



Resident Handbook: Apartments

Jan 2023



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

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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

Website: www.ptbohousingcorp.ca

Email: phcinfo@ptbohousingcorp.ca

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

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

Online Maintenance Request Form:

<https://ptbohousingcorp.ca/living-in-our-community/maintenance-services/>

Office Hours

Monday to Friday 9am – 4pm

Closed 12pm —1pm

Saturday & Sunday CLOSED

Closed Statutory Holidays

Peterborough Housing Corporation is Peterborough County’s largest affordable housing provider, owning and managing over 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 200 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.

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.

Our Mission Statement

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

A Message Your Peterborough Housing Corporation Team

Welcome!

This handbook is 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 a big event for you and your family members. We also know that until you get settled, you may find all of the information given at the lease signing to be overwhelming. Now that you are settled, you need to have the answers to all 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.

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. We strive to make your tenancy at a PHC community a good experience. Together we can foster strong and healthy communities.

- Your Peterborough Housing Corporation Team



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. On our website you will find a [Move-In Inspection Report](#), please submit completed form within 5 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.

Booking the Elevator

If you are moving into a high-rise apartment building, please book your elevator time prior to your move in date, elevators are placed on service for a maximum of 2 hours. Contact our office to book your time.

Once you're 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 and keep current Tenant Liability and Content Insurance for their entire tenancy with Peterborough Housing, during your annual review you will be asked to provide proof of this. Our buildings are insured, however this insurance does not cover your personal property. Tenant insurance will cover any damages to personal property caused by fire, smoke, sewage or water damage, etc. as well as temporary accommodations if your unit is uninhabitable after damage. Tenant Insurance will also protect you in the event of liability issues.



HSC Tenant Insurance Program offers affordable tenant insurance to residents of social housing. To apply visit <https://tenant.hscorp.ca> or call 1-866-940-5111 (Marsh's Private Client Services).

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 fee 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, we prefer the following options:

- Debit
- Pre-Authorized Payment
- Cheque
- Money Order
- Direct Payment (OW/ODSP)
- Online banking - add PHC as a payee using your tenant account # located on your yellow resident card.

Pre-Authorized Rent Payment Plan

The Pre-Authorized Rent Payment Plan is a way of paying your rent through automatic withdraw 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 our customer service representatives.

Rent Receipts

Rent receipts are available after January 1st by request only for all buildings except 526 McDonald and 553 Bonaccord. These buildings have been granted an exemption from the municipal education and property taxes. CRA states that eligible rent is paid to a principal residence that is subject to these taxes. If you live in an affordable housing unit that is exempt from these taxes, you may not enter an amount under box 61100 for your taxes.

You can request a receipt by calling the office or emailing phcinfo@ptbohousingcorp.ca

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 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.

If you can't pay your Rent

If you cannot pay rent, please contact your Resident Service Manager **before** you miss the rent payment to avoid eviction. 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 contact PHC to arrange for payment.
- * 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 \$186 to \$201 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.

Annual Review

Tenants are required to report information about family members, income, and assets at least once a year. We will send Annual Review forms in advance. You must provide a copy of last year's Income Tax Returns, or 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.

As of July 1st, 2021, residents must provide their most recent Notice of Assessment or completed income tax return. If this is not provided you may lose your rent subsidy.

Completing your Taxes

Every year it is vital that you complete your income taxes by the deadline. By doing this you will remain eligible for certain tax credits such as Trillium, GST, and Child Tax Benefit. If you are late filing your taxes, you may experience an interruption in these credits. After completing your taxes, you will receive a Notice of Assessment which will be required during your upcoming Annual Review.

In some of our buildings we host free tax clinics that run in March, information including when the clinic is and what you will need will be posted in those buildings prior to the clinic

If you need help completing your taxes, you can find a list of free tax clinics in the Peterborough area here:

<https://centraleastontario.cioc.ca/record/PET0995>

Reporting Income and Household Changes

Tenants are responsible for reporting any known changes in family composition, income, or source of income.

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. 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 and income thresholds.

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. The notice is called a form N2.

Increase of Market Rent Notices When You Have a Rent Subsidy

You will get a notice of market rent increase (N2) for your unit every year even if you have a rent subsidy. This is to provide you with the current market rent for your unit for your information. If you have a rent subsidy (Rent-Geared-to-Income/ Rent Supplement) the rent you pay **will not** change based on the market rent for your unit.

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 Coordinator.



The following is a brochure from the Landlord Tenant Board which provides information to new tenants. It covers, the role of the Landlord Tenant Board, tenant rights and responsibilities, and landlord rights and responsibilities.



Brochure: Information for New Tenants

Landlords must provide this information to new tenants on or before the date the tenancy begins.

The Law

Most residential tenancies are covered by the *Residential Tenancies Act* (the RTA). This law:

- gives landlords and tenants specific rights and responsibilities,
- provides rules for increasing the rent and for evicting a tenant, and
- creates the Landlord and Tenant Board (LTB).

Exemptions

Some rental units are not covered under the RTA. For example, the RTA does not apply:

- if the tenant must share a kitchen or bathroom with the owner, or the owner's family members
- if the unit is used on a seasonal or temporary basis

The role of the Landlord and Tenant Board is to:

- inform landlords and tenants about their rights and responsibilities under the RTA, and
- resolve disputes between landlords and tenants through **mediation** or **adjudication**, or by providing information.

Tenant Rights and Responsibilities

You have the right to:

- **security of tenancy** - You can continue to live in your rental unit until you give your landlord proper notice that you intend to move out, you and your landlord agree that you can move, or your landlord gives you a notice to end your tenancy for a reason allowed by the RTA.

Important: If your landlord gives you a notice to end your tenancy, you do not have to move out. Your landlord must apply to the LTB to get an order to evict you and you will have the right to go to a hearing and explain why your tenancy should not end.

- **privacy** - Your landlord can only enter your rental unit for the reasons allowed by the RTA. In most cases, before entering your unit, your landlord must give you 24 hours written notice. There are some exceptions, however, such as in the case of an emergency or if you agree to allow the landlord to enter.

You are responsible for:

- **paying your rent** on time.
- **keeping your unit clean**, up to the standard that most people would consider ordinary or normal cleanliness.
- **repairing any damage** to the rental property caused by you or your guests - whether on purpose or by not being careful enough.

You are not allowed to:

- **change the locking system** on a door that gives entry to your rental unit unless you get your landlord's permission.

Landlord Rights and Responsibilities

Your landlord has the right to:

- **collect a rent deposit** - It cannot be more than one month's rent, or if rent is paid weekly, one week's rent. This deposit must be used as the rent payment for the last month or week of your tenancy. It cannot be used for any other reason, such as to pay for damages. A landlord must pay interest on the deposit every year.
- **increase the rent** - There are special rules that limit how often your landlord can increase the rent and by how much. In most cases, a landlord can increase the rent only once a year by the guideline that is set by the Ontario Government. A landlord must give a tenant at least 90 days notice in writing of any rent increase and this notice must be on the proper form. **Exceptions:** Non-profit and public housing units, residences at schools, colleges and universities, and certain other accommodation are not covered by all the rent rules.

Your landlord is responsible for:

- **keeping the rental property in a good state of repair** and obeying health, safety and maintenance standards.
- **providing you with a copy of your written tenancy agreement** within 21 days after the day you signed it and gave it to your landlord. For most tenancy agreements first entered into on or after April 30, 2018, the landlord must use the standard lease form entitled *Residential Tenancy Agreement (Standard Form of Lease)*.

Your landlord is not allowed to:

- **shut off or deliberately interfere with the supply of a vital service** (heat, electricity, fuel, gas, or hot or cold water), care service or food that your landlord must provide under your tenancy agreement. However, your landlord is allowed to shut-off services temporarily if this is necessary to make repairs.
- **take your personal property** if you don't pay your rent and you are still living in your rental unit.
- **lock you out of your rental unit** unless your landlord has an eviction order from the LTB and the Sheriff comes to your rental unit to enforce it.
- **insist that you pay your rent by post-dated cheque or automatic debit.** These ways of paying your rent can be suggested, but you cannot be refused a rental unit or evicted for refusing to give them.

Contact the Landlord and Tenant Board

Call us:

Toll free: 1-888-332-3234

Toronto area: 416-645-8080

TTY: Bell Relay Service at 1-800-268-9242

Visit our website at tribunalsontario.ca/ltb

Visit your local LTB office. For office locations visit [our website](#).

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. By keeping these areas neat and tidy you and your neighbours can enjoy the outdoor spaces. 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 Housing Support Worker

Complaints

PHC Will

- **INVESTIGATE** all serious complaints.
- **MAKE** every reasonable effort to assist in resolving complaints.
- **APPLY** to the Landlord and Tenant Board to evict tenants who, despite all efforts to resolve the problem, still disturb others' reasonable enjoyment, and/or behave violently towards or threaten the safety of other tenants and staff.
- **PROTECT** the confidentiality of tenants who make complaints and tenants who are the subject of complaints unless witness required.

PHC Will Not

- **GET INVOLVED** in minor disputes or complaints based on rumors.
- **GET INVOLVED** if PHC as the landlord has no authority to deal with the complaint.
- **CONSIDER EVICTING** a tenant if there is not enough documented evidence to take the case to the Landlord & Tenant Board. PHC may also need witnesses to attend and testify at the hearing.
- **ACT ON** complaints if the complaint is a general statement objecting to a person or group based on their gender, age, race, ethnicity, religion, sexuality etc. The complaint itself could be a form of harassment.

Tenant Appeal Process

The first step if you are dissatisfied with a decision that has been made is to speak to your Resident Services Coordinator, they will review the decision with you. If you continue to be dissatisfied and no agreement has been reached you will be directed to a Resident Services Manager who was not involved with the case to review the decision with you.

If you are still dissatisfied, you can request a review by the Peterborough Review Committee within 20 days of the decision being made. The committee is comprised of you, the person who made the decision, two neutral housing providers who were not involved in the decision, and a person from the city. You are welcome to bring someone with you for support. The decision made at the review committee will be final.

Request for review forms can be found online on the city of [Peterborough's website](#).

For more information contact the Peterborough Review Committee at 855-738-3755 or ptboreview@peterborough.ca

Custodian/Building Attendant Duties

Listed below are the duties of your Resident Custodian.

If any of these problems arise in your unit, please contact your Custodian directly. The best way to do this is to leave a written request for the repairs you need done along with your name and unit number, in the slot in the Janitorial Room Door. This helps the Custodian remember who needs what work done and to plan his/her work schedule.

- ⇒ Changing of washers and packing in taps.
- ⇒ The repair of all drains and sink traps.
- ⇒ Any minor adjustments to doors, locks and windows.
- ⇒ Replacing blown fuses.
- ⇒ Reporting any irregularities such as: fires, interior and exterior damage by tenants, unauthorized parking, any unreasonable disturbances and boarders.
- ⇒ Also any minor problems which may arise.



If your building has a **Building Attendant**, in the absence of the Custodian, your Building Attendant's duties are:

- ⇒ maintaining the general security of the building; monitor fire alarm systems;
- ⇒ assist in cases of fire alarms, personal injury accidents, damage, theft, vandalism, lockouts;
- ⇒ report any emergencies, hazards, disturbances to Supervisor and/or custodian, etc.

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 regularly.

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.

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.

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 financially 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
- Excessive cleaning
- Unapproved modifications



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. 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.

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.
- * If you become stuck in the elevator do not panic, ring the Alarm Bell or use the emergency phone if one is provided
- * In case of fire, **DO NOT USE THE ELEVATOR.**

IF THERE IS AN AFTER
HOURS EMERGENCY CALL

705-742-7911

Emergencies include:

- Flooding
- 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

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** or submit an online maintenance request form by clicking [here](#).



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 to a contractor 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.

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 owner's 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 an apartment building, there will be a numbered space assigned to you if you own a vehicle and a space is available.

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.

Bedbugs/Pests

If bedbugs or other pests 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/pest problem. A licensed pest control company will inspect your unit and identify the needed treatment. Proper preparation for 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/pests by residents may prevent a large infestation in homes. To prevent bedbugs and pests 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 into your home.

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. 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 to reduce the carbon footprint, keep the environment clean, healthy and safe. Recycling bins may be purchased at Peterborough City Hall. The phone number is 705-742-7777 (ext. 1657).

Please visit the [City of Peterborough](http://www.cityofpeterborough.ca) for more information on waste management and recycling.

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.

City Landfill Site 705-742-7777 (Ext. 2150). Hazardous Waste/Electronics Depot 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.

Recycling List



Keep your “CONTAINERS” separate from your “PAPER PRODUCTS” as outlined below.

Stream
1

Containers

Place all containers loose into one blue box. **Do not bag containers.** Please rinse off any excess food.

Plastic Containers

- All food and beverage containers.
- Bakery trays, cookie trays, fresh fruit containers, plastic egg cartons.
- Windshield washer fluid bottles, toiletry bottles.
- Flower pots (12 inches or less in diameter) and trays.

- ✗ **No Tupperware-type containers.**
- ✗ **No hangers.**
- ✗ **No plastic straws or cutlery.**
- ✗ **No prescription medicine containers.**
- ✗ **No motor oil containers.**
- ✗ **No black plastics**

Metal Containers

- Aluminum beverage cans.
 - Steel food and beverage cans.
 - Aluminum foil and trays (scrunch foil in a ball).
 - Paint and aerosol cans (must be empty, dry, lids removed).
- ✗ **No propane/butane cylinders**

Glass Containers

- Clear and coloured glass bottles and jars.
- ✗ **No other type of glass accepted (eg drinking glasses, window panes).**

Juice Boxes, Tetra Paks, Milk Cartons, Coffee Cups and Spiral Containers

- ✗ **No straws, stir sticks or plastic lids from coffee cups.**
- ✗ **No Kool Aid Jammer style cartons.**

Styrofoam Products

- ✗ **The collection and recycling of Styrofoam has regrettably been discontinued due to lack of markets. This material will now be accepted in regular garbage.**



Recycle the package, not the product.



Note:
there is no limit to the number of blue boxes you may set out for collection each week.



Stream
2

Paper Products & Film Plastic

Paper Products and Film Plastic go in the same blue box. Bag film plastic together.

Drop-Off Depot
Open 24/7
390 Pido Road

Cardboard and Boxboard

- Flatten and tie in bundles 30" x 30" x 8" maximum.
- ✗ **No waxed cardboard.**
- ✗ **No frozen food containers.**



Newspapers and Magazines

- Can be loose or in plastic bags to prevent blowing. Do not tie the bags.
- ✗ **No paper towels or tissues.**



Office paper and envelopes

- Can be loose or in plastic bags to prevent blowing. Do **not** tie the bags. Not necessary to remove staples, paper clips.



Hard- and soft-covered books

- Hard covers must be removed and placed separately into the Paper blue box.
- ✗ **No binders.**



Brown bags, Gift bags, Paper inner tubes, Egg cartons

- Inner tubes from toilet paper, paper towels and gift-wrap.
- ✗ **Remove non-paper attachments from gift bags.**



Film Plastic

- Stuff plastic grocery bags, bread bags, milk bags, toilet paper wrap, dry-cleaning bags, etc together inside one grocery bag, and **tie the top.**
- ✗ **No chip bags, cheese wrappers, stretch wrap, or cereal box liners.**



For missed recycling collection, call 705-742-4268



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.

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

Common Laundry Rooms:

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; new cards can be purchased on site at the card refill station for a \$5 fee. If there are any issues or repairs needed to be done, contact Sparkle at 1-866-769-0680 or fill out their [online request form](#).

Smoking Policy

Smoking must be 30 meters away from any playgrounds, daycares and front entrances.

Smoking Buildings:

In keeping with [Smoke Free Ontario Act](#), 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.

Non-Smoking Buildings:

Smoking is only permitted outdoors at a distance of not less than nine (9) meters away from windows, entrances, and exits.

Mail

You will be provided with a mailbox key during your lease signing. Your mail will be placed in your individual mailbox. If there is a parcel pick up box this is where larger parcels will be delivered. The key to this box will be placed in your mailbox which you will then put in the outgoing mail slot when you are finished retrieving your mail.



Email Communication

PHC is working to better serve our residents by using email as our main method of communication. By doing this we will decrease the amount of paper notices that are delivered and reduce our impact on the environment. The consent to email communication form at the back of your handbook will provide PHC with your consent to email documents relating to maintenance, 24 hours' notice for entry, rent increases and other notices that relate to your tenancy. Please complete the consent form and return to PHC to start receiving communication via email. To return consent form you may:

- ⇒ download a digital copy from www.tribunalsontario.ca/lrb/forms/
- ⇒ Pick up a physical copy in the office
- ⇒ scan and email to residentservices@ptbohousing.ca
- ⇒ take a picture of the completed form and email to residentservices@ptbohousingcorp.ca
- ⇒ Return a physical copy to PHC via drop off or mail

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, or are scheduled to be 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.

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.

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.



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 or that allow for pooling of water that drips down to balconies below.

PHC Highly recommends the use of portable exterior vented air conditioning units to minimize damage to windows

Guests and Visitors

You may invite guests into your unit for up to a two week stay (14 days), providing they have a permanent address elsewhere, without gaining the permission of Peterborough Housing Corporation. If you wish a guest to stay longer than 14 days in total, you must request approval in writing indicating 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 complaints have been made 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

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 (no longer than 2 meters) unless in your home or fenced rear yard.
- Pick up pet waste as soon as it happens
- 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.
- As per city by-law, no more than three dogs per household.



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 Resident Services Manager first.

Please be aware of municipal bylaws regarding pets in your community. These are normally posted on your city, township, or county website. [City by-law regarding pets](#)





Safety and Security

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 with or shut the power off to the smoke alarm or remove the smoke alarm. It is advised that you test and clean 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.

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 police services.

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 violent behaviour or harassment

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 if applicable.

Fire Drills

Monthly fire station pulls are conducted as required by Ontario Fire Code and to ensure proper operation of equipment.

Security Cameras

Some of our buildings are equipped with security cameras operated by Trent Security Systems. This gives PHC the ability to monitor, review, and deter unwanted behaviour. If there is an incident, please follow proper complaint protocol by reporting to PHC with the date and time of incident in writing.

To comply with the Guidelines for Use of Video Surveillance issued by the Office of the Information & Privacy Commissioner of Ontario the following policies apply to the camera system:

- ⇒ Signage has been posted to inform residents and visitors of the use of security cameras and recording in public spaces.
- ⇒ The decision to review video surveillance recordings shall be at the discretion of PHC and only designated employees shall have access to recordings.
- ⇒ Video recordings will be released to law enforcement that are actively investigating a reported criminal matter (ex. vandalism, theft, or assaults) if requested by the investigating officer.

Fire and Safety

It is important to take steps to prevent a fire in your home and community. 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. Choose how you will get out, where you will meet, and make sure all family members understand the arrangement.



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 the door is hot DO NOT OPEN IT, stay put.

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.



Community Development

Housing Support Worker

PHC has Housing Support Workers on staff to help residents navigate the challenges and pressures that life may present. Our Housing Support Workers are ready to help! Please call our office to connect.



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.

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.



Social Services

If you have concerns about you or your family's physical or mental health, life skills, financial management, or family and child welfare, our Housing Support Workers 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 that can help you as well, such as;

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

Community Care

Run by staff and volunteers, Community Care administers a variety of services in Peterborough and county. No referral required, Community Care has programs such as meals on wheels, transportation, blood pressure clinics, exercise classes, falls prevention, and so much more. Call them at 705-742-7067 for more information.

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.

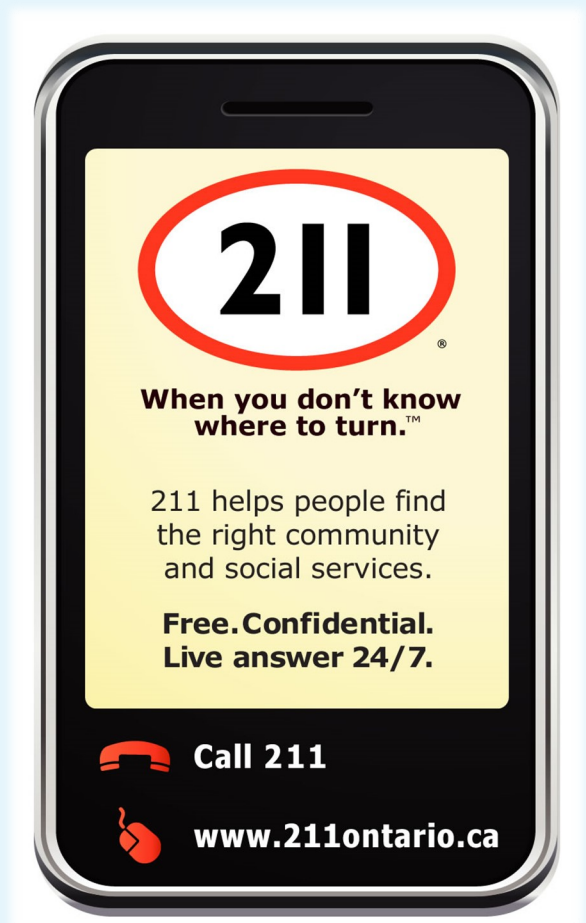
211 is answered 24 hours a day, every day of the year across Ontario.

How can 211 Help me?

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

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

Need Help? 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.



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 available on the [Landlord and Tenant Board website](#). 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) and report any damage that may have occurred while you were renting. You are also responsible for removing all garbage, unwanted 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 it 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

Internal transfers will be considered on a case-by-case basis depending on circumstances and documentation. If you wish to apply for an internal transfer, please contact your Resident Services Coordinator.



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