



Tenant Handbook

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Welcome to Your New Home!



The Resident Manager at your site is always your first point of contact. Resident Managers collect rent payments, assist in resolving tenant concerns and arrange for repairs to your home. If you do not know how to contact your Resident Manager, refer to the last page of this Handbook or to your move-in package for contact information.

Please keep this handbook in a convenient place for future reference. Or, visit our web site at www.myhomeEd.ca for an electronic version of this Handbook.

This handbook provides information about your home and your community. It gives practical information such as how to pay your rent, how to get repairs done and how to maintain your home so that it remains in good condition throughout your tenancy. It also provides you with an understanding of the guidelines and policies and practices which homeEd uses to help make your home a safe, affordable and comfortable place to live.

On behalf of our management and staff, it is my pleasure to welcome you to homeEd. We look forward to working with you to make homeEd a great place to live.

W.C. (Bill) Bell
Executive Director

Moving In



At the time of move-in, you will have received and completed a number of documents including:

- Residential Tenancy Agreement (the Lease)
- Residential Tenancy Addendum Agreement for Crime Free Multi-Housing
- Addendum to Lease re Parking
- Move In Inspection Report
- Move In Information Sheet/Lease Checklist
- Personal Data Checklist
- Income and Employment Verification/Social Allowance Verification/Other Sources of Income
- Vehicle Registration
- Fob/Key Deposit Agreement

You will also have received copies of memos regarding parking, pets, garbage removal, bicycles and satellite dishes.

As a tenant, you are expected to provide the Resident Manager with confirmation of tenant liability insurance and utility hook-ups.

If any of the above information has not been completed, please contact your Resident Manager.

Cable, Telephone and Satellite Dishes

Cable and telephone service is not included in your rent. Tenants are responsible for contacting the local cable and telephone company of your choice to arrange for connection and payment. If you wish to have additional service outlets, you must ask for homeEd's written approval prior to installation. The additional outlets, if approved, will be installed at your expense.

Tenants must obtain written permission from homeEd before installing a satellite dish. Installations may be approved in townhome properties provided that certain conditions are met. Please refer to *Your New Home* section in this Handbook for specific guidelines related to satellite dishes, and radio and television antenna and towers.

Electricity and Gas Utilities

If you occupy a townhome, you are responsible for the costs of all utility services including, but not limited to, electricity, gas, water and sewer. If you occupy an apartment, you are responsible for the cost of electricity.

You will need to contact the utility provider of your choice to obtain utility services. All utilities are your responsibility effective on the date of your move-in.

Should you choose to use a supplier other than Epcor (for power, water and sewer) and Direct Energy (for gas), you will need to provide the Resident Manager with written notification of the name of your supplier. When you move out of the unit, you will be charged the re-hookup fee.

Insurance

As a tenant, you are required to carry Tenant Liability Insurance which covers the legal liability of the tenant with minimum policy limits of \$1,000,000 per occurrence. The insurance is to be effective the date of your move-in, and you are required to maintain that insurance throughout your tenancy.

It is your responsibility to insure your furniture and personal belongings to protect yourself in case of fire, flood, theft or other damage or loss. homeEd will not reimburse you for costs related to such losses. Note, as well, that homeEd does not reimburse tenants for damages or losses resulting from flooded basements, sewer backups, power outages, food spoilage in refrigerators/freezers or clothing replacement due to laundry equipment failure.

Please note that, if you have a waterbed, you are required to carry a minimum of \$100,000 waterbed liability insurance.

Keys and Locks

Following your move-in inspection, the Resident Manager will give you keys for your rental unit, the front door of the building (if applicable) and your mailbox.

You are not allowed to change the locks, add security devices or have extra keys made without first receiving written approval from homeEd's Senior Property Manager. If you require additional keys, please ask the Resident Manager. If you need your locks changed, lose your keys or have your keys stolen, you will be charged for replacement locks or keys.

Parking

Parking is available only for those tenant vehicles that are registered on the lease. Townhome properties come with one assigned stall. Some of the apartment buildings do not have assigned stalls. Should you require a parking stall, and one is available, please contact your Resident Manager to arrange to rent a stall. It is your responsibility to let the Resident Manager know if you change vehicles or license plates at any time during your tenancy.

If you use homeEd's parking facilities, you do so at your own risk. homeEd is not responsible for damage to vehicles or contents of vehicles caused by fire, theft, vandalism or collision.

Tenants are responsible for the care and upkeep of their assigned parking stall. They should ensure there is no garbage, oil or fluid in the stall or on the ground. As well, tenants are expected to remove the snow and ice from the parking stall that is included

with the suite rental, as well as any additional parking stalls rented by the tenant.

The parking space may not be used for any purpose other than to park the tenant's vehicle. To be parked on homeEd property, vehicles must meet certain conditions. Inoperable, unregistered, unlicensed or uninsured vehicles are not permitted.

The space shall not be used to park a boat, camper, trailer, commercial vehicle or any other vehicle which weighs more than three quarters of a ton e.g. large trucks.

Vehicle maintenance or repairs are not permitted either in tenant parking stalls or anywhere on homeEd property. This includes, but is not limited to, washing, oil changes, body repairs and engine repairs.

Tenant's guests may use visitor parking, if it is provided. They may not park in other tenants' parking stalls unless they have permission to do so. Tenant's guests may not park in visitor parking overnight without permission from the Resident Manager.

As a tenant, if you park in a Visitor parking spot, your vehicle may be towed at your expense.

Any vehicle found parked in fire lanes will be subject to the fine established by the City of Edmonton.

Pets

In accordance with your *Residential Tenancy Agreement*, pets are not allowed on the leased premises. If you violate the pet ownership rules, your tenancy may be at risk.

The exception is that licensed and registered service dogs are allowed on the leased premises. At the time of move-in, or if the need for a service dog arises during your tenancy, please ensure that homeEd is aware of your need for the service dog and approval has been received from the Senior Property Manager.

Security Deposit

You are required to pay a security deposit before you move in. Your deposit goes into a trust account until you move out. Interest, if any, is compounded annually and paid out on the termination or expiration of the *Residential Tenancy Agreement (Lease)*.

Upon move out, your security deposit will be returned, with interest, provided that:

- the account is paid up-to-date, in full; and
- there are no charges on the move-out inspection for cleaning and/or repairs.

You will need to provide homeEd with your forwarding address when you move so that your security deposit funds can be returned promptly. According to the *Residential Tenancies Act*, homeEd is required to have your statement of account postmarked no later than ten calendar days after the move-out inspection has been completed.

Rent



When to Pay your Rent

Your rent must be paid in full on or before the first day of each and every month. If you have any questions about paying your rent, please call the Resident Manager.

How to Pay your Rent

You can pay your rent to the Resident Manager in your building. You can pay the rent by personal cheque, certified cheque or by money order. If you are paying by cash, payments must be made at the homeEd Corporate Office during regular office hours. homeEd's head office is located at 12520 Fort Road in Edmonton. Office hours are 8:30 am to 4:30 pm, Monday to Friday.

After the 1st day of the month, personal cheques will not be accepted. Payment must then be made by certified cheque, money order or cash.

The return of three (3) rent cheques by your bank or financial institution will require you to pay your rent by guaranteed funds only.

Additional Charges

A \$35 late payment charge will be added to your account for rent payments made after the first day of the month. A \$20 fee will be charged to your account for returned cheques. Charges are subject to change without notice.

If you Can't Pay your Rent

We want you to keep your home! If you are having trouble paying your rent, contact your Resident Manager right away. He or she will instruct you on what you can do next.

When two or more persons are the registered tenant and occupy the same premises, homeEd may collect the full rent from either of the persons.

Late or Unpaid Rent

If your rent is not paid by the first of the month and no payment agreement is in place, you may be issued a *Notice of Default*. Late rent payment is a breach of the *Residential Tenancy Agreement (Lease)* and is grounds for a *Notice of Termination of Tenancy*.

Rights and Responsibilities



Respecting your Personal Information

homeEd is committed to maintaining confidentiality of all tenant files and records. As a public body, homeEd is subject to the Personal Information Protection Act of Alberta (PIPA), homeEd is responsible for the protection of all personal information under its custody and control.

To obtain access to your records or to make a correction to a record, you must make a written request. Please contact the Resident Manager for assistance.

Respecting your Privacy

Your rented unit is your home and you have a right to privacy. The Residential Tenancies Act provides that:

23(1) Except as otherwise permitted in this section, no landlord shall enter residential premises rented by the landlord without the consent of the tenant or of an adult person lawfully on the premises.

(2) A landlord is entitled to enter residential premises rented by the landlord without consent or notice if the landlord has reasonable grounds to believe that

- (a) an emergency requires the landlord to enter the premises, or*
- (b) the tenant has abandoned the premises.*

(3) Subject to subsection (4), a landlord is entitled to enter residential premises rented by the landlord without consent but after notice to the tenant

- (a) to inspect the state of repair of the premises,*
- (b) to make repairs to the premises,*
- (c) to take necessary steps to control pests in the premises to ensure that the premises meet standards in that regard that are required under any law in force in Alberta,*
- (d) for the purpose of showing the premises, whether directly or through a real estate broker, to prospective purchasers or mortgagees of the premises, or*
- (e) to show the premises to prospective tenants after a landlord or tenant has served notice of termination of a periodic tenancy or during the last month of a fixed term tenancy.*

(4) A landlord is not entitled to enter residential premises under subsection (3) unless

- (a) the notice is served on the tenant at least 24 hours before the time of entry,*

- (b) *the entry is made on a day that is not*
- (i) *a holiday, except that the landlord may enter on a Sunday if the tenant's day of religious worship is not a Sunday and the tenant has provided the landlord with a written notice of that day, or*
 - (ii) *the tenant's day of religious worship if that day is not a Sunday and the tenant has provided the landlord with a written notice of that day,*
- and*
- (c) *the entry is between 8 a.m. and 8 p.m.*

Tenant Responsibilities

As a tenant of homeEd, you have agreed to accept certain responsibilities regarding the unit which you are renting. This is your home. And, you are expected to meet your responsibilities as set out in the *Residential Tenancies Act* and the *Residential Tenancy Agreement* (the Lease).

It is your responsibility to:

- pay the rent on time every month
- keep the apartment or townhome clean, tidy and in a state of good repair
- report maintenance or repair problems
- repair or pay for damage which you, your household or guests may cause in the unit or common areas
- inform homeEd if you plan to be absent for an extended period of time
- report changes to your income or household composition
- live in harmony with your neighbors and cooperate with homeEd staff

Landlord Code of Conduct

As your landlord, homeEd expects that staff and contractors will behave in a professional manner when interacting with tenants. Personal integrity; respect; courtesy; good manners; genuine concern for others; personal appearance; and judicious care and concern for property are all indicators of professional conduct.

Staff and contractors will not:

- accept tips or enter into business transactions with tenants;
- witness a will, oath or sworn statement for a tenant (except for a relative), or act as the executor of a tenant's will; or
- be on the job while under the influence of alcohol or illicit drugs.

If you have reason to believe that homeEd staff or any of its contractors have broken this code of conduct, please report the incident to homeEd's Executive Director.

Human Rights

homeEd is an inclusive community that strives to treat all persons fairly and respectfully. homeEd will neither tolerate nor condone any form of discrimination, restriction or coercion exercised or practiced with respect to any tenant or employee by reason of race, religious beliefs, colour, gender, physical disability, mental disability, age, ancestry, place of origin, marital status, source of income, family status or sexual orientation.

Your New Home



Care of Your Unit and Shared Spaces

Maintenance and upkeep are a shared responsibility. homeEd maintains the building, grounds and common areas. It is your responsibility to keep your home clean, safe and in a reasonable state of repair. If you or your guests cause damage, you will be required to pay for the repairs. Tenants, failing to report maintenance concerns to their Resident Manager, will be charged for subsequent damages which occur as a result of the unreported condition.

You are not permitted to do any structural alterations, renovations, painting, wall papering, or re-decorating in your unit unless you have received prior written consent from the Senior Property Manager.

Remember that you are living in a community of tenants. Leave common areas like the hallways, laundry rooms and grounds clean for other tenants. Remember that children should not play in hallways, elevators, laundry rooms or parking areas.

More detailed information, about the upkeep of your new home, follows:

Appliances

- Every unit has a fridge and stove. Townhomes also have a washer and dryer. These work best if you clean them regularly. If you damage your appliances, you will have to pay for the repairs or replacement costs.
- Your refrigerator will need to be cleaned and defrosted regularly to keep it in good working condition and to save energy. Frost free refrigerators must be defrosted at least once a year. Do not use knives or sharp objects to remove a buildup of ice. Also, do not put kettles or pots filled with boiling water in the freezer to melt the ice as the heat could melt plastic parts.
- Use oven-cleaning products for your oven.
- Clean your range hood filter regularly.
- Use a mild soapy solution to clean the smooth surfaces of appliances.
- Please do not use abrasive cleaning products as they will damage the surfaces of your appliances.
- If you live in a townhome, please keep your washing machine wiped clean. Also clean the vent trap, in the clothes dryer, after each load. A build up of lint or dust in the filter can cause the clothes dryer to overheat and to shut down. You can help prevent such build up by checking the outside exhaust vent to ensure there is no build up of lint in the dryer hose; by ensuring that the dryer vent is hooked up properly; and by wiping off the top of the dryer on a regular basis.

- Before installing an air conditioner, you will require written permission from the Senior Property Manager. For further information, contact your Resident Manager.
- homeEd does not reimburse tenants for loss or damages resulting from malfunction or failure of any appliance.

Balconies

- You are expected to keep your balcony clean, neat and attractive. Only patio furniture and bicycles may be stored on the balcony.
- Clotheslines are not permitted on the balcony.
- Boxes or other belongings may not be stored on the balcony.
- Electric barbeques are allowed on homeEd balconies. Charcoal barbeques are not permitted. Propane barbecues require prior approval from the Senior Property Manager.
- Sweep up crumbs and food particles from your balcony to avoid attracting insects and rodents.
- Don't dispose of debris or water over the edge of your balcony.
- Don't put carpet on the balcony as wet carpets can damage the underlying structure.
- Supervise young children whenever they are on the balcony.

Basements and Storage Areas

- Townhomes have basements or crawl spaces. Some apartments have storage areas. These spaces must not be used as sleeping areas as this would be a violation of municipal fire regulations.
- Do not store any dangerous substances or flammables in your unit.
- All belongings must be a minimum of 3 feet (0.91 meters) away from the furnace and hot water tank.

Bathrooms

- You can reduce condensation by turning on the bathroom fan while you are showering or bathing; and by keeping the fan running until the condensation has evaporated.
- Do not permit children to throw toys or other small objects into toilets or sinks. Tenants will be charged for any costs associated with plumbing repairs.

Ceiling Fans

- Before replacing a light fixture with a ceiling fan, you will require written permission from the Senior Property Manager. For further information, please contact your Resident Manager.
- Ceiling fans must be installed by a qualified electrician and you will need to provide homeEd with verification that a qualified electrician completed the installation.

Clotheslines

- Free-standing pole clotheslines are permitted in townhome backyards.
- Tenants are not permitted to attach a clothesline to homeEd property; or to hang laundry over the balcony railings or on the fences.

Common Areas

- It is your responsibility to ensure safe and reasonable use of all common areas by your household members and guests. Do not obstruct those areas with furniture, bicycles or other personal items.

Decorating

- Enjoy making your home beautiful and comfortable. But, please remember:
 - No structural alterations, painting, papering or re-decorating is permitted without the prior written consent of the Senior Property Manager.
 - Use only small picture hooks or small nails to hang wall decorations.
- Drapes, blinds, venetian blinds, or vertical blinds may be used as window coverings. Sheets, flags, tin foil, blankets or any other material not approved for window treatments are not permitted.

Emergency Maintenance

- Emergencies include broken water pipes, malfunctioning furnaces or sewer backups.
- If a maintenance emergency occurs, advise your Resident Manager. If he or she does not answer the phone, leave a message on the answering machine and then call homeEd Office at (780) 474-5706. The answering service will assist you after hours.

Fire Pits and Free Standing Fire Places

- Fire pits and free standing fire places are not permitted.

Furnaces, Ducts and Hot Water Tanks

- If you live in a townhome, your unit will have a stand alone furnace.
- You are required to replace the furnace filters when needed but, in any event, at least every three months. Monthly replacement is recommended during the winter months. When replacing filters, clean around the furnace area and wipe down the furnace for dust and lint.
- The furnace power switch is located on a nearby wall or on the ceiling above the furnace. You should be aware of its location and ensure that it is not shut off. If it is turned off, the furnace will not work.
- Tenants will be charged the full cost of the service call and repairs by a plumber for any tenant-related damages or neglect.
- Never sweep garbage or dust into the floor registers. Do not allow children to throw toys or other objects down the registers. Tenants will be charged for any costs associated with clearing ductwork of these items.
- If you live in a townhome, the gas account is in your name so keep the 24-hour emergency number handy for your gas provider. The utility provider will normally come to your home if you have a furnace problem outside of normal office hours. Also, please notify homeEd if you are experiencing a problem with your furnace.
- Tenants may not replace thermostats.

Household Garbage and Recycling

- Please dispose of garbage in a proper manner. Garbage is to be put in plastic garbage bags, tied and placed in the garbage bins provided. Please do not leave the bags on the ground beside the garbage bins.

- Do not allow small children to take the garbage out if they cannot place the bags in the garbage receptacles.
- Lids on garbage bins must be kept closed at all times in accordance with municipal bylaws.
- Garbage may not be left on the balcony, outside your door, on the patio, in your yard or in your parking stall.
- Furniture, electronics, mattresses, appliances or other large items may not be left by or in the garbage bins. You are expected to arrange for removal of these items at your expense. If you leave these items in the garbage enclosure, homeEd will haul them away and you will be billed for the hauling and disposal fees. Please contact your Resident Manager if you require information on disposal.
- Recycling bins are provided at many of our properties.
- You are responsible for disposing of hazardous materials in an approved manner. This includes needles, paint, solvents and batteries. For further information, please refer to the City of Edmonton Waste Management website at www.edmonton.ca/for_residents/garbage-recycling.aspx.

Laundry Rooms and Townhome Laundry Equipment

- Apartment units have laundry rooms with coin-operated washers and dryers. homeEd does not own the laundry equipment. If you see a broken washer or dryer, or if the machine keeps your coins, please call the number on the machine.
- Shared laundry facilities are for tenant use only. The hours of access to the laundry facility are specific to each property.
- You can help maintain the laundry room by cleaning up around the machines and removing lint from the dryer after using the equipment. This will help to reduce drying times and prevent fires.
- Please promptly remove your laundry when the cycle has finished.
- Please do not overfill the machines.

Pest Control

- homeEd is committed to providing a pest free environment for tenants. To be successful requires the cooperation of both homeEd and the tenant.
- Unfortunately, despite everyone's best efforts, cockroaches, mice, bedbugs and other pests can sometimes get into buildings.
- Bedbugs have become a problem throughout Edmonton and many other cities. Controlling them depends on fast and thorough action.
- If you detect an infestation in your unit, immediately report this to your Resident Manager to ensure that pest control action is taken as soon as possible. If treatment is needed, follow instructions exactly. Otherwise, the treatment will not work.
- Second hand items, such as mattresses or furniture, could be infested without your knowledge. Please use caution in bringing these items into your unit.
- Similarly, infested furniture or mattresses need to be properly disposed of. Please contact your Resident Manager for further information.
- Keep in mind that you are required to cooperate with homeEd staff when preparing your unit for any type of pest-control treatment. Failure to prepare your unit is a violation of the *Residential Tenancy Act* and may result in additional charges or termination of your tenancy.

Repairs to the Rental Premises

- Tenants are responsible for replacing furnace filters, light bulbs and fuses.
- You may be charged for call-outs and repairs if it is determined that the required repairs were a result of neglect or misuse on the part of the tenant or the tenant's guests.

Satellite Dishes, Radio and T.V. Antenna and Towers

- For homeEd to accept the installation of a satellite dish at its townhomes, the following conditions must be met:
 - Tenants must obtain written permission prior to installing a satellite dish.
 - Satellite dishes cannot exceed 24 inches (61 cm) in diameter.
 - The unit must be free standing and placed in the tenant's fenced backyard only.
 - The satellite dish must be placed no higher than the fence level.
 - Tenants may place a metal post and base in the yard and attach the satellite dish to it.
 - Tenants may not attach the satellite dish or its supports to fences, balconies, the roof or any other part of the building.
 - Any drilling of holes etc. for cable access requires homeEd approval prior to installation, and must be repaired to homeEd standard upon removal.
- Radio or T.V. antenna or towers may not be attached to any part of the premises or anywhere on the property without prior written permission from homeEd.
- Tenants may contact the Senior Property Manager for more information or for written permission.

Signs

- Tenants cannot place signs or placards for advertising purposes anywhere in the rental premises or on or about the property. For any exceptions to this, the tenant must have prior approval of the Senior Property Manager.

Smoke Detectors

- Your unit is equipped with smoke detectors. It is your responsibility to ensure that smoke detectors are functioning properly at all times. Studies have proven that smoke detectors save lives and prevent loss of property.
- Check smoke detectors each month. If your smoke detector is not working properly, and is battery operated, replace the battery and check to make sure that it is working properly. If the smoke detector still does not work, report it to the Resident Manager. If the smoke detector in your unit is hard wired, please test it to make sure it is working and, if it is not, report it to the Resident Manager.
- You may not remove the smoke detectors or otherwise interfere with the smoke detector's operation. You are responsible for the replacement of any smoke detectors which you or your guests damage or disconnect.

Snow Removal

- If you live in a townhome, you are expected to keep your sidewalks, steps and parking stall free and clear of ice and snow. You are responsible for the sidewalk leading to your unit and the common sidewalk for the width of your unit.

- If you live in an apartment, you are expected to keep your parking stall free and clear of ice and snow.
- Failure to do so could result in your being charged a maintenance fee.

Toilets

- You should have a good toilet plunger in the event that the toilet becomes plugged or backs up.
- You are responsible for the cost of repairing plugged or damaged toilets, sinks and drains. Tenants have the option to call a certified plumbing service. Or, call the Resident Manager.

Trees and Shrubs

- If you notice trees or shrubs that need to be pruned, notify the Resident Manager. Tenants may not cut branches or do any pruning.

Waterbeds

- You are expected to obtain written approval from homeEd before installing a waterbed in your unit. Proof of waterbed insurance is required.

Windows and Screens

- Windows must be kept closed when it is raining and when it is cold. Tenants will be responsible for the cost of repairs if there is rain or water damage, or if the plumbing pipes freeze.
- You may remove screens to clean them. Screens are to be put back immediately after cleaning.
- You are responsible for the replacement of any glass with like kind and quality which may be broken, cracked or damaged in any manner.

Yards

- If your unit has a private yard, you are not permitted to remove existing plants or grass. Plants may be added provided that you do not disturb existing shrubs.
- You are expected to keep the premises in a reasonably clean and tidy condition at all times. All personal belongings, including children's toys, are to be kept either in your unit or within your enclosed back yard.
- No items such as hanging plants or decorative materials may be attached to the exterior walls or fencing without prior approval from the Senior Property Manager.
- No standing water is permitted on site (bird baths, pools, ponds) without prior approval from the Senior Property Manager.
- Should you have an outside water tap in your backyard, please remove the hoses before winter freeze-up and close the valve that is inside your unit. Your Resident Manager can show you where the shut-off valve is located.

Yard Sales

- You may hold a yard sale but you will need to ensure you comply with City of Edmonton bylaws and have a valid license.
- Tentative dates for yard sales must be approved in advance by the Resident Manager.

Meeting Expectations



Alcohol

At homeEd, consumption of alcohol is not permitted at any time in any common area, including hallways, parking lots, laundry rooms, etc.

Annual Inspections

As part of our program to maintain our buildings, homeEd conducts annual unit inspections. homeEd staff will provide you with notice of this inspection. As a result of that inspection, work may be identified that requires contractors to make repairs or replacements.

You are expected to immediately report any damage to, or deterioration of, the premises to the Resident Manager. Should any damages be determined to be the tenant's responsibility, you will be charged for the cost of repairs.

Christmas Trees and Lights

If you live in a townhome, you are allowed to have a live Christmas tree in your unit. Live Christmas trees are not permitted in apartments. The City of Edmonton has a tree pick-up service in early January. Should you miss the pick-up date, you will have to dispose of the tree yourself. You may not put the tree in the garbage bin.

You may put up Christmas lights on the outside of your unit and on your balcony. You must use plastic clips only to put up the lights. Do not make any holes to attach the lights. Christmas lights should be taken down before the end of January, unless you receive notice about an earlier date for removal of Christmas lights.

Extended Absence

If you are absent from your unit, or if your unit is unoccupied, for an extended period of time, you are required to arrange for regular inspection by a competent adult. Please check the terms of your Tenant Liability Insurance policy.

You will need to seek homeEd's approval for that person to act as your agent in your absence, and you will need to provide the Resident Manager with the name, address and contact phone numbers for that person. You may not allow that person to occupy your unit during your absence.

You will need to ensure that rent, utilities and any other payments due under the *Residential Tenancy Agreement (Lease)* are paid in full and on time.

Eviction

Any substantial breach on the part of the tenant of the *Residential Tenancy Agreement (Lease)* or the *Residential Tenancies Act* does give homeEd the right to issue a *Notice of Termination of Tenancy*.

Guests

Guests may stay with you for up to a total of seven days in one month. If you need to plan a longer visit, you must obtain written approval from homeEd in advance of the scheduled visit.

You are not allowed to charge your guest room-and-board.

Operating a Business from Home

To operate a business from home, tenants must obtain prior written permission from homeEd. If approved, tenants must abide by the regulations of their *Residential Tenancy Agreement (Lease)* and by any applicable municipal bylaws. In addition, the following conditions must be adhered to:

- A current Business License must be posted in your unit and a copy given to homeEd.
- There will be no continual movement of traffic in and out of your suite.
- There will be no disruption of the other tenants in the property.
- There will be no signage displayed on the grounds or in the windows of your unit.
- All City of Edmonton business requirements must be met at all times.

Paying for Damages

If you or your guests damage your unit beyond what is considered normal wear and tear, you will be required to fix the damage. You can do the repairs yourself, or have someone else do them for you. The repairs will have to meet homeEd's standards. If there are damages, homeEd may do the required repairs at your cost.

You are responsible for any damage occurring as a result of negligence on your part. You are responsible for the replacement of any glass with like kind and quality which may be broken, cracked or damaged in any manner.

Renovations and Alterations

If renovation work is being completed in your unit, we may need to ask you to be absent from your unit while repairs are underway. homeEd staff and contractors will clean up their materials and ensure your unit is safe before you return.

Do not carry out alterations or renovations to your unit without prior written consent from homeEd. Contact your Resident Manager if repairs are required.

When a notice to vacate has been submitted, homeEd has the right to enter your unit after having provided sufficient notice to complete repairs and maintenance.

Smoking

Smoking is not permitted in any common areas of the apartment complexes. In accordance with the Alberta Tobacco Reduction Act and the City of Edmonton Bylaw 14877 (March 2008), no person shall smoke within five (5) meters distance from any doorway, window or air intake of a public place or workplace. This means that, if you live in an apartment, you are not permitted to smoke within the designated buffer zones of any doorway, window or air intake of a homeEd property.

Subletting

During the term of your lease, you may not sublet, assign or re-rent your unit without the express written permission of homeEd. Similarly, you may not leave a guest in charge of your unit without having first obtained the written consent of homeEd.

Living in Community



Our tenants and families come from a variety of backgrounds. Ideas about acceptable behaviour will vary.

It is expected that tenants will follow the rules and regulations of their *Residential Tenancy Agreement (Lease)* and the *Residential Tenancies Act*, ensuring they do not interfere with the rights of their neighbours.

Conflicts and Complaints

If you have a complaint, please put it in writing to the Resident Manager. List dates and times the incident(s) occurred, and as much specific information as you can about the dispute or complaint.

Noise and Disturbances

You and your neighbours are entitled to privacy and quiet enjoyment of your homes. Please ensure that you, your household members, visitors and guests live in a manner that does not have a negative effect on your neighbours.

Specifically, tenants cannot disturb, or be a nuisance to, their neighbours. Therefore, tenants must keep the sound level of their televisions, radios, CD players, stereos and musical instruments to a reasonable level so as not to disturb the comfort and enjoyment of others. No excessive noise is permitted at any time and this same rule applies to vehicles, visitors, guests and conversations. Excessive noise and disturbances may place your tenancy at risk.

Should you witness a potential criminal event, or feel that your safety or the safety of others is at risk, contact the City of Edmonton Police Service by dialing 911. If you are subjected to excessive noise, contact the Edmonton City Police by dialing (780) 423-4567.

Maintenance and Repairs



Every home requires ongoing maintenance and repairs to ensure that accommodations are suitable and free of health and safety hazards. This requires the cooperation of both homeEd staff and tenants. You are responsible for keeping your unit in good repair by replacing furnace filters, light bulbs, fuses, smoke detector batteries, etc.

You should call your Resident Manager if you have a maintenance problem. Should your call be forwarded to an answering machine, leave a detailed message including your name, address, telephone number and the type of problem.

If your Resident Manager is not able to address the problem, he/she will contact homeEd's maintenance staff. Electrical, plumbing, sanitation, heating, ventilation and appliance repairs are scheduled with a contractor and acted upon as soon as possible.

There is no charge for normal wear and tear. But, you may be charged for damages if:

- you, your family or guests damage your unit or common spaces
- repairs are needed because you did not keep your apartment or townhome in good working order
- you lose your keys or FOBs
- you ask for service after hours for work that is not an emergency
- your unit is in very bad condition (beyond normal wear and tear) when you move out
- you fail to report a maintenance concern to the Resident Manager which results in subsequent damages e.g. leaky plumbing

After-Hours Maintenance Emergencies

If you have a serious problem after hours, phone the Resident Manager. If he/she is not available, leave a detailed message and then call **(780) 474-5706** for emergency repairs. This telephone is monitored after hours and your call will be directed to homeEd maintenance personnel who will be able to respond. This telephone number is intended for reporting such maintenance emergencies as a power or heat system failure, sewer backup, flooding or an elevator breakdown.

Transfers



If you wish to transfer to another unit or another property, you will require the approval of homeEd's Senior Property Manager. Submit your request in writing to the Resident Manager.

Safety and Security



Protect Yourself and Your Home

- homeEd suggests that you keep your unit doors closed and locked even when you are at home; and lock your home whenever you are out.
- Do not, under any circumstances, give out keys for your unit or the front door of the apartment building. This is grounds for a *Notice to Cease and Desist*.
- As you enter or exit, do not permit access to anyone whom you do not recognize. You are not being rude...you are being cautious.
- If your building has an intercom, ensure your guests use it when visiting you. homeEd will not tolerate guests yelling up to your window to gain access.
- When you receive a call on the intercom, be sure that you know the person before allowing them into the building.
- Telephone your Resident Manager or the Edmonton City Police if you see strangers loitering in or near your building.
- If you observe suspected criminal activity, do not attempt to intervene. Phone the police immediately. **IF IT SEEMS SUSPICIOUS, IT IS SUSPICIOUS.**
- If your safety, or someone else's safety, is at risk, call **911** immediately. **IF YOU SEE SOMETHING, SAY SOMETHING.**

Some things that you can do to help prevent dangerous conditions at home include:

- Pay attention when using the stove. A major number of house fires are caused by cooking oil left unattended on the stove.
- Be careful with candles. Candles also cause a significant number of house fires.
- Avoid leaving matches and lighters where children can reach them.
- Avoid storing large quantities of combustible material or flammable liquid in your

home. If necessary, keep small amounts in approved secure containers. Propane tanks cannot be stored in your unit.

- Avoid placing anything on or near baseboard or portable electric heaters.
- Ensure that your drapes or curtains do not come in contact with the heating radiators.
- Never use flammable substances (e.g. gasoline) inside your unit.
- Check smoke detectors each month. If there is a concern, report it to the Resident Manager.
- If you live in a townhome, keep the area around the furnace and hot water tank clear for a distance of 3 feet (0.91 meters).
- Keep your sidewalks, steps and parking stall clear of ice, snow and debris.
- Do not overload power outlets or use damaged, old or frayed power cords. A power bar with a shut-off feature can protect your electrical appliances.
- Do not prop open fire doors or disable automatic door closers, as you place both yourself and your neighbours in danger in the event of a fire.
- If you know of, or find, any hazardous or dangerous conditions on or in the vicinity of the rental property, please contact your Resident Manager immediately.

Fire Safety – Be Prepared

Be prepared before fire strikes. Learn the fire safety plan for your building. Whether you live in an apartment building or a townhome, prepare an emergency escape plan. Make fire drills a family affair. Be sure everyone knows what to do.

If you have a disability or know you will need help to leave the building, talk to your Resident Manager upon move-in.

If you Discover a Fire

- If you discover a fire, notify people in your unit and evacuate immediately. Close, but do not lock, the unit door.
- Proceed to the nearest stairwell (EXIT) and activate the fire alarm prior to leaving the floor of the building.
- If there is an elevator in your building, do not attempt to use it. Exit by means of the stairwell.
- Call 911 and notify the fire department.
- Proceed to a location which is a safe distance away from the building.
- Await further instruction from emergency personnel.
- Never re-enter your home until the fire department confirms that it is safe to do so.

If you Hear the Fire Alarm

- If you hear the fire alarm, vacate your unit calmly and immediately. Close, but do not lock, the unit door.
- Proceed to the nearest stairwell (EXIT).
- If there is an elevator in your building, do not attempt to use it. Exit by means of the stairwell.
- Call 911 and notify the fire department.

- Proceed to a location which is a safe distance away from the building.
- Await further instruction from emergency personnel.
- Never re-enter your home until the fire department confirms that it is safe to do so.

Crime Free Multi-Housing Program

The safest buildings are those in which people know their neighbours, participate in social activities and work together for the good of their community. With that end in view, homeEd's residential properties are certified under the Crime Free Multi-Housing Program initiative of the Edmonton Police Department. This Program involves tenants, the Edmonton Police Service and homeEd working together to keep illegal activity away from rental properties. Tenants play a huge part in the success of this program as you are the eyes and ears on site. The result of this team effort is a safer, more habitable environment in which to live.

Tenants, who move into Crime Free designated properties, sign an Agreement Addendum which identifies that:

“The tenant(s), any member of the tenant’s household, and any persons affiliated with the tenant or invited onto the residential premises, common areas or property of which they form a part by the tenant(s) or any member of the tenant’s household shall not engage in any criminal activity in the premises, common areas or property of which they form a part including, but not limited to:

- *any drug-related criminal activity;*
- *solicitation (sex-trade workers and related nuisance activity);*
- *street gang activity;*
- *assault(s) or threatened assault(s);*
- *unlawful use of a firearm; or*
- *the tenant will not in any significant manner interfere with the rights of either the landlord or other tenants, perform illegal acts, or carry on an illegal trade, business or occupation, endanger persons or property of which they form a part.”*

A single violation of the provisions of this Addendum is a substantial breach of your *Residential Tenancy Agreement (Lease)* and may result in immediate *Notice of Termination of Tenancy*.

Vandalism

Vandalism can require costly repairs. Graffiti on brickwork or stucco is unsightly and difficult to remove. Graffiti vandalism is the most visible and prominent crime in a neighbourhood...making it appear unsafe. The Broken Windows theory tells us that the appearance of disorder will attract and cause more disorder and the escalation of crime.

If you have been victimized by graffiti vandalism, you need to record it for evidence and insurance purposes. Take photos of the vandalized area and record when it occurred. This information will be required when you report it. If you witness graffiti in progress, you should contact the Edmonton Police Service by dialing **911**. All citizens are encouraged to call the City of Edmonton at **311** to report graffiti on public and private property whenever it is spotted.

If you see anyone causing damage to homeEd property, please call the Edmonton City Police immediately, then report it to your Resident Manager.

Moving Out



The *Residential Tenancies Act* identifies that, “A notice to terminate a monthly tenancy must be served by a tenant on the tenant’s landlord, on or before the first day of a tenancy month to be effective on the last day of that tenancy month.”

For example, if you are moving on September 30th, you must provide notice on or before September 1st. Your notice must be received by the Resident Manager, or at the address of homeEd, no later than midnight on the first day of the vacating month. Your notice will be effective at 12:00 pm on the last day of the month unless otherwise agreed to by homeEd.

Showing your Unit

Once you’ve given notice, homeEd will need to show your suite to potential tenants. Your Resident Manager will issue you with a 24-hour notice regarding these showings. Your cooperation is appreciated.

Move-Out Inspection

homeEd will conduct a preliminary inspection of your unit when the *Notice to Vacate* has been given. The purpose of the inspection is to confirm whether there are any repairs required and, if so, whether any repairs are required as a result of tenant damage or neglect. The cost of any repairs required, as a result of tenant damage, will be billed to you. You must leave your unit in a clean, tidy and undamaged condition.

The Resident Manager will give you a move out package which includes a cleaning list and two (2) move out times. It is your responsibility to confirm the date and time that works best for you. If the Resident Manager does not receive a confirmation from you, he will attend the first move-out inspection time. If you do not attend the first move-out inspection, the inspection will be completed on the second move-out time with, or without, your being present.

Should you disagree with the final Statement of Account, you are welcome to book a hearing with the Residential Dispute Resolution Board. homeEd will attend any such hearing.

Keys

Please return all keys and FOBs during your move-out inspection. Failure to return all keys and FOBs will result in your being charged the cost of re-keying your unit and mailbox and/or FOB replacement.

Security Deposit

Your security deposit will be refunded, or retained, in accordance with the *Residential Tenancy Act*. Please be sure to provide homeEd with your forwarding address to ensure you receive your refund promptly.

Utilities

For the term of your Lease, the utilities for which you are responsible must remain connected.

Contact the applicable utility company(ies) to have final readings taken on your utility accounts for the last day of your Lease. Unless homeEd and you agree to an earlier move out date, you are responsible for all utility charges until the end of the month in which you vacate, as outlined in your Lease.

homeEd's goal is to provide you with quality service and we hope that you and your family enjoy living in our community. With that in mind, this Handbook was created to assist you with answers to frequently asked questions.

If you have not found your answer here, please ask the Resident Manager who may be contacted at:

Name: _____

Telephone Number: _____

Unit Number: _____