



Capital Region

Housing Corporation

**Community Housing Program
Tenant Handbook**

**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 (CRHC). We hope you will find your new home comfortable and suited to your family's needs.

For your convenience, this booklet provides useful information and answers some of the more commonly asked questions.

Please refer to this booklet for general information about your tenancy and rent subsidy. If you need more details about anything presented in this handbook, please contact CRHC at the address and phone number listed below.

The Site Managers are available to help you with any concerns you may have about the maintenance of your premises. In order to contact your Site Manager, 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 subsidy. 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

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. We 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...



Community Housing Program Tenant Handbook

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ELECTRICITY

Tenants are required to pay for electricity to their residential premises and for the common areas.

Unless, Capital Region Housing Corporation provides electricity for the tenants, the basic rent is adjusted to include the costs for power. Otherwise, tenants are required to contact EPCOR to have the electrical account placed in their names effective the date they move in. Tenants may call EPCOR at 780-310-4300 or the service provider of their choice for more information.

ELIGIBILITY

Tenants continue to be eligible for the Community Housing Program as long as their annual incomes do not exceed the maximum incomes, or Core Need Income Thresholds (CNITs), established.

The maximum incomes¹ for Edmonton and area are as follows:

Bedroom Size	CNITs
Bachelor suites	\$30,000 per year
1 bedroom	\$35,000 per year
2 bedrooms	\$42,500 per year
3 bedrooms	\$56,500 per year
4 bedrooms	\$60,000 per year
5 bedrooms	\$63,000 per year



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 report their absence and to obtain permission. In their absence, individuals must arrange for someone to check their rental premises daily during their absence. That person's name, address, and telephone number must be provided to the Capital Region Housing Corporation prior to the absence.

The maximum number of days tenants can be absent from their premises is 60 consecutive days.

See appendix for the complete *Extended Absence Policy*.

FAMILY MEMBERS

Tenants must submit a written request to Capital Region Housing Corporation to add or remove any family members or other occupants to or from their lease agreement. A *Change of Information Form* is required to admit or remove persons to or from the premises. (*Change of Information Form* is available at the office.) The form must be submitted to CRHC by the last day of the month in which the change occurred.

Other Information

- In the case of adding family members or other occupants who are 15 years of age or older, verification of income, assets, school registration, 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 Police Service 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

Support and Security Services Clerk must be contacted in the event of a death in the premises. The clerk will advise of any information that may be needed.



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 subsidized housing and to determine the next year's rent. Forms are to be mailed to tenants approximately four months before the completion of a year.

Instructions for Completing the Forms

Community Housing tenants receive a standard *Annual Income Review Form*. They complete it in full and attach verification of all current income and copies of their previous year's tax return (T1) and assessment notice (T451). The completed package is then forwarded to Capital Region Housing Corporation's office.

Tax returns and assessment notices may be provided at a later date if they are not available when the tenants receive the *Annual Income Review Form*.

Changes during the Year

All tenants must complete a *Change of Information Form* to inform of changes that occur during the year if:

- they start to receive Alberta Works Income Support or Learner Income Support from Alberta Employment and Immigration – their rent will be based on the Rent Schedule in effect;
- their gross monthly income decreases by more than \$35 – their rent may be lowered; or
- someone moves in or out of the premises – their rent will be recalculated based on the new family composition.

Tenants are required to submit their *Change of Information Form* along with proof of the change(s) to Capital Region Housing Corporation by the last day of the month in which the change of income or family composition occurred. If the rent needs to be reduced, it will be adjusted for the first day of the month following the month that the change of information form and proof is received by CRHC. **Rent reductions are not back-dated; therefore, tenants must provide their information on time.**

Rent Confirmation

After tenants submit proof of income changes, Capital Region Housing Corporation sends out a written confirmation of the rent, even if there is no change. If the tenant does not receive a rent confirmation within ten days of submitting information, they should contact their housing clerk.

Tenants are wholly responsible for any back charges to the rent resulting if Capital Region Housing Corporation does not receive the proof of income change and the information needs to be resubmitted.



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 in the vicinity of 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 only covers the dwelling and does not cover tenant losses or liability.

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. 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.

Pets

Tenants, who live in Community 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. Tenants must apply to have a pet. (The *Pet Regulations* policy is available at the office.)

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 etc.

Tenant Responsibilities

Tenants are responsible for the maintenance 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. Tenants failing to report maintenance concerns to their Site Managers (for example, running/dripping taps, leaking toilets, fires in the premise) will be charged for excess water usage and damages to the premise caused by unreported leaks.



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

Repairs by Site Manager	\$25 per hour plus GST, minimum charge is 1 hour.
Removal of garbage from steps/exterior of premises	\$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 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 qualified electrician and tenants must provide verification to Capital Region Housing Corporation that a qualified electrician did complete the installation.

Clotheslines

- Clotheslines are not permitted. Tenants are not permitted to 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, blankets, or any other material not approved for window treatments are not permitted.

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.

Flower Boxes and Planters

- Flower boxes and planters are provided at the townhouse properties to help beautify the neighbourhood.
- If tenants have flower boxes or planters, they are welcome to use them to plant flowers or ground cover. Tenants must ensure that they maintain the plants by keeping them weeded and watered.

Furnaces and Ducts

- The Site Manager cleans the furnace and replaces the furnace filter once a year. Tenants 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. The furnace power switch is located on a nearby wall or on the ceiling above the furnace. Tenants should be aware of its location and ensure that it is not shut off. If it is turned off, the furnace will not work.
- 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 or because the switch has been turned off.
- 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. Garbage 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*. For any questions about garbage collections, the Waste Hotline may be called at 780-496-5678.
- 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 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. Tenants are also 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 in the vicinity of 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 – only keep small amounts, and in containers approved especially for that kind of material;
- Check and clean the smoke alarms each month and tell the Site Manager if they need repairs. If your smoke detector is not working properly, replace the battery and report it to the Site Manager.
- Avoid installing any additional wiring or heating units 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 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 or fences;
- Avoid parking unlicensed and or inoperable vehicles. They will be moved at your expense. Vehicles found parked in fire lanes will be ticketed and towed at the owners expense.

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 ups 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. Tenants 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 change the locks or place extra locks on the doors without CRHC's permission. Tenants may request lock changes from their Site Manager. 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, 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 playgrounds and recreational equipment are used at their own risk.

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.
- Tenants needing help with these or any other repairs, should contact their Site Manager. The Site Manager is available to answer telephone calls personally between 4:30 pm to 6:00 pm Monday to Friday. At other times during the day, tenants may need to leave a message on the Site Manager's 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 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;
 - 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;
- 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.
- Tenants 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. The maintenance staff will give tenants the information and approval forms needed by the telephone and cable companies.

Toilets

- Capital Region Housing Corporation has installed water saving toilets in all of the rental units. Because these toilets use less water, flushing excessive amounts of toilet paper, sanitary napkins, or other debris will cause them to back up.
- Tenants should have a good toilet plunger and should use it if the toilet becomes plugged or backs up.
- Tenants will be charged the full cost of the service call if a plumber is called out and only needs to plunge the toilet to clear it.

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. They are not to be left out.
- 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, not including weekends, before the first without additional charges provided.

- 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 inspection check-in 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, at the check-in appointment.

MOVING OUT

One Rental Month's Notice

Tenants must give a full rental month's written notice prior to the month they are moving out. The notice must be given on or before the first of the month to be effective at 12:00 pm on the last day of the month. For example, if the tenant is moving on September 30th, they must provide notice on or before September 1st.

Giving Notice to Move

Notices to move must be in writing. The notice 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 the move out. 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. Tenants must 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.

OVER HOUSED TENANTS

From time to time, tenants may find themselves living in residential premises with more bedrooms than required for the size of their family. This often occurs, for example, when adult children move away from home.

In circumstances where the tenants are over housed, Capital Region Housing Corporation requires them to transfer to more suitably sized accommodation. Tenants are given the opportunity to choose the area of the City they would like to live and every effort is made to find them a place in their preferred area of the city. Specific locations are subject to availability.

To assist with the costs of moving, Capital Region Housing Corporation provides a moving allowance of \$200. (All fees, charges, and schedules are subject to change without notice.)

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 required, under the *Alberta Housing Act*, to assess eligibility for the Community Housing Program, to determine the basic rent, and to determine the type and size of housing unit required.



Information 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 Lease Administration Clerk III at the address and telephone number listed at the back of this handbook.

PETS

Capital Region Housing Corporation allows pets. Tenants may have one pet – 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. Upon approval, the tenant signs an addendum to their *Residential Tenancy Agreement – Permission to Have a Pet*. (*Pet Application* form is available at the office or from the web site.)

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. Tenants may obtain the complete *Pet Regulations* by contacting Capital Region Housing Corporation’s office.

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

RENT

Rent is calculated using the rules in the *Alberta Housing Act*. Rent includes heat, water and sewer costs. Tenants obtain their own supplier for electricity. (See page 3.)

Minimum Rent

The lowest amount the rent will be is \$120 per month.



30% of Income

When tenants earn money from sources such as employment or pensions, rent is based on 30% of their gross monthly income.

Rent Schedule

For tenants receiving money from Alberta Employment and Immigration, including Alberta Works Income Support and Learner Income Support, the rent is based on the rent schedule. (All schedules are subject to change without notice)

Rent Schedule

Number of Adults	Number of Children under 18 years old	Rent Each Month
1	0	\$120.00
1	1	\$212.00
1	2	\$260.00
1	3	\$317.00
1	4	\$377.00
1	5	\$437.00
1	6 or more	\$496.00
2	0	\$193.00
2	1	\$262.00
2	2	\$317.00
2	3	\$377.00
2	4	\$437.00
2	5	\$496.00
2	6 or more	\$555.00

This rent schedule is used to determine the rent for families or individuals receiving Alberta Works Income Support or Learner Income Support from Alberta Employment and Immigration.



When to Pay the Rent

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

How to Pay the Rent

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. Since 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. They must write their ten-digit Lease I.D. Number on their cheque or money order so that their account can be updated correctly.

Handling charges

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

SITE MANAGERS

The Site Managers live on one of the sites they manage. Tenants may call them if they have problems or need repairs to their residential premises.

Tenants should contact their Site Manager for assistance regarding any problems or concerns. The name, telephone number, and address of the Site Manager 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 to 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 \$350 (rent amount is subject to change without notice), whichever is less. See the Security Deposits Policy, located on the web site (www.crhc.ab.ca), or available at the 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

This chart shows the interest rate by year:

Year	Interest Rate
January 1 to December 31, 2012	0.00%
January 1 to December 31, 2011	0.00%
January 1 to December 31, 2010	0.00%
January 1 to December 31, 2009	0.00%
January 1 to December 31, 2008	0.50%
January 1 to December 31, 2007	0.30%
January 1 to December 31, 2006	0.00%

The new interest rate starts January 1st 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 1st 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.

For further information, see the *Complaints against Tenants Policy*, located on the web site (www.crhc.ab.ca).

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 of the residential properties managed by Capital Region Housing Corporation are certified under the Crime Free Multi-Housing Program..

Noise

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

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

Support Worker

A support worker is provided at four apartment complexes, Renfrew Arms, Sir Douglas, Ashton Apartments, Towne House Apartments, and Central Manor. This support worker is available to help tenants with problems and to provide referrals to other agencies, if necessary. They also assist in coordinating social and recreational activities.

Office Hours

Office hours are posted on the office door in each building.

After Hours

For emergency support calls, evenings and weekends, tenants may call the Mental Health Crisis Line at 780-482-0222.

TRANSFERS

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

Who Qualifies for a Transfer

Tenants may qualify for a transfer if:

- they need a larger or a smaller place because of a change in their family members;
- they need a different style of accommodation for medical reasons;
- they require a different area of the city, closer to a school that will provide for the special needs of one of their children;
- they require a different location for personal safety.

Tenants requesting transfer should have lived in their current place for at least one year. Their rent should be paid on time. Their place should 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 Application Form* from the office or print one from the web site (www.crhc.ab.ca). They should complete the application and attach documentation to support the reason for the transfer, updated verification of income, and an *Area and Bedroom List* stating where they would like to live and how many bedrooms they need.

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 \$350.00, whichever is less.

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. The 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 at the back 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.



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



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.



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



Capital Region Housing Corporation

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