

St. Giles' Senior Citizens Residence

Tenant Handbook

775 Park St South, Peterborough, On K9J 3T6

Telephone 705 743 8660

Email stgscr@gmail.com

Office Hours

8 am to 4 pm Mon-Fri



Dear Tenant(s)

Welcome to your new home. This handbook has been designed to provide you with useful information and resources for all new as well as existing residents. Please review this Handbook as well as your Tenant Lease Agreement and General Rules documents.

Please be aware of the building's Fire Safety Plan and your role in regards to fire safety.

Please notify the office if you have any concerns or questions regarding these documents.

Kindest Regards,

A handwritten signature in blue ink, appearing to read "John Herder".

John Herder

Administrator

About St. Giles' Senior Citizens Residence

St. Giles' Senior Citizens Residence is a registered non-profit housing corporation established in 1983. The 48-unit building located at 775 Park St. South was constructed in 1984 and the building officially opened for residency in 1985. The Corporation is governed by a Board of Directors which consists of a maximum number of 8 volunteer members.

Administration

The day-to-day operations of the building are administered by one individual. For any inquiries regarding your tenancy here, please contact the Administrator at the office (705 743 8660) on the 2nd floor.

Reporting Any Maintenance Issues

Tenants are responsible for keeping their unit clean as well as repairing any damage to their unit caused by wilful or negligent conduct of either themselves or any persons they allow onto the premises. For repairs and/or service, please follow the procedure listed below.

Non Emergency Situations

- Please complete a maintenance request form of which you will find blank copies in a rack in the front entrance lobby along the rear wall. Please place your completed maintenance request back in the same rack. This rack will be checked on a daily basis for any new maintenance requests that may arrive.
- If repairs are not completed within 7 days, please contact the Administrator and report the issue.

Maintenance Emergency Situations

These types of emergencies would typically consist of no water, no hydro, no heat, broken water lines causing flooding, or any other hazard involving electrical or heating concerns.

Call the office phone number (705 743 8660). After normal business hours, the calls will be forwarded to the office mobile phone. If no-one answers this phone,

please leave a voicemail indicating the problem as well as your name and a return phone #. Someone will return your call to investigate the issue.

Upon Moving In To Your Unit

The unit will have been completely refurbished prior to your move-in date. Any damage or required repairs will have been completed prior to you obtaining possession of your keys. It is entirely possible that something may have been overlooked. Please notify the Administrator if you notice anything that does not appear to be correct. If we do not hear from you, it will be assumed that there were no deficiencies. Therefore, any damage or required repairs that are found during subsequent annual unit inspections not attributed to normal wear and tear will be charged to your account.

When you vacate your unit, please ensure it is left in the same condition as it was at the start of your residency here. If we need to remove furniture, or garbage, strip wallpaper and repair holes in walls, perform any extensive cleaning or undertake paint priming to cover unauthorized tenant painting, the costs incurred to us will be passed on to you.

Smoke Detector Maintenance for Tenants

The Ontario Fire Code requires that every place of residence have a functioning smoke detector installed. Smoke detectors/alarms are very important for your safety as well as for every other tenant who resides in the building by alerting residents with an early warning. The landlord is responsible for installing and ensuring that each smoke detector is in working condition, including testing, repairs, and replacement as necessary.

Your residence has been provided with a smoke detector that is “hard-wired.” This means the smoke alarm is electrically powered from the hydro in the building to your unit and uses a lithium 10-yr. battery as a backup power source ONLY. In the instance of a power outage, please be aware that the smoke detector/alarm in your apartment may not function normally.

For your own protection, you are encouraged to inspect your smoke detector/alarm on a regular (monthly) basis to ensure it remains operational.

Your cooperation will also be required when we schedule necessary and testing maintenance procedures.

Routine Testing and Maintenance Tips for Smoke Detectors/Alarms

- Check to see that the smoke detector/alarm is securely fastened to the ceiling/wall.
- Check to verify the detector/alarm shows no sign of physical damage, is covered with paint or dirt accumulation which may hinder its operation.
- Check the power indicator light to ensure it is on
- Notify the office IMMEDIATELY if you notice any of the issues described above with your smoke detector/alarm.

Please take note that the Ontario Fire Code specifies that “no person shall intentionally disable a smoke alarm so as to make it inoperable” Any tenant or other person who intentionally disables a smoke detector/alarm is guilty of a Provincial Offense and may be subject to a fine and risks being evicted from the premises.

Door Closures

The entrance door to your apartment is equipped with a door closure that is not to be removed, disconnected, propped open or tampered with in any manner whatsoever by you or anyone else. Please be aware that under Section 2.2 of the Ontario Fire Safety Code:

2.2.3.3. Closures in fire separations shall not be obstructed, blocked, wedged open, or altered in any way that would prevent the intended operation of the closure.

Any resident who allows the door closure on their entrance door to be removed, disconnected or tampered with in any way, may have their tenancy terminated.

If you are experiencing difficulty getting in or out of your unit due to the door closure, contact the office and we will arrange to make any adjustments necessary in order to make it more user friendly and that you are capable of ease of entry/exit.

In The Event of a Fire:

Close **all** doors behind you – including your apartment door – when you are evacuating your unit as well as the apartment building itself.

Leave your apartment door unlocked but **closed** to allow emergency personnel entry.

If your door closure is missing, malfunctioning, inoperable, or disconnected in any way, contact the office immediately in order that a repair may be attended to as quickly as possible.

Smoke Free Policy

There is a smoke free policy in place at St. Giles' Senior Citizens Residence. That means that **no smoking of any type is allowed on the property anywhere**. As a tenant you are also responsible to ensure that your visitors are aware of this policy and adhere to it as well.

No Pets, Perfume and Air Fresheners

Please be aware that this is a **scent free** residence. We have a number of residents who are extremely sensitive and allergic to these products. Please refrain from wearing/using any scented products including air fresheners and laundry soaps. Please ensure that your visitors are aware of and respect this policy as well.

Pets are strictly forbidden in the building or anywhere on the property.

Front Entrance/Driveway

Please enter the driveway on the north side (church side) of the address sign and exit south of it.

If you are stopping to pick up or drop off passengers or parcels, drive straight in to one of the two parking spaces for up to 5 minutes and turn off your engine.

Please remember that the driveway is a Designated Fire Route. Please keep the circular drive-through area clear at all times for handi-transit and emergency vehicle access.

Lobby Congestion

The lobby was designed as a secure entry point into the building and as a pick-up point for mail delivery in addition to a place to wait for transportation. Visitors need to be able to access the intercom panel without having to reach through a crowd. It should be quiet enough for them to speak and listen without distractions. The inner and outer lobbies are not to be used as general gathering places for socializing. Emergency personnel must be able to access the elevator quickly.

Power Outages

Residents are advised to always keep a flashlight with fresh batteries in their apartment for emergency use. **No type of candle may be lighted on the premises under any circumstances**, as this creates an extreme fire hazard.

No Flammable Liquids or Gases

Flammable liquids & gases such as gasoline and propane are not permitted to be kept or stored in your residence. This also includes volatile items such as paint thinners, varsol, or any other solvents that may ignite easily.

Baseboard Heaters

Your unit is equipped with electric baseboard heaters. If these devices are to work efficiently and safely, it is important that you do not block the heaters with drapes or furniture. Should a baseboard heater be covered, the heating element may become overloaded and damage to the furniture or window coverings because of fire. Please do not put anything near your baseboard heaters to create a fire hazard or that may interfere with the unrestricted airflow around heater. Keep all drapes, furniture etc. at least 6 inches (preferably more) away from your baseboard heaters.

Monthly Fire System Tests

The building fire alarm system is scheduled to be tested on a monthly basis. The date and time of the alarm system testing will be posted on notices located in the lobby and the north stairwell prior to when the system test will occur. The general rule of occurrence at this point in time is the last Tuesday of every month at 10 a.m. You will not be required to do anything during the fire system test other than

be aware of the fact that the test will take place. A fire system test will mean the fire alarm bells will annunciate for a short period to ensure they are functioning as they are designed to operate.

Fire Drills

You will be advised of the date and time of any annually scheduled fire drills. Tenant participation and an understanding of your role in the event that an actual fire may occur are very important to ensure a successful fire drill.

Instructions in The Event of a Fire

Instructions are located at the elevator on each floor as well as at each stairwell entrance over the Fire Alarm Pull Stations. Familiarize yourself with all the pull station locations, fire extinguisher locations as well as all the emergency exit locations in order that you are prepared, should a fire hazard present itself.

IN CASE OF FIRE

If You Discover a Fire:

- Leave fire area immediately
- Close (but do not lock) all doors behind you to confine the fire
- Activate Fire Alarm
- Call Fire Department at 911 from safe area
- Notify the Office (705-743-8660) of the fire
- Leave building via nearest safe exit

Upon Hearing Fire Alarm:

- Turn off all Appliances in your unit
- Close (but do not lock) all doors behind you to confine the fire
- Leave building via nearest safe exit
- Do not re-enter the building until safe to do so

CAUTION

IF YOU ENCOUNTER SMOKE - USE AN ALTERNATE EXIT

REMAIN CALM

Do not use the elevator as it may become disabled between floors or could stop

on the floor which is on fire.

Do not re-enter into the building until it is declared safe to do so by a fire official. Before you open a door, feel the doorknob for heat. If it is hot, brace yourself and open the door slightly. If you feel any pressure or a hot draft, CLOSE THE DOOR IMMEDIATELY.

If you encounter smoke in a corridor or stairwell, consider using the other stairwell or return to your unit and wait near an exterior window or door.

If you have returned to your unit for any reason:

- Close the door but do not lock it
- Dial 911 and alert fire personnel to your presence
- To alert fire personnel to your presence, wave or hang a white towel or object from the window/door.
- Seal all cracks and bottoms of doors by using a wet towel to cover any gaps
- Crouch low to the floor if smoke enters your premises
- Wait to be rescued. Remain calm. Do not panic or jump
- Listen for instructions or information which may be given by authorized personnel

Tenants Requiring Assistance in Case of Fire

Tenants are required to be able to live independently in our building. However, tenants are required to advise the office if they believe they may require assistance to exit the building in the event of a fire. Fire Department personnel will be given a list of these persons by the office in case of a fire.

Decorations on Apartment Doors

The Ontario Fire Code states that tenants are not allowed to hang decorations or anything else on their apartment entry doors. It is very important that nothing obstructs the apartment numbers located on the doors or that any items that may be combustible are NOT present in the hallways. Items such as boot racks and welcome mats are also additional tripping hazards for emergency personnel and other residents.

Stairwells, Hallways and Public Areas

Tenants are not permitted to store anything under or in stairwells, hallways or public areas, as they would be considered a fire and tripping hazard and could potentially trap people and restrict their exit in the event of a fire. The hallways

and entrance/exit doors to your apartment are to be kept free of any obstructions for the same reasons.

Fire Extinguishment/Control/Containment

If you are not comfortable with attempting to extinguish the fire using a fire extinguisher, DO NOT ENDANGER yourself by trying to do so. In the event that a small fire cannot be contained by the use of a fire extinguisher, close the door to confine the smoke and fire. Leave the area immediately and ensure the fire department has been notified. Wait for the fire department personnel to arrive and direct them to the location of the fire.

Building Security

The building has a controlled entry security system, which has been installed for your protection and privacy. This means that all the exterior entrances are locked and only tenants are permitted to have the keys to the entry doors. If the building security is to remain effective, it is very important that every tenant uses it properly. By following a few simple rules and common sense you will help protect not only yourself, but all the tenants that reside in the building.

- NEVER open any entrance door of the building for someone you did not invite into the building yourself.
- Solicitation, door to door salespersons, canvassing and such related activities are NOT PERMITTED in the building. If you see these activities occurring, please contact the office.
- DO NOT attempt to make a copy of your building entrance key. If you require an additional key, please contact the office to discuss. The exterior entrance keys are CONTROLLED keys and are not permitted to be duplicated.
- NEVER “buzz” a person into the building unless you have invited them in yourself. You can confirm they are a legitimate visitor by viewing them on the lobby security channel on your television. (Cogeco channel #399)
- Contact the office if you see persons loitering around the entrances, lobby or common areas of the building.
- CALL THE POLICE or 911 IMMEDIATELY if you witness any illegal, suspicious activity or vandalism occurring.

- Keep your apartment door locked at all times. If someone knocks at your door, be aware of who it is prior to opening your door.
- Call the office if you are unsure of any contractors who ask to enter your unit to perform any work. All contractors working in the building must be approved by the Administrator. If the Administrator has authorized any work to be performed on site, you will be advised prior to the event by notices posted on the bulletin boards. In the event that contractors will be required to enter your apartment, you will be given the minimum required 24 hour written notification, unless it is considered an emergency.

Elevator Safety

The elevator door has a protective infrared light beaming device in the opening, which, when the light-beam is broken by movement or an object in its path, it will stop the elevator door from closing. By breaking this light beam, the elevator door will retract to its open position. The elevator is also equipped with a door “open” button on the panel to accommodate any extended time required to remain in the open position. There is also a door “close” position if it is required for any reason. If there are people following you onto the elevator, it is considered common courtesy to hold the door open for them as well. The STOP button should only be used in the event of a real emergency and never under normal operating conditions. The elevator is designed to stop within ½” of the floor level. It is advised however, that you observe to see if it is level to the floor, prior to entry or exit, to ensure you do not trip on the lip/edge. An elevator is a complex piece of machinery and as such is always subject to occasional mechanical or electrical failure. If you for some reason find yourself trapped between floors, DO NOT PANIC. You are completely safe inside the elevator, a continuously running fan provides air. Ring the alarm bell or call for help. Once someone on the outside of the elevator is aware of your situation, personnel will be alerted and assistance will arrive shortly.

Door Locks and Keys

You are not permitted to change the locks or add additional locks to your apartment. The locksets are changed from the previous tenants. Should you become locked out of your unit for whatever reason, we can open the door for

you, but in the event that new keys are required, you will be charged for this service. You are not permitted to make copies or distribute any of the keys associated with your unit (entry, apartment, mail) unless you have received prior written consent from the office.

Painting and Decorating

Your new unit will have been refurbished prior to your move-in with any necessary repairs and decorating. You require express written consent from the office to change the paint or wallpaper your unit. Please submit a written request to the office for authorization. All ceilings must remain a “flat” white colour. Walls and doors may be painted in pastel shades only. No dark or vivid colour schemes are allowed. Any wallpaper posted must be of the dry “strippable” variety. All wallpaper must be removed prior to your move-out. Tenants are responsible for any damage to their unit that exceeds the normal “wear and tear” guidelines. Any costs associated to the unit that exceed these parameters could result in these expenses being charged to your account.

The installation of any type of door “buzzer” or doorbell for your unit entry door is prohibited.

Heat and Utility Conservation

Your heat and utility costs are including in your monthly rental payment. However, you are still responsible to ensure that you use these resources in a responsible manner. Hydro and water rates are escalating at significant amounts every year so it is to everyone’s advantage that energy conservation efforts are maintained. Any increase in operating costs for the building would result in those additional expenses having to be passed on to everyone involved.

- Please keep your entry doors shut and keep your windows closed during the heating season.
- Please set your thermostat down a few degrees overnight while you are sleeping
- Use energy efficient lightbulbs and turn off any lights when you are not in the room.

Stand-alone electric fireplaces, waterbeds, freezers and air conditioners are all devices that require significant additional resources to operate. Waterbeds are not permitted in the building. The risk of flooding due to leakage presents too great a risk. Exceptions for small chest style freezers, stand-alone electric fireplaces and air conditioners will be made.

Apartment air conditioner and stand-alone electric fireplace usage will be based on an annual consumption rate/fee to be determined by the Administrator each year. Window mount style AC units are NOT ALLOWED TO BE INSTALLED OR BE IN USE on the upper 3 levels of the building. The ONLY ALLOWABLE style of AC unit that may be installed and in use in any apartment on the upper 3 floors of the building will be of the portable model style/variety. Due to the constraints with the lack of a sliding glass door, the lower level (basement) apartments may have the horizontal window mount style installed for use in the vertical sliding glass window located in the main living area of the apartment. The installation and removal of these window mount style air conditioners will be co-ordinated seasonally by the administration of St. Giles' Senior Citizens Residence. If a resident requires further clarification regarding this policy, please speak to the Administrator.

Laundry Facilities

Laundry facilities are located on the 3rd, 2nd and Basement levels. Each laundry room contains one washing machine and one dryer. These machines are operated by a debit card which will have been assigned to you upon your move-in date. The hours of operation are posted on wall notices in each laundry room. There are no rules as to which tenant may use specific laundry rooms. The only exception to this is that if a tenant has someone from a service or agency (such as Community Care) doing their laundry, please allow the person from the agency to proceed ahead of you, as they are on a tight time schedule to complete their assigned tasks.

- Do NOT overload the machines with articles and conversely, do not initiate a cycle with only 1 or 2 items.

- Under no circumstances are you to use the laundry facilities in the building to wash pet articles, sleeping bags, carpets, rubber or metal articles or non-tenant clothing or articles.
- When you have finished using the laundry facilities, please ensure the room and machines are clean and ready for the next tenant to use.
- You use the laundry facilities at your own risk and the management is not responsible for lost or stolen laundry articles.
- Please do not leave your laundry unattended for long periods of time. Remove your laundry once the cycle has completed in order that the next tenant may use the facilities.
- Washers and dryers are not permitted in your apartment.
- Please avoid scented laundry products as this is a scent-free building. Many residents here are sensitive to scented products.
- Report any malfunctioning laundry equipment to Sparkle Solutions, They are the designated laundry services provider for the laundry equipment. The contact information is located on the debit machine in the inner lobby and should also be in the general information materials package you received with your laundry card. The website address for Sparkle Solutions is <https://sparklesolutions.ca/> This website is also a portal to check on the availability of equipment in use as well as reporting malfunctioning equipment. St. Giles' Senior Citizens Residence is not responsible for the repair of laundry equipment. This service has been sub-contracted to Sparkle Solutions, who are the owners of the laundry equipment.

Common Room

The Common Room is located on the lower level and is for the use of all tenants. There are numerous scheduled activities happening throughout the week. Please feel free to ask those involved, if you may join in any of these activities.

If you would like to reserve the Common Room for personal use such as a special family event, please contact the office to discuss the details and arrange the reservation date/time. If your event does not overlap with any of the regularly scheduled events, there is usually no problem in making the reservation happen. Please note that alcohol is NOT permitted to be served in the Common Room.

Tenant Insurance

Tenants are required to obtain a tenant contents & liability insurance policy to safeguard themselves against losses while they reside in the building. Property coverage protects you from loss in the event of a fire or any other disaster destroys your personal contents/possessions in your apartment. Liability coverage would protect you in the event that you were at fault if someone were to be injured on the property or you were to blame for serious damage to the property (eg. such as if you were responsible for a fire or a water leak causing flooding)

The cost of tenant insurance is very reasonable and certainly outweighs the cost you would face if you were found liable for such an incident.

The office will contact you periodically to provide proof that you have a current/valid insurance policy in place.

Television, Internet and Telephone Services

The tenant is responsible for all costs incurred to connect and maintain these services for their personal use. The building management is responsible for providing and maintaining these services up to the point of entry into your unit. Satellite dishes or antennas are not permitted to be installed on the building.

Visitor and Guest Policy

It is the tenant's responsibility to ensure that any visitors invited to the premises maintain the standards set out in the lease agreement.

Only persons identified in your lease agreement have the right to reside in your unit. In the event that you allow someone to reside in your unit without receiving prior written permission, they shall be deemed illegal occupants.

Any guests staying with residents in the building shall not be issued/provided any keys to the building or the apartment unit.

Residents are responsible to report any guests staying in their units to the Administrator. It is important that the Administrator is aware of any additional persons that may be in the building in the event of emergency and an evacuation is required.

The policy of St. Giles' Senior Citizens Residence regarding guests is that a stay of 7 days per twelve-month period/per specific guest is the maximum allowable term. Repeat visitors are subject to a stay limitation of 7 days maximum only per twelve-month period.

Any guest(s) to a unit must be able to provide proof of permanent residence elsewhere.

Annual Inspections

For maintenance and safety purposes, the inspection of each unit in the building normally occurs annually. You are responsible for keeping your unit is clean and tidy and that no fire or safety hazards exist. At least 24 hours written notice will be given to you in advance of these inspections. If you are unable to be present during this inspection, we will exercise our right to enter under the Residential Tenancies Act.

Garbage Disposal and Recycling

Garbage rooms are located on the 3rd, 2nd, and 1st floors on the north end of the building.

- All garbage must be bagged in an appropriately sized bag and TIGHTLY wrapped and sealed prior to disposal down the garbage chute.
- Do not dispose of any liquids or loose garbage or glass/breakable items or irregular shaped objects in the chute.
- Please recycle ONLY the indicated items. Not every plastic or paper item is recyclable. Film plastic such as cling wraps and waxed or foil pouches as well as any Styrofoam products are NOT recyclable at this time.
- Use the appropriately labelled receptacles/containers for any recyclables.
- Please break down all boxes and cardboard items to a flat shape and place in the appropriately labelled container. Do not leave boxes/packaging unless you have flattened them first.

- If you have any large items to dispose of, please contact the office for assistance. Please DO NOT deposit these items in the Garbage Room.

Parking Privileges

We have a limited number of parking spaces available. There are 27 spaces available for the 48 units in the building. There are no specific “Accessible” parking spaces available. Parking privileges are included for no extra charge to the tenants that require parking. However, as there are not enough spaces to accommodate every resident who may require one, tenants requiring a parking spot may have to wait until one becomes available. If a tenant seeks residency and we have no parking spaces available, it will be the tenant’s responsibility to obtain and pay for their own parking arrangements. If such a situation would arise, the tenant would be placed on a waiting list, in order of building occupancy seniority, until such time that a parking space becomes available for them. Existing tenants who wish to exchange their assigned parking location with another which may become available upon the move-out of another tenant must make their intentions known to the management by asking to be placed on a waiting list. This waiting list order will be determined on the basis of a tenant’s “seniority” residing in the building. No secondary moves will take place. This means that a maximum of one person (the highest “seniority” resident on the list who accepts the change) will be eligible to modify their assigned parking location. The next resident on the list will then become the primary candidate. If the highest seniority resident on the list refuses, the next person on the list will be advised of their option, until such time the open parking space becomes occupied. No private exchanges of parking places between tenants will be allowed. All assigned parking locations will be managed and maintained by the office. Please do not park in another tenant’s place in the event that your parking spot has been occupied by an unauthorized vehicle. If you find your assigned parking spot occupied, please contact the office.

- A maximum of one parking spot is allotted for each apartment unit.

- Vehicles parked here must be in a roadworthy condition, be licensed and carry valid insurance coverage. Repairs or maintenance to vehicles will not be permitted to occur in the parking lot.
- The management reserves the right to revoke parking privileges at their discretion, with 60 days' written notice.

Dress Code

When you are outside your apartment in any common area of the building such as halls, laundry facilities or the lobby, you should be properly attired. It is considered inappropriate to wear nightgowns, pyjamas or bathrobes in the common areas of the building

Internal Transfer Policy

From time to time, units in the building are vacated for various reasons. It is generally accepted that vacant units will be offered for tenancy to external applicants who have submitted a formal application and have been approved for tenancy through the normal application procedures. However, on occasion, existing tenants in the building may have experienced a change in their housing requirements. In such cases, a tenant may apply for an internal move to a different unit in the building. In the event that an internal move should occur, a transfer fee would apply.


Formal Complaint Procedure

A tenant has the right to make a formal complaint regarding issues affecting their tenancy. (ie. Conflict with neighbors, maintenance issues and safety concerns) The Administrator will respond within a reasonable timeframe to attempt to address and resolve these complaints/issues.

Complaints should be made in writing and signed/dated by the person making the complaint. All complaints will be logged and addressed informally to the satisfaction of all parties involved.

Tenant's Right of Appeal

If a tenant is not satisfied with a specific ruling made by the Administrator, they have the right to appeal the decision to the Board of Directors, but the appeal must be made through the Administrator and the appeal will then be forwarded to the Board of Directors for their ruling on the matter.

Version:	
Approval and Review	
Administrator's Review	 (John Herder)
Board Approval	(Tom Cunningham)
Next Review Date	Upon approval, once every 3 years thereafter

Approval and Amendment History	Details
Original Approval Authority and Date	26-Nov-15
Review/Amendment Authority and Date	  (Les Harvey) (John Herder) 25-Jan-17 Added Revised Guest Policy
Review/Amendment Authority and Date	  (Les Harvey) (John Herder) 23-Sep-21 3-year review Modifications to Laundry Facilities, Smoke Alarms, Apartment AC Policy
Review/Amendment Authority and Date	  (Les Harvey) (John Herder) 28-Jun-22 Modifications to Elevator Cab Door Info