

RESOURCE GUIDE

FOR ALL

HAMILTON EAST KIWANIS

NON-PROFIT HOMES INC.

RESIDENTS AND TENANTS



SINGLE FAMILY DWELLING UNITS

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IMPORTANT NUMBERS:

Kiwanis Homes after-hours emergencies – (905) 545-4654, press 0
Office fax machine – (905) 545-4884

Francesca Filice, Property Manager

281 Queenston Road, Hamilton, Ontario, L8K 1G9



905 545-4654, ext. 233

905 741-9558 (cell – *emergency* calls only)

EMAIL: Francesca.Filice@kiwanishomes.ca

Emergencies: **911**

Hamilton Police: **905-546-4925**

Fire Department: **905-546-3346**

Hamilton Ambulance & Emergency

Medical Services: **905-540-5782**



The Landlord and Tenant Board: 1-888-332-3234

TRANSLATION AGENCY

St. Joseph's Immigrant Women's Centre (905) 529-5209

Hamilton Cultural Interpreting Services (905) 528-9515

Francophone Community Health Centre (905) 528-0163

Housing Help Centre (905) 526-8100

Czechoslovak Association (905) 547-6219

ITS Hamilton (905) 527-7045

MISSION STATEMENT:**Provide safe, sustainable housing communities for families.****MISSION:****A Commitment To Service**

Hamilton East Kiwanis Non-Profit Homes Inc. Board provides non-profit housing and associated services to families in need in Hamilton and the surrounding areas. We are a people-oriented, community service-focused organization

- ❖ Committed to providing superior housing to families in need
- ❖ Committed to maintaining the highest ratio possible of subsidized to market rentals
- ❖ Committed to treat all individuals with dignity and respect and be honest, open and ethical in all our dealings
- ❖ Committed to continually strive to understand and meet the changing requirements of our clients
- ❖ Committed to involve all employees by creating an environment which enhances teamwork, personal growth, achievement and recognition

A PROFILE OF KIWANIS HOMES:

Hamilton East Kiwanis Non-Profit Homes Inc. was incorporated in 1982 with the mandate of providing modest affordable housing to families with children. To that end our mission and mandate has evolved in anticipation of changing times and the needs of our community. As a non-profit housing provider, our mission is to improve the quality of life for persons in our community. By providing decent, affordable housing accommodation, with security of tenure to people in need, we are able to achieve this aspect of our mission.

The policies and practices help situate social housing as an essential element of a cohesive and integrated social policy. By developing projects which are sensitive to the neighbouring community, it is our aspiration that our projects reflect not only the social fabric of the community they were intended to serve, but the external community as well, therefore improving the quality of life for not only our residents, but our neighbours.

ADMINISTRATION / RENT PAYMENTS

Rent payments are accepted only at the Kiwanis Homes office, 281 Queenston Road, in Hamilton. Rent for the unit in which you reside is due and payable by the first business day of the month for which it is charged. Payments may be made only in the form of cash, personal cheque, money order or preauthorized debit. If paying cash please try to have correct change.



Do Not Put Cash in the after hours mail slot at any time.

KEYS

Locks are changed with each new family moving in. These locks and keys are mastered to permit possible emergency entrance from your Property Manager. For this reason it is required that families do not change the house locks. You may duplicate your keys to provide copies to your family at your expense. In the event that you are locked out or lose your keys, lock changes can be performed at a cost of \$50.00 and must be paid prior to the change at the Kiwanis Homes office.



RGI CALCULATIONS

Rent-geared-to-income or RGI charges are determined based on the total household income. In general it is approximately 30% of the gross household earnings or based on an Ontario Works/ODSP scale. For a detailed explanation of your rental charge please contact your Property Manager. Any changes to income, number of persons residing in the unit, source of income, etc. must be reported in writing to your Property Manager within 30 days of the change. Rent-geared-to-income families who fail to provide all income verification will lose their subsidy and will be required to pay market rent for the unit. Loss of subsidy may be appealed in writing provided outstanding documentation is also supplied to support request for reinstatement.



MARKET RENT

Households who pay market rent do not need to report income changes, however it is requested that you advise household changes to the Property Manager for administration purposes. Market rent tenancies are reviewed annually and any increase is advised with 90 days written notice.



AFFORDABLE RENT

A select few families qualify for this category. A small subsidy amount is provided towards the market value of the house and does not fluctuate or change with income. Households who pay affordable rent do not need to report income changes, however it is requested that you advise household changes to the Property Manager for administration purposes. Affordable rent tenancies are reviewed annually and any increase is advised with 90 days written notice.

INCOME / HOUSEHOLD CHANGES

Subsidy is created by the City taxpayers and is carefully governed to benefit qualified tenants through strict policies to ensure fair distribution of subsidy. Because all tenancy files are subject to government audits it is critical that all income and household changes are reported in writing at the time of change to the Property Manager. Upon review adjustments are made and households are notified in writing of any change. Rental decreases are effective immediately. Rental increases require a notice period of up to 60 days. All changes must be reviewed at the time of change in addition to the annual review.



MOVE IN / MOVE OUT PROCEDURES

Your home has been thoroughly cleaned and prepared for you, the locks have been changed and the unit is in ready condition. Please inspect everything when you move in; including doors, walls, windows, screens, plumbing and lighting fixtures and appliances. Notify your Property Manager immediately in writing of any concerns. When you move out the unit should be received back in the same condition as when you took possession with the exception of reasonable wear and tear. Tenancy termination requires 60 days written notice and this notice is accepted any time throughout the month.

INSURANCE – CONTENT AND LIABILITY

Prior to lease signing you were advised of the need to purchase your own rental insurance from the insurance company of your choice to protect personal property and to provide coverage for any liability. Kiwanis Homes' insurance does not cover resident's personal possessions and liability. A rent insurance policy should provide coverage for your furniture, clothing, TV and other personal property including any damage your actions cause to other peoples' possessions or the landlord's property or building. Please provide your Property Manager with a copy of your policy noting Kiwanis as an additional insured.



GUESTS

While it is expected that you may have guests visit from time to time, it is important to remember the definition of a guest under the Kiwanis Homes lease is someone who stays temporarily in your unit for not longer than 30 days. As a reminder, tenants are held responsible for the actions of the guest be it damages or excessive noise or disturbances caused during their stay.



QUIET ENJOYMENT

Just as you and your family are entitled to the quiet enjoyment of your home, your neighbours are also entitled to the quiet enjoyment of their homes. As a courtesy, please be mindful of others when listening to loud music, other types of entertainment or other items/equipment that make considerable noise, including pets. Remember to be extra mindful of noise when outside in your yard - sound travels very well through open windows. The Parental Responsibility Act holds parents financially responsible for property loss, damage and destruction intentionally caused by their children. Copies of this Act are available at the office upon request.



PETS

Owners must license their dog for the current period, which expires the last day of December each year as per By-law 01-169. Dog Owners should review the *Dog Owners' Liability Act* regulations enacted August 29, 2005 or subsequent revisions. As a reminder; all persons in possession of a dog must remove excrement left by the dog (stoop and scoop) and no person shall suffer, allow or permit any dog in their possession to run at large or trespass. Dogs must be leashed while outside and never left unattended. Please also remember, residents will be held responsible for all the actions of their pets including noise.



PEST CONTROL

When living anywhere in a community, it is not uncommon to see pests such as mice, fleas, carpenter ants, bedbugs, cockroaches or even pigeons. Regardless of how clean you may keep your home, it is possible that pests will enter. Please contact the Property Manager immediately if you see or suspect that you may have pests in your home in order that the appropriate treatment can be performed.



DECORATING

Residents are welcome to personalize their home with paint or wallpaper. A written request with a paint sample prior to painting should be sent to the Property Manager for approval. Be advised the house must be returned to the condition it was in when received – remove wallpaper, paint dark colours to neutral shade, etc. Paint and supplies and labour are the responsibility of the tenant.



APPLIANCES

A refrigerator and a stove are supplied in all homes. It is your responsibility to keep them clean and advise the Property Manager if maintenance is required. In the event that there is a problem with your appliance, please make sure that it is plugged in, check the circuit breaker and fuses that serves the appliance and make sure that it hasn't tripped or blown. Please contact your Property Manager if the problem persists.



REPAIRS / EMERGENCY MAINTENANCE

General maintenance and wear & tear repair requests should be submitted in writing to the Property Manager. When maintenance requests are received they are assigned to an appropriate contractor. Kiwanis Homes does not set contractor schedules. The contractor will be in touch with you to arrange an appointment to make the repair (you *must* be home when the contractor will come). In the event that there is an emergency or after hours emergency – no heat, no water, no hydro, flood or fire please contact the Property Manager's *emergency* cell phone directly and contact the necessary emergency personnel for example the Fire Department if required. 24 hours notice to enter is not required when safety or the structure of the home is deemed to be in jeopardy.

Emergencies: **911**

Hamilton Police: **905-546-4925**

Fire Department: **905-546-3346**

Hamilton Ambulance & Emergency Medical Services: **905-540-5782**



LAWN CARE / SNOW REMOVAL

Some of the responsibilities of renting a single family Kiwanis home include snow shoveling and regular lawn and exterior property maintenance. In order to maintain



good neighbour relations, please ensure your grass height is kept at a reasonable level (i.e. 2-3" in the summer) and that snow is removed from walkways within 24 hours after a snowfall.



POOLS

By-laws govern the installation of pools, and appropriate fences and gates must be in place. Please use an appropriate sized pool as per By-law 01-264. Should you choose to use an inflatable pool, it would have to be emptied and turned over when not in use to prevent the spread of the West Nile Virus.



GARBAGE



The exterior appearance of your home is a reflection of both Kiwanis Homes as a landlord and your family as residents. Storing garbage and household articles on a front porch is an eyesore and will attract pests to your home. If you must store garbage outside then it is requested that garbage be stored in the rear of your home in a shed, or in garbage can with a tight-fitting lid (to discourage pests) until garbage day.

HAZARDOUS WASTE



If you have items that would be deemed as hazardous waste such as paint, paint thinner, batteries or needles, please take responsibility and make arrangements for safe disposal. All needles must be disposed of properly; contact your doctor or pharmacist for full instructions on safe disposal or alternative disposal sites.

PARKING

Some homes have a driveway while others have only street parking available. Regardless of where vehicles are parked, any vehicle on Kiwanis Homes' property must be currently plated, insured, road worthy and registered to the tenant.



AIR CONDITIONERS

After you have received written permission from Kiwanis Homes to install a window air conditioner, please ensure it is installed correctly and supported to be certain it is stable in the window. After the cooling season, the air conditioner should be removed and stored inside your unit – to reduce heating costs, please do not leave the unit in the window during the winter.



FURNACE FILTER CARE

During the preparation and cleaning of the house, the furnace filter would have been changed. This becomes the responsibility of the tenant after move in and should be changed once a month for best performance mainly during peak usage times (winter). For best results and optimum heating keep vents and intake air exchangers clear of belongings and furniture.



CABLE

Upon written permission from Kiwanis Homes additional lines for cable/internet connections may be installed. Cable must be installed in accordance with generally recognized trade practices.



SATELLITE DISHES



Requests have been received for permission to install a mini-satellite attached to the building in some form. Unfortunately, these requests are denied as they cause damage to the façade. In addition, liability insurance issues must be considered in the event the unit detaches itself and damages property. With reference to the lease agreement, Kiwanis Homes does not allow antennae or satellite dishes of any kind to be installed on or about the rental unit.

SMALL MOTORIZED VEHICLES / POCKET BIKES

The Ontario Highway Traffic Act states in its regulation that pocket bikes cannot operate on public roads in Ontario because they do not meet provincial equipment safety standards for motor bikes, such as regulated lighting, braking, seat belts etc. Also, they cannot be licensed or insured against harm to persons or property, and as such have been banned by the Kiwanis Homes Board of Directors as of October 24, 2006.



INSPECTIONS



Unit inspections are performed as required by Kiwanis Homes' funders in order to determine if structural repairs are required and to ensure compliance with fire and safety protocols. It is not uncommon for Property Managers to request a unit inspection if there are concerns for health and safety. This would be performed either at an agreed appointment or after notice has been posted.

DAMAGES / TENANT / UNPAID UTILITY CHARGEBACKS

Tenant chargebacks are when damages have occurred to the home that are the result of tenant neglect, accidents or malicious intent and it is a repair not resulting from normal wear and tear. Any invoice that is issued from the contractor for the repair will be charged to your tenancy account for repayment to Kiwanis Homes. Also, tenants are responsible for all the utilities to be paid in a timely manner. In the event that they are not paid on time, Kiwanis Homes receives notification from the utility company that they intend to apply the debt to the property tax roll. In order to avoid that action Kiwanis Homes will pay the arrears. All the charges will be applied to your tenancy ledger for repayment from you to Kiwanis Homes.



INTERNAL TRANSFER REQUESTS

After one year of tenancy a family may request an internal transfer. Be advised that the process is lengthy and follows a strict procedure. In general the transfer list works in order of those who are of priority status, then those that are over housed, next are for urgent need, then people who are under housed and then all other families. A fee on approved transfer may be payable. Please contact Kiwanis Homes administration staff for further details and forms.



EXTENDED ABSENCE

If you are required to leave your unit for a period of time such as a month or more please notify your Property Manager. You may be absent for four consecutive months in a twelve-month period and still remain subsidized.

No rent adjustment will be made for the period you are not living in your home and rent and utilities must still be paid each month. Be sure to make arrangements to have your mail picked up and care for plants and pets.



CHANGE OF ADDRESS

Tenants are responsible for informing Canada Post of their change of address upon move-out or transferring to another unit within the complex. Kiwanis Homes will not forward or deliver improperly addressed mail to tenants but will send it by return mail to Canada Post.



EVICTION NOTICES / L1 / LANDLORD AND TENANT BOARD

A Form N4 (*Notice of Early Termination for Non-Payment of Rent*) may be served to your household in the event that you are late paying your rent. The purpose of the Form N4 is to advise that either the rent has not been paid on time or that full payment has not been received and eviction may result. If you make payment in full by the deadline date on the N4 than this notice becomes null and void. However, failure to rectify this arrears balance by the deadline date on the Form N4 results in an application (*Form L1*) for court with the Landlord and Tenant Board and the subsequent charge currently \$170.00 (subject to change), being applied to your account for reimbursement to Kiwanis Homes. Should several of these forms be served to your household throughout the year, Kiwanis Homes may choose to not renew your tenancy. The Landlord and Tenant Board may be reached for resolution or dispute of rental issues at 1-888-332-3234.



COLLECTIONS

Moving from a Kiwanis Homes unit with outstanding debt will result in your household being added to a provincial arrears database. Future applications for RGI housing or applications for mortgages may be denied. Owing money for rent or damages or other arrears may result in notification to our collection agency to recoup the balance. Kiwanis Homes is often willing to negotiate a repayment agreement **prior** to vacating if you will be leaving with an outstanding balance.



COMPLAINTS / SUGGESTIONS

We want to hear from you. We need you to bring forward your concerns so that Kiwanis Homes can provide help. As each Property Manager serves well over 300 families, often they may not be readily available when you call; when you leave a message, be sure to leave your name, address and telephone number - they will return your call promptly upon their return to the office. If you have a complaint or a suggestion please ensure you put it in writing, addressed to the Property Manager and mail, fax or deliver it to the office. While you may not be privy to all actions taken, have confidence that Kiwanis Homes will strive for a positive outcome for all persons involved.

complaints
and
comments

