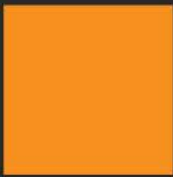


# Tenant Handbook



Victor Davis  
Memorial Court  
Non-Profit Homes Inc.

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LOOK AT: SPCA, low cost spay neuter clinics, and Mission, Values, CAW,

## Welcome Home!

Welcome to **Victor Davis Non-Profit**. We're happy that you've chosen to make **Victor Davis Non-Profit** your home.

This handbook contains helpful information about living here. We encourage you to read it carefully and to ask staff members if you have any questions.

## About Victor Davis Non-Profit

**Victor Davis Non-Profit** houses **families, couples and single people at 87 Neeve St. in Guelph**. Some tenants pay market rent and some pay rent that is geared to their income. All tenants are encouraged to make **Victor Davis Non-Profit** their home.

**Victor Davis Non-Profit** is a ten storey private non-profit social housing building close to downtown Guelph in "The Ward" neighbourhood, with rent geared to income (RGI) and Market rent (lower end of the market rent) apartment units close to downtown Guelph overlooking the Speed River, and is close to parks, walking trails and community services.

114 households live in **Victor Davis Non-Profit, on ten storeys made up of:**

- 77 Two Bedroom, of which 9 are accessible
- 18 One Bedroom, of which 9 are accessible
- 18 Three Bedroom

All of the units have a balcony and their own storage room. There is an underground parking garage as well as limited above ground parking for visitors. The parking lot in front of the building is shared with the building next door. Access is by two stairwells and two elevators. The building has on site laundry with washers and dryers and a laundry card reload kiosk provided by Coinamatic. Our Community Room can be reserved by tenants, and community groups that serve our tenants. There is a fenced playground located at the west side of the building for the use of our tenants and their visitors.

We follow provincial, regional and municipal law when operating our non-profit housing corporation. Our organization is overseen by a group of committed, professional people who volunteer their time to run our Board. The Board provides oversight and strategic direction to our staff and ensures long term planning and sound financial and risk management are in place.

Our annual operating expenses are paid through rent from tenants and provincial subsidies managed by the County of Wellington Housing Services. We also save money from year-to-year to replace things like heating boilers, mechanical systems and upgrades to our elevators.

**Victor Davis Non-Profit** is committed to environmental sustainability. Our organization investigates sustainability and invests in more efficient technology. We work hard to minimize our impact on the environment. We have installed energy efficient boilers and make up air units and recently installed LED lights in all of our unit and building lighting fixtures which reduces the kilowatt hours of energy use and means that tenants are not having to replace light bulbs. Our tenants play an important role in our commitment to sustainability. More information is available on page #.

## Our History

Our building was named after Victor Davis, Canadian Olympic and World Champion swimmer who lived in Guelph. Davis was named Swimming Canada's Athlete of the Year three times and the Canadian government made him a Member of the Order of Canada. He was voted into the Canadian Olympic Hall of Fame (1985), Canada's Sports Hall of Fame (1990) and the International Swimming Hall of Fame (1994). After his tragic death, Victor's expressed wishes were fulfilled that his organs be donated to help save the lives of others. The swimmer's heart, liver, kidneys and corneas were transplanted.

Each year since Victor's death, awards are made by the Victor Davis Memorial Fund to help young Canadian swimmers continue their education while training in pursuit of excellence at the international level of competition. To date, more than 86 athletes have benefited from this award, and many of them have gone on to have successful swimming careers. The Victor Davis Pool and our building stand as part of his great legacy to the Guelph community.

**Victor Davis Non-Profit** was formed in Guelph in **1992** by The Canadian Auto Workers, who were committed to establishing non-profit housing throughout southern Ontario and wished to honour Victor's legacy here in Guelph. It was first tenanted in 1994.

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## Our Mission

*Telling incoming tenants your mission and values can help them understand your organizational culture.*

The mission of **Victor Davis Non-Profit** is to provide well maintained, affordable housing to individuals, couples and families in Guelph. \_\_\_\_\_

We have 18 special needs units that are wheelchair accessible. Some of our tenants with special needs retain the services of Guelph Independent Living, which has office space at our building on the first floor. The skilled, caring staff are on site 24 hours per day, providing personal care on a contracted basis to tenants with special needs.

## Our Values

**Victor Davis Non-Profit** cares about:

**Strong communities:** We believe that affordable housing is the cornerstone of strong, healthy and vital communities, and that collaboration between our organization and community service providers ultimately serves tenants and the community best.

**Diversity:** We welcome diverse staff, volunteers, and tenants.

**The environment:** We are committed to creating a healthy environment for current and future residents of the City of Guelph.

## Office Hours

**Victor Davis Non-Profit'** administrative office is located on the main floor of the building at 87 Neeve Street and is open 8:30 a.m. to noon and 1:00 p.m. to 4:30 p.m. Tuesday through Friday.

We have two on site Superintendents who have an office located just off the lobby and live in apartments on the first floor. The Superintendents work during the week, and share on call emergency service during evenings and weekends.

During office hours, all tenant maintenance enquiries are forwarded to the office. Outside of office hours, the superintendent on duty forwards the tenant maintenance emergency line to their cell phones to provide emergency coverage.

## Important Phone Numbers

Superintendent on duty	519 821-2177
24-hour Emergency Maintenance	519 821-2177
Property Administrator	519 821-7518
County of Wellington, Housing	519 -822-7822
CMHA	

Landlord Tenant Board 1-888-332-3234

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Fire, Police & Ambulance 911

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Two Rivers Neighbourhood Group 519 837-4248

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County of Wellington Housing Services

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Ontario Works

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Ontario Disability Support Program

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Rogers Connect for Success 1-866-794-6792

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Here 24-7 Mental Health Helpline 1-844-437-3247

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Tele-Health Ontario 1-866-797-0000

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Ontario Poison Centre 1-800-268-9017

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Kids Help Phone 1-800-668-6868

## Roles of Victor Davis Non-Profit Staff

*Explaining the different roles of each of your staff members helps tenants understand who to contact for which concern/question. Ensure that you highlight how each staff member might interact with tenants.*

### Property Administrator

Oversees the day-to-day management of our building and reports to the Victor Davis Non-Profit Board of Directors.

### Assistant Property Administrator

Handles correspondence, calculates rent-g geared-to-income (RGI), household reviews, answers the phone, does the accounting, work orders and invoices.

### Superintendent

Building maintenance and some of the cleaning.

### Board of Directors

The **Victor Davis Non-Profit** Corporation is governed by a board of directors. All of the directors volunteer their time to be on the board.

### Tenant Group



Organizes tenant social events. Meet monthly to look at upcoming events, provides feedback to staff. This is an open group, and tenants are encouraged to join. Visit the Victor Davis Tenant Group Facebook page, or drop by to the Community Room during Coffee Hour.



## Moving In

*What can tenants expect from the move-in process? In this section, describe move-in procedures and any steps your tenant will need to take to prepare for moving into their new home.*

The Property Administrator will arrange a move-in day for you.

### Move-In Day

#### Pre-move in Inspection

When you pick up your keys, the staff will do an inspection of your new home with you. Any problems with the unit will be written down on the inspection report, which you will review and sign and work orders prepared. We may take photos of the unit before you move in. We will conduct a pre-move out and final move out inspection for any wear and tear or damage.

#### Locks and Keys

Before you move in, **Victor Davis Non-Profit** will install a new lock on your door. You will receive two keys for your unit, two keys for the exterior doors of the building, two keys for your mailbox and a Coinmatic reloadable laundry card. If you are assigned a parking space, you will be provided with a parking access card which works for entry to the building via the parking tunnel, front lobby door and to the elevator at the underground parking garage. If you lose or damage any of these keys/cards, **Victor Davis Non-Profit** will charge for their replacement.

If you want your unit door lock changed, we do this for you. A fee will be charged to cover the cost of staff time and the cost of a new cylinder, and for the unit door key unless you return the unit key to us. Extra locks can only be non-locking chains and require the permission of the Property Administrator. Units must be accessible in case of emergency or if conducting pre-arranged maintenance while you are not at home.

Leaving a spare key with a trusted neighbour or friend is the best way to avoid being locked out of your home. If you are locked out of your apartment, **Victor Davis Non-Profit** will charge a daytime fee to let you back into your unit after regular office hours. you may be required to show identification to the Superintendent.

### **Booking the Elevator**

Once you have arranged to book the elevator with the Property Administrator, during the hours of 8:00 a.m. and 10:00 p.m.. Reservations are taken on a first come-first served basis and moves are for no more than three hours at a time. Contact the superintendent ten minutes before your arrival and he will meet you and your truck at the rear driveway outside door marked Move In Room. When you are finished moving, call the Superintendent so that he can put the elevator back in regular service for other tenants to use. During an emergency where only one elevator is operational, use of the elevator for moving may be rescheduled.

### **Disposing of Moving Boxes**

Cardboard boxes must be broken down and tied in bundles before being placed along the back wall of the Recycling Room on the first floor.

### **Recycle Bins**

There are bins in the Recycle Room on the first floor marked. Please recycle responsibly and put rinsed out and clean containers in the designated bins. Recycling is collected twice per week.

### **Smoke Free Building**

Victor Davis Non-Profit is proud to go SMOKE FREE!

We are proud to join many other residential buildings in Guelph and Ontario to become smoke free. A smoke free environment is optimal for the health of our tenants, staff, guests and contractors. If you signed a lease after May, 2018, all of your unit including your balcony is smoke free. Common areas including the stairwells, hallways, playground, community room, laundry rooms, underground parking, lobby and offices are already smoke free. No smoke from any source is allowed in common areas. Tenants whose leases were signed before May, 2018 have units that are not designated as smoke free. Tenants who wish to designate their unit as smoke free may do so by reviewing our smoke free policy and conditions and signing the smoke free form. Ask our staff if you want to designate your unit as Smoke Free.

### **Your Lease Agreement**

Prior to moving in, you will be required to sign a lease agreement, which is a legally binding document. The Property Administrator will review the terms of the agreement with you and

answer any questions Keep a copy of the lease for your records. The Lease sets out the law and Rules of our organization. Please read this and familiarize yourself with this.

Some of the provisions of our lease are:

No Sublet/Assigning unit

Notification of household changes

Notification of changes in income

Tenant Insurance

Prior to moving in you will be required to sign a lease agreement, which is a legally binding document. The property manager or administrative assistant will review the terms of the agreement with you and answer any of your questions. Keep a copy of your lease for your own records.

## Parking

*What are your organization's rules for parking? Is there parking reserved for visitors, or moving tenants? Also: are there any car sharing or carpooling services located on or near your property?*

Parking spaces are assigned on a first come-first served basis to tenants who are licensed drivers with valid vehicle ownership and insurance. This information must be provided to the Property Administrator yearly. Tenant may be assigned one space for each licensed driver, with no more than two spaces per unit. Currently there is no tenant fee for the parking space.

Parking spaces are assigned in the underground parking garage. You will be provided with parking access cards for each vehicle. You may not sublet or assign your parking space to anyone else, and you must advise the Property Administrator right away if you no longer need your space or lose or damage your access card. Parking access cards will be provided when you sign your lease. Should you lose or damage your parking access card, you are required to report it immediately. Unauthorized vehicles in the underground parking garage or above ground parking lot may be towed without notice at the vehicle owner's expense.

If someone else parks in your assigned space, please contact the Property Manager or the superintendent after hours.

## Tenant Insurance

**Victor Davis Non-Profit** is not responsible for your personal property or damage you cause to other people or property. Our insurance covers our property only. **Victor Davis Non-Profit** is only responsible for damage to your personal property if it is proven to be caused by negligence on our part. Victor Davis Non-Profit requires you to have tenant's contents insurance to protect your belongings against theft, fire or other damage, and liability coverage for any damage you may cause to others or the building. Insurance typically costs between \$10 and \$25 per month, depending on the insurance company and the specifics of your household and contents. Check

your local insurance provider and review the fine print including all conditions, exclusions and the deductible before deciding on an insurance policy. Tenant Insurance is a condition of your lease. You will be required to ensure insurance coverage in good standing at all times and to provide a copy of your insurance policy summary to the Property Administrator showing that it is paid and in good standing.

Local providers of tenant insurance include:

SoHo Insurance. <http://www.sohoinsurance.ca/index.php/tenant/>

**State Farm Insurance.** <https://www.statefarm.ca/insurance/home-and-property/renters>

**RBC Insurance.** <http://www.rbcinsurance.com/homeinsurance/index-tenant-insurance.html>

**TD Insurance.** <http://www.tdinsurance.com/products-services/home-insurance/shop-and-buy/about.jsp#tenant>

**The Co-operators.** <http://localagent.cooperators.ca/Renters-Insurance-in-Ontario>

## Utilities

The cost of utilities (heat, hydro, water, hot water) is included in your monthly rent at amounts set by the Province with . To keep the building's costs down, **Victor Davis Non-Profit** suggests reducing your electricity consumption whenever possible. Some suggestions for making your home more energy efficient are included **in Appendix 4.**

## Telephone, Cable, Internet

**Victor Davis Non-Profit does not have any cable or internet service. Cable is available through Rogers, Bell, or \_\_\_\_\_.** Rogers service includes a security channel that shows who is coming in the lobby door. **The security channel in this building is \_\_\_\_\_.**

You can contact the cable company directly if you want service:

**Rogers Cable,** 1 800 929-5723. [www.rogers.com/tv](http://www.rogers.com/tv)

Each **apartment** has at least one telephone jack. In the living room You must call your telephone provider to hook up your own telephone service using the landline. There will be a charge from the telephone provider for setting up your service. Mobile phones are not connected to the building services.

**Bell Canada,** 1 800 668-6878. [http://www.bell.ca/Home\\_phone](http://www.bell.ca/Home_phone)

Rogers

Wightman

There are other telephone service providers.

Enterphone

There is an enter phone service in the outside lobby. Guests and visitors can call your mobile phone and request to be let in. Dial "\_\_\_\_" to let someone in. Do not let anyone in if you do not recognize their voice, or know who they are. Be sure to give your mobile phone number to anyone who will be visiting you at the building requiring access.

Your telephone is connected to the lobby door entry system but will need to be coded so please advise the office of your new number.

Bell Canada, 1 800 668-6878. [http://www.bell.ca/Home\\_phone](http://www.bell.ca/Home_phone)

## Mail and Postal Services

*Where do tenants pick up their mail? Are parcels accepted by a concierge or held at the post office?*

Letter mail and small parcels will be delivered to your unit's mail box, located in the **lobby area of your building**. Larger parcels may be held at the nearest Canada Post office; in that case, a slip with pick-up instructions will be left in your mailbox. Should the building get a Canada Post parcel locker, parcels will be held in the locker with a key placed in your unit's mail box. You use the key provided to open the locker and access your parcel. Then deposit the locker key into the slot at the top of the locker.

If you would like to forward mail addressed to your last home or apartment, Canada Post can arrange this for you, for a fee.

### Parcels from other delivery companies

You can provide your mobile phone number to your parcel delivery company when you order so that they can alert you when the parcel is being delivered. Please provide instructions directly to this company and not to our office. Some tenants find that parcel delivery outlets such as the one at Short Stop Convenience work well. For a fee, they will hold your parcels for you so you can pick them up at their store so that you don't have to be home to get your delivery.

# Paying Your Rent

## Rent Geared-to-Income

Rent-geared-to-income (RGI) is subsidized rent. A tenant paying rent-geared-to-income will normally pay rent equal to about 30% of the combined gross income of everyone living in the home, plus some utilities and additional charges such as parking, or cable TV. There are special set amounts for people who receive benefits from Ontario Works or Ontario Disability Support Program. The provincial government sets the rules for how RGI is calculated.

### How Your Tenant Rent Contribution/Rent Is Calculated

If you are an RGI tenant, your rent will change when your income changes. This may be more frequently than once a year. You need to report all changes in income. Even if your income does not change, we will do a review of your income and household size each year. We will ask you to provide updated proof of income and a list of who is living with you at that time.

If you have any questions about how your rent is calculated, please check the attachment to your lease or ask the **(insert staff that calculates rent)**.

### Annual Review Process

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

### Changes in Income and Family – What to Report

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

Under the *Housing Services Act*, 2011, all RGI tenants are required to report any change in household income or household size to the Property Manager within thirty (30) days. If an RGI household fails to report within the designated time period, they may lose their eligibility for rent-geared-to-income. This means that they will have to begin paying the full market rent.

## Market Rent

Market rent is a set amount and at the lower end of a market rent that you would pay if you were renting from a private landlord in Guelph.

## Rent Changes

Market rents increase once a year. You will get 90 days' notice before the market rents go up. The percentage of rent increases are set by the Ministry of Housing.

## Applying for Rent Subsidy

If you are paying market rent now and your income decreases, you can apply for rent subsidy assistance by filling out an application and providing it to the County of Wellington Housing Services in Guelph. Your household will be added to the central waiting list. **There is no special treatment for people who already live in the building.**

## How to Pay Your Rent

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

You may pay your rent by personal cheque, money order, or debit card. Some tenants sign up with their social assistance workers to have the rent paid directly on their behalf. Please do not pay in cash. We are also happy to accept post-dated cheques, which we will hold and deposit on the first day of each month.

Please make cheques payable to: **Victor Davis Non-Profit** and print your name, address and apartment number on the front.

We are working on making automatic withdrawal of rent payment from your bank account each month available to interested tenants. If you wish to participate in this payment plan, please register with the Property Administrator. You may mail or hand deliver your cheque to our office. For after-hours drop off, use the mail slot.

## If You Can't Pay Rent on Time

We want you to be able to stay in your home! If you cannot pay your rent, you should contact the Property Administrator before you miss the payment. She will work with you to make a payment plan that satisfies both parties.

# Rights and Responsibilities

## Privacy Policy

In accordance with its obligations under the *Personal Information Protection and Electronic Documents Act* (PIPEDA), the *Housing Services Act* (HSA) Regulation 367/11, and the *Occupational Health and Safety Act* (OHSA), **Victor Davis Non-Profit** will protect the privacy and confidentiality of the applicants, tenants, employees, board members, volunteers, and other stakeholders by ensuring the appropriate treatment of their personal information, and only access records if required to fulfil a specific requirement.

Personal information will be collected only for the following purposes:

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

All staff, board members, and any other individuals who may have access to applicant, tenant or employee files will be required to sign a confidentiality agreement. **Victor Davis Non-Profit** will never disclose your personal information to other individuals or public bodies except as authorized by legislation, set out in your lease, or through your consent.

When communicating tenant issues to the board, staff will use non-identifying information as much as possible. For example, arrears reports will use codes in place of the actual names of tenants, or summary information will be provided.

**Victor Davis Non-Profit** will destroy personal records after they are no longer needed according to record archive rules \_\_\_\_\_.



To obtain access to your records or to request a correction, you must make a written request to the Property Administrator.

## Household Change

If there is an increase or decrease in the number of residents in your household, even temporarily, you must contact the Property Administrator right away.

## The Residential Tenancies Act

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

Under the act, **Victor Davis Non-Profit** is required to:

- provide all new tenants with written information on their rights and obligations upon entering into a tenancy agreement
  - take reasonable steps to ensure quiet enjoyment
  - maintain the unit and complex in a state of good repair and compliant with municipal standards
  - respect the tenant's privacy with limited entry into the rental unit
  - give the amount of notice when increasing rent in accordance with the Residential Tenancies Act or Housing Services Act if your rent is geared to income.
- 
- **Victor Davis Non-Profit** staff members can enter a rental unit, if written notice of entry is given at least 24 hours before entering, for one of the following reasons:
    - work, repairs or replacements in the unit
    - to inspect, if the inspection is reasonable and for the purpose of determining the state of repair and compliance with maintenance standards
    - for any other reasonable reason specified in the lease.

In the case of an emergency, **Victor Davis Non-Profit** staff members may enter your unit without notice.

# Living in Your New Home

## Pets

*Outline your organization's pet policy. Your policy should be consistently applied to all tenants and should take local by-laws into consideration.*

You are allowed to have a pet as long as it does not disturb other tenants or damage the unit. **City** by-laws may require that you register your animal with the **City**, which helps police and animal control officers reunite you with your dog or cat if they become lost. You can register your dog or cat online or at city hall for a fee.

**City** by-laws restrict the type of animals you can keep in your home. Check with the Property Administrator if you have any concerns or questions.

If you have a dog, you are required to keep it on a leash and under your control when you take it out of your unit. Do not allow your dog to run free outside, and remember to “stoop-and-scoop” after your pet. Pet waste bags are provided at no cost to the tenant.

If you have a cat, please do not dump large volumes of kitty litter in the **garbage chute**, as it becomes heavy and bags containing kitty litter can break. Never flush kitty litter down sinks or toilets. Should toilets or drains become clogged due to kitty litter in the pipe, you will be charged the cost to the repair of the pipes and plumbing fixtures. If you are changing the litter in your cat's box, please bring litter to the first-floor garbage room.

**Victor Davis Non-Profit** strongly recommends that you have your pet neutered/spayed and micro-chipped. Both services can be completed at low cost through Animal Services or the local Humane Society:

### **LOOK THESE UP**

**Toronto Animal Services** – Spay/Neuter, 416-338-6281. <http://www.toronto.ca/spayneuter>

**Toronto Humane Society** – Spay/Neuter Services, 416-392-2273.  
<http://www.torontohumanesociety.com/what-we-do/spay-neuter>

**Ontario SPCA** – Spay/Neuter Clinics, 905-898-6112. <http://www.spayneuter.ontariospca.ca/>

## Lobby Entrance

*If you have a lobby buzzer system, explain how it works and what steps tenants can take to keep their building secure.*

Visitors can use the intercom system to let you know they have arrived. When you answer their call on the telephone, **you can open the front door by pressing the number 6**. Please do not let anyone into the building if they are not your guest. Even someone friendly you've seen around a lot may not always be a welcome visitor for a person they've visited in the past. Should you let someone in by mistake, call the Superintendent on duty to report it so that the Superintendent can ensure that person does not cause any damage or become an unwanted intruder.

## Care of Your Unit

### Appliances

**Refrigerator:** regular cleaning will keep your refrigerator in good shape and save energy. Use mild, soapy water to clean the inside of your refrigerator. Do not block fridge or freezer motors so that they cannot circulate and keep food cold. If fridges or freezers with blocked motors break down, the tenant will be charged to the repair fee. Door panels should not be overloaded with heavy or large items to stress or break the bars and brackets on the door.

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

### Sinks

Please do not pour grease down the sink. It coats the inside of the pipe and eventually plugs it up completely. Metal coffee cans make good alternate storage for grease. Hair, stray food and coffee grounds can also harm a drain system.

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

### Bathrooms

Please do not use rough cleansers like Old Dutch, Ajax, or Comet, on bathtubs, sinks and toilets. They scratch the surface and make them harder to keep clean. A good liquid or paste cleanser will prevent mildew from forming on tiles and porcelain.

### Storage Rooms

Each unit has its own storage room. The storage rooms have electrical breakers panels. Electrical panels must be kept clear and accessible at all times.

### Balconies

You should not use **balconies** as storage areas. No barbecues are permitted on your balcony. It creates problems for other tenants and the burning coals and fumes can be fire and health hazards. Please don't shake rugs or mats from your balcony. Please don't put rugs or flooring down on your balcony as it may cause mould to grow underneath the rug.

If you are washing your balcony, mop the water up and pour the dirty water into the toilet rather than throw it over the balcony or allow it to drain onto someone else's balcony.

## Household Garbage and Recycling

Make sure the garbage you put in the **garbage chutes** is in bags small enough so they will not block the chute. Make sure garbage bags are tied securely. Push the bag down the chute.

Please don't put kitty litter down the chute. Sometimes the bag breaks from the weight of the kitty litter and makes clean-up of the bin a very nasty job. Try not to use the chutes late at night or in the early morning when your neighbours are sleeping. Also be careful taking garbage through hallways so that liquids do not drip on the floor.

Please don't drop bottles, broken glass, needles or aerosol cans down the chute. These can all be dangerous to cleaning staff.

In the **garbage room** you will find recycling bins for paper and newspaper waste, and cans, bottles and tins. Please separate out this type of garbage and put it in the bins. There are directions on the bins as to what type of materials can be recycled.

Please do not leave trash on the floor of the garbage room. This is one of the most common complaints made by other tenants and can attract pests.

If you have large, bulky items to dispose of, please call City of Guelph to have it picked up from the building. You will be required to pay in advance and put the item out on the curb by 6:30 a.m. in the day of the pick up. The phone number for the City of Guelph Bulky Item program is: Do not put out items before this time.

No biohazardous waste, electronic waste, metal or flammable items are permitted in the garbage chutes or in the garbage room. Please contact the City of Guelph to access their waste centre.

## Bicycles

If you have a bicycle to store, please bring it up to your unit or balcony. Unfortunately, we cannot guarantee the security of your bicycle outside of your unit. No bicycles or other items are allowed to be stored in the hallways, stairwells or common areas.

## Redecorating

### Renovations and Alterations

Rules around renovations and alterations are set out in the lease. Before you start any decorating, such as painting or wallpapering, you must get permission from the Property Administrator. property manager. The Property Administrator will require colour swatches and have requirements for the type of paint and wallpaper that is allowed. Tenants will be required to sign a decorating agreement where they agree to return the apartment to its original pre-decorated condition when they move out.

### Drapes

Please make sure that your drapes or curtains allow for air flow and do not trap moisture at your window.

## Air Conditioners

Window style air conditioners must be installed and removed by the Superintendent. This is usually done in April and October. There is a fee for this service. You will be invoiced by the Property Administrator. Do not pay the Superintendent. Tenants are not allowed to install their own window style air conditioner. Installations and removals are done on a schedule. A notice will be put up in the lobby advising of the deadline for signing up. Please ensure that your air conditioner is in good working order prior to signing up for installation. Air conditioners should be in good working order and energy efficient. If you are using a portable style air conditioner, you must ensure that it is emptied regularly and that no damage is done to the floors.

## Ceiling Fans and Light Fixtures

Any installation of ceiling fans, air conditioners or other electrical fixtures or wired-in appliances must be done by a qualified electrician in accordance with the electrical code. In order to ensure that this is done by a licensed electrician, Victor Davis will arrange for the installation/removal and pass on the cost to the tenant for payment.

## Snow Removal

If snow accumulates on your balcony, please clear it off to prevent it icing over or leaking into the apartment.

## Laundry Rooms

*If your building includes a laundry room, outline any building policies for tenants to follow.*

The laundry room in your building is for use by tenants and for their own laundry only. The machines accept Coinamatic reloadable laundry cards which are provide to you by the Property Administrator when you sign your lease. Cards can be loaded using your debit card using the machine located in the laundry room.

Please check to ensure you have enough funds loaded onto your laundry card prior to putting your laundry and soap in the machine. If the reloadable laundry machine is out of service, you do not want to waste your soap.

If any machine is out of service, please call Coinamatic at \_\_\_\_\_ to request a repair. Let your superintendent of Property Administrator know which machine is not working so that they can put an out of service notice on the machine.

The laundry room is open from 8:00 a.m. to 11:00 p.m. and washers and dryers **can be used by reloading the card by** the Coinamatic debit machine in the laundry room. Should you lose or damage your card, you can get a replacement card for a fee by contacting the management office during office hours.

When using the machines, check the lint screen before and after you use the dryer and remove any lint buildup. This will reduce drying times and prevent fires.

No items with pet hair, or any type of oil, grease or tar should be placed in the machines.

\*\*\*\*\*

## Housekeeping

It is **Victor Davis Non-Profit's** responsibility to maintain the buildings and keep them safe and secure. It is your responsibility to keep the inside of your home clean and safe. Most tenants take pride in their homes and make an effort to keep hallways, laundry rooms and grounds clean and tidy too.

## Guests

*Include specifics on your organization's guest policy.*

All tenants living in **Victor Davis Non-Profit'** buildings are permitted to have guests and visitors. When entering, guests should use the lobby buzzer system or wait for the tenant they are visiting to let them in.

**If you are hosting a longer-term guest (more than three nights), please inform the property manager.**

## Booking the Recreation Room

The recreation room can be booked for resident parties or special events.

The **room includes a kitchenette with a microwave, sink, counter and bar-sized fridge. The room also includes four tables and 16 chairs.**

1. Bookings are made with the administrative assistant and monitored by the superintendent.
2. An application is available from the superintendent or from the office. Please provide the basic information about your event (date, time, purpose, number of guests, etc.).
3. The administrative assistant will confirm if the space is available on the date and time you have requested.
4. A certified cheque for **\$50 payable to Victor Davis Non-Profit Non-Profit Housing Corporation** is required, 48 hours prior to your use of the space. This is a deposit against damages or clean-up labour that may be required.
5. All bookings end no later than 11:00 p.m.
6. The resident booking the room assumes responsibility for the actions of all guests attending the gathering.
7. If the room is returned in the condition it was delivered, the entire **\$50 deposit** will be returned.
8. Residents with unpaid rent or in serious breach of the tenancy agreement will not be able to book the recreation room until the situation is resolved.

Problems or questions concerning the booking process should be discussed with the property manager.

## Smoking

This is a non-smoking building, which makes for a cleaner and healthier environment for tenants and staff members. If you do smoke, please do so on your balcony or in the designated smoking area outside the building.

OR

In keeping with *Smoke Free Ontario Act*, smoking is not allowed in the common areas of the building. Smoking must be limited to your individual unit and cannot interfere with your neighbour's enjoyment of their homes.

## Pest Control

### Mice and rats

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

Please contact the property manager immediately if you have mice or rats.

### Cockroaches and insects

If you see cockroaches or other pests, such as silverfish, or centipedes, please call the property manager immediately. Depending on the type and frequency of pest, the superintendent may set traps or arrange for your unit to be treated.

Boric acid, available in drug stores, is an effective treatment for cockroaches. Sprinkle powder under kitchen cabinets, stoves and refrigerators. Keep away from food, children and pets. Insecticides and bait traps, available from hardware stores, can also be used.

### Bedbugs

To prevent the spread of bedbugs, avoid bringing home furniture or soft household items from second hand stores, curbs and dumpsters. When using outside laundry facilities, use a hot setting to wash and dry clothing. You should consider purchasing a plastic zippered cover to prevent bed bugs from entering your mattress.

If you have bedbugs, call the property manager immediately. An inspection will be arranged.

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

The property manager will arrange to have your unit sprayed or treated. In this case, follow any directions for preparing your unit for treatment.

## Annual Inspections

We inspect all our units each year. From the inspection reports we work out our maintenance plans for the next year and prepare our annual maintenance budget. We will send out notices of the inspection schedule before we come into your unit. An average inspection takes 15 minutes.

## Maintenance and Repairs

For all maintenance requests, other than emergencies, please fill out our maintenance request form (available at the office or in the laundry room) and leave it with the superintendent or the office.

We take our responsibility for doing repairs and maintenance very seriously. If we are not able to make the repair within three working days we will contact you and explain why. Delays may occur if we have to call in a contractor, or if we don't have the supplies we need in stock.

Please report water stains that appear on the walls and ceiling.

There is no charge for repair due to normal wear and tear. However, any damage you, your visitors, or your children cause will be charged to you. This includes refrigerator parts such as bottle bars or butter dishes, broken windows or torn screens, and broken light shades. It is unfair to have all tenants pay for damage caused by a few.

The property manager is responsible for preparing and authorizing the charge for any repair of damage. If you have any questions about a charged repair, you should discuss them with the manager.

### After-Hours Maintenance Emergencies

After working hours and on weekends, there is an emergency maintenance number you can phone, \_\_\_\_\_. You will hear an answering machine that tells you what number to call to get help.

Call this number only in a serious emergency, such as flood, power failure to the whole apartment, elevator breakdown, someone trapped in an elevator, or no heat in your unit. If there is a medical or criminal emergency, call 911.

### Notice of Entry

We shall give you at least 24 hours' notice of the fact that we are coming to do repairs or an inspection of your home, unless it is an emergency situation. All repairs will be done between 8:00 a.m. and 8:00 p.m.

## Transfers

*What is your organization's transfer policy? Make sure that the process for transfers is clear and that the policy is applied consistently.*

If you would like to move to another **Victor Davis Non-Profit** unit, keep in mind that you will be placed on a waiting list according to our internal transfer policy. To apply for a transfer please call the property manager.

Some people have special priority for transfer:

- RGI tenants living in a unit too large under the *Housing Services Act*
- tenants who must move because they need a wheel-chair accessible or other type of unit in order to continue to live independently
- if a tenant's life is in danger where they are living now (due to violence or abuse, for example)

When you transfer you must:



- pay a transfer fee of \$250.00 when you sign the tenancy agreement for your new unit. (tenants who are, required to move by the **Non-Profit** do not have to pay the transfer fee.)
- take the new unit in whatever condition it is in
- not be behind with your rent or owe Victor Davis Non-Profit any money at the time you are offered a transfer
- not be involved in legal action with **Victor Davis Non-Profit**
- have a satisfactory inspection of the unit you live in



## Safety & Security

*Share your organization/building's safety and security procedures. If this is a care occupancy, there will be special rules for evacuation and fire alarms.*

### Protect Yourself and Your Home

These hints will help you keep your home secure:

- Lock your doors and windows when you are out. A good lock for a sliding door or window is a broom handle or other piece of wood fitted into the bottom rail.
- Attach a lamp to a timer to go on when you are out in the evenings.
- Tell the post office and newspaper carrier if you are going to be away, or arrange for a neighbour or friend to pick up your mail and any flyers.

### Be Prepared for an Emergency

*Temper this section with the needs of your area. In rural communities, power outages can last more than a week, so a three-day kit may not be sufficient. Create a list of suggested items based on the risks/hazards in your area and what you can reasonably expect a tenant to keep on hand.*

In the event of a natural disaster or extended power outage, ensure that your household has an emergency supply kit. Kits should be stored in a plastic bin or duffel bag for easy access and transportation. During power outages, **Victor Davis Non-Profit** recommends checking on neighbours with disabilities, mobility restrictions or who are elderly.

Emergency kits should contain:

- A three-day supply of food and water for all members of your household, including any pets. A good guideline is two litres of water per person per day. Food should be non-perishable and safe to eat without cooking (e.g. granola bars, cereal, crackers, etc.)

- Manual can opener
- Flashlight and batteries
- Candles and matches or lighter
- Battery-powered or wind-up radio
- First aid kit with bandages, antiseptic and tweezers
- Prescription medications and, if needed, infant formula or equipment for persons with disabilities
- Extra keys for your apartment and car
- Cash, in small bills
- Emergency plan with in-town and out-of-town emergency contact numbers
- Photocopies of personal documents, such as passports, driver's licenses, health cards, etc.
- Toiletries and toilet paper
- Warm blankets and a change of clothing for each household member
- Hand sanitizer
- Utensils and pocket knife
- Garbage bags, duct tape
- Carrying cases or leashes/harnesses for animals

In the event of a major disaster, **Victor Davis Non-Profit** has an emergency preparedness plan to help tenants evacuate and relocate (if necessary). For tenants with disabilities or mobility restrictions, the building manager will assist you in evacuating your building.

## Fire Safety

### Prevention

Avoid storing flammable materials or liquids such as gasoline, paint thinner or solvents in your home. Recycle your old newspapers; they become a fire hazard if you let them accumulate.

The most common causes of fire are:

- smoking in bed
- grease fires on a stove
- disposal of lighted cigarette ashes in the garbage

Make sure you know the fire safety plan in your building. The fire safety plan tells you the best way to get out of the building if there is a fire. The plan is located by the elevators. Make sure you know where the fire alarms are in the hallways. If you hear the fire alarm, follow your safety plan immediately. Never assume it is a false alarm.

### Smoke and CO2 Alarms

Your home has a smoke detector and it may also have a carbon monoxide detector. Check every week to see that the batteries are working (if the detectors are battery operated) by pressing the red button. Replace batteries each year at the end of Daylight Savings Time. If you have problems with your smoke detector, tell the superintendent.

Our staff will check the detectors from time to time to make sure they work properly.

Testing of the fire alarm system and the emergency lights throughout the building happens once a month and takes about an hour. During that time there will be intermittent ringing of the alarm system.

### Exiting the Building

When the fire alarm system is activated, the elevators return to the ground floor and stop working. You will need to use the stairwell to get out of the building.

Make sure everyone living in your unit knows the rules for leaving the building.

Lock your unit door and take your key.

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

### If You Need Assistance to Leave

**Victor Davis Non-Profit** provides information to fire fighters about who in the building needs assistance to exit because of mobility problems and who might have a medical condition which could increase their need for assistance, for example use of oxygen. If you think you fall into this category, please make sure you let the property manager know.

### If You Can't Leave Your Unit

If you are in your apartment and there is smoke in the corridor or your door is hot, **Do Not Open Your Door**. Leave your door unlocked and signal for help by waving a towel out the window.

You can slow down the infiltration of smoke into your unit this way:

- soak towels and a bed sheet in the bathtub;
- cover the whole door and the doorframe with the wet sheet. The sheet will adhere to the door;
- place the wet towel across the bottom of the door;
- you could also use duct tape to seal the space around the door to your unit.

## Crime-Free Housing

### Harassment

Harassment occurs when an individual or a group repeatedly annoys, pressures or intimidates someone. Harassment is unwanted behavior that continues over a period of time. Examples of harassment could include taunts, threats, inappropriate touching, blocking of movement, derogatory comments or other behaviours that demean or threaten a victim.

If you are harassed by staff or by other tenants, you should do something about it. First, if possible, you should tell the offender to stop. If you cannot confront the person who is harassing you, report the harassment to the property manager, or to the Board of Directors of **Victor Davis Non-Profit Non-Profit**. Do so in writing, if you can, and keep a copy for yourself. Write down every incident, including the place, date and time the harassment took place, and details of the harassment.

When we receive a harassment complaint, **Victor Davis Non-Profit** will investigate and make every effort to correct it. If you are being harassed on a protected ground under the Ontario Human Rights Code, you may have the option of taking your complaint to the Human Rights

Commission or a lawyer at any time. **Victor Davis Non-Profit** will tell you immediately if it sends your complaint to the Human Rights Commission.

### **Domestic Violence**

Domestic violence and abuse are criminal offences. If you witness abuse, if you think a neighbour is being abused, or if you are being abused yourself, call the police. If you are being abused in your home and you are an RGI tenant, you will be given priority for a transfer to other non-profit housing if you apply to the local access centre.

You can get information and assistance for the local shelter or from the assaulted women's help line at 416-863-0511, 416-863-7868 (TTY), toll free outside of Toronto at 1-866-863-0511, 1-866-863-7868 (TTY), and #7233 (#SAFE) from a Bell Mobility phone.

### **Drug-Free Policy**

**Victor Davis Non-Profit** is committed to creating and maintaining a safe environment for families in our buildings. This means taking a hard stand against drug use and drug trafficking. We work closely with the police to keep drug use and trafficking out of our buildings.

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

### **Code of Conduct**

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

- accept tips, money, or gifts from tenants
- sell items or services to tenants
- buy or take property or personal belongings from tenants, their families, or their estates; nor use it for personal gain
- accept gifts or other items from tenants in return for service
- accept payment for service during or after work hours
- borrow money or anything else from tenants
- witness a will, oath, or affidavit for a tenant, or act as the executor of a tenant's will
- be on the job in an unfit condition due to using alcohol or drugs
- abuse tenants, staff members, service agency representatives or anyone else in the work place, either verbally or physically.

### **Privacy and Noise**

Residents are reminded to respect neighbours' right to privacy and enjoyment of their homes by keeping noise at a low level. Excessive noise is contrary to the terms of your tenancy agreement.

If you are faced with what you feel is an unreasonable noise situation, discuss the matter with the superintendent. Keep a written record of the time and nature of the disturbances. Continued problems should be directed to the attention of the property manager in writing. This will result in

action to remedy the problem. Excessive noise may be cause for eviction, if there have been repeated offences.

### **If You Have a Complaint**

All complaints must be sent to us in writing. This includes complaints about other tenants and **Victor Davis Non-Profit** staff. If you have a complaint about a repair that has been done in your home, please fill out a work order form and return it to the property manager. These forms are available in our office. All written complaints will be followed up.

### **Vandalism**

If you see anyone damaging **Victor Davis Non-Profit** property, you should phone the police right away and tell the superintendent or the property manager. Often vandals cause damage to elevators, stairwells and hallways that are expensive to repair. Increased costs often mean increased rents and fewer services.

Please remember that children must not play in hallways, laundry rooms, elevators or the underground parking garage. If your children keep bikes in the apartment, please make sure they do not ride them in the hallways. Scratches are costly to repair and skid marks cannot be removed. You are legally responsible for any damage caused by your children.



## Your New Neighbourhood

*Update this section based on local resources and the needs of your tenant population. Organizations that serve families may want to include services like daycares, schools, Children's Aid, etc. Organizations that serve seniors may want to include Community Care Access Centres, pharmacies, hearing aid clinics, etc.*

### What's Nearby?

#### Public Transit:

29 Dufferin bus runs North/South along Dufferin from Exhibition Place to Dufferin Station to Wilson Station.

501 Queen streetcar runs East/West along Lakeshore, the Queensway and Queen St from Etobicoke to Scarborough

504 King streetcar runs East/West between Dundas West and Broadview Stations via Roncesvalles, King St and Broadview.

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#### Grocery Stores:

FreshCo (Queen & Gladstone)

West End Food Co-op (Queen & Dufferin)

Evergreen Natural Foods (Garden & Roncesvalles)

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#### Convenience Store:

24/7 Convenience (Queen & Sudbury) – open 24 hours

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#### Hardware Store:

Home Hardware (Queen & Cowan)

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#### Post Office:

7-11 (Dundas & Dovercourt)

Pharmacies:	Total Health Pharmacy (Queen & Sudbury) Shoppers Drugmart (Queen & Ossington) – open until 10pm
Walk-In Clinic:	East Liberty Medical Centre (King & Strachan) RV Family Care & Medical Walk-In Clinic (Garden & Roncesvalles)
Hospital:	St. Joseph's Health Centre (Queensway & Sunnyside)
Veterinarian:	Dufferin Queen Animal Clinic (Queen & Dufferin) King West Veterinary Clinic (King & Shaw)
Banks:	Royal Bank of Canada (Queen & Gladstone) Canadian Imperial Bank of Commerce (King & Dufferin) Bank of Montreal (King & Dufferin) Scotiabank (Queen & Lansdowne) TD Bank (Queen & Dovercourt)
Employment Centres:	Youth Employment Services (Richmond & Bathurst) JobStart (Liberty & Dufferin)
Library:	Parkdale Library (Queen & Cowan)
Community Centre:	Trinity Community Recreation Centre (Queen & Crawford) Parkdale Activity Recreation Centre (Queen & Sorauren) Kababayan Community Centre (Queen & Cowan)
Schools:	Parkdale Collegiate Institute (Queen & Jameson) – Grades 9-12 Alexander Muir/Gladstone Ave Junior and Senior Public School – Grades JK-8 Givins-Shaw Jr. Public School (Bruce & Givins) – Grades JK-6 Holy Family (King & Jameson) – Grades JK-8 St. Mary Secondary (Bloor & Dufferin) – Grades 9-12
Daycare Centre:	BonAdventure Child Care Centre (Queen & Dufferin) More Than Child's Play (Queen & Cowan)



Parks: Trinity Bellwoods (Queen & Strachan)  
Stanley Park (King & Stanley)

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Places of Worship: Anglican Church of the Epiphany and St. Mark (Queen & Cowan)  
Parkdale Neighbourhood Church (Queen & Cowan)  
Bonar-Parkdale Presbyterian Church (Queen & Dunn)  
St. Ohns Polich National Catholic Church (Melbourne & Cowan)  
Holy Family Roman Catholic Church (King & Jameson)  
Greek Orthodox Cathedral Annunciation Of The Virgin Mary Church (Galley & Sorauren)  
Anshei Minsk Synagogue (St. Andrew & Spadina)  
Congregation Shaarei Tzedec (Ulster & Markham)  
Hamza Mosque (Queen & Brock)  
Hindu Prarthana Samaj (Fern & Sorauren)  
The Centre for Mindfulness Studies (Queen & Sudbury)

## Community Services

Parkdale Library:

Parkdale Activity and Recreation Centre:

Parkdale Project Read:

Trinity Community Recreation Centre:

Parkdale Community Health Centre:

Parkdale Tool Library:

Kababayan Community Centre:

Kerry's Place Autism Services:

LOFT Community Services:

Parkdale Community Legal Services:

Parkdale Golden Age Foundation:

Parkdale Intercultural Association:

Roncesvalles Foodsharing:

Sistering:

Youth Employment Services:

## Your Elected Officials

City Councillor: Gord Perks  
Ward 14, Parkdale-High Park  
Phone: 416-392-7919  
Email: [councillor\\_perks@toronto.ca](mailto:councillor_perks@toronto.ca)  
Office: Parkdale Public Library, 1303 Queen Street West

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Minister of Provincial  
Parliament (MPP): Han Dong  
Trinity-Spadina  
Phone: 416-555-5555  
Email: [votehandong@gmail.com](mailto:votehandong@gmail.com)  
Office: 627 Queen St W

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Minister of Parliament  
(MP): Adam Vaughan  
Trinity-Spadina  
Phone: 416-555-5555  
Email: [trinspa@parl.gc.ca](mailto:trinspa@parl.gc.ca)  
Office: 144 Augusta Avenue



## Moving Out

### 60-day Notice Period

When you decide to move out, you must give at least sixty days' notice with your last day falling on the last day of the month.

To give notice, you should use a Form N9, Tenant's Notice to Terminate the Tenancy, which can be picked up from the property manager's office.

### Exit Survey

When we receive your notice to vacate, we shall give you an exit survey to fill out. The survey gives us feedback on how we are doing as a landlord. Please take a few minutes to fill it out and return it to the office.

# Appendix 1: Contact Information

Superintendent	1-555-555-5555
24-hour Emergency Maintenance	1-555-555-5555
Property Manager	1-555-555-5555
Administrative Assistant	1-555-555-5555
Tenant Support Coordinator	1-555-555-5555
Tenants' Association	1-555-555-5555
Landlord and Tenant Board	1 888 332-3234
Fire, Police & Ambulance	911
Hydro	1-555-555-5555
Cable	1-555-555-5555
Assaulted Women's Helpline	1-866-863-0511
Mental Health Helpline	1-866-531-2600
Tele-Health Ontario	1-866-797-0000
Ontario Poison Centre	1-800-268-9017
Kids Help Phone	1-800-668-6868

# Appendix 2: Your Fire Escape Plan

How will you and your family (including any pets) escape in the event of a fire? Use this space to draw a map of your unit and indicate available exits. Each room should have two exits.


Where will you meet your family members after leaving your unit? Write down your meeting place below.

# Appendix 3: Tenant Cleaning and Maintenance Calendar

## Once a week:

- sweep and mop floors
- vacuum carpets
- clean bathroom surfaces, sink, toilet, tub and tiles
- clean kitchen counters, sinks
- dust shelves and tables
- clean window glass and mirrors
- check smoke alarms
- change bed sheets

## Once a month:

- clean out the refrigerator by removing spoiled food and wiping shelves
- de-clog drains with 1 cup of salt, then 1 cup of baking soda, then 1 cup of vinegar, followed by 8 cups of water
- flip mattress(es)

## Twice a year:

- change smoke alarm batteries
- turn off outdoor water taps in the fall and turn them on again in the spring

# Appendix 4: Our Green Community

## Cleaning and Maintaining Your Home

Simple ingredients like vinegar, baking soda, lemon juice, borax, salt, olive oil, washing soda and castile soap can be used to make household cleaners that are gentle, inexpensive and environmentally-friendly.

Cleaning product recipes adapted from David Suzuki's Queen of Green blog and the David Suzuki Foundation ([www.davidsuzuki.org](http://www.davidsuzuki.org)).

### Liquid laundry soap

Use ½ cup per full load.

7L water

1 cup soap granules

½ cup borax

½ cup washing soda

20 drops essential oil (optional)

Add 1 l water and soap granules to pot. Heat until diluted. Pour into pail with 6 l water, borax, and washing soda. Stir until dissolved. Add essential oil. Soap will gel as it cools.

For hard water, add more washing soda. To whiten whites, add 1/2 cup baking soda to load.

### All-purpose spray

For tubs, tiles, counters, microwaves, etc.

1 gallon hot water

½ cup liquid castile soap

1 Tbsp borax

10 drops essential oil (optional)

Combine all ingredients. Pour into spray bottles.

### All-purpose scour

A non-abrasive for tubs, tiles, sinks, etc.

1 2/3 cups baking soda

½ cup liquid castile soap

½ cup water

Combine well. Pour into squirt bottle and shake before use. Rinse well.

### All-purpose powder

As effective in dishwashers as it is on toilets.

½ cup borax

½ cup washing soda

½ cup white vinegar

Combine dry ingredients. For toilet: sprinkle onto surface, scrub and chase with vinegar. For dishwasher: add dry ingredients to soap dispenser and vinegar to rinse dispenser.

### **Furniture polish**

Since wood finishes vary, always do a test patch.

2 cups warm water

2 Tbsp olive oil

2Tbsp white vinegar or lemon juice

Pour into spray bottle. Shake well, spray, rub and polish with rag.

### **Glass and mirror cleaner**

Wipe with newspaper to avoid streaks.

½ cup white vinegar

½ cup water

Pour into spray bottle. Spray on and wipe off.

### **Stainless steel cleaner**

Removes smudges from stainless steel appliances.

1 Tbsp olive oil

1 Tbsp white vinegar

Drip olive oil onto rag. Rub surface of appliance to get rid of smudges. Drip white vinegar onto other side of rag. Wipe and let dry.

## **Lowering Your Utility Bills**

To save on heating/cooling costs:

- lower your thermostat to 16° C at night and when you are not at home
- keep windows closed in the winter, both the inside and outside storm windows.
- report any broken windows to your Superintendent
- check the seal around windows and feel for drafts; if you see spider webs near your windows, this signifies a crack somewhere
- use plastic window covers during the winter months to help insulate your windows from cold
- in the summer, keep curtains/blinds through your home closed to reduce heat and open windows and use fans to circulate air
- ensure the heating units in your apartment are clean and that there is nothing in front of them

To save on electricity costs:

- use a microwave oven, toaster oven or slow cooker to cook small portions
- use an electric kettle or coffee maker instead of a stove-top burner
- when using the stove-top, choose the smallest size pot that meets your needs and use a stove element that matches the bottom of your pot
- remember it takes only 10 minutes for your stove oven to reach 350° F
- keep seals around refrigerator, microwave and freezer doors clean and in good repair
- keep refrigerator on a low or medium setting and defrost on a regular basis, if needed



- don't overfill your refrigerator – air flow around food and shelves will optimize efficiency
- conversely, filling your freezer space with food and ice helps to keep frozen items cold
- thaw items overnight in the fridge instead of on the stove or in the microwave
- only run the dishwasher when you have a full load of dishes; use the air-dry setting to reduce energy consumption
- run high-energy appliances like dishwashers, washing machines, dryers and ovens during off-peak times when possible
- consider switching to energy efficient fluorescent bulbs
- turn off all lights when they are not needed
- use natural light from windows and doors whenever possible
- unplug electronic devices (chargers, computers, TVs, toasters, kettles, etc.) when they aren't being used; consider using a power bar to facilitate easy power-down
- wash your clothes in warm or cold water and rinse in cold
- in the summer months, dry clothes outdoors on a clothesline or drying rack
- remove lint from the lint screen in the dryer to reduce drying times

To reduce water consumption:

- ask your maintenance staff about energy efficient shower heads
- take showers instead of baths
- wait until you have a full load or use the small loads setting (if available) on the washing machine
- report dripping taps

If you have condensation problems (water running down your window on cold days):

- vent moisture out of your home using the bathroom or kitchen fan;
- keep the window open a crack
- buy a dehumidifier
- make sure to vent the bathroom with the fan when you shower.

If the problem is uncontrollable, please call your property manager.