

# Timmins Native N.P. Housing Corporation

## Timmins Native NP Housing Corporation – Guidelines, Rules and Regulations For Tenants (Schedule “A”)

### Welcome Home!

Welcome to Timmins Native NP Housing Corporation. We are happy that you've chosen to make us your home.

This handbook contains helpful information about living here and to provide a good insight on Timmins Native Non-Profit Housing Corporation's rules and regulations. We encourage you to read it carefully and to ask staff members if you have any questions.

### About Timmins Native NP Housing Corp

- ✚ Timmins Native NP Housing Corp. is funded by the Government of Canada through the Canada Mortgage and Housing Corporation (CMHC).
- ✚ Approximately 65% of our revenue is subsidized and 35% in rental income. All 36 units owned by Timmins Native NP Housing Corp. are rent geared to income.
- ✚ Timmins Native NP Housing Corp. has an operating agreement with CMHC which defines the housing roles, responsibilities and rules under which the housing is expected to operate.
- ✚ Timmins Native NP Housing Corp. is overseen by a volunteer Board of Directors and managed by a staff of two — Operations Coordinator and Administrative Clerk.
- ✚ Timmins Native NP Housing Corp. currently manages 36 housing units made up of two, three and four bedroom units. There are 20 individual and semi-detached units spread out all over Timmins and 16 row housing units located on Mountjoy Street North.

### Our History

- ✚ Timmins Native NP Housing Corp. was originally incorporated as a non-profit under the name of Wakeynagun Native Non-Profit Homes Inc. in 1986.
- ✚ In 2000, the housing went through a name change to Moose Cree Housing Authority when it amalgamated with Moose Cree First Nation in Moose Factory.
- ✚ In 2005 the company changed its name to Timmins Native NP Housing Corp and separated from Moose Cree First Nation to form its own Board of Directors in Timmins.

### Our Mission

The mission of Timmins Native NP Housing Corp. is to provide good quality, affordable housing to low income families of Native ancestry in Timmins.

### Who is Eligible?

In order to qualify for housing with Timmins Native NP Housing Corp you must meet the following criteria:

- ✚ At least 50% of all family members occupying a unit must be of Native ancestry. Proof is required

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- ✚ Families must contain at least one dependent child and consist of either couples both of whom must be aged 18 years or more or single parent aged 18 years or more. A dependent child is a person under 18 years of age. Those attending learning institutions on a full time basis and living at home are considered dependants, even if they over 18 years of age. A person who is the child of the applicant and who, while over 18 years of age, is considered dependant due to some medically documented disability will be considered a dependent child for the purposes of this program. (Definition of full time Attendance in school will be as follows: A student carrying the equivalent of three or more courses in a term is a full time student. A student carrying less than the equivalent of three courses in a term is a part time student). Single parents must have, at minimum, shared custody of any child/children residing (50% of the time) with them (proof required). This criteria must be met throughout your entire tenancy.
- ✚ Meet the Housing Suitability and the National Occupancy Standards developed by CMHC at all times
- ✚ All applicants must meet CMHC income guidelines
- ✚ All applicants must have an address in Timmins and have been a resident of Timmins for the previous six months
- ✚ Applicants who have outstanding arrears with Timmins Native NP Housing Corp. or any other social housing provider will not be accepted unless the outstanding arrears are paid in full.

The Landlord reserves the right to do reference checks with your previous landlords as well as a credit check. This includes permission to run credit check reports and obtain all the information necessary to complete the application for service requested and continued services.

If and once you are granted a unit with Timmins Native NP Housing Corp. the criteria above must still be followed in order to remain qualified for a unit. **Should you fail to meet any one of these criteria's while you are a tenant with TNNPHC, you can be evicted for no longer qualifying for housing.**

## Office Hours

Timmins Native NP Housing Corp.'s administrative office is located at U145-38 Pine St North, 101 Business Complex on the 2<sup>nd</sup> floor and is open between 8:30 a.m. and 4:30 p.m. from Monday to Friday. Please keep in mind that these office hours can fluctuate depending on whether there are hearings, meetings, etc. to attend. Always best to call the office first and make an appointment to see someone.

## Important Numbers

Office	1-705-268-0222
24-hour Emergency Answering Service	1-705-268-2391
Landlord and Tenant Board	1 888 332-3234
Fire, Police & Ambulance	911
Assaulted Women's Helpline	1-866-863-0511

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Mental Health Helpline	1-866-531-2600
Tele-health Ontario	1-866-797-0000
Ontario Poison Center	1-800-268-9017
Kids Help Phone	1-800-668-6868

## **Locks and Keys**

Before you move in, Timmins Native NP Housing Corp. will install a new lock on your door. You will receive a key for your unit. If you lose your key, Timmins Native NP Housing Corp. will charge \$5.00 for replacement. You can make copies of your key but please be cautious about who you give your copies too.

Leaving a spare key with a trusted neighbour or friend/family member is the best way to avoid being locked out of your home.

In the event that the Tenant misplaces or loses the keys for the unit and the Landlord is required to unlock the door to the residence at the request of the Tenant, the Tenant will be required to pay the Landlord the sum of \$35.00 for this service. This fee will be more if the Landlord is not able to attend and a contractor is called to unlock the door — in such cases the Tenant is responsible to pay the entire cost to attend for the service call. The Tenant is also responsible for reimbursing the Landlord for the cost of new keys for the apartment, and the cost of new locks if the original keys cannot be found by the Tenant or if the Tenant wants the locks changed.

If you ever need to change your lock, you will have to call the office and put in a request for this to be done along with a reason. Depending on the circumstances, Timmins Native NP Housing Corp. will reserve the right to charge you for the cost of the lock change. Never change the locks on your own. That could be grounds for eviction.

## **Tenant Insurance**

Timmins Native NP Housing Corp. is not responsible for your personal property. All property placed in the leased premises shall be at the risk of the sole owner of such property. Our insurance covers our property only. Timmins Native NP Housing Corp. is only responsible for damage to your personal property if it is proven to be caused by negligence on our part. Timmins Native NP Housing Corp. strongly recommends that you purchase tenant's contents insurance to protect your belongings against theft, fire, or other damage. Insurance typically costs between \$15 and \$35 per month, depending on the area you live in and the number of occupants in your home.

## **Utilities**

The cost of utilities is included in your monthly rent. To keep the building's costs down, Timmins Native NP Housing Corp. suggests reducing your electricity consumption whenever possible.

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## **Telephone, Cable & Satellite Dishes**

Your rent does not include basic cable TV service, it will be your responsibility as a tenant to obtain this service if you so require it.

The tenant must obtain written permission from the landlord before installing a satellite dish at the rental premises. If permission is granted, the tenant must ensure that the satellite dish is installed at a location pre-determined by the landlord in writing. The tenant is responsible for all installation and removal costs associated with the satellite dish. The tenant is also responsible for all damages caused to the rental premises by the installation or removal of the satellite dish.

If a satellite dish is installed without first obtaining written permission from the landlord, the tenant will immediately remove it from the premises upon being served notice to do so by the landlord. If the satellite dish is not removed within the time frame given in writing by the landlord, the landlord may remove the dish and charge the tenant for all costs (including but not limited to labour and damages caused to the rental premises) associated with its removal. The tenant assumes full responsibility for the cost of the satellite dish even if it must be removed by the landlord as described above.

Each unit has at least one telephone jack. You must call your telephone service provider to hook up your own telephone service.

## **Paying Your Rent**

There is only one type of rent with Timmins Native Non-Profit Housing Corp. Tenants pay "rent geared-to-income", also called RGI. Some tenants might be required to pay market rent should they become non-compliant with the rules of TNNPHC.

## **Rent Geared-to-Income**

Rent-geared-to-income (RGI) is subsidized rent. A tenant paying rent-geared-to-income will normally pay rent equal to 25% of the combined gross income of everyone living in the home, plus a small utility fee depending on the size of unit required. There are special set amounts for people who receive benefits from Ontario Works or Ontario Disability Support Program. CMHC sets the rules for how RGI is calculated.

Because we are a rent geared to income non-profit housing provider, you as a tenant will have an obligation to share all of your household income, as a part of your tenancy. Failure to do so when requested, will result in the loss of your subsidy, resulting in being charged Market Rent (\$2000.00/month).

## **How Your Tenant Rent Is Calculated**

As an RGI tenant, your rent will change when your household income changes. This may be more frequently than once a year. You need to report all changes in income. Even if your household income does not change, we will do a review of your household income and

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household size each year. We will ask you to provide updated proof of household income and a list of who is living with you at that time. Timmins Native NP Housing Corp. will ask for all this to be handed in by Mid-April of every year so that rental charges can be adjusted by June 1st of every year.

If you have any questions about how your rent is calculated, please speak with the Administrative Clerk.

## **Last Month's Rent Deposit**

Prior to be given the keys to a unit, Timmins Native NP Housing Corp. requires a last month's rent deposit of \$ 100.00 from you. This deposit will be applied to last month's rent. Interest on the deposit is earned. Deposit will be returned to tenant at move-out time providing all rent is paid.

## **Annual Review Process**

Once a year, you will be asked to submit proof of your income (T4 slips, cheque stubs, Ontario Works stubs, etc.) as well as a list of everyone who is living in your unit. This information will be used to confirm and/or reassess your rent contribution for the next year.

## **Changes in Income and Family — What to Report**

You must let us know immediately if there is any change in your income or household members because of birth, death, marriage (including common-law), separation or divorce, and/or when your children move out. These changes can affect your rent as well as the size of unit your household is eligible for.

New government rules, under the Housing Services Act, 2011, require all RGI tenants to report any change in household income or household size to Timmins Native NP Housing Corp. within 10 business days. If an RGI household fails to report within the designated time, they may lose their eligibility for rent-geared-to-income. Failure to provide evidence of household income, in the time frame established, will result in the household having to pay the high-end market rent, which is set at \$ 2,000.00/month.

## **How to Pay Your Rent**

Your rent must be paid by the first day of every month.

You may pay your rent by certified cheque, money order and/or email money transfer. Please do not pay by cash. Please make certified cheques or money orders payable to: Timmins Native NP Housing Corp. and print your name and address on the front.

You may mail or hand deliver your certified cheque or money order to our office. For afterhours drop off, use the mail slot located just outside the office.

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## **Rights and Responsibilities**

### **Privacy Policy**

In accordance with its obligations under the Personal Information Protection and Electronic Documents Act (PIPEDA), the Housing Services Act (HSA) Regulation 367/11, and the Occupational Health and Safety Act (OHSA), Timmins Native NP Housing Corp. will protect the privacy and confidentiality of the applicants, tenants, employees, board members, volunteers, and other stakeholders by ensuring the appropriate treatment of their personal information.

Personal information will be collected only for the following purposes:

- ✚ To approve tenancy and determine appropriate unit type and size
- ✚ To determine income and assets for rent calculation
- ✚ To demonstrate compliance with funding requirements
- ✚ To protect the health and safety of the tenant
- ✚ To ascertain service levels required in special needs housing

All staff, board members, volunteers, and any other individuals who may have access to applicant, tenant or employee files will be required to sign a confidentiality agreement. Timmins Native NP Housing Corp. will never disclose your personal information to other individuals or public bodies except as authorized by legislation, or through your consent.

Access to records containing personal information will be granted only if access is required in order to fulfil a staff member's duties.

Timmins Native NP Housing Corp. is required to keep records for a minimum of 7 years but will destroy personal records after the 7 years and when they are no longer needed.

To obtain access to your records and/or to request a correction, you must make a written request to Timmins Native NP Housing Corp.'s office.

### **Household Size**

When you are granted a unit with Timmins Native NP Housing Corp., the unit is only granted to the people who are listed on your application for housing. Prior to anyone else moving into the unit, you must write a letter to the Board of Directors requesting permission for the move-in. In the letter you will also be required to provide the full name, date of birth and social insurance number of the person you are asking permission for to move in. The Board of Directors will in turn decide if the move in is appropriate (following the National Occupancy Standards) and inform you of their decision.

### **The Residential Tenancies Act**

The Residential Tenancies Act is the law that governs rental housing and establishes responsibilities between landlords and tenants. The Landlord and Tenant Board is the judicial body that hears complaints and makes rulings.

Under the act, Timmins Native NP Housing Corp. is required to:

- ✚ provide all new tenants with written information on their rights and obligations upon entering into a tenancy agreement
- ✚ take reasonable steps to ensure quiet enjoyment

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- ✚ maintain the unit and complex in a state of good repair and compliant with municipal standards
- ✚ respect the tenant's privacy with limited entry into the rental unit

Timmins Native NP Housing Corp. staff members can enter a rental unit, if written notice of entry is given at least 24 hours before entering, for one of the following reasons:

- ✚ Work, repairs, or replacements in the unit
- ✚ To inspect, if the inspection is reasonable and for the purpose of determining the state of repair and compliance with maintenance standards
- ✚ For any other reasonable reason specified in the tenancy agreement

In the case of an emergency, Timmins Native NP Housing Corp. staff members may enter your unit without notice.

## **Eviction**

Eviction is always a last resort. Your unit is your home. Our goal is to help you keep your home. If you have a problem paying your rent on time, please let us know right away and the staff will try to assist you.

The Residential Tenancies Act provides the following grounds for eviction:

You may be evicted if you:

- ✚ Do not pay your rent.
- ✚ Frequently pay your rent late
- ✚ Have more people living in the unit than health, safety or housing standards allow.
- ✚ Give false information about your income or the income of other family members living in a rent-geared-to-income unit.

You may be evicted if you or your guests:

- ✚ 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.
- ✚ Threaten the safety of another tenant.
- ✚ Break the law on Timmins Native Non-Profit Housing Corporation's property
- ✚ No longer meet the requirements in order to qualify for housing with TNNPHC.

You may be evicted if you keep a pet that:

- ✚ Injures someone.
- ✚ Causes damage and you fail to pay the cost of repair when asked to do so.
- ✚ Makes an unreasonable amount of noise or is an unreasonable nuisance.
- ✚ Disturbs the reasonable enjoyment of the other tenants (i.e., not picking up after your pet)

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## Pets

You are allowed to have a pet as long as it does not disturb other tenants and/or damage the unit. Should the pet become a disturbance and/or has created damaged to the unit and/or property this could be means for eviction.

The Tenant is responsible for all noise and/or damages caused by any pet kept on or visiting the premises. The Tenant will ensure that the pet stops creating a disturbance immediately upon receiving a complaint about noise. The tenant will also immediately pay for all damages caused by the pet.

Please ensure that you do pick up after your animals (poop and scoop). This is especially important as this could make it exceedingly difficult for yard maintenance. It is also not a pleasant sight if it is not looked after. If this becomes a problem, Timmins Native NP Housing Corp. will first warn you with regards to the situation. If not resolved, Timmins Native NP Housing Corp. will then hire someone to pick up after the animal and you will be held responsible for the cost and also keeping in mind that this could be grounds for eviction.

No pets deemed dangerous to other tenants or to the public may be kept on the premises. Pets must be leashed and/or muzzled when required by law.

City by-laws may require that you register your animal with the City, which helps police and animal control officers reunite you with your dog or cat if they become lost. You can register your dog or cat at city hall for a small fee. City by-laws also restrict the number of animals you can keep in your home.

## Care of Your Unit

### Appliances

Refrigerator: regular cleaning and defrosting will keep your refrigerator in good shape and save energy. Use mild, soapy water to clean the inside of your refrigerator.

Oven: use mild, soapy water to clean the stovetop. A paste made of baking soda and water is good for removing grease and dirt. Do not use rough cleansers because these will damage the surface of the appliance. Use a commercial oven cleaner for the inside of your oven.

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, stray food, and coffee grounds can also harm a drain system.

To keep drains in good working order, clean once a month by pouring one cup of salt, followed by one cup of baking soda, one cup of vinegar and eight cups of water down the drain.

Windows: Tenants are not to place black or green garbage bags or plastic on windows to act as curtains. The heat generated by these bags when they absorb sunlight causes window seals to

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fail, damaging the windows. In the event that a tenant places black or green garbage bags or plastic on windows and this causes damages to those windows, the tenant shall pay all costs associated with replacing and repairing the damaged window.

Window screens shall not be removed by the tenant except for cleaning purposes and shall be replaced immediately thereafter. Should the screens not put replaced immediately after cleaning or become torn; the tenant shall pay all costs associated with replacing and repairing the window screens.

The tenant shall be held strictly responsible for any loss or damage to the leased premises or to other dwelling accommodation in the building resulting from overflow of water or from windows being left open in the leased premises.

## **Basements and Storage Areas**

If you have a basement, please do not use any part of it for sleeping. Most basements do not have proper fire exits or ventilation and using the basement as a bedroom is against a City bylaw.

Beds are permitted only in rooms designated by the landlord as bedrooms. No beds are permitted in recreation or in basement areas unless the landlord designates a room in the basement as being a bedroom.

## **Electrical**

- ✚ Never overload electrical circuits. No additional electrical wiring shall be ever installed by the tenant and electrical equipment shall not be used for any purpose other than those for which they were constructed.
- ✚ Ensure all extension cords and electrical devices are in good condition. Check regularly for loose connections and frayed or exposed wire and discard defective cords.
- ✚ Insert plugs fully into outlets. Poor contact may cause overheating or electrical shock.
- ✚ To avoid overheating, do not coil or bunch an extension cord while in use.
- ✚ Never use extension cords under carpets or rugs, across doorways or any place where they will be stepped on or rubbed.
- ✚ Make sure you follow the recommended wattage noted on your light fixtures. Do not use bulbs that exceed the amount.
- ✚ Use light bulb protectors with older style halogen lights.

## **Yards**

Timmins Native NP Housing Corp will cut and weed the grass. It is your responsibility to keep the yard as neat and tidy as possible, so nothing interferes with the grass cutting. Timmins Native NP Housing Corp will also provide snow removal from the driveways of your unit within 12-24 hours of a snowfall. Tenants are not permitted to install an ice or skating rink on the premises. Rinks consume large quantities of water and cause damage to the lawns.

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## **Fires/Firepits**

AT NO TIME will tenants be permitted to have any source of a fire/fire pit in their yard.

If a fire pit is installed, the tenant will immediately remove it from the premises upon being served notice to do so by the landlord. If fire pit is not removed within the time frame given in writing by the landlord, the landlord may remove the fire pit and charge the tenant for all costs (including but not limited to labour and damages caused to the rental premises) associated with its removal. FIRES AND FIREPITS ARE ABSOLUTELY NOT ALLOWED.

## **Household Garbage and Recycling**

If you are granted a unit on Mountjoy, make sure the garbage you put in the garbage/recycling bins provided, is in bags and not loose garbage. Make sure garbage bags are tied securely. Any loose garbage in your garbage bins may result in your garbage not being picked up and you will be responsible for the cost of having to remove that garbage. It is your responsibility to have your garbage out in time for the weekly pickup.

If you are granted one of the units that are scattered around town, make sure you put your garbage/recycling bins out for the regular street pick-up on garbage day. It will be your responsibility to find out from the City of Timmins when your garbage day is. You are also responsible to follow the city's rule for garbage pickup.

As a tenant, you will be granted 1 garbage run a year of large items at no cost to you. You will be required to call the office to schedule this garbage pick-up. You will be expected to have everything outside and ready for pick-up. Additional garbage runs can be granted to you at a cost of \$50.00 per garbage run.

If you are granted one of the units scattered around town, the City of Timmins also has spring clean-up that they offer to residents, which allows you to get rid of larger items that are for disposal. It will be your responsibility to find out from the City when spring clean-up occurs in your area. It will also be your responsibility to have your items outside and ready for pick-up for that time.

If you are granted a unit on Mountjoy, because the City of Timmins does not do a spring clean-up at that location, Timmins Native NP Housing Corp. will schedule a week and give notice to the tenants as to when spring clean-up will occur. It will be your responsibility to follow all rules associated with the spring clean-up and have your items outside and ready for pick-up for that time.

## **Keeping your home and property in good order**

- ✚ For your safety, avoid storing or piling too many items in your home, especially around entrances, in hallways and basements. (Piles of items can be a fire hazard and they may get damaged if there is a sewer backup or flooding.)
- ✚ All tenants are encouraged to recycle as much garbage as possible.

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- ✚ Put your garbage in plastic bags, tie them securely and place them in the containers provided. (Don't use toilets, sinks or sewer drains to dispose of garbage.)
- ✚ Clean up any trash, junk, or derelict cars on your property, including the parking area.

## **Renovations and Alterations**

Before you start any decorating, such as painting and/or applying wallpaper, you must get permission from the Board of Directors of Timmins Native NP Housing Corp. They may ask to see colour swatches and may have recommendations for the type of paint. Wallpaper will not be allowable.

## **Drapes**

Please make sure that your drapes or curtains fall at least three inches above the electric heat registers.

## **Ceiling Fans, Air Conditioners and Heating System**

Any installation of ceiling fans, or other electrical fixtures or wired-in appliances must be approved by Timmins Native NP Housing Corp.'s Operations Coordinator first and are not to be done by tenants. Any installation of air conditioners must also be approved by the Operations Coordinator prior to installation. No additional heating units shall be installed in the leased premises except with the approval in writing of the landlord.

## **Snow Removal**

Timmins Native NP Housing Corp will provide snow removal from the driveways of your unit within 12-24 hours of a snowfall. It is your responsibility at a tenant to ensure that no vehicles and such are interfering with the snow removal.

## **Housekeeping**

It is Timmins Native NP Housing Corp.'s 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 try to keep their unit and grounds clean and tidy too.

The tenant agrees to not allow any activity or permit any condition to exist in the rental unit and/or common areas or exterior of the property that may create a health or safety hazard. Such activities include, but not limited to the following: collecting and storing large number of possessions which results in cluttering the rental unit and/or common area or exterior of the property and in doing so prevents those areas from being used for their original purposes.

## **Guests**

All tenants living in Timmins Native NP Housing Corp. units are permitted to have guests and visitors for a 2-week maximum period at a time. Anyone staying longer than a 2-week period will be considered living in the unit and their income will have to be used in order to calculate the monthly rent for the unit. Failure to provide their income could result in you having to pay the high-end market rent.

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## **Smoking**

Smoking must be limited to your individual unit although TNNPHC does not encourage it and cannot interfere with your neighbour's enjoyment of their homes. Never smoke in bed. Avoid careless smoking. Always use proper ashtrays that do not tip. Dispose of smoking materials such as cigarette butts and the contents of ashtrays with caution. Never empty ashtrays into combustible containers such as garbage cans or refuse containers.

## **Pest Control**

All furniture (including but not limited to mattresses, beds, couches, chairs, etc.), furnishings, and personal effects brought into leased premises by the Tenant or the Tenant's guest shall be in clean, sanitary condition, and free of all insects. If these items require cleaning, and/or professional treatment to eliminate insects, this shall be done at the Tenant's expense before the items are moved into the leased premises. If it is determined that the rental unit became infested with insects because of items brought into the unit by the Tenant or the Tenant's guest, the Tenant will be solely responsible for the cost of treating the unit to eliminate the infestation.

In the event that the rental unit requires treatment for an infestation of insects, or treatment is required as a preventative measure to help alleviate the possibility of an infestation, the Tenant agrees to comply with all pest control treatment preparation instructions. Depending on the severity of the infestation, these instructions could include, but not limited to, moving furniture and personal items, discarding personal items found to be infested with insects and vacating the unit if necessary.

## **Mice**

Keeping your home clean will help keep pests away. To control mice, keep garbage and food in tightly closed hard containers, block any holes in porches or foundations and keep basement drains covered.

Please contact Timmins Native NP Housing Corp. immediately if you have mice or rats.

## **Cockroaches and insects**

If you see cockroaches or other pests, such as silverfish, or centipedes, please call Timmins Native NP Housing Corp. immediately. Depending on the type and frequency of pest, the Operations Coordinator may have traps set up and/or arrange for your unit to be treated. Boric acid, available in drug stores, is an effective treatment for cockroaches. Sprinkle powder under kitchen cabinets, stoves, and refrigerators. Keep away from food, children, and pets. Insecticides and bait traps, available from hardware stores, can also be used.

## **Bedbugs**

To prevent the spread of bedbugs, avoid bringing home furniture and/or soft household items from second-hand stores, curbs and dumpsters. When using outside laundry facilities, use a hot

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setting to wash and dry clothing. You should consider purchasing a plastic zippered cover to prevent bed bugs from entering your mattress.

If you have bedbugs, call the Operations Coordinator immediately. An inspection will be arranged.

You should wash all your bedding, linens, stuffed animals, clothing, mattress covers, etc. in hot water (at least 120°F) to kill bedbugs. Anything that cannot be washed should be sealed in a plastic bag. Vacuum carpets, mattresses, couches, chairs, etc., paying close attention to corners, joins and seams. Dispose of the vacuum contents in a sealed trash bag.

## **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 will send out notices of the inspection schedule before we come into your unit. An average inspection takes 45 minutes.

## **Maintenance and Repairs**

For all maintenance requests, other than emergencies, please fill out a Maintenance Request Form, which can be obtained from the office, on our website and/or use the ones that are mailed out to you from time to time, to inform the office of your specific maintenance issue. This form can be handed into the office physically, mailed to use and/or you can use the format of the form and email the issue to use. ALL maintenance request/issue MUST BE IN WRITING. A work order will then be put out for the maintenance to be done. ALL maintenance issues must be oversighted by the office prior to any work being done therefore you must ensure that you report the issue to the office, not a maintenance contractor hired by TNNPHC.

We take our responsibility for doing repairs and maintenance very seriously. If we are not able to make the repair within three working days, we will contact you and explain why. Delays may occur if we must call in a contractor, or if we do not have the supplies we need in stock. Please report water stains that appear on the walls and ceiling. Also please report any water leaks immediately to the office.

There is no charge for repair due to normal wear and tear. However, any damage you, your visitors, and/or your children cause will be charged to you.

The Operations Coordinator and the Board of Directors are 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 Operations Coordinator and/or write a letter to the Board of Directors.

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## **After-Hours Maintenance Emergencies**

After working hours and on weekends, there is an emergency maintenance number you can phone 1-705-268-2391.

Call this number only in a serious emergency, such as flood or major water leak, power failure to the whole apartment, and/or no heat in your unit. If there is a medical or criminal emergency, call 911.

## **Transfers**

Timmins Native NP Housing Corp. for the reasons of cost and strict budgeting purposes normally will not transfer tenants from one unit to another.

Timmins Native NP Housing Corp. will consider special circumstances for a transfer, in which if you feel you require, will have to write a letter to the Board of Directors explaining your full situation and why you are requesting a transfer. The Board of Directors will carefully review your request and let you know of their decision based on all the information you have provided.

In the event of a change of size of the Tenant's family, the Landlord reserves the right at his discretion to transfer from his leased premises to a housing unit judged by the Landlord to be more appropriate given the nature of the change and only if there is a unit available upon approval. The National Occupancy Standards must also be followed. All moving costs associated with any such transfer will be borne entirely by the Tenant.

## **Drug-Free Policy**

Timmins Native NP Housing Corp. is committed to creating and maintaining a safe environment for families in our buildings. This means taking a hard stand against drug use and drug trafficking. The tenant shall not carry on any business or commercial enterprise in the leased premises, nor shall he use the same for any illegal purposes. The use and possession of illegal substances is prohibited on the leased premises.

Neither we nor the police can control illegal drug activity without your help. You can assist us by reporting any information concerning drugs or by calling Crime Stoppers. When calling this service, you do not need to identify yourself and the confidentiality of any information you supply is guaranteed. Residents found directly involved in illegal drug activity, or permitting illegal activity to occur in their homes, will face eviction proceedings.

## **Code of Conduct**

We have a code of conduct for staff to help ensure high standards of service and conduct. Staff may not:

- ✚ accept tips, money, or gifts from tenants sell items or services to tenants buy or take property or personal belongings from tenants, their families, or their estates; nor 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

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as the executor of a tenant's will 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 and Noise**

Residents are reminded to respect 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.

The tenant, his family and visitors shall not make or allow any excessive noise or disturbances to be made in the leased premises or do anything which interferes in any way with the comfort of other tenants or neighbours in the area and shall not persist in making such noise or disturbances after request to discontinue has been made by the landlord.

If you are faced with what you feel is an unreasonable noise situation, discuss the matter with the Operations Coordinator. Keep a written record of the time and nature of the disturbances. Continued problems should be directed to the attention of the Operations Coordinator in writing. This will result in action to remedy the problem. Excessive noise may be cause for eviction, if there have been repeated offences.

## **If You Have a Complaint**

All complaints must be sent to us in writing and brought to the office and put to the attention of the Board of Directors. This includes complaints about other tenants and Timmins Native NP Housing Corp staff and/or even repairs that have been done in your unit. All written complaints will be followed up.

## **Moving Out**

60-day Notice Period

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.

To give notice, you should use a Form N9, Tenant's Notice to Terminate the Tenancy, which can be picked up from Timmins Native NP Housing Corp.'s office and/or can also be found on the Landlord and Tenant Board website.

Please note: To avoid losing any personal property when you move out, arrange to have all your property moved from the housing unit, on or before, your moving day. If you need to leave something behind, contact Timmins Native NP Housing Corp. immediately with your new contact information and the date you would like to pick up your items.

## **What are you responsible for?**

- ✚ Paying the rent on time
- ✚ Keeping the place clean

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- ✚ Repairing any damage, you, your guests, your children, or your pets cause as soon as possible. This does not include reasonable wear and tear. You must tell the landlord of any needed repairs or problems, in writing.
- ✚ Not disturb other people in the neighbouring property and not letting your guests do so.
- ✚ Supply timely income verification and income tax assessment so that you do not lose your subsidy.
- ✚ Reporting all the income/family size changes in your household, any time there is any change occurring
- ✚ Follow all rules and regulations set out in this in these guideline/rules/regulations as well as your lease agreement, in which this is a part of.

