



**Pathway Housing & Support Services Inc.**

3023 Parkerhill Road, Box 100 - Mississauga, Ontario L5B 4B3

Phone: 905.272.2285, Ext.22 - Fax: 905.272.1818

Email: [nortonlake@pathwayhousing.ca](mailto:nortonlake@pathwayhousing.ca)

Website: [www.pathwayhousing.ca](http://www.pathwayhousing.ca)

# Tenant Handbook

## Peel Condominium Housing Network (PCHN)



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## **WELCOME**

Welcome to your new home. You have made a great choice moving here. We hope you make this your home for many years. This Handbook will give you pertinent information about what to expect living here, what are your rights, what management expects from you and is meant to compliment your Tenancy Agreement (Lease).

Pathway Housing and Support Services (PHSS) has been contracted by the Region of Peel, the Owner of condominium unit, to provide property management services.

PHSS has a comprehensive set of policies, which together with condominium declarations, by-laws and rules will affect your tenancy. If you would like to have information on a particular policy not found in this handbook, please contact the office.

## **WHO IS PATHWAY HOUSING AND SUPPORT SERVICES (PHSS)?**

Pathway Housing and Support Services (PHSS) is a non-profit management company and a subsidiary of Pathway Non-Profit Community Developments Inc. of Peel (Pathway). It is an interfaith non-profit corporation whose purpose is to provide good quality affordable housing. Pathway, which was established in 1987, owns and operates two buildings in Mississauga with a total of 230 units where we provide different programs to our residents including a Breakfast Club, Homework Club, etc.

PHSS also manages a 200 unit affordable housing building, Norton Lake in Brampton, owned by the Region of Peel.

PHSS General Manager reports to a Board of Directors who meets regularly to review financial and operational reports. They also review existing policies and management practices to ensure efficient operations within existing budgets and legislative requirements.



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**IMPORTANT PHONE NUMBERS**

For all inquiries related to your tenancy, please contact the office at **905-272-2285 ext.10**, or **905-796-8684**, listen carefully to the pre-recorded message and choose an appropriate option.

**Emergencies, such as fire, flood, major damage to the property or personal injury call 911 and then the Pathway emergency line 1-800-892-0083. You also must follow related procedures as indicated in the condominium declarations, by-laws and rules.**

The Office (Housing Manager & Superintendent) 905-272-2285 ext.10 or 905-796-8684

Office Mailing Address..... 100-3023 Parkerhill Rd, Mississauga, ON. L5B 4B3

Email..... nortonlake@pathwayhousing.ca

Fire, Police, Ambulance (emergencies only)..... **911**

Local (non-emergency) Peel Police..... 905-453-3311

PHSS Head Office..... 905-272-2285, ext.22

Region of Peel..... 905-791-7800

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

**OFFICE HOURS – HOUSING MANAGER**

Monday through Thursday 8:00 am – 4:00 pm

Friday 8:00 am – noon

Should you wish to discuss any tenancy issues in person with the Housing Manager, it is recommended you call to make an appointment for a mutually suitable time and location.

Mississauga Site Office: Pathway Housing and Support Services  
3023 Parkerhill Road  
Box 100  
Mississauga, ON. L5B 4B3

Brampton Site Office: Pathway Housing and Support Services



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1155 Queen St. East  
Brampton, ON. L6T 0G2

## **WHO DOES WHAT?**

### ***Housing Manager***

Processes all enquiries related to your tenancy, handles correspondence, answers telephone enquiries, responsible for the rental of vacant units, rent collection, initiation of appropriate actions under the Residential Tenancies Act, liaise with the condominium management, facilitating community development projects and activities.

### ***Superintendent***

Handles the maintenance inside individual units, the coordination of work by outside contractors, fire safety procedures, showing vacant units, coordinating move-ins and move-outs, coordinating maintenance activities with the condo property management related to individual units and common elements, elevators scheduling, and key systems controls.

### ***General Manager***

Oversees the general operations of the PCHN project, ensures compliance with related municipal and provincial by-laws, Operating Agreement with the Region of Peel, Fire Code Regulations, Rules and Regulations under the Affordable Housing Act, Ontario Human Right Code, Residential Tenancies Act and Privacy Act as well as respective condominium declarations, by-laws and rules.

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



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# **MOVING IN**

## ***Tenancy Agreement***

Prior to moving in you were required to sign a Tenancy Agreement (a Lease). The terms of the Tenancy Agreement and Schedules, would have been reviewed with you. As it is a Legal Document, please ensure you are familiar with the contents of the Tenancy Agreement, all Schedules, summary of the condominium declarations, by-laws and rules pertaining to your tenancy, and this Handbook.

## ***Booking the Elevator***

At the time of your Tenancy Agreement signing, you will have decided on a move-in date. Please ensure you contact the Superintendent as soon as possible in order to coordinate the elevator booking with condominium management.

## ***Insurance***

PHSS is not responsible for your personal property. Building Insurance only covers the Owner's property. *As per your Tenancy Agreement, you are required to obtain and maintain a valid insurance policy which coverage shall include Personal Liability and Tenants Contents to protect your belongings against theft, fire or other damage.* Please note that residents are responsible for any damage to the owner's property caused by negligence, accident or intentional action. Please refer to your Tenancy Agreement for more information.

## ***Keys***

Upon moving in you will be issued one key and one access devise for the building. Loss of any key FOBs/keys/remote openers, will result in a replacement fee for each item.

You may not alter access devices to your unit or install a security chain lock without written authorisation from the management.

## ***Unit Inspections***

At the time of move in the Superintendent will walk-through your new home with you and conduct a **move-in inspection**. All deficiencies will be noted on the Inspection Report and you will receive a copy of the report for your records. Deficiencies will be completed prior to you moving in or within ten (10) days of occupancy.

An **annual unit inspection** will be carried out during the spring months. PHSS 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.

Upon receipt of your Notice to Vacate the unit, the Superintendent will schedule a **pre-move-out inspection** of your home. A final inspection will be conducted when you return the unit keys. These inspections are necessary for management to keep track of the condition of the



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unit and to ensure the unit is repaired and in good condition for future residents. Please be aware that you may be charged for repairs required above and beyond normal wear and tear.

A Tenants Charge Sheet will be available from the Housing Manager outlining cost details. Please refer to your Tenancy Agreement under "Entry" for more details on Unit Inspections.

### ***Parking***

You will be entitled to one parking spot in the underground parking garage. Parking regulations are described in your Tenancy Agreement. You will be required to follow related condominium rules for use of the parking facilities. Residents are **not permitted** to park (even short term) in the designated Visitors Parking areas.

In order to use a parking space, the vehicle must be registered to you, must display valid licence plates and have current insurance. Unregistered or vehicles not in roadworthy condition will be towed away at the owner's expense and in accordance with the building's parking regulations. It is expected that residents will keep their vehicles in good working order. Vehicles leaking any fluids onto the driveway or parking space must be repaired immediately. Any charges associated with the cleaning or repairing of the parking surfaces due to leaks will be charged to you.

All visitors must follow the condominium's Visitors Parking rules.

### ***Cable TV and Telephone***

Your monthly rental amount does not include cable television (TV), internet or telephone service. You can activate these services by contacting service providers directly. Please note that the lobby door entry system works with telephone land lines and mobile phones. It is your responsibility to check with the service provider of your choice to ensure their system will work with the door-opening mechanism.

### ***Lobby Door Entry System***

Please advise the condo property management and PHSS of your new telephone number as it will need to be connected to the lobby door entry system in order to operate the door-opening mechanism. The intercom system can be connected to a telephone land line or a mobile phone.

For the safety of all residents, DO NOT let strangers into the building. Identify the person before you open the door.

### ***Disposal of Moving Boxes***

Cartons and cardboard boxes must be broken down and folded before being placed in the garbage and recycling areas. All recyclable material must be placed in the appropriate containers in the recycling room. You must follow building's rules related to the disposal of garbage and recycling material. You may be responsible for any charges levied by the condominium management for improper disposal procedures.





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## **YOUR NEW HOME**

### ***Redecorating***

We want you to make your unit your home. However, before you decorate, such as painting or wallpapering, you must obtain written authorization from the Housing Manager. Upon moving out, you are required to return your unit to its original condition at your own expense.

### ***Drapes/Blinds***

From street view, all drapes/curtains/blinds in your unit must be white or off white in colour and kept in good condition. You may choose to have different coloured drapes/curtains facing the inside of your unit as long as white or off white is only seen from the outside.

### ***Unit Temperature Comfort & Windows***

Each unit is individually controlled for heat and air conditioning using the thermostat(s). Please contact the Superintendent for operating instructions.

For safety reasons, all operable windows in your unit are equipped with window safety locks. *Although not a safety device, please ensure that window screens are in place and in a good state of repair to prevent items from being dropped or thrown from them.* Should you have any questions regarding the operation of the window safety devices, contact the Superintendent.

### ***Pets***

Residents and visitors are required to comply with all related condominium declarations, by-laws and rules with regards to pets.

### ***Storage***

All storage space is contained within your unit. Additional storage space is not available within the building, with the exception of bicycle storage and a locker.

### ***Bicycle Storage***

Residents must store bicycles in the bicycle room or designated bicycle storage area. Please contact the condominium property management if you require bicycle storage and familiarize yourself with the rules.

## **GENERAL HOUSEKEEPING**

It is the responsibility of tenants to keep the inside of your home clean and safe. Most tenants



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take pride in their homes and make an effort to keep common areas of the property clean and tidy.

### ***Appliances***

Regular cleaning and defrosting will keep your refrigerator/freezer 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 as they will damage the surface of the appliance. 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 in future. A good liquid or paste cleanser will prevent discoloration on tiles and porcelain. When taking showers make sure that a shower curtain is used in order to prevent water damage on the floor and possible leaks in the unit below.

Turn on the bathroom exhaust fan when you shower or bath. The moisture from the water 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.

Light bulbs located on ceilings which require a ladder to be changed will be attended to by the superintendent. Please complete a maintenance request outlining the type of light and location of the burnt out bulb.

### ***Sinks/Shower Drains***

**Do not pour grease down any sink or toilet.** The grease may coat the inside of the pipe eventually plug it up completely. Use a metal can or thick paper cup to store the liquid grease to solidify. You can then dispose of the grease and container appropriately. Please check and clean out your sink and shower drains as hair, coffee grounds and other items can also clog up a drain system.

### ***Pests***

If you see cockroaches or other pests, such as mice, please fill out a Maintenance Request Form immediately. To deter and control pests, dispose of garbage promptly and properly and keep food in air tight containers.

### ***Taking out the Garbage and Small Recycling Items***

Make sure the garbage and recycling you put in the chute are in securely tied bags, small enough to fit into the garbage chute. Be careful taking garbage/recycling through hallways so



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that liquids do not drip on the floor.

**DO NOT** deposit the following items down the chute as they could be dangerous to tenants and staff:

- loose kitty litter
- liquid
- glass Bottles
- broken Glass
- needles
- aerosol, paint or other flammable items

As a courtesy to other residents, try not to use the chutes late at night or in the early morning to avoid disturbance to other tenants. Also, **DO NOT** leave oversize items, garbage bags, cardboard boxes, etc. on the floor of the refuse room.

When disposing of recycling material please follow the directions that are posted.

***Please note that the condominium corporation may levy a charge against any tenant who is found to be improperly disposing of their garbage and/or recycling items.***

## **REPAIRS IN YOUR UNIT**

For all maintenance requests, other than emergencies, you will be required to submit a Maintenance Request Form. This form can be completed and submitted online from the Pathway website ([www.pathwayhousing.ca](http://www.pathwayhousing.ca)). It also can be faxed to the office at 905-450-8024 or dropped off at any of the two offices located on page 5 under the Office Hours section of this handbook. In some cases the Maintenance Request can be received by phone message with prior agreement that the message authorises staff to enter your unit should you not be at home. The Superintendent will make every attempt to complete non-emergency repairs within two (2) business days. Delays may occur if we have to call in a contractor, or if we do not have stock of the supplies needed.

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



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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 you as the tenant. Please refer to the Tenants Charge List for a list of chargeable repairs.

***Notice of Entry***

Under the Residential Tenancies Act, PHSS 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. Please note that you are not required to be home in order for repairs or an inspection to take place. For entry procedures initiated by the condominium management please refer to the corresponding provision of the condominium declarations, by-laws or rules.



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## **FIRE SAFETY**

**In case of fire call 911 immediately and follow the emergency procedures as set in the condominium declarations and rules!**

Fire Safety Plans are posted on each floor of the building. Make sure you are familiar with the Fire Safety Plan in your building and know where the fire alarms pull stations are in the hallways. If you hear the fire alarm, follow the safety procedures immediately. Never assume it is a false alarm.

### ***Smoke Detectors, Heat Detectors***

Your unit is fully equipped with smoke and heat detectors. 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 the condo Property Management immediately.

### ***Exiting the Building in an Emergency***

When the fire alarm system is activated, all elevators return to the ground floor and stop working. You will need to use the stairwell to get out of the building. Make sure you know the rules and path for leaving the building. Fire Exit Plans are located on each floor. Remember to lock your unit door upon leaving and if you encounter smoke – keep low to the ground.

### ***If You Need Assistance to Leave the Building***

Management provides information to fire fighters about residents who might have a medical condition requiring assistance to exit their unit and the building. If you require assistance, make sure you have completed the assistance form for the condo Property Management.

### ***If You Cannot Leave Your Unit***

If you are in your unit and there is smoke in the corridor or your door handle or door feels hot, **DO NOT OPEN YOUR DOOR. Call 911 immediately** and follow the set instructions.

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 and 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.

### ***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 at least 24 hours in advance prior to the tests.



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### ***Prevent a Fire***

Avoid storing flammable materials or liquids such as gasoline, paint thinner or solvents in your unit. Recycle old newspapers/magazines or other paper materials as they may become a fire hazard.

The most common causes of fire are from:

- *Smoking in bed*
- *Grease fires on a stove*
- *Disposal of lighted cigarette ashes in the garbage*
- *Open fire candles*

## **SECURITY**

### ***Security***

Security cameras are installed in the underground garage levels and in common areas of the building. These precautionary actions will help you keep your home secure:

- Lock your door whenever you leave your unit, even to just go to the garbage chute.
- Tell the office and post office if you are going to be away for an extended period of time.
- Do not open the entry door to strangers.

### ***Vandalism***

If you witness anyone damaging property, you should phone the police immediately and report the incident to the condominium property management office. Vandals often cause damage to elevators, stairwells and hallways, which are expensive to repair. Residents are responsible for any damage caused by their guests.

### ***Tampering with Safety Devices***

Your apartment is equipped with several types of safety devices for your protection. Each unit is equipped with window locking mechanisms and fire safety devices such as smoke and heat sensor alarms. It is a criminal offence to tamper or alter these devices. Do not remove locks from windows. Do not disconnect your fire alarms in any way.



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## **GUEST POLICY**

### **Definitions**

**Visitors:** Persons who visit a tenant occasionally, but whose principal address not at your unit.

**Guests:** Persons who do not have another address, but are staying with a tenant for a definitive limited time, but no more than 14 days. After the 14 days, Tenants must ensure that the guest vacated the unit.

**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:

**Tenants:** Persons who have signed the Tenancy Agreement.

### **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 the building. Visitors must abide by all condominium corporation rules regarding parking, conduct and use of facilities.

### **Guests**

- Tenants may invite guests into their unit for up to a 14 day stay.
- If a tenant wishes a guest to stay for longer than 14 days, the tenant must apply in writing to PHSS office and the Region of peel Rent Supplement area, to identify the guest and to state the length of time the guest is planning to stay in the unit for review and approval

***In all cases, tenants receiving rental assistance must follow the Region of Peel's reporting requirements for visitors, any change in income, or family composition.***

## **PAYING YOUR RENT**



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### ***When to Pay Your Rent***

**Payments for your rental unit and any other charges identified in your Tenancy Agreement are due by the first day (1<sup>st</sup>) of every month.** Failure to make payments on the due date will result in the initiation of the procedures under the terms of your Tenancy Agreement and Residential Tenancies Act.

### ***How to Pay Your Rent***

You can make rent payments using any of the **four options** listed below:

1. Pre-Authorised Payment Plan (PAP) – *preferred method of payment*
2. Certified Cheque, Money Order or Bank Draft at any of our two offices or by pre-arranged appointment at the building)
3. Electronically by Online Payment, Internet Banking or telephone banking (for major financial institutions)
4. Direct Payment by Bank Debit Card or Visa Card (at one of our two offices in Brampton or Mississauga when staff is available) (**A service fee will apply for Credit Card payments**).

*It is your responsibility to ensure that rent is paid on time. **Personal cheques (that have not been Certified) or Cash payments will NOT be accepted.***

### ***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, money order or bank draft.
- You do not have to pay a fee as required for a certified cheque, money order, bank draft or credit card payment.
- You do not have to visit the office every month to make a payment (via Debit Card or Credit Card) or 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 the office or can be delivered or sent electronically upon request. In case of changes in banking information you must report to our office by the 25<sup>th</sup> 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 (**for non-sufficient funds** or otherwise) you will be notified in writing and a **service charge of \$20** will be applied to your rental account and you will be required to replace your rent payment by using another acceptable payment method due immediately.

*In order to cancel the PAP and prevent future monthly payments from being withdrawn, the office must receive your written request no later than the 25th day of the month prior to the payment date.*





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***Non-Payment of Rent***

Rent collection procedures will be initiated when rent is not paid on time. Please note that rent arrears or persistent late rents payment can result in the eviction procedures under the terms of your Tenancy Agreement and Residential Tenancies Act.

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

***Interest on Last Month's Rent on Deposit***

Your Last Month's Rent (LMR) on deposit currently earns interest each year which is equal to the government approved rent increase percentage. Unless you instruct us otherwise, we will add the interest to your Last Month Rent deposit to cover any increase in rent for the upcoming year. You will receive a notice outlining the amount of interest earned and your updated LMR deposit amount. Please note that the amount of the Last Month Rent deposit must be up-to-date and match your current monthly rental amount.

**PHSS AND THE RESIDENTIAL TENANCIES ACT**

***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 other residents, landlord or the condominium corporation
- Have more people living in the unit than permitted by health, safety or standards as per your Tenancy Agreement
- Threaten the safety of another other residents, landlord or the condominium corporation
- Break the law anywhere on the property

Our first priority is to work with tenants to ensure rent is paid on time every month and eviction is a last resort. If you experience difficulty, please contact the Housing Manager before your rent is due to discuss your situation.

***Right to Make Applications Against the Landlord***

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



## **Pathway Housing & Support Services Inc.**

3023 Parkerhill Road, Box 100 - Mississauga, Ontario L5B 4B3

Phone: 905.272.2285, Ext.22 - Fax: 905.272.1818

Email: [nortonlake@pathwayhousing.ca](mailto:nortonlake@pathwayhousing.ca)

Website: [www.pathwayhousing.ca](http://www.pathwayhousing.ca)

## ***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>**

## **TRANSFERS**

This process will be handled in accordance with the term of the Tenancy Agreement and related Region of Peel policy.

## **FREEDOM OF INFORMATION AND PRIVACY ACT**

As of January 1, 2004 the new federal Privacy Act came into effect. The following is a description of the landlord and tenant's rights and responsibilities in relation to the collection, use and disclosure of personal information. Please note that management will not release any private information without written authorization from the tenant(s).

### ***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***

PHSS will collect, retain and use personal information provided by 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 is related to the rent supplement program with authorization from the Region of Peel.
- meeting legal and regulatory requirements arising out of or relating to tenancy;
- for the use of the PHSS and Region of Peel's auditor to verify financial records;
- for the purpose of contacting necessary services or your next-of-kin in case of emergency;



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### ***Disclosure of Your Personal Information***

PHSS 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 affordable housing programs with the authorization from the Region of Peel;
- 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 relevant agencies or next-of-kin in case of emergency;
- to credit bureaus and other businesses that provide credit or rental history information;

*Any enquiries about Privacy and related issues must be addressed to the General Manager in writing.*

## **MAJOR POLICIES AND PROCEDURES**

*(copies of all policies can be requested from the office)*

### ***The Human Rights Code***

The Human Rights Code states that the landlord, people working for the landlord, and fellow tenants cannot harass 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.

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 another resident, you can take immediate actions to rectify the situation. 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. Write down every incident, including the place, date and time the harassment took place, and details of the incident.

When the office receives a harassment complaint, staff will make every effort to work with the parties involved to resolve the situation. You also have the option of taking your complaint to



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the Ontario Landlord and Tenant Board, the Police or a lawyer at any time.

### ***Our Drug Free Housing Strategy***

PHSS is committed to Zero Tolerance Drug Policy. We strive to create and maintain a high quality of life for our tenants. 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 the units that we manage.

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. PHSS tenants found directly involved in illegal drug activity, or permitting illegal activity to occur on the property or in their rental unit, 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 for personal gain
- Buy or take property or personal belongings from tenants, their families, or their estates or use it for personal gain
- Accept personal payment, gifts or other items from tenants in return for service whether during work hours, after work hours or on days off
- 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 as well as condominium declarations, by-laws and rules.

If you are faced with what you feel is **an unreasonable** noise situation, discuss the matter with the office or call the Police or security guard in case of unreasonable disturbance after 11 pm. 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 appropriate follow-up action with the condominium corporation.

### ***If you have a Complaint***

May 1, 2016



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All complaints must be sent to the attention of the Housing Manager in writing or electronically. This includes complaints about another resident. If you have a complaint about a repair that has been done in your home, please complete a Maintenance Request Form and return it to the office. If you have a complaint about PHSS management staff you can contact the General Manager in confidence. **All** written complaints will be followed up with.

## **WHEN YOU DECIDE TO MOVE OUT**

When you decide to move out and terminate the Tenancy Agreement, you must **give at least sixty (60) days written notice prior to the termination, and the termination must be effective on the last day of a month.** Please refer to your Tenancy Agreement for more details.

Once applicable notice is given, contact the building property management to book an elevator date and time. You will be required to provide the condominium corporation with a deposit cheque to secure your elevator booking. This is the responsibility of each tenant for the move out process. Pre-move out and move out inspections will be scheduled by the Superintendent.

### ***Abandonment of Property***

If you move out and leave any of your property behind, we have the right to dispose of that property, without consulting you about it. Please refer to your Tenancy Agreement for more information.

### ***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.

### ***Change of Address***

It is important upon move out that you arrange for a change of address to ensure the forwarding of your mail. PHSS will not assume responsibility to gather, store or forward any mail received for you following your move out. All mail received will be returned to sender.

### ***Exit Survey***

When you give notice to vacate, you will receive an Exit Survey via email to complete. We would appreciate you taking the time to complete the survey as it gives us valuable feedback on the facilities and services for improvement consideration. The completed survey can be returned to office via email.



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## **REDUCING UTILITY BILLS**

Savings in energy consumption are passed down to all residents by keeping rental rates affordable. You can do your part by following these **Energy Saving Tips**:

- Maintain your thermostat between 20-22 °C. 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 can take up to 10 minutes for your stove oven to reach 350 degrees °F
- Keep seals around the refrigerator and freezer doors clean and in good repair
- Use only cold water setting on both dishwasher and washing machines
- Only operate dishwasher when full
- Do not over load dryer
- Empty your dryer lint trap after each load
- Operate appliances such as washer, dryer and dishwasher on off peak times
- Consider switching to energy efficient fluorescent bulbs in your personal sources of lighting
- **Turn off all lights when they are not needed**
- Electric kettle or coffee maker is more efficient than a stove-top burner
- Ensure the air vents of the ventilation unit in your unit are clean and that they are not blocked with furniture or other items for better air circulation and fire safety.
- Report any broken windows or damaged screens immediately
- Report leaking or dripping taps immediately.

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