



PATHWAY NON-PROFIT COMMUNITY DEVELOPMENTS INC. OF PEEL
3023 Parkerhill Road, box 100, Mississauga, Ont L5B 4B3 Tel: (905) 272-2285

Tenant Handbook

November 2009

Index

Welcome	3
Who is Pathway organisation?	3
Important Phone Numbers	4
Who does What	5
Office Operations	5
Your New Home	6
Fire Safety	8
Repairs.....	9
Security.....	10
About Paying Your Rent	11
Reducing Utility Bills.....	13
Pathway and the Tenant Protection Act	14
Major Policies and Procedures	15
Transfers.....	16
Internal Review Policy	20
Guest Policy	21
Absence from Unit	24
Housekeeping.....	24
Booking the Recreation Room	25
When you decide to Move Out	26
Exit Survey.....	26
Freedom of Information and Privacy Act.....	26

❖ Welcome

Welcome to Pathway. We hope your life here will be enjoyable. This booklet will give you lots of information on what to expect living here, what your rights are and what management expects from you. More detailed information can be found in your Tenancy Agreement. The Tenancy Agreement with all attachments is a legal document. You should make sure you are familiar with the contents of this document.

Pathway has a comprehensive set of policies, which govern how the buildings are managed. If you would like to have information on a particular policy not found in this handbook, please contact the office.

❖ Who is Pathway Non-Profit Community Developments Inc. of Peel (Pathway)?

Pathway is an interfaith non-profit corporation whose purpose is to provide good quality affordable housing of 230 residential units at our two buildings, Forest Ridge and Arbour Mill. We have two sources of income to pay for our operating expenses: rental income and a subsidy from the Government.

We also set aside a reserve fund each year to cover the cost of future major replacements, such as the roof, windows, and appliances. The annual subsidy that we receive from the Government is a fixed amount, so if expenses such as maintenance, utilities etc. increase substantially, the extra cost is covered by raising the market rents and/or reduces the level of service and improvements. That is why it is important for everyone to do their best to help maintain the buildings in the most efficient way.

❖ Important Phone Numbers

For all inquiries please call the Head Office at 905-272-2285, listen carefully to the pre-recorded message and choose an appropriate option.

Emergency, such as fire, flood, major damage to the property or personal injury call 911 and then Pathway emergency line **1-800-892-0083**

Superintendents:

Arbour Mill 905-272-2285, ext. 24

Forest Ridge 905-272-2285, ext.44

Fire, Police, Ambulance 911

Office, General Information 905-272-2285

Property Administrator 905-272-2285, ext. 21

Mailing Address Box 100-3023 Parkerhill Rd, Mississauga, On L5B 4B3

Region of Peel, Housing Department 905-453-1300

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

❖ Who Does What

General Manager

Oversees the day-to-day operations of the buildings, develops policies and procedures for approval by the board of directors and ensures their implementation and compliance. Responsible for compliance with related municipal and provincial by-laws, Operating Agreement with the Regional Government, Fire Code Regulations, Rules and Regulations under the Social Housing Reform Act, Ontario Human Right Code, Residential Tenancies Act and Privacy Act.

Property Administrator

Processes all residents enquiries, handles correspondence, calculates rent-g geared-to-income (RGI), answers telephone enquiries, responsible for the rental of vacant units, rent collection, rent increases, initiation of appropriate action under the Residential Tenancies Act.

Superintendent

Handles day-to-day maintenance of the buildings' common areas and inside individual units, coordination of work by outside contractors, fire safety procedures, parking control, party room rental, cleanliness. Superintendent works an eight-hour day between the hours of 8:00 a.m. – 5p.m. and is off-duty one day per week and every other weekend. The “buddy” superintendent provides coverage after hours and during the scheduled off-duty days for the superintendent in your corresponding building.

Cleaner

Carries out the cleaning of common areas and vacant units.

❖ Office Operations

The Head Office is located at Arbour Mill building. Property Administrator divides the time between offices at Forest Ridge and Arbour Mill as required. Should you wish to discuss any tenancy issue in person with the Property Administrator, it is recommended to make an appointment for a mutually suitable time in advance.

❖ Your New Home

Tenancy Agreement

Prior to moving in you are required to sign a Tenancy Agreement. The General Manager or Property Administrator will review the terms of the Tenancy Agreement and all the Schedules with you and answer any of your questions. It is expected that you will keep the Tenancy Agreement and all other important correspondence with the office in a safe place for your reference.

Unit inspections

When you are give the keys to your unit, the superintendent will do a move-in inspection of your new home with you. Any deficiencies noted during the inspection will be noted on the inspection report and you will receive a copy of the report for your records. An annual unit inspection will also be carried out. Upon receipt of the notice to vacate the unit, the superintendent will schedule a pre-move-out inspection, followed by a final inspection when you return the keys of the unit. These inspections are necessary for management to keep track of the condition of the unit.

Booking the elevator

When you have decided on a move-in date, contact the superintendent of your prospective building to make sure that elevator time is booked for you.

Locks and keys

Before you move in, the superintendent will install a new key cylinder on your door. You will receive a key for your unit, the front door, the mailbox and an underground parking garage access card. If you lose any of these keys or cards, Pathway will charge a replacement fee for each item.

You are not permitted to change the lock system in your unit without prior authorisation from the office. If you want to change your door' lock cylinder, the building staff can do this for you. A fee will be charged to cover staff time and the cost of a new cylinder. You may not alter access devices to your unit. If a security chain lock is installed, it must be disengaged while you are away from the unit, to allow access in case of emergency or planned maintenance or inspection visit.

Leaving a spare key with a trusted neighbour or friend is strongly recommended, as a back-up option, to avoid being locked out of your unit. *The building staff is not authorised to open unit doors, unless in a course of the normal building operations. Should you lock yourself out at any time, you must call a locksmith or use the back-up option.*

Disposal of your moving boxes/recycling boxes

Cartons and cardboard boxes must be folded and tied in bundles before being placed in the special container provided in the recycling room on the ground floor. All recyclable material must be placed in the appropriate containers in the recycling room.

Parking

You may rent a parking space in the underground parking garage. Residents are not permitted to park in the designated Visitors Parking areas. Contact the office to make arrangements for the assignment of a parking space. In order to rent a parking space the vehicle must be registered to a

member of the household, have valid licence plates and insurance. Unregistered or not in a roadworthy condition cars will be towed away at the owner's expense. It is expected that residents will keep their vehicles in good working order. Vehicles leaking any fluids onto the driveway must be repaired immediately. Any charges associated with the cleaning or repairing of the parking surfaces due to leaks will be charged to the resident.

Please note that the number of parking spaces at Arbour Mill is limited. You should check with the office before deciding to register vehicle for the parking in the underground parking garage.

Visitor Parking at **Forest Ridge** is a Paid Parking. All visitors must display a valid parking ticket purchased from the Pay-and- Display machine located at the entrance to the building lobby.

Visitor Parking at **Arbour Mill** is located in the underground parking garage and identified by the posted signs. Anytime a guest requires parking for less than 24 hours period, you should call the emergency line at **1-800-892-0083** and provide information including your unit number, phone number and visitor's car licence plate. For extended stay of more than 24 hours residents must contact the office in writing with the request for an extended parking permit.

VEHICLES PARKED IN THE NO PARKING ZONES, FIRE ROUTES OR ANY OTHER AREAS NOT DESIGNATED FOR PARKING, WILL BE TAGGED AND/OR TOWED AWAY WITHOUT NOTICE.

Cable TV and Telephone

Monthly rental does not include cable TV or telephone service. You can activate these services by contacting the service providers directly. Your telephone is connected to the lobby door entry system but will need to be coded in order to operate the door-opening mechanism. Please advise the office of your new telephone number. Please note that the lobby door entry system works with the Bell telephone lines. Should you decide to change telephone service, it is your responsibility to check with the new service provider if the new system will be working with the door-opening mechanism.

Lobby door entry system

Visitors can use the intercom system to let you know they have arrived. When you answer their call on the telephone, you can open the front door by pressing the number 9. You can monitor the entrance lobby on your TV set on the designated channel. Do not let strangers into the building. Identify the person before you open the door.

Drapes/Blinds (Forest Ridge)

The drapes or curtains in your unit must be white or off white in colour, kept in good condition and fall at least three inches above the electric baseboard heaters.

Bicycles

We urge all residents to store bicycles in the bicycle rooms free of charge. To do so, contact your superintendent to arrange for a spot. Unfortunately we cannot guarantee the security of your bicycle in the storage area.

Redecorating

Before you start any decorating, such as painting or wallpapering, you must obtain an authorization

from the Management Office. You are required to return your unit to its original condition prior to moving out.

Installing ceiling fans or air conditioners

Any window air conditioners (Forest Ridge) or other electrical fixtures must be installed by a qualified technician at your expense and be in compliance with the manufacturer specifications. There is a charge for use of major appliances, such as window air conditioners or freezers.

Window air conditioners are not allowed at Arbour Mill.

Please note that only energy efficient light bulbs can be used with electrical fixtures.

Insurance

Pathway is not responsible for your personal property. Building insurance covers only Pathway property. *We strongly recommend that you obtain tenants contents insurance to protect your belongings against theft, fire or other damage.* Please note that residents are responsible for any damage to Pathway property caused by negligence, accident or intentional action.

Balconies/windows (Forest Ridge)

Balconies should not be used as storage areas Snow on the balcony should be cleared as water can leak in under the balcony door into the unit. Barbecues or other similar devices are not allowed to be used on your balcony. This practice creates discomfort for other tenants as well as pose fire and health hazards from the fire and fumes. Be considerate and do not shake rugs or mats from your balcony.

Please do not leave small children unattended on balconies.

Every window in your unit is equipped with the window safety lock. *As a safety precaution please ensure that windows safety stoppers on your windows frames are operational.* Should you have any questions regarding the operation of the window safety devices, contact your superintendent. Note that window screens are not safety devices.

Pets

You are allowed to have a conventional pet as long as it does not disturb other tenants or cause damage to the property. If you have a dog, it must be leashed when you take it out of your unit. Do not allow your pet to run free outside, and remember to stoop-and-scoop after your pet. You can be evicted for allowing your pet to cause damage, or if it disturbs other residents. Any violation of the Animal Control by-laws will be referred to the by-law enforcement office at the City of Mississauga. We also recommend that you have your pet spayed or neutered.

❖ Fire Safety

Avoid storing flammable materials or liquids such as gasoline, paint thinner or solvents in your unit. Recycle your old newspapers; they may become a fire hazard if you let them accumulate.

The most common causes of fire are:

1. *Smoking in bed*
2. *Grease fires on a stove*
3. *Disposal of lighted cigarette ashes in the garbage*
4. *Open fire candles*

Make sure you know the fire safety plan in your building. The fire safety plan tells you the best way to get out of the building if there is a fire. Fire safety plans are posted by the elevator call button on each floor of the building. Make sure you know where the fire alarms are in the hallways. If you hear the fire alarm, follow the safety procedures immediately. Never assume it is a false alarm.

Make sure that baseboard electrical heaters are unobstructed by furniture, drapes etc. Ensure that small children do not play in a close proximity of the baseboard heaters as this can result in injury or fire. **(Forest Ridge)**

Exiting the building in an emergency

When the fire alarm system is activated, the elevators return to the ground floor and stop working. You will need to use the stairwell to get out of the building. Make sure that all members of the household know the rules for leaving the building.

Lock your unit door and take your key. If you encounter smoke – keep low to the ground.

If the fire is in your suite – leave your unit taking everyone with you. Pull the fire alarm and yell “fire” as you leave the building.

If You Need Assistance to Leave the Building

Pathway provides information to fire fighters about residents who might have a medical condition requiring assistance to exit the unit. If you think you fall into this category, make sure you advise the office.

If You Cannot Leave Your Unit

If you are in your apartment and there is smoke in the corridor or your door is hot, **Do Not Open Your Door**. Leave your door unlocked and signal for help by waving a towel out the window.

You can slow down the infiltration of smoke into your unit by using the following techniques:

- Soak towels and a bed sheet in the bathtub;
- Cover the whole door and the doorframe with the wet sheet.
- Place the wet towels across the bottom of the door;
- You could also use duct tape to seal the space around the door to your unit.

Smoke and Heat Detectors

Your unit is equipped with a smoke and heat detectors as well as an alarm horn. Do not disconnect or obstruct them. Tampering with the fire safety equipment is a criminal offence. If you have problems with your fire safety equipment contact your Superintendent immediately.

Fire Alarm Testing

Testing of the fire alarm system throughout the building takes place on regular basis according to the requirements of the related by-laws and regulations. During these tests there will be intermittent sounding of the alarm system. You will be informed 24 hours in advance prior to the tests.

In case of fire call 911 immediately.

❖ Repairs

For all maintenance requests, other than emergencies, complete a maintenance request form (available outside building's office) and leave it with the superintendent or at the office. It is important that a maintenance request is completed properly and signed, as it gives staff permission to enter your unit to carry out the necessary repairs. Our responsibility for conducting repairs and maintenance is taken very seriously. Superintendents make every attempt to complete the repairs within three business days. Delays may occur if we have to call in a contractor, or, if we do not have stock of supplies we need.

Report to the superintendent through the established maintenance request procedures any water leaks in your unit as well as water stains that appear on the walls or ceiling.

There is no charge for repair due to normal wear and tear. However, any damage that a tenant of the household or visitors cause will be charged to the corresponding unit. This includes parts inside refrigerators such as bottle bars or butter dishes, broken windows or torn screens, damaged walls and broken light shades. It would be unfair to have all tenants pay for damages caused by a few.

Stove fuses and light bulbs in individual units are chargeable items.

The Property Administrator is responsible for preparing and authorizing the charge for repairs of any damage.

Notice of Entry

Under the Residential Tenancies Act, Pathway is required to give at least 24 hours notice informing tenants that repairs or an inspection will be carried out in your unit, unless it is an emergency situation. Planned repairs are carried out between 8:00 a.m. and 5:00 p.m.

Annual Inspections

Pathway inspects all units each year. From the inspection reports the building staff prepares maintenance plans for the current year. The results are also used for preparation of the annual maintenance budget. Notices of the inspection schedule are served before entry into your unit in accordance with the established procedures.

❖ Security

These precautionary actions will help you keep your home secure:

- Lock your doors and windows when you are out.

- 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, flyers or newspapers.
- Do not open the entry door to the strangers.

Vandalism

If you witness anyone damaging Pathway property, you should phone the police immediately and report the incident to the office. Vandals often cause damage to elevators, stairwells and hallways, which are expensive to repair. Increased costs will result in increased rents and/or reduction in service.

Children must be supervised at all times and not allowed to play in hallways, laundry rooms, elevators or underground parking garage. If your children keep bikes in the apartment, please make sure they do not ride them in the hallways. Skid marks cannot be removed. Residents are responsible for any damage caused by the children or their guests.

❖ Your Rent

Types of Rent

There are two types of rent in Pathway buildings. Some tenants pay “rent-geared-to-income”, also called RGI, while others pay “market rent”.

Rent-geared-to-income

Rent-geared-to-income (RGI) is a subsidized rent. A household, who is eligible for rent-geared-to-income, pays rent equal to about 30% (established by the Government) of the combined income of everyone living in the unit, plus utility adjustment charge and any additional charges such as parking, electricity charges for use of major appliances etc. The government sets the rules for how RGI is calculated.

RGI Rent Increases and Decreases

If you are paying RGI, your rent will change when your income changes. This may occur more frequently than once a year. Pathway will conduct a review of your income and household composition each year. You are required to provide updated proof of income and a list of household members living in the unit at that time. When household income changes you must advise Pathway in writing, within the specified time, of the change. You are also required to report to the office any change in your household composition as a result of birth, death, marriage (including common-law), separation or divorce, or when your children move out. These changes can affect your rent as well as the size of unit your household is eligible for.

You will receive at least 30 days notice of a rent increase resulting from an increase in your household income.

In accordance with the Government Regulations a household receiving rental subsidy shall, within specified time after each change, provide the office with written notice setting out the change. It is important to note that, if a household fails to report changes within the required

timeframe, it may cease to be eligible for RGI status with the subsequent removal of rental subsidy.

If you have any questions or disagreements about how your rent is calculated you can contact the office to arrange for a review of the decision by the Property Administrator. An appeal can be made to the General Manager. If you are not satisfied with the result of Pathway's internal review, you will have an option to appeal our decision to the Region of Peel, Service manager. Pathway office will provide you with necessary information.

Market Rent

Market rent is approximately the same amount of rent you would pay for your unit if a private landlord owned it.

Market Rent Increases

Market rents are changed once a year. Since Pathway is a non-profit corporation and the amount of government subsidy we receive is fixed, cost increases are, in most part, covered by rents increases and/or reduction in service. It is important that all the tenants be concerned about reducing energy consumption, reporting damage to the property, submitting maintenance requests promptly, and anything else that helps keep costs down. Rent at Pathway is not controlled by the rent control guidelines.

Applying for Rent Subsidy

If you are now paying market rent, have been residing in a Pathway building for at least five consecutive years and your income has decreased to the level that you become eligible for the rental subsidy you may qualify for an insitu rental subsidy, providing you meet established criteria. For further information contact Pathway office.

When to Pay Rent

Please remember that your rent must be paid on or before the first day of every month.

How to Pay Rent

Pathway residents can make rent payments using any of the three options listed below:

- 1. Pre-Authorised Payment Plan (PAP)**
- 2. Certified cheque, Money Order or Bank Draft**
- 3. Direct Payment by Bank Debit Card** (when Pathway staff is available)

It is your responsibility to ensure that rent is paid on time.

Pre-Authorized Payment Plan

Pre-Authorized Payment Plan (PAP) is the most popular method for residents to pay their rent. Some of the benefits of PAP are listed below:

- You will not experience the inconvenience of limited banking hours to obtain a certified cheque or money order

- You do not have to pay a fee for certified cheque or money order
- You do not have to visit our office every month to drop off your payment

To enrol in this convenient payment plan you will need to complete a PAP application form and provide a VOID cheque for your bank account. This form is available at your site office. In case of changes in banking information you must report to our office by the 25th day of the month prior to the month that the change is to take place. If your bank will not honour your PAP on the first day of the month you will be notified in writing. A service charge of \$15 will be applied to your rental account and you will be required to replace your rent payment by using any of the remaining two rent payment methods.

In order to cancel the PAP, the office must receive your written request no later than the 25th day of the month.

No Rent Reminder Notices

Due to high cost and limited resources for processing and delivering rent reminder notices to residents who do not pay their rent on time, reminder notices are not sent. If the rent is not paid on the first day of the month, you will receive a Notice of Termination of Tenancy (N4) soon after the first day of the month. Persistent late payment of rent may result in the initiation of the eviction process under the Residential Tenancies Act.

If you always pay your rent on time, we take this opportunity to thank you for your consideration.

❖ Reducing Utility Bills

Energy Saving Tips

- During the heating season maintain your thermostat between 20-22 degrees Celsius. Lower it at night and when you are not at home
- Use of a microwave oven, toaster oven or slow cooker to cook small portions is more economical than using the stove/oven. Remember it takes 10 minutes for your stove oven to reach 350 degrees F
- Keep seals around the refrigerator, microwave and freezer doors clean and in good repair
- Consider switching to energy efficient fluorescent bulbs in your personal sources of lighting
- Turn off all lights when they are not needed**
- Showers instead of baths are more economical
- Electric kettle or coffee maker is more efficient than a stove-top burner
- Ensure the baseboard-heating units in your apartment are clean and that they are not blocked with furniture or other items for better air circulation and fire safety (**Forest Ridge**).

- Use manufacturer's instructions when using laundry equipment. Use the small loads setting (if available) on the washing machine
- Forest Ridge:* Keep windows mostly closed in the winter.
- Arbour Mill:* Do not keep windows open, as the air comfort system in each unit provides steady airflow. Opened windows do not contribute to increase or decrease of the temperature inside the unit. Maintain thermostat temperature setting at 22 degrees Celsius at all times
- Report any broken windows.
- Report leaking or dripping taps.

❖ Pathway and the Residential Tenancies Act

Rent Increases for market tenants

- The rent cannot be increased more than once every twelve months, and
- You will receive 90 days notice of a rent increase.

Interest on last month's rent on deposit

Your last month's rent on deposit currently earns interest each year which is equal to the government approved rent increase percentage. Rather than issue you a cheque at the end of the year, unless you will instruct us otherwise, we will add this interest to your Last Month Rent deposit to cover any increase in rent for the upcoming year. If your rent does not increase, we shall issue you a cheque.

Subletting and assigning your unit

Your tenancy agreement does not permit you to sublet or assign your unit to anyone else, even for a short period of time.

Abandonment of property

If you move out and leave some of your property behind, we have the right to dispose of that property, without consulting you about it. However, we cannot seize your property to pay for rent arrears if you get behind on your rent.

Eviction

Under the Residential Tenancies Act, you can be evicted if you:

- Do not pay your rent
- Frequently pay the rent late
- Cause damage to your unit or the building
- Make noise or act in a way that seriously interferes with the quiet enjoyment of the property by other tenants or the landlord
- Have more people living in the unit than permitted by health, safety or housing standards

- Threaten the safety of another tenant or landlord
- Break the law anywhere in the building or on Pathway property
- No longer qualify for rent-geared-to-income housing if you are RGI tenants.
- Misrepresent your income or household composition if you are RGI tenant.

Right to make applications against Pathway

Under the Residential Tenancies Act, a tenant can make applications at the Ontario Landlord and Tenant Board against the landlord for problems such as:

- Inadequate maintenance
- Illegal charges
- Harassment or Discrimination

Ontario Landlord and Tenant Board

The Ontario Landlord and Tenant Board hears and rules on landlord and tenant disputes. You can obtain information from the Board about your rights by calling: **1-888-332-3234** or at the website **<http://www.ltb.gov.on.ca>**

❖ Major Policies and Procedures (copies of all the policies can be requested from the office in writing)

The Human Rights Code

The Human Rights Code states that the landlord, people working for the landlord, and fellow tenants cannot harass the residents of a building. This is the law. Harassment 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 means repeated actions or words that embarrass or humiliate a person. This includes insults, name-calling, racial graffiti, sexual remarks, etc. Grabbing, pushing or hitting are forms of assault, and only need to happen once for legal action to be taken.

The full Pathway Policy on Human Rights is posted on the bulletin boards. Any tenant can request a copy of this Policy by applying to the office in writing.

Our Policy on Harassment

If you are harassed by staff or by other tenants, you can take immediate actions. First, if possible, you should tell the offender to stop. If you cannot confront the person who is harassing you, report the harassment to the office in writing, and keep a copy for yourself. Write down every incident, including the place, date and time the harassment took place, and details of the incident.

When the management office receives a harassment complaint, staff will make every effort to correct it. You also have the option of taking your complaint to the Ontario Landlord and Tenant Board or a lawyer at any time.

Domestic Violence

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

Our Drug Free Housing Strategy

Pathway is committed to creating and maintaining a high quality of life within our buildings. This means taking a hard stand against drug use and drug trafficking. We work closely with the police and members of the community to keep drug use and trafficking out of our buildings.

Neither the police nor management can control illegal drug activity without your help. You can assist in the campaign against the illegal drug trade or use by reporting any information concerning drugs by calling Crime Stoppers or Peel Regional Police. When calling this service you do not need to identify yourself and the confidentiality of any information you supply is guaranteed. Residents found directly involved in illegal drug activity, or permitting illegal activity to occur in their homes, will face immediate eviction proceedings.

Our Code of Conduct

We have a code of conduct for staff to help ensure high standards of service and conduct. Staff may not:

- Accept tips, money, or gifts from tenants
- Sell items or services to tenants
- Buy or take property or personal belongings from tenants, their families, or their estates or use it for personal gain
- Accept gifts or other items from tenants in return for service
- Accept payment for service during or after work hours
- Borrow money or anything else from tenants
- Witness a will, oath, or affidavit for a tenant
- 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.

Privacy - Noise Transmission

As the noise in the building travels quite easily through the concrete floors and walls residents are reminded to respect your neighbour's right to privacy and enjoyment of their homes by keeping noise at a low level. Excessive noise can be disturbing to other residents and is contrary to the terms of your tenancy agreement.

If you are faced with what you feel is **an unreasonable** noise situation, discuss the matter with our superintendent or call police. Keep a written record of the time and nature of the disturbances. Continued problems should be directed to the attention of the office staff in writing. This will result

in action to remedy the problem. This could mean starting eviction if there have been repeated offences.

If you have a complaint

All complaints must be sent to the attention of the Property Administrator in writing. This includes complaints about other tenants. If you have a complaint about a repair that has been done in your home, please complete a work order form and return it to the office. These forms are located in the box outside the site office. If you have a complaint about Pathway staff you can contact the General Manager. All written complaints will be followed up.

❖ Transfers

Due to the requirements to maintain a specified ratio of market and RGI units it is not always possible to approve transfer into *vacating* unit.

Eligibility

Any household in good standing may ask for a transfer after it has lived in one of Pathway buildings for at least three years.

A household is in good standing if:

- it has not been given an eviction notice
- it does not owe arrears or any other money to Pathway (unless financial hardship has made this household a “priority move.”)
- it has paid its rent on time for the last six months
- it has no history of damage to the unit, never disturb neighbors or conducted any antisocial activities, including harassment of staff.

The eligibility criteria and “three year rule” will be waived if the household qualifies for special priority status or is overhoused (RGI units). Consideration may be given to waiving the eligibility criteria for “priority moves” (see below).

Applications

To initiate a transfer, the tenants must complete an application form, and forward it to the management office. A tenant who is also applying for a special priority status must do so in writing and must consent to the disclosure of any information or documentation required to verify the validity of the request. The tenant applying for a special priority status should also provide contact information to management.

Management will:

- confirm the household is eligible for a transfer, based on local occupancy standards for RGI households, Pathway occupancy standards for market households and other policies
- advise the tenant applying for special priority status within 7 business days as to whether their request is complete or not and if not what further information is required
- confirm the tenant's eligibility for special priority status, if applicable
- add an eligible household to the waiting list, according to the policy below
- inform the member of the management's decision.

Tenants may appeal the management's decision. (See appeals, below.) If the decision to deny a transfer is upheld, the member may not re-apply for a transfer on the same grounds for one year.

Internal waiting list

Special Priority tenants

Tenants will qualify for special priority status if:

- a tenant of the household has requested the status in writing, signed the request and consented to disclosure of information in connection with their request. The tenant requesting the status does not have to be the victim of the abuse.
- the abuser is or was living with the victim or is sponsoring the household member as an immigrant
- the tenant intends to permanently live apart from the abusing individual
- the tenant has provided the necessary information or documentation
- the necessary information or documentation has been confirmed by an appropriate authority (as listed in O. Reg. 339.01)

A special priority tenant will be placed at the top of the internal transfer list. If there is more than one special priority tenants on the list, they will be ranked according to the potential risk of further abuse. Special priority tenants who are still living with their abuser will be given higher priority than those who are not.

Overhoused RGI households

An "overhoused" RGI household is a household living in a unit which is larger than the largest unit for which they qualify under occupancy standards set by the Region of Peel. Overhoused households who are paying rent-geared-to-income will be placed at the top of the internal waiting list after special priority applicants, in the order of the date they applied to move into Pathway. This does not apply to market rent tenants.

Tenants must report any change in household size to the management within 10 business days of the change. The management will automatically add any overhoused households to the internal waiting list, and advise the household in writing. If Pathway does not have an appropriately sized

unit for the household, as defined by the Region of Peel's occupancy standards, the household will instead be placed on the centralized waiting list.

Tenants may ask for a review of the management's decision (see appeals below).

Overhoused households may choose the location of the unit they would be willing to accept. However, if the tenant receives rent-geared-to-income subsidy, they will be placed on the centralized waiting list if they do not move into an appropriately sized unit offered by Pathway within 12 months. If they refuse three offers for the appropriate size units, their rental subsidy will be removed.

Priority moves

Following priority of overhoused households, households with an urgent need to move are given priority over other transfer applicants. Priority applicants will be offered units in order of their application date for a transfer.

Definition of urgent needs include:

- tenants needing to escape abuse but who have not lived with or been sponsored by the abuser and therefore do not qualify for special priority status. The management will establish the level of documentation required to substantiate the abuse.
- financial hardship due to the loss of a partner, or a significant drop in income, that makes the market charges unaffordable (tenant requests move to unit with lower market rent)
- a household member has a medical condition or permanent disability, and their current unit:
 - * is inaccessible, or
 - * substantially aggravates the condition, or
 - * prevents or substantially increases the cost of treatment.

(Documentation needed.)

Note: A separate waiting list is kept for wheelchair accessible units. Tenants who need a wheelchair accessible unit should ask to be placed on the "Special Needs waiting list."

Others

All other eligible applicants will be placed on the internal waiting list *below* special priority, overhoused, other priority and underhoused applicants, in the order they apply for a transfer. Applicants on this list will alternate with applicants on the external list. Every second unit (that has not been taken by a special priority, overhoused or priority applicant) will be offered to applicants in this category.

Consideration will be given to increasing the priority of requests for transfer on compassionate

grounds, where the household wishes to move because of a death of a household member.

Maintaining eligibility

Except in the case of special priority and overhoused households, when a tenant reaches the top of the list, the property administrator will confirm the household is still eligible for a transfer. Before offering a unit, property administrator will make sure:

- there are no rental arrears
- no late payments within the last 6 months
- no complaints about disturbance or harassment of staff and other tenants or other antisocial activities
- no damage to the tenant's unit

Offering a unit

The Property Administrator will offer a vacant unit to households on the internal transfer list in the order they appear on the waiting list.

The Property Administrator may exercise discretion in the decision to offer a vacant unit to anyone on the internal transfer list other than special priority, overhoused and priority transfer requests if resources are not available to prepare the vacating units in a given month without incurring vacancy loss.

Tenants will have 24 hours to decide whether to accept the unit.

A tenant (other than a special priority or an overhoused household) who refuses three units will be removed from the internal waiting list.

Units may be offered "as is." Pathway will ensure the unit meets maintenance and safety standards, and that all electrical and plumbing fixtures are in good working order. However, Pathway may choose not to paint the unit or make decorative changes to the unit.

Review of decisions

Tenants can request a review of the Property Administrator's decision to declare the household to be special priority or overhoused.

Tenants may also appeal the Property Administrator's decision to:

- refuse a transfer request
- refuse to grant priority status.

1. To appeal the decision, the tenant must write to the management within 10 business days of receiving the written decision. This letter should explain why the tenant disagrees with the decision, and give any information that might affect the decision.

2. The General Manager will handle the initial review. Further review, in case the issue is related to the rules of the HSA (Housing Services Act) may be handled by the Service Manager if the original decision has been upheld by the General Manager.
3. If the tenant's appeal to transfer, or be given special or priority status, is not upheld, the tenant may not apply for a transfer on the same grounds for one year.

❖ INTERNAL REVIEW POLICY

RGI tenants have a **right** to a review of the following decisions of the Property Administrator:

- If RGI subsidy has been removed
- If they believe their RGI subsidy has been calculated incorrectly, or calculated based on incorrect information.
- If the household is declared overhoused
- Internal transfers issues

Should the household disagree with any of the above decisions they can request a meeting with the Property Administrator in order to present an objection or provide additional information, which may effect the decision.

If the household still does not agree with the outcome of the meeting with the Property Administrator, they can appeal the decision to the General Manager, who will review objections to the original decision and provide a written answer to the household in a timely manner.

Should the household still disagree with the decision of the General Manager the appeal can be addressed to the Service Manager Region of Peel.

Pathway Internal Review process does not allow decisions, which are contrary to the law, or clearly against the spirit or the intent of board-approved policies. Management, however, will consider exceptional circumstances, which may not have been considered when the policies were made. Established precedents shall be used in making decisions. All tenants will be treated equitably without exceptions.

❖ Guest Policy

The Guest Policy applies to all Pathway tenants. It is designed to:

- enable tenants to have live-in guests for up to two weeks
- ensure both Pathway and tenants comply with provincial laws and regulations
- for RGI households, ensure subsidies reflect the true household income, including anyone who has moved into the unit
- ensure all tenants, including those who join the household, maintain the same high standards as other Pathway tenants

- treat all tenants regardless of what rent is paid equitably while complying with provincial and municipal regulations.

Definitions

Visitors: Persons who visit a tenant occasionally, but whose principal address is outside the Pathway. Visitor's income is not included in the calculations of household rent for RGI recipients.

Guests: Persons who do not have another address, but are staying with a tenant for a definitive limited time, but no more than 30 days. Their income is not included in the calculation of rent-geared-to-income. After 30 days the Guest status may be changed to Occupant and their income will be included in the calculation of household rent for RGI recipients.

Tenants: Persons who have signed a Tenancy Agreement, and enjoy all the rights and responsibilities of tenancy.

Occupants: Persons who live in a unit with the permission of the management and the original tenant, but do not have any right to remain in the unit after the original tenant moves out. Occupant is considered a member of the household. Occupants' income is included in the calculations of rent-geared-to-income.

Visitors

Visitors may come to the unit as frequently as the tenant invites them. Very frequent visitors may be asked to demonstrate they have a principal address outside Pathway buildings.

Guests

1. Any tenant may invite guests into their unit for up to two week's stay without gaining the management's authorization.
2. If a tenant wishes a guest to stay for longer than two weeks, he or she must apply in writing to Pathway office, stating the length of time the guest is planning to stay in the unit. The management, after consideration, may grant a request from the tenant and will confirm in writing the length of the guest's stay permitted. The management may refuse the request if:
 - it appears the guest does not intend, or has no prospects of, moving at the end of the agreed-to term, or
 - staff or tenants have complained about the guest's behavior, and those complaints have been found valid.
3. At the end of the term, the management will inspect the unit to ensure the guest has left. Guests who wish to stay beyond the term may apply to become tenants or occupants (see additions to the household).
4. If a guest continues to stay in the unit without the management's permission, Pathway will terminate the household's rent subsidy with 90 days notice in writing. The tenant has the right to ask for a review of this decision.
5. At all times, tenants are responsible for the actions of their guests.
6. Should the tenant move out of the unit, the guest must also move out. Any guests staying in the unit after the lease-holding tenant moves will be considered as trespassers on private

property and dealt with in accordance with the related legislations.

Additions to households that receive RGI subsidy

1. Tenants must report any new persons in the unit within 30 calendar days of their moving into the unit. Guests wishing to become tenants/occupants must make a written request to Pathway before their term of stay is over.
2. Persons wishing to join a household receiving RGI subsidy must apply to Pathway, and submit proof of their income and any other requested documents.
The person must be eligible to receive RGI subsidy in order for the household to continue to qualify for RGI subsidy. He or she must:
 - be a Canadian citizen, landed immigrant or refugee claimant, not under a deportation or departure order
 - not be in arrears to a social housing provider in Ontario
 - not be guilty of obtaining RGI subsidy wrongfully, or of misrepresenting income, within the last two years
 - not own residential property, unless they agree to sell their property within 180 days of moving in
 - not have income or assets that place the household above local income or asset limits.
3. If the newcomer is not eligible for RGI subsidy, the management will inform the tenant in writing. Pathway may allow the newcomer to become a tenant or occupant, but remove the household's rent subsidy with 90 days written notice.
4. If the newcomer is eligible for RGI subsidy, then Pathway will allow him or her to become a tenant or occupant. The household, including the newcomer, will be required to sign a new Tenancy Agreement.
5. Pathway may also refuse to allow the newcomer to become a tenant, on grounds permitted under O. Regulation 339/01,
 - it would be contrary to Pathway mandate
 - they have a rental history of non-payment of rent
 - the non-profit has reasonable grounds to believe that it is unreasonable for the household to reside in shared accommodation
 - the physical characteristics of the unit do not suit the needs of the household
 - if a special needs unit, the level of service required is significantly greater or less than the level of service needed by the household

If the newcomer insists on staying, Pathway may evict the entire household.

Unreported stays

Pathway may receive information from a third party that an unauthorized person may be staying in the unit. In this case:

1. The management will contact the tenant in writing and request clarification.
2. If it is established there is an unauthorized person living in the unit (i.e. a person who has no other address, and no plans or prospects to move out) the occupant must apply to become a tenant (following the steps above).
3. If the tenant denies there is another occupant, or the situation is unclear, then the management will prepare a statement to be signed by the tenant, confirming their denial of the original allegations. Depending on circumstance the management may proceed with the appropriate action.

Additions to the household in market rent units

1. Tenants must report any new occupants in the unit within 10 business days of their moving into the unit, in the same way as tenants receiving rent subsidy.
2. It is the decision of the market tenant as to whether they wish the guest to apply for tenancy rights to the unit. In order for a guest to become a tenant and be added to the Tenancy Agreement, the tenant and the guest(s) must make a written request to the management before their term of stay is over.
3. The management will normally grant permission for the newcomer to become a tenant, and will prepare a new lease for signature.
4. The management may refuse to grant tenancy if the newcomer would not have been accepted had they been a member of the original household, i.e. the occupant has a record of illegal activities, damages, arrears, or disturbance to others). In this case, the property manager may:
 - allow the newcomer to stay without signing the lease as an occupant. This means the original tenant would continue to be solely responsible for the rent. The tenant would also be responsible for the behavior of the occupant. When the original tenant vacates the unit, the occupant will be also required to vacate at the same time.

Absence from Unit

A household receiving rent-geared-to-income assistance is no longer eligible for such assistance if all household members have been absent from the unit for at least 90 consecutive days. The exception applies in cases of medical reasons.

❖ Housekeeping

It is the responsibility of the tenants to keep the inside of your home clean and safe. Most tenants take pride in their homes and make an effort to keep common areas of the property clean and tidy.

Appliances

Regular cleaning and defrosting keep your refrigerator in good shape and save energy. When cleaning the smooth surfaces of your 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 they will damage the surface of the appliance. Use a commercial oven cleaner for your oven. It is also recommended to regularly clean behind appliances.

Bathrooms

Do not use abrasive cleansers on bathtubs, sinks and toilets. They scratch the surface and make them harder to keep clean. A good liquid or paste cleanser will prevent discoloration on tiles and porcelain. When taking showers make sure that shower curtain is used in order to prevent from water damage on the floor and possible leak to the unit below.

Pests

If you see cockroaches or other pests, such as mice, please fill out maintenance request form immediately. Keeping your home clean will help keep pests away.

To control pests, dispose of garbage promptly and keep food in tightly closed hard containers.

Sinks

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

Taking out the garbage

Make sure the garbage you put in the garbage chutes is in securely tied bags, small enough to fit into the garbage chute. Push the bag down the chute. Do not deposit loose kitty litter, liquid refuse etc. down the chute. Try not to use the chutes late at night or in the early morning to avoid disturbance to other tenants. Also be careful taking garbage through hallways so that liquids do not drip on the floor. Do not leave oversize items and cardboard boxes on the floor of the refuse room. The recycling room is located on the ground floor.

Do not drop bottles, broken glass, needles or aerosol cans down the chute. These can all be dangerous to building staff.

In the recycling room you will find recycling bins for paper waste, cans, bottles and tins. Please separate recycling material and deposit in the appropriate bin. There are directions on the bins as to what type of materials can be recycled.

Please do not leave trash on the floor of the garbage room as this practice not only creates extra work for the building staff but can also attract unwanted pests.

Note that charge of \$25 will apply for non-compliance with the garbage disposal procedures.

Bathroom exhaust fans

Turn the bathroom exhaust fan on when you shower. The moisture from the shower can cause mildew and damage to the room's finishing if it is not properly vented out.

Light bulbs/stove fuses

Supply and changing of light bulbs and stove fuses in your unit are your responsibility. However, if

you have a physical condition, which prevents you from changing the bulbs, and are unable to find someone to do this for you, contact the superintendent for assistance for installation.

❖ Booking the Recreation Room

The recreation room can be booked for individual **residents'** parties and special events for all residents.

1. Bookings are made with the superintendent. Applications are available in the site' office. You will be required to provide information regarding your event (date, time, purpose, number of guests, etc.).
2. The Superintendent will confirm if the facility is available on the date and time you have requested.
3. A certified cheque, money order or bank direct payment for \$50 is required at least two weeks prior the scheduled activity. This is a non-refundable deposit.
4. Any damages or clean-up costs will be levied against the corresponding unit.
5. All activities, including cleaning of the facilities, must end no later than 10:00 p.m.
6. The resident booking the room assumes responsibility of the actions of all guests attending the gathering.
7. Residents with rent arrears or are in serious breach of the tenancy agreement will not be allowed to book the recreation room until the situation is rectified.
8. Due to the use of the recreation rooms for the children breakfast clubs during the school year, these facilities will not be rented on Sundays. The same restriction applies for winter Holidays due to the shortage of staff at that time.
9. Any resident who has damaged the facilities or left them in a poor cleaning condition will not be able to rent the room in the future without prior approval by the management.
10. Party room can be rented only for family celebrations/occasions, such as birthdays, showers, etc.

❖ When you decide to move out

When you decide to move out, you must give at least sixty days written notice with the last day of stay falling on the last day of the month. When you have decided on a move-out date, contact the superintendent in your building to make sure elevator time is reserved for you. A pre-move out and move out inspections will be scheduled by superintendent.

❖ Exit survey

When you give notice to vacate, you will receive an exit survey to complete. The survey gives us an evaluation on the facilities and services which provides valuable feedback to us. The complete survey can be dropped off at the office.

❖ Freedom of Information and Privacy Act

As of January 1, 2004 the new federal Privacy Act came into effect. Pathway has developed Privacy Policy. Following is a description of the landlord and tenant's rights and responsibilities in relation to the collection, use and disclosure of personal information. All new tenants, current RGI tenants (during the Income Verification Process), as well as market tenants in certain situations, will be required to sign a Consent Form.

What is "Personal Information"?

Personal information includes any factual or subjective information, recorded or not, about an identifiable individual. This includes information in any form, such as:

- age, name, ID numbers, income, assets, household composition, residency status, rent payment record, financial information etc;
- information relating to education, medical, criminal or employment history, ethnic origin, color, sexual orientation, marital or family status;
- Correspondence sent to the landlord that is of a private or confidential nature, and any replies from the office that would reveal contents of the original correspondence to third party.

Collection and Use of Your Personal Information

Pathway will collect, retain and use personal information provided by the tenants for the following purposes:

- considering application for tenancy;
- verifying the information provided in the rental application and its attachments relating to the administration and processing of the application for tenancy;
- verifying the information that RGI tenants provide in accordance with the requirements of the Housing Services Act (HSA)
- calculating monthly rent;
- meeting legal and regulatory requirements arising out of or relating to tenancy;
- for the use of Pathway auditor to verify our financial records;
- for the purpose of contacting necessary services or your next-of-kin in case of emergency;

Disclosure of Your Personal Information

Pathway will disclose the personal information provided by the tenants to the following parties for the purposes described above:

- to any social agency providing any form of assistance to members of the household, or other government subsidy under the *Ontario Works Act, 1997*, the *Ontario Disability Support Program Act, 1997* or the *Day Nurseries Act*, or any government department

responsible for social housing programs under the *Social Housing Reform Act*, or Pathway housing portfolio operating agreement;

- to a department, ministry or agency of the Government of Canada, if the information is necessary for the purpose of administering or enforcing the *Income Tax Act* (Canada) or the *Immigration Act*;
- to any agent working on behalf of Pathway for the purposes of complying with the *Housing Services Act*
- to relevant agencies or next of kin in case of emergency;
- to credit bureaus and other businesses that provide credit or rental history information about the tenant;
- to a third party in connection with the potential or actual sale, reorganization, merger, consolidation or disposition of the business of Pathway;

Please note: Pathway General Manager has been appointed as a Privacy Officer of the corporation. Any enquiries about Privacy Policy and related issues must be addressed to the General Manager in writing.

INFORMATION IN THIS HANDBOOK MAY CHANGE FROM TIME-TO-TIME. PATHWAY WILL ENSURE THAT TENANTS WILL BE INFORMED OF ALL CHANGES.