



Wood Buffalo Housing & Development Corporation

# Tenant Handbook





## **INTRODUCTION**

Dear Tenant,

It is our pleasure to welcome you as tenants with Wood Buffalo Housing & Development Corporation (WBHDC).

This handbook has been developed to provide you with usual information and answer some of the more commonly asked questions.

Please refer to this handbook for general information about your tenancy. If you require more detailed information about a particular item please see your site Property Administrator. The Property Administrator is available to help you with any concerns you may have about the maintenance of your unit during regular offices hours – Monday to Friday 8:30 am to 12 Noon and 12:30 pm to 4:00 pm.

Thank you for choosing Wood Buffalo Housing & Development Corporation.

# Tenant Handbook

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## **BASEMENTS - TOWNHOUSES**

The basement is not to be used for sleeping purposes. The windows and/or window wells (if any) do not meet the minimum housing and health standards to permit bedrooms in the basement.

Basements may be used for storage purposes at the tenant's own risk. In the event of a flood or sewer back-up, the tenant is liable for damages to their personal property. It is recommended that all stored items be placed on shelving elevated from the floor.

## **ELECTRICITY**

Tenants are required to pay for electricity to their unit.

## **EXTENDED ABSENCES**

On occasions tenants need to be absent from their premises for extended periods of time.

Before leaving, tenants must contact Wood Buffalo Housing & Development Corporation to report their absence and to obtain permission. The tenant must arrange for someone to check on their rental unit on a daily basis during their extended absence and provide, in writing, the individual's name, address and contact phone number(s) to the site Property Administrator. The individual appointed must be also approved by Wood Buffalo Housing & Development Corporation so it is important to let your site Property Administrator know of an upcoming extended absence as soon as possible.

The maximum number of days tenants can be absented from their unit is 30 consecutive days in a twelve month period.

## **FAMILY MEMBERS**

Tenants must submit a written request to the site Property Administrator to add or remove any family member(s) or other occupants to or from their lease agreement. A [Change of Information Form](#) is required to add or remove persons to or from the premises and must be signed by both parties. The form must be submitted to the Property Administrator by the last day of the month in which the change occurred.

In the case of removing a lease signer from the agreement, both parties named on the lease must sign a [Residential Tenancy Change Agreement](#). There must be no rental arrears or outstanding debts to the Landlord and the tenant's insurance must be updated.

## **HOME OPERATED BUSINESS**

To operate a home business, tenants must obtain written permission from Wood Buffalo Housing & Development Corporation. Tenants must submit a letter outlining the type of business, indicating whether there will be increased traffic to the rental property and indicating whether products and flammable or dangerous goods will be stored at the rental property.

If approved, tenants must have business insurance in place and must abide by the regulations in their lease agreement and by any applicable municipal bylaws.

## **INCOME REVIEWS**

Tenants are to complete an [Annual Income Review Form](#) each year. The information on the form is used to ensure whether individuals still qualify for the program they are in and to determine the next year's rent. Forms are mailed to tenants approximate four months before the end of the lease year.

### **Completing the Form**

The Annual Income Review form must be completed in full and attach verification of all current income and copies of the previous year's Notice of Assessment and a current copy of your Tenant Insurance.

Once the package has been completed the document must be sworn before a Commissioner for Oaths in and for the Province of Alberta. Check with the site Property Administrator for a Commissioner for Oaths to assist with this requirement.

### **Changes during the Year**

All tenants must complete a Change of Information form to inform site Property Administrators of changes that occur during the year.

Tenants are required to submit their Change of Information form along with the proof of the changes(s) to the site Property Administrator by the last day of the month in which the changes of income or family composition occurred.

### **Rent Confirmation**

Following tenants submitting proof of income changes, Wood Buffalo Housing & Development Corporation will send out a written confirmation of the rent.

## INJURY

### Personal Injury

Tenants must notify their site Property Administrator immediately if anyone, including the tenant, a family member or a guest is injured on or in the vicinity of the rental unit.

## INSURANCE

All tenants must obtain insurance on their personal property as well as maintaining adequate general liability insurance to cover legal claims against the tenant or members of the tenant's household. Tenants must provide Wood Buffalo Housing & Development Corporation with a copy of their current insurance policy annually.

## MAINTENANCE

### LANDLORD RESPONSIBILITIES

Wood Buffalo Housing & Development Corporation is responsible for maintenance of the premises. The site Property Manager arranges for repairs of broken appliances, leaky taps etc.

#### Normal Maintenance

If you have a maintenance issue, a [Maintenance Request](#) form should be completed and forwarded to your Site Office outlining the problem and giving your permission to enter your unit. The Maintenance Request form can be completed and emailed to [propertyadmin@wbhadc.ca](mailto:propertyadmin@wbhadc.ca), dropped off or faxed to your Site Office.

#### Emergency Maintenance

Emergency maintenance issues include items such as:

- Fire
- Flood
- Broken pipes (NOT plugged toilets)
- Electrical short circuits

Make sure your problem is an **EMERGENCY** before contacting your Site Office.

If an Emergency is after hours, call **780-799-4050**. The Answering Service will ask you for your name, phone number and a detailed description of the problem. If it is deemed an emergency, the Answering Service will take the necessary action. If it is not an emergency, the Answering Service will ask you to call your Site Office on the next business day.

### TENANT RESPONSIBILITIES

Tenants are responsible for the upkeep of their unit. They are expected to keep their home clean and in a reasonable state of repair. If tenants or their guests cause damage, the tenants are required to pay for the repairs. Tenants failing to report maintenance concerns to their site

Property Administrator (i.e. leaky taps, running toilets) will be charged for any damage to their unit caused by unreported leaks and any damages to other units affected by the leaks.

Charges are as follows:

Repairs by WBHDC Maintenance	\$50.00 per hour plus GST <i>Minimum charge is 1 hour</i>
Removal of Garbage from Steps/exterior of premises	\$50.00 per bag plus GST
Removal of snow and ice From sidewalks & parking stall	\$50.00 per hour plus GST
Repairs by Contractor(s)	Determined based on the work completed And rates charged by the contractor(s)

### **Air Conditioners**

Window type air conditioners are not permitted. If you require an air conditioner Wood Buffalo Housing & Development Corporation recommends you purchase a floor model type that cannot be seen or cause damage to the exterior of the building.

### **Alterations**

No alterations such as painting, wallpapering or redecoration, installation of carpet, finishing the basement, adding fencing or installing a shed, may be done without the written consent of the Landlord.

The tenant will reimburse Wood Buffalo Housing & Development Corporation, the cost of any repairs to return the property to the original state or condition which are a direct result of alterations made by the tenant. All repairs will be professionally completed. Wood Buffalo Housing & Development Corporation will charge the tenant the cost of repair which will include, parts, labour, material, and any contractor fees. Any administrative costs associated with this repair may be charged to the Tenant at the discretion of the Landlord.

### **Apartment Common Areas**

Common-use areas (those areas not directly associated with your unit) are the responsibility of Wood Buffalo Housing & Development Corporation. Your assistance in helping us keep those areas as clean as possible is appreciated. If you see acts of vandalism please report it. With your cooperation, the entire site will benefit.

### **Balconies**

Balconies are to be kept clean and free of garbage. Tenants are not permitted to sweep or throw objects from their balcony. You may not store boxes or other belongings (other than seasonable furniture and barbeques) on the balcony. Household furniture, satellite radio and TV systems are not permitted on balconies and items may not be placed or hung over the balconies.

### **Barbeques**

Due to the increased in BBQ incidents, the Fire Department will be charging the owner of a building (WBHDC) a “cost recovery fee” of \$1,500 for any incident found to be the result of a BBQ installed in contravention of the Fire Safety Code. This fee will be then be passed on to the tenant of the unit responsible for the incident.

The Safety Code states BBQs must:

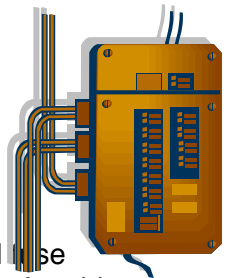
- Be equipped with a **maximum** of one (1) 20 lb. propane canister per installation;
- Be one (1) meter (3 feet) from building openings such as doors and windows;
- Be three (3) meters (10 feet) from any source of ignition; and
- Be one (1) meter (3 feet) away from any combustible surfaces unless otherwise directed by the appliance manufacturer’s instructions

Apartment Tenants - When taking a propane canister to your unit, you **must** ensure there are no other passengers in the elevator.

### Breakers

A circuit breaker is located:

- Apartments – in the storage area of your unit
- Townhouses – either in the storage area or basement of your unit



“Breaker” is another word for fuse. Some people are uncomfortable with breakers and fuse replacement. As all circuits are grounded, there is little or no danger. If you are uncomfortable or do not understand what to do, contact your Site Office.

The breaker is a switch located in the main electrical panel. On occasion, a fuse in the kitchen range may blow but actually the breaker has been tripped. Prior to calling your Site Office, the breaker should be checked.

If the breaker trips, it must be reset like a light switch – flipped off and on. Some breakers do not flip all the way over when they trip and it is difficult to determine whether they have tripped or not. It is best to turn all breakers to “off” and then turn them all “on” again.

If a breaker will not reset, it may be a result of:

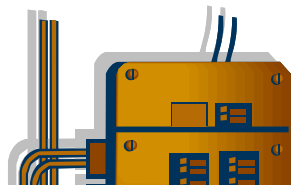
- An overload still on the lines
- Faulty kitchen or other appliance is still plugged in. It is best to disconnect small appliances before trying to re-set the breaker.
- A weak breaker. If this is the case, contact your Site Office.

If, during the winter, your outside plug-in does not work, it may be because water (or melted ice) has entered the plug-in and tripped the breaker. If the breaker has tripped, try resetting it and plugging your vehicle in again. If the breaker continues to trip, contact your Site Office.

### Ceiling Fans

Tenants must request written permission from Wood Buffalo Housing & Development Corporation to replace light fixtures with ceiling fans.

Ceiling fans must be installed by a qualified electrician and tenants must provide verification to Wood Buffalo Housing & Development Corporation that a qualified electrician did complete the installation.



**Christmas Trees**

Because a live Christmas tree is considered a potential fire hazard, tenants are prohibited from having a live Christmas tree in their unit.

**Combustibles**

No combustible material or flammable liquids shall be kept on the premises except in small quantities and in containers approved for this purpose.

**Decorating**

The tenant will not drive nails, screws, hooks, etc. into or otherwise damage the walls, floors, ceiling or woodwork of the premise.

## **Fire Alarm System**

### ***Apartments***

Your unit has a professionally installed strobe and bell designed for the fire alarm system. Should this alarm go off, you may silence it, but, the light will continue to flash. If there is not a fire in your unit and you cannot determine why the system is alerting you, contact your Site Office. This system is not to be tampered with under **any** circumstances and **is not to be used to hang pictures etc.**

The strobe and bell was installed for **your** safety and we ask that you treat it with care and respect.

You also have a smoke detector in your unit. The smoke detector is there to warn you. It will automatically sound the main fire alarm and the Fire Department will respond. You must be prepared to act on your own to protect yourself. **Fire drills are performed every six months.**

## **Flooring**

### ***Tile Flooring***

In order to maintain the tile floors in your unit, the following should be used as a guide:

- Normal daily cleaning is recommended;
- Never use harsh detergents, dyes or solvents — hot (not boiling) water and dish liquid works great;
- Never use scouring pads;
- Never use excessive amounts of water or let water sit on the floor for long periods of time;
- Use a good quality floor finish or wax following the directions on the container. Suppliers of flooring products will assist you in choosing the best product to use.
- Use casters or coasters under heavy furniture.

If you have tiles that are lifting or need repair, please contact your Site Office.

### ***Carpeting***

You are expected to vacuum the carpet on a regular basis. When moving out you must have the carpet professionally steam cleaned. If not, Wood Buffalo Housing & Development Corporation will arrange to have it professionally steam cleaned with the cost deducted from your damage deposit.

## **Furnace**

### ***Townhouses***

You are responsible for changing the filter in your furnace on a regular basis. It is recommended that you do so at least once per month in the winter.

The furnace in your home is a high efficiency unit and air-tight. Clogged filters will cause damage and may result in failure. Should a technician identify a clogged filter to be the cause of the failure, you will be assessed the cost of the repair.

Immediately report any noise coming from the furnace or loss of heat to your Site Office.

### **Furnace/Air Exchange Unit for Geothermal Townhouses**

(The Delta and Creekside)

The furnace filter must be in place for the furnace to operate. The filter is a permanent one that requires cleaning with warm soapy water every two (2) months. You are responsible for washing the filter on a regular basis. The filter must be completely dry before it can be reinstalled.

A clean filter will improve the furnace operation and provide cost savings that will be reflected on your energy bill.

The switch located at the bottom of the air exchange unit must remain "ON" at all times.

If for some reason your furnace/air exchange unit does not appear to be working you should contact your Site Office immediately. Possible causes for failure:

- Failed Heat Pump – you will notice the indicator light on the unit will flash and you will not hear the motor. Contact your Site Office immediately.
- Power Outage – this will result in a loss of heat. Check with your neighbours to confirm whether or not it is a community problem. If it is not and your unit is the only one affected, contact your Site Office immediately.

## **Garbage**

You are responsible to dispose of your garbage properly.

- Do not store garbage in your unit for prolonged periods of time. This will result in unpleasant odors.
- Garbage bins are located on the corner of the parking lot.
- All garbage must be bagged before it is placed in the collection bin.
- Pick up overflow refuse.
- Garbage bags found in common areas or outside the waste container will be searched and a \$50.00 fee will be charged to the owner.
- Do not depend on the garbage removal service to dispose of large items such as mattresses, couches, batteries, tires and miscellaneous car parts. **Removal of these items is your responsibility.**
- If children take the garbage out, they must be shown where to place the bags. They should not leave the bags on the ground beside the garbage bin.
- Garbage may not be left on the balcony, around the doors or patio, in the yard or in the parking stall.

## **Hazardous Conditions**

Tenants must tell their Site Office immediately if they know of or find any hazardous or dangerous conditions on or in the vicinity of the rental property.

## **Keys**

Duplication by the tenant of keys provided by the Landlord allowing access to any portion of the building which the unit forms a part of and/or distribution of such keys to any other person is strictly prohibited.

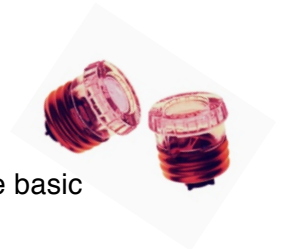
The tenant will reimburse the Landlord any costs associated with the changing of locks due to duplication of keys by the tenant.

The cost to replace lost or stolen keys will be charged to the tenant.

## Kitchen Range

The kitchen range provided is a standard model and requires certain care and attention by you.

- Do not attempt to clean the appliance with steel wool or a strong scouring powder. This will scratch the surface enamel.
- Do not over heat. Use only the temperature required for cooking your food.
- Clean the oven on a regular basis.
- Do not use tin foil or aluminum in the oven to protect it from grease. The heat balance will be disturbed and food will not cook properly.
- Use caution when removing the burners to clean the pans. They can be damaged if treated roughly.
- **IMPORTANT: The oven will not operate if the oven timer has been left on “automatic”.** The timer must be turned off **automatic** before the oven will come on when turned to normal. If a maintenance call is placed and the problem is due to the timer being set to automatic, you will be charged a \$50.00 service fee.
- The range hood must be cleaned and the filter changed regularly.



## Kitchen Range Fuses

The kitchen range has a row of fuses built into it. These fuses are located in three basic locations depending on the make and model of your range.

- Type I: Fuses are located just above the rear burners and can be seen if the plate is removed. The two screws at the bottom of the console (raised back) are removed. If a fuse is blown, you will require a screw-type fuse. A blown fuse will need to be replaced with the IDENTICAL type i.e. 15 watt, 20 watt etc. If the fuse blows again within a short time, please notify your Site Office.
- Type II: Fuses are located immediately above the pot-and-pan drawer.
- Type III: Fuses are located at the top of the console (raised back) and can be located by removing the chrome cover. These tend to be difficult to get at the first time.

**REPLACEMENT OF FUSES IS YOUR RESPONSIBILITY!**

## Locks

Tenants may not change the locks or place extra locks on the doors.

## Outside Taps

Tenants in townhouse units are required to shut off the water to the outside taps and drain the lines for the winter season.

## Parking Stalls

- Parking stalls are assigned when the tenant moves in and shall park their vehicle in the space assigned.
- Tenants acknowledge that any vehicle stored in their parking stall they do so at their own risk.
- Tenants are not permitted to perform repairs or maintenance to vehicles in their parking stall or anywhere on the landlord's property.
- Parking stalls are not to be used for parking campers, travel trailers, quads or RV's. Any such vehicles parked or left on the premises will be removed at the tenant's expense.
- Any tenant parking their vehicle in an unauthorized area will have their vehicle removed at their expense.
- Unlicensed, unregistered and/or inoperable vehicles are not permitted. Vehicles with flat tires, broken windows, mirrors or lights, leaking fluids, detached or hanging bumpers or any damage that is deemed dangerous, is not permitted. If the tenant does not rectify the problem or does not remove the vehicle, **it will be towed at the owner's expense.**
- Visitors and guests may use visitor parking. They may not park in other tenants' parking stalls unless they have permission to do so. Visitors and guests may not park in visitor parking overnight without permission from the site Property Administrator.
- Tenants are asked to try to keep their vehicle parked in the centre of their stall.
- During the winter months, tenants are responsible for the removal of snow from their parking stall.

## Refrigerator

The refrigerator provided is a standard frost-free model and requires certain care.

- There is no need to defrost the unit.
- **Never chip the ice out of the freezer compartment with a sharp object.** A punctured evaporator is expensive and the cost is charged back to the tenant.
- The dials should be set at (4) and (3) which are normal settings.



- **Never** use steel wool or strong scouring powders to clean the exterior or interior surfaces.
- **Do not use force** in closing the freezer compartment door.
- **Never** leave the doors closed when the refrigerator is turned off.
- **Do not** overload the refrigerator. It needs proper air circulation to work effectively.
- **Do not** place hot items in the refrigerator. Let food cool to room temperature before placing it in the refrigerator.
- **Do not** load the refrigerator with a lot of items and expect them to cool immediately. The refrigerator cannot handle large loads suddenly.
- The refrigerator **MUST** be pulled out and the coils on the back thoroughly vacuumed on a regular basis.

Maintaining your refrigerator in good order is important. Report any problems beyond your control to your Site Office.

### **Repairs to the Rental Premises**

Tenants can do some minor repairs themselves including changing light bulbs and furnace filters.

Tenants may be charged for call-outs and repairs in the following situations:

- The tenants, or people allowed on the premises by them, caused the problem;
- The contractor determined there was nothing wrong.

### **Satellite Dishes, Radios and TV Antenna and Towers**

Satellite dishes, telephone, radio or TV antenna and towers may not be erected, installed or attached to the building or fence.

### **Signs**

Tenants may not place signs, placards or notice plates for advertising purposes anywhere in the rental premises or on or about the property.

## **Smoke Detectors**

Your unit is equipped with a smoke detector which is designed to give you advance warning of a fire or smoke build up. When the alarm sounds, it will continue until the situation ceases. **The Smoke Detector MUST NOT be tampered with.**

### ***Reasons your Smoke Detector may alarm***

- A fire;
- A mechanical failure in the smoke detector;
- Excessive smoke caused by a number of people smoking in your unit;
- Food burned by a kitchen range, toaster or other electrical appliance;
- Tampering with the unit or accidentally hitting it;
- Inadequate maintenance/cleaning of the unit;
- Other abnormal conditions.

### ***Action to be taken if the Alarm sounds***

#### **If Awake:**

- Immediately check to see if there is a fire in your unit. If so, evacuate everyone immediately. **CLOSE YOUR UNIT DOOR BEHIND YOU!**

#### ***Apartment Tenants***

If you decide to go to the balcony, get a wet towel beforehand and place it on the floor under the balcony door. The Fire Department will get you from the balcony.

#### ***Townhouse Tenants***

Call the Fire Department immediately by calling **9-1-1**.

- If there is no fire, try to determine the cause of the alarm.
- To silence the alarm, open a window and the front door to clear the air. The alarm should then reset itself.

#### **If Awoken from a Sleep:**

- Evacuate everyone from your dwelling immediately. **DO NOT WAIT. GET OUT.** Once out, close the door behind you and call the fire department immediately. **DO NOT TAKE ANY CHANCES.**
- A fire evacuation route has been given to you.

## **Snow Removal**

Townhouse tenants must keep their sidewalks, steps and parking stall free and clear of ice and snow.

The Corporation is responsible for all walkways in the common areas.

## **Thermostat**

### ***Apartments & Townhouses***

The thermostat in your unit should be set in the 70°F (20°C) and 72°F (22°C) range.



### ***Geothermal Townhouses & Apartments***

Not only does the geothermal system provide heat in the winter, it also provides air conditioning in the summer.

The geothermal heating system is slower to respond than a gas fired, forced air system. Therefore, increasing and decreasing the temperature in your unit must be done gradually. It is recommended one (1) degree every 30 minutes. Remember, the temperature response time will be slower because the adjustment is smaller. If possible, leave your thermostat on a comfortable temperature for both day and night.

Adjusting the temperature gradually will also prevent the alternate heating system from “kicking in”. The alternate heating source is an 8,000 watt heat element, which is equal to eighty (80) 100 watt light bulbs. If used on a regular basis, you will see a large increase in your electrical bill.

The thermostat will have to be switched to an appropriate setting twice per year:

- Fall/Winter – suggested temperature setting is 20°C to 22°C
- Spring/Summer – suggested temperature setting is 25°C (fan)

## **Toilets**

Tenants should have a good toilet plunger and should use it if the toilet becomes plugged or backs up.

Tenants will be charged the full cost of the service call if a plumber is called out and only need to plunge the toilet to clear it.

## **Water**

Water must not be left running unless in actual use. To prevent flooding, shower curtains must be left inside the tub.

### **Water Heater – Geothermal Units**

The water heater in your units is the electrical type and does not have an accessible dial for temperature control found on gas fired units.

## **Windows**

The Tenant will only use the window coverings supplied by the Landlord.

If windows are left open, you will be responsible for any damage caused to the plumbing due to freezing or damage to walls and floors due to rain.

## **Wiring**

No wires or electric lights, television or radio connections are to be added to the premises. The position of the existing wires must not be altered. The telephone must remain at the location provided in the premises.

## **Yards**

Townhouse tenants are required to keep both the front and back yards clean and tidy. Laundry, rugs, mats, clothing and bedding must not be hung from the fence. During the summer season tenants must cut and water their grass and lawns during the summer season. Flowers, hanging plants or other objects may not be placed on the fence.

## **MOVING IN**

### **Move-in Date**

If the lease begins on the first of the month, tenants may move in up to five working days before the first without additional charges provided:

- The tenants have signed their lease, paid their rent and security deposit and provided a copy of their tenant insurance;
- The rental premises is ready for occupancy and does not require any cleaning or repairs.

The Assistant Property Manager's discretion in this matter is final.

### **Check-in Inspection**

New tenants must arrange an appointment to do their check-in inspection. The Tenant and the Property Administrator will go through the rental premises together and note the condition on the **Condition Report** which is signed by both the Tenant and the Property Administrator.

#### **IMPORTANT NOTICE – CLEANING & REPAIRS**

It is very important that tenants make sure any required cleaning and/or repairs are written on the **Condition Report**.

If cleaning and/or repairs are needed, but are not recorded, the tenant could be held financially responsible for these items at some point during their tenancy or when they vacate.

If the tenant does not agree with the check-in condition report as completed by the Property Administrator, they should notify their Site Office, in writing, within five (5) days.

### **Keys**

Tenants receive keys to their rental premises and to their mailbox when they complete the check-in.

### **Parking Stall**

The Property Administrator will assign a parking stall at the check-in appointment.

## **MOVING OUT**

### **Rental Notice**

Tenants must give notice they are moving out in accordance with the terms of their lease.

### **Giving Notice to Move**

Notices to move must be in writing ([Notice to Landlord](#)). The Notice may be hand delivered, emailed or faxed to the appropriate Site Office.

### **Cleaning List**

A [\*Checklist for Vacating Residents\*](#) can be found on the Wood Buffalo Housing & Development Corporation Website. This list can be used to determine what needs to be cleaned or repaired before the tenant vacates.

### **Check out Inspection**

Tenants must contact their site Property Administrator to arrange a time to complete a check-out inspection. They will go through the rental premises together and note the condition on the **Condition Report**. Any needed cleaning and/or repairs will be recorded. Tenants also return their keys and parking pass at this time.

### **Security Deposit Refund**

A security deposit refund or a statement of account is sent to the tenant within ten (10) days after they vacate.

Tenants are asked to provide Wood Buffalo Housing & Development Corporation with their forwarding address to ensure they receive their refund promptly.

## **OVER HOUSED TENANTS**

From time to time tenants may find themselves living in a unit with more bedrooms than required for the size of their family. This often occurs for example, when adult children move away from home.

In circumstances where the tenants are over housed, Wood Buffalo Housing & Development Corporation requires them to transfer to a more suitably sized accommodation.

## **PERSONAL INFORMATION**

Personal information, including information about gross household income, income of individual members of the household, assets of the household and characteristics and composition of the household is required to assess eligibility for the various housing programs to determine rent, and the type and size of housing unit required.

Information is protected by the privacy provision of the *Freedom of Information and Protection of Privacy Act*.

## **PETS**

Pets are not permitted. Pets include dogs, cats, birds, reptiles and animals. Fish tanks, 5 gallons or less, is permitted.

## SECURITY DEPOSIT

Tenants pay a security deposit before they move in. The security deposit is the same amount as the first month's rent. The Landlord can deduct money from the security deposit for items the tenant is liable for at the end of the tenancy. This can include rent arrears, cost of repairs for damage caused by the tenant and cost of cleaning for items that are beyond normal wear and tear.

### Trust Account

The security deposit goes into a trust account until the tenant moves out. Interest is compounded annually and paid out at the end of the lease agreement.

### Interest

The charge shows the interest rate by year:

YEAR	INTEREST RATE
January 1 to December 31, 2011	0.00%
January 1 to December 31, 2010	0.00%
January 1 to December 31, 2009	0.00%
January 1 to December 31, 2008	0.50%
January 1 to December 31, 2007	0.30%
January 1 to December 31, 2006	0.00%
January 1 to December 31, 2005	0.00%
January 1 to December 31, 2004	0.00%
January 1 to December 31, 2003	0.00%

The new interest rate starts January 1<sup>st</sup> and stays the same for the year. The *Security Deposit Interest Rate Regulation* includes a formula that sets the yearly interest rate at 3% below the interest rate on November 1<sup>st</sup> of the previous year for cashable one-year guaranteed investment certificates from ATB Financial.

### Return of Security Deposit

After a tenant moves out, the security deposit will be returned, with interest if:

- The rent is paid up-to-date, in full;
- There are no charges on the move-out Condition Report for cleaning and/or repairs;
- There are no unpaid charges on the tenant's account for rent, maintenance, parking and/or utilities;
- There are no other outstanding charges.

It is important for tenants to give Wood Buffalo Housing & Development Corporation their forwarding address when they move so that any refunds can be returned.

## **TENANT RELATIONS**

Tenants live in rental units with families from a variety of backgrounds. Ideas about acceptable behavior will vary.

### **Rules and Regulations**

It is expected that tenants will follow the rules and regulations of their lease agreement and the *Residential Tenancies Act*, ensuring they do not interfere with the rights of their neighbours. From time to time, problems do occur. They often involve concerns around noise, parties and parking stalls.

### **Resolving Issues**

If tenants are unable to resolve the issues themselves, they are welcome to contact Wood Buffalo Housing & Development Corporation for assistance. The Assistant Property Manager and Property Administrators are available to help.

### **Written Statements**

When reporting problems, tenants are asked to submit written statements to Wood Buffalo Housing & Development Corporation. The letters should include information about what the tenant knows or what they saw and the names and address of the people involved in the problem. The letters should be dated and signed. The information is confidential.

## **UNIT INSPECTIONS**

The Landlord will complete a minimum of two (2) unit inspections per year to ensure the property is being kept in its original state.

## **WATER BEDS**

Tenants are not permitted to bring onto or use in the premises a water bed.