

RESOURCE GUIDE

FOR ALL

HAMILTON EAST KIWANIS

NON-PROFIT HOMES INC.

RESIDENTS & TENANTS of

APARTMENT BUILDING UNITS



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IMPORTANT NUMBERS:

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

281 Queenston Road, Hamilton, Ontario, L8K 1G9



EMAIL: info@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



Payments may be made only in the form of personal cheque, money order, preauthorized debit or online through Tenant Pay. 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.

KEYS

You are given several different keys when you move in. Separate keys are required to gain access to the laundry room, garbage room, parking garage (if available or required), mailbox and main lobby doors and your apartment door. The apartment locks are changed with each new tenancy; copies may be made for other residents of your unit. In the event that keys are lost please contact Property Support and Quality Control for replacement – there will be a cost to you. Current charges are \$25.00 for mailbox and laundry keys and \$50.00 for unit replacement keys (fees are subject to change). Some laundry keys may need to be special ordered if lost.



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 Resident Coordinator. Any changes to income, number of persons residing in the unit, source of income, etc. must be reported in writing to your Resident Coordinator 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 your Resident Coordinator for administration purposes. Market rent tenancies are reviewed annually and any increase is advised with 90 days written notice.

INCOME / HOUSEHOLD CHANGES

Subsidy is funded by the City of Hamilton taxpayers and is carefully governed to benefit qualified tenants through strict policies to ensure fair distribution. Because all tenancy files are subject to government audits it is critical that all income and household changes are reported in writing within 30 days of the change to your Resident Coordinator. Upon review adjustments are made and households are notified in writing of any rent adjustment. All changes must be reviewed at the time of change in addition to the annual review.



MOVE IN / MOVE OUT PROCEDURES

The apartment 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, lighting fixtures and appliances. Notify Property Support and Quality Control 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 residents' personal possessions and liability. A tenant insurance policy should provide coverage for your furniture, clothing, TV and other personal property including any damage your actions cause to other residents' possessions or the Landlord's property or building. Please provide your Resident Coordinator with a copy of your policy naming Kiwanis as an additional insured.



SAFETY/ BUILDING SECURITY

Do not allow building access to persons you are not expecting via the intercom buzzer system unless their identity is verified. On entering and exiting the building, do not hold open the door to allow access to persons you do not know. The family they are visiting must admit them via the buzzer intercom system. Do not prop open any building doors *for any reason*.



APARTMENT FIRE / SECURITY DOORS

Apartment building fire doors must remain closed at all times except for use during an emergency. For security reasons, the main building doors must not be propped open to allow access to others. In addition, to comply with fire codes, apartment unit doors must remain closed at all times.

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 unit, your neighbours are also entitled to the quiet enjoyment of their premises. 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 in the common hallways and stairwells.



CHILDREN & YOUTH



It is requested that parents instruct children that playing in the common areas of the building is **not** permissible as it compromises the quiet enjoyment and general safety of other residents in the building. In addition, the common hallways, elevators, lobby, laundry rooms, etc. are *not* play areas. 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 93-2005. 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. A muzzle is required if your dog is considered a dangerous breed (pitbull). As a reminder, residents will be held responsible for all the actions of their pets.

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 unit, it is possible that pests will enter. Please contact Property Support & Quality Control if you see or suspect that you may have pests in your unit in order that the appropriate treatment can be performed.



DECORATING



After receiving written permission, residents are welcome to personalize their unit with paint or wallpaper. It is suggested that paint sample(s) are provided with your written request. Be advised the apartment must be returned to the condition it was in when received – remove wallpaper, prime dark colours to neutral shades, etc. Paint and supplies and labour are the responsibility of the tenant.

SMOKING



While smoking is a personal decision, it is an activity that must be done in the privacy of your own apartment and is not permitted in any common areas such as stairwells or elevators, laundry rooms or the lobby. Please refrain from lighting up until you are either outside the building or within the confines of your apartment or balcony. Please be mindful of where the smoke travels – second hand smoke is as harmful as first hand smoke.

BALCONIES

Please do not use your balcony for storage. Children should be supervised by an adult **at all times** while they are on the balcony. Flower boxes are not permitted to hang over the *exterior* balcony wall. Clothing or other objects must not be draped over the balcony rail to dry. Items of any kind must **never** be thrown over the balcony rail. Balconies should not be hosed off or doused with buckets of water (damp mopping is acceptable). Sweeping is permissible provided dirt and debris are not swept over the balcony to the ground below.

ELEVATORS



Elevators are on site at the Sanford Avenue North buildings. Smoking is not permitted at any time in the elevator. Please notify the Superintendent to request an elevator be held for you for moving purposes. Please do not throw items down through the openings, do not leave anything behind in the elevator and do not permit your children to play in the elevators. Do be courteous to others while using the elevator.

HEATERS



Some older apartment buildings may use electric baseboard heaters or radiators. These alternative heat sources must be kept clear of all flammable material. It is important to not hang clothes to dry on or near heaters or heating vents. Do not place furniture and blankets close to heaters, keeping the area uncluttered near heaters allows them to work effectively and efficiently.

APPLIANCES

A refrigerator and a stove are supplied in all apartments. It is your responsibility to keep them clean and advise the Superintendent 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 to make sure that it hasn't tripped or blown. Please contact Property Support and Quality Control for repairs.



REPAIRS / EMERGENCY MAINTENANCE

Please contact Property Support and Quality Control for any repairs or maintenance required. In the event that there is an emergency or after hours emergency – no heat, no water, no hydro, flood or fire please contact Property Support and Quality Control or Kiwanis Homes office directly and contact the necessary emergency personnel (for example the Fire Department) if required. Twenty-four (24) hours notice to enter is not required when the safety of the residents of the building or the structure of the unit or building 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**



GARBAGE

In order to maintain a clean, sanitary building, and **protect your privacy**, please ensure that any household refuse is securely bagged and placed in the garbage chute for proper compaction or garbage room as available. Garbage should not be left in common hallways or on balconies. Bags should be small enough to easily fit in the chute and cardboard boxes must be broken down before being placed in the garbage chute. If your building does not have a garbage chute, please put bags directly into the garbage room - please **do not leave on the floor of the garbage room**. Bags with cat litter and diapers should be double bagged. Please contact Property Support and Quality Control to arrange disposal of all bulk or large items.



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.

LAUNDRY ROOM

Please do not allow your laundry to sit in either the washers or dryers after the cycle is complete. Other residents may be waiting to use the machines. Please report any laundry machines in need of repair Coin-a-matic if applicable: alternatively contact the Kiwanis Homes office



PARKING

Some buildings offer a parking lot for unassigned parking, and some have only metered street parking available. For those who reside in an apartment building with an underground parking garage, parking spots are available for all tenants in the building and are assigned by the Security Tenant. Regardless of where vehicles are parked, any vehicle on Kiwanis Homes' property must be currently plated, insured, road worthy and registered to the tenant. As always, visitors' parking is for visitors only. Tenants who drive taxicabs are required to park their vehicle offsite. At all locations, vehicle repairs must be performed offsite.



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.

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 dish on balconies or 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.



ANNUAL INSPECTIONS

Unit inspections are performed annually in order to determine if structural repairs are required and to ensure compliance with fire and safety codes. It is not uncommon for maintenance staff to request a unit inspection separately from the annual inspection if there are concerns for health and safety of all residents of the building. This would be performed either at an agreed appointment or after notice has been posted.



DAMAGES / TENANT CHARGEBACKS

Tenant chargebacks are when damages have occurred to your apartment or the building 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.

Tenants have the right to dispute chargebacks – disputes must be in writing and addressed to the Review Committee at 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.

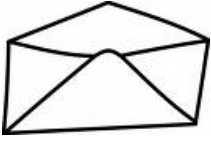


EXTENDED ABSENCE

If you are required to leave your unit for a period of time such as a month or more it is suggested that you notify your Resident Coordinator. In order to continue to qualify for rent-g geared-to-income assistance, a household cannot have all members absent from the unit for more than 120 consecutive days. No rent adjustment will be made for the period you are not living in your unit 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 Kiwanis Homes. Kiwanis Homes will not forward or deliver improperly addressed mail to tenants but will return it to sender via 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 then this notice becomes null and void. However, failure to rectify this arrears balance by the deadline date on the Form N4 may result in an application (*Form L1*) for court with the Landlord and Tenant Board and the subsequent charge (currently \$186.00+, 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 for another year. 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 your concerns so that Kiwanis Homes can provide help. As each resident Coordinator 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 Resident Coordinator 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