

RESOURCE GUIDE

FOR ALL

ANCASTER VILLAGE

NON-PROFIT HOMES

RESIDENTS AND TENANTS



TOWNHOUSE/STACKED UNITS

TABLE OF CONTENTS	PAGE #
TABLE OF CONTENTS	02
TABLE OF CONTENTS – CONTINUED	03
IMPORTANT NUMBERS	04
TRANSLATION AGENCY	04
ADMINISTRATION / RENT PAYMENTS	05
WHERE TO PAY RENT	
WHEN TO PAY RENT	
ACCEPTED METHOD OF PAYMENT	
KEYS	05
RENT GEARED TO INCOME CALCULATIONS	05
MARKET RENT	05
INCOME / HOUSEHOLD CHANGES	06
MOVE IN – MOVE OUT PROCEDURES	06
INSPECT	
60 DAYS NOTICE PERIOD TO VACATE	
INSURANCE – CONTENT & LIABILITY	06
GUESTS	06
QUIET ENJOYMENT	06
PARENTAL RESPONSIBILITY ACT	
PETS	07
DOG OWNERS’ LIABILITY ACT	
PEST CONTROL	07
DECORATING	07
APPLIANCES	07
REPAIRS / EMERGENCY MAINTENANCE	07
LAWN CARE / SNOW REMOVAL	08

<u>TABLE OF CONTENTS – CONTINUED</u>	PAGE #
POOLS	08
GARBAGE / BULK PICK UP	08
HAZARDOUS WASTE	08
PARKING	08
AIR CONDITIONERS	08
FURNACE FILTER CARE	08
CABLE	09
SATELLITE DISHES	09
SMALL MOTORIZED VEHICLES / POCKET BIKES	09
INSPECTIONS	09
DAMAGES / TENANT / UNPAID UTILITY CHARGEBACK.....	09
INTERNAL TRANSFER INFORMATION	09
EXTENDED ABSENCE	10
CHANGE OF ADDRESS	10
EVICITION NOTICES / L1 / LANDLORD AND TENANT BOARD INFO....	10
COLLECTIONS	10
COMPLAINTS / SUGGESTIONS	10

IMPORTANT NUMBERS:

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

Superintendent – Unit 34, telephone (905) 304-6221

Management Agent

Eastbourne Non-Profit Property Management Inc.
 281 Queenston Road, Hamilton, Ontario, L8K 1G9

TELEPHONE: (905) 545-4654

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

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

Locks are changed with each new family moving in. These locks and keys are mastered to permit possible emergency entrance for maintenance or emergency staff. 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 management 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 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 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 Resident Coordinator. Upon review adjustments are made and households are notified in writing of any change. 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 the office 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 to the Resident Coordinator and 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. Ancaster Village' 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 Resident Coordinator with a copy of your policy, noting Ancaster Village 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 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 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. As a reminder, 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 Property Support and Quality Control 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 your Resident Coordinator for approval. Be advised the house must be returned to the condition it was in when received – remove wallpaper, paint dark colours to a 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 Property Support and Quality Control 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 Property Support and Quality Control or your superintendent if the problem persists.



REPAIRS / EMERGENCY MAINTENANCE

General maintenance and wear & tear repair requests should be submitted in writing to Property Support and Quality Control. When maintenance requests are received they are assigned to an appropriate contractor. The management agent 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 after hours emergency – no heat, no water, no hydro, flood or fire please contact the management office directly for after-hours assistance 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



While contractors provide landscaping and snow removal, it is still required that you perform any snow shoveling of your driveway and walkways. In order to assist with the exterior property maintenance, it is requested that patio and common areas are cleared of debris, furniture, belongings, toys and pet excrement during landscaping days.



POOLS

By-laws govern the installation of pools, and appropriate fences and gates must be in place. Please use an appropriately 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 Ancaster Village 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

Townhomes have both a driveway and garage while stacked units have designated parking spaced. Regardless of where vehicles are parked, any vehicle on Ancaster Village's property must be currently plated, insured, road worthy and registered to the tenant. As always, visitors' parking is for visitors only. At all locations, vehicle repairs must be performed offsite.



AIR CONDITIONERS

After you have received written permission from the management agent 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 townhouse, 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 the management agent 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. Please contact your Resident Coordinator for more information.



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 management agent Board of Directors as of October 24, 2006.



INSPECTIONS

Unit inspections are performed as required by Ancaster Village's funders in order to determine if structural repairs are required and to ensure compliance with fire and safety protocols. It is not uncommon for maintenance staff 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 Ancaster Village. Also, tenants are responsible for all the utilities to be paid in a timely manner. All the charges will be applied to your tenancy ledger for repayment from you to Ancaster Village.



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 management staff for further details and forms.



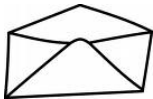
EXTENDED ABSENCE

If you are required to leave your unit for a period of time such as a month or more, please notify your Resident Coordinator. You may be absent for four consecutive months 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. Management 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 \$186.00+ (subject to change), being applied to your account for reimbursement to Ancaster Village. Should several of these forms be served to your household throughout the year, Ancaster Village 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 an Ancaster Village 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. Ancaster Village 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 the management agent 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 your Resident Coordinator and email, mail, fax or deliver it to the office. While you may not be privy to all actions taken, have confidence that Ancaster Village will strive for a positive outcome for all persons involved.



complaints
and
comments