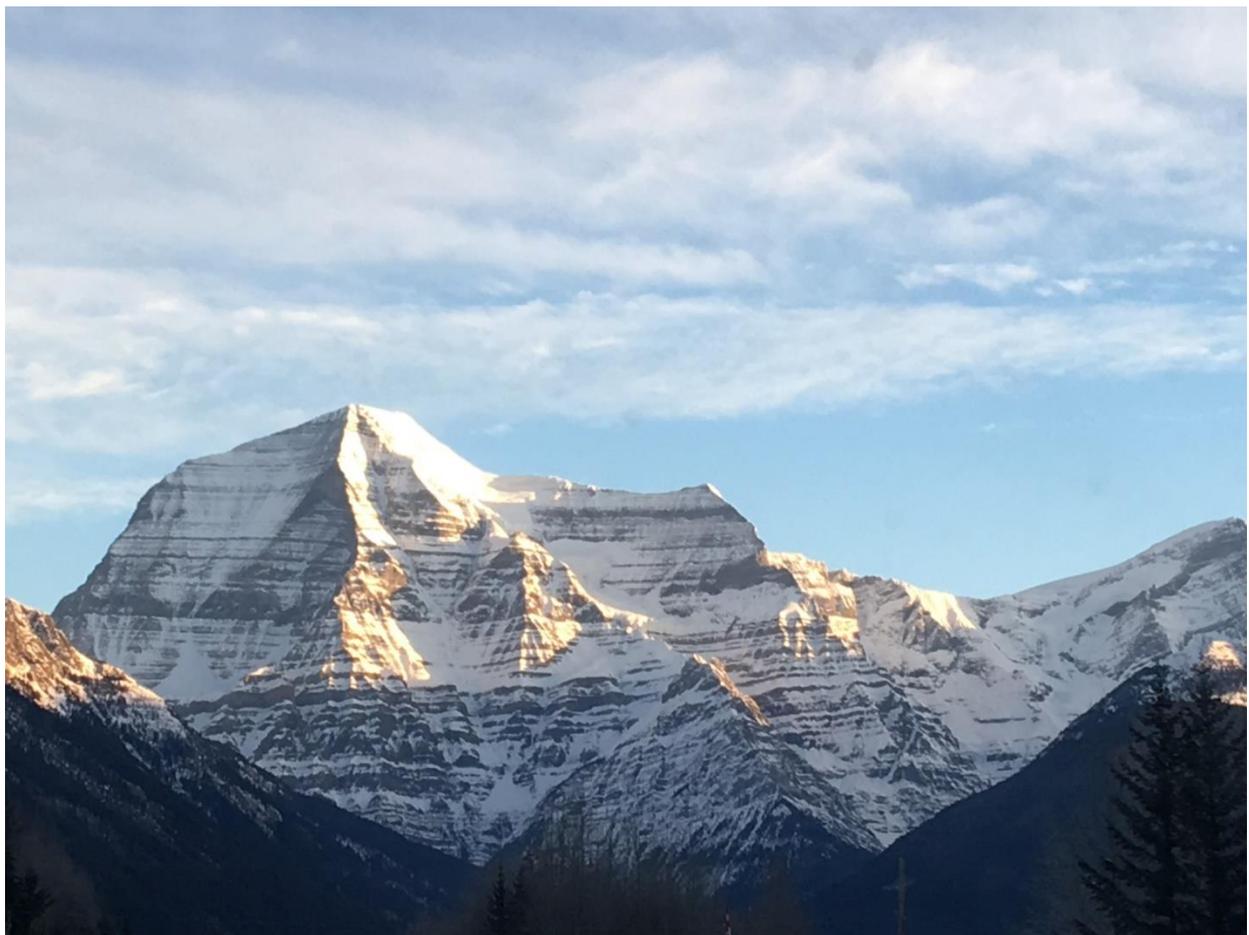


Valemount Senior Citizens Housing Society



TENANT HANDBOOK

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Please be advised that the Society’s official policies and procedures serve as the primary reference documents for all residents and employees. In the event of any discrepancies between the policies and procedures and the resident handbook, the policies and procedures will take precedent.

1.0 MOVING IN

The Valemount Senior Citizens Housing Society (the Society) will let you know what day you may move into your new home and will arrange for you to be contacted by Society staff. When you go to the building to pick up your fob and keys, the Society will complete a move-in inspection with you.

Move-in hours are from 8 a.m. until 4 p.m. and please be mindful of your time slot as it will allow building staff to schedule other moves that day with limited interruptions to others i.e. hallways will not be too busy at any one time where applicable.

1.1 TENANCY AGREEMENT

Before moving into your unit, you signed a tenancy agreement with the Society and you will be provided with a copy of it.

1.2 SECURITY DEPOSIT

Collection and repayment of security deposits conform to provisions of the Residential Tenancy Act, which include:

- Deposit will equal no more than ½ month's market rent
- Deposit will be repayable with interest, less any damage costs and arrears, when the resident moves out.
- Interest will be paid at rates set by the Residential Tenancy Branch
- The net amount owing, together with a statement of interest earned and costs deducted, will be returned to the resident within 15 days of the end of the tenancy.

All residents must pay security deposits in full at the time a tenancy agreement is signed and before receiving their keys. On a case-by-case basis residents may be allowed to pay deposits in 2 or 3 installments if references and interviews indicate they will be a responsible resident.

1.3 KEYS, FOBS AND LOCKS

The Society will install a new lock on your door before you move in and give you a fob and keys to access to your unit, the front door of the building, your mailbox, the laundry room and the storage room (as necessary).

The Society will keep a master key to all units to ensure your safety in the event of an emergency. It will not be used to admit anyone other than the residents to the suites without their prior written consent, except in an emergency.

You must not change your locks or add security devices without prior written approval from the Society. Residents requesting a lock change or any other locking device, must submit a letter to the Society, stating reasons for the change. Residents requesting the

replacement of lost keys may make the request in writing to the Administrator.

- A record of all lock changes and issuing of keys will be recorded in the suite management log.
- A charge may be levied for repeated key losses or lock changes.
- Use of the Master Key by anyone other than the Administrator or Caretaker is not allowed.
- Non-emergency access to a suite must comply with RTA Section 29. A letter from the resident is needed permitting access.

1.4 STORAGE

There are storage units available for rent for an additional charge per month. If you require a storage unit, please contact the Administrator. Payment for the storage unit will be added to your monthly rent. Failure to pay for the unit will result in removal of your personal effects. You will have 1 week to remove gather your effects or they will be removed and disposed of by the Society.

Tenants may not store propane or other flammable materials in their storage units or apartments. Storage of flammable materials by either the tenants or the Society will be supervised by maintenance personnel and conform with municipal by-laws and fire codes. Nothing may be stored in a way that might invalidate VSCHS insurance policy.

1.5 PARKING

All residents with vehicles shall register with the Society and will be assigned a regular parking spot for. There will be a charge for parking which will be dependent on the building you are living in. A resident may only park in his/her assigned spot. Unregistered or illegally parked vehicles will be towed. Spots will be assigned on a first come first served basis.

Parking spots may only be used by the assigned resident. Parking stalls are not to be used for storage, repairs and maintenance or washing vehicles.

Residents are responsible for cleaning up any stains their vehicle makes to their parking stall (cardboard should be placed under vehicles with leaks and replaced frequently.)

All vehicles parked on the property must be drivable and insured.

Parking stalls are not to be used for storage, repairs and maintenance or washing vehicles.

Residents are not permitted to park in stalls designated for guests. All guests must register their vehicle make, colour and license number on the form provided at entrance. Failure to do so may result in removal of the vehicle.

1.6 INSURANCE

The Society insures its buildings, not your belongings. As per your tenancy agreement, it is highly recommended that residents purchase contents insurance to protect your belongings in case of fire, theft, earthquake or other damage and make sure that your policy includes liability insurance. If you suffer a major event, such as a fire, and it is determined that you, a family member or guest are responsible, you will be responsible for the cost of all repairs. Your liability insurance will cover these costs.

1.7 UTILITIES

Residents may be responsible for paying a proportion of the building's hydro costs as a rental surcharge.

1.8 CABLE, TELEPHONE, INTERNET, SATELLITE DISHES

Residents are responsible for coordinating and paying for phone, cable and internet services. All units are equipped for these connections. Satellite dishes cannot be attached to any parts of the building including dividers between units.

1.9 PETS

All residents will be informed of the no pet policy at the time of their application for housing.

In the case of guide dogs or service dogs, as per the BC Guide Dog & Service Dog Act, dogs must have a certification relating to the dog. Residents must apply in writing to the Board of Directors for permission to keep their animal in the unit. All animals must be spayed or neutered and vaccinated.

All guide/service dogs must live inside their unit. When outside, guide/service dogs must wear identification tags: must be on a leash and closely watched. Guide/service dogs may not be tied up and/or left unattended on the property, and owners must immediately pick up any animal droppings left by their pet. Residents are responsible for any damage caused by their guide/service dog.

All service animals must be registered with the office. Management reserves the right to refuse any service animal it considers dangerous and to remove any that causes persistent noise, damage or other problems.

The cost of repairing any guide/service dog-caused damage to the rental unit or property revealed during the move out inspection will be charged against the resident.

When vacating their unit owners of service animals must pay the cost of fumigating the unit and having it sprayed for fleas.

2.0 RENT

2.1 MINISTRY ASSISTANCE UNITS – BC BENEFITS

If you are receiving BC Benefits, your rent is calculated on a flat rate table based on the number of occupants in the household. BC Benefits recipients will pay an amount set by the government. The balance of the rent is covered by a provincial rent supplement. Application for Rent Supplement must be filled out when application is made for housing and every year after that.

2.2 RENT GEARED TO INCOME UNITS

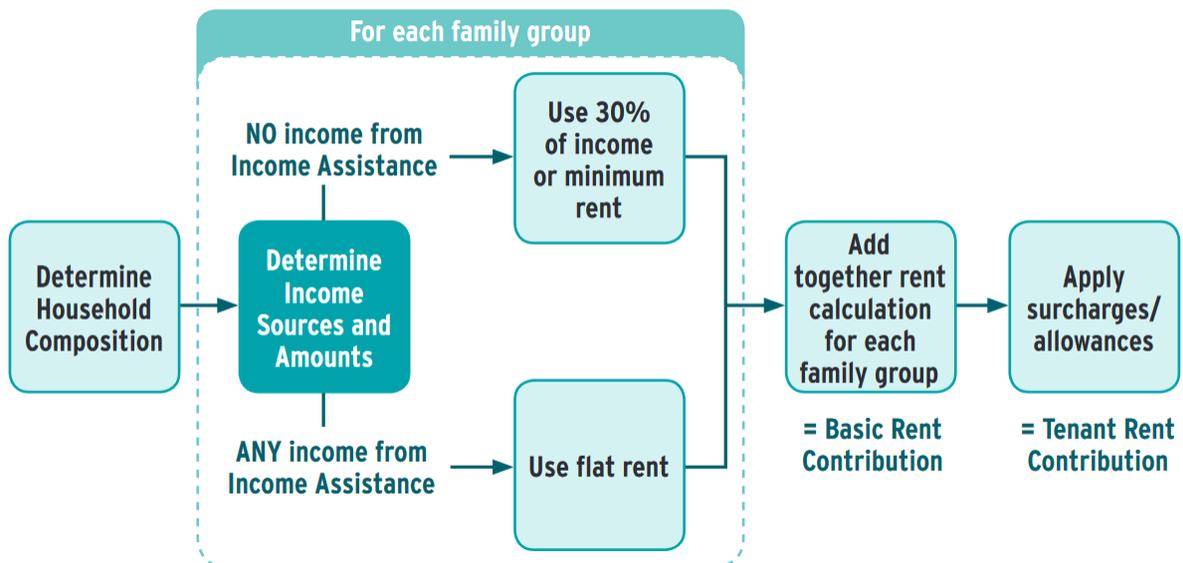
To qualify for RGI units, your gross household income must be below the maximum BC Housing Household Income Levels (HILs). The current BC Housing HILs are included in Appendix 1.

For residents who pay rent geared to income (RGI), your monthly rent is 30% of your adjusted total gross (before tax) household income (which means 30 per cent of the gross income of anyone living in the unit).

In determining your rent we look at income, source of income, assets and household size when we assess the amount of your rent.

Gross monthly income will be calculated from all sources for each household member. See Appendix 2 for a list of what is included and excluded when calculating gross monthly income and required documentation.

The Tenant Rent Contribution (TRC) is always based on gross monthly income, never net income. Net income is the amount of pay after deductions like taxes, Canada Pension Plan and Employment Insurance premiums, taxable benefits and garnished wages. Refer to Appendix XX for a sample income and assets declaration form for calculating Gross Monthly income.



Should a change to your household size or significant income change occur (for example, if your source of income changes from employment, employment insurance, income assistance or

any change in the amount of income), you must contact the Society. They will advise whether your rate will be adjusted at that time.

2.3 MARKET UNITS

The Market Units have a fixed monthly rental rate. The following eligibility requirements apply to market units:

- Current resident of British Columbia
- Demonstrate an ability to pay market rent
- Annual income must be below maximum limit based on unit size
 - Studio or 1 bedroom – annual income must be below \$84,780
 - Two or more bedrooms – annual income must be below \$134,140

2.4 HOW TO PAY RENT

Your rent must be paid on or before the first day of each month.

You may pay by:

- **Phone or internet banking.** You can pay your rent through online banking or by calling your bank.
- **Pre-authorized rent payment.** With this option, you may pay your rent by arranging to have automatic monthly withdrawals from your bank account.

Please note your rent is due and payable on or before the first of the month. If your rent is not paid by the first of the month you may receive a Notice to End Tenancy.

2.5 RENT INCREASES-MARKET UNITS

Residents paying market rents in any of our developments will be given three months written notice from the Society of an increase in the rents. Increases will never be more than once a year at provincially approved percentages. Increases are approved by BC Housing.

3.0 YOUR NEW HOME

3.1 STANDARDS OF MAINTENANCE-UNITS

The Society will upgrade the units, and the building as required. The Society plans for this type of work and will let you know well in advance of any renovations planned for your building.

Units will be maintained to ensure their continuing rentability as well as the health, safety and comfort of the residents.

Appliances, equipment and furnishings supplied by the Society will always be in working order and useable condition.

They will be replaced according to a schedule in the replacement reserve plan unless extraordinary wear or damage requires early replacement.

3.2 UNIT INSPECTIONS - REGULAR

Forms requesting residents' consent to enter units for annual maintenance inspections on a proposed date will be distributed 2 weeks before the planned inspection.

Residents who fail to return the consent form will be given 3 days written notice of our intent to enter the unit to conduct and inspection. (RTA Section 16.)

Preventative maintenance inspections will be carried out on all units annually.

Regular/annual unit inspections should reveal any routine maintenance required, any extraordinary work that needs to be scheduled and any resident caused damage.

1. Residential Tenancy Act Forms for Inspections will be used.
2. Inspection forms will be kept in resident's file.
3. Any and all work identified through inspections will be scheduled and carried out by the caretaker in consultation with the resident for a convenient time.

3.3 MAINTENANCE ISSUES – TENANT IDENTIFIED

Please inform the Society of a maintenance problem by filling out a maintenance request form. This form can be obtained from the Society. You must complete and sign the form before staff can schedule the repair work. If you do not sign the form, the maintenance staff cannot enter your unit.

If there has been property damage or an injury, the Society will complete an Accident Critical Event Report and may require specific details from you.

3.3 AFTER HOURS MAINTENANCE AND EMERGENCIES

If you have a serious problem after hours, phone the 24-hour emergency maintenance number. This number is intended for maintenance emergencies only such as a flood, power or heat system failure, a broken window, or a leaking roof. The number will be posted at the entrance to the building.

3.4 RESIDENT DECORATIONS AND ALTERATIONS

Residents may attach pictures, paintings, shelving and other objects to walls in their suites only and will be responsible for filling holes and repairing any damage caused by their decorations.

Residents may not add to or alter the structure of the exterior or the interior of their unit and may not put up any outside building or structures, including fences that change the design or appearance of the grounds or building

3.7 PATIOS

Patios must not be used for storage. Barbecues and firepits, whether charcoal or propane, are not permitted as the fumes and burning coals are a potential health and fire hazard. In the winter, you should clear any snow from your patio to avoid slipping hazards and potential water leakage into your home.

3.8 HOUSEHOLD GARBAGE, RECYCLING AND COMPOST

Residents are responsible for removing waste from their unit. Garbage and recycling can be placed in the bins located near the storage room. The common bins will be emptied weekly by the Village of Valemount.

Residents must arrange for the removal of furniture, electronics, appliances or other large items at their own expense.

3.9 COMMON AREAS

There are several common areas in the buildings available for use by resident groups and individuals.

Common areas cannot be used for resident storage including scooters and other items. It is your responsibility to ensure safe and reasonable use of all common areas by household members and guests.

Individual residents may book the spaces for private parties, but they may not be used for individual residents' business activities.

Parties and social events held in common areas shall observe Quiet Hours Policy.

Residents who use the room for private functions will be responsible for cleanup and any damage caused by their guests. Uncompleted cleaning or repairs will be charged against the resident's security deposit.

These areas are not typically rented to outside groups. However, from time-to-time, they may be rented to community groups for special functions and/or they may be rented to visiting Health Care providers who wish to offer services to residents. Please refer to Appendix 4 for the cost and rules associated with renting the common spaces.

3.10 LAUNDRY ROOM

The laundry room is available for resident use only. If necessary, the Society may develop a laundry schedule.

- The laundry room can be used daily between 8am and 10pm.
- Remove any lint from the lint screen in the dryer after each use.
- Let the Society know if a washer or dryer is not working or call the number posted in the laundry room.
- Do not store household belongings in the laundry room.
- Please remove laundry promptly from the washers and dryers.
- Be respectful of other users.

3.11 GUESTS

No permission is required for guests to stay with residents for up to three (3) days, but residents must advise management when a guest arrives and date leaving. Residents are encouraged to make guests who visit known to the community.

If a resident is away, a guest may not stay in his or her unit unless they have prior written approval from management. The maximum stay is seven (7) days.

Residents are responsible for any damage or disturbance caused by their guests.

To apply for long-term visitor exceptions, a written request must be submitted to the Administrator outlining reasons for the request and the length of the stay.

Circumstances that would allow for guests when a resident is absent are: if a resident is ill and needs constant care and/or if a guest becomes ill while visiting and is unable to travel.

3.12 GUEST SUITE

Our guest suite provides a place to stay, at a nominal fee, for friends and family members who come to visit Valemount Seniors Housing residents. The suite is a fully furnished bedroom with one queen bed, with its own entrance, a private bathroom and patio. The unit also has a small cube fridge and microwave.

If you would like to book the guest suite, please contact the Administrator to inquire about availability. Please refer to Appendix 5 for booking information and the rules for using the guest suite.

3.13 HOUSEHOLD SIZE

If there is an increase or decrease in the number of residents in your household, please contact the Society.

3.14 PEST CONTROL

Please report the first sign of pests in your unit to the Society. Pests include (but are not limited to) rodents, cockroaches, ants, silverfish, and bedbugs. Treatments will be

scheduled to avoid further infestations. It is the responsibility of the resident to prepare their unit for treatment, with information being sent by the pest control company.

To avoid the spread of bedbugs, it is important that you do not bring any furniture or household items into your unit from dumpsters or second-hand stores. Should you discover bedbugs in your unit, notify your building manager/site representative immediately. They will give you further instructions on what is required to prepare your unit for effective treatment. If spraying is necessary, you will receive a notice that explains what must be done before any treatment can be completed.

3.15 NOISE AND DISTURBANCES

You and your neighbours are entitled to privacy and quiet enjoyment of your homes. Please ensure that you, your household members and guests live in a manner that does not have a negative effect on your neighbours. Please note that excessive noise and disturbances may lead to action against your tenancy.

3.16 QUIET HOURS

All residents are asked to keep noise levels down before 9:00am and after 10:00pm everyday of the week.

3.17 NO SMOKING OR VAPING

Valemount Seniors Housing is a smoke-free building. At no time may residents, occupants, guests and invitees of the residents or occupants, smoke anywhere in the rental unit, including the balcony, patio and common grounds.

3.18 EXTENDED ABSENCE FROM RENTAL UNIT

Tenants incurring an absence from the rental unit must receive prior written consent from the Board of Directors.

A rental unit vacant for more than a three-month period can be considered an abandoned rental and be served with an eviction notice even though the rent is paid in full. Residents incurring an absence from the rental unit must receive prior written consent from the Board of Directors.

Absences with extenuating circumstances such as hospital stays, travel away from community for health care services not available will be honored. Each request will be evaluated by the Board of Directors and the decision made as to granting the request.

3.19 NO COMMERCIAL ACTIVITIES ON THE PREMISES

Residents cannot operate commercial activities within their units or any of the common areas within the VSCHS buildings.

4.0 SAFETY

4.1 PROTECT YOURSELF AND YOUR HOME

Do not let strangers follow you into the building as you enter. If your building has an intercom, ensure your guests use it when visiting you. When you receive a call on the intercom, be sure that you know that person before allowing them into the building.

Only let workers come into the building or your unit if you know they should be there (for example, if notices have been posted) and they have proper identification.

If you see strangers loitering around the building, please contact the Society or the police directly. If you observe suspected criminal activity, do not attempt to intervene. Phone the police immediately.

If your safety or someone else's safety is at risk, call 911 immediately.

4.2 FIRE AND OTHER EMERGENCIES

Keep an emergency supply kit with a minimum five-day supply of water, food (especially foods that do not require cooking such as energy bars and crackers) and clothing. Also include a first-aid kit, flashlight, extra batteries, a portable battery-operated radio and any required medications.

Fire alarms, smoke detectors, fire extinguishers and other fire safety equipment will all comply with applicable codes and standards and will be inspected at least annually to ensure they are in working order.

The Society will conspicuously post a telephone number for tenants to call in case of a maintenance or other emergency. If attempts to reach someone at that number fail, tenants may call for emergency repairs themselves and will be re-imbursed for the cost of the repairs if the problem was a bona fide emergency. (Residential Tenancy Act, Section 13)

Here are some fire safety tips to protect your home and your family.

- Do not store flammable materials such as paint thinner, solvents, propane tanks or gasoline inside your home or attached storage.
- Regularly recycle old newspapers as they are a fire hazard if you let them stack up.
- Make sure you know what to do in case of fire. You will find fire safety and evacuation information posted at the entrance to the building. You can also obtain fire safety information from the Society.
- Make sure you know at least two ways out of the building in case one escape route is blocked by fire. Plan these escape routes with your household members and practice them regularly so everyone knows how to exit the building safely.
- If you hear a fire alarm, always leave the building right away. Follow your fire escape plan.

- If a fire occurs in your unit, evacuate to safety, activate the fire alarm, and call 911 for the fire department.
- Call the Society if the smoke alarm in your home goes off frequently. This alarm is wired, so there is no battery to replace. We inspect the smoke alarm and test it regularly. Do not remove or disable it.
- By keeping your stove, oven and toaster clean so they don't smoke, you can help prevent setting your smoke alarm off. Also, use the exhaust fan when cooking to reduce the possibility of false alarms and never leave cooking food unattended.
- Advise the Society immediately if you become aware of any fire hazards in your home or building, for example, accumulations of combustible materials, flammable liquids, or blocked exit routes.
- Only use a fire extinguisher if you have been trained. If you want to learn how to use a fire extinguisher, contact your local fire department.
- Do not prop open fire doors or disable automatic door closers, as you place both yourself and your neighbours in danger in the event of a fire.
- Do not overload power outlets or use damaged, old or frayed power cords. A power bar with a shut-off feature can protect your electrical appliances.

The Society will conspicuously post a telephone number for residents to call in case of a maintenance or other emergency. If attempts to reach someone at that number fail, residents may call for emergency repairs themselves and will be re-imbursed for the cost of the repairs if the problem was a bona fide emergency. (Residential Tenancy Act, Section 13)

Residents may not store propane or other flammable materials in their units. Storage of flammable materials by either the residents or the Society will be supervised by maintenance personnel and conform with municipal by-laws and fire codes. Nothing may be stored in a way that might invalidate the Society's insurance policy.

In the event of an emergency evacuation of your building, please report to the following location:

Golden Years Lodge muster point is:

Valemount House muster point is:

Valemount Seniors Housing (Ash Street):

Fire drills will be held regularly.

4.4 CRIME FREE COMMUNITY

The resident(s), any occupant of the resident(s)' household and any persons invited onto the residential property or residential premise by the resident(s) or any member of the resident(s)' family shall not engage in any criminal activity on the premises or property including, but not limited to:

- any drug-related criminal activity;
- solicitation (sex-trade workers and related nuisance activity);
- street gang activity;
- assault or threatened assault;
- unlawful use of a firearm;
- any criminal activity that threatens the health, safety or welfare of the landlord, other residents or persons on the residential property or residential/premises.

Violating any of the provisions of this addendum is a serious violation and material non-compliance with your Residential Tenancy Agreement.

4.5 VANDALISM

We ask that you call the police right away and tell the Society if you see anyone damaging the building.

5.0 RESIDENT RECORDS

The Society is committed to protecting the dignity of residents and the security of personal and financial information the Society may gather on individuals. All information obtained on either residents or applicants is confidential and may only be discussed by Directors or staff for the purpose of conducting necessary Society business.

Any publicly available minutes or records of discussion that contain a resident's or applicant's financial, medical, and personal information will be written in a way that conceals their identity.

No information on a resident or applicant will be shared with any outside party without their consent except:

- when the information has been summoned by a court
- for use or review by the funding agency
- for use in debt collection by a person or firm authorized by the Society
- in cases of abuse

When a resident gives permission to provide a reference to another landlord, the information released will be limited to rent payment, length of residency, confirmation of address and the reason the residency was terminated, unless the resident gives specific written permission to release other information.

5.1 RESIDENTS' ACCESS TO OWN FILES

A resident may at any time request his/her file for review. The request will be made to the Administrator in writing. Upon receiving the request, the Administrator will arrange the time and place for the resident to view his/her file.

It will not be permitted to remove any information from the file: however, a resident may request a copy of any information in their resident file.

The Administrator shall comply with all requests for review of resident files no later than five (5) working days.

5.2 NEXT OF KIN/ EMERGENCY NOTIFICATION

When they sign a tenancy agreement, all residents will provide the name, address, and phone number(s) or the person they wish to be contacted in the event of an emergency or serious illness. If this person is not their next of kin, the next of kin's information should also be given. It is the resident's responsibility to keep this information up to date.

In case of a death, access to the deceased's suite is allowed only to the named executor of the estate or the spouse or next of kin.

If a person living alone dies in his or her suite, the locks will be changed once their body is removed. If no authorized person approaches the Administrator within five working

days to remove the deceased's possessions, the matter will be referred to the Public Trustee.

If a resident dies outside of his or her suite, Society staff will secure the unit so that no unauthorized individual removes any of the personal possessions.

The Society's privacy policy is included in Appendix XX.

6.0 CONFLICTS AND COMPLAINTS

If you are involved in a conflict with another resident, try to resolve the issue with them before seeking help. If you are unable to resolve an issue as it relates to your tenancy, contact your property portfolio manager in writing.

Written complaints must be dated and signed and should state facts (who, what, when, where) rather than personal judgments, opinions or conclusions.

6.1 GOOD NEIGHBOUR

Residents are expected to respect the privacy of their neighbours while showing interest and concern for their well-being. The Society will assist residents in holding community events to help them get to know one another.

The Society does not regulate the lifestyle of individual residents, but it will document any behaviour that negatively affects the peace, security or safety of the community. Repeated documented incidents will be grounds for eviction.

Any resident who poses an immediate danger to other residents may be evicted without warning.

The Society reserves the right to expel any obviously alcohol or drug impaired resident or guest from any common or public space in the community.

The Administrator will be responsible for issuing warning/eviction letters and Board will be apprised of this.

6.2 GRIEVANCES AND DISPUTE RESOLUTION

The Society recognizes the right of all residents to arbitration under the Residential Tenancy Act, but we will attempt to resolve landlord-resident disputes in a non-adversarial way when possible.

A resident who is dissatisfied with the decision of a property manager should attempt to resolve the issue in face-to-face discussion with the manager.

Residents may appeal disputed management decisions to the next level of the Society, up to and including the Board of Directors for mediation. Appeals must be made in writing to the Board of Directors, stating the nature of the complaint, including a description of attempts at resolution so far, and to state what you think would be a satisfactory resolution for you.

If attempts at personal mediation fail, the parties may seek the help of an outside mediator to resolve their differences.

Both parties reserve their right to seek arbitration under the Residential Tenancy Act at any point.

6.3 INTER-RESIDENT CONFLICT RESOLUTION

Residents who are disturbed by the behavior of a neighbor are encouraged to first approach the neighbour politely and try to settle the problem themselves.

Residents may ask for the help of management if they have any reason to feel it would be unsafe to approach a neighbor on their own.

The Society does not view disputes between neighbors as a management issue and will not intervene unless property is being damaged, or people threatened with injury. Such cases should be reported to the RCMP.

Persistent difficulties with a single unit should be referred to management. Formal complaints must be in writing.

If disputes are difficult to resolve and/ or they involve a large segment of the community, the Society may provide the services of a mediator to help resolve them.

Residents are encouraged to resolve any disputes over the use of community resources and equipment by applying fair house rules they make themselves. The Society will help them with this process

6.4 RESIDENT INVOLVEMENT

Residents are important stakeholders in their own housing and the society is committed to them with opportunities to help create sense of community in our buildings.

All Board Meetings will be open to residents except for those declared **in camera**, and residents may make presentations to any Board Meeting if time has been requested seven (7) days advance of the meeting.

6.5 RESIDENT ABUSE

The Society will not tolerate any form of abuse by staff or volunteers, etc. Abuse includes neglect and is any act or omission by a staff member or volunteer that may result in physical, emotional or mental harm to a resident.

Every employee or volunteer who witnesses resident abuse, no matter by whom, is obliged to report to the Administrator. Failure to do so will result in disciplinary action.

Every report of abuse will be investigated. If the investigation provides proof of the abuse, the person responsible will be disciplined, and depending on the seriousness of the abuse, may be dismissed.

Volunteers guilty of abuse will be relieved of their responsibilities.

Alleged criminal code offenses will be reported to the police.

If staff members or volunteers feel abused by a resident, they must withdraw and seek assistance. Retaliation or punishment is not allowed.

7.0 MOVING OUT

7.1 GIVING NOTICE

When you decide to move out, you need to give the Society written one full month notice. This notice must be received by the day before the rent is due, one month before you plan to move. For example, if you were planning to move out on April 30, you would need to notify the management by 4:30 p.m. on March 31. If you provide notice on March 15th and want to move out April 15th, you will still be required to pay the full April rent.

You must be moved out by 1 p.m. on the last day of the month. It is your responsibility to return all keys and fobs and to sign the move-out inspection form before you leave.

7.2 UNIT INSPECTION

You must leave the unit as clean as it was when you moved in. Except for normal wear and tear, any damage to your unit is your responsibility. You may be charged with repairs.

Outgoing residents will be sent an itemized list of any costs for damage and cleaning assessed against them, together with the balance of their security deposit and interest, within 15 days of moving out.

When a resident gives notice, maintenance personnel and the Administrator will conduct an inspection of the unit with the resident present and note any damage beyond normal wear and tear.

1. The Caretaker and Administrator will arrange a compatible time with the resident to enter and view the suite before vacating.
2. Residential Tenancy Act Inspection forms will be used in conducting the inspection
3. Damages will be listed on the RTA Inspection form. Photos may be taken if necessary if the unit is in a state of disrepair.
4. If the resident is not present or available all efforts will be made to contact him before entering the unit.
5. The resident will be required to sign the inspection form upon vacating as to the condition of the unit.

The outgoing resident will either:

- a. Sign the form and agree that any unrepaired damage and unfinished cleaning can be deducted from his security deposit or;
- b. Indicate their intention to dispute the deductions at a residential tenancy arbitration hearing.

7.3 TRANSFERS

If you wish to transfer to another building operated by the Society, please make a transfer request. There are no guarantees another unit will be offered or how long it will take to process a request, as transfer requests are evaluated along with new applications for housing. Transfer requests will be accepted if the resident and all members of their household still meet the basic eligibility requirements for housing and all of the basic transfer eligibility criteria outlined including:

- The resident(s) have lived in their current unit for a minimum of one year;
- Their tenancy is in good standing;
- They have no outstanding debts including chargebacks, rent arrears or audit arrears.

Transfers between units in a development or between developments are permitted if:

- A resident is over or under housed
- There is a documented medical need
- The resident has a documented history of social problems where they now live

The Society may make exceptions and consent to a transfer in other, extraordinary circumstances.

7.4 EVICTION

Evictions for reasons other than non-payment of rent require 30 days of notice, but the Society may apply for an early eviction order under certain conditions.

Before issuing an eviction notice, the Society may issue up to three increasingly severe warning letters for repeated violations of the tenancy agreement.

Where a tenant poses a threat or danger to the safety of other tenants, management will apply for an early Termination under Section 56 of the RTA (Residential Tenancy Agreement) and upon the order of an arbitrator, make an emergency eviction with less than one month's notice.

APPENDIX 1: HOUSING INCOME LIMITS

Rent Geard to Income Units



2023 Housing Income Limits (HILs)¹

Planning Area Northern BC	1 Bdrm or Less	2 Bdrm	3 Bdrm	4+ Bdrm
Chetwynd	\$43,000	\$48,000	\$54,000	\$62,000
Dawson Creek	\$36,500	\$50,500	\$58,500	\$75,000
Fort St. John	\$39,000	\$49,000	\$61,500	\$79,500
Houston	\$26,000	\$31,000	\$38,000	\$44,000
Kitimat	\$52,500	\$66,000	\$76,500	\$89,000
Mackenzie	\$39,000	\$49,500	\$60,000	\$68,500
Prince George	\$35,500	\$44,000	\$49,000	\$57,000
Prince Rupert	\$39,000	\$45,500	\$45,500	\$53,000
Quesnel	\$29,500	\$35,000	\$40,500	\$47,000
Smithers	\$30,500	\$37,000	\$46,500	\$55,500
Terrace	\$38,000	\$48,000	\$57,500	\$65,000
Vanderhoof	\$29,500	\$33,500	\$46,000	\$53,000
Non-Market Areas	\$68,000	\$81,500	\$92,000	\$99,500

Market Units

<https://www.bchousing.org/housing-assistance/rental-housing/market-rent-housing>

Eligibility

- Current resident of British Columbia.
- Demonstrate an ability to pay market rent (no subsidy).
- Annual income must be below maximum income limit based on unit size:
 - Studio or 1 bed - annual income must be below \$84,780
 - Two or more bedrooms - annual income must be below \$134,140

APPENDIX 2: INCOME AND ASSETS



Proof of Income & Assets Guide

Note: All income and assets, both taxable and non-taxable, must be declared for all household members 19 years or older for the purpose of rent calculation. Supporting documents must be dated within 3 months (excludes Income Tax Return / Notice of Assessment). Notice of Assessment¹ and Income Tax Return may be requested at the discretion of the Housing Provider.

This guide is not exhaustive and required documents may vary based on individual circumstances.

Income Source	Acceptable Proof
Employment	<ol style="list-style-type: none"> At least three current consecutive pay stubs reflecting gross average earnings; or Letter from employer stating gross monthly salary. <p>Important: If employment is in the service industry, tips must be declared.</p>
Seasonal/Fluctuating Employment	<ol style="list-style-type: none"> Notice of Assessment¹ from Canada Revenue Agency and corresponding detailed Income Tax Return from the most recent tax year. Proof of number of months employed during the taxation year (ie: Record of Employment, letter from employer).
Self-employment	<ol style="list-style-type: none"> Notice of Assessment¹ from Canada Revenue Agency, the corresponding detailed Income Tax Return, and T2125 Statement of Business or Professional Activities from the most recent tax year; or If in first year of operation and no Tax Return, complete financial statements.
Employment Insurance	<ol style="list-style-type: none"> Letter from Service Canada stating weekly entitlement before taxes; or Copy of detailed account statement from the Service Canada website; or Employment Insurance cheque stub.
Pensions and Disability Income (excluding Income Assistance PWD)	<p>Includes: OAS/GIS, CPP, Private Pensions, Foreign Pensions, Superannuation, RRIF, WCB, LTD and others.</p> <ol style="list-style-type: none"> Current Letter of Entitlement from all pension providers; or Copy of pension cheque or cheque stub; or Copy of bank statements showing pension deposit.
Income Assistance (including PWD)	<ol style="list-style-type: none"> Income Assistance cheque stub; or Ministry Release of Information stating support and shelter.
Alimony, or Family/Friends/Community Support	<ol style="list-style-type: none"> Confirmation of alimony support from court orders or other legal documentation; or Three consecutive bank statements showing the support deposits; or Written documentation from the person(s) providing the alimony or support; or Notice of Assessment¹ from Canada Revenue Agency and corresponding detailed Income Tax Return from the most recent tax year if the tenant is declaring on Tax Return. <p>Note: Effective April 1, 2018 Child Support is exempt.</p>
Rental Income	<ol style="list-style-type: none"> Notice of Assessment¹ from Canada Revenue Agency and corresponding detailed Income Tax Return from most recent tax year, if the tenant is declaring on Tax Return; or Copy of current rental agreement and three consecutive bank statements

¹ Unable to locate the Income Tax Return or Notice of Assessment? Tenants can contact Canada Revenue Agency, at 1-800-959-8281 or 1-800-959-2221 and request a Detailed Notice of Assessment or an "Option C" print out

Proof of Income & Assets Guide

	<p>showing rental income deposits and monthly mortgage payments.</p> <p>Use the greater of rental income or imputed rate of return on equity – see rent calculation guide for details.</p>
Income Source	Acceptable Proof
No Income	<ol style="list-style-type: none"> 1. Notice of Assessment¹ from Canada Revenue Agency and corresponding detailed Income Tax Return from the most recent tax year. 2. Proof that they are not eligible for other sources of income, such as Employment Insurance, WCB, OAS/GIS, or Income Assistance; and 3. Proof of any other cash flow, including support. Review bank statements for all adults in the family group. <p>Note: Unless residents can provide proof that they have applied for and are not eligible for Income Assistance or Employment Insurance, they will be charged the Flat Rent based on family size, as if they are in receipt of Income Assistance.</p> <p>Important: If living off assets, proof is required to verify they are sufficient to cover monthly rent and other expenses. If living off line of credit, supporting proof is required.</p>
Other Income Sources	Contact BC Housing for assistance or refer to the Rent Calculation guide for more information on incomes that are included or excluded for the purposes of rent calculation.

Asset Type	Acceptable Proof
Chequing/savings and TFSA accounts	<ol style="list-style-type: none"> 1. Three months current statements for all accounts; and 2. Account summary printout from financial institution showing all accounts.
Investments, i.e.: Stocks, bonds, mutual funds, term deposits	<ol style="list-style-type: none"> 1. Most recent financial statement (can be monthly, quarterly or annual depending on the financial institution); and 2. Account summary printout from financial institution showing all accounts.
Equity in real estate	<ol style="list-style-type: none"> 1. Copy of most recent Property Tax Assessment showing assessed value; and 2. Statement of outstanding mortgage on the property.
Business equity	<ol style="list-style-type: none"> 1. Three months consecutive business and personal bank statements (all accounts); and 2. If Limited or Incorporated Company, Financial Statements or copy of CRA form T1178 General Index of Financial Information.

Students	Acceptable Proof
Full time students who qualify as a dependant	<ol style="list-style-type: none"> 1. Ages 19 to 24: Student status from the educational institute or a BC Housing Student Verification Form, confirming a minimum of nine units of study, equaling nine hours per week, with a minimum duration of six months in a twelve-month period. 2. Ages 25 and up: Are considered their own family group and must declare all income and assets.

¹ Unable to locate the Income Tax Return or Notice of Assessment? Tenants can contact Canada Revenue Agency, at 1-800-959-8281 or 1-800-959-2221 and request a Detailed Notice of Assessment or an "Option C" print out.

**APPENDIX 3: INCOME AND ASSETS DECLARATION SAMPLE FORMS
FOR CALCULATING GROSS MONTHLY INCOME**

Sent separately

APPENDIX 4: COMMON SPACE RENTALS

To be developed

APPENDIX 5: GUEST UNIT RENTALS

General rules for using the guest suite:

- The guest suite must be booked in advance and payment is due on the first day of rental. A refundable security deposit may be required. *Long Weekends minimum stay 3 nights – payment in advance – 1 week cancellation notice required.*

Accommodation Rate:	1 st Night stay	\$80.00/night
	2 nd Night – 7 th Night	\$60.00/night

- Maximum occupancy is 2 people. However, special requests for additional guests may be considered.
- A maximum stay of one week (7 Nights) is permitted. However, special requests for longer stays may be considered and approved at the discretion of management.
- Reservations may be made up to six months in advance.
- All guests are required to maintain security of the building at all times.
- Guests are asked to leave the suite in a neat and tidy condition. The guests are asked to strip the bed of linens and place with used towels in the shower stall. All garbage is to be placed in the trash receptacle.
- The resident is fully responsible for all damages, losses or liabilities, caused by their guest.
- An inspection of the suite prior to occupation and at time of departure will be carried out with a representative of the organization to determine the state of the guest suite.
- The resident or client is fully responsible for payment of all guest suite charges.
- Smoking is strictly prohibited in the guest suite, on the patio or anywhere on the property.
- Check-in for the guest suite is 3:00 p.m. Guest(s) must check out by 11:00 a.m. in order to have the room ready for the next guest. Special requests for early check-in or late check-out may be considered.
- The Society accepts no responsibility for personal items left in the guest suite, and shall bear no responsibility for theft, damage or destruction of any belongings of the Guest(s).
- All overnight Guests must report the make of car they drive if they are parking in the visitor parking; a visitor-parking pass may be issued.
- The Society will supply towels and bedding.
- If a guest books for more than 4 nights, they can request an exchange for fresh sheets and/or towels on the 4th night; the guest is responsible for changing them. Daily cleaning is not provided.
- No pets are permitted in the guest suite.
- All rentals are at the discretion of management. Any guest found creating a disturbance will be asked to vacate the premises and may not be permitted to rent the suite again.

APPENDIX 6: PRIVACY POLICY

See Valemount Policies