



Capital Region

Housing Corporation

Affordable Housing Program Information Booklet

**This Handbook is updated periodically.
Check our web site at www.crhc.ab.ca
for the most current information.**





INTRODUCTION

Dear Tenants,

It is our pleasure to welcome you as tenants with Capital Region Housing Corporation. We hope you will find your new home comfortable and suited to your family's needs.

We give this booklet 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 are happy to assist you with any questions you may have regarding your rent. They may be contacted at:

Capital Region Housing Corporation
10232 - 112 Street NW
Edmonton, Alberta T5K 1M4
Phone: 780-420-6161
Fax: 780-426-6854

E-mail: info@crhc.ab.ca
Web site: www.crhc.ab.ca

Office hours are 8:30 am to 4:00 pm, Monday to Friday.

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

Capital Region Housing Corporation

P.S. Remember to visit our web site for information and forms

...empowering families of modest means to become more independent and improve their quality of life...





Affordable Housing Program Information Booklet

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ELECTRICITY AND OTHER UTILITIES

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

EXTENDED ABSENCES

Tenants occasionally need to leave their residential premises for extended periods of time – more than 30 days – for reasons that may include vacation, training, treatments, or family crisis.

Before leaving, they must contact Capital Region Housing Corporation to advise of their absence and to obtain permission. They must also arrange for a person to check their rental premises daily during their absence (not reside there) and provide the name, address, and telephone number of that person to Capital Region Housing Corporation.

See the complete *Extended Absence from Edmonton Policy*, located on the web site, or contact the office for further information.

FAMILY MEMBERS

Tenants must submit a written request to Capital Region Housing Corporation to add or remove any family members or other occupants from their lease agreement. They complete the *Change of Information Form*.

INCOME REVIEWS

Annual Income Reviews

Tenants are to complete an *Annual Income Review Form* each year. The information on the form is used to ensure whether individuals still qualify for Affordable Housing. Forms are to be mailed to tenants approximately four months before their anniversary date.

Instructions for Completing the Forms

Affordable Housing tenants receive a standard *Annual Income Review Form*. They complete it in full and attach verification of all current income. The completed package is then forwarded to Capital Region Housing Corporation's office.

Other Information

- In the case of adding family members or other occupants who are 15 years of age or older, verification of income, identification, and landlord references may be required.



- All persons 18 years of age and older will be required to pass a criminal records check with the Edmonton City Police Services before permission to move in will be considered.
- In the case of removing a lease signer from the agreement, a letter from the person who is moving out is required. The letter must include the date the person is vacating, and a statement assigning the residential premises and the security deposit to the remaining lease holder(s). The letter must be signed and dated.

Death

Tenants are to contact the Support and Security Services clerk in the event of a death. The clerk will advise of any information that may be needed.

INJURY

Personal Injury

Tenants must notify their site manager immediately if anyone, including the tenant, a family member or a guest, is injured on or about the rental property.

INSURANCE

Renters Insurance

It is strongly recommended that tenants buy renters insurance. Tenants without insurance have incurred charges into the thousands of dollars as a result of fires in their rental premises. The landlord's insurance covers only the dwelling and does not cover tenant losses or liability. Note that Capital Region Housing Corporation does not reimburse tenants or pay on their claims for damages resulting from flooded basements and/or sewer back-ups.

Financial Protection

Insurance may be necessary in case of fire, theft, or water damage to cover loss or damage to personal belongings. It should also provide financial protection in the event of accidental injury or damage to property.

Pets

Tenants, who live in Affordable Housing and own a pet, must have liability insurance. This insurance should provide financial protection in the event of accidental injury or damage to property.



MAINTENANCE

Landlord Responsibilities

Capital Region Housing Corporation is responsible for maintenance of the premises. For example, the site manager arranges for or completes repairs if appliances break down or taps leak.

Tenant Responsibilities

Tenants are responsible for the upkeep of their residential premises. They are expected to keep their home clean and in a reasonable state of repair. If tenants or their guests cause damage, the tenants are required to pay for the repairs.

Charges are as follows (all charges are subject to change without notice):

Repairs by Site Manager – \$25 per hour plus GST, minimum charge is one (1) Hour

Removal of garbage from steps, exterior of premises, hallways – \$15 per bag plus GST

Repairs by Contractors – determined based on the work completed and the rates charged by the contractors

The following provides more detailed information about the upkeep of the premises:

Balconies

- Tenants must keep their balcony clean and free of debris. They may not store boxes or other belongings on the balcony. They may not place or hang anything over the balcony railings such as flower boxes and planters, flags, or laundry. Balcony nets, if installed, must be kept in a good state of repair. If the nets or balconies are damaged, the tenants will be charged for the repair and replacement costs.

Ceiling Fans

- Tenants must request written permission from Capital Region Housing Corporation's maintenance department at 780-420-6161 to replace light fixtures with ceiling fans. Ceiling fans must be installed by a certified electrician and tenants must provide verification to Capital Region Housing Corporation that a certified electrician did complete the installation.

Clotheslines

- Clotheslines are not permitted. Tenants may not hang laundry over the balcony railings or on the fences.

Decorating

- Small nails or picture hooks may be used to hang pictures.
- Written permission from the landlord is needed to paint, wallpaper, install carpet, redecorate, finish the basement, add fencing, or install sheds.



- Drapes, blinds, venetian blinds, or vertical blinds may be used as window coverings. Sheets, flags, tin foil, or any other material not approved for window treatments may not be used.

Defrosting Fridges

- Tenants must defrost older fridges. Sharp objects may not be used to remove the ice. If tenants damage the fridge, or fail to prevent damage, they will be charged for the repair and replacement costs.

Emergencies

- Emergencies include things like broken water pipes, furnaces not working, or sewer backups.
- Tenants are to advise their site manager if they have an emergency during the day. If the site manager does not answer the phone, tenants should leave a message on the answering machine and then call Capital Region Housing Corporation's maintenance department at 780-420-6161.

For **MAINTENANCE EMERGENCIES** after hours and on weekends,
Tenants are to call 780-420-6161. The answering service will assist them.

Fire Pits and Free Standing Fire Places

- Fire pits and free standing fire places are not permitted.

Furnaces and Ducts

- The site manager cleans the furnace and replaces the furnace filter once each year. The tenant should replace the furnace filters when needed – at least every three months.
- A build up of lint or dust in the filter of the furnace can cause it to shut down. Tenants can help prevent such build up by ensuring that their dryer vent is hooked up properly, and by wiping the top of the furnace and vacuuming the furnace box on a regular basis. Tenants will be charged the full cost of the service call and repairs by a plumber if their furnace shuts down because of lint or dust.
- Tenants may not sweep garbage or dust and dirt into the ducts. Tenants must not allow their children to throw toys or other objects down the ducts, toilets or sinks. Tenants will be charged for any plumber costs.

Garbage

- Tenants need to dispose of their garbage in a proper manner. It is to be put in plastic garbage bags, tied, and placed in the garbage bins provided.
- If tenants do not have garbage bins, garbage is to be placed out for collection according to the *City of Edmonton Collection Schedule*. The Waste Hotline may be called at 780-496-5678 for questions about collection.



- Large items, such as mattresses and furniture, may not be left by the garbage bins.
- If children take the garbage out, they must be shown where to place the bags. They should not be allowed to leave the bags on the ground beside the garbage bins.
- Garbage may not be left on the balcony, around the doors or patio, in the yard, or in the parking stall.

Grass and Lawns

- Tenants are required to cut and water their grass and lawns during the summer season. They are responsible for the grass and lawn in their private yard. The site manager takes care of the grass and lawn in the common areas.

Hazardous Conditions

- Tenants must tell their site manager immediately if they know of or find any hazardous or dangerous conditions on or about the rental property.

Preventing Dangerous Conditions at Home

- Some of the things tenants can do to help prevent dangerous conditions at home include, but are not limited to, the following:
 - Pay attention when using the stove – over 50 % of the fires in Capital Region Housing Corporation’s properties are caused by cooking oil left unattended on the stove;
 - Be careful with candles – candles also cause a significant number of fires;
 - Avoid leaving matches and lighters where children can find them;
 - Avoid storing large quantities of combustible material or flammable liquid in the home – they should only keep small amounts, and in containers approved for this purpose;
 - Check and clean the smoke alarm(s) each month and tell the site manager if the smoke detector(s) requires repairs;
 - No additional wiring or heating units will be installed in the Premises without written permission from Capital Region Housing Corporation;
 - Keep the area around the furnace and hot water tank clear;
 - Keep the sidewalks, steps, and parking stall of your premises clear of ice, snow, and debris;



- Avoid placing any objects, such as flowerpots, flower boxes and planters, flags, or laundry, on exterior windowsills or hanging them over the balcony railings;
- Avoid parking inoperable vehicles in the parking lot and avoid parking any vehicles in the fire lanes.

Hot Water Tanks

- A build up of lint or dust in the filter of a hot water tank can cause it to shut down. Tenants can help prevent such build up by ensuring that their dryer vent is hooked up properly and by wiping the top of the hot water tank regularly, keeping lint and dust to a minimum. Tenant will be charged the full cost of the service call and repairs by a plumber if their hot water tank shuts down because of lint or dust.

Locks

- Tenants may not place extra locks on the doors and they may not change the locks without Capital Region Housing Corporation's permission. Tenants may request lock changes from their site manager. All lock changes must be changed by Capital Region Housing Corporation's locksmith. There is a charge for lock changes.

Outside Taps

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

Parking Stalls

- If tenants use the parking facilities, they do so at their own risk. CRHC is not responsible for damage to vehicles or contents of vehicles caused by fire, theft, vandalism, or collision.
- The site manager assigns a parking stall when the tenant moves in.
- Tenants are responsible for the care and upkeep of their assigned parking stall. They should ensure there is no garbage, oil or fluid in the stall or on the ground as well as keep their stall clear of snow and ice during the winter.
- Visitors and guests may use visitor parking, if it is provided. They may not park in other tenants' parking stalls unless they have permission to do so. Visitors and guests may not park in visitor parking overnight without permission from the Site Manager.

Inoperable, unregistered, and/or unlicensed vehicles are not permitted. Vehicles with flat tires, broken windows, mirrors, or lights, leaking fluids, detached or hanging bumpers, or any damage that is deemed dangerous, is not permitted. If the tenant does not rectify the problem, or does not remove such a vehicle, **the vehicle will be towed at the owner's expense.**



- Vehicles that weigh more than three quarters of a ton are not permitted (i.e. campers and trailers, large trucks, school buses.)
- Tenants may not do repairs or maintenance to vehicles in their parking stall or anywhere on the landlord's property.
- Tenants are asked to try to keep their vehicle parked in the centre of their stall. A common complaint is that tenants park too close to, or over, the lines. This makes it difficult for the person in the next stall to park and to get in or out of their vehicle.

Pests

- Keeping their home and property pest-free is important for the health of the tenant, their family and their neighbours. Pests, such as cockroaches and mice, can carry disease. Others, such as bed bugs, can be a real nuisance.
- If tenants find any kind of pests in or around their home, they must tell their Site Manager immediately. The Site Manager will decide on how best to deal with the problem.
- Tenants should keep in mind that they are required to cooperate with CRHC when preparing their suite for any type of treatment, including heat, chemical spray, or baiting, to get rid of the pests. Information Sheets will be provided before the treatment is scheduled. **Failure to prepare their suite and/or failure to keep their suite reasonably clean is a violation of the *Residential Tenancy Agreement* and may result in the termination of their tenancy.**
- See Appendix II for tip sheets on the control of mice, bed bugs, cockroaches, Pharaoh ants and wasps.

Playgrounds, and Recreational Facilities and Equipment

- Playgrounds, and recreational facilities and equipment are for the tenants' use only. They are not to be used by visitors and guests. If children use the facilities, they must be supervised by an adult at all times. Tenants are cautioned and advised that they use the playgrounds and recreational equipment at their own risk.

Pools and Trampolines

- Pools, including wading pools, and trampolines are strictly prohibited on all CRHC properties. Slip 'n' Slide, or similar toys, are not permitted in the common areas of the property.

Repairs to the Rental Premises

- Tenants can do some of the minor repairs themselves, including changing light bulbs, changing furnace filters, replacing batteries in the smoke alarm and replacing doorstops.
- If tenants need help with these or any other repairs, they should let the site manager know. The site manager is available to answer telephone calls personally between 4:30



and 6:00 pm Monday to Friday. At other times during the day, tenants may need to leave a message on their answering machine.

- Tenants may be charged for call-outs and repairs in the following situations:
 - the tenants, or people allowed on the premises by them, caused the problem;
 - the contractor determined there was nothing wrong.

Satellite Dishes, Radio and T.V. Antenna and Towers

- Satellite dishes are permitted, with the following restrictions:
 - Tenants must obtain written permission from Capital Region Housing Corporation to install a satellite dish.
 - Satellite dishes cannot exceed 30.48 centimeters in diameter;
 - Tenants may not attach the satellite dish to the premises, including the window frame, the roof, the fence, or any other part of the building;
 - Tenants must place the satellite dish in their fenced yard – it may not be installed in the front yard or in the common area;
 - The satellite dish must be placed below the fence level – tenants may place a post in the yard and attach the satellite dish to it, if they wish;
 - No holes may be drilled into the walls or ceilings of the premises for cable access;
- Radio or T.V. antenna or towers may not be attached to any part of the premises or anywhere on the property without written permission from Capital Region Housing Corporation.
- Tenants may call the maintenance department at 780-420-6161 for more information and for written permission.

Signs

- Tenants cannot place signs, placards or notice plates for advertising purposes anywhere in the rental premises or on or about the property.
- Tenants may place Block Parent signs in their windows.

Smoke Alarms

- Tenants are required to test their smoke alarms each month and replace batteries as needed. They must clean the smoke alarms each month by vacuuming them to remove any dust and debris that may have built up. They may not remove the smoke alarms or



the batteries. They are to notify the site manager immediately if a smoke alarm is not working properly.

Snow Removal

- Tenants must keep their sidewalks, steps, and parking stall free and clear of ice and snow.
- The site manager is responsible for the walkways in the common areas.

Telephone Lines and T.V. Cable

- If tenants need a second telephone line or extra T.V. cable installed, they must call Capital Region Housing Corporation's maintenance department at 780-420-6161. They will give tenants the information and approval forms needed by the telephone and cable companies.

Trees and Shrubs

- If tenants see trees or shrubs that need to be pruned, they should notify the site manager. Tenants may not cut branches or do any pruning themselves.

Windows and Screens

- Windows must be kept closed when it is raining and when it is cold. Tenants will be responsible for the cost of repairs if there is rain or water damage, or if the plumbing freezes.
- Tenants may remove screens to clean them. Screens are to be put back immediately after cleaning. The windows and screens are not to be left out of the frame.
- Tenants should notify their site manager if windows are broken or if screens are torn or missing.

MOVING IN

Move-in Date

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

- the tenants have signed their lease and paid their rent and security deposit;
- the rental premises are ready for occupancy and do not require any cleaning or repairs.

The site manager's discretion in this matter is final.

If the lease begins any time other than the first of the month, and rent is pro-rated, tenants may not move in earlier without charge.

Check-in Inspection



New tenants must phone their site manager to arrange an appointment to do their check-in inspection. The tenant and the site manager will go through the rental premises together and note the condition on the check-in inspection form – *Inspection of Accommodation Report – In*.

IMPORTANT NOTICE – CLEANING AND REPAIRS

It is very important that tenants make sure any required cleaning and/or repairs are written on the check-in inspection form.

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

If the tenant does not agree with the check-in inspection report as completed by the site manager, they should complete and sign Statement 2, part b) at the bottom of the form.

Keys

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

Parking Stall

The site manager will assign a parking stall, if required and one is available, at the check-in appointment.

MOVING OUT

One Rental Month's Notice

Tenants must give a full rental month's, written notice that they are moving. The notice must be given on or before the first of the month to be effective 12 noon on the last day of the month. For example, if the tenant is moving on September 30, they must provide notice on or before September 1.

Giving Notice to Move

Notices to move must be in writing and may be hand-delivered to the site manager or hand-delivered, faxed, or mailed to Capital Region Housing Corporation's office.

Cleaning List

Capital Region Housing Corporation sends the tenant a letter confirming that the move-out notice has been received. Included with the letter is a *Checklist for Vacating Residents*. This list can be used to determine what needs to be cleaned or repaired before the tenant vacates.

Check-out Inspection

Tenants must contact their site manager to arrange a time to complete a check-out inspection. They will go through the rental premises together and note the condition on the check-out inspection form – *Inspection of Accommodation Report – Out*. Any needed cleaning and/or repairs will be recorded. Tenants also return their keys at this time.



Security Deposit Refund

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

Tenants are asked to provide Capital Region Housing Corporation with their forwarding address to ensure they receive their refund promptly.

OPERATING BUSINESS FROM HOME

To operate a business from home, tenants must obtain written permission from Capital Region Housing Corporation. They submit a letter outlining the type of business, indicating whether there will be increased traffic to the residential property, and indicating whether products and flammable or dangerous goods will be stored at the residential property.

If approved, tenants must abide by the regulations of their lease agreement and by any applicable municipal bylaws.

PERSONAL INFORMATION

Personal information, including information about gross household income, income of individual members of the household, assets of the household, and characteristics and composition of the household, is protected by the privacy provisions of the *Freedom of Information and Protection of Privacy Act*. Questions regarding the collection of personal information may be directed to the Community Housing Services Clerk at the address and telephone number listed on page 3.

PETS

Capital Region Housing Corporation allows pets. Only one pet per household is permitted – a small dog or cat.

Application

Tenants must apply to have a pet. They complete the *Pet Application* form and give it to their site manager. (The *Pet Application* form is available at the office or from the web site.) The application to the landlord's (CRHC's) approval and landlord's decision is absolute. Upon approval, the tenant signs an addendum to their *Residential Tenancy Agreement – Permission to Have a Pet*. Affordable Housing tenants are required to pay a non-refundable pet fee of \$150.00 (fee is subject to change without notice).

Rules and Regulations

Tenants are required to follow the rules and regulations as stated in the addendum.



Some of the rules and regulations include the following:

- The pet will be under 50 cm (20”) at the shoulder and less than 16 kg (35 lbs) at adult size;
- Certain pets, including, but not limited to, Rottweilers, Doberman Pinschers, Blue Heelers, Pit Bulls, German Shepherds, Chow Chows, Shar-peis, American Eskimos, American Staffordshire Terriers, Pit Bull Terriers, American Pit Bull Terriers, Staffordshire Bull Terriers, Mastiffs, Dogos Argentinos (Argentinian Mastiffs), Rhodesian Ridgebacks, crosses of those breeds, excessively noisy or loud birds, snakes, spiders and/or other animals deemed to be dangerous or vicious in nature, will not be permitted under any circumstances, and the Landlord’s discretion in this matter shall be absolute;
- The tenant will secure the pet whenever the landlord, its agents, and/or its contractors are in the premises.
- The tenant will be responsible for obtaining liability insurance for the acts of the pet.

Tenants are not permitted to dog-sit or have dogs visit.

Service dogs, specially trained to assist individuals with disabilities, are permitted. The Tenant must provide the Landlord with a copy of their identification card, displaying the Alberta Government logo and picture of the owner and the service dog. If the Tenant does not have an identification card, they must provide the Landlord with a letter from their physician to verify the need for a service dog and written confirmation from an Assistance Dogs International (ADI) accredited school that the dog has been trained and is qualified as a service dog.

Although service dogs are not pets, the pet application and pet addendum are still required.

Tenants may obtain the complete *Pet Regulations* by contacting Capital Region Housing Corporation’s office. (*Pet Regulations* form is available at the office.)

RENT PAYMENTS

When to Pay the Rent

Rent must be paid in full, on or before the first of each month.

How to Pay the Rent



NOTE:

Sherbrooke Townhouse and Central Village tenants have only the following rental payment options: cheques/money orders made payable to CTD Housing Solutions. Mail or drop off at Capital Region Housing Corporation's office during regular office hours. Tenants must write their ten-digit Lease I.D. Number on their cheque or money order.

All other Affordable Housing tenants;

At the Bank

- Tenants may pay their rent at most Canadian financial institutions, including banks and credit unions, in Edmonton, with a two-part rental receipt. The rental receipts are provided by Capital Region Housing Corporation. Tenants may pay rent at the Royal Bank without charge. Other banks may charge a transaction fee at the time of payment. Tenants can check with their own financial institution regarding fees. Because some banks can take a few days to send the payments to Capital Region Housing Corporation's office, tenants should ensure they allow enough time for the payments to be received by the due date.

Telephone Banking

- Tenants should contact their bank for details.

Internet Banking

- Tenants should contact their bank for details.

At Capital Region Housing Corporation's Office

- Tenants may mail their rent payment to Capital Region Housing Corporation, or drop it off at the office during regular office hours. Tenants must write their ten-digit Lease I.D. Number on their cheque or money order.

Handling charges

- A \$20 handling charge is assessed for dishonoured cheques. (All charges are subject to change without notice).

SITE MANAGERS

Tenants may call their site manager if they have problems or need repairs to their residential premises. The name, telephone number, and address of the site managers are given to the tenant when they sign their lease.

Hours of Work

The site managers do most of their work during the day. Tenants should leave a message on the answering machine if the site manager is not at home when they call.



If tenants want to speak directly with their site manager, they may call between 4:30 pm and 6:00 pm Monday to Friday. The site managers ensure someone is there to answer the phone personally during those times.

After Hours

For maintenance emergencies, after hours and on the weekends, tenants call the answering service at 780-420-6161 for assistance.

SECURITY DEPOSITS

Tenants pay a security deposit before they move in. The security deposit is the same amount as the first month's rent, or \$500 (subject to change). See the *Security Deposits Policy*, located on the web site (or available at office), for further details.

Trust Account

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

Interest

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

Return of Security Deposit

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

- the rent is paid up to date in full;
- there are no charges on the check-out inspection for cleaning and/or repairs;
- there are no unpaid charges on the tenant's account for rent, maintenance, parking and/or utilities;
- there are no legal fees and/or any other charges outstanding.

It is important for tenants to give Capital Region Housing Corporation their forwarding address when they move so that any refunds can be returned.

TENANT RELATIONS

Tenants live in residential properties with families from a variety of backgrounds. Ideas about acceptable behaviour will vary.



Rules and Regulations

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

Resolving Issues

If tenants are unable to resolve the issues themselves, they are welcome to contact Capital Region Housing Corporation for assistance. Site managers and office staff are available to help.

Written Statements

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

See the *Complaints against Tenants Policy*, located on the web site, for further information.

Crime Free Multi-Housing Program

The Crime Free Multi-Housing Program involves tenants, the Edmonton Police Service, and Capital Region Housing Corporation. Our goal is to work together to reduce crime in the rental properties.

Report Criminal Activity

- If tenants see criminal activity, they should report it to the police and to their site manager.

Locations

- All residential properties managed by Capital Region Housing Corporation are certified under this program.

Noise

Tenants cannot disturb or be a nuisance to their neighbours. They must keep the level of their televisions, radios, CD players, stereos and musical instruments to a reasonable level. The sound level cannot be greater than what is allowed in Edmonton's bylaws. Sound must be kept to an acceptable level at all hours of the day and night.

The same rules apply to visitors, guests, and vehicles. No excessive noise is permitted at any time.



TRANSFERS

Tenants may apply to move from one Affordable Housing rental property to another.

Rent must be paid on time consistently. The residence must be clean and need no repairs. If the tenants have not met these requirements, the transfer may be denied.

Where and How to Apply to Transfer

Completed applications may be mailed, hand-delivered, or faxed to Capital Region Housing Corporation's office.

Tenants may get a *Transfer Form* from the office or print one from the web site. They should complete the application and attach updated verification of income.

It usually takes from six to eight weeks to complete the review of a transfer application.

Transfer Inspections

Before the application is considered for approval, the site manager conducts an inspection of the tenant's residential premises. They check for cleaning, damages and repairs. If cleaning or repairs are needed, they must be completed before the transfer will be considered.

Transfer Fees

Transfer fees of \$75, including GST, are charged for transfers. (All fees are subject to change without notice.) These fees cover the costs associated with processing a transfer. The fees must be paid before tenants move to their new address.

Security Deposits and Transfers

When tenants transfer, a new security deposit will be determined. It will be the same amount as the first month's rent at the new place, or \$500.00 (subject to change).

If the new security deposit is more than the one paid originally, the tenant must pay the difference between the two before they move. If the new security deposit is less, any refund will be issued after the check-out inspection of the old address is completed and any charges have been processed for the corresponding account.

YARD SALES

Tenants may hold yard sales. They need to ensure they comply with applicable Edmonton bylaws. After the yard sale is over, they must clean up and dispose of any debris on or about the property.



APPEALS

Tenants may appeal any decision made by Capital Region Housing Corporation. To do so, submit a written appeal letter to the Executive Director at the address noted on page 3 or on the back page of this handbook.

The Executive Director will review the appeal, but will not always respond personally. In such cases, a designated alternate will evaluate the situation and respond as needed.



APPENDIX I

Extended Absence Policy

INTRODUCTION

On occasion tenants are absent from their premises for extended periods of time for reasons such as vacation, training, treatment, rehabilitation, family crisis, etc. This policy outlines their eligibility to continue tenancy and rent subsidy.

An extended absence for the purpose of this policy shall be defined as an absence of more than 30 calendar days.

POLICY

Tenancy and rent subsidy will continue for tenants who are absent from their residence for up to 60 consecutive calendar days provided the Tenant:

1. has advised the Corporation in writing of their intended absence, where and how they may be contacted.
2. has not been absent from their residence due to extended absence in the previous 12 months.
3. has advised the Corporation in writing of who will be responsible for looking after the housing unit, including the name, address and contact phone numbers for such person, and the corporation approves such individual. This individual shall be deemed agent for the tenant and the Corporation shall deal with this individual as tenant's representative for all Landlord/Tenant matters, including eviction for violation of the terms and conditions of the Residential Tenancy Agreement. The Agent shall ensure that all the tenant's obligations under the Residential Tenancy Agreement are carried out.
4. does not allow any other person(s), including their agent to occupy the premises in their absence without the written consent of the Corporation.
5. prior to leaving, signs an agreement giving possession back to the Corporation at the expiry of the 60 days should they fail to return. No extension will be permitted under any circumstances.
6. Rent, utilities and any other payment due under the Residential Tenancy Agreement are paid in full and on time.
7. Rent shall be calculated based on the regulations of the Alberta Housing Act.



APPENDIX II

Control of Bed Bugs

Although generally not considered dangerous, bed bugs are a nuisance and need to be kept out of your home. Here are some tips to help you prevent bed bugs and to get rid of them.

- ✓ Know what to look for. Adult bed bugs are small, about the size of an apple seed, and tan or reddish-brown in colour. They can be found around beds and any furniture used for sleeping. They may be in the mattress seams, box springs, headboards, and behind baseboards. They leave dark spots from droppings and small bloodstains if they are crushed.
- ✓ If you find bed bugs, **report them to your Site Manager immediately**. You cannot be evicted for reporting these bugs. It is important that your Site Manager know as soon as possible so that they can arrange for proper treatment. If they come back later, let your Site Manager know again. **Do not try to treat infestations yourself.**
- ✓ Vacuum your home, including baseboards, furniture, bed frames, mattresses and box springs regularly. Seal the vacuum bags with tape or in a plastic bag and remove them from your home right away.
- ✓ Wash your clothes and bedding in hot water. Dry them in a hot dryer for at least 45 minutes. The heat will kill the bugs. **Do not overfill the washer or dryer.**
- ✓ Keep your bed away from the walls and nightstands. Put bed bug proof covers on your mattresses and box springs. Use double sided tape or bed bug interceptors around the feet of your bed. Mattress covers and interceptors may be purchased from pest control companies or mattress stores.
- ✓ Follow all instructions the Site Manager or the pest control operator gives you to prepare before a treatment of your home.
- ✓ Follow all instructions for after the treatment as well.
- ✓ Never bring used mattresses or furniture that you find in the alley or by a garbage bin into your home.
- ✓ Be very careful to inspect any used items you buy at a second hand shop or get from friends or family. If they appear to have bed bugs, don't take them.
- ✓ If you travel, check your luggage and belongings when you return home.
- ✓ When taking infested mattresses or other furniture out of your home, seal them in a large plastic bag. Tape a sign to the bag that says, "Infested with bed bugs". Do not donate or re-sell anything infested with bed bugs.



Thank you for your assistance! Site Managers and pest control operators cannot control this problem without your help.



Control of Cockroaches

Cockroaches can contaminate food. They produce allergens that can make health problems worse. Poor housekeeping is a major factor in cockroach infestations. Here are some suggestions to help you prevent cockroaches and to get rid of them.

- ✓ Clean all living spaces regularly, including baseboards and cracks in walls. Use hot, soapy water or a mild bleach solution. Ensure that the stove and area around the stove is kept clean and free of food and grease.
- ✓ Keep all food in covered containers.
- ✓ Do not leave dirty dishes, food crumbs or open food out. Wipe up crumbs and food particles from counters, sinks and cupboards.
- ✓ Vacuum furniture and vacuum or sweep floors regularly, including around and under fridges and stoves. Seal vacuum bags and remove them from your home immediately.
- ✓ Remove leftover pet food from pet dishes at the end of each day.
- ✓ Eliminate all food and water sources for the cockroaches.
- ✓ Keep garbage cans and recycling containers tightly covered.
- ✓ If you find cockroaches, **report them to your Site Manager immediately**. They will help deal with the problem by arranging for either CRHC staff or a pest control operator to come to your home.
- ✓ CRHC staff or a pest control operator will leave you written instructions to prepare before they come into your home. Follow all of these instructions for both before and after treatments. If the cockroaches return, let your Site Manager know again.
- ✓ Be very careful to inspect any used items you buy at a second hand shop or get from friends or family. If they appear to have cockroaches, don't take them. If you travel, check your luggage and belongings carefully when you return home.
- ✓ Avoid buying food from bulk food bins unless you are absolutely certain that the food is not contaminated with cockroaches or their eggs.



Thank you for your assistance! Site Managers and pest control operators cannot control this problem without your help.



Control of Mice

Mice can carry disease and produce allergens that can make health problems, such as asthma, worse in people. Here are some suggestions to help you prevent mice and to get rid of them.

- ✓ Plug up holes where mice can get in with steel wool since mice cannot chew through it.
- ✓ Keep exterior doors closed – do not prop them open.
- ✓ Keep screens intact and in place. Ask your Site Manager to have any torn screens repaired.
- ✓ Use effective mouse bait for traps (e.g. peanut butter) or use mouse boards or a “ketch-all” metal box.
- ✓ Keep dry foods in covered metal or glass containers. Mice can chew through plastic.
- ✓ Keep garbage cans and recycling containers tightly covered.
- ✓ Do not leave dirty dishes, food crumbs or open food out – even in ovens because mice can enter through the thermostat hole.
- ✓ Vacuum or sweep floors regularly, including around fridges and stoves.
- ✓ To clean up mouse feces, it is recommended that you spray the feces first with a mixture of water and a small amount of bleach. Then sweep up. Use rubber gloves and a dust mask.
- ✓ Outside, keep your yard free of garbage and keep the grass cut. Do not keep a bird feeder in the yard because mice like the bird seed.
- ✓ If you cannot get rid of the mice by yourself, call your Site Manager and let them know. They will help deal with the problem themselves or by arranging for a pest control operator to come to your home.



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Control of Pharaoh Ants

Pharaoh ants carry bacteria that cause disease and are considered a risk to human health. Here are some suggestions to help you if you have these pests in your home or yard.

- ✓ **Report any Pharaoh ant nests to your Site Manager immediately.** CRHC staff may deal with the problem themselves or arrange for a pest control operator to come to your home or property to remove the nest. It is not recommended that you try to remove the nest yourself. These ants may live in extremely large groups, into the several thousands, and are found in places like walls, ceilings, floors and electrical wall outlets. If disturbed, they will move to a new location.
- ✓ CRHC staff or a pest control operator will leave you written instructions to prepare before they come into your home to treat for Pharaoh ants. Follow all of these instructions for both before and after treatment.
- ✓ Pharaoh ants eat a variety of foods, including sweet things like sugar and syrup, meat and other dead insects. Keep all food in covered containers.
- ✓ Sweep floors regularly and wipe up all crumbs and food particles from countertops, cabinets and appliances. Clean thoroughly around, under and behind fridges and stoves.
- ✓ Outside, keep your yard, patio or balcony free of food. Clean barbeques and utensils after each use. Do not leave food on these items.



Thank you for your assistance! Site Managers and pest control operators cannot control this problem without your help.



Control of Wasps

Wasps can pose risks because they will sting when provoked. They leave behind venom that is painful and can result in allergic reactions. Here are some suggestions to help you prevent wasp infestations.

- ✓ **Report any wasp nests to your Site Manager immediately.** They will deal with the problem themselves or arrange for a pest control operator to come to your property to remove the nest. It is not recommended that you try to remove the nest yourself.
- ✓ Wasps are very protective of their nests, so keep your children and yourself away from the nest.
- ✓ Wasps are attracted by food and water. Keep food and drinks in covered containers when outside. Sweep up crumbs and food particles from your deck or balcony.
- ✓ Clean barbeques and utensils after each use. Do not leave food on these items.
- ✓ Keep your pet's dishes indoors.
- ✓ Eliminate all other food sources. Garbage should be stored in covered containers or disposed of by placing in the garbage bins.



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