



Tenant Handbook

Community and Near Market Housing Programs



**Capital Region
Housing**

The Way Home

Tenant Handbook

Capital Region Housing
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Edmonton, Alberta
T5K 1M4
Phone: 780-420-6161
Fax: 780-426-6854
Email: inquiries@crhc.ca
Web: www.crhc.ca

Vision

Building quality homes and inclusive communities with engaged people.

Mission

We improve the well-being of children and families in our communities through a continuum of quality housing options, social supports and partnerships.

Values

Dedication to every client's or tenant's success.
Integrity and responsibility in all relationships.
Innovation achieved through collaboration in our organization and in the community.

Office Hours
Monday to Friday
8:30 am to 4:00 pm
CRH is closed every 2nd and 3rd Wednesday of each month

TABLE OF CONTENTS

Welcome to Capital Region Housing	4
About Capital Region Housing	5
Your New Home	6
Move-In Procedures	
Utility Information	
Telephone and Cable Lines	
Your Rent	7
To Pay Your Rent	
Your Site Manager..	8
General Information	
Building Your Community	
Additional Resources	
Your Safety and Security.	9
Crime Free Multi Housing Program	
Fire Safety	
Insurance	
Injuries	
Locks	
Personal information	
Security Patrols	
Smoke Alarms	
Your Home Maintenance and Repairs	12
General Maintenance	
Balconies, Ceiling Fans, Electrical and Garbage Disposal	
Frozen Pipes, Furnace, Hot Water Tank and Duct Maintenance	
Grass, Garden and Flower Pots	
Parking Stalls, Pest Control, Plumbing and Recreational Equipment	
Program Eligibility	17
Other General Information	19
Move Out Procedures	21

welcome to

CAPITAL REGION HOUSING

Dear Tenant,

It is our pleasure to welcome you to Capital Region Housing (CRH). We hope you will find your new home comfortable and suited to your family's needs.

This handbook is provided to all tenants when they first move in. It provides useful information and answers some of the more commonly asked questions.

Please refer to it for general information about your tenancy. If you need more details about anything presented in this handbook, please contact us.

The site managers are available to help you with any concerns you may have about the maintenance of your premises. Refer to your move-in package for their name and telephone number.

Our office staff is happy to assist you with any questions you may have regarding your rent.

We appreciate that you have chosen Capital Region Housing as your landlord and will do our best to ensure your tenancy is an enjoyable one.

Respectfully,

*Donna Monkhouse,
Director- Property Management*

Remember to visit our website for more information and forms

about

CAPITAL REGION HOUSING

What is home?

Home is essential. Everyone deserves a home. Every family. Every person. Every child.

Home is unique. Every person makes it their own and different families need different kinds of homes.

Home reaches far beyond four walls. It's where everyone finds support from friends and neighbors.

Home is where families grow. It's a platform where everyone can realize their potential.

We're providers. We help more than 20,000 people in the Edmonton area live in a home they can afford.

We're innovators. We create solutions for those who need help with their rent.

We're educators. We empower families to take their first step towards home ownership.

We're a trusted partner. We work with like-minded organizations to do more together than we can alone.

We're advocates for better, more inclusive communities. We create awareness of housing needs.

Home is much more than just a roof overhead. And we are much more than a landlord.

*We are Capital Region Housing
and
HOME
is our focus!*

YOUR NEW HOME

MOVE IN PROCEDURES

Tenants are required to sign their lease and pay security deposit prior to move in. The rental premises may be provided up to 5 days before the end of the month, if all needed cleaning and repairs are completed. This is at the discretion of the Site Manager(s).

Tenants need to contact the Site Manager(s) to schedule a Move In Inspection and obtain keys to their home. An Accommodation Inspection Report is completed with the tenant and the Site Manager(s). It is important that the tenant note any repairs or cleaning at the time of this inspection. A parking stall, if applicable, will also be assigned at this time.

SECURITY DEPOSITS

All tenants are required to pay a security deposit at the start of their tenancy. The amount is \$350.00 or \$500, whichever amount is less. These security deposits go into a trust account in accordance with governmental legislation. Interest on these monies are compounded annually and paid out at the end of the lease. Current interest rates are reviewed and available on an annual basis.

UTILITY INFORMATION

Tenants are responsible to pay a service provider for some or all utilities – whatever applies to their accommodations.

Electricity

Tenants are responsible to cover the cost of electricity. In some locations, tenants are required to contact EPCOR to connect this service; in other locations, a fee for power will be added to the base rent.

Telephone and Cable Lines

Tenants in need of a second telephone line or extra cable TV are asked to contact their service provider.

YOUR RENT

HOW TO PAY YOUR RENT

Rent can be paid by in person at the CRH office or by mail where applicable

- Cash or debit (CRH office)
- Cheque, money order or cheque vouchers
- Online or telephone banking systems; tenants can contact their bank for more information

****We do not accept credit cards for rent payment***

Tenants may pay their rent at most Canadian financial institutions, including banks and credit unions. Please see your individual bank or credit union for details.

Rent processing may take a few days between the actual payment and receipt to the CRH office. Please ensure that you leave a few days before the 1st of each month so payments are not late.

YOUR SITE MANAGER

GENERAL INFORMATION

Site Managers are the first point of contact for tenants to address any problems, concerns or questions. Contact information for the Site Manager(s) are given to each tenant at the lease signing appointment. In the event of a maintenance emergency, after hours or on the weekend, please call 780-420-6161.

Security personnel are allowed to provide emergency access for fire, police and ambulance attendants. They can also assist with emergency maintenance issues that cannot wait until the next business day, such as loss of heat.

BUILDING YOUR COMMUNITY

Please respect your home and community. Keep noise and music at the level that it will not disturb your neighbors. Be sure to report suspicious people/activities and any criminal behavior to the Site Manager(s) and/or the main office; in the event of an emergency situation contact the police. Contact your site manager for after hours site complaints.

Please report any concerns or problems in writing to the Site Manager(s) or main office. We are here to support our communities and tenants, as needed.

ADDITIONAL RESOURCES

Additional information has been included to ensure your tenancy is an enjoyable one.

Once you are settled into your new home, you are encouraged to review the information provided and contact each organization or agency directly with questions or to assess services.

Site Manager(s) are available to answer calls from 4:30 - 6:00 pm Monday to Friday. Outside of these hours, please leave a message and your call will be returned.

YOUR SAFETY & SECURITY

CRIME FREE MULTI HOUSING PROGRAM

All CRH properties are managed in accordance with this program. For more information, please visit our website at www.crhc.ca. This program has three specific segments to improve personal safety for residents, landlords and managers and increased peace of mind for the community. These include physical components that need to be completed on the premises and grounds, training and certification for the landlord and the site and a safety social to provide an opportunity for police, tenants and CRH to review concerns, questions and issues.

FIRE SAFETY- GENERAL

Below are a few tips for general fire safety:

- Be careful with candles and never leave them unattended
- Avoid leaving matches or lighters in areas where children can reach them
- Check and clean your smoke detector each month
- Do not store combustible or flammable materials in your home, in large quantities
- Keep the area around your furnace and hot water tank clear
- Avoid making any alterations to the electrical or heating systems

In the event of a fire, call 911 first and then report the incident to your site manager or after hours answering service.

FIRE SAFETY- KITCHEN

Most fires are caused in the kitchen. Please note the following safety information.

- Never leave the stove on unattended
- Use a deep fat fryer or a thermostatically controlled electric skillet when deep frying foods
- Keep a lid or cookie sheet near, when pan frying foods
- Never attempt to move a flaring pot away from the stove. Your immediate action should be to smother the fire by sliding the lid or cookie sheet over the pan. Turn off the heat and use your exhaust fan, allowing the pan time to cool
- Keep your oven clean, wear oven mittens and use a drip pan when broiling food
- Do not use metal or tin foil when cooking or heating in the microwave

SECURITY PATROLS

In an effort to ensure a more secure and safe environment for tenants, CRH contracts security services for all sites, seven days a week, during the evening and night hours. This includes routine patrols to maintain the safety of the sites. Security personal may request identification from anyone on site, in order to reduce criminal activity. We ask for your cooperation in this regard.

INJURIES AND DEATH

Please notify the Site Manager as soon as possible if anyone, including a tenant, family member or guest is injured on or in the vicinity of the property. Please let us know immediately when a death has occurred.

Tenants are required to buy renters insurance. This insurance protects the tenant financially in the event of a fire, water damage or other emergency situation. Please note that the insurance purchased by CRH only covers the dwelling, not tenant losses or liabilities. In the unlikely event that there is damage to your personal belongings, tenant insurance will cover the costs and not CRH.

LOCKS

Tenants may not change their locks or add additional locks without permission from CRH. Tenants may request a lock change from their Site Manager. Charges may apply.

PERSONAL INFORMATION

All personal information collected is done in accordance with the Alberta Housing Act to determine eligibility for housing programs operated by CRH. This information is maintained in accordance with the Freedom of Information and Protection of Privacy Act (FOIP).

SMOKE ALARMS

Tenants are required to:

- Test detector/s on a monthly basis
- Replace batteries as needed
- Clean detector/s as needed (use a vacuum to remove dust and debris)
- Notify the Site Manager immediately if the smoke detector/s is not working. Tenants are not to remove or modify the smoke detector/s

If you observe any illegal activity after 6:00 pm, call 911 and then the Security at 780-420-6161.

YOUR HOME MAINTENANCE

GENERAL MAINTENANCE

Tenants are responsible for minor repairs and upkeep in their homes. These include changing light bulbs, furnace filters and batteries in smoke detector/s. If tenants need assistance in this regard, contact the Site Manager(s).

- Please maintain your premises in a clean condition and reasonable state of repair
- Report any maintenance issues to the Site Manager in timely manner

In order to maintain our properties, the following are not permitted:

- Fire pits or free standing fire places
- Pools, including wading pools
- Trampolines
- Storage of any combustible materials
- Signs or placards for advertising purposes (other than Block Parents sign)
- Structures such as sheds, garages, gazebos etc
- Carpets and area rugs are not to be stored on fences

Only furniture designed for outdoor use is allowed in the yard. Tenants are required to keep all personal items including toys, furniture, bikes, and barbecues in their fenced area or inside their homes. Please keep common area clean and tidy.

BALCONIES

- Keep clean and free of debris
- Balconies are not to be used for storage
- Do not place or hang items from railings

Please note that clothes lines are not permitted. Tenants are asked not to hang clothes from fences or balconies.

CEILING FANS

- Tenants must obtain written permission from CRH to install a ceiling fan
- Installation must be completed by a qualified electrician and tenants are required to provide documentation in this regard

DECORATING

- Use small nails or finishing hooks when hanging pictures
- Tenants are not permitted to paint, wallpaper, install or remove carpet, redecorate, finish the basement, add or remove fencing or install sheds

ELECTRICAL

If an outlet is overloaded and causes a breaker to be tripped, please reset the breaker by putting it into the “off” position and then returning it to the “on” position. If you are uncertain about how to reset your breaker, contact your site manager.

FALL CLEAN UP

Prior to the snow we ask that all tenants complete the following tasks in preparation for winter:

- Shut off the water to outside taps and drain lines
- Cut long grass and remove weeds
- Clean up any animal waste or garbage

GARBAGE

Dispose of garbage in garbage bins provided and do not leave garbage beside garbage bins. Please ensure all garbage is disposed of in tied bags. Large items including household furniture may not be left near or beside the garbage bins; garbage placed beside the bins may result in charges to the tenant. Garbage and recycling are not to be stored in the front or back of the yard and should be taken directly to the bin.

***Garbage collection is in accordance with
The City of Edmonton Collection Schedule.
Please call the Waste Hotline at
780-496-5678 for more information.***

FROZEN PIPES

With the heating systems in your home and building, please adhere to the following guidelines to avoid bursting of the pipes.

- Keep windows closed during cold weather and when the furnace is running
- Keep all window coverings above the heat registers
- Place all furniture at least one foot away from the floor registers
- Do not place carpets or furniture over the hot and cold air vents

If cold air causes the pipes to freeze and burst, flooding will occur in your home and possibly your neighbor's home. Tenants are responsible for costs associated for the repair of the pipes and water damage caused as a result.

If a pipe does burst, please immediately locate the water shut off valve on the heat register or in the basement and shut off the water to that register or pipe. Contact the Site Manager(s) immediately or call 780.420.6161 after hours or on the weekend.

FURNACE, HOT WATER TANK AND DUCT MAINTENANCE

CRH is not responsible for cleaning of furnaces or ducts in the unit.

- Tenants are required to change their furnace filters as needed, generally every three months is recommended
- Tenant are required to maintain a 6ft area around the furnace and hot water tank, clear of debris and items
- Tenants are also asked to wipe down their hot water tank on a regular basis
- If the furnace or hot water tank shut downs as a result of buildup caused by dust and debris, tenants are responsible for service calls
- Tenants are to ensure that their dryer vent is properly connected and garbage, debris, toys or other objects are not placed in vents.

GRASS, GARDEN AND FLOWER POTS

Tenants are required to cut and water the grass in their private yard area, if applicable. Tenants are also responsible to maintain their garden areas and flower pots. Site Managers are responsible for care of all common area lawn and grounds.

Please notify the Site Manager if trees or shrubs need to be pruned and require maintenance. Tenants may not prune or cut trees on their own, for safety reasons.

PARKING STALLS

- Parking is at your own risk
- CRH is not responsible for damage, theft, vandalism or collisions
- Please park in your assigned stall and ensure that your vehicle is licensed, registered and insured
- Tenants are responsible to maintain their parking stall; shovel snow and sand icy areas
- If unauthorized individuals are parking in your stall, contact your Site Manager
- Vehicles that are inoperable, unlicensed, unregistered, have flat tires or show any damage deemed dangerous are not permitted. Tenants are responsible to address any concerns and will be held accountable for removal charges, as deemed necessary
- Vehicles in excess of 3/4 of a ton are not permitted. Refrain from completing repairs to vehicles in your parking stall. Please park with care and be courteous to your neighbors

PEST CONTROL

If tenants find any kind of pests in or around their homes, they are required to report it immediately to the Site Manager(s). Keeping the property and home pest-free is important for the health of the tenants and the community.

Tenants are required to work in cooperation with CRH when preparing their homes for any type of treatment to get rid of pests. Failure to assist in this process or to maintain their homes in a reasonably clean condition is a violation of the Residential Tenancy Agreement. Additional and specific information regarding control of bed bugs, cockroaches, mice, pharaoh ants and wasps is provided on our website.

PLUMBING

- Tenants are asked to report any leaks or plumbing repairs needed
- Tenants should purchase a plunger to use as needed
- Please only flush toilet paper and human waste
- Do not dispose of grease, food, other paper or sanitary products by flushing them down the toilet
- Do not flush hot water down the toilet; it may cause the toilet to crack and leak

SATELLITE DISHES, RADIO AND TV ANTENNA AND TOWERS

Satellite Dishes are permitted with the following restrictions:

- Must obtain prior written permission from CRH
- Satellite dishes should not exceed 30.48 cm in diameter
- Satellite dishes must be installed in fenced yard area and below the fence line
- No holes may be drilled into the walls or ceilings of the premises
- Satellite dishes are not to be attached to the window frame, roof, fence or any part of the building

Radio or TV antennas or towers may not be attached to any part of the premises or anywhere on property, without prior written consent. Tenants may contact the maintenance department for more information, forms or approval information.

SNOW REMOVAL

Tenants are responsible to keep their sidewalls, steps and parking stalls free of snow and ice. Site Managers are responsible for common area sidewalks only and are not responsible for sidewalks to the tenant's unit.

WINDOWS, SCREENS AND CURTAINS

- Window must remain closed during cold weather or rain
- Screens may be removed for cleaning, but must be promptly replaced
- Report broken or missing screens and windows to the Site Manager(s)
- Refrain from using curtains that are made of heavy material
- Do not secure anything directly to the windows to use as curtains

In the event of a daytime maintenance emergency, please contact the Site Manager.

If the emergency occurs after hours, please contact 780-420-6161. Maintenance emergencies include sewer back up, considerable leaks causing damages, and furnaces that are not working.

PROGRAM ELIGIBILITY

NEAR MARKET HOUSING (formerly Affordable Housing Program)

Near Market Housing rentals are generally 10-20% below the market rent for a unit in the same area. Tenants who live in Near Market housing must be under the core needs income threshold. For more information about Near Market , visit www.crhc.ca

COMMUNITY HOUSING

Community Housing provides low rent housing to people with lower incomes. Tenants pay rent based on a percentage of their income as defined by the Social Housing Accommodation Regulation. For more information about Community Housing, visit www.crhc.ca

Both Community Housing and Near Market Housing programs are governed by government regulations and guidelines. Some of the following information is specific to one program, or the other or both. Please note that each item is marked accordingly.

CORE NEED INCOME THRESHOLD (CNIT) *Community and Near Market Housing Programs*

There is an income threshold for units based on either bedroom or family size. For more information about the Core Need Income Threshold, visit our website or contact your Application Clerk.
Community and Near Market Housing Programs

OVER HOUSED TENANTS *Community Housing Program Only*

There are situations where a tenant may reside in a home with more bedrooms than needed for the family. This might occur when a child moves away from home. In such a situation, the family may be required to move to a more suitable sized accommodation. Tenants will be afforded the opportunity to choose a preferred location, whenever possible. Capital Region Housing will also provide a moving allowance in this situation to assist with the costs associated with moving.

FAMILY MEMBERS *Community and Near Market Housing Program*

When there has been a change in household members living in the home, tenants are required to submit a written request to Capital Region Housing. In the case of removing a family member, please note that a letter must be sent from the person moving out. The letter must include:

- Confirmation that the residential premises and security deposit should be assigned to the remaining lease holders
- The date of move out (if someone is moving out) and the date of move in (if someone is moving in)
- Signature of the current tenant and the new household member
- Date of letter

INCOME REVIEWS *Community and Near Market Housing Program*

All tenants are required to complete an Annual Income Review. Forms will be sent to the tenant approximately four months before the anniversary date of move-in. Failure to provide a completed annual income review may result in a request for the family to move out.

RENTAL RATES *Community Housing Program*

Once the Annual Income Review is completed, a rent confirmation will be mailed to the tenant.

CHANGE OF OTHER INFORMATION *Community and Near Market Housing Programs*

Tenants must notify CRH of any changes to their personal information, including but not limited to the following:

- Telephone, cell phone or contact number
- Changes in the family composition (birth, death or change in custody)

Changes must be provided in writing. Change of Information Forms are available on our website or at our office.

OPERATING A BUSINESS *Community and Near Market Housing Programs*

To operate a business from home, tenants must obtain written permission from CRH. The tenant would be required to submit a written request outlining the type of business, products or services being provided and if customers or clients would be visiting the residential location as part of the course of operations. If approved, the tenant must abide by any applicable municipal bylaws.

OTHER GENERAL INFORMATION

APPEAL PROCESS

Tenant may appeal any decision made by CRH. To do so, a written letter (noting that it is an appeal) should be submitted to the main office.

EXTENDED ABSENCES

Tenants may, on occasion, need to leave their home for an extended period of time; absences of more than 60 days are not allowed, unless arrangements have been made with CRH. Before leaving, the tenant must contact the CRH office to note the extended absence. They must also arrange to have someone check their home on a daily basis and provide the name and telephone number of that person to CRH in writing.

PETS

CRH does allow pets. Tenants may have one pet - a small dog or cat. Tenants must apply to have a pet, by completing a Pet Application form and submitting it to the Site Manager. The form is available at the CRH office or on our website. Upon approval, the tenant signs an addendum to their Residential Tenancy Agreement.

PET REGULATIONS

- Pets must be under 50 cm (20”) at the shoulder and less than 16 kg (35 lbs) at adult size
- Certain pets will not be accepted (Rottweiler’s, Doberman Pinschers, Blue Heelers, Pit Bulls, German Shepherds, Chow Chows, Sharpies, American Eskimos, American Staffordshire Terriers, Mastiffs, Dogo Argentino’s (Argentinian Mastiffs), Rhodesian Ridgebacks, crosses of these breeds, excessively noisy or loud birds, snakes, spiders and/or other animals deemed to be dangerous or vicious in nature)

PET REGULATIONS CONT'D

CRH's discretion regarding pets is absolute. Tenants are responsible to secure their pet when CRH or our agents are in or on the premises. Tenants are not permitted to dog-sit or have dogs visit.

Service animals are permitted. Although they are not pets, the pet application and addendum are still required. The tenant must provide CRH with a copy of their government identification card, with a picture of the tenant and service animal.

If the tenant does not have these identification cards, they must provide a letter from their physician to verify the need for a service animal and documentation from an accredited school that the animal has been trained as a service animal.

Pet Application and Addendum to Residential Tenancy Agreement include specific and detailed information about the process and associated guidelines. Please note that dogs are not allowed at certain CRH sites.

TRANSFER REQUESTS

Tenants, in good standing, may apply to transfer to another unit or property within CRH. A tenant in good standing is someone who has paid their rent on time and consistently during their tenancy, which would be at least one year. They have maintained their premises in a reasonably clean condition and completed or reported necessary repairs.

Transfers are considered in the following circumstances:

- A larger or smaller unit is needed because of a change in family members
- A different type of accommodation is required for medical reasons
- A different area of the city is required to accommodate special needs of one or more children
- A different location is needed for personal safety reasons

Request for a transfer is to be submitted using the Transfer Request Form available at our office or on our website. Before a transfer is considered, a unit/suite inspection will be completed. A \$75 transfer fee is to be paid prior to moving to the new unit.

A security deposit will be assessed at the time of transfer. If there is an additional amount owing the tenant will be responsible to pay these monies. If a refund is due, payment will be sent to the tenant directly.

YARD SALES

Yard sales are permitted, but must be held in compliance with City of Edmonton bylaws. Please limit yard sales to three a year, for a maximum of three days per sale. Licenses are no longer required within The City of Edmonton, but please ensure that items for sale are safe to sell. Check online at Health Canada or Facts for Garage Sales.

MOVE OUT PROCEDURES

Tenants are required to provide one month's notice, in writing, to terminate their tenancy. This notice must be on or before the 1st of the month and can be provided to the Site Manager(s) or the main office.

CRH will send a letter confirming receipt of notice and provide a checklist for tenants. At the end of the tenancy, the tenant must contact the Site Manager(s) to schedule a move out inspection. This inspection information is used to assess the security deposit amount to be refunded to the tenant. The tenant must also return the keys at this time and provide a forwarding address. The security deposit with the statement of account will be mailed to the new address within 10 days after vacating the premise.

Security Deposit - After a tenants' tenancy is terminated, the security deposit and any interest owing will be paid and mailed to the last known address for the tenant. Please ensure that you provide your forwarding address so your refund is not lost.

Any monies owing to CRH will be deducted from the security deposit, including rent, cleaning or repair costs (outside of normal wear and tear), unpaid maintenance, parking or utilities and any other charges that are assessed as a result of the tenancy.

*At Capital Region Housing, HOME is our focus.
We believe that homes reach beyond four walls.
It's where everyone finds support from friends and
neighbours.
We believe that home is unique. Home is essential.
Everyone deserves a home.
Every family. Every person. Every child.
We're here to make that happen.
We are Capital Region Housing
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