

Tenant Handbook

District of Timiskaming
Social Services
Administration Board

2020-09-16

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Welcome Home!

Welcome to District of Timiskaming Social Services Administration Board Social Housing. We're happy that you've chosen to make the Timiskaming District 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 DTSSAB Social Housing Program

The Social Housing Program offers 587 units in a variety of apartment style and family housing throughout the district. Two fully accessible units are available and several units with a variety of accessibility modifications are available.

Our organization is governed by a 9-member Board of Directors elected from Municipalities in Timiskaming. We are required to follow provincial and municipal law when operating our corporation.

Our annual operating expenses are paid through rents from tenants and from government subsidies. The DTSSAB Social Housing Program is deeply committed to reducing operating costs and environmental sustainability. Our corporation routinely invests in more efficient technology for cost savings and works hard to minimize our impact on the environment. Our tenants play an important role in our commitment to sustainability.

Our History

On January 1, 2001, the District of Timiskaming Local Housing Authority was transferred to the Timiskaming District Housing Corporation (TDHC). As the sole shareholder of the TDHC, the DTSSAB became responsible for the funding and administration of Public Housing. The responsibility for the administration of the Non-Profit portfolio was transferred on April 1, 2002.



Office Hours

DTSSAB Social Housing Program's administrative offices are in the DTSSAB offices in New Liskeard and Kirkland Lake.

New Liskeard

290 Armstrong Street
New Liskeard, ON P0J 1P0

Phone Number: 705-647-7447

Fax: 705-647-5267

Kirkland Lake

29 Duncan Avenue North
Kirkland Lake, ON P2N 3H7

Phone Number: 705-567-9366

Fax: 705-567-1942

Hours of Operation at both offices:

Monday to Friday 8:30 a.m. - 4:30 p.m. Please note that the office is closed between 12:00 p.m. and 1:00 p.m.

Please note that the offices are closed on statutory holidays.

Important Phone Numbers

| | |
|----------------------------------|----------------|
| 24-hour Emergency Maintenance | 1-855-244-5188 |
|----------------------------------|----------------|

| | |
|--------------------------------|---|
| Housing Services Supervisor | 705-647-7447 ext. 2250 or 1-800-267-2944 ext. 2250 |
|--------------------------------|---|

| | |
|---------------------------------|---|
| Housing Maintenance Services | 705-567-9366 ext. 3245 or 1-888-544-5555 ext. 3245 |
|---------------------------------|---|

| | |
|--|---|
| Outreach Services | 705-567-9366 ext. 3231 or 1-888-544-5555 ext. 3231 |
| Landlord and Tenant Board | 1-888-332-3234 |
| Fire, Police & Ambulance | 911 |
| Hydro | 1-866-650-4709 |
| Union Gas | 1-888-774-3111 |
| Assaulted Women's Helpline | 1-866-863-0511 |
| Pavilion Family Resource Center | 1-705-672-2128 or 1-705-567-1777 |
| North Eastern Ontario Family and Children's Services | 1-705-647-1200 or 1-705-567-9201 |
| 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 |
| Ontario Information Help Line | 211 |
| CMHA | 1-705-647-4444 or 1-705-567-9596 |
| Timiskaming Health Unit | 1-705-647-4305 or 1-705-567-9355 |

Timiskaming Brighter
Futures

1-705-672-3333 or 1-705-567-5926

Temiskaming Native
Women Support

1-705-567-1133

Roles of DTSSAB Social Housing Program Staff

Housing Services Supervisor

Candice Danchuk (705-647-7447 ext. 2250) or

danchukc@dtssab.com

Oversees the day-to-day management of the tenants including leases, rent calculations and handling tenant complaints.

Housing Services Manager

Lyne Labelle (705-567-9366 ext. 3243) or labellel@dtssab.com

Oversees the administration of the housing services program throughout the District of Timiskaming.

Housing Services Maintenance Supervisor

Steve Cox (705-567-9366 ext. 3244) or coxs@dtssab.com

Oversees the regular day to day maintenance and condition of the buildings.

Housing Services Clerk

Johanne Trudel (705-647-7447 ext. 2229) or trudelj@dtssab.com

Provides administrative support to the housing staff. And maintains the centralized waitlist.

Building Custodians

Provides onsite maintenance and cleaning in DTSSAB housing buildings.

Board of Directors

The 9-member Board of Directors are elected by the Municipalities each 4 years coinciding with Municipal elections. The Board responsibilities include financial, legal and governance decisions.

The Board role is to provide governance and make financial decisions regarding policies, procedures, finances

The DTSSAB Social Housing Program is governed by a board of directors with 9 citizen members. All the directors volunteer their time to be on the board.

Tenant Association

Some of our buildings have active Tenant Associations who organize social events for tenants. We encourage all tenants to join the Tenant Association where available.

Moving In

Your Housing Services Supervisor will arrange a move-in day for you.

Move-In Day

Locks and Keys

Before you move in, DTSSAB Housing Program maintenance will install a new lock on your door. You will receive 2 sets of keys for your unit, the front door of the building, and your mailbox. If you lose any of these keys, you will be required to pay \$10.00 per key for replacement.

If you want to change your lock, we can do this for you. A fee will be charged to cover the cost of staff time and the cost of a new cylinder. You are not permitted to add an extra lock.

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

Disposing of Moving Boxes

Cardboard boxes must be broken down and tied in bundles before being placed with the recycling bin for paper products.

Your Lease Agreement

Prior to moving in you will be required to sign a lease agreement, which is a legally binding document. DTSSAB Housing Services Supervisor will review the terms of the agreement with you and answer any of your questions. You will be provided with a copy of your lease for your own records.

Parking

Tenants owning a properly licensed and roadworthy passenger motor vehicle may submit a written request to obtain a parking space. When space becomes available, the DTSSAB Housing Program will assign a parking space to tenants in chronological order. Should space not be available at the time of move-in, you will need to find parking elsewhere and your name will be placed on a waiting list. In order to rent a space your car must be registered. Unregistered cars and vehicles not maintained on roadworthy condition will be towed away.

If someone else parks in your spot, please contact the Housing Services Supervisor.

Tenant Insurance

DTSSAB Housing Program is not responsible for your personal property. Our insurance covers our property only. DTSSAB Housing Program is only responsible for damage to your personal property if it is proven to be caused by negligence on our part. DTSSAB Housing Program will require proof a minimum of \$500,000 in liability coverage at the time of lease signing. Tenants will then be responsible for submitting verification of their insurance policy by providing the DTSSAB Housing Program with

a Certificate of Insurance on an annual basis. We strongly recommend that you purchase tenant's contents insurance to protect your belongings against theft, fire or other damage. Insurance typically costs between \$10 and \$25 per month, depending on the area you live in and the number of occupants in your home.

HSC Insurance by Marsh Canada

866-940-5111

Website: <http://tenant.hscorp.ca>

Tenants also have the option to contact any local Insurance Brokers in the area.

Utilities

The cost of utilities may be included in your monthly rent. To keep the building's costs down, DTSSAB Housing Program suggests reducing your electricity consumption whenever possible. Some suggestions for making your home more energy efficient are included in Appendix 4.

In addition to your rent, you may be responsible for paying for the cost of utilities directly to the utility companies. If you are an RGI tenant and pay your own utilities (gas and hydro), you are eligible for an allowance. This means that based on the region you live in and the size of your unit, a certain amount will be deducted from your rent.

If you are responsible for your utilities, most utility companies charge a modest account set-up fee.

Equal Billing for Utilities

If your income is fixed or you have a tight budget each month, you should ask your utility company about their Equal Payment Plan. The Equal Payment Plan has several advantages:

- you know what your bill will be each month so there are no surprises;
- you can budget for this amount each month;

- if you use less power than you did last year, you will have a lower payment in the twelfth month.

Telephone, Cable & Satellite Dishes

Most of our apartment buildings offer at least 1 choice to Tenants: regional cable, satellite service. Tenants must make their own arrangements by inquiring with providers for subscription and installation services and pay any related costs.

Our family unit Tenants (excluding Pollock Avenue) are permitted to have a satellite dish installed at their unit however they must contact the DTSSAB Social Housing Program Supervisor to request permission. Once permission is granted, a contractor will be sent to the unit to install a mounting board for the satellite dish to be secured to.

Mail and Postal Services

Letter mail and small parcels will be delivered to your unit's mailbox, located in the lobby area of your building. Larger parcels may be held at the nearest Canada Post office; in that case, a notice with pick-up instructions will be left in your mailbox. Please note that tenants residing in Earleton, Larder Lake and Elk Lake must secure a mailbox at the local post office.

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



Paying Your Rent

There are two types of rent in DTSSAB's Social Housing Program buildings. Some tenants pay "Rent-Geared-to-Income", also called RGI. Some tenants pay "Market 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 annual family net income of the household, plus or minus some utility charges or allowances. 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 most current Notice of Assessment as 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 DTSSAB Social Housing Services Supervisor at (705-647-7447 ext. 2250) or danchukc@dtssab.com.

Annual Income Review Process

Once a year, you will be asked to submit proof of your income (Notice of Assessment) 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.

New government rules, under the *Housing Services Act, 2011*, require all RGI tenants to report any change in household income or household size to the Housing Services Supervisor 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.

You will receive at least 90 days' notice of a rent increase resulting from an increase in your household income.

Market Rent

Market rent is comparable to rent you would pay if you were renting from a private landlord. Rent increases annually based on the Ontario Rent Increase Guidelines.

Rent Changes

Since DTSSAB Housing Program is a non-profit corporation, and the amount of government money we receive is fixed, cost increases are often covered by increased rents. You will always be provided with 90 days' notice before the market rents go up.

To help control costs and keep market rents affordable, tenants should reduce energy consumption (see tips in Appendix 4) and report maintenance requests and damage to the office promptly.

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 in the administrative office. Your application will be kept confidential and, if you qualify, 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 electronic funds transfer, personal cheque or money order. Cash payments are not recommended. 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: DTSSAB and print your name, address and apartment number on the front.

Please speak to our office staff if you are interested in automatic withdrawal of rent from your bank account each month.

You may mail or hand deliver your cheque to our office. For after-hours drop off, use the mail slot. At either office.

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 Housing Services Supervisor before you miss the payment. He or 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), DTSSAB Housing Program will protect the privacy and confidentiality of the applicants, tenants, employees, board members, volunteers, and other stakeholders by ensuring the appropriate treatment of their personal information.

Personal information will be collected only for the following purposes:

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

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

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

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.

DTSSAB Housing Program will destroy personal records after they are no longer needed.

To obtain access to your records or to request a correction, you must make a written request to the Housing Services Supervisor.

Household Size

If there is an increase or decrease in the number of residents in your household, even temporarily, you must contact the Housing Services Supervisor 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 complaints and makes rulings.

Under the act, DTSSAB Housing Program 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 90 days' notice when increasing rent for market-rent tenants or 90 days' notice when increasing rent due to an increase in income for RGI tenants
- DTSSAB Housing Program staff members can enter a rental unit, if written notice of entry is given at least 24 hours before entering, for one of the following reasons:
 - work, repairs or replacements in the unit
 - to inspect, if the inspection is reasonable and for the purpose of determining the state of repair and compliance with maintenance standards
 - for any other reasonable reason specified in the tenancy agreement
- In the case of an emergency, DTSSAB Housing Program staff members may enter your unit without notice.



Living in Your New Home

Pets

You can have a pet if it does not disturb other tenants or damage the unit. At the time of initial move-in, you will be required to sign a Pet Information Form. All local municipal regulations must be observed, and by-laws may require that you register your animal with the municipality, which helps police and animal control officers reunite you with your dog or cat if they become lost. You can register your dog or cat at the municipal office for a small fee.

Municipal by-laws restrict the number of animals you can keep in your home. Check the municipal by-law to ensure types and number of pets that are permitted.

If you have a dog, please leash it 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.

If you have a cat, please do not dump large volumes of kitty litter in the garbage, as it becomes heavy, or flush it down sinks or toilets. If you are changing the litter in your cat’s box, please bring litter to garbage room.

DTSSAB Social Housing Program strongly recommends that you have your pet neutered/spayed and micro-chipped.

Lobby Entrance

Visitors can use the intercom system to let you know they have arrived. When you answer their call on the telephone, you can grant them access 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.

Care of Your Unit

Appliances

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

Oven: use mild, soapy water to clean the stovetop. A paste made of baking soda and water is good for removing grease and dirt. Do not use rough cleansers because these will damage the surface of the appliance. Use a commercial oven cleaner for the inside of your oven. If you are using your oven’s self-cleaning feature, do not leave your unit while your oven is still on.

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.

Basements and Storage Areas

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

Yards and Balconies

You should not use balconies or patio as storage areas. Please do not use a barbecue 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.

The yard around your townhouse is your responsibility. You need to cut the grass and weed the garden. You must also shovel snow from the walks in front of the house and sand when necessary for your safety and the safety of others. If you have a disability and cannot shovel snow, please advise the Housing Maintenance office.

Outdoor Water Taps (Townhouse)

Turn off the tap inside and drain the water from the pipe before the winter. If you are not sure how to do this, please contact the Housing Maintenance office.

Household Garbage and Recycling

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.

People living in our townhouses can put their garbage out for regular street pick-up on garbage day. Please tie the garbage bags securely.

The Housing Maintenance office can tell you how to get rid of big items.

Bicycles

Unfortunately, we cannot guarantee the security of your bicycle as we do not provide storage area.

Redecorating

Renovations and Alterations

Before you start any decorating, such as painting or wallpapering, you must get permission from the Housing Maintenance Supervisor. He or she may ask to see colour swatches and may have recommendations for the type of paint to be used.

Drapes

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

Ceiling Fans and Air Conditioners

Any installation of ceiling fans, air conditioners or other electrical fixtures or wired-in appliances must be inspected by DTSSAB and can only be installed by an electrician approved by the DTSSAB. Ceiling fans must remain in the unit upon move-out.

Snow Removal

If your home has a balcony, please clear the snow off regularly to prevent water from leaking in under the door. If you are living in a townhouse or detached home, please clear the sidewalk in front of your house, as per Municipal by-law.

If you are unable to clear snow from your balcony or sidewalk, contact your Building Custodian or the Maintenance Services Supervisor to make alternate arrangements.

Tenants residing in family units with a driveway are responsible for snow removal in their driveway.

Laundry Rooms

The laundry room in your building is for use by tenants and for their own laundry only. The machines accept loonies.

After moving in, check to see if our building has a laundry schedule and check for posted laundry room regulations.

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.

Report any washer or dryers that aren't working to the Building Custodian.

Housekeeping

It is DTSSAB Housing Program's responsibility to maintain the buildings and keep them safe and secure. It is your responsibility to keep the inside of your home clean and safe. Most tenants take pride in their homes and try to keep hallways, laundry rooms and grounds clean and tidy too.

Guests

All tenants living in DTSSAB Housing buildings are permitted to have guests and visitors. When entering, guests should use the lobby intercom system or wait for the tenant they are visiting to let them in.

If you are hosting a longer-term guest (more than fourteen (14) consecutive days), please inform the Housing Services Supervisor.

Booking the Common Room

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

1. Bookings are made by writing your name and duration of the event on the calendar provided by the Housing Office, posted near or inside the common room.
2. Tenants can book the common room for personal events.
3. Tenants holding the function are responsible for any actions of guests and any damages to the Common Room.
4. The tenant holding the event must clean the Common Room after the gathering.
5. No alcoholic beverages may be sold or publicly dispensed at open general functions in the Common Room.
6. The Common Room is a “Smoke and Vape Free” area; this includes any and all tobacco products or narcotic substances (this includes medicinal marijuana).
7. The Common Room is not for personal care or treatment sessions or accommodate overnight guests.
8. Use of the Common Room is a privilege that can be withdrawn should there be violations of the rules.

Problems or questions concerning the booking process should be discussed with the Housing Services Supervisor.

Smoking and Vaping

All public areas of DTSSAB buildings are non-smoking, which makes for a cleaner and healthier environment for tenants and staff members. If you do smoke or vape, please do so outside the smoke free buffer zone, which is (5) five meters of all windows, entrances and exits to all social housing buildings. This includes all patios and balconies. This applies to tenants, members of tenants' households, visitors, guests, business invitees, employees, contractors and support service providers living at, working at or visiting any of the DTSSAB Housing Program buildings.

Pest Control

Mice

Keeping your home clean will help keep pests away. To control mice, keep garbage and food in tightly closed hard containers, block any holes in porches or foundations, trim grass and shrubs near the building, and keep basement drains covered. Please contact Housing Maintenance office immediately if you have mice.

Cockroaches and insects

If you see cockroaches or other pests, such as silverfish, or centipedes, please call Housing Maintenance Services immediately. Depending on the type and frequency of pest, Housing Maintenance Services 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 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 Housing Maintenance office immediately. An inspection will be arranged.

You should wash all your bedding, linens, stuffed animals, clothing, mattress covers, etc. in hot water (at least 120°F) to kill bedbugs. Anything that 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.

Housing Maintenance Services 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 for buildings, other than emergencies, please fill out our maintenance request form (available at the building custodian office) and leave it with the Building Custodian or send to the Social Housing Program 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 must 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 pet(s), 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 Housing Services Maintenance Supervisor 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 supervisor.

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. Repairs can be conducted between 8:00 a.m. and 8:00 p.m.

Transfers

If you would like to move to another DTSSAB Housing Program 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 Social Services Housing at 705-647-7447 ext. 2229 or email at trudelj@dtssab.com to be added to the waitlist.

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:

- lived in your current unit for at least 12 months.
- agree to a pre-transfer inspection of your current unit.
- pay a transfer fee of \$250.00 when you sign the tenancy agreement for your new unit. (tenants who are required to move as initiated by the DTSSAB Housing Program do not have to pay the transfer fee.)
- not be behind with your rent or owe DTSSAB Housing Program any money at the time you are offered a transfer.
- not be involved in legal action with DTSSAB Housing Program.
- not have damages to current unit other than normal wear and tear.



Safety & Security

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 neighbor or friend to pick up your mail and any flyers.

Be Prepared for an Emergency

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, DTSSAB Housing Program recommends checking on neighbors 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 liters 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, DTSSAB Housing Program has an emergency preparedness plan to help tenants evacuate and relocate (if necessary). For tenants with disabilities or mobility restrictions, the Building Custodian 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 month to see that the batteries are working (if the detectors are battery operated) by pressing the test button. Replace batteries each year at the end of Daylight Savings Time. If you have problems with your smoke detector, tell Housing Maintenance office 705-567-9366 ext. 3245.

Our staff will check the detectors at the annual inspection 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

DTSSAB Housing Program provides information to fire fighters about whom 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 Building Custodian 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. Examples of harassment could include taunts, threats, inappropriate touching, blocking of movement, derogatory comments or other behaviors 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 Housing Services Supervisor. 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, DTSSAB Housing Program 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. DTSSAB Housing Program 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 neighbor 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 center.

You can get information and assistance for the local women's center at: 705-672-2128 or 705-567-1777 or toll free at 1-888-871-9090 or 1-866-863-7868.

Drug-Free Policy

DTSSAB Housing Program 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 workplace, either verbally or physically.

The DTSSAB Housing Program believes that tenants are entitled to live in well-managed homes where they feel good about themselves and their community. Tenants may not:

- carry-on illegal activities.
- treat other tenants unfairly.
- Show disrespect to other tenants and staff.
- discriminate against other tenants or staff.

Privacy and Noise

Residents are reminded to respect neighbors' 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 Housing Services Supervisor. Keep a written record of the time and nature of the disturbances. Continued problems should be directed to the attention of the Housing Services Supervisor 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 DTSSAB Housing Program staff. If you have a complaint about a repair that has been done in your home, please forward your request to the Housing Services office. All written complaints will be followed up.

Vandalism

If you see anyone damaging DTSSAB Housing Program property, you should phone the police right away and tell the Building Custodian or the Housing Services Supervisor. 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 parking lot. You are legally responsible for any damage caused by your visitors.

Your New Neighborhood

What's Nearby?

Grocery Stores: Chartrand's Your Independent Grocer
55 Scott Street, New Liskeard

Food Basics
Highway 11-B, New Liskeard

Walmart Supercentre
Highway 11, New Liskeard

Austin's Valu-mart
66 4th Avenue, Englehart

Foodland
47 Government Road East – Kirkland
Lake

Pettuzo's Independent Grocer
15 McChesney Avenue – Kirkland Lake

Pharmacies: Cobalt Pharmacy
24 Prospect Avenue, Cobalt

IDA Smallman Pharmacy
368 Main Street, Haileybury

Findlay's Drug Store
247 Whitewood Avenue West, New
Liskeard

Independent Grocery Pharmacy
55 Scott Street, New Liskeard
Walmart Pharmacy

Pharmacies
continued:

Highway 11, New Liskeard

IDA Earlington Pharmacy
14 10th Street, Earlington

IDA RX Drug Mart
63 5th Street, Englehart

Pharmasave Marshall's
43 3rd Street, Englehart

Austin's Value-mart Pharmacy
66 4th Avenue, Englehart

BDR Pharmasave 15 Station Road North,
Kirkland Lake

Kirkland Lake Pharmacy 38 Government
Road West, Kirkland Lake

Independent Grocer Pharmacy
15 McChesney Avenue – Kirkland Lake

Medical Clinics:

Haileybury Medical Centre
95 Meridian Avenue, Haileybury

Great Northern Family Health Team
177150 Shepherdson Road, New
Liskeard

Mino M'shki-ki- Indigenous Health Team
421 Shepherdson Road, New Liskeard

Le Centre de santé Communautaire du
Temiskaming
20 May Street South, New Liskeard

Medical Clinics
continued:

Englehart and District Family Health
Team

63 5th Street, Englehart

Kirkland District Family Health Team

2 Water Street, Kirkland Lake

Centre de santé communautaire du
Temiskaming

45 Duncan Avenue South, Kirkland Lake

Hospitals:

Temiskaming Hospital

421 Shepherdson Road, New Liskeard

Englehart & District Hospital

61 5th Street, Englehart

Kirkland and District Hospital

145 Government Road West, Kirkland
Lake



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 DTSSAB Housing Program office or at:

<http://www.sjto.gov.on.ca/ltb/forms/>

Appendix 2: 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 3: 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).

Liquid laundry soap

Use ½ cup per full load.

7 L 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

2 tbsp 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 the Maintenance office
- 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 electric 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

You may also be eligible for the OESP credit. Please visit www.ontarioelectricitysupport.ca to apply.

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 any problems are uncontrollable, please call the office at 705-567-9366 ext. 3245.

Notes

