

New Hope Non-Profit Dwellings Inc.

Tenant Handbook

Updated: June 2015

139 Mary Street North, Oshawa, Ontario. L1G 7X1

Tenant Handbook

Table of Contents

Section 1: Introduction	5
1.1 Welcome to New Hope Dwellings!.....	5
1.2 Who is New Hope Non-Profit Dwellings (Durham) Inc.?.....	5
1.3 New Hope Dwellings' Vision and Mission Statements	5
1.4 New Hope Dwellings' Corporate, Staff and Tenant Structure	6
a. <i>Property Manager</i>	6
b. <i>Housing Administrator</i>	6
c. <i>Resident Superintendent</i>	6
d. <i>Caretaker/Cleaner</i>	6
e. <i>Board of Directors</i>	6
f. <i>Committees</i>	Error! Bookmark not defined.
Section 2: Office and Building Administration	8
2.1 Office Administration.....	8
a. <i>Office Hours</i>	8
b. <i>Waiting Lists</i>	8
c. <i>Lease Surrender (Move Out)</i>	8
d. <i>Tax Letters</i>	8
e. <i>Reference Letter to Prospective Landlords</i>	8
f. <i>Day-Use Parking Passes</i>	8
2.2 Building Administration	9
a. <i>Annual Suite Inspection</i>	9
2.3 Maintenance Requests (Work Orders)	9
a. <i>Pest Control</i>	9
b. <i>Property Improvements</i>	10
c. <i>Repairs and 24 Hour Notice of Entry</i>	10
2.4 Residential Tenancies Act (TPA) and Ontario Housing Tribunal	10
a. <i>Ontario Human Rights Code</i>	10
b. <i>Leaseholder/Lessee Responsibilities</i>	11
c. <i>Evictions</i>	12
d. <i>Appeals and the Landlord Tenant Board</i>	12
2.5 Market and Rent-Geared-to-Income Tenants	12

Tenant Handbook

a.	<i>Rent Geared to Income</i>	13
b.	<i>Market Rent</i>	13
c.	<i>Applying for Rent Subsidy</i>	14
Section 3:	Tenant Responsibilities	14
3.1	Moving In	14
a.	<i>Boxes</i>	14
b.	<i>Elevator</i>	14
c.	<i>Entry System</i>	14
d.	<i>Inspection</i>	14
e.	<i>Insurance</i>	14
f.	<i>Lease/Tenancy Agreement</i>	15
g.	<i>FOBs and Remote Controls</i>	15
3.2	Parking.....	15
3.3	Utilities	15
a.	<i>Hydro</i>	15
b.	<i>Cable T.V.</i>	16
c.	<i>Telephone</i>	16
3.4	Payments.....	16
<i>Payment of Rent</i>	16	
a.	<i>When to Pay</i>	16
b.	<i>How to Pay</i>	16
c.	<i>Where to Pay</i>	17
d.	<i>Eviction Notices for Non-Payment of Rent</i>	17
e.	<i>NSF Cheques and Fees</i>	17
Section 4:	Code of Conduct	18
4.1	Staff	18
4.2	Complaints.....	18
4.3	Domestic Violence	18
4.4	Drug Free.....	18
4.5	Harassment	19
4.6	Accessibility	19
a.	<i>Rehabilitative Program (OMOD)</i>	19
4.7	Privacy - Noise Transmission	19

Tenant Handbook

4.8	Smoking.....	20
4.9	Signs and Advertisements	20
4.10	Housekeeping.....	20
4.11	Antennas	20
4.12	Appliances.....	20
4.13	Balconies.....	20
4.14	Bathrooms	21
4.15	Bicycles / Roller-blades / Skates	21
4.16	Broken and Unlicensed Vehicles.....	21
4.17	Ceiling Fans and Air Conditioning Units	21
4.18	Drapes.....	21
4.19	Floors	22
4.20	Garbage/Recycling	22
	a. <i>Garbage</i>	22
	b. <i>Recycling</i>	22
4.21	Laundry	23
4.22	Lawns, Patios and Playground	23
4.23	Mirrors and Pictures	23
4.24	Playground	23
4.25	Pets	23
4.26	Redecorating and Alterations	23
4.27	Repairs	24
4.28	Recreation.....	24
4.29	Sinks.....	24
4.30	Windows.....	24
Section 5: Emergency Procedures.....		25
5.1	Common Causes of Fire.....	25
5.2	Evacuation Plan.....	25
	a. <i>Exiting the Building in an Emergency</i>	25
	b. <i>If You Cannot Leave The Suite</i>	26
5.3	Smoke and Carbon Monoxide Detectors	26
5.4	Storing Hazardous Materials.....	26
5.5	Emergency Maintenance Phone Number	26

Tenant Handbook

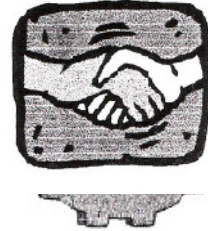
Section 6: Safety and Security	27
6.1 Balconies	27
6.2 Building Safety Rules.....	27
6.3 Elevators.....	28
6.4 Security Tips.....	28
6.5 Security Services	28
6.6 Vandalism	29
6.7 Windows	29
Section 7: Tenant Associations and General Information	30
7.1 Tenant Associations	30
7.2 Amenity Room: Rules and Booking the Recreation Room.....	30
a. Residents Use of Common Rooms	30
b. Private Use of Common Rooms.....	30
c. General Rules.....	31
7.3 Volunteering.....	32
7.4 Tenant Relations Subcommittee.....	32
Section 8: Emergency and Community Service Numbers.....	33
Section 9: Repair Costs.....	34
a. Cupboards.....	34
b. Doors.....	34
c. Electric Fixtures.....	34
d. Floors	34
e. Keys	34
f. Kitchen.....	34
g. Painting	34
h. Plumbing and Fixtures.....	35
i. Refrigerator.....	35
j. Stoves.....	35
k. Windows and Glass	35
Section 10: Tenant Handbook Receipt	36

Tenant Handbook

Section 1: Introduction

1.1 Welcome to New Hope Dwellings!

We offer you our warmest welcome to New Hope Non-Profit Dwellings. This Tenant Handbook will acquaint you with some details of your new residence and its operation.



1.2 Who is New Hope Non-Profit Dwellings (Durham) Inc.?

New Hope Dwellings is a non-profit corporation, the Board of Directors will not charge more in rent than that which would cover the cost of the building's normal operating costs. Examples of operating costs are maintenance, administration and utilities. Due to the annual subsidy received from the government being a fixed amount, if expenses are high for operating costs, market rent will increase in an attempt to cover these costs. Therefore, it is important for everyone to contribute in maintaining the appearance of New Hope Dwellings' building to prevent the increase of operating costs.

1.3 New Hope Dwellings' Vision and Mission Statements

A vision statement is an idealized description of a desired outcome. New Hope Dwellings' vision statement is;

“New Hope: An integrated, safe, accessible and healthy community”



A mission statement is the purpose of our company; our mission guides the actions of our corporation. New Hope Dwellings' mission statement is;

“To provide and inclusive, secure living environment within the Durham region, in partnership with the community”

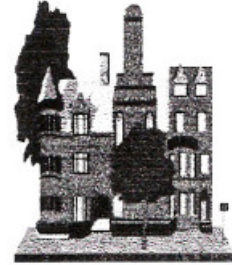
New Hope's Values include:

- **Christian nurturing and caring.**
- **Equality.**
- **Respect.**

Tenant Handbook

1.4 New Hope Dwellings' Corporate, Staff and Tenant Structure

The Corporation is controlled by a Board of Directors. The management staff ensures the daily operations of the building run smoothly and meet the service needs of the tenants. There is also a Tenant Relations Committee; they organize social activities for the Tenants and represent Tenant's issues at Board meetings.



a. Property Manager

Oversees the day-to-day management of our building and staff, and reports to the New Hope Dwellings Board of Directors.

b. Housing Administrator

Handles correspondence, calculates geared-to-income rents (RGI), answers the phone, processes applications for housing and transfers, and responds to Tenant inquiries.

c. Resident Superintendent

Does maintenance work orders and responds to emergency repairs in the building.

d. Assistant Superintendent

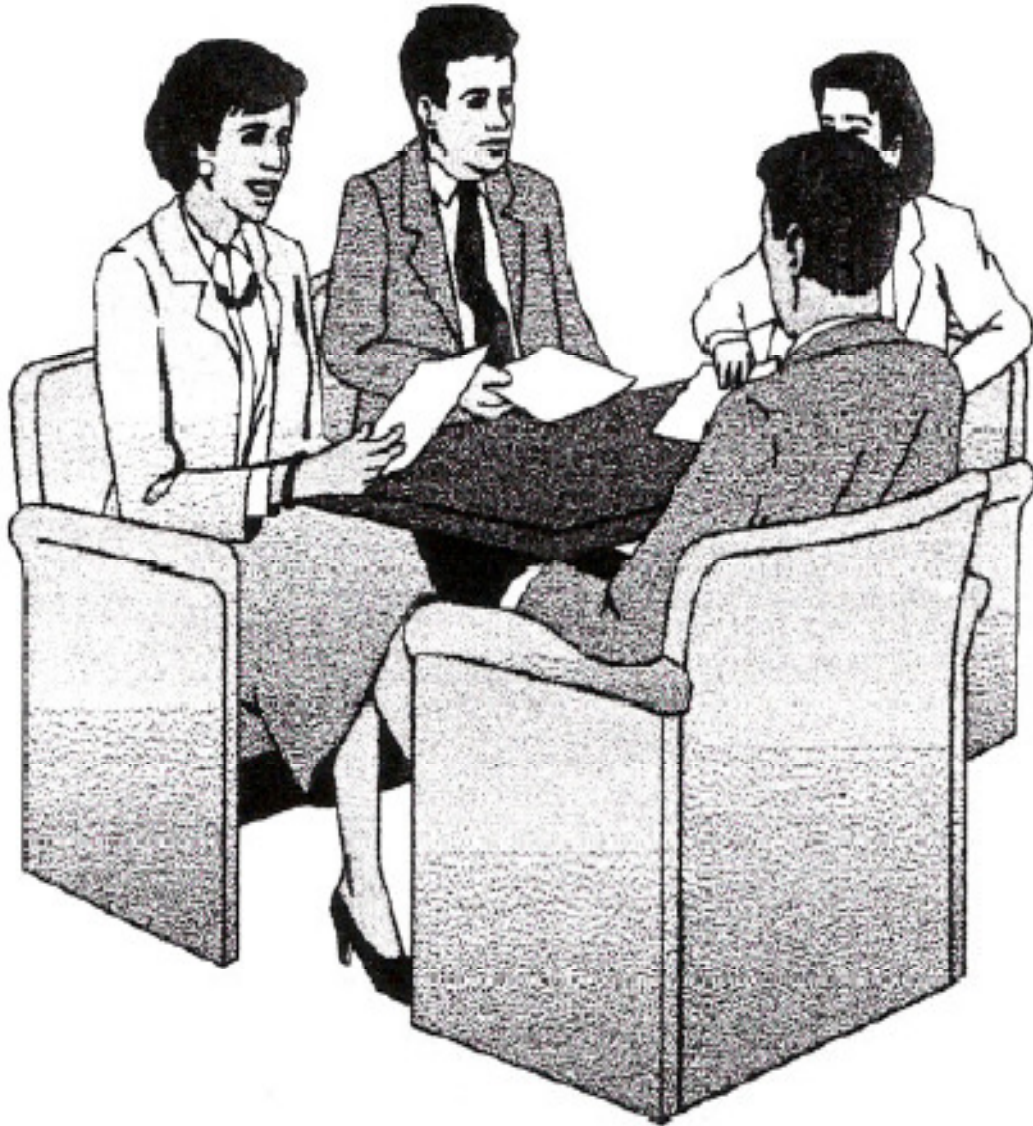
Does interior and exterior cleaning and assists Superintendent with minor repairs.

e. Board of Directors

The New Hope Non-Profit Dwellings (Durham) Inc. Board of Directors consists of eight volunteers; they approve New Hope Dwellings' policies and legal contracts. They meet monthly.



Tenant Handbook



Tenant Handbook

Section 2: Office and Building Administration

2.1 Office Administration

a. Office Hours

Mondays and Wednesdays: 9:30 a.m. to 1:00 p.m.
Tuesdays and Thursdays: 1:00 p.m. to 5:00 p.m.



Note: There are mail slots for both the family and seniors lobbies to drop off rent cheques outside of the Office hours.

b. Waiting Lists

New Hope Dwellings has one waiting list which is kept on file; it is the Durham Access to Social Housing and Special Needs applicants. This list operates on a first come first serve basis, unless extreme circumstances warrant an immediate move. In those situations, for example, survivors of Family violence, they will be moved up on the list.



c. Lease Surrender (Move Out)

A Tenant must advise the Office 60 days in advance of a surrender of lease, i.e., the tenant is moving out. Form N11 is required to be completed by the Tenant. Refer to Section 3 for more detailed information.

d. Tax Letters

Upon request, the Corporation is obliged to provide a letter every year to Tenants for Revenue Canada and Taxation's purposes. To avoid unnecessary delays, please advise the Office at least 60 days in advance of April 30, i.e., before March 15.

e. Reference Letter to Prospective Landlords

Upon moving out, a Tenant may request a reference letter from the Office for any prospective Landlords. Please advise the Office when you give your 60 day notice that you will require a letter.

f. Day-Use Parking Passes

Please advise the Office when a vehicle is to be parked in the Visitor's parking for a 24 hour period and secure a Day-Use pass. This will prevent the vehicle from being tagged or towed away.

Tenant Handbook

2.2 Building Administration

a. Annual Suite Inspection

Between September and November, teams of Directors and Staff members will conduct suite inspections annually, in order to ensure the building is being maintained according to health and safety standards. 24 Hour Notice Letters will be sent to each suite to advise the date and time of entry. Completed inspection reports will be provided to each Tenant after the inspection. If any damages have occurred due to willful negligence by the Tenant, it is the responsibility of the Tenant for the repairs and costs of those repairs.



2.3 Maintenance Requests (Work Orders)

If repairs are needed to the suite, for any reason other than emergencies, the Tenant must complete a Maintenance Request or Work Order, and provide a signature to authorize access to the suite. Work Order forms are available outside of the office door. The repairs should be completed within seven business days, if this is not possible a letter of explanation will be provided. Repairs may be delayed if an outside contractor is required or if equipment is unavailable.



There is no charge for repairs due to normal wear and tear, however any damages due to negligence will be charged to the responsible Tenant. The Property Manager is responsible for authorizing repairs, and therefore a completed Work Order is required.

Please report any water stains that appear on walls or ceilings immediately.

a. Pest Control

Pest control is a shared responsibility. In apartment buildings, pests can quickly spread to multiple suites therefore early reporting of pest problems is extremely important. Good housekeeping by both the Tenants and the Staff will prevent pest infestations.

If an apartment has a pest problem please advise the Management Office immediately.

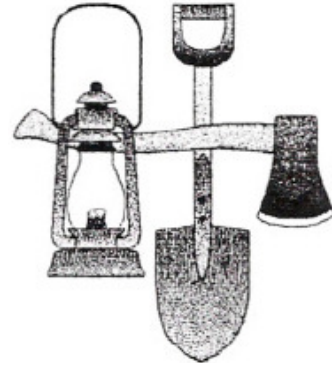
To control mice and rats, keep garbage and food in tightly-closed containers, block any holes in porches or foundations, trim grass and shrubs near the building, and keep basement drains covered. Peanut butter and raisins make good bait for mouse traps.

Tenant Handbook

b. Property Improvements

The Board of Director's and staff appreciate Tenant's suggestions on what improvements are needed most urgently. Requests and recommendations can be made through the Tenant Relations Committee or the Maintenance Committee.

On occasion, the Board of Directors will move on an initiative that furthers the Corporation's vision of reaching into the community at large. An example of this is the liaison between the Ministry of Health and the Ontario March of Dimes to fund the Independent Living Project. Several suites were renovated to create more Disabled Suites within the building. When large projects such as this occur, the Tenant community is advised of all proceedings and decisions throughout the course of the project.



c. Repairs and 24 Hour Notice of Entry

All repairs will be done between the hours of 8:00 a.m. and 4:00 p.m. It is also required that 24 hours notice is given to the Tenant via a letter. For emergency repairs, contact the numbers located in the Emergency Procedures, Section 4.

2.4 Rental Tenancies Act (RTA) and Ontario Housing Tribunal

a. Ontario Human Rights Code

Harassment or Discrimination:

The Human Rights Code states that landlords, staff, and fellow tenants cannot harass or discriminate against the residents of a building. Harassment or discrimination can be based on race, ancestry, place of origin, ethnic origin, colour, citizenship, religious beliefs, political beliefs, sex, sexual orientation, age, marital status, family status, physical and mental disability, or the receipt of social assistance.

Harassment is repeated actions or words that embarrass and/or humiliate a person. This includes insults, name-calling, racial graffiti, sexual remarks, etc. Grabbing, pushing or hitting are forms of assault, and also need to be reported.

Freedom of Information:

For municipal non-profits: The Municipal Freedom of Information and Protection of Individual Privacy Act came into effect January 1, 1991 for municipalities, local



Tenant Handbook

school boards and government agencies such as New Hope Non-Profit Dwellings(Durham) Inc. Under the Act, Tenants have several important rights:

- the right to obtain government information including most general records;
- the right to see personal information held about themselves;
- the right to protection from unauthorized release of their personal information which has been collected by governments;
- complaints are kept confidential by the Corporation unless legal action is required

The information contained in a Tenant's application for housing and their resident files cannot be shared with anyone, unless written permission is provided. If a financial institution wishes to verify a Resident's tenancy, and/or the amount of rent paid, the information cannot be shared without written permission from the Tenant.

b. Leaseholder/Lessee Responsibilities

There are several protections under the Residential Tenancies Act:

Market Rent Increases

- The rent cannot be increase more than once every twelve months.
- There must be 90 days notice of a rent increase.

(Rent-Geared-to-Income is discussed on page 13.)

Interest on last month's rent deposit

- The last month's rent deposit earns interest each year.
- Rather than give the Tenant a cheque at the end of the year, we will add this interest to their deposit to cover any increase in rent for the upcoming year.
- If rent does not increase, we shall issue a cheque upon the Tenant vacating the suite.

Subletting/Assignment of Suite

- The tenancy agreement/lease does not permit a Tenant to sublet or assign their suite to anyone else, for any period of time.

Abandonment of Property

- If personal property has been left behind after a Tenant has moved out, New Hope Dwellings has the right to dispose of that property without consulting the Tenant.
- New Hope cannot seize a Tenants property as payment for overdue rent.

Tenant Handbook

c. Evictions

Under the Residential Tenancy Act, a Tenant can be evicted if they:

- do not pay rent.
- frequently pay rent late.
- cause serious damage to the unit or the building.
- make noise or act in a way that seriously bothers any other tenant or the landlord.
- have more people living in the unit than health and safety or housing standards allow.
- threaten the safety of another tenant.
- break the law anywhere in the building or on New Hope Dwellings' property.
- no longer qualify for rent-geared-to-income, housing.

Under the Residential Tenancies Act, a Tenant can be evicted if they:

- misrepresent their income or household size if they are paying rent-geared-to-income

Tenants will not be evicted for insisting on their rights, for organizing or belonging to tenant associations or other community groups, or for requesting policy changes with the New Hope Board of Directors.

d. Appeals and the Landlord Tenant Board

Under the Residential Tenancies Act, a Tenant can make applications against the Landlord for problems such as:

- inadequate maintenance.
- illegal charges.
- Harassment.



The Landlord Tenant Board has replaced the court system for hearing Landlord and Tenant disputes. A Tenant can receive information from the Board on their rights by calling 1-888-332-3234.

2.5 Market and Rent-Geared-to-Income Tenants

Types of Rent

There are two types of rent in New Hope Dwellings. Some tenants pay "rent-geared-to-income", also called RGI while other tenants pay "market rent". Rent-geared-to-income (RGI) is subsidized rent.

Tenant Handbook

a. Rent Geared to Income

A tenant paying rent-geared-to-income will pay rent equal to 30% of all tenant's gross earnings living in that apartment. Services and additional charges such as parking, hydro, or cable TV are not included in the rent.

RGI Rent Increases and Decreases

A Tenant paying rent-geared-to-income, will experience a change in rent only if their income changes. Unlike market rent, RGI rent may change more than once a year.

A review of a Tenant's income and household size is required at a minimum of once each year, but more frequently if income or family composition changes. Tenants will be asked to provide updated proof of income and a list of all persons living in the same unit.

It is the responsibility of the RGI tenant to notify the Office of any household income changes. A Tenant must advise the Office if either their income or household members change due to births, deaths, marriage (including common-law), separation or divorce, or children moving out. These changes can affect the rent and the size of unit a Tenant is eligible for.

A 30 day notice period for rent increase applies to RGI Tenants.

NOTE: Should a Tenant fail to advise the office of income increases, rent can be changed to the Market Rate effective the day of the income change and/or their lease terminated for failure to advise. If there are any questions on how rent is calculated, or what proof of income is required, please contact the Office.

b. Market Rent

Market rent is the amount of rent a tenant would pay for a unit if it were owned by a private landlord. A Tenant paying market rent is not receiving subsidy assistance.

Market Rent Increases

Since New Hope Dwellings is a non-profit corporation, and the amount of government money received is fixed, cost increases are often covered by increased rents. Therefore it is important that tenants be concerned about reducing energy consumption, reporting damage to the property and maintenance requests promptly, and anything else that helps keep costs down. Rent at New Hope Dwellings is not controlled by rent control guidelines.

Tenant Handbook

c. Applying for Rent Subsidy

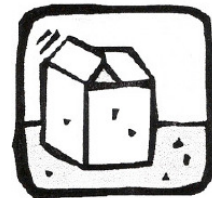
If a Tenant paying market rent has a decrease to their income, they can apply for rent subsidy assistance. The Tenant is required to register with Durham Access to Social Housing. Application forms are available in the Office. The application will be added to our waiting list and dated from the day the Tenant applied. There is no special treatment for Tenants already living in the building.

Section 3: Tenant Responsibilities

3.1 Moving In

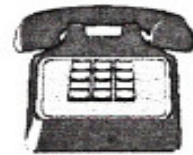
a. Boxes

To dispose of boxes after moving in, cartons must be broken down and tied in bundles before being placed in the recycling bin for paper products.



b. Elevator

When a move in date has been decided, contact the Management Office at 905-404-2847 to confirm that elevator time has been booked for the move. On the day/time of the move, contact the Superintendent who will put the elevator on service and line it with protective blankets. The new Tenant will also have access to the moving room to unload their personal property from the moving vehicles.



c. Entry System

Visitors can use the intercom system to let a Tenant know they have arrived; each apartment has its own telephone code for the intercom system. When answering the visitors call on the telephone, the front door can be unlocked by pressing the number 6. Please do not let strangers into the building. Ensure whoever is being let into the building is someone you know; it is dangerous to allow strangers entrance to the building.

d. Inspection

An inspection of the apartment will be held prior to a new Tenant moving in. This is to ensure that there are no repairs needed and that the unit is of acceptable condition. After that Tenant moves out, New Hope will hold another inspection of the apartment to ensure the unit has no new damages.

e. Insurance

New Hope Dwellings is not responsible for Tenants personal property. The Corporation's insurance covers the building only. New Hope Dwellings is only responsible for damage to Tenants personal property if it is proven to be caused by negligence on our part. New Hope Dwellings strongly recommends residents

Tenant Handbook

to get tenant's contents insurance to protect their belongings against theft, fire or other damage.

f. Lease/Tenancy Agreement

Prior to moving in, a new Tenant is required to sign a lease or tenancy agreement. The property Management Staff will review the legal terms of the tenancy agreement and answer any questions.



g. FOBs and Remote Controls

Personal identification will be required to obtain the high security front door key. The superintendent will provide a new Tenant with one suite keys and one high security key for each adult on the lease over the age of sixteen. (No high security keys will be issued to non leaseholders or children under the age of sixteen). If any keys are lost, New Hope Dwellings will charge a fee for replacement. (Refer to page 34).



If a Tenant loses their keys outside of the Office hours, the superintendent is not permitted to let that Tenant back into their suite. The Tenant is required to contact the locksmith authorized by New Hope Non-Profit; contact information for the locksmith is posted on the bulletin board in the lobby. They will also be required to contact the Management Office on the next business day to arrange for a New Hope lock to be installed. It is illegal to have a lock other than one approved by Management. Locks cannot be changed or added to an apartment's door without written approval from the Management Office.

3.2 Parking

A Tenant can rent a parking spot at the time of leasing the unit. All residents must pay for parking, and any unregistered cars will be towed away. If someone else parks in a reserved spot, contact the police to have it tagged or towed and advise the Management Office in writing. All rented parking spots must be in the Tenant's name. Proof of insurance and registration is required prior to a parking sticker being issued.



3.3 Utilities

a. Hydro

Contact Oshawa Public Utilities to arrange for the hydro of the unit to be turned on. They will require a deposit of \$300.00.



Tenant Handbook

b. Cable T.V.

New Hope Dwellings provides Tenants with bulk cable service from Rogers which is already added into a Tenants monthly rent. If a Tenant wishes to upgrade their cable service they must contact Rogers cable at 1-800-850-4217 and pay for the upgrade themselves.

Reducing Utility Bills -Energy Saving Tips!!

- lower thermostat to 16E C at night and when no one is at home;
- use a microwave oven, toaster oven or slow cooker to cook small portions;
- keep seals around refrigerator, microwave and freezer doors clean and in good repair;
- consider switching to energy efficient fluorescent bulbs;
- turn off all lights when they are not needed;
- have leaking taps fixed;
- take showers instead of baths;
- use an electric kettle or coffee maker instead of a stove-top burner;
- ensure the heating units are clean and that there is nothing in front of them;
- wash and rinse clothes in cold water;
- report any broken windows and dripping taps.



3.4 Payments

Payment of Rent

a. When to Pay

Rent must be paid by the first day of every month.

b. How to Pay

Rent can be paid by a personal cheque, certified cheque, money order and post-dated cheque. The Office is not equipped to handle cash. We will deposit the cheques on the first day of every month. Please make the cheque payable to: New Hope Non-Profit Dwellings (Durham) Inc. and print your name, address and apartment number on the front.

c. Where to Pay

Cheques can be mailed or hand delivered to the Office. For after hours drop off, there are mail slots located outside of the Office, beside the door.

d. Eviction Notices for Non-Payment of Rent

A hearing and decision is necessary in the courts before an eviction can take place. A Tenant will be served with a notice of the hearing. Please note that the court application is made within three weeks of the date when rent is due.

Tenant Handbook

e. NSF Cheques and Fees

An administration fee of \$20.00 will apply to all NSF cheques. This fee will be added to the Tenants account and is payable with rent unless other payment arrangements have been made.

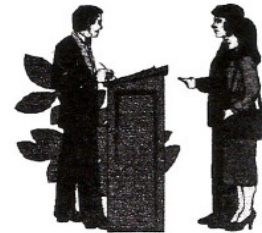


Section 4: Code of Conduct

4.1 Staff

New Hope Dwellings' code of conduct ensures high standards of service and conduct by staff. Staff may not:

- accept tips, money, or gifts from tenants
- sell items or services to tenants
- accept gifts or other items from tenants in return for service
- accept payment for service during or after work hours
- take property of tenants/former tenants which is left behind to use for personal gain
- borrow money or anything else from tenants
- witness a will, oath, or affidavit for a tenant, or act as the power of attorney
- be on the job in an unfit condition due to using alcohol or drugs
- abuse tenants staff members, service agency representatives or anyone else in the work place, either verbally or physically.



4.2 Complaints

All complaints/incidents must be reported to the Management Office in writing. A complaint form is included at the end of this document (More complaint forms can be found outside the office door). This includes complaints about other tenants and New Hope Dwellings staff. If you have a complaint about a repair that has been done, please fill out a work order and return it to the Management Office. These forms are also available outside the office.

4.3 Domestic Violence

Domestic violence and abuse are criminal offenses. If you witness abuse, think a neighbour is being abused or are being abused yourself, call 911.

Tenant Handbook

4.4 Drug Free

New Hope Dwellings is committed to creating and maintaining a high quality of life within our building. New Hope Dwellings work closely with the police to keep drug use and trafficking out of our building. Neither we nor the police can control illegal drug activity without Tenants help. Tenants can assist in the campaign against the illegal drug trade by reporting any information concerning drugs by calling Crime Stoppers 1-800-222-TIPS.

When calling this service all information supplied is completely confidential. Residents found directly involved in illegal drug activity, or permitting illegal activity to occur in their homes, will face immediate eviction proceedings.

4.5 Harassment

Harassment is never permitted on New Hope Dwellings property. If you are a victim of harassment immediately report the incident to the Property Manager. Do so in writing and keep a copy for yourself. Write down the details of every incident, including the place, date, and time that the harassment took place.

When we receive a harassment complaint, New Hope Dwellings will make every effort to address the concerned parties. A Tenant also has the option of taking their complaint to the Human Rights Commission or a lawyer at any time. New Hope Dwellings will inform a Tenant immediately if their complaint has been forwarded to the Human Rights Commission.

4.6 Accessibility

New Hope Dwellings has several newly renovated suites for disabled persons. These suites have full accessibility on the main floor to the Office, the Laundry Rooms, the Restrooms and the Entrance doors. Should accessibility in any other parts of the building be a concern, please contact the Property Manager.



a. Rehabilitative Program (OMOD)

New Hope Dwellings entered into an independent living project jointly with the Ontario March of Dimes and the Ministry of Health. This program allowed the renovation of additional suites into disabled suites and provides for 7/24 care from on-site care providers. Contact the Property Manager or the Ontario March of Dimes Office in suite #107 for further information on the program.



4.7 Privacy - Noise Transmission

Residents are reminded to respect their neighbors' right to privacy and enjoyment of their home by keeping noise levels at a low level. Excessive noise is contrary to the terms of the tenancy agreement. If a Tenant

Tenant Handbook

feels that they are experiencing an unreasonable noise situation, they should discuss the matter with the Superintendent. Keep a written record of the time and nature of the disturbances. Continued problems should be directed to the attention of the Property Manager in writing. This will result in action to remedy the problem, if there have been repeated offenses, eviction may be a possible solution.

4.8 Smoking

All public areas at New Hope Dwellings are 100% smoke free. This includes hallways, elevators, lounges and lobbies. Tenants are allowed to smoke in their apartments or outside.

4.9 Signs and Advertisements

Signs and advertisements may not be posted on the floors or in the lobbies. The lobby bulletin boards may be utilized by the Seniors and Family Associations or the Property Management Office. Permission to hang bulletins for charitable organizations or functions must be granted by the Property Manager.

4.10 Housekeeping

It is New Hope Dwellings' responsibility to maintain the building and keep them safe and secure. It is the Tenants responsibility to keep the inside of their apartments clean and safe. Most tenants take pride in their homes and make an effort to keep hallways, laundry rooms and grounds clean and tidy as well.

4.11 Antennas

In the interest of safety and non-interference with other tenant's reception, satellite dishes and CB antennas are not permitted.

4.12 Appliances

Regular cleaning and defrosting will keep refrigerators and stoves in good shape and save energy. When cleaning the smooth surfaces of appliances, use a mild soapy solution. A paste made of baking soda and water is good for cleaning off grease and dirt. Do not use rough cleansers because these will damage the surface of the appliance.

Washers and dishwashers are absolutely not permitted at New Hope Dwellings. There is a major problem with the hot water reversing in the plumbing system and will actually cause cold water to boil. For information on other appliances (freezers, dryers, air conditioners, etc.), please contact the Property Manager.

4.13 Balconies

Please keep the following rules in mind;

- Balconies cannot be used for storage areas.
- Please clear the snow off the balcony; water can leak in under the door.

Tenant Handbook

- Barbecues are not permitted on the balconies. It is against fire regulations and is a health hazard. New Hope Dwellings has designed a small area outside the laundry rooms where a barbecue is available for use. Propane tanks are not permitted to be stored in an apartment as it is against fire regulations.
- Please do not hang laundry or shake rugs/mats from the balcony.

4.14 Bathrooms

Please turn the bathroom exhaust fan on when the shower is in use. The moisture from the shower can cause mildew and damage to the drywall if it is not vented. If there are any condensations problems (water running down the windows in cold days):

- vent moisture out of the apartment using the bathroom fan;
- keep the window open a crack
- buy a dehumidifier
- ensure to vent the bathroom with the fan when the shower is in use.

If the problem is uncontrollable, please call the Property Manager or the Superintendent.

4.15 Bicycles / Roller-blades / Skates

There is a bicycle rack provided in the basement. If a Tenant wishes to store their bicycle in their apartment, they are required to WALK it through the building. Do NOT ride a bicycle, roller blades or skateboard in the building.



4.16 Broken and Unlicensed Vehicles

Abandoned, broken-down and unlicensed vehicles will be towed away from New Hope Dwellings property. The vehicle will be stored off-site for 30 days. If the vehicle is not claimed within 30 days, then it will be sold or scrapped. Any funds raised will be used towards the handling and storage. The owner may reclaim the vehicle after paying for all the towing and storage charges and any other charges connected with its removal from New Hope Dwellings property.

4.17 Ceiling Fans and Air Conditioning Units

Any installation of ceiling fans, air conditioners or other electrical fixtures, or wired-in appliances must be installed at the Tenant's expense and inspected by Oshawa Public Utilities; also at the Tenant's expense.



Tenant Handbook

4.18 Drapes

Please make sure that drapes or curtains fall at least three inches above the electric heat registers.

The Board has a policy of NO Sheets or Flags on the windows. If a Tenant wants to have them as part of their decor, they are required to put blinds or drapes directly on the windows facing the exterior of the building.

4.19 Floors

The tile and hardwood floors can be cleaned using a simple detergent in warm water. This will also help keep the floors in good condition. Do not use any harsh cleaners on the floors.

4.20 Garbage/Recycling

a. Garbage

Ensure garbage going into the garbage chutes are placed in small enough bags so that they will not block the chute. Make sure garbage bags are tied securely and push the bag down the chute. Also be careful when taking garbage through the hallways as liquids may drip onto the floors.

Avoid using the chutes late at night or in the early mornings when most Tenants are sleeping, as the chutes are noisy.

Bottles, broken glass, needles and aerosol cans are not permitted to be thrown into the garbage chutes as these are extremely dangerous for the cleaning staff.

Please do not leave trash on the floor of the garbage room. This is one of the most common complaints made by other tenants and we will charge the offending resident with a minimum fee of \$50.00.

b. Recycling

There are recycling bins for paper, cardboard, newspaper waste, as well as cans, bottles, plastic, and tins. These bins are found in the rear of the building. Please separate the garbage into these categories and place them into the appropriate bin. There are directions on the bins as to what type of materials can be recycled.



A blue box will be in a unit as soon as a Tenant moves in. If one is not in the suite, please contact the Superintendent to supply one. The blue box must remain in the suite upon move out or the past Tenant will be charged a \$10.00 replacement fee.

Tenant Handbook

4.21 Laundry

Two laundry rooms are located on the main floor of the building, one in the Seniors lobby and one in the Family lobby. These are provided for everyone's convenience, so please take care of the machines.



4.22 Lawns, Patios and Playground

The lawns, gardens, patios, and play areas are for the pleasure of all tenants. Please assist the staff in keeping them safe and pleasant. Do NOT allow children to play with the garden tools, water hoses, or sprinklers.

4.23 Mirrors and Pictures

Mirrors and pictures are allowed to be hung in the apartments, provided the appropriate hanging materials are used. Please do not use nails.



4.24 Playground

The playground has been lined with a rubber protective substance for the safety of the children. Please do not allow animals or sharp items in the playground that may damage the surface.

4.25 Pets

Pets are allowed to live in the units provided it does not disturb other Tenants. Dogs must be on a leash when outside of the apartment. Dogs are not permitted to be off the leash outside of the building, and owners are responsible for cleaning up after their pet.



A Tenant can be evicted for allowing their pet to cause damages and/or making a lot of noise. The number of pets a Tenant can have is controlled by the Oshawa City by-law which can be found on page 5 of <http://www.oshawa.ca/documents/ResponsiblePetOwner11-96.pdf>. New Hope Dwellings also recommends Tenant's to have their pet spayed or neutered.

4.26 Redecorating and Alterations

Before any decorating such as painting or wallpapering begins, a Tenant must get written permission from the Property Manager. Tenants should be aware that when moving out, a charge will be levied for the removal of wall-paper, oil-based paint, mirror tiles, cork tiles, dark coloured paint or similar materials, as deemed necessary by staff. No painting of cupboards, alterations or additions may be made in a suite or on the balconies.

Tenant Handbook

4.27 Repairs

If an emergency repair is required, please call our on call pager at 289-675-7920. An emergency is when a Tenant or their belongings are in danger, usually by a fire or flood.



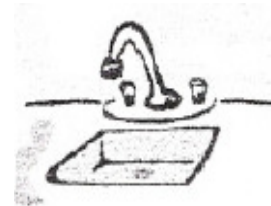
All routine maintenance repairs require a work order to be completed in the Management Office.

4.28 Recreation

The family and seniors lounges can be booked by a Tenant for parties or other events. The cost to book the family lounge is \$20.00 and the seniors lounge is \$10.00. Tenants are encouraged to join the Tenant Relation Committee to assist in planning recreational activities.

4.29 Sinks

Do not pour grease down the sink; it coats the inside of the pipe and eventually plugs it completely. Metal coffee cans make good alternate storage for grease. Hair and coffee grounds can also clog the drainage system.



4.30 Windows

Apartments are equipped with window screens to permit ventilation and keep insects out. They should be kept in place and in good repair.

Screens cannot prevent children from falling out of windows. As a safeguard against falls, there are window latches installed that prevent the window from being opened too far. To ensure the safety of children in a unit, please make sure that these latches are in place.



Tenant Handbook

Section 5: Emergency Procedures

5.1 Common Causes of Fire

The most common causes of fire are:

- Careless Smoking.
- Unattended cooking on the stove.
- Children playing with matches and lighters.



If a fire starts in the apartment:

- Remain calm and exit the apartment.
- Take the apartment key with you and close the door when everyone is out of the apartment.
- Activate the closest fire alarm.
- Leave the building via the EXIT stairwell. Do NOT use the elevators.

In Case of a Fire, Call 911 immediately!



5.2 Evacuation Plan

Make sure everyone in the apartment knows the fire safety evacuation plan of the building. The evacuation plan is located by the elevators; in case of an actual fire volunteer fire wardens should be on hand to guide and direct Tenant's to the correct emergency exit. A map of the floor and all fire exits is attached to the inside of every apartment door.

Ensure everyone in the apartment knows where the fire alarms are located in the hallways. If the fire alarm sounds, follow the evacuation plan immediately. Never assume it is a false alarm.

a. Exiting the Building in an Emergency

When the fire alarm system is activated, the elevators return to the ground floor and stop working. Everyone must use the stair well to get out of the building. If you need assistance in leave the building during an emergency, please inform the Office. New Hope Dwellings provides information to the fire fighters about which Tenant's in the building need assistance to exit the building in an emergency.

Tenant Handbook

b. If You Cannot Leave Your Suite

If smoke is detected in the corridor or leaking through the entry door and the door is hot, do NOT open it. Leave the door unlocked and signal for help by waving a towel off the balcony. Ensure the balcony door is closed after the distress signal has been noticed; so as not to cause any back draft or feed the fire oxygen. If the balcony is not accessible, go to the nearest window and wave a towel. Call 911 immediately. The 911 operator will provide further instructions.

The infiltration of smoke into an apartment can be slowed by:

- soaking towels and a bed sheet in the bathtub.
- cover the entire door and door frame with the wet sheet. The sheet will adhere to the door.
- place the wet towel across the bottom of the door.
- if smoke gets in the apartment, stay low and close to the floor.

5.3 Smoke and Carbon Monoxide Detectors

Every apartment has a smoke detector, do not disconnect them. If there are problems with the smoke detector, tell the Management Office immediately. Once a year, during the annual suite inspections, these detectors will be tested by the Maintenance Committee.



c. Fire Alarm Testing

Every month there is a testing of the fire alarm system and the emergency lights throughout the building; the test takes about an hour. During that time there will be intermittent ringing of the alarm system.

5.4 Storing Hazardous Materials

Avoid storing flammable materials or liquids such as gasoline, paint thinner or solvents in an apartment. Recycle old newspapers as they become a fire hazard if they accumulate.

5.5 Emergency Maintenance Phone Number

When the office is closed, there is an Emergency Maintenance number Tenant's can phone; 289-675-7920. Calling this number will contact our emergency answering service, which will page the on duty staff and or Board Member.

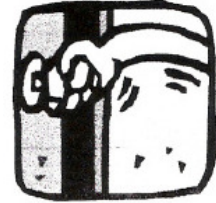
Call this number only for a serious emergency, such as flood, power failure to the whole building, elevator breakdown, someone trapped in an elevator, no heat, or when someone's safety is at immediate risk.

Tenant Handbook

Section 6: Safety and Security

6.1 Balconies

Balconies can be dangerous and require parents' care. Leave nothing on the balcony that a child can climb on. Do not leave children unattended on the balcony.



Keep the balcony door locked at all times. For additional security, it is recommended that a wooden dowel be used to firmly secure sliding balcony doors.

6.2 Building Safety Rules

- Bicycles cannot be tied to the balcony or left in the hallways; they are to be stored in the basement racks or kept inside the apartment. Bicycles are to be walked inside the building and in the parking lot.
- Roller-blades / Skateboards are not permitted to be ridden in the building, parking areas or underground.
- Children are not to play in the underground garage.
- Balconies are not to be used to store garbage, clothing, and etc. Balconies cannot be used as a clothes-line. Carpet cannot be glued down on your balcony as this can cause major damage to the concrete structure.
- Barbecues are forbidden to be used on the balconies. The Board has designed an area off the Family Laundry Area for the Family Residents to take a small table top barbecue down during the summer.
- Corridors are to be free from all small area mats. Never leave personal items in the hallways; these include shoes, bicycles, scooters, baby strollers, baby carriages, laundry carts or shopping carts.
- Smoking is not allowed in the building, except in the privacy of the rented suites.
- Parking Area is not to be used to vacuum or wash cars, or to change oil, tires, etc.
- Underground Garage drains are not to be used for dumping oil. This is a major environmental Violation.

Tenant Handbook

6.3 Elevators

Elevators are an essential part of apartment living, however they are easily broken, expensive to fix, and possibly dangerous.

Important safety rules to remember;

- Never hold the doors open.
- Never jump inside the car.
- Do not overload the car.
- Never block the door open.



The elevators are designed with telephones for 24 hours emergencies ONLY. The phone is connected to the 24 hour emergency answering service who will immediately report the problem to the staff and to the elevator company. Remember it is a criminal offense to place false calls and the elevator is monitored with a surveillance camera.

6.4 Security Tips

These hints will help keep an apartment secure:

- Lock the doors and windows when no one is home. A good lock for a sliding door or window is a broom handle or other piece of wood fitted into the bottom rail.
- Attach a lamp to a timer when you are out in the evenings.
- Tell the post office and newspaper carrier if you are going to be away, or arrange for a neighbour or friend to pick up your mail.
- Ask a friend or neighbour to check your home regularly and pick up flyers if you are away.



6.5 Security Services

Keeping the building safe and secure is a team effort of the tenants, staff and police working together. In violent situations, always call 911. Call the Property Manager at 905-404-2847, during regular office hours or the on call pager at 289-675-7920 outside of regular office hours if there are any problems.

The Corporation has hired Security Services to patrol the garage and parking lot. They will tag and tow vehicles that are illegally parked. In addition, security cameras are located at several key areas in the building to monitor activities in the common areas, or more dangerous areas such as the elevators.

There is also a hidden surveillance camera that can be placed anywhere in the building where a recurring problem or vandalism occurs. Anyone caught in an act

Tenant Handbook

of violence or vandalism on the cameras will be served with an eviction notice immediately.

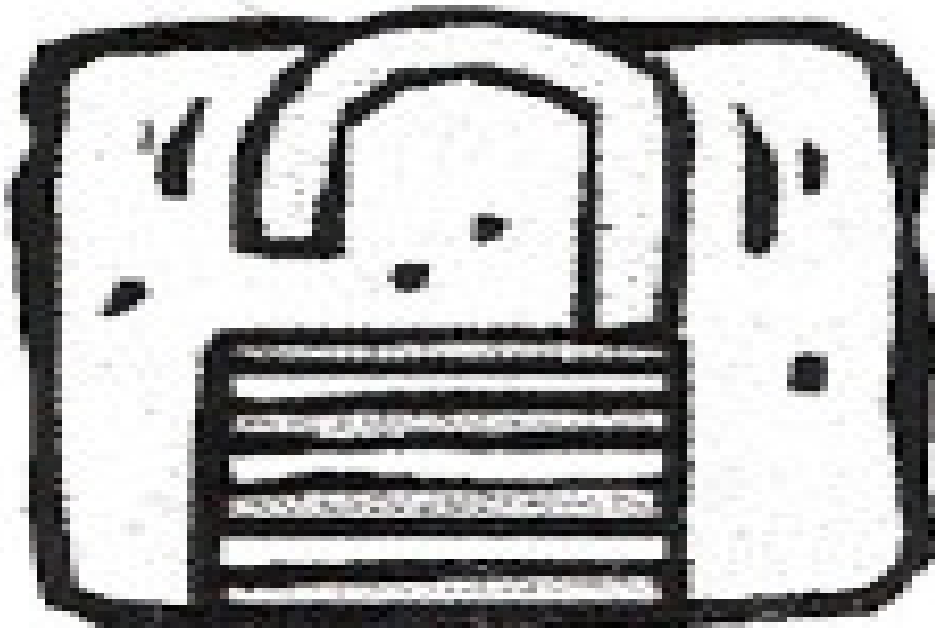
6.6 Vandalism

If you see anyone damaging New Hope Dwellings property, phone 911 immediately and inform the Superintendent or the Property Manager. Common locations of vandalisms include: elevators, stairwells and hallways.

Please remember that children must not play in hallways, laundry rooms, elevators or underground parking garage. Parents are legally responsible for any damage caused by their children.

6.7 Windows

The windows all have safety latches installed to prevent the windows from opening too far and allowing a child to fall through. Please make sure that these latches are in place and secure at all times.



Tenant Handbook

Section 7: Tenant Relation Committee and General Information

7.1 Tenant Relation Committee

Tenant Associations are formed to help foster a healthy internal tenant community through forming relationships and friendships by creating programs for families or seniors, running fundraisers, and overseeing recreational activities. This Relation Committee are not part of the Corporation's Board of Directors, but indirectly have a relationship with the Board by carrying forward the vision of New Hope.



7.2 Amenity Room: Rules and Booking the Recreation Room

The amenity space in New Hope Dwellings is for the use and enjoyment of all the residents of new Hope Non-Profit Dwellings. These rooms, the Family or Seniors lounges, may also be booked for a nominal fee, by community groups, meetings, at the discretion of the Property Manager.

a. Residents Use of Common Rooms

- Seniors lounge shall be for the use of seniors' activities only. Children under fourteen years of age will not be allowed in these rooms.
- The Family lounge is available for the use of everyone in the building.
- The Family lounge may be used by the seniors for functions including children under the age of fourteen.
- For in-house activities such as Christmas or Halloween parties, etc., the use of the rooms will be coordinated by the Tenant Relation Committee. For such in-house activities, the committees may charge a nominal fee or request donations to help finance existing or new program activities.



b. Private Use of Common Rooms

The Seniors Lounge and the Family Lounge may be used by residents for private functions such as birthday parties, anniversaries, etc. at no additional charges provided;

- Use of the room is booked through the Management Office on a first-come first-serve basis.
- A security deposit of \$100.00 is posted at the time of the booking with the Tenant Relations Subcommittee. This deposit will be returned on the first following business day upon satisfactory inspection of the room by one of the paid staff or Tenant Relation Committee.
- The room, furniture, cupboards, and appliances are left clean without damage.

Tenant Handbook

- Where misuse has occurred the Board and/or Tenant Relations Subcommittee reserve the right to refuse access to the room.
- All bookings end no later than 12:00 midnight.
- The resident booking the room assumes responsibility over the actions of all guests attending the gathering.

c. General rules:

- Consumption of alcoholic beverages and smoking are strictly forbidden in any common areas or amenity rooms.
- Common rooms may not be used for raising funds for outside groups unless submitted in writing by the Tenant Relations Committee and approved by the Board.
- Common rooms may not be used for selling and/or buying goods and services unless submitted in writing by the Tenant Relations Committee and approved by the Board.
- The Board reserves the right to limit the uses of the Seniors Lounge and/or the Family Lounge to the number of persons as approved by the Durham Regional Fire Code.
- The Seniors Lounge and Family Lounge may be used between the hours of 8:00 a.m. and 1 a.m., seven days per week, provided they have been properly booked and recorded with the Tenant Relations Committee. See Office for names/numbers.
- New Hope Dwellings will not be liable for any injury or loss that may occur to the residents and/or his/her guest going to or from, or while using the Amenity Rooms or Common Areas.
- Residents with unpaid rent or in serious breach of the tenancy agreement will not be able to book the recreation room as long as the outstanding situation continues.

Problems or questions concerning the booking process should be discussed with the Property Manager.

Tenant Handbook

7.3 Volunteering

The Tenants' Associations executive members appreciate any help from Tenants to ensure the programs can continue well into the future and that all recreational activities are a success. Chaperones are needed during children's activities, donations of baked goods are needed for food distribution, coffee time, helping hands are needed during elephant sales whatever talent or time you have that can be shared with the community is needed and welcomed. When the Tenant Relations Committee knocks on your door with a survey, let them know your availability to help.

7.4 Tenant Relations Committee

The Tenant Relations Subcommittee is a valuable group to the Board's Management Committee. These committee members are tenants and liaise with the Tenant Associations to ensure that all activities promote New Hope's vision forward and provides the Board assistance when required.



Tenant Handbook

Section 8: Emergency and Community Service Numbers

Fire/Police/Ambulance	911
24 Hour Emergency Maintenance.....	289-675-7920
Property Manager's Office	905-404-2847
Landlord Tenant Board	1-888-332-3234
Information Oshawa.....	905-434-4636
Oshawa Public Library	905-579-6111
Oshawa Transit	905-579-2471
Senior Citizens Centre	905-576-6712
Northview Community Centre	905-432-1984
Recreational Facilities	905-436-5621
YWCA	905-404-2020
Salvation Army Family Services	905-723-7422
Legal Aid	905-576-2124
St. Vincent's Kitchen	905-433-4006
Denise House	905-728-7311
Simcoe Hall Settlement House	905-728-7525
Distress Centre Crisis Line	905-433-1121
Rape Crisis Centre	905-725-2241
Human Rights Commission	1-800-268-6568
Oshawa Public Utilities	905-723-4623
Rogers Cable	905-435-8200

Tenant Handbook

Section 9: Repair Costs

a. Cupboards

To clean bath and kitchen cupboards = \$100.00

b. Doors

To replace suite entrance door = \$1000.00

- Balcony doors = \$240.00
- Other doors = \$80.00

c. Electric Fixtures

To replace average light fixture = \$25.00

- Shade only = \$12.00

d. Floors

To replace vinyl floor tile = \$4.00 each

- Hardwood tiling = \$5.00 per sq.ft.
- To clean carpets = \$60.00 per room

e. Keys

To replace suite/Entrance Key = \$10.00 each

- Mail Box Key = \$30 each
- Keys not returned = \$50.00 each
- High security keys = \$100.00 each

f. Kitchen

To replace all painted cupboard doors = \$900.00

- One cupboard door = \$50.00 each
- Counter tops = \$40.00 per sq.ft.
- To install a counter saver = \$70.00

g. Painting

- 1 bedroom apartment - \$550.00
- 2 bedroom apartment - \$650.00
- 3 bedroom apartment - \$750.00
- To cover dark paint - \$100.00 per room
- Wallpaper removal - \$50.00 per wall

Tenant Handbook

Repair Costs (continued)

h. Plumbing and Fixtures

To replace toilet seat = \$25.00

- Tank lid - \$75.00
- Mirror - \$25.00 per sq.ft.
- Towel bars - \$20.00
- Soap Dish - \$35.00
- Sink Strainer - \$7.00

i. Refrigerator

To replace door liner - \$75.00

- Crisper covers = \$50.00 each
- Shelving racks = \$50.00 each
- Freezer door = \$100.00
- Rubber molding = \$50.00
- Meat try = \$25.00
- Butter dish = \$25.00
- Bottle bars = \$25.00
- To clean = \$50.00

j. Stoves

To replace top/bottom elements = \$45.00 each

- Broiler rack and pan = \$43.00
- Stove elements = \$15.00 each
- Stove knobs = \$4.00 each
- To clean = \$50.00

k. Windows and Glass

To replace plain glass = \$10 per sq.ft.

- Thermal sealed units = \$3.00 per sq.ft.
- Window screens = \$3 per sq.ft.
- Patio Screen and frame = \$150.00



Tenant Handbook

Section 10: Tenant Handbook Receipt

As a Tenant of New Hope Non-Profit Dwellings (Durham) Inc., I have received a copy of New Hope's Tenant Handbook, dated June, 2015. I understand that the policies, procedures, rules, and benefits contained in this handbook apply to all Tenants.

I also acknowledge that I will be responsible for complying with future changes in such policies, procedures, rules, and benefits which are communicated to Tenants in writing from time to time, whether or not I have signed an acknowledgment of such changes.

Tenant Name

Tenant Signature

Date

This form should be signed and copied made to the Property Manager