

You and Your Home

A Resident's Handbook



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Published by Newfoundland and Labrador Housing Corporation

Note:

All information in this booklet is subject to
change without notice.

Welcome to your new home

We hope you will enjoy living in your new neighbourhood.

The federal and provincial governments work in partnership to provide safe and affordable housing for you and your family. This tenant handbook is designed to provide you with information on some of the most important conditions of your lease with Newfoundland and Labrador Housing Corporation (NLHC).

We suggest that you read this handbook carefully and keep it in a convenient place for future reference. If you have any questions or suggestions, please call the NLHC office nearest you.

Information can also be found on our website at www.nlhc.nl.ca.

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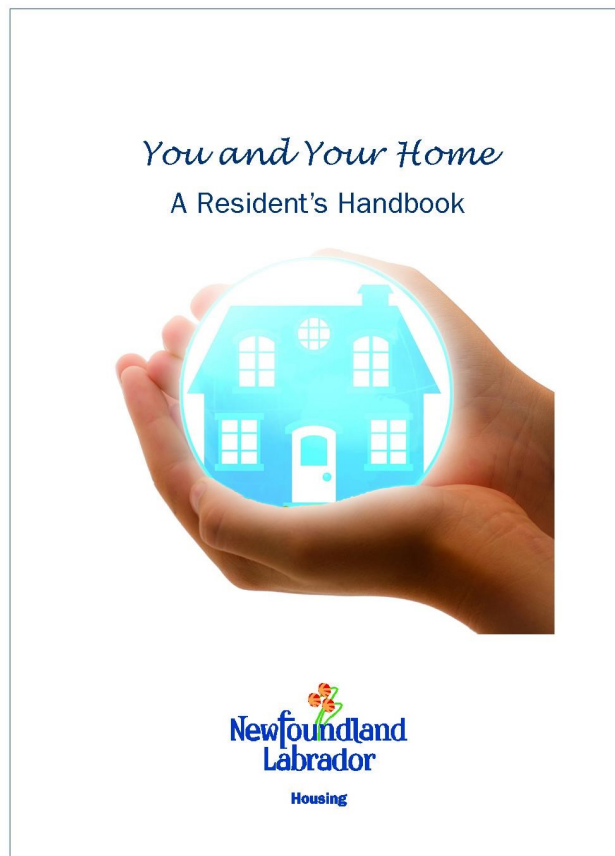
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This is your new home

Your rights and responsibilities as a tenant are outlined in this booklet.



What you should know about

Your lease

The lease agreement sets out in writing NLHC's responsibilities as the landlord and yours as the tenant. Read this rental agreement carefully and ask your Housing Officer to explain any conditions or terms you do not fully understand.

Keys

After signing your lease, you will receive keys to your new home, the front door of the building and your mailbox, as necessary.



You are responsible for carrying a key with you when you go out. In the event that you are locked out, you are responsible for obtaining access to your dwelling and for the full cost of this service.

If you lose your keys and require a new lockset, this replacement fee is also your responsibility. NLHC does not keep master keys to our units.

Residential Tenancies Act




Tenants' Bill of Rights

NLHC is committed to providing safe, affordable housing for individuals and families in need. We believe that fairness, equity and respect guide our interactions with our clients and each other. In this regard, we support the following Tenants' Bill of Rights.

As a client of NLHC:

- YOU HAVE THE RIGHT to contact any office of NLHC to discuss your concerns;
- YOU HAVE THE RIGHT to respectful service from our organization;
- YOU HAVE THE RIGHT to quiet enjoyment of your property;
- YOU HAVE THE RIGHT to receive accurate notice of eviction pursuant to the Residential Tenancies Act;
- YOU HAVE THE RIGHT to appeal to NLHC and the Residential Tenancies Board regarding landlord and tenant matters;
- YOU HAVE THE RIGHT, after exhausting appeals, to bring concerns to the Office of the Citizens' Representative regarding decisions taken against you think are unfair or contrary to law;
- YOU HAVE THE RIGHT to privacy of personal information held by NLHC in accordance with applicable laws.



NLHC as landlord and the tenant as leaseholder are both bound by the statutory obligations and other provisions set out in the Residential Tenancies Act. A copy of the Act is provided at the time your lease is signed.

Moving In

When moving in your belongings, be extremely careful to prevent damage to the property. Upon moving in, please note any damages or concerns you have with the condition of the unit to your Housing Officer. You will be advised what action will be taken.


Paying your rent

Rent is due on the first day of each month. You may pay by telephone or internet banking, pre-authorized debit, post-dated cheque, in person, by cash or by debit at any NLHC office.

If you are unable to pay your rent on time, you must contact your Housing Officer with a valid reason before the first of the month. If your rent is not paid by the first of the month, and no agreement has been arranged, you will be issued a Notice to Vacate (refer to your lease agreement).

Cars and parking

NLHC does not provide designated parking spaces; however, be



mindful of someone who has shovelled snow from a parking area. Parking is not permitted on landscaped areas, and your vehicle should be parked only in authorized areas, driveways or streets.

No automobile which is unroadworthy or does not have a valid license plate and registration tag should be left or parked on NLHC property.

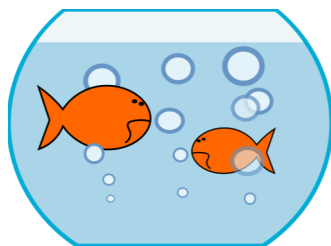
Vehicle repairs or dismantling cannot be carried out anywhere on the property. Tenants will be charged for repairs to damaged landscaped areas caused by such repairs.

If these conditions are not met, after providing twenty-four hours notice, the landlord may remove these vehicles from the area. The tenant will be solely responsible for any costs associated with retrieval or storage of such vehicles.


Please refer to your lease agreement for more information.

Insurance

NLHC does not provide any type of insurance coverage under the lease agreement.



You, as the tenant, are responsible for the loss or damage to your furniture or belongings. We recommend that



you contact a local insurance company to get more information on protecting your personal assets with tenant or contents insurance.

Pets

The tenant agrees to obtain written permission from NLHC prior to bringing a pet or animal into the home. Section 10(k) of your lease agreement outlines your obligations as a pet owner with NLHC. Please review this section carefully.

Please note that birdfeeders and bird feeding are not permitted for health reasons.

Smoking

Due to medical and respiratory conditions with some NLHC maintenance staff, we kindly request that you refrain from smoking while they are conducting maintenance work in your home.

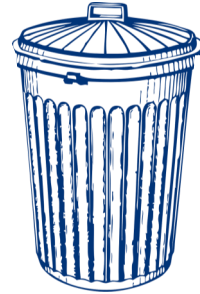
The health and safety of our employees is very important in providing you, our tenants, safe and comfortable accommodations. We appreciate and thank you for your assistance in this matter.

Who may live in your home

Your lease tells you how many people may occupy your home

or apartment. Some important items to be aware of include:

- You may not take in borders or lodgers.
- You may not sublet your home or apartment.
- A request must be made in writing to NLHC if you wish to have someone who is not named on your lease live with you.
- If the size of your family changes, you must advise NLHC immediately to have your lease adjusted to reflect any increase or decrease in occupants.




Visitors

As a leaseholder, you are responsible for the behavior and activities of your visitors.

Any disturbances or damages caused by your guests are considered a violation of your lease agreement and you will be held strictly responsible.

Garbage disposal

Tenants are required to follow all local municipal by-laws regarding garbage disposal. Use the correct containers as required by the municipality, and do not place garbage out at the wrong time of day. If garbage is found on leased



NLHC property, and it is determined the tenant is responsible, any clean up costs or municipal council fines will be charged to the tenant's account.

Home-based/self-employed business

On a case-by-case basis, tenants may apply in writing to use the leased premises for a home-based/self-employed business if the tenant has obtained prior local municipal approval, purchased public liability insurance, agreed to take responsibility for all business taxes and provides assurances that this business does not disturb the neighbourhood.

Cleanliness

It is your responsibility to maintain your home in a clean and orderly manner. If you have specific issues that prevent you from being able to maintain proper upkeep of your home, contact your Housing Officer or Social Worker for referral to community agencies that can offer assistance.

Transfers

Transfer requests are usually only considered if your home is presently too small or too large for your family. NLHC follows National Occupancy Standards when determining bedroom re-

quirements and the need for a transfer.

Basic transfer eligibility criteria

- Have lived in the unit for a minimum of twelve months.
- No outstanding rental arrears.
- A successful transfer inspection with no evidence of damage to the property.
- Completion of transfer application and required documentation from Canada Revenue Agency.



Section 10 (m) of your lease agreement states that you may be required to accept larger or smaller accommodations if the number of persons occupying your home increases or decreases. Therefore, it is important that you inform your Housing Officer immediately of any increase or decrease in household size.

Giving notice

If you plan to move, you must provide written notice to NLHC at least one calendar month in advance of the date you expect to move. For example, if you plan to leave at the end of November, your written notice should be submitted before the last day of October. Failing to provide a 30-day notice can result in you being charged one month's rent.

Moving out

Once a notice to move out is received, your Property Manager will make an appointment with you to inspect your home before you leave.

You must leave the unit as clean as it was when you moved in and any damage to the unit is your responsibility. Repairs may be charged to you.

Please ensure the following is completed before you leave:

- Cupboards, walls and floors must be washed.
- Carpets, if any must be cleaned.
- The refrigerator must be emptied, defrosted and cleaned.
- Clean inside, over and under the burners on the stove.
- Cancel utility services and settle any outstanding balances.

It is important that the unit to NLHC once cleaned and all contents removed.

You should provide NLHC so any mail can

Failure to comply with in a charge to you.



you return all keys to the unit has been tents and belong-

your new address to be forwarded to you.

these rules can result

Determining your rent

Household and rent calculation

The rent for each house varies because rents are based on household incomes. Rent is set each year based on a household income review.

Verification of all income sources is required for all household members.

Also, an Option C printout from Canada Revenue Agency is required in order for your lease to be renewed. If this is not submitted, a Termination Notice will be given.

Rent is based on 25% of total net household income which is gross income, minus EI, CPP and Income Tax.

A working lease is based on 40 hours per week and if necessary adjustments will be completed



Caring for your home


monthly.

Property maintenance

As a tenant, you can help NLHC keep your neighbourhood neat and attractive by making sure you take good care of both the inside and outside of your home. Before you call to request repairs, please ensure that the problem is not your responsibility under the lease. Maintenance work is quite expensive, and if staff respond to a request that is your responsibility, the full cost of the services will be charged to you. Also, please bear in mind that the service cost is much higher after regular business hours. The following is a sample list of items that may fall under the category of tenant responsibility. Where applicable, if there is evidence of neglect or wilful damage by the tenant or person(s) the tenant permits on the premises, the tenant may be charged for the cost of repairs.

- Holes in gyproc
- Glass breakage
- Pest control
- Clogged sinks or toilets



- 
- Torn, burnt, gouged or otherwise abused flooring
 - Restarting furnaces that are out of fuel
 - Range hood filters
 - Cleaning or garbage removal
 - Lawn care, including cutting, raking and weeding
 - Removal of snow and ice from entrance walkways

If the property maintenance work is the corporation's responsibility, help will be provided as quickly as resources allow. Please understand, however, that with approximately 5,600 units to maintain, the corporation cannot respond immediately unless the problem is an emergency. Please review your lease for a more detailed list of tenant responsibilities—see supplementary conditions of your lease.

Pest control

All NLHC tenants are expected to take basic pest control and prevention steps (i.e. proper storage of food, proper storage/disposal of garbage, use of pest sprays and baits where appropriate, etc.). All suspected pest issues must be immediately reported to a Housing Officer. If it is determined by NLHC that treatment is required, the tenant must cooperate as necessary to resolve the issue. This may include allowing access and accommodating schedules of NLHC staff and/or any service providers



deemed necessary by NLHC.

Failure to report pest issues in a timely manner could cost you money. If it is determined that tenant negligence and/or failure to report, prepare, cooperate, or allow access for treatment, charges may be applied to the rental account.

Example of such pests include: ants, bees/wasps, cockroaches, fleas, rodents (mice/rats), bed bugs, etc.

Home inspections

Your home will be inspected annually or more often if required. Also, inspections will be completed outside as well. Inspections ensure that your home is kept in acceptable condition. In this way, small problems can be corrected before they become big problems.

Emergency maintenance

If an emergency occurs, contact the maintenance division at the regional office closest to you (see telephone numbers on page 29).

Here are some guidelines to help determine exactly *what is an emergency request*. An emergency includes, but is not limited to, items such as:

Life safety issues: e.g. arcing electrical panel, fire or serious



structural failure;

Health hazards: e.g. sewer main backing up into the basement;

Immediate, significant destruction of property: e.g. main water service break that cannot be shut off, or severe storm damage that will seriously damage property.

Plumbing fixtures and drains

When cleaning your sink, toilet, basin, bath and laundry tub, use cleaning materials that are free of harsh abrasives. Products containing lye will ruin porcelain and may cause plugged drains.

It is your responsibility to keep drains from becoming clogged with things like hair, grease, coffee and tea leaves, sanitary napkins, disposable diapers, toys and clothing. Put such things in the garbage and not down the drain. If damage occurs to drains, you will be held responsible for the cost of repairs.

The furnace

If your home has a furnace, it must have a supply of oil at all times to properly heat your home. As a tenant, you are responsible to ensure that your oil tank has sufficient oil at all times. If you are encountering any problems with your furnace, please contact our maintenance office.

Please be advised that you are not allowed to use your stove as a source of heat.

Electrical heating

If your home is electrically heated, remember to keep radiators clean and free of dust. For safety and heating efficiency, do not place furniture or drapes against electric heaters.

Thermostats

The thermostats located in your home control the heating in your home. Normal daytime settings should be between 20C and 21C (68F to 70F). Turning your thermostats down during the night helps to conserve energy.

Hot water tanks



The temperature on the hot water tank in your home has been set to deliver sufficient hot water for normal requirements.

Appliances

Most corporation-owned properties contain fridges and stoves. Please remember that these appliances require care and attention. Please ensure that they are cleaned regularly. Do not defrost your fridge by using boiling water or by chipping the

ice away with a knife. You may damage the freezer.

Other appliances


Connections for the proper installation of electric automatic washing machines and dryers may be provided in your home. Please remember that dryers must be hooked up to the proper outside ventilation systems, and not vented into the home, as the moisture may affect health as well as the condition of your home. Portable washer/spin dryer units must only be used in well-vented rooms because they contribute seriously to household moisture and mildew problems.



Windows and ventilation

Well-vented rooms are easier to heat and keep clean. The fresh air which can help provide the necessary ventilation for your home is available to you just by opening your windows, so it is a good idea to use this method at least once a day and freshen the air in your home. Also, changing the air will make it easier to heat your home. However, if your windows are left open during rain or snow and damage occurs, you will be held responsible.

Storms and screens



NLHC does not provide or maintain storm doors or window screens. It is possible, however, that your home may have these items. The only service we will provide is removal of storm doors should they become damaged.

Painted walls and woodwork


NLHC permission is required to paint or wall paper (dry strippable only) your home. You are not permitted to feather paint the walls, to use stick-on pictures hangers, mirror tiles, mactac or decals on any surface, including appliances and bathroom fixtures.

If you do paint or wallpaper, the cost of removal of wallpaper, dark coloured paints or other changes to décor will be charged to you, should you move out.

Alterations


Written approval must be obtained from NLHC before any alterations are made to either the inside or outside of your home. Example, if you install laminate, hardwood, or carpet, it becomes the property of NLHC if you should leave. You are not permitted to use peel and stick tiles.

Moisture in your home



Because the air can only hold so much water, too much moisture in the air may cause dampness which may result in mould growth if left unattended. Help avoid or reduce the problems caused by excessive moisture by remembering the following:

- When taking a shower or bath, always remember to close the door and turn on your bathroom fan. This will draw moisture from the air and dump it outside (or open windows where possible and weather conditions are favourable). It is important to allow the fan to run for at least 20 minutes with the door closed after you leave the bathroom.
- Do not dry wet clothes, bath mats or towels in the house; hang them outside or use a properly vented clothes dryer. Clothes lines should not be hung inside.
- When cooking, ensure that your range hood is turned on to remove steam and moisture from the air. In order for your range hood to work efficiently, do not cover or tape the grills and/or filters. This can also be a fire hazard when turned on.
- Heat plays a big role in reducing moisture as it helps dry the air and keep surfaces warmer therefore reducing the risk of condensation and mould formation. Thermostats should not be set lower than 15° C all year long in all rooms, especially your basement.
- Keep interior doors open where possible to allow air flow throughout your home.
- Report any plumbing or building envelope leaks to the Maintenance phone line immediately. Leaks will also add excess moisture to the home.
- Reduce the number of potted plants in the home, frequent

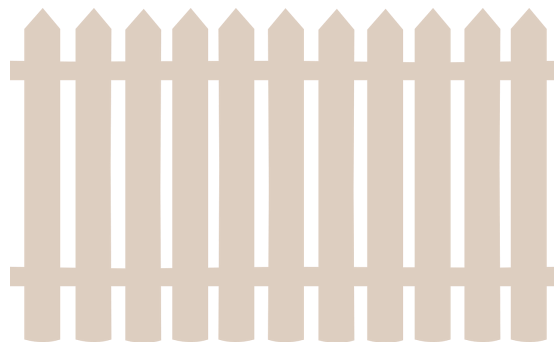


watering of plants adds moisture to the air. Aquariums are also constant moisture sources.

- Small amounts of mould can be cleaned by using a scent-free detergent mixed with water – DO NOT USE BLEACH! Lightly sponge the affected area then dry it afterwards. Do not soak the material as this can create more mould growth. Also do not reuse cloths after cleaning up a small amount of mould, place them in the laundry immediately.
- Moisture on windows should be wiped with a towel in order to prevent mould growth.
- Furniture, boxes and other belongings should not rest on exterior walls, especially in closets as this can cause mould to form. Ensure to leave at least two inches to allow for proper air movement.

Remember, mould needs moisture in order to grow—if you keep surfaces clean and dry, they will never get mouldy!

Air exchangers



Safety and fire prevention

Fire and safety

The most common causes of fire are:

- Unattended cooking on the stove
- Careless smoking
- Children playing with matches or lighters




Please take special precautions to prevent any fire from starting in your home. Some suggestions are:

- Keep furnace and water heaters clear of boxes, clothing, debris or any type of clutter
- Do not store oily rags and paints
- Do not use gasoline or solvents inside your home
- Do not use plastic hose for clothes dryer hook-ups
- Ensure you clean out your dryer lint after each use

Preventing cooking fires

Fat fires are one of the leading causes of fires in the home. NLHC's lease clearly states tenants are responsible for any damages caused by cooking with fat in an open pot on a stove burner (Section 10.f.ii). If you wish to cook with fat, you must use a CSA approved, thermostatically controlled deep-fat fryer. Grease and fat are very flammable and flames from a fat fire spread quickly.



Here are some tips you should follow to help avoid a fire or properly handle it, if one should start:

- Never leave a pan of grease unattended on the stove.
- Always use a CSA approved, thermostatically controlled deep-fat fryer.
- Never use water to put out a fat fire.
- If the fire has not spread from the pan, cover the pan with a lid to smother the flame.
- Never carry a burning pan—flames can spread easily to your clothes or the hot fat could seriously burn you.
- If the fire is out of control, make sure everyone, including you, is out of your house and call the local fire department and then notify NLHC.

Remember to be careful when cooking, especially if you cook with fat. Teach your children the dangers of a hot stove and cooking with an open pot of fat.

The best solution to fat fires is to **never cook with open pots of fat**. There are CSA approved deep fryers available at most local stores, ranging in price from \$40 upward.

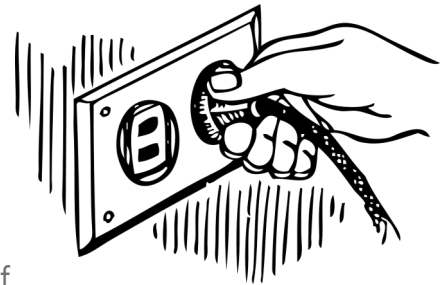
Remember, it's better to be safe than sorry—don't cook with fat!

Smoke detectors

Do not tamper with or disconnect any smoke detectors installed in your home. They are very sensitive devices designed to warn you of fire and have been put there for your safety. Please test your smoke detectors monthly and replace the batteries at least annually. If you feel that your smoke detector is not working, contact your maintenance department as soon as possible. NLHC does not supply fire extinguishers.

Electricity

Check your electrical appliances periodically for broken or frayed cords, or deteriorated plug-ins.



Do not make any additions or changes to any of the existing wiring or heating units in your home.

Don't overload electrical circuits; try to arrange your electrical appliances so that no one fuse is overloaded. Fuses of proper type and amperage are to be used. Remember that fuses of 15 amps should be used for lighting fixtures.

Vandalism

Vandalism is everybody's business.

Broken outdoor lights and broken glass in and around your home or playgrounds create hazardous conditions for you and

Tenant Benefits

Education Incentive Program

NLHC is pleased to offer an Education Incentive Program that provides a much-needed financial bonus to many families with children attending school or a post-secondary institution.

Who is eligible?

Any Housing leaseholder with a child or dependent attending grade seven through high school (levels 1, 2, 3, or 4) or any household with an adult or dependent attending a post-secondary institution or enrolled in an Adult Basic Education Program.

How much money will I receive?

Eligible tenants will receive \$50 for every month that each child and/or adult student is in school. This will be issued by cheque to the leaseholder.

When will I receive the refund?

For those with children in high school, payments will be made twice a year, at the end of the normal school terms, which would be January and June. For those in post-secondary institutions, the payments will be paid at the end of each semester. For example, at Memorial University, the semesters end in April, August and December.

How do I apply?

Housing will need a letter from the school for each child and/or adult stating the student was in full-time attendance and the exact date of the school term for which you are requesting the incentive funding. Contact your Housing Officer to find out more.

Please note, payments can take eight (8) weeks.



Scholarship Program

Each year, NLHC awards a total of twelve scholarships valued at \$1000 each. This includes six Youth Scholarships for children graduating high school and moving on to post-secondary, and six Adult Scholarships for adult tenants who are attending post-secondary. The deadline for applications for the Youth Scholarship Program is August 31st, and the Adult Scholarship Program deadline is September 30th.

For further information and to view the eligibility criteria, visit NLHC's website at www.nlhc.nl.ca. or call a regional office in your area.

Connected for Success Program

NLHC is partnering with Rogers to provide the Connected for Success program which provides NLHC tenants the option of purchasing Rogers Hi-Speed Internet Plan for a low price of \$9.99 per month. This package includes:

- 10 Mbps download speed and 1Mbps upload speed
- DOCSIS 2.0 Network Modem rental included
- Up to 30GB of data usage allowance

To contact Rogers regarding the Connected for Success Program, call 1-866-689-0758. Their lines are usually quite busy, so if you cannot get through to a representative, please leave your name and telephone number and usually they'll get back to you within 48 hours.

Tenant relations

Tenant Relations Program


The Tenant Relations Program has been ongoing for over 30 years. At NLHC we encourage good neighbours and strong neighbourhood relationships. We want to have open communications between NLHC, our tenants, and the community at large. That is why we:

- Encourage and support tenants to become involved in their neighbourhood and community;
- Work at supporting our tenants to have success in staying in their houses and in healthy communities;
- Work with applicants, tenants, NLHC staff and community partners to fight homelessness.

How our program works

The Tenant Relations Program is staff by Social Workers who work with you, our tenant, to assist you in a number of ways. These include:

- Share information on services in your area;
- Help you connect with, or build, Tenant Associations in your community;
- Refer you to community partners for social, recreation, employment and educational opportunities;
- Offer you information on how to connect with Community Centres and Neighbourhood Centres near your home;
- Help you make a plan to stay housed and avoid eviction;
- Help you connect with resources that will support your success with NLHC;

- 
- Work with you, and others on your team, to promote success in your housing and in your experience with NLHC.

At NLHC we believe in our tenants' ability to shape their community and make it a better place to live.

Tenant Associations

Tenant Associations are a great start to safe and healthy neighbourhoods. Many plan social events, guest speakers, camps, beautification and neighbourhood clean ups—it's a great way to build community spirit! Tenant Associations come in all sizes and have their own purpose. If you would like more information on starting or joining an association in your area, please contact the Social Worker in your area.

NLHC Regional Offices

Avalon Regional Office
Sir Brian Dunfield Building
2 Canada Drive
P.O. Box 220
St. John's, NL A1C 5J2
Business: (709) 724-3000
Facsimile: (709) 724-3250
Maintenance Shop: (709) 724-3400

Corner Brook Office
P.O. Box 826
34 Boone's Road
Corner Brook, NL
A2H 6H6
Business: (709) 639-5201
Facsimile: (709) 639-5206
Maintenance Shop: (709) 639-5230

Gander Office
5 Garrett Drive
P.O. Box 410
Gander, NL
A1V 1W8
Business: (709) 256-1300
Facsimile: (709) 256-1320
Maintenance Shop: (709) 256-1323

Goose Bay Office
P.O. Box 299, Stn. B
8 Royal Street
Happy Valley-Goose Bay, NL
A0P 1E0
Business: (709) 896-1920
Facsimile: (709) 896-9208
Maintenance Shop: (709) 896-1925 or
1-800-563-4434

Grand Falls Office
5 Hardy Avenue
P.O. Box 618
Grand Falls, NL
A2A 2K2
Business: (709) 292-1000
Facsimile: (709) 292-1028
Maintenance Shop: (709) 292-1008

Marystown Office
60 Atlantic Crescent
P.O. Box 338
Marystown, NL
A0E 2M0
Business: (709) 279-5375
Facsimile: (709) 279-5387
Maintenance Shop: (709) 279-5385

Stephenville Office
58 Oregon Drive
Stephenville, NL
A2N 2Y1
Business: (709) 643-6826
Facsimile: (709) 643-6843
Maintenance Shop: (709) 643-6844

Labrador City Sub-Office
1021 Cavendish Square
Apartment 105
Labrador City, NL
A2V 2W5
Business: (709) 944-7474
Facsimile: (709) 944-3298

Other telephone numbers

Emergency Numbers

Emergency	911
Victim Services	729-0900
Royal Newfoundland Constabulary (RNC)	
St. John's	729-8000
Corner Brook	637-4100
Labrador/Wabush	944-7602
RCMP Province Wide	1 800 709-7267
Crime Stoppers	1 800 363-8477
Poison Control	1 866 727-1110
Pediatric Health Line	1 866 722-1126

Crisis Lines

Kids Help Phone	1 800 668-6868
Mental Health	1 888 737-4668
Sexual Assault	1 800 726-2743

Shelters

Cara House	256-7707/1 877 800-2272
Emmanuel House	754-2072
Grace Sparkes House	1 877 774-4957
Iris Kirby House	753-1492/1 877 753-1492
Naomi Center (24 hour)	579-8432
O'Shaughnessy House	596-8709/1 888 596-8709
Tommy Sexton Centre	579-8348/1 800 563-1575 ext. 34
Wiseman Center	739-8355



Other

AES Income Support	1 877 729-7888
Canada Revenue Agency (CRA)	
Option C	1 800 959-8281
Child Tax Benefit	1 800 387 1193
GST/HST Credit	1 800 959 1953
Child & Youth Advocate	1 877 753-3888
Child, Youth & Family Services (24 hours)	752-4238
Deloitte & Touche Inc.	1 800 563-8337
(Trustee in Bankruptcy)	
Legal Aid	1 800 563-9911
NL Health Line	1 888 709-2929
NL Sexual Health Centre	579-1009 or 1 877 666-9847
Old Age Security & Canada Pension Plan.....	1 800 277-9914
Seniors Resource Centre	1 800 563-5599
WHSCC	1 800 563-9000

Notes

Notes



November 2016