



TENANT HANDBOOK



Fostering Hopeful Communities.

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WELCOME TO YOUR NEW HOME

Welcome to Barrie Housing.

We are happy that you have chosen to make us your home.

This handbook contains helpful information about your lease and responsibilities as a Tenant. There is also a list of our responsibilities and services you can expect from us.

We want to provide you with the utmost support. We encourage you to read this handbook carefully and ask your Tenant Services Worker if you have any questions.










Disclaimer:

This handbook is provided only as a guide. Your legal rights and responsibilities are described in your tenancy lease agreement. The information in this guide may change or need to be updated. It should not be taken as legal guidance. If there is any conflict between what is written in this guide and any law of Canada (Federal, Provincial, or otherwise), or any Barrie Municipal Non-Profit Housing Corporation o/a Barrie Housing policy, procedure, or guideline, then the law will overcome.



BARRIE HOUSING TENANT SERVICE PROMISE

-  Serve you with respect and dignity.
-  Listen to your question(s) or concern(s) to serve you with accuracy.
-  Respond to your inquiry in a timely manner.
-  Keep you informed of when things will be completed.
-  Offer you the best information to support you in making knowledgeable decisions.
-  Make sure you get to the right person when you contact us.
-  Acknowledge our mistakes, work with you to find a result and learn from the experience.

OUR FRONTLINE TEAM

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Tenant Services Manager

The Tenant Services Manager oversees the Tenant Services and Community Development teams.

Tenant Services Supervisor

Your Tenant Services Supervisor works with tenants, local leaders, and agencies to identify tenant needs within buildings across Barrie Housing's portfolio.

Tenant Services Worker

Your Tenant Services Worker is responsible for showing units, meeting with tenants for lease signing and calculating rents. You can contact your Tenant Services Worker with questions about your rent or any other tenancy matter.

Community Development Supervisor

The Community Development Supervisor oversees the Community Development team and works to create agency connections within Barrie Housing to support tenants.

Community Engagement Coordinator

The Community Engagement Coordinator works to engage tenants and meet needs. They support financial and food security, provide eviction prevention resources and work to sustain tenant's housing with our organization.

NORC Coordinator

The NORC (Naturally Occurring Retirement Coordinator) is responsible for supporting tenants 55+ ageing with dignity at home. Connecting to at-home services, mobility aids and sourcing relevant resources.

Building Services Manager

The Building Services Manager oversees the Maintenance Technicians and the Cleaners in your building.

Building Services Supervisor

The Building Services Supervisor supports vendor connection, follow-up of the Work Order Requests and delegation of duties for the Maintenance Technicians.

Maintenance Technicians

Each building or complex has a maintenance technician.

He or she looks after the day-to-day maintenance around the site and completes work orders.

Building Cleaners

Each building or complex has a cleaner assigned.

They are responsible for keeping Barrie Housing buildings and common areas clean and tidy.



WHO IS BARRIE HOUSING?

ABOUT US

Barrie Housing is a non-profit housing provider located in the vibrant City of Barrie. The portfolio consists of a total of 964 apartments and townhouses located at 14 different locations throughout the city. Approximately 60% of these rental units are for people who qualify for a rent-geared-to-income subsidy. This is applied for through the Social Housing Department at the County of Simcoe. The other 40% of the rental units are available for rent below current rental market rates.

We work with many partners to foster opportunities that can improve well-being and quality of life in our communities, helping to make Barrie a better place to live in.



OUR MISSION

Our Mission is to provide safe, affordable, quality housing to foster hopeful communities that support families and individuals.

OUR VALUES

Understanding

We are here to help.
We seek to understand what matters to tenants, reflect and create a space of empathy.

Engagement

We are committed to engaging tenants in decisions that affect them and the reputation of our Barrie Housing community.

Accountability

We take pride in our work. Barrie Housing has high standards, and tenants can hold us accountable for conducting business professionally.

Trust


Tenants can trust that we will do what we say to support safe and secure housing.

YOUR RESPONSIBILITIES AS A TENANT

Your Tenancy

- You may live in your unit until you give proper notice to Barrie Housing or:
- Barrie Housing ends your tenancy for breaking Barrie Housing policies and/or rules of the Residential Tenancies Act.

Responsibilities of your Lease

- Rent is due on the 1st of each month
 - Keep your home clean and in good condition;
 - Repair or pay to repair damages that you and, your visitors, and your pets cause;
 - Be responsible for your actions and the actions of other members of your household, your guests, their pets, or your pets;
 - Respect your neighbours by not making too much noise and controlling/cleaning up after your pet;
 - Respect the building you live in;
 - Follow Barrie Housing policies and applicable laws;
 - Call the Maintenance Line if you need your lock changed. Do not change locks yourself. There may be a charge associated with lock changes;
 - Report changes in your income or unit composition within 30 days to your Tenant Services Worker (RGI tenants only);
 - Do not sublet your unit;
 - Pay your utilities on time
- 

BARRIE HOUSING RIGHTS AND RESPONSIBILITIES

As your Landlord, we will:

- Provide services as set out in your lease.
- Follow the obligations as Landlord under the Residential Tenancies Act and Housing Services Act.
- Keep your rental property well-maintained and respond to repair requests.
- Provide 24-hour notice before entering your home unless you give permission to enter or there is an emergency (flood, fire, life-threatening event), in which case, staff can enter your home.
- Provide proof of payment when requested.
- Process your annual rent review if you pay Rent-Geared-to-Income.
- Respect the confidentiality of your personal information.
- Comply with local health and safety regulations, property standards and municipal bylaws.
- Collect a rent deposit of one month's rent if you pay market rent.
- Pursue eviction of tenants for reasons as set out in the RTA.



PRIVACY POLICY

By its obligations under the Personal Information Protection and Electronic Documents Act (PIPEDA), the Housing Services Act (HSA) Regulation 367/11, and the Occupational Health and Safety Act (OHSA), Barrie Housing will protect the privacy and confidentiality of the applicants, tenants, employees, board members, volunteers, and other stakeholders by ensuring the appropriate treatment of their personal information.


Personal information will only be collected for the following purposes:

- to approve tenancy and determine the appropriate unit type and size
- to determine income and assets for rent calculation
- to demonstrate compliance with funding requirements
- to protect the health and safety of the tenant
- to ascertain service levels required in special needs housing

All staff, Board members, volunteers, and other individuals who may have access to applicant, tenant, or employee files must sign a confidentiality agreement. Barrie Housing will never disclose your personal information to other individuals or public bodies except as authorized by legislation or through your consent.

TENANT COMPLAINT POLICY

The Tenant Complaint Policy aims to ensure that Barrie Housing provides quality services to the satisfaction of tenants to the greatest extent possible. It ensures that complaints are addressed promptly, adequately, and appropriately. Please feel free to express your concerns or complaints to your Tenant Services Worker, they can provide our Complaint Form for completion where you can detail your concerns.



The Tenant Services Worker and the tenant will determine if they would like to move forward with an official written complaint. Once the form is completed, it will then be forwarded to the appropriate Manager, who will acknowledge the receipt and work towards a prompt resolution.

LEASE AGREEMENT

Before moving in you will be required to sign a lease agreement, which is a legally binding document. The Tenant Services Worker will review the terms of the agreement with you and answer any of your questions. A copy of your lease will be provided to you for your own records.

RESERVING THE ELEVATOR

(Summitview, Grove Place, Coulter Glen, and 100 Little Avenue only)

Once you've agreed to a move-in date, contact the Tenant Services Worker for your building to make sure that they can book elevator time for you. When you are finished moving in or out, please inform the Maintenance Technician for your building.

Elevators are only available Monday-Friday, 9:00 am - 4:00 pm

KEYS AND FOBS

Before you move-in, Barrie Housing will install a new lock on your door. You will receive a key for your unit, a FOB for the front door of the building, the laundry room, the garage (if applicable) and a key for your mailbox. If you lose any of these Barrie Housing will charge for replacement.

All lock replacements will be completed by our Maintenance Team. However, we will charge a fee to cover the cost of staff time and the cost of a new cylinder. Tenants are not permitted to change their own apartment door locks.

Request for Additional Keys or FOB:

You are responsible for the key FOB. Keep it in a safe place. Do not lend or give it to another person. Let us know as soon as you notice you have lost your keys or your FOB. There is a charge for each additional or new key or FOB issued. Before you leave, you must return all unit keys, including mailbox keys, laundry room keys and key FOBs. Please contact your Tenant Services Worker to plan how to return these items.

Locked Out:

Ask your Maintenance Technician for assistance if you are locked out of your apartment during regular business hours. For after-hours, please contact the Emergency Line.

You will be charged for the cost of a locksmith.

PRE-MOVE-IN INSPECTION

On Move-in day, when you pick up your keys and a Barrie Housing staff member will do an inspection of your new home with you prior to physically moving in. Any problems with the unit will be noted on the inspection report, and you will receive a copy of the report to keep for your own records. We also recommend taking digital photos of any minor damage to your unit for your own records. We will conduct another inspection when you move out of the unit to compare wear and damage(s). At move-out, the tenant will be responsible for any damage above normal wear and tear.

DISPOSING OF MOVING BOXES

Cardboard boxes must be broken down and tied in bundles before being placed in the recycling bin for paper products.

RENOVATIONS & ALTERATIONS

Any changes to the property or your home must be approved in writing by Barrie Housing before they are done.

Please make sure that your drapes or curtains fall at least three inches above the electric heat register.

UTILITIES

In addition to your rent, you are responsible for paying for the cost of utilities directly to the utility companies. *Depending on your income, you may be eligible for the Ontario Electricity Support Program. For more information, visit www.oeb.ca*

At lease signing, the Tenant Services Worker will inform you which utilities you are responsible for. If your building requires a hot water tank rental, you will be required to set up an Enbridge, Enercare or Reliance account prior to move-in (depending on your building location).

All tenants are required to set up an account with Alectra Utilities for electricity prior to move-in regardless of building location.

Please note: Before you receive your keys, you must provide your Tenant Services Worker proof of your utility account numbers.

ALECTRA UTILITIES
1-833-253-2872



ENBRIDGE GAS
1-877-362-7434

EQUAL BILLING

If your income is fixed or you have a tight monthly budget, you should ask your utility company about their Equal Payment Plan options.

The Equal Payment Plan has several advantages:

- you know what your bill will be each month, so there are no surprises;
- you can budget for this amount each month;
- if you use less power than last year, you will have a lower payment in the twelfth month.

PHONE, CABLE & INTERNET

Phone, cable, and internet are not included in your rent. You can choose any company that provides services in the City of Barrie.

Please make appointments during the day, between 9:00 am - 4:00 pm, from Monday - Friday, so the Maintenance Technician can be on-site to give you access to the electrical room. Please remember to inform the Maintenance Department of any appointment that you schedule.

*If you are an RGI tenant, you may be eligible for a reduced internet rate through Rogers. Please feel free to contact your Tenant Services Worker for more information.

TENANT INSURANCE

Proof of valid Tenant Insurance is required at lease signing.

Why is Tenant Insurance so Important? If your unit is damaged by flood, fire or any other incident, insurance can help you pay to replace your belongings.

It may also help to pay for legal costs if your actions cause damages to your unit, another unit in the building, or the building itself. Select plans may also cover the cost of a hotel stay or a replacement unit if you must leave for a period of time because of the damage or emergency.

You can get more information at [HTTP://tenant.hscorp.ca](http://tenant.hscorp.ca) or 1-866-940-5111.

MAIL AND POSTAL SERVICES

Letter mail and small parcels (delivered by Canada Post) will be delivered to your unit's mailbox, located in the lobby area of your building. Larger parcels may be held at the nearest Canada Post office; in that case, a slip with pick-up instructions will be left in your mailbox.

It is your responsibility to receive any packages delivered to your apartment door and ensure that you are home to receive your deliveries or ensure specifications are made for delivery.

Barrie Housing does not accept responsibility for any lost or stolen packages. Barrie Housing staff will not accept any packages on your behalf or hold any for you.

PETS

Barrie Housing understands that your pet is like a member of the family. We pride ourselves on providing a pet-friendly environment.

You can have a pet if it does not disturb other tenants or damage the unit. Barrie by-law requires that you register your animal with the City, which helps police and animal control officers reunite you with your dog or cat if they become lost. You can register your dog or cat online or at city hall for a small fee.

Barrie's by-laws restrict the number of animals you can keep in your home. The by-law states that you may keep a maximum of 3 dogs and 6 cats in your home.

If you have a dog, you must leash it when you take it out of your unit. Do not allow your dog to run free outside, and remember to "stoop and scoop" after your pet.

Barrie Housing strongly recommends that you have your pet neutered/spayed and microchipped. Both services can be completed at a low cost through Ontario SPCA, our Barrie Housing team and tenants have a longstanding relationship with the Barrie SPCA located at 91 Patterson Road.

Please contact The Community Development Department for more details at (705) 727-1101 ext. 102.

* Stoop and Scoop

If you have a cat, please do not dump large volumes of kitty litter in the garbage chute, and do not flush it down sinks or toilets as they may become clogged. If you are changing the litter in your cat's box, please bring soiled litter and any pet waste directly to the outdoor garbage bin in a tied bag.



MAINTENANCE & REPAIR

Please help us keep your unit in good condition by calling the Maintenance Line as soon as repairs are needed. If you wait, a problem could become worse, and you may be charged for some or all the needed repairs.

Barrie Housing may charge for repairs and/or damages that are caused by you, members of your household and/or guests.

Non-Emergency Work Order Request Line**705-727-1101 ext. 333****or****www.barriehousing.com****and click “Work Order Request.”****24-HOUR ENTRY NOTICE**

- The Maintenance Technician will always provide 24-hour written notice before conducting a repair in your unit.
- If the repair is considered an emergency, the Maintenance Technician may enter your unit without notice.
- Barrie Housing staff may also enter your unit to conduct an inspection or for any other reasons as set in the Residential Tenancies Act.

Please note: The Emergency Line is to be used between the hours of 4:30 pm - 7:00 am to report: major flood, loss of heat in winter months, loss of water or loss of power.

EMERGENCY LINE: 1-833-961-2541

When you leave a voicemail on our emergency line, we need your address, a name and number for us to contact you to get further details to schedule maintenance, and/or whether you give permission for us to enter your unit.

FOR HOUSE FIRES PLEASE CALL 9-1-1

HOUSEHOLD GARBAGE & RECYCLING

Make sure the garbage you put in the garbage chutes are tied securely and are small enough so they will not block the chute. Ensure your bag is fully in the chute before leaving.

Try not to use the chutes late at night or in the early morning when your neighbours are sleeping. Also, be careful when taking garbage through the hallways so that liquids do not drip on the floor.

- Please do not put kitty litter down the chute.
- Please do not drop bottles, broken glass, needles, or aerosol cans down the chute.
* These can all be dangerous to the cleaning staff.
- Please do not leave trash on the floor of the garbage room. This is one of the most common complaints made by other tenants. Tenants found leaving on the floor will be charged back for the time taken by Barrie Housing staff to clean this.

The Maintenance Technician at your building can inform you of how to dispose of bulk items such as furniture. As a resident of the City of Barrie, you are entitled to one free garbage disposal at the Barrie Landfill and Environmental Centre (located at 272 Ferndale Drive North, 705-739-4219); anything after that is a low rate based on the weight of the item.

APPLIANCES

All of our units come with a fridge and stove. If they need to be repaired, please call the Maintenance line during regular business hours.

Tenants are not allowed to install dishwashers, washers or dryers in their apartments. Installing these machines may damage the plumbing and cause floods or other problems. If you install these appliances without the approval of Barrie Housing, they will be removed, and you will be charged for any needed repairs.

Refrigerator: regular cleaning and defrosting will keep your refrigerator in good shape and save energy. Use mild, soapy water to clean the inside of your refrigerator.

Oven: use mild, soapy water to clean the stovetop. A paste made of baking soda and water is good for removing grease and dirt. Do not use rough cleansers because these will damage the surface of the appliance. Use an oven cleaner for the inside of your oven. If you are using your oven's self-cleaning feature, do not leave your unit while your oven is still on.

Drains: Do not put grease, oil, or food down the drains, as they may cause costly plumbing issues. Please refrain from flushing baby wipes, diapers, and feminine hygiene products.

AIR CONDITIONERS & CEILING FANS

All installation of ceiling fans, air conditioners, other electrical fixtures, or wired-in appliances must be inspected and approved by the Building Services Supervisor.

BASEBOARD HEATERS & REGISTERS

Keep the baseboard heater and registers clean, dust-free, clutter-free, and away from any drapery/curtains.

VENTILATING YOUR HOME

It is essential to properly air out your home, especially in the winter months. Opening at least two windows once per day for at least 15 minutes at a time will prevent mildew and condensation issues.

ANNUAL INSPECTIONS

We inspect all our units each year. We work out our maintenance plans for the next year from the inspection reports and prepare our annual maintenance budget. We will send notices of the inspection schedule before entering your unit. An average inspection takes 15 minutes.

YARDS & BALCONIES

- You should not use balconies or porches as storage areas. It is a fire hazard. You will be asked to clean it up.
- Propane or gas barbecues are not permitted for use on your balcony as it is a fire hazard. Electric barbeques are allowed.
- Don't shake rugs or mats or throw items or cigarette butts from your balcony.
- Barrie Housing does not permit tenants to install tarps or privacy fences on their balcony or patio. You will be charged the cost of having it removed.
- For tenants with a ground floor patio, your patio is marked. Any area beyond that is Barrie Housing property.

**CHILDREN AND/OR PETS SHOULD NOT BE ON THE BALCONY WITHOUT
ADULT SUPERVISION.**

**PLEASE DO NOT ALLOW YOUR PET TO USE THE BALCONY FOR
EXCRETION.**

SNOW REMOVAL

Tenants are responsible for clearing the snow around their parking spot.

We will remove snow from the parking lot and common pathways. If you live in a townhouse, please clear the walkway and/or steps in front of your house.

PARKING

The current parking charge is \$25.00 per month (subject to change). Tenants are not allowed to park their vehicles in visitors' parking spots. Vehicles risk possible ticket/tow if wrongfully parked on Barrie Housing property.

To be eligible for parking, the following conditions must be met:

- A household must be in good standing with Barrie Housing and must not owe arrears.
- The ownership of the vehicle must be registered to a leaseholder or registered occupant of the unit.
- The vehicle must be in road-worthy condition

Please do not:

- Unnecessarily rev your engine, honk the horn, or squeal lines in the parking areas.
- Repair your vehicle in the parking area or parking spot unless it is an emergency.
- Use parking spots assigned or visitor parking for storage, i.e., non-working vehicles, furniture or any recreational vehicles (trailers, motorbikes etc.)

BICYCLES

Bicycles may be stored on the racks provided outside. Please be considerate of your neighbours and store only one bicycle per person in your household.



PEST CONTROL

Sometimes pests can get into homes.

They are harder to detect, control and treat in homes that are cluttered and/or overcrowded.

Tips to help control pests:

- Keeping your home clean and clutter-free will help keep pests away.
- Do not feed squirrels or birds.
- Do not put any garbage bags in the hallway, on the floors of chutes or in garbage rooms. Larger items that do not fit down the chute should be brought to the outdoor garbage area.
- Do not bring home furniture that other people have thrown away.
- If you suspect you have pests, contact the Maintenance line to arrange an inspection or pest control treatment for your unit.
- You will not be charged for pest control unless you do not properly prepare your unit for treatment or you do not let the pest control contractor in.

If pests have entered your home, please immediately report these findings to our Maintenance Team at (705) 727-1101 ext. 333 and complete a Work Request online at barriehousing.com/work-order-request.



COMMON AREAS

NO SMOKING IN COMMON AREAS

In Ontario, it is against the law to smoke in common areas of apartment buildings. Common areas include elevators, stairwells, hallways, parking garages, laundry rooms, lobbies, garbage or recycling rooms and the Community Rooms.

LOBBY ENTRANCE

Visitors can use the intercom system to let you know they have arrived. Please do not let anyone into the building if they are not your guest. Even someone friendly you've seen around a lot may not always be a welcome visitor for a person they've visited in the past.

Please do not prop entrance doors open. All emergency exits **MUST** remain closed.

HALLWAYS

All hallways must be free of furniture, welcome mats, scooters, bicycles, strollers, walkers, or any items you may need to throw out in the garbage. This is a fire hazard. A fee is charged to the Tenant if any items require removal.

LAUNDRY ROOMS

The laundry room in your building is for tenants' use and their laundry only. Please do not discard your unwanted belongings (food, toys, clothing, furniture) in the laundry room.

*Report any washers or dryers that are not working directly
to Coinamatic at 1-800-361-2624*

COMMUNITY ROOMS

Many of the buildings contain community rooms that are available for tenants to rent.

All community room rentals will require a damage deposit (cost subject to change), that will be returned upon the return of the community room keys after rentals. Additionally, content insurance will be required to rent any community rooms within Barrie Housing. If you owe Barrie Housing any rental payments, you will be declined access to these rentals.

Please reach out our Community Development Coordinator for all rental details and availability at (705) 727-1101 ext. 102.



YOUR TENANCY

TYPES OF RENT

There are three types of rent in Barrie Housing's buildings. Some tenants pay "rent-geared-to-income", also called RGI. Some tenants pay "market rent." Other tenants pay market rent and receive rent supplements to support payment.

Rent-Geared-to-Income (RGI)

Rent-geared-to-income is subsidized rent. All Rent Geared-to-Income (RGI) vacancies are filled with applicants from the County of Simcoe waiting list. A tenant paying rent-geared-to-income will normally pay rent equal to 30% of the combined gross income of everyone living in the home, plus some utilities and additional charges such as parking. There are special set amounts for people who receive benefits from Ontario Works or Ontario Disability Support Program. The provincial government sets these rules for how RGI is calculated.

Rent Supplements

Some tenants who pay market rent receive rent supplements, which are paid directly to Barrie Housing to subsidize the cost of their rent. For more information, please contact the County of Simcoe Social Housing Department or speak with the Community Development Department for more information.

Affordable Market Rent

Barrie Housing's market rent is considered "low-end market". Our market rent is slightly less than the average/current market rentals in Barrie.

If you pay market rent and would like to apply for rent-geared-to-income, you must contact the County of Simcoe Social Housing Department for an application.

They can be reached by telephone at 705-725-7215 by pressing option "3", or in person at the Social and Community Services Office located at 1110 Highway 26 in Midhurst, Ontario.

MARKET RENT INCREASES

If you pay market rent, your rent will increase once per year as per the guidelines set by the Province of Ontario. You will receive a 90-day written notice of the increase.

IF YOU CAN'T PAY RENT ON TIME

We want you to be able to stay in your home!

If you cannot pay your rent, you should contact your Tenant Services Worker before you miss the payment.

They will work with you to make a payment plan that satisfies both parties.

All pre-authorized payments are processed 5 days in advance of the 1st.

YOUR PAYMENT OPTIONS

Your rent must be paid on the first day of every month.

You may pay your rent by personal cheque, money order, debit card or online through your bank account Payee portal. We are also happy to accept post-dated cheques, which we will hold and deposit on the first day of each month, or can collect cash payments at our Head Office location (339 Huronia Road).

Please make cheques payable to Barrie Housing and print your name, address, and apartment number on the front.

Speak to your Tenant Services Worker if you are interested in automatic withdrawal of rent from your bank account each month, or if you want to pay your rent by debit card.

You may mail or hand deliver your cheque to our office or the offices of your building. For after-hours drop-off, use the mail slot.

THANK YOU FOR PAYING YOUR RENT THE 1ST OF EACH MONTH!

Why pay your rent on time?

If you don't, it will cost you extra money in fees and may lead to eviction.

If you are late paying your rent, you may also have to pay one or more charges to Barrie Housing for:

- Non-Sufficient Funds (bounced cheque)
- Landlord and Tenant Board fees
- Enforcement fees (Sheriff's fee)

You will not be eligible for a transfer within Barrie Housing during the first year of your tenancy, if you have outstanding payments owed to Barrie Housing or if rent was paid late within the last six months.

If you leave Barrie Housing with money owing, you may be ineligible for:

- × Other social housing in Ontario
- × Credit/loans due to a possible bad credit record from these balances

Barrie Housing may use a collection agency to collect the money owed.

Once you have paid the money owed, you can reapply for social housing in Ontario.

RENT-GEARED-TO-INCOME (RGI)

ANNUAL REVIEW PROCESS

We will send you a rent review package if you pay rent-geared-to-income (RGI) once a year. You will be asked to submit proof of your income (T4 slips, cheque stubs, etc.), the most recent Notice of Assessment, and a list of everyone living in your unit.

This information will be used to confirm or reassess your rent contribution for the next year.

You must complete and return these forms within 30 days. If you do not, you could lose your rent-geared-to-income subsidy.

As per the Housing Services Act, household members are required to file their income tax returns annually as a condition of continued eligibility for RGI.


INTERNAL REVIEW

Rent-geared-to-income tenants have the right to an internal review if they are unhappy with the decisions that Barrie Housing has made. You must write to our office within ten days of getting a Notice of Decision. You may ask for a review if you believe any of the following:

- We have not calculated your rent subsidy correctly
- Your subsidy was discontinued without cause
- Your request for a transfer has been refused
- You have been wrongly asked to move to another unit because you are over-housed

CHANGES IN FAMILY OR INCOME

You must let us know immediately if there is any change in your income or household members because of birth, death, marriage (including common-law), separation or divorce, or when your children move out. These changes can affect your rent and the unit size for which your household is eligible. If you do not advise Barrie Housing of these changes, there will be back charges, you may lose your subsidy, be obligated to pay full market rent, and you risk losing your home.



ADD SOMEONE TO YOUR RENT GEARED-TO-INCOME HOUSEHOLD

You will be required to contact the County of Simcoe Social Housing Department and request approval to add someone to your lease. Once we receive confirmation from the County of Simcoe that the person is eligible for a rent-geared-to-income subsidy, your Tenant Services Worker will contact you. Once approved by the County of Simcoe, it is at the discretion of Barrie Housing to add this person to your lease.

If your request is approved, you may have to sign a new lease, and your rent will be recalculated based on your new household income. This person will have to sign an Occupancy agreement with your Tenant Services Worker. Adding the person must also meet the City of Barrie occupancy standards.

REMOVING SOMEONE FROM YOUR RENT GEARED-TO-INCOME HOUSEHOLD

To remove someone from your lease, the request must be made in writing and signed by the person moving out. Your rent will be recalculated based on your new household income.

SUBLETTING

Your lease agreement does not allow you to sublet your home at any time.

GUESTS

All tenants living in Barrie Housing buildings are permitted to have guests and visitors. Please be advised you are solely responsible for your guests and their behaviour, and if any damages occur from your guests you will be held responsible. Any guest entering Barrie Housing property must only gain access to our buildings from you and may not ask other tenants for entry.



TRANSFERS

If you would like to move to another Barrie Housing unit, keep in mind that you will be placed on a waiting list according to our internal transfer policy.

To apply for a transfer, contact your Tenant Services Worker.

Reasons why a tenant may apply for a transfer:

- RGI tenants living in a unit too large under the Housing Services Act.
- Tenants who must move because they need a wheel-chair accessible or other type of unit to continue to live independently.
- Connection has been successfully made with the County for SPP designation due to feeling unsafe within current unit (potential violence, abuse, etc.)


When you transfer, you must;

- Pay a transfer fee of \$250.00 when you sign the tenancy agreement for your new unit (tenants who are required to move by Barrie Housing do not have to pay the transfer fee).
- Take the new unit "as-is".
- Not be involved in legal action with Barrie Housing.
- Have a satisfactory inspection of the unit you live in.

ABSENCE FROM UNIT

You cannot be absent from your unit for more than 90 days for a household paying rent-geared-to-income. The rule only applies if all members of your household are away at the same time. Short absences of up to seven days in a row or less are not counted toward the 90-day limit.

Please inform Barrie Housing if you are in the hospital or rehabilitation, awaiting trial or have valid documentation to support another reason for being away longer than 90 days.



BEING A GOOD NEIGHBOUR

Noises and Disturbances

We believe that the home is a place where people are entitled to enjoy peace, quiet and comfort. One way you can help create this peaceful environment is by following the City's noise by-law and by respecting every individual's right to a peaceful and quiet home.

The noise by-law protects all residents from being bothered by excessive noises from outside of their homes. If someone is disturbing you with excessive noise, call your Tenant Services Worker.

Barrie Housing will investigate all tenant complaints of a serious nature against other tenants.

Outside of business hours or in more extreme cases you may contact The Barrie Police non-emergency line at (705) 725-7025 to address excessive noise or disturbances in your neighbourhood.

TENANT NEIGHBOUR COMPLAINT PROCESS

Try to speak with the other tenant about the problem. Try to reach an agreement before making a complaint; most times disputes are simple misunderstandings.

If the situation is serious and remains unresolved, then contact your Tenant Services Worker for our Complaint Forms.

Make sure you write down as much information about the incident as you can. Confirm any call by writing notes and times of the interaction. Attach the completed notes to your Complaint Form when you are ready to submit this as evidence to your Tenant Services Worker.

If you need support within your home during these times please connect with the Community Development Department for mental health, youth, senior, addiction, and various other support resources that may be available to you.

MOVE OUT PROCEDURES

60-DAY NOTICE PERIOD

When you decide to move out, you must give at least sixty days' written notice, with your last day falling on the last day of the month.

To give notice, you should use the Form N9, Tenant's Notice to Terminate the Tenancy, which can be downloaded from the Ontario Landlord and Tenant Board website or provided to you by the Tenant Services Worker assigned to your building. If you are unable to complete the N9, you may provide a written and signed letter with your name, address, and move-out date.

Once we receive written notice, you will be sent a confirmation to outline your responsibilities and schedule a move-out inspection.

Remember to contact the utility companies and inform them of your move-out date!

RETURNING KEYS AND FOBS

Before you leave, you must return all unit keys, including mailbox keys, laundry room keys and key FOBS. Please contact your Tenant Services Worker to plan how to return these items.

RENT AND OTHER CHARGES

You are charged rent up to the end of the month that your tenancy ends.

- RGI Example: if you gave written notice on March 1st, you would be responsible to pay rent for all of March and April and move out before or on April 30th.
- Market Rent Example: if you gave written notice on March 1st, you are responsible for paying rent for March. If last month's rent deposit was collected, this and any interest will be applied to the month of April. You would then be required to move out before or on April 30th.

MOVE-OUT INSPECTION

Barrie Housing staff will inspect your unit shortly after you give written notice and after you move out. Your unit should be in its original condition. You will be charged for any damage to your unit beyond normal wear and tear.

Examples: holes through doors and/or walls, dark paint on walls, and damaged appliances. Please ensure that you leave your unit clean of debris, broom-swept and remove all your personal items.



EVICTION

Under the Residential Tenancies Act, these are some of the reasons you can be evicted from your unit:

- × If you don't pay your rent.
- × Having more people live in your unit than is allowed by safety standards.
- × Having people not listed on your lease living in your unit.
- × Willfully cause serious damage to your unit or to the building.
- × Act in a way that interferes with the reasonable enjoyment of other residents.
- × Threaten the safety of another resident.
- × Break the law on Barrie Housing property.
- × Violate the terms of your lease agreement.

Barrie Housing will try to work with the tenant to resolve various issues; eviction is always our last resort.

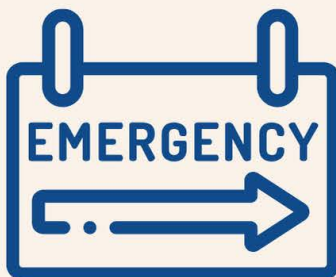
**IF YOU ARE HAVING TROUBLE PAYING YOUR
RENT, PLEASE CONTACT YOUR TENANT SERVICES
WORKER FOR OPTIONS.**

YOUR SAFETY & SECURITY

IN THE CASE OF AN EMERGENCY, **ALWAYS CALL 9-1-1.**

These tips will help you keep your home secure:

- Lock your doors and windows when you are out. A good lock for sliding doors or windows is a broom handle or other piece of wood fitted into the bottom rail.
- Attach a lamp to a timer when you are out in the evenings.
- Do not prop entrances and doors open.
- When walking outdoors, walk in well-lit, established paths. Avoid shortcuts.
- Make sure ground floor windows are locked and secure.
- Keep all hallways clear.
- When using the intercom system, ensure that you know the person who is calling you before letting them into the building.
- Do not let salespeople or others you don't know into the building.
- Do not give copies of your unit key or fob to anyone who doesn't live with you.
- Do not leave young children home alone.
- Inform the maintenance line if you see: burnt out lightbulbs in common areas of the building, areas that require snow or ice removal, or if you see trees or shrubs that need pruning or have been damaged from weather.



SAFETY IN PARKING AREAS AND IN YOUR CAR

- Do not let anyone follow you into the underground garage or surface parking lot.
- Avoid listening to music while walking to your car or on the streets so you can hear what is happening around you.
- Register your bicycle with the police. Use a good quality lock and lock your bicycle to something that cannot be cut or broken or to the bike racks at your building.
- Always keep your car locked when using it or when it's parked.
- Do not leave valuables in your car.

BE PREPARED FOR AN EMERGENCY

In the event of a natural disaster or extended power outage, ensure that your household has an emergency supply kit. Kits should be stored in a plastic bin or duffel bag for easy access and transportation. During power outages, Barrie Housing recommends checking on neighbours with disabilities, mobility restrictions or who are elderly when safe to do so.



EMERGENCY KITS SHOULD CONTAIN:

- A three-day supply of food and water for all members of your household, including any pets.
- Manual can opener
- Flashlight and batteries
- Battery-powered or wind-up radio
- First aid kit with bandages, antiseptic and tweezers
- Medications and, if needed, infant formula or equipment for persons with disabilities
- Extra keys for your apartment and car
- Cash, in small bills
- Emergency plan with in-town and out-of-town emergency contact numbers
- Photocopies of important personal documents such as passports, driver's licenses, health cards, etc.
- Toiletries and toilet paper
- Warm blankets and a change of clothing for each household member
- Hand sanitizer
- Utensils and pocket knife
- Garbage bags, duct tape
- Carrying cases or leashes/harnesses for animals

FIRE SAFETY PREVENTION

Avoid storing flammable materials or liquids such as gasoline, paint thinner or solvents in your home. Recycle your old newspapers; they become a fire hazard if you let them accumulate. Always have a fire extinguisher in your home; make sure you are aware of the expiration date.

The most common causes of fire are:

- × Smoking in bed
- × Grease fires on a stove
- × Disposal of lighted cigarette ashes in the garbage
- × Leaving a lit candle unattended

Make sure you know where the fire exits in the building, and the where fire alarms are in the hallways. If you hear the fire alarm, follow your safety plan immediately. Never assume it is a false alarm.

SMOKE AND CO2 ALARMS

Your home has a smoke detector, and it may also have a carbon monoxide detector. Check every week to see that the batteries are working (if the detectors are battery-operated) by pressing the red button. Replace batteries each year at the end of Daylight Savings Time. If you have problems with your smoke detector, contact the maintenance line right away.

Our staff will check the detectors from time to time to make sure they work properly. It's against the law to tamper with or remove any alarms from your apartment.

Testing of the fire alarm system and the emergency lights throughout the building happens once a month and takes about an hour. During that time there will be intermittent ringing of the alarm system.

EXITING THE BUILDING

When the fire alarm system is activated, the elevators return to the ground floor and stop working. You will need to use the stairwell to get out of the building.

Make sure everyone living in your unit knows the rules for leaving the building.

Lock your unit door and take your key.

If you encounter smoke – keep low to the ground. If the fire is in your unit – leave your unit, taking everyone with you. Pull the fire alarm and yell “fire” as you leave the building. Call the fire department when you are outside safe.

IF YOU NEED ASSISTANCE TO LEAVE

Barrie Housing provides information to firefighters about who in the building needs assistance to exit because of mobility problems and who might have a medical condition which could increase their need for assistance; for example, use of oxygen or blindness. If you think you fall into this category, please make sure your Tenant Services Worker knows.

IF YOU CANNOT LEAVE YOUR UNIT

If you are in your apartment and there is smoke in the corridor or your door is hot, do NOT open your door. Leave your door unlocked and signal for help by waving a towel out the nearest window.

You can slow down the infiltration of smoke into your unit this way:

- soak towels and a bed sheet in the bathtub, cover the whole door and the doorframe with the wet sheet as much as possible. The sheet will stick to the door providing moisture to slow potential flames
- place the wet towels across the bottom of the door to slow smoke infiltration
- you can also use duct tape to seal the space where smoke is entering
- make sure to vent the bathroom and kitchen with the ceiling and stove fan



GLOSSARY AND TERMS

Arrears - When a tenant owes rent money or is behind in paying their rent, they are in “arrears”.

Assigning Your Home/Subletting - Assigning your home is when you move out permanently and let someone else live in your home, while collecting rent or making the individual pay the rent for your unit. Your lease does not allow you to assign or sublet your home to anyone.

Eviction - When a tenant and their household is put out of their home by legal means because they did not fulfill their obligations under their lease or the Residential Tenancies Act.

FOB - Also called a “key fob.” FOBs are used to open the main doors of many Barrie Housing buildings. It is a small object provided with your unit keys, usually made of plastic or metal, that you wave against a pad near the door, which unlocks the door.

Fraud - Deception (e.g., lying or trickery) intended to manipulate someone into giving financial or other benefit to the person who is doing the deceiving.

Household - All the people who live in your home. You must tell Barrie Housing about every person who is living in your home. Barrie Housing has rules about adding and removing people from your household.

Housing Services Act (HSA) - The law that governs Rent-Geared-to-Income (RGI) housing in Ontario.

Landlord - In this guide, the landlord is Barrie Housing.

Lease - A contract between the landlord and one or more tenants. It tells you what home you are renting and the original rent, it also sets out the landlord’s and the tenant’s rights and responsibilities. If you are a tenant, you should have met with Barrie Housing staff and signed the lease. You should also have been given a copy of your lease.

Residential Tenancies Act (RTA) - The law that sets out the rights and responsibilities of landlords and tenants who rent homes.



NOTES





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