



THE DISTRICT OF THUNDER BAY
SOCIAL SERVICES ADMINISTRATION BOARD

Tenant Handbook

A reference manual provided to all tenants with information related to their lease.



Revised: November 2020



THE DISTRICT OF THUNDER BAY
SOCIAL SERVICES ADMINISTRATION BOARD

Hours of Operation:
231 May Street South
Monday to Friday
8:30 a.m. to 4:30 p.m.

If you need to speak with your Property Management Officer or Property Management Clerk, we strongly recommend that you **make an appointment** prior to attending our office.

24 HOUR EMERGENCY SERVICES:

Thunder Bay: (807) 766-4777 District: 1-800-281-2958

In the event of an emergency, such as those listed below, management staff are on call on a 24-hour basis to assist you.

- No Heat – Furnace ceases to function
- Plumbing Problems (pipe rupture or no water)
- Fire / Break-In - **CALL 911**
- Locked yourself out (**Note:** Complete and proper identification must be produced before the unit is opened)

Follow the procedure outlined below:

- Call our 24-hour emergency answering service at 766- 4777 or 1-877-281-2958 (District)
- Do not call the custodian directly
- Identify yourself and provide your address, unit number and telephone number
- Explain the nature of your emergency

Once the operator has this information, a member of the management staff will be contacted immediately.

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Welcome

Welcome to your new home and to your new community. The District of Thunder Bay Social Services Administration Board (TBDSSAB) will strive to provide reasonable, safe and cost-effective housing.

It is with this thought in mind that we have prepared this handbook for you. Please take the opportunity to read it carefully. We have attempted to address the concerns which you, as a new tenant, might have and have summarized guidelines for community living in order to ensure the safety, rights and privileges of all are respected.

If there is anything you need to know about your home or your tenancy, please do not hesitate to contact your Property Management Officer.

The TBDSSAB staff provides professional property management services in conjunction with the **Housing Services Act**, the **Residential Tenancies Act**, and other related legislation.

This guide is intended to inform you about some of the most important conditions of occupancy.

Contacting TBDSSAB

Hours of Operation

The TBDSSAB office located at 231 May Street South, Thunder Bay is open Monday to Friday from 8:30 a.m. to 4:30 p.m. After regular office hours, our answering service is available for emergencies and/or maintenance calls. We can be reached at (807) 766-4777 or toll-free at 1-800-281-2958 (District).

Appointments

Tenants wishing to sign a lease, to have their monthly rent adjusted or to review their annual lease renewal (income and assets review form) **must schedule an appointment** with their Property Management Clerk before attending at the office. **These services will not be offered without an appointment.**

Income Verification

Annually, at a minimum, you are required to provide up-to-date income verification. Complete all documentation sent to you and return within 30 calendar days.

The purpose of this is to ensure the financial eligibility (and family composition) of all tenants under the guidelines prescribed.

Failure to fully disclose your income sources (as outlined on

the Income Verification Form) or falsification of income or family composition may result in the termination of tenancy or legal action being initiated against you.

Changes in Income / Family Composition

Under the new Provincial Legislation (Bill 140) and subsequent regulations, it is mandatory you provide our office, within 30 working days, any changes to your family composition (i.e. births, deaths, marriages), income or asset levels which occur during the year. Not doing so will result in the loss of your subsidy and may impact on your continued tenancy. This information is necessary in order to ensure you are adequately housed and that rent levels are assessed accordingly, and do not exceed the current market rent level for your particular unit.

As of July 1, 2020, the Notice of Assessment is mandatory for continued eligibility.

The primary method for rent calculation will be to determine the adjusted family net income (AFNI) of each family unit based on line 23600 (excluding RDSP) of each family member.

Your Lease

Under the terms of this lease, should you wish to vacate your unit, you are required to deliver to management, in

writing, 60 days' notice of your intent to leave.

Your lease also includes a listing of various rules and regulations associated with your tenancy. If you have any questions regarding your lease, please contact your Property Management Officer.

Tenant / Landlord Rights and Obligations

The ***Residential Tenancies Act, 2006*** (RTA) came into effect on January 31, 2007. The RTA sets the rules for most residential rental housing in Ontario. The previous legislation, known as the *Tenant Protection Act* (TPA), is no longer in effect.

You can call the **Landlord and Tenant Board** toll-free at **1-888-332-3234** and speak to one of their Customer Service Representatives.

Customer Service Representatives are available Monday to Friday, except holidays, from 8:30 a.m. to 5:00 p.m. They can provide you with information about the *Residential Tenancies Act* and the Board's processes; they **cannot** provide you with legal advice.

Further Landlord and Tenant Board information can also be found at www.ltb.gov.on.ca.

Rent

Rents are due and payable on the **first day of each**

month.

Payment may be made by several methods. Choose the one that is most convenient for you. A cheque, money order, direct debit, pay direct or cash can be paid at the TBDSSAB office located at 231 May Street South, Thunder Bay. The method most preferred by tenants is monthly payments withdrawn from your bank account by a pre-authorized debit (PAD).

Please do not send cash in the mail.

For the purpose of safety, we strongly recommend that all rental payments should be made in a form other than cash. If an individual must make a payment in cash, then the exact rental amount is required.

NSF Cheques

Any cheque or pre-authorized payment that is returned to TBDSSAB as NSF (insufficient funds), Account Closed, or Stopped Payment will be charged an administration fee of \$25, and the subject tenants will lose their privilege to write cheques or use the pre-authorized payment system for paying their rent.

All subsequent payments of rent will only be accepted by certified cheque, money order or cash.

Keys

After the lease is signed and a rental payment is made, tenants moving into apartment buildings will receive a key for the unit and a FOB key for external doors. One (1) FOB key will be issued for each tenant who is age of majority. **If a FOB is lost, it will be deactivated and replaced for a cost of \$15.**

For tenants moving into family homes, you will receive two keys to your new home (where applicable, mailbox keys will also be issued). On the last day of your tenancy, keys must be promptly returned to our TBDSSAB office or to the local custodian (if you live outside of Thunder Bay). **There is a charge of \$20 per key for keys not returned.**

Insurance

TBDSSAB requires tenants to obtain and maintain tenant insurance. Proof of coverage is requested annually.

Each tenant is responsible for insuring their own belongings. This includes such items as furniture, clothing, minor appliances, etc. TBDSSAB insures the building contents; however, WE DO NOT INSURE the tenant's belongings. Should a fire or flood, etc. occur, insurance for TBDSSAB would pay for the costs of repairing or replacing the damaged apartment or building. **TBDSSAB would not be**

responsible for replacing the tenant's belongings that are destroyed or damaged or for the costs if the tenant is displaced.

In addition, should a fire or flood occur in your unit and you were determined to be at fault, you could be held financially responsible for all resulting damages that are willful or negligent. This is why every tenant **must** arrange for their own insurance coverage, either through HSC or through your own personal insurance company.

Economical insurance premiums are available through HSC.

If you are an Ontario Works (OW) client or if you receive Ontario Disability Support Program (ODSP) benefits, your shelter allowance may cover the cost of this insurance. Please contact your caseworker for more information.

Contact HSC Insurance:

Phone: Toll Free at 1.866.940.5111

Website: <http://tenant.hscorp.ca>

Parking

Automobiles

Where parking facilities are provided, it is understood that these are for roadworthy, currently licensed, and insured passenger vehicles owned by the tenant. Working on vehicles on TBDSSAB parking lots is prohibited. Vehicles not properly licensed may be removed at the owners' expense. Storage of and parking of trailers is not permitted. Unroadworthy vehicles must be removed from the property and are subject to City of Thunder Bay By-Laws.

Scooters / E-Bikes

Scooters and E-Bikes are not to be stored in common areas/hallways. Designated areas for Scooter and E- Bikes **may** be available at select TBDSSAB properties.

Laundry Facilities

Apartment Buildings

Paid laundry facilities are provided in your building for your convenience, and for the cleaning of your own personal laundry. Use of the equipment by outside parties or relatives is prohibited.

Please Note: Apartment size washers/dryers and dishwashers are not permitted in TBDSSAB buildings.

These units are prohibited due to the damages of leaks, fire, inadequate ventilation and plumbing systems.

Occupancy

Boarders, Lodgers, Relatives, Guests

Your new home is meant to accommodate you and only those persons designated on your lease. It is not permissible to have boarders or lodgers. If you want a friend or relative to stay with you, please discuss it with your Property Management Officer.

Absence from Apartment or Home

If you are leaving your apartment or home for **longer than three days**, please advise your Property Management Officer **WHEN** you are going, approximately **HOW LONG** you will be away, and **WHERE** you can be contacted, if any emergency arises. For extended absences, please indicate in writing all particulars and your date of return to the unit. Non tenants are not permitted to reside in your apartment or home while you are away without written permission of TBDSSAB.

Living in Your Space

Reasonable Enjoyment

Please be considerate toward your neighbours, as you would expect them to be towards you. Keep this in mind when you are entertaining, and when your radio, stereo, or television is on. Remember, you are also responsible for the conduct of your family and guests.

Picture Hangers, Mirrors, Rugs

Stick-on type hangers cause substantial damage to dry-wall construction. Use the nail-in type of hanger only. All tenants are requested to NOT install thumbtacks, decals, mirror tiles or posters anywhere on the premises.

Rugs may be placed over tiled floors, but under no circumstances are glue, staples, nails or perimeter rug fasteners to be used. Where rubber backed carpet is placed down, a layer of plain paper should be placed on the floor first. This will prevent the rubber backed carpet from sticking to the floor if fluids are spilled. You will be responsible for any damage caused by the incorrect installation of carpeting. Check with your Property Management Officer or Maintenance staff first. (Refer to [Appendix A](#) for proper carpet installation).

Waterbeds

All tenants living in apartment buildings are prohibited from

having waterbeds. This is to ensure that there is no damage to your apartment or the tenants below or around you due to waterbed leaks.

Christmas Trees

It is a violation of the Ontario Fire Code for tenants living in apartments to put up a live Christmas tree. **Only artificial trees are allowed.** This is for the safety of all persons living in the building. Tenants that violate this policy can be charged.

Businesses

Tenants who wish to operate a business venture from their unit must first contact their Property Management Officer and get prior approval in writing. TBDSSAB reserves the right to limit, deny or approve any business venture operating out of its residential units solely at its discretion.

Maintenance & Repairs

Inspections

At the time of lease-up, you will be provided with a Move-In Inspection Form for you to complete. Make note of any needed repairs, deficiencies or damages observed in your new unit, and return it to TBDSSAB within 7 days.

Your home will be inspected periodically for any needed repairs and for management to determine the over-all condition of the unit. You will be given 24 hours' notice of routine inspections.

In case of emergency (i.e. flooding, fire, etc.), staff will enter your home for the purpose of inspection.

Please advise your Property Management Officer of unsafe conditions or necessary repairs.

Damages

All tenants are directly responsible for any property damage inside their apartment. Any damage caused by neglect or abuse will be at your expense. This includes: wallpaper removal, plumbing, heating or electrical problems, damages to flooring, walls, ceilings or fixtures or appliances of the apartment, including windows and screens. In addition, if your unit is painted and then needs to be repainted again within a 12-month period, you will be charged the full cost of the second painting.

Please refer to [Maintenance Fee Schedule-Appendix D](#).

Move-Out

Tenants are required to give 60 days written notice to TBDSSAB prior to move-out.

A pre move-out inspection will be performed after you give

notice. In addition, an inspection will be carried out immediately following your vacancy. To assist with these, we have provided a detailed **Move-Out Checklist** which can be found in [Appendix C](#).

Appliances (included in unit)

Stoves and refrigerators will only work efficiently when properly maintained. Ensure that your fridge is not overstocked as air will not flow properly.

Remember, when cleaning or defrosting these appliances, kettles of boiling water will damage a refrigerator interior and sharp objects could pierce the refrigerator coils. If appliances are damaged, you may be responsible for the cost of repair.

Pests

If you identify you have rodents (example: mice) or bugs (example: bed bugs) in your unit, **call TBDSSAB Maintenance as soon as possible.**

Fruit flies are generally the result of overripe or rotting fruit and can be remedied by the tenant with advice from our Maintenance staff.

Outdoor Spaces

Care of Grounds (Residential Areas)

(Refer to [Appendix A](#))

Help us keep your community neat and attractive. You can do this by making sure the grounds are tidy.

We remind tenants in houses that **it is your responsibility** to clear ice and snow from your stairs, walkways and driveways in the winter, and to cut, weed, rake and water the grass as often as is required in the summer.

Outside maintenance inspections are conducted regularly throughout the year.

Snow Removal - Apartments

A notice will be posted advising tenants of the time their automobiles must be removed prior to scheduled snow removal. Failure to vacate the lot may necessitate removal of the vehicles in violation and all costs for removal will be at the owner's expense. Tenants are responsible for clearing around their vehicles after it snows.

Balconies

The following rules apply to all balconies:

1. When small children are visiting, **do not allow them access** to the balcony without proper supervision.

2. No garbage storage or hanging of laundry from or on the balcony.
3. No rugs or plants to be placed on or hung from the balcony.
4. Lawn chairs not being used should be stored inside.
5. Precautions should be taken to ensure that any articles left on the balcony cannot blow off in a strong wind.
6. Do not feed birds on your balcony or throw food scraps to the ground below. Pigeons, in particular, can become a severe problem if encouraged to a building by food.
7. Do not throw any material off of your balcony.
8. When sweeping or washing balconies **do not** allow water or dust to be swept down to the balcony below. Use a vacuum or dustpan.
9. The use of barbecues of any type on unit balconies is strictly prohibited. The storage of any type of combustible liquids, gases, or solid fuels is also strictly prohibited.
10. Balcony screens must have TBDSSAB approval prior to being constructed. This is necessary to ensure safety of tenants.

Satellite Dishes

Satellite dishes or any other equipment are not permitted to be attached to the building exterior, roof or

any permanent structure on the building. Tenants will be charged for any and all damages related to the installation of satellite dishes and the equipment will be removed. Tenants who wish to install a satellite dish on their property or fence should contact their Property Management Officer for approval **in writing**.

Outside Additions (Residential Areas)

(Refer to [Appendix A](#))

If you would like to make any kind of an outside addition to or around your home, such as flower gardens, flower boxes, fences, and/or storage sheds, you are required to obtain permission from TBDSSAB Maintenance Staff. This is necessary not only because underground services and building codes could be affected by construction, but also because we would like to preserve the continuity and overall appearance of the community.

BBQs

BBQs **are not** allowed on any balconies or on any covered balcony areas under the Fire Code and local by-laws.

BBQs **are** allowed on main floor areas only – ten (10) feet away from the building envelope and away from any flammable materials.

Fire Pits

Fire pits, burning pits, and chimineas (deck fire pots) **are prohibited** on any of TBDSSAB's properties. In addition, permits are required for use by the Local Fire Department and **TBDSSAB will not approve the use** as the landlord. Tenants will be charged any costs associated with the removal of prohibited items.

Swimming Pools

The installation of swimming pools is prohibited on TBDSSAB properties and governed by local by-laws. Tenants will be charged any costs associated with the removal of prohibited items.

Trampolines

The installation and use of any trampoline is prohibited on TBDSSAB properties. Tenants will be charged any costs associated with the removal of prohibited items.

Heat & Utilities

The Furnace

If you have an individual furnace, there are instructions available to you for its operation. If these are not absolutely clear, contact the maintenance department.

Please keep hot and cold air registers free of dust and unobstructed by furniture.

Furnace filters should be checked frequently during the heating season and cleaned or replaced monthly. You will benefit by keeping the furnace at maximum operating efficiency. Failure to change filters can cause damage to the furnace. Damage or maintenance costs due to not changing the furnace filter will be charged back to the tenant.

Remember, a poorly maintained furnace or blocked radiators will cost you money. It's to your advantage to maintain them properly.

Electric Baseboard Heaters

In units with electric heating, be careful not to mount fixtures which could interfere with the wiring, or place furniture or drapes in such a position as to block the baseboard radiators. If in doubt, check with your Property Management Officer or Maintenance staff.

Electric Fireplaces and Space Heaters

Electric fireplaces and space heaters are not permitted in TBDSSAB properties as they are a fire risk.

Windows and Ventilation

You can avoid expensive damage if you make certain your windows are closed when it is snowing or raining and when you leave the unit. Well-ventilated rooms are easier to heat, to keep clean, and help maintain good health. Should your windows get steamed up, open them for a few minutes. If you do this at least once a day, it will freshen the air in your unit.

Should you find the temperature too warm, turn down the heat in your unit and if it is still too warm, open a window.

Window Screens

When you first move in, all screens are in perfect condition. All damaged screens must be repaired at the tenant's expense.

Broken Windows

All broken windows should be reported to the Maintenance Division. **All costs** for replacement windows will be billed back to the tenant.

Air to Air Exchangers

If you live in one of our newer units, you may find that your unit has a large rectangular box suspended from the ceiling in the mechanical room of your unit. This is called an air exchanger, or more commonly, an HRV.

The purpose of this unit is to replace your bathroom and kitchen fan. The unit exhausts the moist air from these areas. It also brings in fresh air from outside through the ductwork in your furnace system.

You can control the humidity level of your unit by adjusting the dial to indicate higher or lower levels of humidity. Some units are equipped with a two-speed fan for convenience. All units are serviced by our maintenance staff annually.

However, every two months the sponge filters inside the units should be removed and washed.

To accomplish this, undo the toggle bolts at the side of the unit to open the door (the unit automatically shuts off when the door is opened). Remove the filters one at a time and wash in the sink with water. Replace them in their original position and refasten the door.

Note: In units with air exchangers, the exhaust fan over your range does not exhaust outside. Its purpose is to remove cooking smoke through the charcoal filter inside the range hood. These should also be cleaned once a month by removing them and cleaning them with soap and water.

Garbage

Residential Pick Up

In accordance with City Bylaws, all household garbage should be properly bagged in strong plastic bags, securely tied and not weigh more than 40 lbs. Tenants are responsible for the removal of all other items, furniture, equipment, appliances and debris from their unit. Any items removed by TBDSSAB will be charged back to the tenant.

Tenants are also responsible for ensuring that household garbage is placed in the designated garbage areas. Tenants **will be charged back** for the removal or clean-up of any improperly placed garbage bags or items.

If you are using garbage cans, please make sure that the lids are secure to prevent animals and birds from getting into the garbage prior to pick up. Put out garbage on the morning of pick up. Any garbage that is strewn about by animals will be your responsibility to clean up.

Please put only trash to the road that will be picked up by the City of Thunder Bay Waste Management Division, and refrain from placing furniture items on the road.

Do not discard needles or syringes with your regular garbage. Most buildings have SHARPS collection containers for safe disposal.

Garbage Sheds: Please ensure that garbage, when placed

in the garbage shed located on the grounds, is properly bound in garbage bags or use the garbage cans provided. Bags are not to be left outside sheds, tenants may be charged for removal or clean-up.

The City of Thunder Bay Waste Management Division has advised that they will refuse to remove and/or handle garbage that is loose, or not properly secured. Should blue boxes be located in garbage sheds, please place newspapers, etc. in approved blue bags and place in the box provided. Should a vehicle be parked in front of the garbage shed, Waste Management Division will refuse to pick up the garbage.

Any costs associated with the cleaning and removal of garbage will be charged back to the tenant.

Apartments with Garbage Chutes: Garbage chutes are designed specifically for small bags only. If using large bags, please observe the following for the protection, safety, and cleanliness of all individuals using the chutes.

Make sure all garbage is in a strong plastic bag before placing it in the chute.

1. Items such as cat litter, baby diapers, used medical material, etc. should be double bagged to prevent the bags from splitting open in the chute.
2. Large items such as cardboard or pizza boxes must be carried downstairs and **not forced** into the chute.

3. All glass should be brought to the main floor. This eliminates the chance of serious injury to staff due to broken glass.
4. Do not dispose of human waste in the chute.

All garbage rooms are monitored on a regular basis to ensure all of the above are carried out. **A fee of \$25.00 per occurrence will be charged to any person(s) not properly disposing garbage.**

Recyclable Materials

TBDSSAB encourages and promotes recycling, and provides all apartment buildings with blue boxes. These are strictly for brown corrugated cardboard and newspapers. **Do not throw loose garbage in these bins.**

Security

Entry Phone System

Every apartment building is equipped with an entry phone system. This system provides apartment entrance communication and entry control through your regular telephone service. You can answer the entry phone system from any telephone in your unit.

If you are unsure of the use of the entry phone system contact your Property Management Officer.

Tenants are discouraged from allowing unknown persons entry into the buildings.

Security of Apartment Building

A number of measures have been taken by TBDSSAB in an attempt to discourage and eliminate thefts and vandalism in our building. The exterior doors to the buildings are locked. Tenants must use their entrance key FOB to gain entry into the building.

Video Surveillance

The personal information collected by the use of video surveillance on TBDSSAB properties is collected under the authority of the *Municipal Freedom of Information and Protection of Privacy Act* or the *Freedom of Information and Protection of Privacy Act*, as applicable.

This information is used for the purposes of promoting public safety and detecting and deterring criminal activity and vandalism at TBDSSAB properties.

Any person who tampers with or destroys video surveillance equipment will be subject to criminal proceedings.

Crime Prevention

Crime Stoppers is a not for profit entity run by a volunteer board of directors from our community. The mandate of the organization is simple, fight crime through anonymous tips. You may even earn a cash reward for your information.

In Thunder Bay: 623-8477

District: 1-800-222-8477

Online tips: www.p3tips.com/273

Below are some tips to help to deter crime.

Inside Your Apartment or Home:

Do:

- Lock your door **at all times** – it only takes a few minutes for a break and entry, which usually occur during the day.
- Look through peephole **before** opening your door. Observe the person and ask for identification. If in doubt, phone the Company or Organization for verification before allowing them to enter.
- Be aware of solicitations.
- Note suspicious strangers in and around the building. **Phone police at 684-1200** – they don't mind coming to check. Do not feel that you are bothering them.

Do Not:

- **Do not** allow unauthorized persons in the building or

your apartment. When someone calls you on the intercom, do not allow them in unless they identify themselves to your satisfaction.

- **Do not** place articles in exit doors in apartment buildings or homes to hold them open – unwanted persons may enter.
- **Do not** keep large sums of money hidden in your apartment or home.
- **Do not** be afraid to hurt a person’s feelings if you are suspicious about their intentions.

Outside Your Apartment or Home:

Do:

- Always **keep car doors locked** if you are driving. Unwanted passengers could open your car door at stop signs or red lights.
- **Check back seat** before entering your car.
- **Have your car keys ready** when leaving a building and note any persons in the vicinity of your car.

Do Not:

- **Do not** carry large sums of money – take only what you need.
- **Do not** leave your car engine running when stopping to buy an item. Stop the car and take your car keys.

Fire Safety

Please take the time to read the emergency evacuation procedures posted in your unit.

1. **Do not disconnect any fire safety devices.** The warning devices do not operate when the circuit breaker switch in the panel box is in the “OFF” position.
2. **Do not smoke in bed.**
3. **Check your smoke detector or fire safety device monthly** by pressing the test button.
4. **If your fire safety device fails to respond**, please call maintenance staff as soon as possible.
5. Be sure to turn off the stove when you have finished cooking.
6. Check your electrical appliances from time to time for frayed or broken cords.
7. Do not accumulate trash in cupboards, boxes, storage areas, or in basements.

Smoking Policy

TBDSSAB implemented a Smoke Free Policy on September 1, 2015 which prohibits smoking and/or holding lit tobacco or cannabis inside all TBDSSAB owned and operated buildings, including private units, balconies, patios, interior and exterior common areas and within a distance of five

meters away from any entrance or exit, windows, or any air intake. All tenants and their guests and visitors are prohibited from smoking or holding lit tobacco or cannabis of any kind (cigarettes, cigars, pipes, etc.) anywhere on the leased premises.

The use of a personal vaporizer (vaping) product, or similar products that generate smoke or vapor in the building or on the property is also prohibited.

Tenants who signed a lease prior to September 1, 2015 are exempt from the new policy as long as they reside in the same unit.

No use of lit cannabis is permitted without a medical prescription specifying lit cannabis. The use of cannabis in accordance with Provincial law is allowed on premises. Prior written consent of the landlord is required before using medical cannabis on the premises.

No recreational or medical marijuana may be grown on the premises by the tenant(s) or guest(s) without the prior written consent of the landlord.

Complaints

Concerns and complaints should be brought to your Property Management Officer. If the matter has not been resolved with your PMO, complaints can then be escalated to the TBDSSAB Office of the CAO.

For a complaint to enter the formal documentation, investigation and resolution process, it must meet one of the following criteria:

- The complaint could not be resolved at the front-line staff level
- The complaint was initially addressed or directed to a Management level or above

To enable the timely consideration of a complaint, specific details of the incident, conduct, or behaviour giving rise to the complaint should be provided. Complaints can be made:

- In person
- Over the phone
- Online (via contact us form on website)
- In writing (via letter or email to:
Contact.Us@tbdssab.ca)

TBDSSAB encourages complaints, where possible, to be submitted in writing (online, email or letter). The full Complaint policy can be viewed on our website:

www.tbdssab.ca/contact/complaints



THE DISTRICT OF THUNDER BAY
SOCIAL SERVICES ADMINISTRATION BOARD

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Appendix A: Property

Exterior of Unit

1. Lawn Care

Please keep all lawns free of debris and stones, as this creates a hazard when cutting your lawn, as well as being unsightly.

Do not park on your lawn at any time of the year. This compresses the roots and kills the grass. Those tenants doing so will be required to repair the dead grass at their own expense.

Also, in late fall, please remember to unhook your garden hose. Shut off the water valve inside your unit which supplies water to your outside tap, and then drain the outside tap line by opening the outside tap. Call your Property Management Officer if you are unsure where the inside valve is located.

As per the City of Thunder Bay Property Standards By-laws, tenants will be charged any costs associated with the upkeep of their leased property should TBDSSAB be required to address any issues.

2. Flower Beds and Gardens

All gardens and flower beds must be adjacent to the rear or front of your unit. Gardens at the rear or in the centre of your yard are prohibited.

The use of decorative gravel along these flower beds is not permitted. Eventually, it ends up on the lawn or driveway, thereby creating a hazard.

3. Trees

Trees that are planted for shade or appearance shall not be planted in rows but should be planted sporadically in the yard. This will not impede the grass cutting and will still improve the aesthetics of your yard. Approval must be granted by TBDSSAB before any tree can be planted.

4. Pets

Tenants are permitted to have a maximum of two pets per tenancy. A combination of two cats, two dogs or a cat and dog is acceptable. No pet may exceed 35 kilograms (75 pounds).

As a pet owner, you are responsible for your pet and must have control of your pet at all times. Pets are to be leashed and not be running loose. All pet feces shall be cleaned from your driveway and lawns. Any lawns damaged by pet urine, feces, or digging shall be repaired at the pet owner's expense. **Do not** leash animals to your storm doors. They are not strong enough to hold most animals, and again, the

pet owner will be charged for any damages.

5. Fences/Storage Shed

All tenants wishing to erect privacy fences or erect a storage shed shall contact the Property Management Officer **in writing to obtain permission.**

6. Clotheslines

All clotheslines are to be of the umbrella type only, and are to be placed at the rear of your unit, out of sight from the street. Poles are NOT permitted.

7. Decks

All exterior decks are prohibited.

8. Snow Removal

You, the tenant, are responsible for your own snow removal. In the interest of safety, please keep the driveways and walkways in front of your steps clear to main walkways. Those units with window wells should avoid excessive snow build-up as flooding of the well may occur during spring melt. TBDSSAB only clears parking lots and main walkways on townhouse properties.

You are also responsible for the removal of snow from outside furnace venting.

9. Window Wells

Please keep your window wells free from debris such as paper, toys, etc. Do not use your window wells for storage, as

damage to the glass could occur.

10. Garbage

Put only that garbage which is in containers, bagged or boxed out for pick-up. Do not put large articles, such as furniture, bicycles, etc. that will not be taken by the City of Thunder Bay Waste Management Division. These articles must be disposed of by the tenant personally.

Tenants will be charged any costs associated with the removal of prohibited items.

Interior of Unit

11. Windows and Screens

On all units with awning type windows, care should be taken when opening these windows during the winter months. The screens should be removed and stored safely downstairs. If excessive frost build-up occurs during cold weather, the tenant should manually assist the crank mechanism by pushing gently on the window while opening it. This will avoid damage to the crank mechanism.

Screens that are damaged shall be repaired at the tenant's expense.

Windows located above the first floor may have opening restrictors on them to prevent them from opening more than 4 inches or 100 mm. This is a requirement of local by- laws

and the Ontario Building Code. Removal is strictly prohibited. This is for your safety and the safety of other occupants.

Some windows have metal screens. Removal of these is strictly prohibited as these have been installed for your safety.

12. Storm Doors

It is recommended that those tenants who have a pet or small children put their storm door screen at the top of the door to prevent damage. This will prevent the screen from getting damaged. Cost to repair damaged screens will be charged back.

13. Sump Pumps

These may be found in the basement of your unit. Since most sump pumps operate on a float mechanism, it is advisable to periodically check that they are in running order, especially in early spring and during the summer months. Please keep your sump pit free from debris, children's toys, etc. Keep the cover on the pit at all times for your safety and your children's safety. Sump pump failure may result in basement flooding. If a sump pump fails, TBDSSAB will not cover the costs to replace tenants' personal belongings. Please store any valuable items away from your sump pump, elevated and in waterproof containers.

14. Basement

Items placed or stored in basements are done so at the tenant's risk. On all two storey units with unfinished basements, it is advisable to store items off the basement floor. In the event of spring flooding, or sump pump failure, you may temporarily have some water on your floor, which could cause damage to items not elevated off the floor. TBDSSAB will not be held responsible for damages to any items caused by water or other type of damage. Unfinished basements are not to be used as living areas; it is against the building code to do so.

All tenants are required to carry content insurance to protect their belongings in the event of damages.

15. Furnaces/Hot Water Tanks

Furnace filters should be checked frequently during the heating season and cleaned or replaced monthly. Dirty filters reduce heating/fuel efficiency and increase your heating costs. Please keep hot and cold air registers free of dust and unobstructed by furniture. Vacuum out your hot and cold air registers regularly.

Please do not store articles of clothing, furniture, etc. by your furnace, hot water tank or on top of your hot water tanks as it creates a fire hazard and is in violation of local by-laws. Store items a minimum of two feet (60 cm) away from your furnace or hot water tanks.

16. Flooring

Most units have vinyl composite floor tiles. Care should be taken to avoid damage caused by the legs of beds, sofas, etc. by using rubber or acrylic coasters. If you are placing rubber back carpets over top of the tile, it is recommended that a thin layer of plain paper be used between the carpet back and the tile to avoid the rubber sticking to the tile. The use of 2-sided tape is **not** recommended. Floors should be waxed once a month to protect them from dirt. For proper care, we would advise that you wash and scrub your floor regularly. The tiles may be waxed with only top quality wax that is available at any retail outlet.

17. Wallpaper

Only strippable wallpaper is allowed. All tenants are advised that upon vacating their unit, **all wallpaper must be removed**. A charge may be levied for removal of wallpaper or damage caused by removal of wallpaper.

18. Locks

All locks are the property of TBDSSAB. Under no circumstances are locks to be changed without approval. This is for your own protection, and to facilitate TBDSSAB staff entry in case of an emergency or for major repairs.

To request a lock change, contact the Maintenance Department. There is a charge for this service.

If your lock becomes sticky or hard to turn, you are

encouraged to spray a graphite lubricant only into the lock cylinder. If this does not work, then call our office. If you are locked out, call our office.

In accordance with the *Residential Tenancy Act (RTA)*, unit locks cannot be changed by tenants.

19. Plumbing

a) Toilets

The costs associated with clearing toilets that become plugged due to tenant's negligence will be charged back to the tenant. Please keep a watchful eye on small children while they are in your bathroom. Only toilet paper and human waste goes in the toilet! It is good practice for each tenant to purchase a toilet plunger. Toilet seats that become broken may be replaced by the tenant, provided they match the colour in your unit. Shelving units over or behind the toilet are discouraged.

b) Acrylic or Fibreglass tubs

Please avoid using harsh abrasive cleaners on these tubs as this damages the finish. Any liquid dish detergent will clean these types of tubs. Varsol can be used sparingly to clean excessive marks as can baking soda.

20. Blinds and Curtain Rods

These are **not** supplied by TBDSSAB. Upon vacating your unit, **do not leave these items behind.**

21. Vacancy

Upon termination of your tenancy, please ensure that your unit is left clean. This includes the removal of **all personal effects** (such as curtains, blinds, coat hangers, toys, etc.). Please leave your unit in the same clean condition it was when you moved in. A pre-move-out inspection will be carried out to assess any damage that may have occurred. Clean up charges will be assessed should the removal of personal effects left behind be necessary. **(Please refer to [Appendix C](#) for a detailed list.)**

22. Damages

As part of our Maintenance Policies, some items are the responsibility of the tenants. These are items that do not include normal routine maintenance, such as leaky taps, running toilets, etc.

Any repair needed as a result of neglect or misuse will be at the tenant's expense.

Tenants are responsible for the care and condition of the following items outside of normal wear:

- Appliances in the unit;
- Sump pump failure due to toys or objects inside pit;
- Damaged or torn screens and frames;
- Broken window;
- Damaged screen door closers and chains;
- Broken or missing light globes, inside and outside;

- Broken or damaged screen door kick plates;
- Damaged walls due to removal of wallpaper;
- Plugged toilets or sinks;
- Damages to furnace or HRV from not changing filters regularly;
- Damages to exterior of units such as holes or gouges in siding, bent soffits, damaged brick, graffiti to building or driveway, exterior balcony railings, damages to
- shingles or eavestrough, etc.
- Damages to interior of unit such as cabinet doors or drawers, countertops, toilet lids, doors, tub surrounds, flooring, holes in walls, ceiling, etc.

Appendix B: Transfers

Transfers - Eligibility Guidelines

A tenant may request a transfer to another rent-geared-to-income unit only if all of the following criteria are met:

1. The tenant has been living in the present accommodation for 12 consecutive months.
2. Rent has been up to date for six consecutive months, clear of any rental arrears and/or maintenance arrears.
3. **The tenant clearly falls into one of the categories listed below and provides the necessary documentation to support his/her request.**

A tenant shall only receive one (1) offer to transfer. If the offer is refused, the tenant's name is taken off the transfer list and he/she cannot re-apply for 12 months. In the case of an overhoused tenant, when the offer has been refused, a notice of termination may be issued and rent increased to market.

Transfer request forms may be obtained from your Property Management Officer, Tenant Support Worker, TBDSSAB website, or from the Front Desk/Reception at our office.

Reasons for Transfer

One of the following categories **must be** clearly evident to qualify a tenant's request for transfer. All necessary documentation must be submitted by the tenant to TBDSSAB.

1. Underhoused

Whether a tenant is underhoused (overcrowded when joined by additional family members, provided they are not foster children), based on current Family Composition – The Occupancy Standards clearly outline that there should be no more than two persons to a bedroom. No consideration will be made regarding the age of the children sharing a bedroom other than children of the opposite sex should not be required to share a bedroom.

2. Overhoused

When a Tenant's Family Composition has changed, resulting in too much space present for the current family status (i.e. when a family member leaves and the unit has a vacant bedroom).

3. Health/Medical Conditions

A request for alternate accommodations because of health concerns must include medical documentation indicating the nature of the problem, the degree of its severity, and how it has been aggravated by the present accommodation. Medical support must outline these details, giving clear

evidence that the tenant's condition has been adversely affected by the present accommodation.

4. Social Concerns

Social concerns are **not** considered grounds for a transfer except in severe or unusual cases. In severe or unusual situations, the tenant may request a transfer only with the full support and recommendation of the Tenant Support Worker and the Property Management Officer.

Appendix C: Maintenance

Move-Out Checklist for Tenants

Your unit was provided for you in a fresh, clean condition, free from structural, electrical, mechanical and plumbing deficiencies. It is your obligation under the terms of your lease agreement to return the unit, upon move-out, in the same condition as when you moved in.

Kitchen

- Clean refrigerator.
- Pull refrigerator out and clean beneath and behind it.
- Clean stove and oven completely.
- Pull stove out and clean beneath and behind it.
- Wash and clean floors.
- Clean sink and fixtures.
- Clean cabinets inside and out, and cabinet doors and trim.
- Remove grease and dirt from tops and bottoms of cabinets.
- Clean closet shelving and floor.
- Clean windows.
- Clean tile and carpets.
- Clean lights and fixtures.
- Clean exhaust fan covers.

Living Room

- Clean closets, shelves and door and wash closet floor.
- Wash sliding glass panel door and large windows.
- Wash lights.
- Wash wall plates and baseboards.
- Wash and clean floors and clean carpets.

Bedrooms

- Clean closet shelves and door and wash closet floor.
- Wash windows.
- Clean baseboard heater if equipped.
- Wash lights.
- Clean wall plates and baseboards.
- Clean doors.
- Clean and wash floors and clean carpet.

Bathroom

- Clean bathtub and basin and fixtures.
- Wash tile walls completely.
- Clean medicine cabinet and shelving.
- Clean soap trays.
- Clean toilet bowl and tank.
- Wash floor well.

- Clean door.

Linen Closet/Small Hallways

- Clean closet floor and shelves.
- Clean doors.
- Clean baseboards.
- Clean floors and carpets.

Patio or Balcony

- Clean windows.
- Sweep balcony floor.

Basement

- Clean and sweep basement floor.
- Clean laundry sinks.

Installation of Carpet by Tenant

Where tenant has installed their own carpeting, this must be removed and the underlying floor cleaned and returned to its original condition.

Curtain Rods, Picture Hangings

Curtain rods and picture hooks must be removed prior to move-out.

Wallpaper

Wallpaper **must be removed** and the underlying wall must be cleaned and restored to its original condition.

Maintenance Charges

Lockouts

A tenant who makes a request of TBDSSAB staff to let him/her into their unit will be charged a set fee for this service whether the request is made during regular office hours or after office hours, including weekends. **The set fee shall be \$30.00.**

Lock Changes

A tenant who makes a request to have the locks changed on his/her unit will be charged **\$40.00 during business hours** and will be provided with one key per unit. (See [Appendix D.](#))

Additional keys may be purchased at a cost of **\$8.00 each**. **No tenant may have his/her locks changed without permission from TBDSSAB.**

Garbage Removal

A tenant who leaves garbage in the yard or unit during occupancy or upon move-out that is not tied up and put out for regular garbage collection will be charged the full cost of the contractor, including dump fees to remove said garbage.

The rate for a contractor to clean and remove garbage is a minimum of \$50.00 per occurrence.

Vandalism

A tenant, family member, or guest who causes wilful damage to his/her unit or any other property owned by TBDSSAB will be charged the full replacement cost to repair any and all damage.

This will include all items in the unit, including but not limited to doors, cabinets, countertops, flooring, windows, lighting, electrical fixtures, furnaces, driveways, siding, etc.

If the damage is caused by an outside source, then the tenant must report the incident to the Police and an occurrence number will be provided. The tenant must then immediately report the incident to TBDSSAB and provide the occurrence number. Failure to provide this information will leave the tenant responsible for the cost of any repairs.

Depending upon the Police report, a back charge may or may not be levied against the tenant.

Screens

TBDSSAB ensures that all screens in that unit are in “good” condition. It is the tenant’s responsibility to ensure that the screens are maintained and left in a “good” condition upon vacating a unit.

All damages to screens, including small pin holes, bent frames, rips, tears, damage by animals, wind, etc. will be charged back to the tenant for the full replacement cost of each screen.

Repairs to damaged window screens will be charged at the rate of \$25.00 plus applicable taxes for each screen replacement and \$100.00 plus applicable taxes for each frame and window screen.

[\(See Appendix D\).](#)

Windows

Tenants are fully responsible for any loss or damage to the windows in their units. All damages (except the loss of seal of the window unit due to deterioration) to the window glass will be charged back to the tenant for the full replacement cost of the glass unit, including the time of the contractor or TBDSSAB staff to install the new glass.

If the damage is done by a person(s) other than the unit's tenant, it will be the tenant's responsibility to seek reimbursement for the cost of repairs from the person(s) responsible for the damages.

Windows and frames need to be cleaned regularly to prevent moisture damage.

Window Hardware

All window hardware is checked by TBDSSAB staff to

ensure all mechanisms are in place and functioning properly. Any defective units are replaced.

Window hardware includes the following: window crank mechanisms, crank handles, and cover plates.

Tenants are fully responsible for ensuring that these units are not damaged or broken during their occupancy of the unit. (See Appendix D for maintenance fee schedule.)

A tenant, who makes a request of TBDSSAB staff to repair a casement crank or any window hardware assemblies found to be broken at the time of move-out, will be charged to repair or replace the damaged equipment at the following rates:

[See Appendix D](#) for labour and parts charges. All charges are subject to all applicable taxes.

Plumbing

A tenant who makes a request of TBDSSAB staff to unplug his/her toilet or sink, requiring no additional work other than using a plunger, snake, or auger, will be charged a set fee whether it is during office hours, after hours, or weekends. If a contractor needs to be called, the **full cost** of the contractor's invoice will be charged to the tenant. This cost could be in excess of \$100.00.

Do not put food, cooking grease, coffee grinds, etc. down drains as they cause blockages.

Only toilet paper and human waste go in toilets!

The set fee shall be \$40.00 during business hours, plus applicable taxes.

Sump Pumps

Tenants with sump pumps are responsible to ensure that the sump pits are kept clean and free of debris.

If a sump pump has malfunctioned due to debris in the pit, the charge to repair or replace the sump pump will be invoiced to the tenant.

The cost for a replacement sump pump is a minimum of \$250.00 plus all applicable taxes.

Storm Doors

All tenants who have storm doors on their units are responsible for ensuring that the storm doors are properly latched at all times.

Tenants are responsible for all damage, including damage caused by pets or wind. If the door does not close properly, especially during windy weather, it may require pushing or pulling shut. Leaving the exterior window in the door open a few inches will also help the door to close. The closer on the door will close the door during normal conditions but is not designed to close the door during extremely windy conditions.

[See Appendix D](#) for the charges which apply to repairs of exterior storm doors.

Tenants should instruct their children on the preceding items.

Painting and Wallpaper

Tenants are advised that permission to repaint or wallpaper his/her unit must first be obtained from TBDSSAB staff prior to commencing any work.

If a tenant has changed the colour of the walls in their unit, they must be restored to off-white prior to vacating the unit, and all wallpaper must be removed and the walls restored to their original condition.

All additional costs incurred by TBDSSAB staff to cover any paint colour (other than off-white) or remove wallpaper **will be charged back to the tenant.**

Any cleaning costs to remove excess paint, etc. from floors, wood grain doors, wood trim or rubber baseboards (or the replacement of same) will be charged back to the tenant.

Painting of kitchen cabinets, wood grain doors, or bathroom vanities is **strictly prohibited**. Any tenant found to have painted these items will be **charged the full cost of replacing the kitchen cabinets or bathroom vanity or wooden doors.**

Cleaning of Unit

Tenants are responsible, when vacating their unit, to ensure that the unit is left in a reasonably clean condition.

All tenants are provided with a Move-out Checklist, which details all areas to be cleaned.

Any additional costs incurred by TBDSSAB staff to clean items such as plumbing fixtures, floors, walls, cabinets, appliances, light fixtures, etc. **will be charged to the tenant.**

These charges will be forwarded to a Collection Agency if they are not paid. In addition, any unpaid accounts are recorded for future reference.

Please Note: The unit must be restored to its original condition. Units will be inspected prior to move-out.

Appendix D: Fees

Maintenance Fee Schedule

Locks	
Lockouts	\$30.00 (24 hrs)
Keys (not returned upon vacating)	\$20.00 per key to max \$80.00
Lock Change	\$40.00 during business hours
Lock Change (after hours)	Cost of the contractor (\$100.00+)
FOB Key Replacement	\$15.00
General	
Garbage Removal (move outs)	Full cost of the contractor
Garbage Bags (single/row houses)	\$50.00 per occurrence
Screen Door	Cost of the door
Labour for Screen Door	\$50.00 per door

Window Screens	\$25.00 per screen
Window Screens & Frames	\$100.00
Window Parts (damaged/missing catches, latches)	Cost of parts
Exterior Door	Cost of door & contractor
Interior Door	\$85.00 per door
Satellite Dish	Cost to restore (Charged if attached to TBDSSAB building property)
Smoke Detectors and Carbon Monoxide Detectors	\$50.00 per detector
Grass Cutting	Cost of the contractor
Painting of Unit	Cost of the contractor
Air Conditioners	\$50.00/month if not removed (October to April)
Laundry Card	\$15.00

Plumbing

Plugged Toilet/Sink	\$40.00 during business hours (Augering only)
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Plugged Toilet/Sink	Cost of the contractor (afterhours)
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Toilet Replacement	\$155.00 per toilet
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Bathroom Basin Replacement	\$140.00 including sink/parts
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Bathroom Basin	\$100.00 including parts (re-attached to wall)
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