

PARKLAND FOUNDATION MANAGEMENT BODY

SELF-CONTAINED HOUSING
TENANT HANDBOOK

Revised January 2012

1. Tenant Selection

The mandate of Parkland Foundation is to provide safe and affordable housing to low-income seniors. Although exceptions are sometimes made, applicants should be 65 years of age, receive less than \$31,500 per year income, be able to care for themselves and able to get along with others in an apartment setting. There are no services provided such as meals, cleaning, etc. Applications are point scored and priority rated as per Alberta Housing and Urban Affairs. This is to ensure that we assist those in greatest need. In the case of vacancies with no eligible applicants, ineligible tenants may be accepted with a 90 day eviction clause if an eligible senior application is received after they move in.

2. Moving in to Self-contained Housing

Please remember that the self-contained units are roughly 500 square feet and generally smaller than you are used to. The storage space is very limited in all buildings and most people require down-sizing of their possessions. Parkland Foundation is very concerned with resident's well-being and excessive collection of personal items poses a fire hazard. It also limits entry of ambulance personnel should something happen to you. Another problem encountered by many Foundations, hotels, motels, etc. is bed bugs. Often the only way to get rid of these pests is to get very aggressive with the clean-up and that may require destroying items to prevent any spread of them. We encourage residents to leave unused or seasonal items with family or friends.

Residents are urged to obtain tenant insurance as Parkland does not insure any resident belongings.

Residents are asked to use only proper nails with hooks to hang pictures and no tape, screws, etc. is permitted.

No alterations, painting, papering or redecorating shall be done without the permission of Parkland Foundation. If any alterations, additions or improvements are made, they become the property of Parkland Foundation without compensation to the tenant. Window coverings are provided, but if the tenant wants their own, any rods installed shall remain when the tenant vacates the suite. Tenants are not allowed to place any notice, plate or sign in windows or attach anything to the building exterior.

Some of the Parkland Foundation buildings have mail delivery to the door. You must make arrangements with the local post office for address changes. Only one mail key per suite will be issued by Parkland Foundation if mail is delivered to the building by Canada Post. All keys must be returned upon vacating the suite.

3. Safety and Security

New tenants are issued one front entrance door key and two suite keys. Because the main door keys are very expensive and cannot be re-cut by residents, there will be a \$20 charge to tenants for extra keys. You are asked **NOT** to open the main doors for visitors, even if you recognize them. The person they want to visit may not want them to visit and should have the option to admit them to the building.

All residents must be essentially responsible for their own safety in the event of a fire and be able to exit without assistance. Make yourself familiar with the fire safety of your building as posted on the back of each suite main door. The tenant shall keep and observe all health, fire and police regulations of the Province of Alberta and local municipality.

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

Tenants are encouraged to develop a safety program whereby residents check on each other daily. If you are concerned about the welfare of another resident, please call the Parkland Foundation or maintenance staff immediately.

Some of the smoke detectors are sensitive. Tenants are not allowed to disconnect them or switch the breaker to disable these detectors.

Tenants are not permitted to have any items in the hallways near the suite door including mats, boot trays, etc. They may put people at risk who do not see as well others.

4 Emergency Contacts

Residents are required to leave current emergency contact with the Parkland Foundation. In the case of a suspected emergency, staff may enter your suite to provide assistance without your permission.

In the case of a tenant death, suites are locked and keys are available only from the Parkland Foundation office. Anyone requesting a key must prove their identity and provide a will authorizing their authority to enter the suite. If no will is available, they must be on the emergency contact list provided by the tenant.

5. Maintenance

Parkland Foundation is responsible for maintenance of the premises. For example, the maintenance person arranges for or completes repairs if appliances break down or taps leak. **Maintenance staff or qualified contractors may enter suites without notice in the case of an emergency such as a water line break.**

Tenants are expected to keep their home clean and in a reasonable state of repair. If tenants or their guests cause damage, the tenants are required to pay for the repairs. Tenants must report maintenance concerns such as running/dripping taps, leaking toilets, etc. Because staff is not present in the buildings at all times, each building has a clip board available for tenants to write maintenance concerns. Phone numbers are posted in the common areas for emergency situations only and staff will attend emergencies as soon as they are able.

Maintenance staff is not responsible for removing tenant's garbage. There are areas at each building for residents to dispose of their household trash. Tenants are encouraged to set up recycling programs and maintain these programs among themselves. Maintenance staff is not required to arrange disposal.

6. Rent

Rent is due on the first day of every month. **Parkland Foundation will use an electronic fund transfer method to collect rent.** Receipts will be delivered to your suite as soon as possible.

Rent is calculated based on 30% of the resident's income according to the rules set out by Alberta Housing and Urban Affairs. All buildings have a maximum rent set out by the Board of Directors each year while considering the Market Rent for each location. Tenants are required to provide income information including copies of their tax return and assessment notice yearly to Parkland Foundation. No damage deposit is collected by Parkland Foundation.

If your income is reduced, your rent will be adjusted for the first day of the following month. Rent reductions are not back-dated; therefore tenants must provide their information on time.

7. Utilities

In buildings that are individually metered (Bow Glen Court), tenants are responsible for their own electric and you must make arrangements with Epcor for hook-up and payment.

In buildings that are bulk metered, Parkland Foundation charges a flat rate fee to all tenants. According to Alberta Housing and Urban Affairs, the Foundation must collect 80% of the buildings total electric charge from tenants. The Parkland Foundation Board sets the rate yearly and it may be increased no more than \$10 per month per year.

Telephone and cable TV are the responsibility of the tenant.

8. Relocation

If residency of a handi-cap friendly suite is granted to an able-bodied person, they may be moved to another suite in the same building as soon as one is available. This enables wheel chair access in some of the buildings.

At times, renovations are done in vacant suites such as flooring, painting, etc. Parkland Foundation reserves the right to offer these updated suites to tenants of that building. Preference will be given to those tenants with the longest tenancy. Any costs involved with moving would be the responsibility of the tenant.

9. Smoking

It is the policy of Parkland Foundation that tenants entering our buildings after May, 2008 are forbidden from smoking or allowing visitors to smoke in their suites. Violation of this regulation will result in a warning and possible eviction. There is no smoking allowed in the common areas, elevators, or stairwells at any time. Smoking is prohibited within 5 meters from a doorway, window or air intake. Violation of this regulation will result in a warning and possible eviction.

10. Visitors

Visitors are welcome at any time, provided they do not disrupt other residents. All children must be supervised by an adult. You are required to notify the Parkland Foundation office if you have a visitor staying for more than a 2 week period. Leases are non-transferable.

11. General Behaviour

Residents in the Parkland Foundation buildings are expected to respect the rights, privileges and privacy of others. Abuse of any kind (physical or verbal) towards residents or staff will not be tolerated. Rude, inappropriate or offensive behaviour or repeated violations of the Foundations regulations will result in an eviction notice. Sexual harassment or violence is not tolerated.

12. Personal Assistance

Parkland Foundation provides no services to self-contained residents. Meals, cleaning, laundry, etc. are the responsibility of the tenant.

13. Medical Equipment

Residents who require the use of motorized scooters are not permitted to use them inside Parkland Foundation self-contained buildings effective August 1, 2010. If parking of a scooter on the property is required, a charge of \$10.00 per month will apply.

Residents who require oxygen therapy are not permitted to smoke or allow smoking within the suite at any time and must be capable of changing tanks without the assistance of staff.

Any modification to the suites such as handrails must be approved by the Foundation and remain in place when the resident vacates the suite.

14. Resident Parking

Resident parking is provided on a first-come first-serve basis subject to availability. The fee for parking is determined by the Board of Directors and may be adjusted from time to time. The parking fee is applicable twelve months a year. Parkland Foundation is not responsible for loss or damage to any vehicle parked on their property. Unlicensed, eyesore or inoperable vehicles on the property will be removed at the Tenant's expense.

15. Satellite Dishes

Shaw Cable is available in every suite. Residents are responsible to make arrangements with Shaw Cable for delivery of the service and payment directly to Shaw. Satellite Dishes are not permitted by Parkland Foundation in any self-contained building.

16. Appliances

Residents are responsible to clean and defrost fridges regularly.

Humidifiers must have an automatic shut off.

Prior authorization by the Foundation is required to install air conditioners.

Installation of window air conditioner units may be arranged for a nominal fee with the maintenance staff in some buildings. Additional monthly fees may be charged for extra electricity.

No wires or electrical lights, television or radio connections or other objects are to be introduced, or the position of any existing wires altered. Only CSA approved extension cords may be used. Residents are not to over-load electrical plug-ins.

17. Pets

Parkland Foundation does not allow pets in any buildings with the exception of fish in an aquarium or a small bird in a cage.

18. Tenant Relations

Tenants are encouraged to form social clubs and promote harmony among residents.

Tenants shall not allow noise or guests to disturb other tenants, especially between 11 P.M. and 7:00 A.M.

It is expected that tenants will follow the rules and regulations of their lease agreement and the Alberta Residential Tenancies Act, ensuring they do not interfere with the rights of their neighbors. From time to time, problems do occur.

If tenants are unable to resolve issues themselves, they are welcome to contact Parkland Foundation for assistance. When reporting problems, tenants are asked to submit written statements to Parkland Foundation including what the tenant knows or saw, and the names of the people involved in the problem. The letters should be signed and dated. If a resolution cannot be obtained and the issue is serious, the matter will be presented to the Board of Directors for action.

19. Move Out

When residents vacate a suite, they are required to leave it clean and free of damage. Carpets need to be professionally cleaned, fridges need to be cleaned and defrosted, and a move-out inspection will be done with the tenant. Keys are to be returned and a forwarding address will be left with Parkland Foundation. A one month notice is required for vacating.

20. Resident Eviction

The Administrator and/or the Board of Directors of Parkland Foundation, as per The Residential Tenancies Act of Alberta, reserve the right to deliver a 24 hour eviction notice to any tenant who:

- a). physically assaults or threatens to assault any visitors, other tenants or staff or
- b). does significant damage to the premises

The administrator and/or Board of Directors reserve the right to give the tenant a 14 day notice of termination for:

- a). Substantial breach of the tenancy agreement.
- b). Non-payment of rent.

The administrator and/or the Board of Directors reserve the right to give a tenant a 90 day eviction notice if the tenant is believed to be at risk. This may occur if the tenant's health deteriorates to the point that their safety is not certain. This notice may be delivered to an emergency contact that the tenant has provided to Parkland Foundation and/or the tenant.

21. Resident Notice

When circumstances so warrant, residents may be given notice to vacate in accordance with the Parkland Foundation Policies and the Alberta Residential Tenancies Act. It will be the responsibility of the resident and/or the resident's family, to make alternate living arrangements.

**Responsibilities of the Tenant according to the
Residential Tenancies Act**

- Pay the rent on time
- Be considerate of the landlord and other tenants
- Not endanger other tenants or the property
- Not perform illegal acts or conduct illegal business on the premises
- Keep the premises reasonably clean
- Prevent damage to the premises
- Move out when the tenancy agreement ends

Parkland Foundation Management Body shall have the right to amend this Resident Handbook from time to time to make such additional and reasonable rules as may be needful for safety, care and cleanliness of the premises and preservation of good order therein. Such regulations shall be kept and observed by all tenants.

Read and accepted by: _____

Name: _____

Parkland Foundation Management Body: _____

Name: _____

Date: _____