

Family



Future



Community



Home



Affordable



Seniors



Resident Handbook

Dec 2020



Welcome to your new home!

This handbook outlines information about:



Your rights and responsibilities



Rights and responsibilities of
Peterborough Housing



Information for your health, safety, and
security



Information about your rent and home



Frequently Asked Questions

Your Address is:

Your Property # is: _____

Your Tenant # is: _____

Your Resident Services Manager is: _____

Phone Number: _____ Ext: _____

Your Property Clerk is: _____

Phone Number: _____ Ext: _____

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Welcome to Your New Home

Peterborough Housing Corporation

526 McDonnell Street, Office Suite
Peterborough, ON K9H 0A6

Telephone: 705-742-0439

Fax: 705-742-1404

Website: www.ptbohousingcorp.ca

Email: phcinfo@ptbohousingcorp.ca

Maintenance Repair (Days): (705)742-3973

Maintenance Emergency (After Hours): (705)742-7911

Office Hours

Monday to Friday	8:30 AM – 4:30 PM
Saturday & Sunday	CLOSED

Peterborough Housing Corporation is Peterborough County's largest affordable housing provider, owning and managing 1200 units of senior, single and family units throughout the city and county providing a home to approximately **4,000** people. We also administer the rent supplement program for approximately 275 subsidized units within the private market. Units range in size from bachelor apartments to single family homes as well as many townhouse communities. Our buildings range in age from a 100 year old recently fully renovated building, to units that are 50 years old and some that have been newly built in the last few years. We are continually looking for innovative energy conservation measures to incorporate into new and existing structures to improve the efficiency of the buildings and increase the enjoyment of our residents.

Our Mission Statement

"To provide and maintain quality, affordable housing in a safe, healthy and secure environment."

Working with our communities to support positive community development opportunities, we aspire to bring together residents and support agency staff, promote aging in place and provide good client service to fulfil our mission statement.

Message From the Peterborough Housing Corporation CEO & Board Members

Welcome!

This handbook was designed to help our residents find out what they need to know about their new home, community and our housing corporation. We know that moving is an overwhelming event for you and your family members. So many things to think of! We also know that until you get settled, you may find all of the information given at lease up time is overload. Now that you are settled, you need to have the answers to all of the practical questions that may arise during your tenancy. This handbook is your resource to find those answers or to direct you to where you need to go to find them, we hope that this book is helpful. It is our goal to update the information periodically. We also send a newsletter out to residents on a quarterly basis and invite input from our communities.

The Board of Directors and staff at PHC want you to know that we are here to help. We pride ourselves on quality customer service and will work with you to resolve issues as they arise during your stay with us. From the day you sign your lease until you decide to move to another home, we will treat you with respect and strive to make your tenancy at a PHC community a good experience. We also expect that our residents treat our staff and contractors with respect, identify any issues or maintenance problems to us before they get too big and maintain their homes to a good standard. Together we can keep PHC properties working and looking the best they can.

Darlene Cook,
CEO
Peterborough Housing Corporation

Bonnie Clark,
Chair
Board of Directors



Moving In

Move-In Inspections

Your unit was inspected before you moved in. Damage to the unit was recorded and work orders for needed repairs were issued. It is possible, however that we may have overlooked something. We have included a Move-In Inspection Report with your Tenant Handbook. Please complete and sign this form and return it to our office within 14 days of moving in. If you do not return the form, this indicates that your unit is in good condition and that no repairs are needed.

Please inspect everything as soon as you move in (i.e. doors, ceilings, walls, windows, and screens). Check light fixtures, electrical plugs, plumbing fixtures, and your fridge and stove (where supplied). Locate all water shut-off valves and the main electrical shut-off. Check out the furnace if you have one, find the on/off switch. If you cannot find the shut-offs, please contact your Property Manager.

Booking the Elevator

If you are moving into a high rise apartment building, please book your elevator time during your lease signing or contact our office to book.

Once your are finished moving, please inform the Custodian or Building Attendant.

Please note: LULA (limited use, limited application), lifts are not allowed for moving purposes.

Mandatory Tenant Insurance

It is mandatory that all tenants obtain Tenant Liability and Content Insurance before moving into their new home. This insurance will cover any damages to personal property caused by fire, smoke, sewage or water damage, etc. Tenant Insurance will also protect you in the event of liability issues. Our buildings are insured, however this insurance **does not cover your personal property**.

Disposing of Moving Boxes

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

Keys

The keys that you were given when you moved in will get you into your unit, the front door of your building (if you live in an apartment building), your mailbox and lift key (if applicable). Some apartment buildings have special security locks. Replacement keys must be obtained through the office because these keys can only be duplicated by us.

During office hours if you misplace your keys, contact the office for assistance. You will be charged a key charge for replacement as well as for the number of keys being replaced.

If you want to change your locks, we can do this for you. A fee will be charged to cover the cost of staff time, new lock and keys.

It is a good idea to leave an extra key with a trusted friend or family member.



Rent

Paying Your Rent

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

There are numerous convenient methods for paying rent. Some options include:

- Debit
- Pre-Authorized Payment
- Cheque
- Money Order
- Direct Payment (OW/ODSP)

Please note that we are a cashless office therefore we do NOT accept cash as a method of payment.

Pre-Authorized Rent Payment Plan

The Pre-Authorized Rent Payment Plan is a way of paying your rent through automatic deductions from your bank account on the first of each month. This method saves time, trouble, and the cost of writing cheques. You no longer have to come into our office to make payments or worry about missed due dates.

If you would like to sign up for pre-authorized payment plan, please contact your Property Management Assistant.

If you can't pay your Rent

If you can not pay rent, please contact your Resident Service Manager **before** you miss the rent payment to avoid eviction. We want to help, but we can't if you don't let us know you have a problem. We will work with you to make a payment plan that satisfies both parties.

If rent is not received by the first day of the month the following steps will take place;

- * A Notice to Terminate a Tenancy for Non-payment of Rent (N4) is issued.
- * You may avoid eviction by paying arrears prior to the termination date indicated on your notice.
- * If payment of rental arrears is not received by the date indicated on the N4, an L1 (Application to Terminate) is filed with the Landlord & Tenant Board. A \$175.00 to \$190.00 fee will be charged to you for filing this application.
- * You may possibly avoid eviction by attending Landlord & Tenant Board hearing.
- * A mediated agreement may be considered between you and your Resident Services Manager.

How Rent is Calculated (Rent-Geared-to-Income)

Rent is calculated and increased or decreased depending on the services that are included in the rent and whether or not the services are paid for by the landlord or the tenant. These services can include heat, hydro, water, hot water, appliances, parking, and laundry facilities.

Rent before service costs is approximately 30% of all monthly gross income before deductions.

Annual Review

Tenants are required to report information about family members, income, and assets at least yearly. You must provide a copy of last year's Income Tax Returns, information slips, and Revenue Canada's Notice of Assessment.

If your income was less than last years, you could have your rent lowered. If your income was higher than last years, your rent could be increased.

Reporting Income and Household Changes

Tenants are responsible for reporting any known changes in family composition, income, or source of income immediately. An increase or decrease in your income could result in a change of your cost of rent. You must **report changes within 30 days** to avoid removal of subsidy and/or back rent charges.

Do not wait for your annual review to tell us about changes. Contact us!!

Affordable Housing

The affordable rent is set at a rate below the average market rent for the Peterborough area (approximately 90% of the average market rent). Tenants must meet the eligibility criteria of the program at the time of move in based on the unit bedroom size. The affordable rent of each tenant will be increased annually as per the allowable rent control guidelines.

Market Rent

Market rent is approximately the same amount of rent you would pay if you were renting from a private landlord.

Market rents increase once a year. You will get 90 days notice before the market rent goes up.

Questions?

If you have questions about how your rent is calculated, please check the attachment to your lease or contact us.





You and Your Home

Your Lease

Your lease is a legal document. It covers your rights and responsibilities. Please read it carefully and keep it handy.

As a tenant, you have the right to:

- ◇ A safe place in which to live.
- ◇ Enjoy your home without undue interference from others.
- ◇ Take part in the activities of your community.

As a tenant, you have the responsibility to:

- ◇ Arrange for insurance coverage for your possessions.
- ◇ Follow the guidelines in your lease.
- ◇ Be a good neighbour—*treat others as you'd like to be treated.*

If you have any questions about your lease or your rights and responsibilities, please contact your Resident Services Manager.



Parking

Where parking spaces are available, Peterborough Housing will permit the residents to park one properly licensed, insured and roadworthy passenger vehicle or pick-up truck. Trailers, boats, lawn tractors, snowmobiles, ATV's, etc. are not permitted. Unauthorized vehicles will be towed at the owners expense. You may only use a parking space once the **Parking Application and Authorization form** has been completed and approved by a Resident Services Manager. If a household has a change in their parking needs, buy, sell, or change vehicle they are responsible to let the Peterborough Housing office know. If you live in a townhouse complex, your parking space will be the same number as your house/unit. If you live in an apartment building there will be a numbered space assigned to you if you own a vehicle and a space is available.

If you live in a townhouse complex and you own a second vehicle you are responsible for making your own parking arrangements offsite or onsite in another resident's parking space but only with the permission of the other resident and Peterborough Housing Corporation.

Some communities do not have any visitor parking. Tenants are responsible for making sure their guests do not park in other tenants' designated spot. Some communities have a fee for parking spaces. Check with the PHC office for availability and cost.



You and Your Neighbours

You have a right to enjoy your home. Establishing and keeping good relations with your neighbours can go a long way towards making the community one that all residents can enjoy. The following are some of the things that can help establish good relations with your neighbours:

1. Be considerate of volume levels when playing your stereo, radio or entertainment centre.
2. Your patio, balcony or yard is always visible to everyone. Please keep it neat and attractive looking for all to enjoy. Please do not store items or garbage on your balcony or patio.
3. Remember you are responsible for your guests while they are visiting. Please let them know about parking and other regulations.
4. When outside of your home (including hallways, lounge, balcony, patio and yard areas), please dress appropriately.
5. In general, treat others as you would like to be treated. If you do have problems with a neighbour, try to talk about the problem with the person. Try to see their side of the problem. See if you can find a solution that you both can live with. Solutions that you and the other person both agree on are often the one that work the best. If talking with the person doesn't help, document your concerns and call your Resident Services Manager.

Unit Inspections

Your unit may be inspected annually. Unit inspections are done to check the condition of your unit and to take note of wear, tear, and maintenance needs. Inspections may also take place anytime throughout the year. You will be given 24 hours notice before any inspections.

Please report any maintenance problems as soon as possible, rather than waiting for your unit inspection. Your help in early detection of maintenance problems is greatly appreciated.

Regular Maintenance

It is the tenant's responsibility to take care of your home and keep it up to regular standards of cleanliness. To ensure your home is up to standard it is recommended you sweep/mop/vacuum the floors every few days, take out your garbage weekly, do your dishes, clean the bathroom and dust off furniture. It is also important to keep appliances clean to prevent fires and have them in good condition for future uses. Some tips for caring for the appliances:

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

Oven: Use mild, soapy water to clean the stove top on your oven. Use an oven cleaner for the inside of your oven and/ or use the ovens self-cleaning feature often.

Microwave: Use soapy, mild water to clean the inside and outside of your microwave. If there is stuck food on the inside of your microwave, microwave a bowl of water for a couple of minutes to loosen stuck food.

Garbage and Recycling

We ask that all tenants cooperate in correct garbage disposal to maintain safe and healthy living conditions. You are responsible for picking up garbage around your home and you may be charged by us if garbage is left in your yard or on your porch. Garbage should be put out no earlier than 6:00pm the day before pick-up. Garbage is to be placed in tied plastic garbage bags and stored in your basement or a secure outside enclosure until pick-up. Do not store or leave garbage in hallways, entranceways, common areas, balconies or parking areas. We encourage you to take an active part in recycling in an effort to reduce the carbon footprint, keep the environment clean, healthy and safe. There is no limit to the amount of blue boxes put out for collection each week and recycling boxes may be purchased at Peterborough City Hall. The phone number is 705-742-7777 (ext. 1657).

Please visit www.peterborough.ca for more information on waste management and recycling.

Curbside pick-up: Please put out all garbage and recycling to the curb by 7:00am the day of collection. If your garbage or recycling is not picked up by Waste Management Services then you are responsible to return it to your unit for pick up next week. You can reach out to Waste Management Services to report any missed garbage or recycling pickup.

For missed recycling collection call: 705-742-4268.

For missed garbage collection call: 705-745-1386.

Garbage Rooms: Do not place large items such as unwanted furniture or small appliances in the garbage room. Each tenant is responsible to take their own large items to the landfill or recycling depot. The phone number for the City Landfill Site is 705-742-7777 (Ext. 2150). The phone number for the Hazardous Waste/ Electronics Depot is 705-876-0461.

Garbage Chutes: Carefully seal garbage in plastic bags and drop bags down the chute. Avoid jamming chutes with large or oddly shaped bundles. Do not throw boxes, cigarettes or ashes, broken glass, or aerosol cans, down the chutes. Please do not leave any items sitting in the chute room.

Dumpsters: For buildings without rooms or chutes, you will have access to an outdoor dumpster for your convenience. Large items (mattresses, chairs and appliances, etc.) are not allowed in the dumpsters.

Recycling (apartments): Please place all allowable glass, cans, plastic and paper, etc., in the proper bins available at your building.



Decorating

We understand that you may want to decorate your home in your style to make it feel like your own. You can do this, but when you move out, the unit must be restored to its original move in condition.

Do not make any changes/renovations to the property without the approval of your Resident Services Manager. Any modifications done by you that do not meet our standards or property code requirements will need to be removed immediately by you or by Peterborough Housing Corporation at your expense.

Please use proper picture hangers with nails for hanging things on the wall. Do not use nails or screws in any doors, kitchen cupboards or vanity cupboard. If you hang curtains, drapes, or blinds

please make sure they are a safe length and distance away from all heating units.

Upon written request, you may paint providing the colour and type of paint used can be fully covered when repainted using one coat of off-white paint. Tenants will be charged the cost of labour and materials if more than one coat of paint is required to conceal painting done by you.

Satellite Dishes and Cable

Satellite dishes are **not** allowed to be attached to your unit in any way, including your balcony. Authorization for cable/internet installations has been given to any cable company for our entire portfolio in the City and County of Peterborough to avoid inconvenience to clients. Please take note that holes through the brick exterior will NOT be authorized. It is your responsibility to arrange and pay for your own TV & Internet services.

Storage Rooms

Some buildings have storage units that can be rented for a fee. Peterborough Housing is not responsible for items stored in the storage rooms. If you are moving out, please remember to take your belongings to avoid a tenant charge back.

Elevator Safety for Residents

Elevator doors are equipped with a safety-edge device which when pushed stops the doors from closing. You may hold this edge when entering or leaving to ensure the doors will not close on you.

*if there is an **up** and **down** for the elevator please only press one of the buttons.

*elevators may stop within 1/2 inch of floor level, be aware of this, as you step on and off.

*in case of fire, **DO NOT USE THE ELEVATOR.**

Intercom System

*Please do not let anyone in your building if they are not your guest for safety reasons.

To use the intercom system: Locate the person you are visiting on the directory list by scrolling up or down using arrow keys. A code will appear beside the name of the resident. Press the green "phone" key and then enter the code using the number keys. The telephone will ring and you can speak to the resident. The resident must press the number 9 on their telephone to open the door. Some residents may have to press the number 9 two or three times to make the door open (this depends on the make of the telephone used).

Laundry

If a washer and dryer are available in your unit, please clean the lint screen in the dryer to remove any lint buildup. This will reduce drying times and prevent fires. If there are any issues or repairs needing to be done, contact the Peterborough Housing Corporation office.

If you are using a common area to do your laundry, please clean the lint screen in the dryer to remove any lint buildup. This will reduce drying times and prevent fires. Do not leave your clothes, baskets, and soap unattended to prevent any theft. Also be sure to clean up after yourself after every use so it is ready and clean for the next person. These machines are card operated, and you will be provided with a card during your lease signing. There is a replacement fee for any lost, stolen, or damaged cards. If there are any issues or repairs needed to be done, contact the laundry provider servicing your building. You will find contact information posted in the laundry room.

If you live in a townhouse, with your own washer and dryer, they must be in good working order, properly connected, and properly vented.



Lawn Care/ Snow Removal

Tenants are required to clear snow and ice from walkways connecting the leased unit to public walkways. You are also responsible for clearing your own parking space if applicable. It is recommended to use salt/sand mixture available to you in the yellow bins.

For single/semi-detached homes and townhouse tenants - You are responsible for maintenance of your front and rear yards for the duration of your tenancy, unless otherwise stated. Grass is to be cut on a regular basis, as well as cleaning up any litter. Tenants are allowed to plant flower gardens and vegetable gardens that are properly maintained.

BEDBUGS

If bedbugs are found in your home, you should immediately inform the Peterborough Housing Corporation maintenance line at **705-742-3973**.

As a resident, you are responsible for co-operating with Peterborough Housing Corporation's efforts to control the bedbug problem. A licensed pest control company will inspect your unit and identify the needed treatment. Proper preparation for bed bug treatment is expected and you will be provided with instructions from the pest control company on how to properly prepare for their inspection.

Regular cleaning and checking for bedbugs by residents may prevent a large bedbug infestation in homes. To prevent bedbugs in your home it is suggested that you: vacuum your mattress regularly, install a bedbug protective cover on mattress/bedspring, limit clutter, check inside backpacks and luggage you and your guests bring in to your home.

Heat and Hydro

If heat and/or hydro are not included in your rent, then you are responsible for paying heat and/or hydro. You must pay your bill on time to ensure your utilities do not get disconnected and risk damaging your unit. If your utilities do get disconnected please contact the Peterborough Housing office. Whether or not you are responsible for paying the utilities, it is still important to use hydro and heat saving tips to lower your bill and help the environment. Some tips are:

Hydro:

- Turn lights off when they aren't needed. Do not leave exterior lights on during the day.
- Unplug unused electronics and small appliances. They continue to use energy when plugged in, even on the off mode.
- Try to use less hydro during "peak hours" (Refer to Chart Below).
- Do not leave TV's, Music Players, etc. on while they are not being used.

Heat:

- Close off any unused rooms.
- Make sure windows are closed tightly and are locked. If your home is too hot or stuffy, turn down the heat.
- Lower your settings for your heat as low as comfortable to conserve energy.

Ceramic Heater Operation (Alexander, Herbert, Hilliard & Parkhill Rd East)

Once the heating season approaches the ceramic heaters should be placed in the "ON" position using the arrow touch pad button and selecting a desired temperature like a regular thermostat. The heaters will charge the ceramic bricks inside the unit to ensure that they are able to produce heat as required. The heaters will not produce heat unless they are charged overnight for a full 24 hour period. Once the heaters are turned on it is suggested that they remain in the "ON" position to ensure proper operation and continuous heat. Once in the "ON" position the heaters/temperature may be adjusted by using the arrow

Water:

- Only do full loads of laundry.
- Try to take showers rather than baths.
- Check for leaking taps and report them to the office.
- Report any toilets that are "running" or cracked.

Furnace (Houses/Townhouses):

Peterborough Housing will arrange to have the furnace cleaned annually. The filter will be replaced with a new one and an extra will be left for you to change when needed. Be sure to vacuum out the vents to ensure good air flow. Do not store anything near the furnace.

Swimming Pools

Due to safety concerns, Peterborough Housing Corporation cannot authorize or approve the use of any pool.

Smoking Policy

In keeping with Smoke Free Ontario Act (www.mhp.gov.on.ca), smoking is not allowed in the common areas of apartment buildings. Smoking must be limited to your individual unit and cannot interfere with your neighbour's reasonable enjoyment of their homes.

For non-smoking buildings, smoking is only permitted outdoors at a distance of not less than nine (9) metres away from windows, entrances, and exits.

Mail

If your neighbourhood is served by a Community Mail Box by Canada Post, you can pick up your mail any time of day from your individually-locked compartment. You can also drop your letters into the outgoing mail slot for delivery. There are parcel compartments available, so you can pick up packages with the rest of your mail. If you receive a parcel, the key for the parcel compartment will be left in your mail compartment. Once you have taken your package, please deposit the key in to the outgoing mail slot.

To obtain keys, set up a mail compartment, or for any questions please contact Canada Post at: 1-800-267-1177.

****Peterborough Housing Corporation staff do not have access to community mail boxes.***

If your neighbourhood is not served by a Community Mail Box, you will receive your mail in the mailbox at your unit.



Air Conditioners

To keep energy costs down for everyone, we ask that you only use energy efficient units and that you remove air conditioners during the cooler seasons, and only use during hot weather.

Please ensure that the air conditioner is properly installed. The units must not allow condensation water to enter the building.

Pets

Your pet is more than welcome at your new home as long as it does not cause any problems for the landlord or your neighbours, does not cause allergic reactions for other tenants, and is not a danger to other tenants.

If you own a dog(s):

- Make sure your dog is not continuously barking.
- Make sure all dogs are on a leash unless in your home or fenced yard.
- Stoop and scoop in ALL areas.
- Make sure your pets are under control at all times.
- All dogs must have current dog tags, up-to-date vaccinations and rabies shots.
- You are responsible for pets brought on to the premises by visitors.



If you own a cat(s):

- Keep your cat out of play areas, sandboxes, and neighbour's flower beds and gardens.
- Keep your cat under control in public areas.
- Please try to prevent your cat from spraying your neighbors' windows and doors.
- Ensure your cat has up-to-date vaccinations, and is spayed or neutered.
- As per City By-Laws, only three cats are permitted per household.

If you own an exotic pet you must check with your Property Manager first.

Please be aware of municipal bylaws regarding pets in your community. These are normally posted on your city, township or county website.

Guests and Visitors

Visitors may come to the unit as frequently as you invite them. You may invite guests into your unit for up to a two week stay (14 days) without gaining the permission of Peterborough Housing Corporation. If you wish a guest to stay longer than 14 days in total in a one year period, you must indicate to us in writing the length of time you would like to the guest to stay.

We may agree to the stay and will confirm in writing the length of stay permitted. We may refuse the request if we feel the guest has no intentions or prospects of moving at the end of the term or if staff or other tenants have complained about the guest's behavior and those complaints have been found to be valid. At the end of the term, the guest must leave. If the guest continues to stay in the unit without permission, your subsidy will be removed giving 90 days notice. You have the right to ask for a review of the decision. If you move out of the unit, your guest must also immediately move out. Please remember that as a tenant, you are fully responsible for the actions of your guests or visitors.

Tenant Appeal Process

- * Peterborough Housing Corporation has put in place an appeals process for tenants. Tenants can appeal staff decisions using this appeal process, provided the appeals are within the following guidelines.
- * Must be in written format and addressed to the General Manager.
- * Must state the decision made, the date the decision was made, a copy of the letter you have received regarding the decision and the reasons you disagree with the decision and any supporting documentation you would like the Committee to consider.
- * Must be received by Peterborough Housing Corporation no more than:
 - 10 business days after the notice of decision was delivered in person.
 - 11 business days after the notice of decision was left at the tenant's unit.
 - 15 business days after the notice of decision was delivered by mail.
- * Can appeal these types of decisions if:
 - You believe we have based any subsidy decision on wrong information
 - You believe we have not calculated your rent correctly
 - You believe you have wrongly had your subsidy removed
 - You believe you have wrongly been asked to move because of over housing regulations
- * Will be conducted within ten business days of receipt of a written request for an appeal.
- * Will be conducted by an Appeal Committee consisting of two members of PHC Board of Directors and two staff members. The committee members will have no prior knowledge nor will they have been involved in the initial decision.
- * Will be acknowledged and an appeal decision delivered, in writing no more than five business days after the committee has reached a decision.
- * Recognize that the decision of the Appeals Committee is final.

Damages and Repairs

Taking care of your unit is a joint responsibility of the tenant and landlord. As a tenant you are responsible for fixing any damages or repairs due to negligence or willful act beyond normal wear and tear caused by the tenant or their guests.

For example, tenants are responsible for:

- Front door repairs/replacement
- Drywall, painting, repairs, wallpaper removal
- Broken fixtures
- Plugged toilets and drains
- Burnt and/or damaged counter tops
- Appliance repairs and/or replacement
- Glazing and screen/door closure repairs
- Smoke/CO detector repairs and/or replacement
- Parking lot repairs
- Fencing
- Furnace repairs
- Excessive cleaning
- Unapproved modifications



**IF THERE IS AN AFTER
HOURS EMERGENCY CALL**

705-742-7911

Emergencies include:

- Flooding caused by a plumbing break down
- No heat
- Damage caused by wind, storm or fire
- Sewer backups
- Electrical failures or short circuits that threaten building safety and lives of others
- Call 911 if you need ambulance, Fire Department, and/or Police

Should the landlord need to make these repairs there may be a charge to the tenant for all material and labour costs.

If there is fire or water related damage, charges may result if there is tenant negligence. Tenants are responsible for obtaining adequate insurance coverage to cover costs for fire and water damages. Larger costs may be determined depending on damage or court action.

Peterborough Housing Corporation takes great pride in providing a home to tenants that are in a good state of repair and fit for habitation. We comply with health, safety, housing and maintenance standards. At Peterborough Housing Corporation we have a regular maintenance routine in place, we perform major repairs when necessary, we respond promptly to routine maintenance concerns, and we take immediate action in emergency situations.

Examples of repairs due to normal wear and tear that PHC would be responsible for are leaky taps, running toilets, roofing issues, broken handrails and/or stair treads.

Working together will ensure that your home remains in a good state of repair suitable to both parties.

Requesting Repairs and Maintenance

Tenants wishing to place a maintenance request for their unit are asked to call the maintenance line at **(705) 742-3973**. It is important that all maintenance issues be reported to Peterborough Housing Corporation as soon as you become aware to prevent further damage from occurring.

We strive to have all work order requests completed/investigated within 48 hours of the initial call; however we do place the requests in priority sequence dealing with urgent requests first.

We encourage feedback from you regarding the quality of the repair and the professionalism displayed by our staff and contractors.



Service Related Charges

Some services are not the landlord's responsibility and if these services are used, they are charged to the tenant:

- Garbage Removal:** If you fail to dispose of your garbage accordingly and cause unnecessary clean-up.
- Grounds Upkeep:** If you fail to cut your grass or maintain your exterior portion of the leased premises.
- Failed Entry:** Should a tenant request maintenance work, but fails to provide entry into the unit.
- Lock Outs:** When keys are misplaced, the tenant will be charged back the additional expense incurred to provide re-entry.
After hours service is NOT provided and the tenant is responsible for any cost to gain entry back into their unit.
- Lock-Changes:** Lock changes will not be made unless mutually agreed by the tenant(s) and the Peterborough Housing Corporation. Payments for lock changes must be made prior to the lock being changed. All locking systems must be approved by Peterborough Housing.

The above lists are representative, but not limited to, the type of tenant charges which would normally be applied.

Peterborough Housing Corporation may apply other types of tenant charges that result from a willful act or tenant negligence beyond normal wear and tear.



Safety and Security

Fire and Safety

It is important to take steps to prevent a fire that could harm you, your family, and other tenants and neighbours. As a precaution please make sure you do not have anything touching your heating devices, leave candles unattended, leave anything cooking in or on the stove unattended, and make sure cigarettes are completely out before disposing of them. As a reminder, open air fire burning is not permitted in any yard, in any of our communities.

To avoid confusion in the event of a fire, make a plan with your family. Chose how you will get out, where you will meet, and make sure all family members understand the arrangement.

Smoke Detector

In every unit there are hardwired smoke detectors located on the ceiling on each level. It is against the law for any resident to tamper or shut the power off to the smoke alarm or remove the smoke alarm. It is advised that you test the alarms monthly, please notify Peterborough Housing if your smoke detectors are not functioning properly.

Carbon Monoxide (CO) Detectors

CO alarms monitor airborne concentration levels of CO over time to protect you from Carbon Monoxide poisoning, and sound an alarm when harmful levels are present. They are designed to sense low CO concentrations over a long period of time as well as high concentrations over a short period of time. The CO Detectors are located on the ceiling outside the bedrooms in ALL units. If your unit is equipped with gas fired appliances or located near any mechanical room with gas fired appliances, your unit will be equipped with a CO/Smoke Detector combination.

Door Closure

A door closure has been installed in each apartment building to meet the fire regulations. Never disconnect your apartment door closure, and do not prop your apartment door open. Please notify the Peterborough Housing office if your door closure is not properly working.

Basements

If you have an unfinished basement, please do not use any part of it for sleeping as this is against Fire Regulations. The tenant is responsible for ordinary cleanliness in the basement. Do not store garbage or store any belongings around the furnace.

Harassment

Peterborough Housing will not tolerate any form of harassment. This applies to residents, service providers and our staff. If you feel as if you are being discriminated against, or harassed, you should contact your resident services team.

Safety

Keeping our community safe is a team effort, which is why it is important to call 911 and report any illegal activities.

If you see any of the following, please call 911 or contact *Crime Stoppers*:

- Illegal drug use, drug dealing, drug production or cultivation
- Unlawful sale of liquor
- Sexual abuse or exploitation of a child or related activities
- Possession or storage of an unlawful firearm, weapon, or explosives.
- Any type of violence



Emergency Assistance List

Peterborough Housing keeps an Emergency Assistance List for our Apartment Buildings, indicating residents that may require special assistance to leave the building in the event of an evacuation. The Fire Department and the building custodian are given a copy of this list. Contact the Peterborough Housing office to be included on the list.

Emergency Procedures if you Detect Fire:

- Leave the fire area immediately. Take keys.
- Close all doors behind you.
- Sound the alarm. Activate fire alarm pull station.
- Leave the building immediately.
- Do not use elevator.
- Assist others to evacuate where necessary.
- Phone the Fire Department — 911
- Provide correct address, nature and location of fire in building
- Once evacuation has been conducted, one may attempt to use a fire extinguisher to extinguish the fire if it is deemed safe to do so.
- Do not return to the building until it is deemed safe to do so by a Fire Officer.
- Do not access or move any vehicles in the parking lot.

If you are in a Room:

- Before opening the door, feel door and knob for heat. If it is not hot, brace yourself against the door and slightly open it. If you feel pressure or hot draft or detect smoke, close the door quickly.
- If you find no fire or smoke in a hall, close the door behind you and evacuate the building. Check the stairway for heat and smoke before using it. Always remain calm; move quickly and quietly to the nearest appropriate exit.

If you Cannot Leave the Room or Area:

- Close door and seal all cracks where smoke can get in. If available place a wet towel or similar material at base of door and seal edges with masking or similar tape. Use dry fabrics if wet ones aren't available.
- Call 911 and tell them exactly where you are.
- A white sheet/blanket should be hung out of window or balcony to alert firefighters of your location.
- Crouch low to the floor if smoke enters room.
- Wait to be rescued. Remain calm. Do not panic.



Moving Out/ Transfers

60 Day Notice

When moving out you are required to give written notice of at least 60 days prior to your move out date. This notice will be effective on the last day of the month. For example, if you want to move out on September 30th, you must give your written notice on or before August 1st.

You may pick up a Tenant's Notice to Terminate the Tenancy - Form N9 at our office to complete should you decide to vacate. The N9 Notice is also available on our website at www.ptbohousingcorp.ca and also on the Landlord and Tenant website at www.sjto.gov.on.ca/ltb.

Upon receiving your notice, a written confirmation of your intent to vacate will be sent to you including a list of your move-out responsibilities.

If you wish to have a pre-move-out inspection, please contact our office to arrange this inspection.

Remember to leave your forwarding address with us and contact any companies/agencies to let them know about your move-out date, so they can forward you mail and/or prepare the final bills.

During this period you should allow reasonable access to your unit so that Peterborough Housing can show your home to new applicants.

Subletting your home is not permitted.

Moving Out Responsibilities

You are responsible for returning the unit to the condition that you received it.

Remove all wallpaper, carpet (that you have installed or accepted) and report any damage that may have occurred while you were renting. You are also responsible for removing all garbage, old furniture, and appliances to a proper disposal site.

If the unit is not acceptable to Peterborough Housing standards, you will be charged for all costs relating to any cleaning and repairs.

Ensure that you return ALL keys when vacating. If keys are not handed in, you will be (financially) responsible until the landlord has obtained legal possession of your unit through the Landlord & Tenant Board.

Arrears

When moving out is very important that you do not owe any arrears to Peterborough Housing. When you vacate, any account with rental and/or maintenance arrears will be forwarded to a Collection Agency unless prior arrangements have been made between the tenant and Peterborough Housing. If you leave your residence in any condition other than how you received it, you will be charged for any services that may be used to return the apartment or unit back to standards.

A former tenant who owes arrears may not be eligible for housing with any rent-geared-to-income housing provider in the Province of Ontario.

Transfers

After a minimum of one year residency period, tenants may apply for a transfer to another unit for any of the following reasons;

- Emergencies that threaten health or safety
- Health or medical problems of a serious nature
- Resident “well being” including the need to move to a housing unit with fewer or more bedrooms

To be eligible for a transfer you must have your household in good standing with no arrears, no eviction notices, rent has been paid on time for the last 6 months, no history of damage to the unit, no history of disturbing neighbours or staff. Other rules may apply, please contact Peterborough Housing Corporation for more information.



Community Development

Housing Social Worker

PHC has a social worker on staff to help residents navigate the challenges and pressures that life may present. Our social worker is ready to help! Please call our office to connect.

Social Services

If you have concerns about your or your family's physical or mental health, life skills, financial management, or family and child welfare, our Housing Social Worker may be able to help you contact an agency or someone who can assist.

At Peterborough Housing we fully respect your confidentiality.

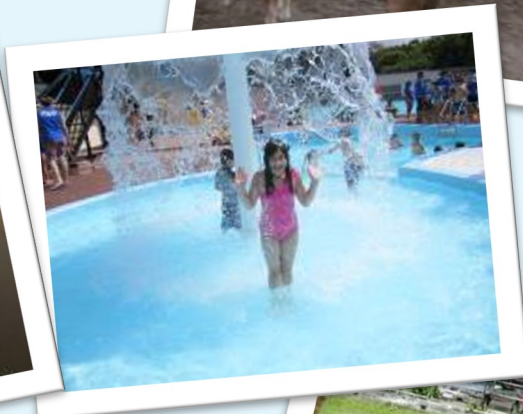
There are also Social Services in Peterborough (www.peterborough.ca/socialservices) that can help you as well, such as;

- *Ontario Works*
- *Children Services*
- *Employment Resources*



Child and Youth Programming

Peterborough Housing Corporation is a community based organization that provides housing for low and moderate income families in the City and County of Peterborough. We are committed to ensuring families in our communities have access to academic, recreational and other supports. We work with community partners to deliver these services for residents and their families. Contact Peterborough Housing to get your children involved.



Getting Help when you need it!

211 is a telephone helpline (call 2-1-1) and website that provides information on Ontario's community, social, and health services. 211 can help you understand what services and government benefits exist and how to apply.

211 is answered 24 hours a day, every day of the year across Ontario.

How can 211 Help me?

Hungry? Call 211 to learn about food banks, community meals, holiday meals, meals on wheels, community gardens, food banks with baby food and lots more.

Unemployed? Call to learn about employment services, resume and job hunting help, entrepreneur supports, apprenticeship programs, skills upgrading, business clothing donations and lots more.

Stressed? Call to be referred to organizations that might be able to help such as community legal clinics, organizations providing supports and advocacy, distress lines, mental health services, support groups, parenting programs, counselling and lots more.



Property Gardens

Some of our properties have a community garden that all residents are allowed to participate in. The community garden consists of everyone planting vegetables/fruit, maintaining the garden, and eating the fresh grown produce. If there is not a community garden at your residence, talk to the Peterborough Housing office about starting one.



Your Residency

Our staff are committed to assisting you to maintain a successful tenancy for you and your family in your community. In doing so, we can only meet your needs when we are contacted. Staff can be contacted by phone, email, and in person on site or in our office. Complaints should be in writing, directed to the proper staff person and signed by the complainant. We maintain client confidentiality and can direct you to the appropriate assistance or agency based on your needs. We wish you a long and happy residency in a Peterborough Housing Corporation community. Any further information can be obtained on our website at www.ptbohousingcorp.ca

Notes

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.



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