

TENANT HANDBOOK

Everything you do is based on the choices you make. It's not your parents, your past relationships, your job, the economy, the weather, an argument or your age that is to blame. You and only you are responsible for every decision and choice you make.

Period.

<https://www.facebook.com/RehabWatch>

TABLE OF CONTENTS

Table of Contents

	Page (s)		
Welcome.....	3	Operating Business from Home.....	23
Moving In.....	3,4,6	Over Housed Tenants.....	23
Care of your Unit.....	4,15	Personal Information.....	11
Electricity.....	7	Pets.....	8
Eligibility.....	11	Rent/Lease Agreement.....	3,4,8
Fire pits/fire.....	15	Rent/Calculations.....	9,10
Extended Absences.....	25	Rent/Late penalties.....	3,4
Family Members & Guests.....	10,16	Safety.....	22
Garbage.....	15	Satellite Dishes.....	8,9
Heat Loss.....	18	Site Managers.....	21
Income Reviews.....	10	Security Deposits.....	13,23
Injury/Safety.....	22,26	Smoke Alarm.....	20
Insurance.....	7	Tenant Relations.....	17
Keys, Door Locks.....	6	Transfers:.....	12,13
Maintenance.....	17,18,19	Windows & Screens.....	20
Noise.....	16	Yard.....	14,20
Moving Out.....	24		

*THIS HANDBOOK IS PROVIDED
ONLY AS A GUIDE. YOUR LEGAL
RIGHTS AND RESPONSIBILITIES
ARE DESCRIBED IN YOUR
RESIDENTIAL TENANCY
AGREEMENT*

WELCOME

Dear Tenants,

It is our pleasure to welcome you as tenants with Heart River Housing (HRH). We hope you will find your home comfortable and suited to your family's needs.

For your convenience, this booklet provides useful information and answers some of the more commonly asked questions.

Please refer to this booklet for general information about your tenancy and your subsidized rent. If you need more details about anything presented in this handbook, please contact HRH office directly.

The Site Managers are available to help you with any concerns you may have about the maintenance of your premises.

They may be contacted at:

Heart River Housing

Central Office: 4600 Pleasantview Drive, High Prairie, Alberta

Mailing Address: P.O. Box 909, High Prairie, AB T0G 1E0

Telephone: 780-523-5282

Fax: 780-523-5283

Web Address: www.heartriverhousing.ca

Office hours are from 8:30 am – 4:30 pm from Monday to Friday.

Please visit our web site for information and forms which may be printed for your convenience.

MOVING IN

Your Site Manager will let you know what day you may move into your new home.

When the unit is clean and ready for you to move in, your Site Manager will make arrangements with you. You will then pay the Security Deposit, and your first month's rent in full.

You will sign a Residential Lease Agreement.

LEASE AGREEMENT: MAKE SURE TO KEEP YOUR COPY



Your lease agreement is a “legal” document to which you and Heart River Housing have reached an agreement to lease the premises (the home). You must be 18 years of age to enter into a lease agreement.

If the lease begins any time other than the first of the month your rent may be pro-rated. Tenants may not move in earlier without charge. The Site Manager's discretion in this matter is final.

TERM OF AGREEMENT:

Rent is due on the 1st day of every month and to be paid in full. Failure to pay your rent on time will result in an Eviction Notice being served to you. It is your responsibility to contact your Site Manager and communication with your Site Manager is important. How long will you be renting depends on many things. Remember, your lease agreement is a legal document and it will be enforced.

PENALTY FOR PAYING RENT LATE

1. Rent must be paid in full on or before the **first day of each month**.
 - a. Late fee will be charged if full payment is not received on or before the 1st day of the month.
 - i. \$10 for first offence
 - ii. \$20 for second offence
 - iii. \$30 for third and future offences
 - b. Failure to pay on or before the 1st day of the month will result in a 14 day eviction notice.

Please read “Section 2” of your lease agreement which reads as follows:

2. Term (month-to-month)

The term of this lease is from the _____ day of _____, 20____ (the "starting date") to the last day of the same month and continuing on a month-to month basis thereafter.

3. Rent

- 3.1 At the starting date of this lease, the Tenant will pay the Landlord rent of \$ _____ on or before the **first day** of every month for the duration of this lease at Heart River Housing or at any other place specified in writing by the Landlord.
- 3.2 If the Tenant takes possession of the Premises before the starting date, the Tenant will pay the Landlord \$ _____ covering the period from the ____ day of _____, 20____ to the starting date.
- 3.3 Rent for the Premises is based on the Tenant's gross household income. It is calculated by multiplying a percentage figure set by the Landlord times the gross household income of the Tenant. The Tenant acknowledges that the method of calculation was explained to and understood by the Tenant.
- 3.4 If the Landlord increases the percentage figure used to calculate rent for the Premises, the Tenant will be provided with written notice according to the provisions of the Residential Tenancies Act, R.S.A. 1980, Ch. R-15.2 (the "Act") as amended and its Regulations.

4. Appliances, Utilities and Services

- 4.1 The Landlord agrees to provide and pay for Tenant use of the items checked below:
Refrigerator X ; Stove X ; Heat X ; Water/Sewer X ; Other (Washer Dryer) _____
If any of the above utilities are not included in the rent an allowance may be provided. The Tenant will be advised in writing of the amount of such an allowance by the Landlord.
- 4.2 The charges for the following utilities and services checked below are the responsibility of the Tenant and charges for the use of any of these utilities and services must be paid to the proper authority:
Telephone X ; Cable X ; Electricity _____ ; Parking _____ ; Lawn Maintenance ___ Other ___
- 4.3 If use of any of these utilities and services is shared with other tenants and is recorded by one central meter, the Tenant will promptly pay prorated charges to the proper authority.

SPECIAL NOTE: Excessive use of any utilities which includes water, power and gas, which are above the flat rate, will be identified and charged to a household based on actual utility bill according to consumption.

- 4.4 If the Tenant fails to make payment for any of these charges and the Landlord is required to make payment on the Tenant's behalf, such payment, together with any administrative fee or charge to which the Landlord is entitled under this lease, becomes a debt owed by the Tenant to the Landlord.

Move-in Inspection

The Site Manager will arrange an appointment to do their check-in inspection. You and the Site Manager will go through the rental premises together and note the condition on the check-in inspection form – Accommodation of Inspection Report “Move In”. **KEEP YOUR COPY**



Important Notice – Cleaning and Repairs

- It is very important that tenants make sure any required cleaning and/or repairs are written on the check-in inspection form.
- If cleaning and/or repairs are needed, but are not recorded, the tenant could be held financially responsible for these items at some point during their tenancy or when they vacate.
- If the tenant does not agree with the check-in inspection report as completed by the Site Manager, they should complete and sign statement 2, Part B at the bottom of the inspection check-in form.

Keys and Door Locks



Tenants may **NOT** change the locks or place extra locks on the doors. Tenants may request lock changes from their Site Manager. There will be a charge to you for lock changes.

Please refer to your lease “Schedule A” regarding your keys:

“Duplication of keys provided by the Landlord allowing access to any portion of the premises or distribution of such keys or extra keys to any person other than the Tenant or the Tenant’s household members is strictly prohibited.”

Tenants will receive a key to their rental premises once the following have been completed:

- Security Deposit paid in full
- Rent paid in full
- Check-in Inspection completed and signed by both the tenant and the landlord
- Lease signed by the tenants and the landlord. You will be provided with a copy of your lease agreement and your check-in inspection report.

Renter's Insurance

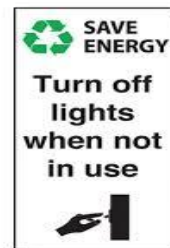
As a tenant, **you** are responsible to **get your own** tenant insurance. It is strongly recommended that tenants buy renter's insurance. Tenants without insurance have incurred charges into the thousands of dollars as a result of fires in their rental premises. The landlord's insurance only covers the dwelling and does not cover tenant losses or liability.

Please refer to page 3 of your lease which reads as follows:

- 8.8 **Tenant's Insurance.** THE TENANT WILL BE RESPONSIBLE FOR OBTAINING INSURANCE ON THEIR PERSONAL PROPERTY AS WELL AS MAINTAINING ADEQUATE GENERAL LIABILITY INSURANCE TO COVER LEGAL CLAIMS AGAINST THE TENANT OR DAMAGE TO THE PREMISES CAUSED THROUGH THE FAULT OF THE TENANT OR MEMBERS OF THE TENANT'S HOUSEHOLD. A COPY OF THE INSURANCE POLICY SHOULD BE PROVIDED TO THE LANDLORD.

Electricity

Heart River Housing provides electricity for the tenants and the basic rent is adjusted to include a portion of the costs for power. Tenants are otherwise required to contact an energy provider directly and have the electrical account placed in their names effective the date they move into other housing



All tenants will be charged for excessive use of utilities. If your consumption exceeds our flat rates set, YOU WILL be billed for water, heat and electricity overages. To prevent this, report any issues immediately to your site manager for dripping taps, water leaks, or toilets running constantly.

NO Pets



NO PET POLICY # 4- 06

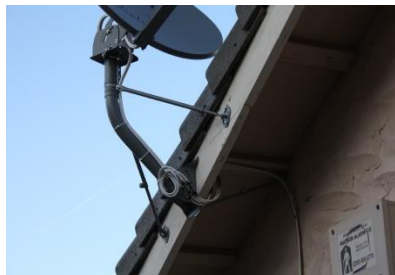
As per your lease agreement Schedule “A” reads as follows:

13. **ANIMALS** - No pets will be permitted on any part of the Premises. Tenants are not allowed to babysit pets for others, no pet visits, NO PETS!! This includes but is not limited to the following; cats, dogs, rabbits, hamsters, gerbels, fish, birds, snakes, lizards, etc.

Satellite Dishes, Radio and T.V. Antenna and Towers

Satellite Installation/Television/Internet

- Receiver to be mounted on the fascia.
- Mounted receiver must not interfere with eave trough in any way.
- Wiring to be run down the building in ¾” pvc piping. Piping to be secured with a minimum of 3 straps.
- Wiring to enter the building at basement or crawlspace using a LB Access fitting.
- Building access site must be sealed.



Please advise your service provider that if they do not install the Receivers and wiring according to our specifications, that it will Be Removed from our units. You then will be charged \$500.00 for damages to our unit.



Satellite dishes that do not comply will be removed at your expense and tenant will pay for damages the amount of \$500.00

RENT

As per your lease agreement Schedule “A” reads as follows:

8. WIRING, SATELLITE DISHES, TV ANTENNA

No wires, electric lights, television or radio connections are to be added to The Premises. The position of any existing wires must not be altered. The telephone must remain only in the location provided in the Premises. No radio or TV antenna, satellite dishes or towers may be installed on the Premises without the consent of the Landlord.

Cable TV is available in the Town of High Prairie and the Town of Valleyview. Units are wired to access this service. Drilling holes into the walls or ceilings of the premises for cable access is strictly prohibited. Tenants may be charged for the damage to the unit should this occur.

Telephone Lines and Cable TV

If tenants need a second telephone line or extra TV cable installed, they must call their Site Manager **before** contacting the service provider. The Site Manager may give tenants the information and written approval prior to any changes.

RENT

Rent is calculated using the rules of the *Alberta Housing Act*. Rent includes heat, water and sewer costs.

30% of Gross Monthly Income

When tenants earn money from sources such as employment or pensions, rent is based on 30% of their gross monthly income. You must include child support/alimony, Employment Insurance (EI), Worker’s Compensation (WCB) Pensions (OAP, GIS CPP ASB) AISH, Interest Income, Scholarship, Bursary or Student Living Allowance less amounts paid to an Educational Institution.

Minimum Rent

The minimum amount of rent incurred is \$120.00 per month.

When to Pay the Rent

Rent must be paid in full on or before the first day of each month.

RENT

How to Pay the Rent

Heart River Housing will not accept cash for rents. HRH would prefer that tenants pay rent in the following manner:

- Electronic Fund Transfer from your account directly to Heart River Housing.
- A pre-authorization agreement will be signed to automatically withdraw funds monthly.
- Interac; cheque; money order.

Cash payments will **NOT** be accepted.

INCOME REVIEWS

Annual Income Reviews

Tenants are to complete an *Annual Income Review Form* each year. The information on the form is used to ensure whether the tenant still qualifies for subsidized housing and to determine the next year's rent. Forms are to be mailed to tenants approximately two months before the Income Reviews are due.

Instructions for Completing the Forms

Social housing tenants receive a standard *Annual Income Review Form*. They complete it in full and attach verification of all current income and copies of their previous year's tax return (T1) and Assessment Notice (T451). The completed package is then forwarded to Heart River Housing's office.

Tax returns and assessment notices may be provided at a later date if they are not available when the tenants receive the *Annual Income Review Form*. The Site Manager may apply **maximum** rent if tenants do not provide their Annual Income Verification by the due date.

Rent Confirmation

After tenants submit proof of income changes, Heart River Housing sends out a written confirmation of the rent, even if there is no change. If the tenant does not receive a rent confirmation within 10 days of submitting information, they should contact their Site Manager.

Tenants are wholly responsible for any back charges to the rent resulting if Heart River Housing does not receive the proof of income change and the information needing to be resubmitted. Rents will NOT be backdated to a lesser amount due.

RIGHTS & RESPONSIBILITIES

Eligibility

Tenants continue to be eligible for the Community Housing Program as long as their annual incomes do not exceed the maximum incomes or Core Need Income Thresholds (CNITs) established. You can find this information on the internet as it may change yearly or call your site manager.

PRIVACY (Personal Information)

Personal information, including information about:

- gross household income;
- income of individual members of the household;
- assets of the household; and
- characteristics and composition of the household,

is required, under the *Alberta Housing Act*, to assess eligibility for the Social Housing Program, to determine the basic rent and to determine the type and size of the housing unit required.

Information is protected by the privacy provisions of the *Freedom of Information and Protection of Privacy Act*. Questions regarding the collection of personal information may be directed to the Heart River Housing office.

TENANCY AGREEMENT

Before moving into your unit, you signed a tenancy agreement with Heart River Housing and you should have a copy of it.

Refer to the following Sections in your lease agreement: 8.10, 8.11 and 8.12

HOUSEHOLD SIZE

If there is an increase or decrease in the number of residents in your family, even temporarily, **you** must contact your Site Manager right away.

Tenants must submit a written request to Heart River Housing to add or remove any family members or other occupants to or from their lease agreement.

Changes during the Year

All tenants must immediately inform the Site Manager of changes that occur during the year, if such changes as below occur:

- If you change your telephone number or cell phone number. Please ensure all your information is current at all times with Heart River Housing.
- You or a family member start to receive Alberta Works Income Support or Learner Income Support from Alberta Employment and Immigration – the rent will be based on the Rent Schedule in effect;
- Someone moves in or out of the premises – their rent will be recalculated based on the new family composition. Contact your site manager

Tenants are required to provide in writing, any of the change(s) to Heart River Housing by the 20th day of the month in which the change of income or family composition occurred. If the rent needs to be reduced or increased, the adjustment will take effect on the 1st of the next month. Failure to provide proof and verification of the change will delay this until all documents are provided. **Rent reductions are not back-dated; therefore, as a tenant, you must provide your information in a timely manner.**

Other Information

- In the case of adding a family member or other occupants who are **15** years of age or older, verification of income, assets, school registration, identification, and landlord references may be required.

In the case of removing a lease signer from the agreement, a letter from the person who is moving out is required. The letter must include the date the person is vacating, and a statement assigning the residential premises and the security deposit to the remaining lease holder(s). The letter must be signed and dated.

TRANSFERS

Tenants that meet the qualifications to transfer may apply to move from one property rental to another.

Who Qualifies for a Transfer?

A Tenant may qualify for a transfer if:

- they need a larger or a smaller place because of a change in their family composition;
- they need a different style of accommodations for medical reasons; or
- they require a different location for personal safety.

YOUR NEW HOME

Tenants requesting a transfer should have:

- lived in their current place for at least one year;
- paid their rent in full and on time for at least 6 months;
- a clean unit with **no need of repair**.

If the tenant has not met these requirements, the transfer may be denied.

Where and How to Apply to Transfer

Completed applications may be mailed, personally delivered or faxed to Heart River Housing office.

Talk to your Site Manager for more information regarding a transfer.

Transfer Inspections

Before the application is considered for approval, the Site Manager conducts an inspection of the tenant's residential premises. If cleaning or repairs are needed, this work needs to be completed before the transfer is considered.

Transfer Fee – The tenant may have to pay a higher security deposit to ensure that it is equal to the new rent amount.

Security Deposits and Transfers

When tenants transfer, a new security deposit will be determined. It will be the same amount as the first month's rent at the new place. If the new security deposit is more than the one paid originally, the tenant must pay the difference before they move in.

Care of Your Unit

It is your responsibility to keep your home safe and clean.

Section 8 of your lease agreement and Schedule "A" read as follows

- 8.4 ***Maintenance Costs.*** *The Tenant will be responsible for keeping the Premises and Appliances clean and in good condition, and for the cost of clearing plugged toilets, sinks and drains. The Tenant will also be responsible for replacing all light bulbs and tubes in the premises.*

"Schedule A" of your lease agreement reads as follows:

1. ***CLEAN CONDITION*** *The Tenant must keep the Premises clean and dispose of all garbage in the proper manner.*

Appliances

The refrigerator in your unit is frost-free and must be kept clean at all times.

Use a mild soapy solution to clean the smooth surfaces of appliances.

Use oven-cleaning products for your oven. Do **not** use abrasive cleaners or products that will scratch the appliance interior or exterior. Please clean your oven and fridge on a regular basis as well as underneath the appliances.

For grease and dirt, please do not use abrasive cleaning products as they will damage the surfaces of your appliances.

Bathrooms

Please use a gentle, non-abrasive cleaner on bathtubs, sinks and toilets. A rough cleaner will scratch the surface and make the fixtures harder to keep clean.

You may have a condensation problem in your bathroom if there are symptoms such as:

- condensation on the fixtures, windows or walls;
- mold and mildew between ceramic tiles, in the corners or on the ceiling;
- peeling paint, rotting, blackened window sills, damaged drywall under windows, curling floor tiles, musty smells or water dripping from vents

Condensation is caused by:

- excessive house humidity;
- moisture from hot baths and showers;
- dampness from wet bath mats, towels and drying clothes;

There are a number of things you can do to reduce condensation.

- Turn on the bathroom fan or open the bathroom window (if you have one) while you are showering or bathing. Keep the fan running or window open until the condensation has evaporated.
- Keep the kitchen fan on, or a window open, while cooking and washing dishes.

Basements and Storage Areas

Unfinished basements may **not** be used as a sleeping area. Most basements and storage areas do not have proper ventilation, so using them as bedrooms violates fire regulations and, in the event of a fire, could endanger lives.

Grass and Lawns

Heart River Housing provides grass cutting throughout the summer months in some communities. Tenants are required to have their lawns cleaned of any toys and other debris that prevent the grass cutters from doing their job. The tenant is responsible to keep the yards clean and tidy. Tenants must keep the front lawns free of toys and litter. Tenants who cut their own lawns are to ensure grass is cut on a regular basis.

Swimming Pools ALL Swimming Pools are prohibited. DO NOT set up any size of swimming pool.

Flower Boxes and Planters

If tenants have flower boxes or planters, they are welcome to use them to plant flowers or ground cover. Tenants must ensure they maintain the plants by keeping them weeded and watered.

Fire Pit and Free Standing Fire Places



Fire pits and free standing fire places are NOT permitted.

Garbage

Tenants need to dispose of their garbage in a proper manner. Garbage is to be put in plastic garbage bags, in the garbage cans if provided for pick up on garbage day. It is your responsibility to follow the hamlet or town bylaws in place in your community.



If there is a dumpster provided, it is only for household garbage which does not include furniture. Large items, such as mattresses and furniture, may **not** be left for pick-up. Garbage should be picked up regularly in and around your unit by the tenant. This includes front and back yard, driveway and sidewalks.

It is your responsibility as our tenant to ensure that you clean up any debris that may have been windblown into your yard and driveway or if your garbage was picked through by cats, birds or other rodents. Please keep your neighborhood clean. A clean yard will prevent stray animals from your neighborhood.

Renovations and Alterations

Picture hooks rather than nails or screws must be used to hang wall decorations. Please do not use nails or any sticky tapes or tacks on the walls and ceilings. These permanently damage your unit and you may be held responsible for the cost of repairing.

Drapes, blinds, venetian blinds, or vertical blinds may be used as window coverings. Sheets, flags, tin foil, blankets, or any other material not approved for window treatments are not permitted.

Renovations and alterations to the unit are prohibited.

Guests

Guests may stay with you a total of **14 days in a calendar year**. If you want or need to plan a longer visit, you must obtain written approval in advance of the visit from your Site Manager.

Pests

Keeping your home and property pest-free is important for the health of you, your family and your neighbors. Pests, such as cockroaches and mice, can carry disease. Others, such as bed bugs, can be a real nuisance. Should tenants find any kind of pests in or around their home, they must tell their Site Manager immediately. The Site Manager will decide on how best to deal with the problem.

Please keep in mind that you are required to cooperate with Heart River Housing when preparing your suite for any type of treatment, including heat, chemical spray, or baiting, to get rid of the pests. Information Sheets will be provided before the treatment is scheduled.

Failure to prepare your unit and/or failure to keep your unit reasonably clean is a violation of the *Residential Tenancy Agreement* and may result in the termination of your tenancy.

Noise

Tenants cannot disturb or be a nuisance to their neighbors. Sound must be kept to an acceptable level during all hours of the night and day. Tenants must keep the sound of their television, radio, CD players, stereo and musical instruments at a reasonable and responsible level.

Refer to Schedule A of your lease agreement: *Section 16 Noise and Disturbances*

The same rules apply for visitors, guests and vehicles. No excessive noise is permitted at any time. Most communities have a Noise Bylaw and tenants could be charged if they are in contravention of the bylaws.

Conflicts and Complaints

Tenants live in residential properties with families from a variety of backgrounds. Ideas about acceptable behavior will vary. Please respect your neighbors. It is your responsibility to call the RCMP or Peace Officers at the time of any unsafe situation in the neighborhood you live in.

Rules and Regulations

It is expected that tenants will follow the rules and regulations of their lease agreement and the *Residential Tenancies Act*, ensuring they do not interfere with the rights of their neighbors. From time to time, however, problems do occur. They often involve concerns around children, noise, parties and pets.

Resolving Issues

If tenants are unable to resolve the issues themselves, they are welcome to contact Heart River Housing for assistance. The Site Managers will refer you to appropriate resources in the community.

Written Statements

When reporting problems, tenants are asked to submit written statements to Heart River Housing. The letters should include information about what the tenant knows or what they saw and the names and address of the people involved in the problem. The letters should be dated and signed. All information received is confidential.

Maintenance and Repairs

Landlord Responsibilities

Heart River Housing is responsible for maintenance repairs to the premises. For example, the Site Manager arranges for or completes repairs if appliances break down or taps leak. It is your responsibility to notify your Site Manager if repairs are required.

Tenant Responsibilities

Tenants are responsible for the daily general maintenance of their residential premises. They are expected to keep their home clean and in a reasonable state of repair. If tenants or their guests cause damage, the tenants are required to pay for the repairs. Tenants failing to report maintenance concerns (running/dripping taps, running/leaking toilets, for example) to their Site Managers will be charged for excessive water usage and damages to the premise caused by unreported leaks.

Charges (subject to change without notice) are incurred as follows:

Repairs by Site Manager	\$ 25.00 per hour plus GST, minimum charge is one hour.
Removal of garbage from steps/exterior of premises	\$ 15.00 per bag plus GST \$ 75.00 trailer load to landfill
Repairs by contractors	Determined by the rate charged by the contractor

The following provides more detailed information about the upkeep of the premises:

Furnace and Ducts

The Site Manager arranges for the cleaning of the furnace and replaces the furnace filter once a year. Tenants should replace the furnace filters when needed – at least every three months. Keep clothes and other objects away from the furnace at all times to prevent the risk of a fire.

A build-up of lint or dust in the filter of the furnace can cause it to shut down. Tenants can help prevent such build up by ensuring that their dryer vent is hooked up properly, and by wiping the top of the furnace and vacuuming the furnace box on a regular basis. The furnace power switch is located on a nearby wall or on the ceiling above the furnace. Tenants should be aware of its location and ensure that it is not shut off. If it is turned off, the furnace will not work.

Tenants will be charged the full cost of the service call and repairs by a plumber if their furnace shuts down because of lint or dust or because the switch has been turned off.

Tenants may not sweep garbage or dust and dirt into the ducts. Tenants must not allow their children to throw toys or other objects down the ducts, toilets or sinks. Tenants will be charged for any plumber costs.

Hot Water Tanks

A build up of lint or dust in the filter of a hot water tank can cause it to shut down. Tenants can help prevent such build up by ensuring that their dryer vent is hooked up properly and by wiping the top of the hot water tank regularly – keeping lint and dust to a minimum. Tenants will be charged the full cost of the service call and repairs by a plumber if their hot water tank shuts down because of lint or dust.

Outside Taps

If the unit has an outside tap, please ensure that it is turned off and drained before winter.

Repairs to the Rental Premises

Tenants can do some of the minor repairs themselves, including changing light bulbs, changing furnace filters, replacing batteries in the smoke alarm and replacing doorstops. Painting, drywall patching, and any un professional repairs will be charged back to you as damages. Please contact your site manager if repairs are needed.

Tenants needing help with these or any other repairs should contact their Site Manager. The Site Manager is available to answer telephone calls from 8:30 am to 4:30 pm Monday to Friday. As Site Managers need to be away from the office from time to time, tenants may leave a voice message on their answering machine and they will return your call. Please ensure your leave your phone number.

Tenants may be charged for call-outs and repairs in the following situations:

- the tenants, or people allowed on the premises by the tenants, caused the problems; or if
- the contractor determined there was nothing wrong.

Signs

Tenants cannot place signs, placards or notice plates for advertising purposes anywhere on the rental premises or around the property.

Tenants may place **Block Parent** signs in their windows.

Carbon Detector and Smoke Alarm

Tenants are required to test their smoke alarms each month **and replace batteries as needed.**

Tenants should clean the smoke alarms each month by vacuuming them to remove any dust and debris that may have built up.

- At no time shall any tenant remove the smoke alarms or the batteries.
- Tenants are to notify the Site Manager immediately if a smoke alarm is not working properly. See Page 19 regarding the maintenance of the smoke alarms.

Toilets

- Flushing excessive amounts of toilet paper, sanitary napkins or other debris will cause them to back up.
- Tenants will be charged the full cost of the service call if a plumber is called out and only needs to plunge the toilet to clear it.

Please refer to section 8.4 of your lease which reads as follows:

8.4 **Maintenance Costs.** *The Tenant will be responsible for keeping the Premises and appliances clean and in good condition, and for the cost of clearing plugged toilets, sinks and drains. The Tenant will also be responsible for replacing all light bulbs and tubes in the Premises.*

Snow Removal

Tenants must keep their sidewalks, steps and parking stall free and clear of snow and ice.

Trees and Shrubs

If tenants see trees or shrubs that need to be pruned, they should notify the Site Manager. Tenants may not cut branches or do any pruning themselves.

Windows and Screens

Windows must be kept closed when it is raining and when it is cold. Tenants will be responsible for the cost of repairs if there is rain or water damage or if the plumbing freezes. Tenants who have **open windows during winter months will be charged for the excess heat the unit uses.**

Tenants may remove screens to clean them. Screens are to be put back immediately after cleaning. They are not to be left out. Tenants should notify their Site Manager if windows are broken or if screens are torn or missing.

SMOKE ALARM

A Combination Smoke & Carbon Monoxide Alarm is supplied in each unit and buildings that HRH manages. YOU are responsible to change the battery if necessary. If you are unable to change it, please contact the office immediately. **DO NOT REMOVE THE BATTERY** without ensuring a new one is installed immediately.

The voice message warning system will inform you of the type of hazard occurring or if the battery needs to be replaced. The voice message will first be spoken in English, followed by a French version.

Low Battery **NEVER IGNORE THE SOUND OF THE ALARM**

When the battery is low and needs replacing, the red LED light will flash and the unit will “chirp” one time, followed by the warning message, **“Low Battery! Pile faible!”** This cycle will occur once every minute and will continue for at least 7 days or until the battery is replaced. Do not ignore these warnings.

Replacing the Battery

When replacing the battery in the Detector, the unit does not need to be disconnected from the AC power connection. When the unit is turned 90 degrees in either direction, the unit should detach from the mount and this will expose the small trap door where the battery is located. Open the trap box, remove the battery and replace with a new 9V battery. When installing the battery, press the battery reminder tab down into the battery compartment and install the battery. If the battery reminder tab is not held down in the battery compartment by the battery, the battery door will not close, the AC Quick-Connect wire harness will not attach to the alarm and the alarm will not attach to the mounting plate. After changing the battery, reconnect the alarm and test using the reset button and check that the green LED is on.

Reset Button

This button is circular in shape and is located in the middle of the Detector. This button needs to be pressed once to reset the Detector.

When the green LED light is flashing, this means that the Detector needs to be reset. Once the reset button is pressed, a series of beeps will sound, followed by the message, *“Fire! Feu!”* then another series of beeps and the message, *“Carbon Monoxide! Monoxyde de carbone!”* followed by 4 additional short beeps. After the cycle is completed, the green LED light will remain solid. The Smoke Detector is now fully functional.

It is recommended that the Detector is reset/tested weekly. The Detector will also need to be reset after experiencing a power outage. If you are experiencing difficulties in replacing the battery or resetting the alarm, please contact your site manager.

SITE MANAGERS

The Site Managers are available via telephone, internet and in person during regular business hours.

Hours of Work

The Site Managers do all of their work during the day. Tenants should leave a message on their answering machine if the Site Manager is away from their office when they call. The Site Managers will return your call as soon as possible once they have returned to the office.

After Hours

For maintenance emergencies occurring after hours and on the weekend, tenants are encouraged to leave a message at the **HRH office at 780-523-5282**. Concerns will be addressed the following business day. Our after hours number is on the next page.

SAFETY

Emergencies

Emergencies include things like broken water pipes, furnace not working or sewer backup, for example.

Tenants are to advise their Site Manager if they have an emergency during the day. If the Site Manager is not available, tenants should leave a voice message on their answering service as well as informing HRH office staff of the emergency.

MAINTENANCE EMERGENCIES

After hours and on weekends, tenants are encouraged to call **780-523-7500** or **780-523-5282** and leave a message.

INJURY

Personal Injury

Tenants must notify their Site Manager immediately if anyone, including the tenant, a family member, or a guest, is injured on or in the vicinity of the rental property.

Death

The Site Manager must be contacted in the event of a death on the premises.

Hazardous Conditions

Tenants must tell their Site Manager immediately if they know of or find any hazardous or dangerous conditions on or in the vicinity of the rental property.

Report Criminal Activity

If tenants see criminal activity, they should report it to the police and to the Site Manager.

Preventing Dangerous Conditions at Home

Some things tenants can do to help prevent dangerous conditions at home include, but are not limited to the following:

- Always pay attention when using the stove. Never leave food cooking unattended;
- Be careful with candles as candles also cause a significant number of fires;
- Avoid leaving matches and lighters where children can find them;
- Avoid storing large quantities of combustible material or flammable liquid in the home – only keep small amounts in approved containers made specifically for that kind of material;
- Check and clean the smoke detectors each month and tell the Site Manager if it needs repair. If your smoke detector is not working properly, replace the battery and report it to the Site Manager;
- Avoid installing any additional wiring or heating units without written permission from Heart River Housing;
- Keep the area around the furnace and hot water tank free from any clothing, toys, bags, storage boxes or any type of debris;
- Keep the sidewalks, steps, and parking stall clear of ice, snow and debris;

OPERATING BUSINESS FROM HOME (ie Dayhome)

To operate a business from home, tenants must obtain written permission from Heart River Housing. Tenants must submit a letter outlining the type of business, indicating whether there will be increased traffic to the residential property and indicating whether products and flammable or dangerous goods will be stored at the residential property.

If approved, tenants must abide by the regulations of their lease agreement and by any applicable municipal bylaws.

OVER HOUSED TENANTS

From time to time, tenants may find themselves living in residential premises with more bedrooms than required for the size of their family. This often occurs, for example, when adult children move away from home.

In circumstances where the tenants are over housed, Heart River Housing requires them to transfer to more suitably sized accommodations. Tenants are given the opportunity to apply for other subsidy programs and every effort will be made to accommodate the tenant.

SECURITY DEPOSITS

Tenants pay a security deposit before they move in. The security deposit is the same amount as the first month's rent.

Trust Account

The security deposit goes into a trust account until the tenant moves out. Interest is compounded annually and paid out at the end of the lease agreement.

Interest

The new interest rate starts January 1st and stays the same for the year. The *Security Deposit Interest Rate Regulation* includes a formula that sets the yearly interest rate at 3% below the interest rate on November 1st of the previous year for cashable one-year guaranteed investment certificates from ATB Financial.

Return of Security Deposit

After the tenant moves out, the security deposit will be returned, with interest, if:

- the rent is paid up-to-date, in full;
- there are no charges on the check-out inspection for cleaning and/or repairs;
- there are no unpaid charges on the tenant's account for rent, maintenance, parking and/or utilities;
- there are no legal fees and/or any other charges outstanding.

It is important for tenants to give Heart River Housing their forwarding address when they move so that any refunds can be returned.

MOVING OUT

One Rental Month's Notice

Tenants must give a full rental month's written notice prior to the month they are moving out. The notice must be given on or before the first of the month to be effective at 12:00 pm on the last day of the month. For example, if the tenant is moving on September 30th, they must provide notice on or before September 1st.

Giving Notice to Move

Notices to move must be in writing. The notice may be hand-delivered to the Site Manager or hand-delivered, faxed, or mailed to Heart River Housing's office.

Cleaning List

HRH sends the tenant a letter confirming the move out. Included with the letter is a *Checklist for Vacating Residents*. This list can be used to determine what needs to be cleaned or repaired before the tenant vacates.

Check- out Inspection

Tenants must contact their Site Manager to arrange a time to complete a check-out inspection. They will go through the rental premises together and note the condition on the check-out inspection form – *Inspection of Accommodation Report – Out*. Any needed cleaning and/or repairs will be recorded. Tenants also return their keys at this time.

Security Deposit Refund

A security deposit refund or a statement of account is sent to the tenant within ten days after they vacate.

Tenants are asked to provide Heart River Housing with their forwarding address to ensure they receive their refund promptly.

EXTENDED ABSENCES

Tenants occasionally need to leave their residential premises for extended periods of time – more than 30 days – for reasons that may include vacation, training, treatments or family crisis.

Before leaving, you must contact Heart River Housing to report your absence and to obtain permission. In your absence, you must arrange for someone to check the rental premises daily. This individual's name, address and telephone number must be provided to HRH prior to the absence.

The maximum number of days tenants can be absent from their premises is 60 consecutive days.

Tenancy and rent subsidy may continue for tenants who are absent from their residence for up to 60 consecutive calendar days IF the tenant:

- advised HRH in writing of their intended absence, how and where they may be contacted;
- has not been absent from their residence due to extended absence in the previous 12 months;
- advises HRH in writing of who will be responsible for looking after the housing unit, including the name, address and contact phone numbers for this individual. If this individual is approved as Agent for the tenant, HRH shall deal with this individual as the tenant's representative for all Landlord/Tenant matters, including eviction for violation of the terms and conditions of the Residential Tenancy Agreement. The Agent shall ensure that all the tenant's obligations under the Residential Tenancy Agreement are carried out.

- does not allow any other person(s) including their agent to occupy the premises in their absence without the written consent of HRH.
- Signs an agreement, prior to leaving, giving possession back to HRH at the expiry of the 60 days should they fail to return. Extensions will not be permitted under any circumstance; and
- Rent paid in full and on time and any other payment due under the Residential Tenancy Agreement.

YARD SALES

Tenants may hold yard sales, but they need to comply with applicable bylaws. After the yard sale is over, they must clean up and dispose of any debris on or about the property.

APPEALS

Tenants may appeal any decision made by Heart River Housing. To do so, submit a written appeal letter to the Board of Directors of HRH at the address provided on the HRH website.

The Board will review the appeal, but will not always respond personally. In such cases, a designated alternate will evaluate the situation and respond as needed.

Crime Free Multi-Housing Program

The Crime Free Multi-Housing Program involves tenants and Site Managers to keep illegal activity off of the property. Tenants will be requested to sign a “crime free lease addendum.” This addendum will be used as a tool to evict problem tenants.

Our goal is to work together to reduce and prevent crime in the rental properties.

Report Criminal Activity

If you see criminal activities, they should report it to the Police, Peace Officers and to their Site Manager immediately. Keep your neighborhood safe!

Heart River Housing is striving to implement the Crime Free Multi Housing lease addendums in High Prairie units.

Support Worker

The Tenant Liaison Coordinator (TLC) is available to help tenants that may be experiencing challenges regarding budgeting, filling out forms, connecting with agencies, and can provide information and referrals to other agencies, if necessary.

The Tenant Liaison Coordinator can be contacted at the HRH office at 780-523-5282 during business hours or on the cell phone **call or text** 780-536-6777.