

TENANT HANDBOOK



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THIS HANDBOOK IS PROVIDED ONLY AS A GUIDE.

YOUR LEGAL RIGHTS AND RESPONSIBILITIES ARE DESCRIBED IN YOUR RESIDENTIAL TENANCY AGREEMENT.

For more information on your rights and responsibilities as a tenant, phone the Residential Tenancy Branch at 604-660-1020 (outside the Lower Mainland: 1-800-665-8779) or online at [Residential Tenancy Branch](#).

WELCOME to your new home.

This handbook provides you with an understanding of the guidelines and policies that Tikva Housing Society (TIKVA) follows to help make your home a safe, affordable and comfortable place to live. The Appendix provides information specifically related to your housing community. Also, it provides a good overview of how TIKVA operates as well as what is required of tenants.

Keep this handbook in a convenient place for future reference. You may also find this handbook on the [Tenant Portal](#). If you have suggestions for future editions, please contact us at: 778-998-4582 / info@tikvahousing.org

About TIKVA

TIKVA is a non-profit society which provides access to innovative and affordable housing solutions, primarily for Jewish individuals and families. TIKVA operates five housing communities: four in the City of Vancouver and one in Richmond. Check out TIKVA's website to learn more about each housing program.

Roles of TIKVA staff and property management staff or others

In buildings managed by TIKVA in the Lower Mainland, you may meet the following people:

- **Property Manager (PM)** – Your PM helps you to complete your tenancy forms and calculates how much rent you will pay. PMs also work with tenants to resolve problems related to the maintenance and repairs of their homes.
- **Maintenance Staff and Contractors** – Maintenance staff are called in when you need something in your home repaired. For example, they deal with leaky pipes, re-hanging closet doors and some appliance repairs. They also handle repairs in common areas.
- **Grounds** – Both seasonal and full-time grounds contractors provide gardening services to the common areas of your development. Duties may include leaf blowing, maintaining lawns, tree pruning, weeding and planting flower boxes and beds.
- **Housing Care Manager (HCM)** – HCMs work for Jewish Family Services to assist tenants who may need help in maintaining housing and integration into the community. HCMs work directly with tenants to enhance their functioning in the areas of vocational, educational, social, recreational, physical and rehabilitative needs. Their main goals are to work with tenants to facilitate successful tenancies, refer clients to TIKVA who identify available housing options and connect them to community resources. HCMs also provide support to those with day-to-day questions and/or concerns.

MOVING IN

Your Property Manager will let you know what day and time you may move into your new home. When you go to the building to pick up your keys, the property manager or building manager will complete a move-in inspection with you.



KEYS AND LOCKS

Please observe the following regarding your keys, locks and fobs:

- Tenants may not change unit door locks without written permission from TIKVA. New locks must be keyed to the master key.
- Tenants must receive written permission from TIKVA to install additional security locks or devices. The Property Manager must be provided with the keys and access codes.
- Tenants must immediately report the loss of any key or key fob to the unit. The tenant will be charged for additional sets of keys and fobs or the costs to rekey locks and reissue new keys.
- Duplication of unit keys is the sole responsibility of TIKVA. We will charge fees for duplication.
- The Property Manager will change unit door locks when a unit becomes vacant.

General Procedures for Keys and Locks:

- TIKVA will keep a limited number of master keys in order to:
 - To access units in an emergency.
 - To access a unit for repair, inspection or non-emergency access with notice to the tenant.
- TIKVA will provide to each unit household at move-in, without charge:
 - One (1) or Two (2) keys to the unit's common areas (parking, waste and recycling room/bicycle storage rooms).
 - One (1) mailbox key.
 - Two (2) unit keys.

PARKING

Some Tenant parking is available. Vehicles must meet certain conditions, including being registered, insured and in running order. Proof of Tenant vehicle insurance must be provided at the commencement of the Tenancy and upon renewal at the expiry of the insurance policy. Any Additional Drivers who are also Tenants and use the Tenant's vehicle must be named on the Tenant's insurance policy. Please see Appendix 1 for your residences' tenant and visitor parking provisions.

- All tenants with vehicles shall register them with TIKVA and will be assigned a parking spot. A tenant may only park in his or her assigned spot. Unregistered or illegally parked vehicles will be towed at the owner's expense.
- There may be a parking fee charge depending on your residence. Please see the appendix for details on the parking fee.
- Parking is restricted to stalls. Parking on internal roadways is prohibited.
- Parking stalls are not to be used for storage, repairs and maintenance or washing vehicles.

- Tenants are responsible for cleaning up any leaks caused by their vehicles.
- Tenants are not permitted to park in visitor parking stalls, if applicable.
- Tenants shall not sublet their parking stalls.

INSURANCE (some exceptions apply)

TIKVA only insures its buildings, not your belongings. Although tenants in some of TIKVA's properties are not required to purchase content insurance, we recommend that you do so to protect your belongings in case of fire, theft, earthquake or other damage. Please note that you are required to carry a minimum of \$100,000 waterbed liability insurance if you have a waterbed. If you do not have insurance and your belongings are damaged, TIKVA is not financially responsible for replacement expenses. Contact your Property Manager for more information.

HYDRO

Tenants are responsible for paying for their own hydro in all buildings. You will need to contact BC Hydro to arrange for a hydro connection and payment. This should be done prior to the date you gain possession of the unit which is the day you sign the Residential Tenancy Agreement.

ENERGY

In some buildings, tenants are responsible to pay for water and energy consumption. You will need to contact the provider to arrange for connection and payment. This should be before the date you gain possession of the unit which is the day you sign the rental agreement. Please see the relevant Appendix for additional information.

CABLE; TELEPHONE; SATELLITE DISHES

Most buildings have individual cable hook-ups. Tenants are responsible for contacting their local cable and telephone companies to arrange for connection and payment. Additional service outlets must be approved by TIKVA in writing and installed at your expense. TIKVA does not allow Satellite dishes to be attached to the building or fences.

PETS

The pet ownership rules provided with your tenancy agreement outline the number of pets that are and are not permitted. If you violate the pet ownership rules, your tenancy may be at risk. Please refer to the Appendix for specific rules about the pet policy in your residence.

It is your responsibility to remove all waste deposited by your pet within the common areas of the development. Please remember that pets must be on a leash and with a responsible person when not inside their units.

- All cats and dogs must be spayed or neutered and vaccinated.
- All animals must live inside their unit. When outside, pets must wear identification tags and be closely watched. Pets may not be tied up and/or left unattended on the property, and owners



must immediately pick up any animal droppings left by their pets. Tenants are responsible for any damage caused by their pets or their visitors' pets.

- TIKVA reserves the right to refuse any pet it considers dangerous, and to remove any pet that causes persistent noise, damage or other problems.
- If you moved into your unit without a pet and would like to acquire one, you must get written approval from TIKVA in advance.
- TIKVA will charge tenants a pet deposit as shown in your tenancy agreement. The amount of the deposit may vary between different locations. The pet damage deposit is payable when the tenant moves in if they move in with the pet, or when an existing tenant acquires a pet. If an additional pet is allowed under the Tenancy Agreement the Tenant is required to comply with the policy & terms outlined for an existing pet. The cost of repairing any pet-caused damage to the rental unit or property revealed during the move-out inspection will be charged against the tenant's pet damage deposit and/or the tenant's security deposit.
- When vacating their unit, pet owners must have the unit sprayed for fleas.
- Pets are not permitted to enter any common room.

RENT

HOW YOUR TENANT RENT CONTRIBUTION (TRC) / RENT IS CALCULATED

Depending on your income, you may pay a rent geared to your income or a minimum or maximum rent. For tenants who pay rent geared to income (RGI), your monthly TRC/rent is 30% of your adjusted total gross (before tax) household income (which means 30% of the gross income from anyone 19 and over living in your home). If your income is very low, you will be required to pay a minimum rent equal to the Income Assistance shelter allowance for your family size. If you are receiving ministry assistance, your rent is calculated on a flat rate table based on the number of occupants in the household.

We look at income, source of income, assets, family size and whether someone is a student when we assess the amount of your TRC. For example, student scholarships are not included as a source of income while wages and provincial income assistance are. Check with your Property Manager for more information on what types of income are or are not included, and for details on the TRC rent calculation process. Refer to the Proof of Income and Assets information guide available from your PM.

Should a change to your family size or significant income change occur (for example, if one of your children is moving out or if your source of income changes from employment, employment insurance, income assistance or any change in the amount of income), you must contact your PM. They will advise whether your TRC will be adjusted at that time.

TIKVA does not receive government subsidies for those tenants paying RGI rents and relies on the generosity of donors and prudent financial management to offer its affordable housing. As stated in your tenancy agreement, any subsidized rents are at the sole discretion of TIKVA. Reductions of rent due to loss of income are not guaranteed.

HOW TO PAY YOUR TENANT RENT CONTRIBUTION/RENT

Your TRC/rent must be paid on or before the first day of each month.

You may pay by:

- Direct deposit of ministry-funded payments. You can have payments sent directly to TIKVA Housing's property management company each month to automatically pay your TRC/rent.
- Pre-authorized rent payment. With this option, you may pay your TRC/rent by arranging to have automatic monthly withdrawals from your bank account.

Please note that if you are unable to pay your TRC/rent on time, you must contact your Property Manager in writing explaining why you are unable to pay at least 5 business days prior to the next rent payday. It may be necessary to sign a repayment agreement. If your rent is not paid by the first of the month and no agreement is in place, you may be issued a Notice to End Tenancy. This is the start of the eviction process. (Please refer to your tenancy agreement.)

ANNUAL REVIEW PROCESS

You will need to provide all asset and income information once a year.

You will provide us with your current financial and household information and attach copies of any documents that provide proof of your stated income and assets for the past three months.

Documentation for your income and asset review must be current and verifiable. It may include items such as pay stubs, letters from employers, tax records, bank statements, and government benefits statements. The Proof of Income and Assets information guide will be emailed to you at the annual review.

Under the terms of your tenancy agreement, you are responsible for paying the TRC/rent established for your unit, which is based on the information provided in your declaration form. It is important that you fill out this form and have it signed by all members of the household 19 and over. Failure to do so means that you would be charged market rent. If you don't pay the market rent that we charge you, we will be issuing a Notice to End Tenancy according to the Residential Tenancy Act.

If you have any questions or need help filling out the declaration form, please phone your property management office.

RIGHTS AND RESPONSIBILITIES

PRIVACY POLICY

TIKVA is committed to maintaining confidentiality, respecting personal privacy, and, as a registered non-profit society is regulated by the Personal Information Protection Act (PIPA) which is responsible for the protection of all personal information under its custody and control.

When you applied for housing, we collected only the personal information required to administer our housing programs. We will only use this information to support you in your tenancy.

Your personal information will only be used by authorized staff to fulfill the purpose for which it was originally collected, or for a use consistent with that purpose. We do not disclose your personal information to other public bodies or individuals except as authorized by legislation or with your consent.

TIKVA has safeguards in place to protect your electronic records against risks of unauthorized access. Staff access such information only on a need-to-know basis to perform their jobs. We only keep your

personal information for the length of time governed by our records retention schedules and other legislative requirements. Records are then destroyed.

To obtain access to your records or to request a correction to a record, you must make a written request. Please contact TIKVA's office for assistance or to receive more information about TIKVA's privacy policy.

RESIDENTIAL TENANCY AGREEMENT

Before moving into your unit, you signed a Residential Tenancy Agreement with TIKVA and you should have a copy of it. (If you lost yours, you can contact your Property Manager to request another.) If you find some of the rules difficult to understand, your Housing Care Manager or Property Manager can help you.

HOUSEHOLD SIZE

If there is an increase or decrease in the number of residents in your family, even temporarily, you must contact your PM right away.

YOUR NEW HOME

CARE OF YOUR UNIT

It is your responsibility to keep your home safe and clean.

- Leave common areas like the hallways, laundry rooms and grounds clean for other tenants. Do not store items in the common areas or on balconies and patios, i.e. bicycles.
- Remember that children and pets should not play in hallways, elevators, laundry rooms, locker rooms or underground parking garages.
- Do not use liquid bleach as a cleaner. It is harsh on the environment and can also damage building materials, such as carpets. Instead, use alternatives such as baking soda.

Any alterations (for example, removal of Ramps or any other accessible installations in Accessible Units, changing window coverings, etc.), renovations or painting in your unit must be approved in advance by TIKVA in writing.

APPLIANCES

Our units' refrigerators are frost-free and do not need to be de-frosted

Use oven-cleaning products for your oven.



Use a mild soapy solution to clean the smooth surfaces of appliances. For grease and dirt, try a paste made from baking soda and water. Please do not use abrasive cleaning products as they will damage the surfaces of your appliances.

BATHROOMS

Please use a gentle, non-abrasive cleaner on bathtubs, sinks and toilets. A rough cleaner will scratch the surface and make the fixtures harder to keep clean.

You may have a condensation problem in your bathroom if there are symptoms such as:

- Condensation on the fixtures, windows or walls.
- Mould and mildew between ceramic tiles, in the corners or on the ceiling; peeling paint, rotting, blackened window sills, damaged drywall under the toilet, windows, curling floor tiles, musty smells, or water dripping from vents.

Condensation is caused by:

- Excessive house humidity.
- Moisture from hot baths and showers.
- Dampness from wet bath mats, towels and drying clothes.
- Inadequate ventilation.
- Uninsulated vent ducts.
- Paint or wallpaper not designed for use in bathrooms.

While you cannot change any structural causes, there are a number of things you can do to reduce condensation.

- Turn on the bathroom fan or open the bathroom window while you are showering or bathing. Keep the fan running or window open until the condensation has evaporated (at least for a minimum of 15 minutes).
- Turn on the heat lamp during your bath or shower, if applicable to your unit.
- Keep the kitchen fan on, or a kitchen window open, while cooking and washing dishes.
- Do not dry clothes over a heat source for extended periods.

PATIOS AND BALCONIES

If you have outside water taps, shut them off inside your unit before winter. Your PM can show you where the shut-off valve is located if you are not sure.

TIKVA's property management company is responsible to remove snow from the city sidewalks, but it is your responsibility to shovel the walkway and steps to your unit.

If your unit has a balcony, it must not be used for storage. In the winter, you should clear any snow from your balcony because accumulated melting snow could leak under the door into your home.

- Refrain from engaging in activities that may affect adjacent outdoor or indoor spaces nearby. This includes playing loud music, loud games such as floor hockey, smoking or burning incense charcoal or open fires that may cause smoke.
- No objects may hang outside the edge of the balconies.
- Any items stored on balconies should be neatly arranged or enclosed and not detract from the overall appearance of the building. Balconies are not to be used to store garbage or indoor furniture.
- Glass guardrails and guard walls may not be covered.
- Windows may not be covered or obscured by fabric, films, foils or paper or other materials without written permission from TIKVA.

- TIKVA reserves the right to restrict items that create unduly cluttered and disorganized spaces, especially if they are visible from the exterior and are not one of the following:
 - One working electric barbecue where allowed
 - Plants (planters must be raised one inch to allow airspace if sitting on anything other than concrete and must have a planter pot tray to hold excessive water)
 - Outdoor furniture
- At the discretion and request of TIKVA, tenants must remove any items that interfere with the quiet or peaceful enjoyment of the Premises or detract from the overall appearance and use of the Premises. If tenants fail to remove such items, TIKVA may remove them at the tenant's expense.

BARBECUES POLICY

- Barbecues and cooking units meant for outdoor cooking purposes are not permitted to be used in any indoor space or home.
- No fuel for barbecues or cooking units for outdoor cooking purposes may be kept in any indoor space or home.
- Only some of TIKVA's properties allow the use of barbecues on balconies. When barbecues are allowed, only electrical barbecues may be used. Only clean-burning, non-smoke-producing barbecues and outdoor cooking units are permitted on outdoor balconies and patio areas.
- Barbecues and cooking units must be kept 45 cm or more from the building's exterior walls.
- Any cooking residue such as oil vapour or spatters from cooking food should be cleaned off any adjacent surfaces with a non-abrasive cleaner immediately after the use of the cooking appliance.
- Barbecues, whether charcoal or propane, are not permitted on balconies as the fumes or burning coals are a potential health and fire hazard.



BIKE ROOM AND LOCKERS POLICY

- The bike rooms on the Premises are solely for the storage of bicycles, e-bikes, tricycles, scooters (including mobility scooters) and other transportation devices.
- TIKVA is not responsible for providing enough bike parking spaces for all tenants' requests.
- TIKVA may require tenants to remove any item stored in the bike parking space in a manner contrary to this policy. If tenants fail to remove such items, TIKVA may remove them at the tenants' expense.
- TIKVA is not liable for bikes and other items stored in the storage room.
- Where applicable, a storage unit will be allocated to you. Any existing damage to the Storage Locker shall be noted as part of the Move-In process.
- The Tenant will be responsible, when their tenancy comes to an end, to clear out all stored items from their allocated Storage Locker or Bike Locker (if applicable) and leave in the condition it was allocated in.

SECURITY PROCEDURE

Entering and Exiting the Building:

- Do not allow anyone you do not know into the building.
- Ensure that the doors are completely closed behind you before you leave.

Entering and Exiting the Parkade:

- Do not open the gate for anyone you do not know.
- Enter or exit the gate one vehicle at a time, with no tailgating.
- Stop after you clear the gate to ensure no vehicles or pedestrians enter or exit the parkade.
- Wait until the gate is completely closed before you leave.
- For your safety, do not enter or exit the parkade gate on foot.

VISITORS

Tenants are responsible for visitors and guests while they are in the common areas of the building and ensure they do not loiter on the property after their visit.

Tenants are responsible for ensuring their guests and visitors are aware of the property's security policy and follow its protocols.



HOUSEHOLD GARBAGE AND RECYCLING

Posters of proper garbage and recycling information are posted in the garbage room. Check with your PM for further information about garbage removal and recycling programs.

Disposal of furniture, electronics, appliances or other large items is not permitted. Tenants must arrange for the removal of these items at their own expense. Please contact your PM or Housing Care Manager if you have any questions. If such items are not removed within a reasonable time-scale then the Landlord shall make arrangements for disposal and any costs shall be the Tenant's responsibility.

LAUNDRY ROOMS

Buildings that have laundry rooms are available for use by tenants only.

We ask that you:

- Check with your building manager or PM whether there is a laundry schedule;
- Check for posted laundry room regulations;
- Remove lint from the lint screen in the dryer and dispose of it after each use to reduce drying times and prevent fires;
- Report any washer or dryer that is not working to your building manager or PM.

CONSERVING ENERGY

TIKVA is a carbon-neutral organization. This means we try to reduce energy and electricity consumption and related greenhouse gas emissions on all our housing sites. We support a culture of energy conservation. Whenever possible, we use energy-efficient lights and appliances. We keep the heat at moderate temperatures in stairwells and put weather stripping around doorways and windows to reduce drafts.

There are ways you can also save energy and lower your utility bills.

- Turn off lights in rooms that are not being used and whenever you leave a room. When possible, use natural light and energy-efficient light bulbs.
- Unplug electronic devices and chargers when not in use.
- To save hot water:
 - ☞ Run full loads in the washing machine and the dishwasher;
 - ☞ Take shorter showers;
 - ☞ Use cold water to wash clothes;
 - ☞ Plug the sink or rinse dishes in a dishpan rather than under hot running water.
- When it is cold out, keep the temperature at 20 degrees Celsius (68 degrees Fahrenheit) (if you have a thermostat in your unit). If you have a thermostat in your unit, turn it down when you:
 - ☞ Leave your home;
 - ☞ Open windows.
- Keep your refrigerator in a medium or low setting.
- Remove the lint from the lint screen in the dryer after each use to reduce drying times and prevent fires.



Do not turn your heat below 15 degrees Celsius (59 degrees Fahrenheit) in the winter, even if you will be away for a long period of time.

RENOVATIONS AND ALTERATIONS

TIKVA upgrades units and buildings as required. In some of our older developments, we have renovated kitchens, installed new windows and doors, and replaced flooring. We plan ahead for this type of work and let you know well in advance of any renovations planned for your building.

Depending on the age of your building, asbestos or other hazardous materials typically found in floor, wall and ceiling materials may be present. These materials are not a health risk when undisturbed. To avoid the risk of exposure during repair and/or renovation work, TIKVA, in compliance with WorkSafeBC requirements and other general safety practices, takes precautionary measures to protect both staff and tenants from possible contact with these materials. As such, you may see staff and/or contractors use tools and wear special clothing to protect themselves from possible workplace hazards. You may also see the posting of warning or caution signs. For your safety and the safety of others, please respect these signs.

Do not carry out alterations or renovations to your unit and contact your PM if repairs are required. Alterations and renovations include things like painting, wallpapering, changing the flooring, installing a satellite dish, removal of blinds, removal of internal doors, closet doors and so on. Please note the following:

- Tenants may attach pictures, paintings, shelving and other objects to walls but will be responsible for filling holes, painting walls to match the existing colour and repairing any damage caused by their decorations;
- TIKVA will paint units and will choose the colour at TIKVA's sole discretion. A Tenant may not paint his or her own unit;
- Tenants may not make any improvements or structural changes to their unit, including alterations to the exterior or interior of their unit, fences or patio enclosures, or the addition of any outside

buildings or structures, including anything that may change the design or appearance of the grounds or building.

MAINTENANCE AND REPAIRS

TIKVA is committed to providing safe housing for its tenants. From time-to-time staff may need to conduct repairs and preventative maintenance in your unit. TIKVA will make every reasonable effort to minimize the disruption while repairs and maintenance are underway.

If there has been property damage or an injury, the PM will complete an Incident Report and may require specific details from you.

Tenants must maintain ordinary health, cleanliness and sanitary standards in and around their units. For example:

- Tenants are responsible for keeping their units and private outdoor areas clean and free of hazards. Tenants may not store propane or other flammable materials in their units. Patios and balconies may not be used for storage;
- Tenants should wash their own windows inside and out if they can reach them safely;
- Tenants are responsible for keeping carpets clean and in good condition.
- All garbage must be bagged and placed inside the relevant dumpster, never left outside the dumpster or outside your unit.
- Tenants shall leave their units clean and in good condition when moving out as described in the move-out checklist;
- Tenants will report any repairs needed for any damage caused by them, their guests or pets, excluding normal wear and tear. Reasonable wear and tear refer to deterioration due to aging or other natural forces. If you, your guests, or your pets cause damage beyond wear and tear, such as a broken window, staining to wall surfaces, or dents in existing wall surfaces you are responsible for the replacement and/or repair cost due to that damage.
- Tenants who would like work completed on their unit, that has not already been scheduled as Planned Maintenance, must submit a maintenance request through the Maintenance Portal. The Property Managers will determine the priority of requests after assessing the scope and urgency of the work required. Requests will be responded to in a timely manner by the Property Manager. Some requests may require review by either or both of the Property Manager or TIKVA representative(s).

EMERGENCY REPAIRS

Emergency repairs are necessary if the health and safety of the occupants are at risk and/or the building is at risk. This includes situations like:

- Major leaks in pipes or roof;
- Damaged plumbing fixtures;
- Problems with the primary heating system;
- A malfunctioning electrical system;
- Damaged or defective locks that make the unit insecure.



Here are some examples that are **NOT** considered emergencies:

- A burned-out stove element;
- A plugged sink, tub or shower;

- Mould around a window;
- Changing locks because keys are lost.

Tenants must contact the Property Manager to report the emergency issue and have it repaired.

AFTER-HOURS MAINTENANCE EMERGENCIES

If you have a serious problem after hours, phone the 24-hour emergency maintenance number in your area (listed in Appendix 1 of this handbook). This number is intended for maintenance emergencies only such as a flood, an elevator breakdown, a power or heat system failure, a broken window, or a leaking roof.

GUESTS

Guests, including family members and friends, may stay with you for a total of 14 days in a calendar year. If you want or need to plan a longer visit, you must obtain written approval in advance of the visit from your PM. In the event that your guests stay longer than 14 nights without written approval from TIKVA, you may receive breach letters and this may lead to the termination of your tenancy agreement.

Caregivers, homemakers and other personal service providers who visit tenants on a regular basis must register with the PM.

SMOKING



Smoking is not permitted in any units, balconies, patios, common areas or grounds. In some developments, you may be allowed to smoke only in designated areas.

PEST CONTROL

Please report the first sign of pests in your unit to your PM immediately. Pests include (but are not limited to) rodents, cockroaches, ants, silverfish, and bedbugs. Treatments will be scheduled to avoid further infestations.

You can reduce pests by:



- Keeping your dry goods (flours, cereals, sugars, etc.) in glass, metal or hard plastic containers with tight-fitting lids;
- Keeping your garbage, including recyclables, and food scraps in tight-closing hard containers;
- Blocking any holes in your deck or foundation;
- Stuffing steel wool into holes around water pipes that can be found in the kitchen and bathroom;
- Keeping the grass and shrubs in your yard trimmed.

To avoid the spread of bedbugs, it is important that you do not bring any furniture or household items into your unit from dumpsters or second-hand stores. Some building locations offer a heat treatment room facility that can be used as a prevention measure. Should you discover bedbugs in your unit, notify

your PM immediately. They will give you further instructions on what is required to prepare your unit for effective treatment. If spraying or heat treatment is necessary, you will receive a notice that explains what must be done before any treatment can be completed.

NOISE AND DISTURBANCES



You and your neighbours are entitled to privacy and quiet enjoyment of your homes. Please ensure that you, your household members and your guests live in a manner that does not have a negative effect on your neighbours. Please note that excessive noise and disturbances may lead to action against your tenancy including eviction. (Please refer to Appendix 1 regarding quiet hours in your building).

CONFLICTS AND COMPLAINTS

If you are involved in a conflict with another tenant, try to resolve the issue with them before seeking help. If you are unable to resolve an issue as it relates to your tenancy, contact your Property Manager in writing (e.g. by email) or your Housing Care Manager by email or phone.

Note: Written complaints must be dated and signed and should state facts (who, what, when, where) rather than personal judgments, opinions or conclusions.

SAFETY

PROTECT YOURSELF AND YOUR HOME

Do not let strangers follow you into the building as you enter. If your building has an intercom, ensure your guests use it when visiting you. When you receive a call on the intercom, be sure that you know that person before allowing them into the building.

Please be sure that when you enter or leave your parking garage, you wait for the gate to close before you continue to drive.

Only let workers come into the building or your unit if you know they should be there (for example, if notices have been posted) and they have proper identification.

If you see strangers loitering around the building, please contact your PM or caretaker or the police directly. If you observe suspected criminal activity, do not attempt to intervene. Phone the police immediately.

If your safety or someone else's safety is at risk, call 911 immediately.

FIRE SAFETY



Here are some fire safety tips to protect your home and your family:

- Do not store flammable materials such as paint thinner, solvents, propane tanks or gasoline inside your home or attached storage.
- Regularly recycle old newspapers as they are a fire hazard if you let them stack up.

- Make sure you know what to do in case of fire. If you live in an apartment building, you will find fire safety and evacuation information posted on each floor. You can also obtain fire safety information from your PM.
- Make sure you know at least two ways out of the building in case one escape route is blocked by fire. Plan these escape routes with your household members and practice them regularly so everyone knows how to exit the building safely.
- If you hear a fire alarm, always leave the building right away. Follow your fire escape plan.
- If a fire occurs in your unit, evacuate to safety, activate the fire alarm, and call 911 for the fire department.

Call your Property Manager if the smoke alarm in your home goes off frequently. This alarm is wired, so there is no battery to replace. We inspect the smoke alarm and test it regularly. Do not remove or disable it.

By keeping your stove, oven and toaster clean so they don't smoke, you can help prevent setting your smoke alarm off. Also, use the exhaust fan when cooking to reduce the possibility of false alarms and never leave cooking food unattended.

Advise your building PM immediately if you become aware of any fire hazards in your home or building, for example, accumulations of combustible materials, flammable liquids, or blocked exit routes.

Only use a fire extinguisher if you have been trained. If you want to learn how to use a fire extinguisher, contact your local fire department.

Do not prop open fire doors or disable automatic door closers, as you place both yourself and your neighbours in danger in the event of a fire.

Do not overload power outlets or use damaged, old or frayed power cords. A power bar with a shut-off feature can protect your electrical appliances.

VANDALISM

Vandalism to elevators, stairwells and hallways can result in costly repairs. Graffiti on brickwork is difficult to remove and is unsightly. We ask that you call the police right away and tell your PM if you see anyone damaging TIKVA'S property.

MOVING OUT

When you decide to move out, you need to give your Property Manager written notice. This notice must be received by the last day of the month, one month before you plan to move. For example, if you were planning to move out on April 30, you would need to notify your PM by 4:30 p.m. on March 31. Your building's PM will make an appointment with you to inspect your unit before you leave and will give you a list of the cleaning you have to do before moving out. You must leave the unit as clean as it was when you moved in. Except for normal wear and tear, any damage to your unit is your responsibility. You may be charged for the cost of repairs. More information is available in Appendix 2 – Move-out Process and Checklist.

You must move out by 1 p.m. on the last day of the month. It is your responsibility to return all keys, fobs, and laundry cards, and to sign the move-out inspection form. In the event of non-return of any keys, fobs or laundry cards, charges may apply for any replacement.

RETURN OF DEPOSIT

When a tenancy ends, the tenant must give the landlord their forwarding address in writing within one year of when the tenancy ended. Once the landlord has received the tenant's forwarding address, they have 15 days to return the deposit(s) less any deductions for the cost of repairs, if necessary.

