



## TENANT INFORMATION HANDBOOK

**This handbook belongs to Entre Nous Femmes Housing Society/SPAHS (1997) Ltd. When you move out, please return this handbook to the Property Manager so that it can be given to the new tenant.**

This handbook outlines policies, rules and regulations referred to in your Rental Agreement and it may answer some of your questions about Entre Nous Femmes Housing Society/SPAHS (1997) Ltd. This handbook and your Rental Agreement are separate documents and one cannot be substituted for the other.

Your Rental Agreement is a legal document that states the terms of the Society's relationship with you as a tenant. It outlines the Society's responsibilities as your landlord and your responsibilities as a tenant. Please read your Rental Agreement carefully and store your copy in a safe place.

***The main 'End' (or purpose) of ENF is to ensure that 'economically disadvantaged families in the greatest number possible within the Metro Vancouver area (GVRD) have the opportunity for their lives to be enhanced by secure, safe, affordable and appropriate homes to an extent that justifies the use of all available resources.'***

***The second level of 'Ends' of ENF are: 1) Tenants have a safe, secure and respectful environment; 2) Homes are affordable and provide an appropriate standard of living; 3) The community is clean and aesthetically pleasing; 4) There is a diverse community.'***

**ENF/SPAHS (1997) Ltd.**  
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## **ANNUAL SUITE INSPECTIONS**

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

Units will be maintained to ensure their continuing rent-ability as well as the health, safety and comfort of Tenants.

## **BALCONY RAILINGS & WINDOW SILLS**

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

If a tenant wishes to create a temporary structure for plants on the interior of their balcony or hang containers from any exterior structure, the tenant must first ask written permission from the Property Manager to do so, outlining the details of what they want to do. The Property Manager will review the proposal and advise the tenant if this may be done.

## **BALCONIES/PATIOS**

Nothing may be **stored** on either balconies or patios.

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

- Barbecues
- Planters (however, all planters must be raised at least one inch off the surface to allow air circulation)
- Outdoor furniture and small toys such as 'ride-ems'

No bicycles are allowed on balconies.

No indoor furniture is allowed on either balconies or patios.

## **BARBECUES**

BBQ's are permitted at the properties; however, for reasons of safety, BBQ's may not be used where there are low over-hanging roofs or within 3 feet of siding or fencing. Any damage to building(s) or property that occur due to BBQ use is the tenants' responsibility and tenants' will be charged for any required replacements and/or repairs.

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

## **BREACH OF CONDITIONS OF TENANCY AGREEMENT**

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

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

## **CHARGE BACKS TO TENANTS**

Maintenance work that is required due to tenant negligence, vandalism or special requests by tenants will be charged back to the tenant. Before the maintenance work is done, the tenant should be advised of the cost. Payment arrangements should be made with the tenant for repayment of this cost before the work is undertaken and if the tenant cannot afford to pay the entire amount immediately, a written repayment schedule can be worked out with the tenant.

Examples of items tenants would pay for:

- Toilets that have been plugged due to a foreign object being put down them
- Holes in door or walls due to tenants (or their children) hitting them
- Broken windows
- Lock re-keying per tenant request

## **COMMON AREAS – USE OF**

### **(a) For Common Rooms and/or Kitchens:**

The common rooms in the buildings are for use by Tenants for meetings and social events. Individual Tenants may book the rooms for private parties, but they may not be used for individual Tenants' business activities.

These rooms may not be rented to outside groups, without the prior written permission of the Society.

Parties and social events held in common rooms must observe the Quiet Hours Policy in effect at each building.

Tenants who use the rooms for private parties will be responsible for clean up and any damage caused by their guests. A list of clean-up chores may be posted in the common room as well as a time frame as to how long Tenants have after use of the room in which to clean it up. If there is not a posted list, please see the Property Manager at your building.

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

Some buildings may charge Tenants who book the room for private parties a cleaning deposit that will be refunded when the room has been cleaned and any damage repaired. The Property Manager or a designated representative of the Society, along with the Tenant using the room, will do an inspection of the premises prior to, and after, any function.

The Property Manager or person designated by the Property Manager will have a key to the Common Rooms and admit people who have booked the rooms.

### **(b) For Laundry Rooms:**

Every Tenant will have a key to the laundry room and may use it on a first come, first served basis at any time, unless the building has decided on a laundry schedule. The room will be kept locked when not in use.

Tenants are asked to co-operate by keeping the laundry clean and tidy and reporting any broken machines to Eng's at the number posted in the laundry room. Clothes, detergents, baskets, etc. left in the room for more than 24 hours may be removed or disposed of.

**(c) For Outdoor Areas:**

ENF/SPAHS recognize that play is an important activity for children. The Society's policy is to encourage children to play safely and with regard for the privacy of other residents.

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

House Rules specific to individual buildings may designate certain areas for certain types of play or age groups, or as "passive" areas.

There will be no excessive noise (loud parties, stereos, yelling, etc.) in outdoor areas. Organized activities should end by the time specified by the individual buildings' House Rules.

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

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

**CRAWLSPACES/ATTICS**

Nothing combustible may be stored in crawlspaces.

Nothing may be stored in attic spaces.

**DISCRIMINATION**

The Society will provide an environment for Tenants and Staff that is free of discrimination on the basis of race, cultural heritage, religion, ethnicity, gender, sexual preference or economic status.

The Society recognizes the right of every individual to be treated with dignity and will deliver its services in a way that is sensitive and responsive to cultural differences among Tenants.

**ENVIRONMENTAL CONTROLS**

The Society will comply with its responsibilities as an employer under Workplace Hazardous Materials Information legislation with regard to the labelling, storage and handling of dangerous or toxic substances.

The Society will obey any by-laws or legislation governing the use and disposal of hazardous or environmentally harmful materials.

The Society encourages Tenants to recycle solid waste and will provide information on, and containers for, the proper separation and pick-up of recyclable garbage.

Tenants have a responsibility to maintain a reasonable degree of cleanliness in their suites per their Tenancy Agreement. Failure to do so may result in tenancy termination.

**EVICCTIONS (NOTICE TO END RESIDENTIAL TENANCY)**

All evictions must follow the procedures prescribed by the Residential Tenancy Act and use the Notice to End a Residential Tenancy form issued by the Residential Tenancy Branch.

Evictions for reasons other than non-payment of rent generally require 30 days notice but the Society may apply for an early eviction order under certain conditions.

Where a Tenant poses a threat or danger to the safety of other Tenants, management may apply for an Early Termination under the Residential Tenancy Act and get an emergency eviction with less than one month's notice.

The Executive Director must approve all evictions except those for non-payment of rent.

### **FIRE & OTHER EMERGENCIES**

Fire alarms, smoke detectors, fire extinguishers and other fire safety equipment will all comply with applicable codes and standards and will be inspected per the municipal fire code to ensure they are in working order. **Tenants may not de-activate either smoke alarms or heat detectors.**

The Society will conspicuously post a telephone number for Tenants to call in case of emergencies. If attempts to reach someone at that number fails, Tenants may call for emergency repairs themselves and will be reimbursed for the cost of the repairs if the problem was a bona fide emergency.

Tenants may not store propane or other flammable materials in their units. Nothing is to be stored in a way that might invalidate the Society's insurance policy.

Every building which is required to by Municipal Code will have an emergency plan for evacuating and protecting Tenants in case of fire or other emergencies. The plan will be posted and publicized to Tenants.

### **GOOD NEIGHBOUR**

Tenants are encouraged to respect the privacy of their neighbours while showing interest and concern for their well being. The Society will assist Tenants in holding community events to help them get to know each other.

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

The Society does not and will not regulate the lifestyle of individual Tenants, but it will document any behaviour that negatively affects the peace, security or safety of the community. Repeated documented incidents may be grounds for termination of tenancy.

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

### **HOME-BASED BUSINESSES**

Any Tenant wanting to establish a home-based business must apply for written permission from the Society by writing a letter to the Property Manager indicating the type of business they wish to start and what hours the business will be in operation and what impact they anticipate the business will have on the community.

No home-based business will be allowed to carry out any illegal activity. The business activity must take place within the unit and may not generate excessive noise, unpleasant odours or any other disturbances for surrounding Tenants.

The home-based business may not advertise to create "walk-in" customers and may not hang any signage anywhere on the unit or the common property of the complex. No pick-ups or deliveries will be permitted.

All Tenants conducting businesses from their homes will comply with all municipal or regional by-laws regulating home-based businesses.

Income from the business must be declared in any application for rent subsidy.

*(The Society reserves the right of refusal.)*

## **INCOME VERIFICATION & SELF-EMPLOYMENT**

Third party corroboration of income is essential for the Society to be able to determine eligibility for rental subsidy. Self-employed tenants fall into two categories:

### **Limited or Incorporated Company:**

The tenant is paid as an employee of the company. Acceptable proof of this income would be copies of the cheque stubs for the year or a T4 or T4A from the previous year.

In addition to receiving wages, a tenant is a shareholder in the company and the value of the company is considered an asset the tenant holds. Tenants must submit a copy of their filed corporate income tax return and related financial statements. The Balance Sheet showing retained earnings and shareholder loans must be included.

A copy of the Notice of Assessment which a tenant receives from Revenue Canada must be submitted as well.

Revenue Canada advises that all corporations must file an income tax return every year and it must be filed within 6 months of the corporation's year end.

\*\*\* Please note: For tenants who have started companies in between annual income verification dates, an exception will be made and tenants may just submit financial statements that have been prepared by an accountant, as long as they include the above information. If tenants have prepared these financial statements themselves, the Society will ask for supporting documents. This exception will be allowed only once every five years.

### **Sole proprietorship or partnership:**

Tenant who are self-employed who have not formed an incorporated company must submit their filed income tax return (or complete financial statements prepared by an accountant) and Notice of Assessment. They must include the Statement of Business Activities or financial statements as well as T4 or T4A forms for any employees. The Capital Cost Allowance form must also be included.

The Society will review the list of expenses to determine if any are ineligible as some expenses allowed by Revenue Canada may not be allowed for the purposes of calculating rent subsidy. Also required is the Vehicle Expense sheet that shows the division of miles between work and personal use.

For those tenants who become self-employed between annual income verification dates, please note the last paragraph under 'Limited or Incorporated Company' which has been asterisked.

## **INTERNAL MOVES**

1. To be eligible to be put on the Internal Move list **without any occupancy time requirement**, the tenant must:

- have **medical documentation** of a disease or disability resulting in the inability to live in the present unit, without significant discomfort;
- be in a violent or abusive family situation that is substantiated by a Doctor's or Social Worker's letter or a Police Report. **However, the advisability of moving a violent situation from one community to another must be addressed.**
- be **over housed** by B.C. Housing Standards. (Alma Blackwell tenants fall under the Over housing Policy specifically for Alma Blackwell).

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

- Be under housed by ENF/SPAHS Standards (one child per bedroom);
- Apply for special consideration for any of the following reasons:
  - ✓ Where there are employment related **transportation** problems;
  - ✓ Where children have previously and are presently attending **school** in the desired area;
  - ✓ Where the desired housing community is considered their **family neighbourhood**;
  - ✓ Where there is a **social conflict** that can be supported in writing by police or community resource groups (other than for violent or abusive family situations as noted above).

3. Tenants requesting an Internal move will only be considered if there are no arrears on their account with ENF/SPAHS and if there is no history of chronic late rent payments and based on the condition of their unit.

4. ENF/SPAHS reserves the right to authorize internal moves.

#### **INTER-TENANT CONFLICT RESOLUTION**

Tenants who are disturbed by the behaviour of a neighbour are encouraged to first approach the neighbour politely and try to settle the problem themselves.

Tenants may ask for the help of the Property Manager if they have any reason to feel it would be unsafe to approach a neighbour on their own.

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

If disputes are difficult to resolve and/or they involve a large segment of the community, the Society can refer the parties to a mediator to help resolve the situation.

Tenants are encouraged to resolve any disputes over the use of community resources and equipment by applying fair house rules they make themselves. The Society will help them with this process.

#### **JOINT CUSTODY**

Any parent who has a joint custody arrangement of 50% of the time is eligible for a suite that includes a bedroom for each child. However, parents must reside in different developments.

(It would be inappropriate for both parents to live in the same development as this would mean that a total of one or more bedrooms would be empty in that complex 100% of the time.)

Joint custody parents must provide either a court order or documentation from the other parent confirming ENF's/SPAHS' tenant has custody 50% of the time.

## **LATE RENT FEES**

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

## **MOVE-IN/OUT SUITE INSPECTIONS**

Property Managers must always do an Inspection of the premises with the new tenant prior to move-in. The Move-in/out Inspection Form should be completed so that there is no question upon move-out what the condition of the unit was in upon move-in.

Ensure the new tenant signs the Move-in Inspection Form and dates it, which indicates that the Inspection is acceptable to them.

Property Managers need to book an appointment with an out-going Tenant for a mutually convenient time to conduct the move-out inspection. Tenants must be given two choices of time in order to conduct the move-out inspection.

Well in advance of move-out, the Checklist for Vacating Tenants form should be given to the tenant which thoroughly explains what ENF/SPAHS expect the tenant to clean/repair upon move-out. The Property Manager should also conduct a Pre-move-out Inspection around mid-month so that they can plan for any trades which may be required to do work in the unit after the move-out.

A Move-out Inspection should be conducted once the tenant is completely finished moving and cleaning the unit.

## **NOTICE TO VACATE**

Under the Residential Tenancy Act, Tenants are required to give one clear month's notice of their intention to move out of their unit (i.e. on the **last** day of the month **preceding** the last month they intend to live in the unit.

## **NSF CHEQUE FEES**

All cheques returned marked Non-Sufficient Funds will be charged an NSF fee of \$25.00 per the relevant section of the Residential Tenancy Act.

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

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

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

## **OVER & UNDER-HOUSING**

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

- No more than two and no fewer than one person per bedroom
- Spouses and couples share a bedroom
- Parents do not share a bedroom with their children

- Dependents of the same sex age 18 or over do not share a bedroom
- Dependents of the opposite sex over age 5 do not share a bedroom

The Society follows the national occupancy standards. The Society will attempt to relocate Tenants to an appropriate-sized unit in the same development if their family size changes to qualify them as either over or under housed.

If an appropriate unit in the same development cannot be found within 6 months, the Society will try to place the Tenant in suitable housing in another development within the portfolio. If a unit does not become available at the end of that period the Society may issue a 60-day termination notice.

If the Tenant refuses placement in a suitable unit without a valid reason, the Society may issue a 60-day termination notice.

## **PARKING**

- All Tenants with vehicles shall register them with the Property Manager and may be assigned a regular parking spot;
- At properties with less parking stalls than suites, parking spots will be assigned on first come-first served basis;
- The parking areas are to be used for vehicles and bicycles only. Storage is not allowed in parking areas;
- Vehicles and the spaces they occupy must be kept in a maintained and clean condition. Leaks are to be repaired immediately and the vehicle is to be parked off the property until the necessary repairs are made; failure to clean oil leaks within a reasonable time frame after being notified to do so by the Property Manager will result in a clean-up charge to the Tenant;
- Repairs are not to be done in either the parkades or parking lots;
- All vehicles on ENF/SPAHS property are required to be roadworthy. If a vehicle in any parking area of one of ENF's/SPAHS' buildings is inoperable or uninsured, it will be subject to towing with all costs to the tenant. Vehicles may only be stored for 3 months out of any 12 month period;
- Tenants may only park in their assigned spots. Parking on internal roadways/laneways is prohibited;
- Only those propane vehicles that are equipped with a "Stop-fill Valve" (which prevents the tank from being filled over 80% capacity) will be permitted to park in any of ENF's/SPAHS' parkades.
- Diesel vehicles must meet current safety standards as established from time-to-time by ICBC.

### **Visitor Parking**

Visitors may only park in designated Visitor Parking areas.

### **PETS**

With the exception of Alma Blackwell, no ENF/SPAHS buildings allow pets such as dogs and cats, other than **registered companion assist animals (ie: seeing eye dogs, hearing assist dogs, physical assist**

**dogs).**

However, with the written consent of the Property Manager, the following **confined animals** may be kept as pets:

- Fish
- Birds (no more than 2 of the non-exotic variety. Non-exotic to be defined by the Property Manager. As well, consideration should be given to the amount of noise a particular species may create.)
- Gerbils, hamsters, guinea pigs & rabbits
- Small aquarium-type non-poisonous reptiles

Exceptions to the above Policy are:

**Natalia Terrace** – all pets “Grandfathered”

**Jessica Place** – all pets “Grandfathered”

**Newton Green** – all pets “Grandfathered”

**Rosemary Green** – all pets ‘Grandfathered:

**No new pets will be allowed at Natalia Terrace or Jessica Place effective October 19, 1994. No new pets will be allowed at Rosemary Green or Newton Green effective July 1, 2008.**

The term “Grandfathered” means when the existing pet dies or moves, the unit will become a NO PET UNIT and will fall under the above ENF/SPAHS No Pet Policy.

#### **PET POLICY – ALMA BLACKWELL (ONLY)**

##### **Definitions:**

“**Pet(s)**” shall mean any domesticated animal(s) listed below as approved to live at Alma Blackwell and which is/are harboured or kept by a tenant;

“**Premises**” refers to both the suite & common areas (which are an extension of tenants’ homes) of Alma Blackwell;

“**Complaints**” shall mean a written, dated & signed document that goes into the Pet Owner’s file.

##### **Preamble:**

Pet Owners are responsible for extra maintenance costs due to pet ownership such as:

- Repeat carpet cleaning until no trace of animal odour remains (in some cases carpet replacement will be required)
- Mending all areas of carpet shredded by animal scratching
- Filling gouges in drywall made by animal scratching
- Mending tears in screens made by animals
- Mending curtains or blinds damaged by animals
- Removal of earth in a neighbour’s garden where a pet has urinated or defecated & replacement of fresh earth
- Exterminating of fleas

### **Conditions of Pet Ownership:**

The following animals are welcomed at Alma Blackwell:

- **1 only** – Spayed/Neutered **indoor cat or dog** (dogs must be no more than 20” high at the shoulder when fully grown, except registered Guide Dogs);
- **2 only** - small **caged** animals (such as gerbils, hamsters, guinea pigs & rabbits)
- **Fish**
- **Birds** (no more than 2 of the non-exotic variety. Non-exotic to be defined by the Property Manager. As well, consideration should be given to the amount of noise a particular species may create. Large birds such as parrots & cockatoos are **not** permitted).
- **Small aquarium-type non-poisonous reptiles** (snakes, rodents such as rats & mice are not permitted).

### **Upon move-in the following documentation is required in order to keep pets on the premises:**

- Proof of spaying/neutering (certificate from veterinarian);
- A picture of the pet is required on file;
- Proof of an on-going flea maintenance program for cats & dogs is required (letter from veterinarian);
- Proof of licensing as required by the City of Vancouver.

Upon any written complaint regarding the behaviour of a pet, the Property Manager will issue a written warning. Upon three written complaints, the Property Manager will send a letter advising the Pet Owner to remove the pet permanently from the premises.

### **PETS – VISITING**

Pets may only visit in tenants suites with their owners present (‘babysitting’ of pets by ENF/SPAHS tenants is not allowed).

Dogs must be on a leash at all times when on the common property and must be accompanied by either their owner or another adult; cats may not be on the common property at any time.

Pet owners must pick up after their animals while on the common property, while they are passing through the common property to walk their animals off the property.

Pets are not allowed on or near any children’s play areas.

### **PRIVACY POLICY PROCEDURES**

The Privacy Officer is the Executive Director of ENFHS/SPAHS who is located at the Head Office of the Society.

Tenants have the right to view their file to ensure its accuracy. Tenants who wish to view their tenancy files must put their request in writing to the appropriate Property Manager, who will then forward it on to the Society’s Privacy Officer. ENF/SPAHS will respond in writing within 30 days, advising of where and when the file may be either viewed or copies attained. Copies will be made at a modest cost to cover the cost of the paper and the labour involved in copying the file.

If someone wants to make a correction to their file, they will need to provide written documentation to verify the correction.

If after viewing their file, individuals have a complaint about the contents, they need to put their complaint in writing to the Privacy Officer.

**Any third party information will remain confidential by severing it from the files before they are viewed, copied or released.**

Any publicly available minutes or records of discussion that contain a Tenant's or applicant's financial, medical, and personal information will be written in a way that conceals their identity.

No information on a Tenant or applicant will be shared with any outside party without their consent except:

- when the information has been summonsed by a court;
- for use or review by the funding agency;
- for use in debt collection by a person or firm authorized by the Society;

References will only be given out if a vacating tenant has signed a Reference Permission Form. If tenants do not sign one of these Forms before they vacate, ENFHS/SPAHS will not be able to provide prospective landlords with a reference.

## **QUIET HOURS**

Tenants are encouraged to give advance notice to neighbours of parties and other events that may be noisy and to ask neighbours to let them know if the noise creates a problem.

Tenants are asked to keep noise levels down after 9:00 p.m. on weekdays and 11:00 p.m. on weekends. After those hours all party activities should be moved inside.

Stereo speakers and TVs should be off the floor and away from the walls of adjoining units.

Tenants with pianos, organs or drums should place them on walls that do not adjoin another suite, where possible.

## **RENT COLLECTION**

In collecting rent and rent arrears the Society will conform to the relevant sections of the Residential Tenancy Act.

Rents are due in full on the first day of every month and will be considered overdue on the second day of the month. On the second day of the month either a "Friendly Reminder" will be issued to tenants who have not yet paid their current month's rent or a Notice to Vacate will be issued, at the discretion of the Property Manager.

Managers may occasionally allow Tenants to pay rent late, but *only* if the Tenant has made arrangements *before* the rent is due, and the Manager and the Tenant have agreed to a new due date. Such arrangements apply **only** to the current month's rent and **must be in writing**. A 10-day notice to vacate may be issued at this time to cover the Society's interests.

The Manager may issue a 10-day Notice to Vacate to any Tenant whose rent is past due, but may withdraw the Notice if the rent is paid within five days. However, repeated late payments may be grounds for a termination of the tenancy.

It is preferable if Property Managers can obtain post-dated cheques from tenants whenever possible.

In the event that two NSF cheques are received, a letter shall be sent to the tenant stating that rental payments will only be accepted in the form of a certified cheques or money order.

Per the relevant sections of the RTA, a \$25.00 NSF cheque fee is payable on all NSF cheques, as well, as a \$25.00 late fee on rent payments. It is preferable not to accept cash payments as a protection for both the Property Managers and the Tenants.

All offices should have a sign clearly displayed from the exterior, which states there is no cash on the premises.

Cheques or money orders that are left in an office mailbox or under the door of an office are done so at the Tenant's own risk. In case of theft or loss, the Tenant is responsible for outstanding rent and any bank charges that are incurred (ie: stop payments).

A termination of tenancy for non-payment of rent does not absolve the tenant of her/his responsibility to pay any back rent owing.

All rents and charge-backs that are outstanding when a tenant vacates the suite will be forwarded to a collection agency.

#### **RENT INCREASES – MARKET UNITS**

Tenants paying market rents at Alma Blackwell & Newton Green will receive three months written notice of an increase in the rent.

#### **SATELLITE DISHES**

Small satellite dishes may be installed on Entre Nous Femmes Housing Society/SPAHS buildings with the following conditions:

- 1) Each request must be put in writing to the Property Manager before installation. **Each request will be considered separately** (refer to Point 2 below) and the Tenant, prior to installation, must receive a written decision by the Property Manager.
- 2) The Property Manager will decide the location of any satellite dish installed on an ENFHS/SPAHS building. **Depending on the location of a suite, there may or may not be a suitable location found for such an installation.**
- 3) The preferred method of installation is on a freestanding small exterior table that is placed so as not to be visible from the street.
- 4) **No roof installations will be permitted under any circumstances.\*\*\***
- 5) Electrical cords must enter the building via the Tenant's window or door as long as these items are discreet and unobtrusive in the opinion of the Property Manager.
- 6) Placement of the dish must be in an unobtrusive location and may not face any common areas of the property.
- 7) The dish may not be attached to any trees or shrubs on the property.

- 8) Tenants are responsible for any damage to the building that is caused by its installation and/or use.
- 9) A professional satellite dish installer must do all installations. Written references on the installer must be provided to the Property Manager.
- 10) ENFHS/SPAHS will not be responsible for any damage done to a dish either by their in-house maintenance technician(s) or by sub-contractors.

### **SUITE ENTRY**

The Landlord may enter the rental unit only if one of the following applies:

- i) At least 24 hours and not more than 30 days before the entry, the landlord gives the tenant a written notice which states a) the purpose for entering, which must be reasonable, and b) the date and the time of the entry, which must be between 8 a.m. & 9 p.m. unless the tenant agrees otherwise;
- ii) There is an emergency and the entry is necessary to protect life or property;
- iii) The tenant gives the landlord permission to enter at the time of entry or not more than 30 days before the entry;
- iv) The tenant has abandoned the rental unit;
- v) The landlord has an order of an arbitrator or court saying the landlord may enter the rental unit;
- vi) The landlord is providing housekeeping or related services and the entry is for that purpose and at a reasonable time;

The landlord may inspect the rental unit monthly in accordance with the Act.

If a landlord enters or is likely to enter the rental unit illegally, the tenant may apply for an arbitrator's order under the RTA, to change the locks, keys or other means of access to the rental unit and prohibit the landlord from obtaining entry into the rental unit. At the end of the tenancy, the tenant must give the key to the rental unit to the landlord.

### **TENANT COMMUNICATION, DISPUTE RESOLUTION & GRIEVANCES**

The Society recognizes the right of all Tenants to arbitration under the Residential Tenancy Act, but the Society will attempt to resolve landlord-tenant disputes in a non-adversarial way whenever possible.

The RTA allows Landlords and Tenants to waive Arbitration on a case-by-case basis if they both agree to it *in writing*.

Tenants are first asked to put any complaints *in writing* to the Property Manager, clearly itemizing all concerns.

A Tenant who is dissatisfied with the decision of a Property Manager should attempt to resolve the issue in face-to-face discussion with the Property Manager.

Tenants may appeal disputed management decisions to the Executive Director *in writing* by stating the nature of the complaint and including a description of what attempts at resolution have been made so far and what the Tenant thinks would be a satisfactory resolution to the matter.

If after these steps a Tenant is not satisfied with the Executive Director's decision, they may either send a letter to the Board of Directors again itemizing the nature of the complaint, the attempts at resolution and the outcome they would like to see to resolve the issue or take the issue directly to the Residential Tenancy Branch for Arbitration.

### **TENANT FUND RAISING**

Tenants are welcome to fundraise for improvements to their resident communities upon certain conditions being met to the satisfaction of the Executive Director:

- 1) The Tenant(s) have consulted with the Property Manager(s) about their intentions and operate in a collaborative manner at all times with the Property Manager(s);
- 2) The Tenant(s) agree to full disclosure of their activities and their funds at all times to the Property Manager(s);
- 3) The Tenant(s) do not present themselves to anyone as representatives of the Society without the prior written approval of the Executive Director of the Society;
- 4) The Tenant(s) demonstrate that their actions are supported by a majority of the community's residents;
- 5) The Tenant(s) do not at any time create any liability or potential liability for the Society and must not endanger the Society's physical assets.

### **TENANT INSURANCE**

Tenants are advised to carry adequate insurance covering personal property and third party liability claims.

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

This type of insurance is commonly referred to as "Renters' Insurance" or "Content Insurance".

(The Landlord is responsible for the property (building) insurance only.)

### **TENANT INVOLVEMENT**

When asked by Tenants, the staff of ENFHS/SPAHS will provide guidance where time allows for tenant initiated committees and/or activities.

Tenants are also encouraged to apply to sit on the Board of Directors of the Society.

### **TENANT MAINTENANCE REQUESTS**

Tenants who want work done to their unit must complete and sign a Request for Repairs Form indicating the type of work required and its urgency and when ENF/SPAHS or its sub-contractors may enter the suite.

### **TENANT MAINTENANCE RESPONSIBILITIES**

Tenants must maintain ordinary health, cleanliness and sanitary standards in and around their units. They are responsible for keeping their units and private outdoor areas free of hazards, including flammable substances.

Patios and balconies may not be used for storage.

Tenants should wash their own windows inside and out if they can reach them safely.

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

All garbage must be bagged and placed inside the dumpster, never left outside it. Recycling must be properly sorted and placed in the appropriate recycling bins.

Tenants shall leave their units clean and in good condition when moving out.

Tenants are responsible for repairing damage caused by their own acts or negligence and those of their guests, but not for normal wear and tear.

### **TENANT PAINTING & ALTERATIONS**

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

Tenants who wish to paint their own units must have the colour and paint approved in writing by the Society. This written agreement will also state that the Tenant is responsible for putting the colour back to the original off-white prior to move-out or will pay the cost to have this work done on move-out.

Tenants may not add to or alter either the structure of the interior or exterior of their unit and may not put up any outside buildings or structures, including fences, without the written permission of the Property Manager.

### **VIOLATION OF THE LAW**

Property Managers should always advise Tenants to call the police at 911 if they are witness to or victims of violence. Tenants should give the police all the particulars in regard to the incident and if the Tenant wishes to remain anonymous, make sure they state that clearly to the police. They should get the Constable's name and badge number as well as the report number.

Tenants should give the Property Manager a signed, written complaint stating what, where, when and who was involved in the incident and include all of the information provided to the police if the incident relates to another member of the community in which they live.

The Property Manager should then follow up with a formal, written letter to the offending Tenant stating that a complaint has been filed against them, providing all the details and advising of the police file number. The confidentiality of the Tenant complaining must not be compromised in any way.

The Property Manager's letter should indicate that the Tenant has the right to give their side of the story in writing to the Property Manager, as well.

It is ENFHS/SPAHS policy to give Tenants' the opportunity to correct a situation and make any necessary changes to avoid future incidents. However, in situations of a repeated, serious nature, and if no change is visible after the third letter of warning, an eviction notice may be served.

However, an incident may be deemed so serious to the well-being of the community as to warrant immediate termination of tenancy

## **VISITORS' POLICY**

Any guest who stays longer than 14 days in a three-month period must have the written approval of the Property Manager to do so.

Otherwise, the individual will be considered a tenant, in which case they will need to declare their income and be registered on the lease. BCHMC will have to be notified of this change in tenancy. Steps to follow if the visitor stays longer than 2 weeks without written permission may include:

- Ask the tenant to have the individual produce proof of residency elsewhere.
- If the tenant wishes the visitor to live with them permanently, then the visitor will have to be put on the lease and provide proof of income so that a new Subsidy Application can be completed. (Neither the Property Manager nor the Tenant selection groups may withhold approval of these people without just cause, however, the Society retains the right to extend tenancy at all times.)
- If the situation does not work out and the tenant asks the visitor to leave, the visitor can be taken off the lease and a new Subsidy Application submitted for the original tenant only.

If a tenant refuses to cooperate in putting a permanent “visitor” on the lease, the Society can refuse subsidy.

## **WADING POOLS**

Wading/Swimming pools or any other recreational play items should not be installed on the common property of any of the Societies' developments because of liability concerns (ie: health issues with the water, safety issues, maintenance issues).

ENFHS/SPAHS will not be held responsible for any accidents or physical damage to the property as a result of use of a pool or any other play item on the property. Tenants will be held responsible for any costs due to resultant damage.

<p style="text-align: center;"><b>TENANT MAINTENANCE RESPONSIBILITIES WHILE LIVING IN ENF/SPAHS COMMUNITIES</b></p>
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### **Interior Suite Maintenance**

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

Curtains should be regularly washed in cold water only and hung to dry and mended as required.

**Carpets** - Carpets should be professionally cleaned at least once a year. (Hint: Baking soda and white vinegar can be used to remove stains.) Contact your Property Manager for a contractor who will give preferred rates to Tenants.

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

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

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

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

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

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

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

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

All refrigerators contain drains located either under the crispers or under the freezer compartment. These drains must be kept clear of food debris.

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

**Walls** - For scuffs on walls, lightly wash with a mild detergent. Do not scrub hard, as this will remove the paint. ENF/SPAHS is only authorized to repaint suites once every 5 years. However, Tenants can paint at their own cost if they request permission in writing from the Property Manager beforehand and use the same type of paint as ENF/SPAHS uses.

This permission will generally be given on the understanding that the suite will be returned to its original color or condition upon move-out at the Tenant's expense.

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

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

*Please note: Suites without windows in the bathrooms should run their fans for approximately 2 hours after a bath or shower.*

### **Exterior Suite Maintenance**

**Balconies** - gardening in pots and planters is allowed as long as the containers have pans to catch the water. (See Balcony Railings & Window Sills Policy & Balconies/Patios Policy). However, any damage to property resulting from these will be at the Tenants' expense. Drains must be kept clear at all times. Any accumulation of algae-like substance should be cleaned with an environmentally friendly cleaner.

**Bird Feeders** - are not allowed as they attract rats, squirrels and other vermin to the property.

**Garbage** - If children cannot reach over the garbage container to throw garbage into the containers they should not be allowed to take out the garbage. The garbage container lids must always be closed after use. Garbage must not be stored either inside or outside of the suite. Garbage must be wrapped and tied and placed in the container provided for the complex. Do not leave garbage in parking stalls.

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

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

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

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

**Recycling** - All of the communities have recycling facilities. Tenants are asked to please avail themselves of this service. If anyone is unsure of how to recycle, please see the Property Manager.

**Shoveling snow/de-icing walkways** - Every Tenant must take responsibility for keeping the area surrounding their unit clean of snow and ice in the cold weather and free of leaves and debris the rest of the year.

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

### **GENERAL INFORMATION ON FIRE HAZARDS, SECURITY & SAFETY ISSUES**

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

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

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

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

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

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

**Fire Extinguishers** - extinguishers are not supplied with the unit, however, ENF/SPAHS do encourage Tenants to purchase their own and keep them close to the stove.

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

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

Remember if you have to evacuate your home; do not go back in until you are told it is safe to do so.

**Locks** – Tenants must not change their locks unless they receive written permission from the Property Manager. In the event of an emergency whereby a Tenant must change their locks, they must supply a copy of the key to the Property Manager and the new lock must be keyed to the master key for the property. If access is required and a Tenant has changed the lock without providing the Property Manager with a key, the unit will be opened and the cost charged back to the Tenant.

**Security** – Educate your family not to open the door to strangers.

Never leave “Burglar Welcome” signs such as:

- An accumulation of mail, newspapers or flyers;
- A dark house or exterior at night.

Use times on interior lights when you are away from home for an extended period.

Your home should always have the appearance that someone is home when you are out.

Tell a neighbour or family member if you are going to be away; a watchful neighbour is the best defence!

If you see strangers hanging around the buildings, please contact the Property Manager or the police.

**Smoke Alarms** – these devices can collect dust, which can set them off, as can cigarettes. They should be dusted regularly, particularly in the fall when heaters are turned on and windows are closed. Do not remove, unplug or cover a smoke alarm. Tenants should test smoke alarms monthly by simply pushing the test button. If they do not work, immediately contact the Property Manager.

**Sprinklers** – these devices must not be hit as they will activate and flood the suite in minutes. Do not hang anything from sprinkler heads!

***Residential Tenancy Act – a copy of the RTA is available at the Society's Head Office for review by Tenants (but it cannot leave the office); or you can pick up a copy at any government agent's office.***

## **EMERGENCY ON-CALL PROCEDURES**

**1)** During regular workdays (Monday - Friday 9:00 a.m. - 4:00 p.m.), please call the site office and leave a message for the Property Manager. Property Managers check each site office telephone for messages several times throughout the day. For your reference, here are the site telephone numbers:

- **Alma Blackwell**           **(604) 254-8104**
- **Antkiw Court**           **(604) 251-5659**
- **Beatrice Terrace**       **(604) 451-4412**
- **Constance Court**       **(604) 255-6335**
- **Evelyn Estates**         **(604) 589-4493**
- **Jessica Place**           **(604) 589-1163**
- **Margaret Heights**       **(604) 980-1435**
- **Natalia Terrace**         **(604) 451-1722**
- **Newton Green**          **(604) 543-6176**
- **Rosemary Green**       **(604) 543-5545**

**2)** If the matter cannot wait for a couple of hours until the Property Manager returns your call, please call our Head Office at **(604) 451-4412**.

**3)** After regular working hours (Mondays - Thursdays 4:00 p.m. to 9:00 a.m.; Fridays from 4:00 p.m. to Mondays at 9:00 a.m., including all Statutory Holidays), please call **(604) 527-4829 in the event of emergency only**. Please do not call this number during regular working hours. **This is an emergency after-hours service only** for matters that cannot wait until the next business day.