setting the alarm off

- Do not overload power outlets

Remember, if you must evacuate your home, do not go back in until you are told it is safe to do so!

## Locks

Tenants are not permitted to change locks. If a Tenant has changed the lock the Society will re-key the unit and the cost will be charged back to the Tenant.

## Security

Educate children to not to open the door to strangers. Take steps to prevent property theft by:

- not allowing an accumulation of mail, newspapers or flyers
- leaving your home unlit or keeping the exterior unlit at night
- using timers on interior lights when you are away from your home for an extended period
- Tell a neighbour or family member if you are going away. A watchful neighbour is the best defence!
- If you see strangers hanging around the buildings, please contact the Property Manager and the Police.

## Smoke Alarms

Do not remove, unplug, or cover a smoke alarm. Dust regularly. Tenants should test smoke alarms monthly by simply pushing the test button. If they do not work contact the Property Manager immediately.

## Sprinklers

Avoid striking these devices as they will activate and flood the suite in minutes. Do not hang anything on or from sprinkler heads.

## MAINTENANCE REQUESTS

Tenants requesting maintenance must complete a tenant maintenance request form and must send an email to the respective property manager.

## TENANT MAINTENANCE RESPONSIBILITIES

Tenants must maintain health, cleanliness and sanitary standards in and around their units.

Private outdoor areas must be kept free of hazards, including flammable substances.

Patios and balconies must not be used for storage.

Tenants should wash windows inside and out if they can be reached safely.

Tenants are responsible for keeping carpets clean and in good condition.

All garbage must be bagged and placed inside the dumpster. Recycling must be properly sorted and placed in the appropriate recycling bins.

Tenants must leave their units clean and in good condition upon move out.

Tenants are responsible for repairing damage caused beyond normal wear and tear.

## PAINTING & ALTERATIONS

Tenants may attach pictures, paintings, shelving and other objects to walls but will be responsible for the cost of the wall repairs/repainting if needed.

Tenants who wish to paint their own units must have the colour and paint approved in writing by the Society. The Tenant is responsible for painting the unit the original colour upon move out. The Society will charge back the tenant to re-paint the unit if this is not done.

Tenants may not add to or alter the structure of the interior or exterior of their unit and may not put up any outside buildings or structures, including fences.

## CHARGEBACK TO TENANTS

Maintenance work that is required due to tenant negligence, vandalism or special requests by tenants will be charged back to the tenant.

Examples of items tenants would pay for:

- Toilets that have been plugged due to a foreign object being put down
- Holes in door or wall due to tenants (or their children/guests) hitting them

- Broken windows
- Lock re-keying per tenant request

## MAINTAINING YOUR HOME

### INTERIOR SUITE MAINTENANCE

**Blinds/Curtains** - Blinds should be dusted regularly. Occasionally they should be removed and washed in a mild soap solution in the bathtub and re-hung to dry. As a safety reminder, blind cords should be kept out of reach of young children. Curtains should be regularly washed in cold water only and hung to dry and mended as required.

**Carpets** – Carpets should be professionally cleaned at least once per year. (Hint: baking soda and white vinegar can be used to remove stains).

**Fans** – Kitchen and bathroom fans should be dusted and vacuumed once a month to prevent dust from building up. The kitchen fan screens should be washed in hot soapy water to remove any accumulation of grease. Any noises from the fans should be reported to the Property Manager immediately.

**Floors** – Floors should be washed and waxed regularly to protect and seal flooring. Use a liquid wax such as Aero or Future. Sudsy ammonia will strip the wax if necessary. (Hint: ammonia & a liquid detergent or white vinegar & a liquid detergent work very well too).

**Floor/Wall heaters** – These should be vacuumed often (once a month is recommended) to clean out dust and debris. Do not leave any burnable item too close to the heaters. Furniture is to be kept clear of heaters to allow proper airflow.

**Handles/Doorknobs** – If any handles or doorknobs on the doors or cabinet are broken or not functioning, please call the Property Manager and they will be repaired/replaced. If the damage is clearly a Tenant responsibility, the Tenant will be charged for the repair/replacement.

**Housecleaning** – Tenants are responsible for keeping their suites clean and sanitary. All garbage must be removed immediately from the premises and disposed of in the containers provided on each site for this purpose.

**Light bulbs** – Light bulbs in all rooms are the Tenant's responsibility. This includes the fridge light, stove light and heat lamp in the bathrooms.

**Refrigerator & Stove** – If available, please read the manuals to problem solve before calling the Property Manager. Check fuses first if something is not working on the stove. Pull out both the fridge and stove occasionally to wash behind and under them. The back of the fridge gathers dust, which becomes a fire hazard, so it is imperative that this area is kept dust free. Drip pans on the bottom of the fridges should be cleaned out regularly as well.

All refrigerators contain drains located either under the crisper or under the freeze compartment. Those drains must be kept clear of food debris.

Stove drip pans (under the burners) collect grease and are liable to start grease fires unless cleaned regularly. Please do not use aluminum foil under burners as it can short out the elements.

**Sliding Glass Doors** – Sometimes these doors slide with difficulty. If this is the case, and the door is not off its track, Tenants can lubricate these areas with WD40 or light machine oil in the track. If the door is off the track, please call the Property Manager immediately.

**Walls** - For scuffs on walls, lightly wash with a mild detergent. Do not scrub hard as this will remove the paint. ENF will only repaint suites once every 5 years. Tenants may paint at their own cost if they request permission in writing from the Property Manager.

**Windows** – These should be cleaned regularly in order to maintain the aesthetic appeal of the community.

**Windowsills** – Mildew is the main problem in this area. It is caused from condensation running down the window. Windowsills should be wiped often to prevent mildew from starting and wood from rotting. Windows, curtains and blinds should be opened regularly to air the rooms. Leaving the window open approximately one (1) hour will help. Also, clean the hole on the bottom of the window tracks as these are drain holes.

Suites without windows in the bathrooms should run their fans for approximately two (2) hours after a bath or shower to reduce condensation.

## EXTERIOR SUITE MAINTENANCE

**Balconies** – Gardening in pots and planters is allowed if the containers have pans to catch the water. Damage to property resulting from this will be charged back to the Tenant. Drains must be kept clear at all times. Any accumulation of algae-like substance should be cleaned with an environmentally friendly cleaner.

**Bird Feeders** – not allowed as they attract rats, squirrels and other vermin.

**Garbage** – Children should not be allowed to take out garbage if they cannot reach the top of the bin. The garbage container lids must always be closed after use. Garbage must not be stored either inside or outside the suite. Garbage must be wrapped and tied and placed in the container provided for the complex. Do not leave garbage in parking stalls.

No large furniture or appliances may be thrown into the community garbage containers. Anyone caught throwing such items into these bins will be charged the cost of the removal of such items.

**Gardens** – Tenants are responsible for weeding, watering and generally maintaining any common area surrounding their unit that is enclosed by fencing. If Tenants wish to add plants to such areas, they must get written permission from the Property Manager. Garbage and debris cannot be stored in these areas.

**Hose Bibbs/Taps** – In cold weather, all hoses must be removed from the taps in the gardens and patio areas. If these are not removed, the water in the hose may freeze up and cause the pipe to burst causing water damage inside the walls of the unit.

**Patios** – Patios must always be kept clean. Drains must always be kept clear of debris. If flooding damage occurs and the drain has been blocked through Tenant neglect, the Tenant will be responsible for the cost of repairs (See Balconies/Patios Policy).

**Recycling** – All of ENF's communities have recycling facilities. Tenants are asked to please use this service. If anyone is unsure of how to recycle, please see the Property Manager.

**Shoveling Snow/De-Icing Walkways** – Every Tenant must take responsibility for keeping the area surrounding their unit clean of snow and ice in the cold weather and free of leaves and debris the rest of the year.

Walkways approaching individual units are each Tenant's responsibility to sweep and keep free of debris, toys, snow, dirt, etc. Tenants are asked to please pick up after their own children.