







# City of Cornwall Housing Services Tenant Handbook

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## **Welcome To Your New Home!**

The City of Cornwall, Housing Services Division, has created this Tenant Handbook to have as a helpful resource and reference guide to be a successful tenant.

You can find useful information regarding your tenancy and responsibilities as a tenant and us as a landlord. We want to work together to achieve and maintain a healthy, inclusive, safe, and affordable housing community. We encourage you to read it and ask our staff if you have any questions.

Disclaimer: this handbook is provided only as a guide. Your legal rights and responsibilities are described in your tenancy lease agreement. Also, the information in this guide may change over time or become out of date. It should not be taken as legal advice. If there is any conflict between what is written in this guide and any law of Canada (Federal, Provincial, or otherwise) or any Housing Services Division policy, procedure, or guideline then the law will prevail.



Families



Adults

Seniors

The City of Cornwall offers quality, safe and affordable housing for seniors, families and adults which includes affordable housing units, market rent units and rent-geared-to-income units in Cornwall and the Three United Counties of Stormont, Dundas, and Glengarry.

### **Affordable Housing:**

The rent is set at or below the average market rent and it is not geared to income. To be eligible for these units, income must fall below the Household Income Limits and Asset Limits. There could be additional charges such as parking, utilities, air conditioning etc. The rent increases once a year and tenants are provided with ninety (90) days' notice.

### **Market Rent:**

It is the same or slightly lower than rents charged by private landlords and is not rent-geared-to-income. There could be additional charges such as parking, utilities, air conditioning etc. The rent increases once a year and tenants are provided with ninety (90) days' notice.

### **Rent-Geared-to-Income (RGI):**

This is rent paid for subsidized housing and is usually 30 per cent of the household income. There could be additional charges such as parking, utilities, air conditioning etc. The set maximum rent increases on an annual basis.

## Housing Services Act

In 2012 the Ontario government set out new rules for residents.

Here are some of the changes that will affect you the most:

1. Tenants have 30 business days to report changes in income or household composition. If your rent is geared-to-income and:
  - Your income increases
  - Someone moves in or out of your unit
  - Your citizenship status changes
2. Everyone 16 years and older must sign the lease
3. You must make a “reasonable effort” to get all income you may qualify for including:
  - Ontario Works
  - Old Age Security (OAS) or Canada Pension (CPP)
  - Employment Insurance (EI)
  - Money promised to you under an immigration sponsorship agreement
4. If you are overhoused you must move to a small unit.
5. You have the right to appeal decisions and ask for a review:
  - if you believe a subsidy decision is based on wrong information
  - your rent is not calculated correctly
  - You have wrongly been cut off a subsidy
  - Your request for a transfer has been unfairly refused
  - You have been wrongly asked to move because you are overhoused

You have ten business days to write to our office to appeal and someone who was not involved in the original decision will carry out the review.

## **Discrimination and Harassment**

The City of Cornwall is committed to building and preserving a safe, productive, and healthy community for its tenants and employees based on mutual respect. We will not condone and will not tolerate acts of harassment against or by any tenant or employee. Harassment may also relate to a form of discrimination as set out in the Ontario Human Rights Code.

We are committed to providing our communities where the dignity and differences of all people are respected, and we will take an active role in working towards ensuring that:

- All staff, tenants, applicants, and contractors have a right to equal treatment without discrimination because of race, ancestry, place of origin, colour, ethnic origin, religion, creed, sex, sexual orientation, marital status, family status, disability and receipt of public assistance, citizenship, language, age or record of offences.
- All tenants live in an environment free from any form of discrimination or harassment.
- All staff work in an environment free from any form of discrimination or harassment.
- Policies and practices are not directly discriminatory in their effect
- Harmonious relations are fostered among tenants and staff
- Incidents which lead to conflict are appropriately addressed.
- All tenants are made aware that discrimination and harassment will not be tolerated

**Ontario's Human Rights Code** prohibits actions that discriminate against people based on protected grounds in a protected social area which includes housing and employment.

Harassment includes insulting remarks, jokes, threats, graffiti, or damage to property.

Actions you may take:

- If possible, tell the person to stop
- Write down the details of the incident and include when, where, who and what
- Report the incident in writing to a member of our staff

## **Privacy Statement**

Protecting the privacy and confidentiality of personal information is an essential aspect of the way we conduct our business. Only necessary information can be collected, and no personal information can be shared with anyone without permission unless it is necessary for law enforcement proceedings or on compelling health or compassionate grounds.

## Housing Services Division Units & Properties Are Smoke-Free



- ▶ Smoking is not permitted on any Housing Services Division properties
- ▶ Complaints about smoking can be made by calling our office
- ▶ When you sign your lease you will have agreed not to smoke in your home or on the property
- ▶ When you vacate your home you will be charged for costs incurred that are smoking related damages.

### Tenancy Agreement

Before moving into your new home, you will be required to sign a lease. The lease will outline your responsibilities while living in the unit and provide information on expectations and guidelines. Staff will meet with you to review the terms and answer any of your questions.

At this time, you will be required to provide confirmation of tenancy insurance, a passed pest control inspection and any utility connections required.

Phone, cable, and internet are not included in your rent. You can choose any of the companies that provide service in the area.



## **Moving Day**

- ▶ Keys to your home will be given on the first day of the month and a move-in unit inspection and smoke alarm testing will take place at that time.
- ▶ If you are moving into an apartment building you will need to reserve the elevator with a member of our staff with a two-hour time limit. During loading and unloading all vehicles should be parked in the designated parking areas only.
- ▶ At all locations you should be parking to load/unload in designated areas, please do not park blocking other vehicles or on any grassed areas.
- ▶ Remember to dispose of moving boxes and garbage in the appropriate area and containers. Boxes should be broken and tied in bundles.

## **Move In Inspection**

The move in inspection will be conducted by a member of our maintenance team and yourself. Any problems with the unit will be recorded on the inspection form and you can receive a copy of the form for your records.



## Smoke Alarm Testing

All smoke alarms in the unit will be tested and you will be required to sign stating that all smoke alarms are operational. It is against the law to tamper with or remove any smoke alarms in your unit and you could be fined by the Fire Department. Smoke alarms are tested on an annual basis.



## Locks & Keys

Before you move in, we will change the lock on your unit door. If you lose your keys there will be a fee to supply you with new keys or to change the locks. Locks can only be changed by our staff.

After hours if you lose your key and require entry into your home you will have to contact the locksmith indicated on the tenant charge price list. You will be asked to provide photo identification and pay their fee at the time they arrive at your home.

Residents are not allowed to change or add locks. Adding or changing locks is a violation of your lease. When you move out please return all keys to staff at your location or at our office.

## Mailboxes

Postal mailboxes are in the lobby area of all apartment buildings and our office will supply you with a key.

Some of the family properties have community mailboxes and you will need to contact Canada Post for your key.

All other family properties currently have mail delivery service to their unit and the mailbox is attached to the wall at the front unit door.

## Contact Information

Call 911 for emergency help

- If there is fire or smoke in your unit or the building
- If there is a crime taking place
- If someone is seriously ill or injured
- If the carbon monoxide (CO) detector alarm rings

Call Cornwall Police at 613-932-2110 for non-emergency assistance

- Suspicious persons on the property
- Trespassing
- Illegal activities

## **Paying Your Rent**

Rent is to be paid on or before the 1<sup>st</sup> day of the month. Any payment received after the 1<sup>st</sup> day of the month is considered late. Late payments are recorded on your file, and you could be issued a Notice to Terminate Tenancy.

## **Payment Options**

**Preauthorized Payment (PAP):** Your rent is taken from your bank account automatically on the 1<sup>st</sup> day of each month. Changes to the amount of your rent are changed automatically with a written notice sent to you. Please provide a void cheque and sign a consent form with our office if you wish to pay your rent with this option.

**Cheque, Cash or Money Order:** payable at our Housing Services Division office. If you send them by mail please include your name, tenant ID#, and address on your cheque or money order.

**Interac/Debit:** available at our Housing Services Division office.

**Electronic Funds Transfer Payment:** can be paid by telephone, ATM (bank machine) or by internet. You can ask the bank to set it up for you. If you already pay bills through electronic banking, you can set up the rent payment just like your other bills. Please use your tenant code as the account number.

**E-Transfer:** payment is made by email. Please ensure to note your address or tenant code.

**Credit Card:**

**THANK YOU FOR PAYING YOUR RENT ON THE 1<sup>ST</sup> OF EACH MONTH!**

## **Why pay your rent on time?**

If you are late paying your rent, you could be issued a Notice to Terminate Tenancy for Non-Payment of Rent or Consistent Late Rent Payments.

If your rent payment is returned for any reason by the bank, you will be responsible to pay the bank fees to our office. If there are any fees related to hearings with the Landlord & Tenant Board, you could be responsible to re-imburse the fees to our office.

If you apply for an internal transfer and you have unpaid rent or have not paid on time for the previous six months, you will not be eligible.

### **If you are unable to pay your rent:**

We want you to keep your home. If you are having difficulty paying your rent please contact a member of our staff right away and we can arrange a payment plan with you.

If you vacate your unit owing money your name will be added to the rental arrears database and sent to a collection agency.

## **Eviction**

We do not want to evict you; however, you can be for the following:

- Misrepresent your household income
- Make noise or act in a way that seriously interferes with another tenant or the landlord
- Threaten the safety of another tenant
- Illegal Acts

This does not include all reasons for the Housing Division to issue notices.

## **Your Rights and Responsibilities**

This is your home. You can live here as long as you wish, provided that you meet your responsibilities as set out in the Residential Tenancies Act.

### **Your Responsibilities are:**

- ▶ paying your rent on time
- ▶ providing proper written notice when you decide to vacate your unit
- ▶ allowing entry into your home when a 24hr notice has been issued
- ▶ keeping your home clean and in good condition
- ▶ calling to tell us about any repairs which may be needed in your home
- ▶ being responsible for your actions and the actions of other members of your household, visitors, occupants, pets
- ▶ respecting your neighbours by not making too much noise
- ▶ keeping common areas clean by using the garbage bins provided
- ▶ ensuring that the required utilities are connected in your name
- ▶ obtaining and maintaining household insurance
- ▶ reporting change in your income or household within 30 days
- ▶ not subletting or assigning your home
- ▶ getting written permission from the Housing Services Division before making any changes or alterations to your home or property
- ▶ repair or pay for damages that you or your guests cause

## As Your Landlord We Must

- ▶ follow our obligations under the Residential Tenancies act and the Housing Services Act
- ▶ comply with local health, safety, and property standards and bylaws
- ▶ provide services as set out in your lease
- ▶ keep your rental property well maintained and respond to repair requests
- ▶ provide 24 hours' notice before entering your home unless there is an emergency (flood, fire, life threatening event, etc.) in which case staff will enter your home
- ▶ provide confirmation of payment when requested
- ▶ process your annual rent review if you pay rent-geared-to-income
- ▶ respect the confidentiality of your personal information
- ▶ provide accessible customer service



## **Landlord and Tenant Board – Information for New Tenants**

Included with your lease agreement is an information sheet from the Landlord and Tenant Board that gives you information about your rights and responsibilities as a tenant. Please make sure that you read the information contained in this handout.

The Landlord and Tenant Board make decisions about landlord and tenant disputes. We cannot terminate your tenancy without getting an order from the Landlord and Tenant Board. You are entitled to attend a hearing with the Board before a decision to evict you is made. For more information about your rights please call 1-888-332-3234.

## **Collection, Use and Disclosure of Your Personal Information**

The security of your personal information is protected by law. The Housing Services Division will collect, use and disclose the personal information provided by you for the following purposes:

- ▶ considering your application for tenancy
- ▶ verifying the information that you have provided to determine eligibility for calculating your rent
- ▶ meeting legal requirements in relation to your tenancy
- ▶ auditing the Housing Services Division financial records
- ▶ contacting necessary services or your next-of-kin in case of emergency
- ▶ contacting support agencies or workers to support tenancy

The only time your information can be given to someone outside of the Housing Services Division is either with your written permission, or when required or allowed by law.

## **Tenant Insurance**

All tenants are required to show confirmation of tenant insurance before receiving the keys to your home. The policy must show your name, address, policy number and effective dates. On an annual basis you will be asked to provide confirmation of insurance as it must be maintained throughout your tenancy. Having insurance helps protect you and your family in case of a fire, theft or water damage to your possessions and it also protects you if you cause damages to your home and property.

You might be able to include your tenant insurance premiums as part of your shelter allowance under Ontario Works benefits or the Ontario Disability Support Program. Speak with your casework for more details.

## **Parking**

If you have been assigned a parking space, your vehicle must be roadworthy, insured, and have valid Ontario licensed plates. At most of the properties it is assigned parking and you must speak with a staff member to have your vehicle registered. All vehicles not registered can be ticketed and towed at the owner's expense. On-site visitor parking is indicated by signage where available. At most properties there is a monthly parking fee.

Repairing vehicles or changing tires etc. on our property is not permitted for safety reasons.



Storage of boats, trailers, ATV's etc. is not permitted on any of the Housing Services properties. Usage of any recreational vehicles is also not permitted on any of the properties.



## **Building Attendant**

If your apartment building has a Building Attendant, they are responsible to provide support to the Housing Services Division.

Building Attendants do not conduct maintenance repairs or take maintenance requests, please contact the office.

Some of their duties include assisting emergency personnel, monitoring the fire alarm and life safety systems, reporting concerns to the office, deliver notices and other assistance as required.

## **Pets**

You have the right to have and enjoy pets in your home. All pets must follow the City of Cornwall By-laws and be registered with the city.

If you are a pet owner you need to make sure that your pet(s) do not disturb other tenants, roam free in public areas, always tied while on the property on a leash not exceeding 6ft, stoop and scoop immediately and disinfect areas. If you are in a family unit, please tie your dog outside of the back door and ensure that the lease do not exceed past the patio.

You are responsible for your pet(s) and your guest(s) pet(s) behaviour. Be sure that your pet does not damage the property or create unreasonable disturbances.

You are responsible to ensure that your pets are treated for fleas on a regular basis.



## **Asset Limit**

Current tenants must, within thirty (30) calendar days, advise our office if they acquire assets that exceed the current asset limit. Please ask a member of our staff what the current asset limit is. Once we review the information, we will review the assets to determine if you remain eligible for RGI assistance or if you will be required to pay the maximum amount.

## **Guest Policy**

Persons can stay with you for a two-week period while seeking alternate housing. Should an extension be required you must speak with a member of our staff. During the allowable stay the guest's income is not included in the calculation of the rent-geared-to-income rent amount.

Please read the Guest Policy which is attached to your lease.



## **Noises and Disturbances**

We believe that your home is a place where people are entitled to enjoy a peaceful environment. Please respect each other and any City of Cornwall By-laws. You should make every reasonable effort to resolve your concerns.

For all complaints regarding disturbances please submit in writing or complete the complaint form found on the City of Cornwall website including dates/times/details of incident. Any anonymous messages will not be investigated.

## **Security**

These tips can help keep your home safe:

- Lock your doors and windows when you are not at home.
- Attach a timer to a lamp when you are out for extended periods of time
- Have your newspaper delivery put on hold when away for an extended period of time or have a friend pick it up daily
- If you see anything suspicious, please contact the Cornwall Police

## **Transfers**

If you find that your home is no longer suitable for you or your household, you can apply for internal transfer. Some of the criteria to be eligible are:

- Have lived in your current unit for a period of 12 months
- Not be behind with your rent or have an outstanding balance when a unit becomes available
- Have a completed and signed medical (our form) by your physician
- Have not received a Notice to Terminate Tenancy
- Unit condition is acceptable
- Granted special priority status with the Housing Access Centre

## **Reporting changes to your Income or Household**

The Government of Ontario sets the regulations for RGI subsidies. To continue to be eligible for a subsidy, you must report changes in your household composition (persons living in your unit) within 30 days the change occurs. Only the people listed on your lease can live in your home.

- You can complete the addition to household composition form to add a person which must be approved by our office.
- Advise if a member of the household moved out of the unit
- Inform us if there is a new child

## **How to add someone or remove someone from your rent-gearred-to-income household**

If you would like to add a person to your household the addition to household request form must be completed and approved by a staff member prior to the person moving into your unit. When requesting to add a person you must meet the occupancy standards and be eligible for rent-gearred-to-income by not having rental arrears owing to any Housing Provider in Ontario. Your rental account must be in good standing as well as your tenancy. Please remember to attach all required documentation. The rent will be calculated based on the household income.

If a person is moving out of your unit and has signed a lease they will be required to sign off of the lease. If the person was an occupant they will be required to provide confirmation of their new address and written confirmation that they no longer reside in the unit.

## **Are you or someone in your household turning 65**

When you or a member of your household turn 65 this may affect the rent you pay each month.

Please submit your new income amounts to a member of our staff upon receipt of your eligible pension income.

## **Appliances**

If appliances are included in your unit, regular cleaning will keep your refrigerator and stove in good working condition and save energy. If you damage the fridge or stove, you will have to pay for the repairs. When cleaning the appliances use a mild soapy solution or a paste made of baking soda and water.

In apartments having your own washer/dryer/dishwasher is not permitted.

If appliances are not included in your unit, you must supply your own and repair as required. You are not permitted to store any appliances outside of the unit which includes a patio or balcony.

## Balconies – Apartments

To enjoy your balcony please follow these recommendations:

- Make sure that all items are secured and won't blow away
- Place all unwanted items directly in the garbage
- Do not throw any items off of your balcony including sweeping and snow removal
- Keep your balcony free of debris and clutter
- Due a damp mop to clean your balcony. Do not throw water from the balcony
- Do not barbecue
- Do not install carpet on the balcony
- Do not have bird feeders to attract roosting birds/squirrels
- Be conscious of noise levels to respect other tenants



## Patios – Townhomes

To enjoy your patio please follow these recommendations:

- Be conscious of noise levels to respect other tenants
- Keep all personal items tidy on your patio
- Do not store non seasonal items on your patio
- Do not store garbage on your patio
- If you have a pet please hose down the patio area
- Install large umbrella or gazebo away from the wall of the unit
- No temporary shelters are permitted
- No storage sheds are permitted
- All seasonal items (barbeques, pools, seasonal furniture) must be on the back patio – not in front of the unit

## **Laundry Rooms – Apartment Buildings**

Laundry room hours are posted and are for tenant's use only. You are responsible for cleaning out the washer and the lint trap after each use. Do not leave your belongings unattended.

This facility is operated by the company posted and should you experience problems with the laundry machines please contact the number provided in the laundry room.



## **Family Units**

Clothes dryer must be connected to the exterior vent connection and keep lint screen clean.

Always check the laundry tub to ensure that there is nothing in it as the water draining from the washer hose connection could cause a flood.

Always keep the floor drain clear of any objects.

## **Annual Update**

If you are receiving a rent subsidy, RGI, an annual review of your income and household is completed on an annual basis. You will receive an annual update package five months prior to your anniversary date. We ask that you provide updated proof of income and a who is living with you in the unit. These changes can affect your rent as well as the size of unit your household is eligible for.

If you do not provide the requested documentation your household may no longer qualify for a rent subsidy and the rent will increase to the maximum set rent.

Rents are based on your Notice of Assessment line 236. Should using the tax-based income does not reasonably reflect your average annual income you can provide our office with your income verification documents.

## **Loss of Subsidy**

A rent subsidy is the difference between the amount of rent you pay (RGI) and the maximum amount of rent for the unit that you live in.

You can lose your rent subsidy for various reasons which could include but not limited to:

- Not returning your annual review documentation
- Being absent from your unit for more that 60 consecutive days or more
- Have an unauthorised guest in your unit

You can have your rent subsidy re-instated within twenty-four (24) months at our office if you provide all required documentation related to your file.

After the twenty-four (24) month period has passed you will be required to complete a Loss of Subsidy application with a member of our staff and your name will be added to the Housing Access Centre waitlist for your name to be at the top of the centralized wait list.

## **Absence from Unit**

To continue to qualify for rent-gear-to-income assistance, all members cannot be absent from their unit for more than ninety (90) consecutive days or ninety (90) days in total within a twelve (12) month period.

## **Abandonment**

If your rent has not been paid and the Housing services division has reason to believe that you have move out, we will make a reasonable effort to contact you. We will inspect your home to determine if it has been abandoned.

If it is discovered that your home has been abandoned, you are responsible for paying for all charges for rent and utilities for 60 days. We will dispose of any remaining personal items which includes furniture, clothing etc. left in the unit 30 days after notifying you in writing at the last known address. You will be charged for the cost of storage, disposal, and damages to your unit.

## **Overhoused**

If you are occupying a unit that is larger than you require, you will be considered overhoused. You will be given the opportunity to select four property locations where you would like to re-locate to. When a unit becomes available you will be contacted. If you refuse this offer you will no longer be entitled to the rent subsidy and will be required to pay the maximum rent.

## **Review of Decisions**

All tenants have the right to request a review of a rent decision or unit transfer that affects them by submitting the request in writing within the time line indicated on the letter. Persons other than the original decision makers will conduct the review.



## **Air Conditioners**

A portable air conditioning unit must be used in all windows unless the window is less than six (6) feet from the ground or over a balcony. Where electricity is included in the monthly rent, there is a seasonal fee charged. A memo is sent out in the spring of each year advising the amount of the fee.

Air conditioners must not be placed in a door window.



## **Satellite Dishes**

At most communities the property is pre-wired for services. If your property is not pre-wired, please contact a member of our staff to inquire as to how and where the satellite can be installed. All unauthorized dishes or improperly installed dishes will be removed by our staff.

## **Housekeeping**

It is your responsibility to keep the inside of your home clean and safe to the standard that most people would consider ordinary or normal cleanliness.

## Electrical Alterations

Any installation of ceiling fans or other electrical fixtures must be done by an approved electrical contractor at your expense. Proof of installation must be submitted to the office. This also includes changing of electrical outlet covers and switch plate covers.

Failure to provide the proof of installation by an electrical contractor will result in:

- An inspection completed by the Electrical Safety Authority
- Installation to be removed and restored to original state by a Housing Services Division approved licensed electrical contractor
- Removed and re-installed by a Housing Services Division approved licenced electrical contractor

Extension cords are meant for temporary use and must not be used on a permanent basis. You must use a CSA approved power bar. Do not run cords under carpets, through doors, walls or ceilings.



## **Common Rooms**

If there is a common room in your apartment building all residents are welcome to gather to read, play cards and socialize. If you would like to reserve the room for a special occasion that relates to you please contact our office to reserve.

## **Lobby Door Entry System – Apartments**

All of our apartment buildings are security locked buildings. Visitors must buzz you to gain entry. Always make sure that you know the person that you are letting into the building.

When you contract a service provider to install services such as telephone and cable please ensure that your intercom is working before they leave. If the technician leaves and your intercom is no longer working please contact the company to have them return and repair to avoid any tenant charges if we have to hire a contractor to repair.

## **Surveillance Cameras**

Tenants have the right to install a camera at their unit if it is being used for legitimate purposes such as for security concerns. Signage should be posted alerting individuals that they are being recorded. Any evidence that the camera is being used to intimidate or harass other tenants is impeding reasonable enjoyment.

## **Snow Removal**

Tenants in townhouses are to remove snow and keep clean the front entrance to their unit and the walkway to the main sidewalk.

All tenants in apartments and townhouses are responsible to clean snow and ice from around their vehicles. We will clean the main areas of the parking lots.

## **Pools**

- Pools with a filter system are not permitted
- Pools are not to be larger than 8' in diameter and 19" deep
- Plastic or inflatable pools are for short term use only and are only permitted in the back of your unit on your patio area
- Water must be emptied everyday and put away
- Children must be supervised at all times when there is water in the pool
- Housing Services are not responsible for any damages caused to your pool should it be left on the grassed area when the grass is cut and trimmed
- Follow all City of Cornwall By-Laws

## **Electric Scooters, Wheelchairs, Baby Strollers etc.**

All items must be kept inside of your unit and not left in the public hallway or common areas of an apartment building. You need to ensure that you have a clear path to exit your unit in case of an emergency or to provide access for emergency services entering your unit.

For safety reasons, electric scooters should be using a lithium battery.

## **Annual Inspections**

We inspect all our units once a year. We also test all smoke alarms once a year. A 24-hour notice is provided to advise you of the date, time and purpose of the visit. Any required follow up inspections will also be completed.

Property inspections are also conducted to ensure that there are no safety concerns or lease violations.

## **Garbage/Recycling**

If you live in an apartment building there could be garbage chutes on each floor. Please ensure that the garbage is in small bags so that the chute does not become blocked. Large items must be brought to the main floor garbage room including cat litter.

If your apartment building does not have a garbage chute, please bring your garbage to the designated garbage room located on the first floor of the building.

Some of the family properties have garbage dumpsters on site. Please make sure that all garbage is placed in dumpster and not on the ground. All other family properties have designated garbage pick up at the curb. Please check the City of Cornwall website for information on your collection day.

Recycling is available at all properties and is encouraged. You can find a list of what to recycle on the City of Cornwall website.

## **Smoke and Carbon Monoxide Detectors**

Your home has smoke detectors and/or carbon monoxide detectors on each level of your home. It is illegal to disconnect them or remove the battery. An annual inspection will be completed on each smoke detector and the batteries replaced. At anytime you have problems with your smoke detector please contact our office.

Smoke detectors are installed for the safety of you, your family and neighbours. It is the law to install them and it is unlawful to tamper with or remove a device. There is a fine administered by the Fire Department and you could be evicted.



## **Fire Safety**

- Do not store flammable materials or liquids such as gasoline, propane, paint thinner or solvents in your home.
- Clear your heater by at least one metre
- Reduce clutter by not having an abundance of items stored in your home
- Avoid the use of extension cords and replace damaged cords
- Keep your stove clear of fire hazards such as paper etc
- Clean any grease from your stove top
- If you live in an apartment building know the fire safety plan
- If you live in a townhouse plan your fire escape
- Do not leave candles unattended

## **Exiting An Apartment Building in an Emergency**

In our apartment buildings when the fire alarm system is activated, the elevators will return to the ground floor and will no longer be operational. You will need to use the stairwell to exit the building.

Make sure everyone living in your units knows how to leave the building in an emergency.

If you are in your apartment and there is smoke in the main hallway or your unit door is hot, do not open your door. Leave your unit door unlocked and signal for help by waving a towel out of the window or from your balcony. You can place a wet towel across the bottom of your unit door to help prevent smoke from coming inside of your unit.

If you encounter smoke, you need to keep low to the ground. If the fire is in your unit, you will leave your unit taking everyone with you. Pull the fire alarm and yell fire as you leave the building or your unit. Call the fire department when you are safe.

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

In our apartment buildings we provide information to emergency services about who would need assistance to exit the building due to mobility or medical conditions. Please let a member of our staff know if you would need to be on this list.

## **Hallways**

The Ontario Fire Code requires you to keep hallways and stairwells clear of items.

Here are a few tips:

- Always keep your unit entrance clear of items as this is your emergency exit
- Do not place floor mats/carpets that will prevent your unit door closure from operating
- Do not leave bicycles or scooters in the main hallway or in your unit that blocks your emergency exit
- Do not paint or hang combustible materials on your unit door

## **Maintenance Repairs**

To request a maintenance repair please call our office during business hours at 613-938-7717 ext. 4339 or email [hsmaintenance@cornwall.ca](mailto:hsmaintenance@cornwall.ca)

After hours emergency repairs will be answered by the answering service and directed to the after-hours staff. Please call the office number and remain on the phone line.



### Washrooms:

Please do not use rough cleaners like Old Dutch or Comet on bathtubs, sinks and toilets as they scratch the surface and make them harder to keep clean. You must have a shower curtain for your tub and keep it inside when showering to prevent water on the floor and damaging the flooring. Do not remove the splash guards that are installed on your bathtub. If water is on the washroom floor, please wipe it up immediately.

Please turn the exhaust fan on when you shower and leave it run for approximately half an hour after to remove moisture from the air. If you have a window this will also circulate fresh air into the area.

If there is moisture on the walls please dry them to prevent damages.

### Light Bulbs:

Supplying and changing light bulbs in your unit is your responsibility. However, if you are unable to change the bulb and do not have a family member or friend that can do this for you please contact our office and we will be happy to change it for you.

### Sinks:

Please do not pour grease or oil down the sink or toilet as it coats the inside of the pipe and eventually blocks it. Do not put food down the sink or toilet. Use a screen or food catcher in your kitchen to stop any food from going down the drain. If your drain or toilet becomes blocked for the reasons above you will be responsible for the cost to unblock.

### Kitchen:

Use the exhaust fan when cooking and remove grease from all areas. Clean the filter to remove grease buildup periodically.

### Window Locks

Window locks are used in apartment buildings and townhouses to protect people and pets from falling through window screens and keep you safe. Please do not damage, tamper with or remove the window locks or screens in your unit. Please report any locks or screens that need repair to the maintenance department.



## Heating:

Apartments are heating by baseboard electricity, boiler system or a heat pump.

If you have no heat please check the breaker panel or call our maintenance department who will assist you.

If your heat is on the boiler system it is very important to keep all windows closed during cold weather as the pipes can freeze and burst causing damage to the unit and your personal items.

Townhomes are heated with a natural gas furnace that is in the basement. We will provide you with a clean filter at move in then it will be your responsibility to change it every 3 months or as needed. It is important not to store any items of at least 1 meter around your furnace for fire safety reasons and for access to repair and maintain.

If you have no heat please check the following:

- is the thermostat working
- check the temperature and the actual temperature on the thermostat
- is the furnace switch on
- check the furnace filter to see if it is dirty
- check outdoor vents to see if clear of snow and debris
- anything stored in the area of the furnace
- is the furnace door closed

## Hot Water Tanks:

If the hot water tank is rented (you have an account with the provider) you will need to contact the hot water tank provider for service. If the tank is owned by Housing Services please contact our maintenance department for service. Do not store items at least 1 meter around the tank.

## **Notice of Entry**

When possible a 24 hour notice will be given to advise you when we are coming to complete repairs in your home unless it is an emergency such as flood, fire and death.

All repairs will be done between 7:00a.m. and 4:00p.m. unless there is an after hours emergency. Under the Residential Tenancies Act you must allow staff into your unit to complete the required repairs.

## **Pests**

Unfortunately, cockroaches, bedbugs, mice and other pests can sometimes get into homes. You can help us control pests by:

- keeping your unit clean and clutter-free
- do not feed birds, squirrels or stray animals as they can attract pests
- do not pick up furniture that other have thrown away as it could be infested
- do not put garbage in hallways or on the floors of the garbage rooms

If you throw out pest infested furniture or mattress please wrap them before removing them from your unit and never leave infested furniture in common areas.

If you see cockroaches, bed bugs or other pests please contact our maintenance department immediately to have your unit treated.

Check your beds and furniture regularly for any signs of bed bugs.

To control mice and rats away keep all garbage and food in tightly closed in containers.

## When you Decide to Move Out

When you decide to move out you must give at least sixth (60) days' notice with the termination date being the last day of the month.

To give your notice you must use the N9 form, Tenant's Notice to Terminate, found on the Landlord and Tenant Board webpage.

After we receive your written notice a member from the maintenance department will conduct a pre-move out inspection to advise what repairs will be required by the tenant prior to your move out to avoid damage costs.

If you live in an apartment building, please contact a staff member or the Building Attendant to reserve the elevator.

Please return all keys to our office once your move is complete.

Remember to have your mail forwarded to your new address.

