



# 230 Britannia Street Tenant Handbook



# Welcome to your new home!

230 Britannia Street is an affordable housing building located in Stratford, Ontario that is managed by the Housing Division of the City of Stratford Social Services Department. The building has 35 one and two bedroom units, including a number modified for accessibility.

We strive to provide clean, safe, well-maintained and affordable housing, and connect residents to services and supports. We work with local partners to foster opportunities that can improve the well-being and quality of life in our communities.

This is your guide to living in your home. It has details about your rights and responsibilities as a tenant. It also has information about how to make your home a great place to live.



**Important:** This Tenant Handbook is intended to be a quick source of information for you. The information in this guide may change over time or become out of date. The information in this guide should not be taken as legal advice. If there is any conflict between what is written in this guide and any law of Canada (federal, provincial, or otherwise), or any City policy, procedure, or guideline, then the law, policy, procedure, or guideline prevails. Nothing in this handbook should be seen as a promise that the City of Stratford will do something or will not do something, an offer, or an agreement.



**If this handbook is lost, please return to:**

**Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_



# Contact Us

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**Main Office:**

City Hall Annex Building - 82 Erie Street - Stratford, ON - N5A 2M4

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**Office Hours:**

8:30 am - 4:30 pm (Monday to Friday) - Closed (Saturday & Sunday)

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**Phone:**

519-271-3773 or toll free 1-800-669-2948

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**Important Extensions:**

**Ext. 241** Maintenance

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**Ext. 244** Resident Services

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**Ext. 245** Rent Receipts

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**Ext. 291** Supervisor of Housing

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**Ext. 265** Manager of Housing

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For **after hours maintenance emergencies** call **1-866-906-0152**  
Monday to Friday 4:30 pm - 8:30 am, Saturday, Sunday, and Statutory  
Holidays

**\*If you smell or see smoke and/or there is danger to your physical  
safety, please call 911 immediately.\***

A **Public Housing Review Officer (PHRO)** provides resident services to everyone who lives in the building. They can answer questions about your home and your tenancy.

**Your PHRO is:**

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

A **Building Monitor** provides general access to the building for contractors and emergency personnel and reports maintenance concerns to staff. They do not oversee the cleaning or landscaping of the property and are not responsible for resolving tenant disputes and/or complaints.

**Your Building Monitor is:**

Name: \_\_\_\_\_

Apt. No: \_\_\_\_\_

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# Your Home

## Before Moving In



### Insurance

As a tenant, you are responsible, under your lease, for getting insurance for your unit. This type of insurance is usually called tenants' or renters' insurance and covers liability and personal property in case of an emergency such as a fire or flood. Depending on the policy, you may also get coverage for expenses such as hotel bills, meals and claims made for accidental injury and/or damage to other tenant's property.

It is important to get this insurance because landlord insurance will not pay to replace your belongings in emergency circumstances.

If you are in receipt of Ontario Works or ODSP, these programs may cover the cost of insurance. Contact your caseworker directly for more information.

**\*Please note that you will need to provide proof that your insurance has been renewed each year.\***



### Utilities

Your rent includes water and heat, but not hydro. You are responsible for setting up an account with Festival Hydro before you move in.



### Consent to Share Information

If you would like the City to be able to share your information with others, you need to sign a consent form that gives us permission to do so. This includes speaking with Ontario Works, ODSP, other community agencies that may be supporting you, family members, and/or friends. If no consent is given, any information we collect will be kept strictly confidential and we will not share it.



### Zero Tolerance Policy

As a new tenant, you are asked to sign a Zero Tolerance Policy form which is your commitment to playing your part in maintaining a safe space for you and your fellow tenants.

The City will not tolerate any harassment, threats of violence and/or acts of violence against other tenants, staff, contractors, or any other members of our community.



### Receiving Keys & Access Cards

Before you receive the keys to your unit, you need to:

- Provide proof of insurance;
- Provide verification of utilities; and
- Pay your first month's rent by certified means (e.g. cash, debit, money order, or certified bank draft).

# Moving In



## Move-In Record Form

Staff inspect all units before a tenant moves in and record any repairs and/or deficiencies, however it is possible that something may have been overlooked.

Staff will provide you with a **Move-In Record Form**. Please complete this form if you notice anything you would like to report. This could include marks on the counter, scratches on the floor, loose railings, etc.

The form needs to be returned directly to the our office (82 Erie Street, Stratford) within 7 days of moving in.

If you do not submit a Move-In Record Form, we consider the unit to be in good condition and the cost of any repairs and/or damages when you move out will be your responsibility.



## Keys & Locks

You will be given keys to your unit door and mailbox, and an access card for the building entrance, when you move in. **You may not change your own lock** because staff need access to your unit in case of emergencies, and for maintenance or inspection purposes.

If you misplace your keys, your key breaks off in the lock, or you need your lock changed for other reasons, please contact the maintenance team and they will arrange a lock change. You may be charged for the new lock and keys as well as for staff time.

We recommend that you leave a spare key with a trusted friend or family member in case you lose your key. **Your Building Monitor is not required to let you into your unit.**

You must return all of your keys when you move out of your unit.



## Phone, Cable, & Internet

Phone, cable and internet are not included in your rent. You can choose any companies that provide services in your area.

# Settling In



## Decorating

This is your home so enjoy making your unit comfortable. Before personalizing your home with paint, wallpaper, or wall stickers, for example, please keep in mind the following:

- Any changes (on the inside and outside of your unit) need to be approved by the City in writing.
- Your unit needs to be returned to its original condition before you move out; if this is not done, you will be charged for the cost of reversing the alterations.
- Installing carpets is not permitted and we recommend using area rugs.
- You need to get permission from the City in writing before building any items such as fences, decks, or sheds.



## Heating & Electricity

Please keep the following things in mind:

- Maintain heat at a comfortable but reasonable level.
- Be efficient with conserving energy at all times and practice turning off lights, computers, televisions, radios, appliances, etc. when not in use.
- If your heating or electricity bills become noticeably higher than your neighbours, we may request an explanation.



## Satellite Dishes & Antennas

Satellite dishes are not permitted and should not be attached to the building.

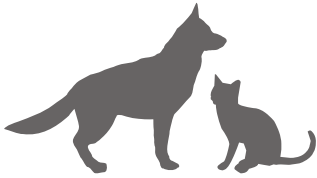
In the interest of safety, non-interference with other residents' reception and building damage, CB/scanner antennas and cable antennas are also not permitted.



## Garbage & Recycling

You are responsible for disposing of your garbage and recycling appropriately to ensure a healthy and safe living environment. Make sure garbage is securely wrapped to reduce the possibility of spillage and place it in the appropriate containers.

If staff or contractors need to dispose of your garbage, recycling or large items, you will be charged a service fee.



## Pet Care

We know pets are a part of your family. The City has a policy that allows for 2 pets per unit.

As a pet owner, you are responsible for:

- Making sure dogs have proper tags, vaccinations, and rabies shots.
- Making sure cats have vaccinations and are spayed or neutered.
- Leashing your dogs and/or cats at all times outside your unit.
- Keeping your pets out of common areas.
- Cleaning up immediately after your pets and practicing "stoop & scoop".
- Disposing of dog waste and cat litter properly by making sure it is double bagged and placed in the garbage; **never** flush it down toilets.
- Being considerate of others regarding noise.
- Crating, caging, or removing your pets from the unit when maintenance or inspections are scheduled.
- Covering the cost of any damage to the property caused by your pets, including pest control services.
- Understanding that violent behaviour by your pet is unacceptable and could lead to legal action.

**Remember that this also applies to your guests' and visitors' pets.**



## Pest Control

It is extremely important to act immediately when you see any evidence of pests (e.g. fleas, bed bugs, ants, cockroaches, etc.) as they can spread quickly from unit to unit. Please report pests to the maintenance team who will schedule a licensed pest control company to treat your unit. Infected furniture and other items should not be moved into hallways; they can be treated properly in your unit.

To help discourage pests:

- Be sure that all food is stored properly and waste is promptly disposed of.
- Do not feed birds, squirrels, stray animals, or wildlife as this could attract mice, rats or other pests.
- Do not bring questionable used furniture or other items into the building.



## Annual Unit Inspections

Staff perform annual unit inspections to ensure they are kept tidy, free from clutter and garbage, and to address any safety or maintenance issues.

There is also an annual smoke detector inspection.

We will give you twenty-four (24) hours notice before staff perform these inspections.



## Access to Your Unit

Except in emergencies, staff will only enter your unit with your permission or after giving you twenty-four (24) hours' written notice.



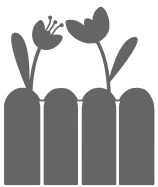
# Maintenance & Repairs



## Regular Cleaning & Maintenance

You are responsible for keeping your home tidy, clean, and free from clutter and garbage. This includes the following activities:

- Cleaning your unit (including countertops, cupboards, floors, walls and appliances).
- Keeping your stovetop clear of any items, as this is a fire hazard.
- Changing your lightbulbs as needed.
- Replacing smoke alarm batteries at least once a year.
- Keeping furniture, curtains, and other items at least 30 centimetres away from the heater registers.
- Using only power bars with a surge protector; electrical cords are for temporary use only. Multi-plugs and wall plugs should not be used.
- Ensuring there is a clear path to all exits in case there is a fire and you need to escape through that exit.
- Reducing clutter in your unit by using closets and cabinets. Too much clutter is a fire safety risk and a violation of the *Ontario Fire Code*.
- Ensure there is a clearance of 12 inches around the electrical panel, water heater, and furnace; there is a fire risk from the flame on these appliances.



## Outdoor Maintenance

Please make sure you are not storing items on the lawn areas so regular outdoor maintenance and landscaping can be completed easily by our hired contractors.



## Snow & Ice Removal

If you have a vehicle, you are responsible for moving it when necessary for snow removal in parking lots.

**For safety reasons, please use designated exits when it is icy and report any slip and falls to your landlord immediately.**



## Wiring & Plumbing

For safety reasons do not:

- Install any additional heating units;
- Complete any electrical work on your own;
- Overload the electrical circuits or use fuses in excess of fifteen (15) amperes in the fuse panel; or
- Use electrical, plumbing or gas equipment for any purpose other than those for which they were constructed.

Please report electrical or plumbing issues to the maintenance team. Any work will be completed by a professional contractor.



## Maintenance Requests

It is important to report any maintenance issues immediately.

If you do not give permission for the maintenance team to enter your unit when you are not there, please make sure you are home when staff arrives so you can let them in. Please treat the maintenance team and contractors with respect.

For maintenance or repair requests during regular office hours call 519-271-3773 ext. 241 or email:

[publichousingmaintenance@stratford.ca](mailto:publichousingmaintenance@stratford.ca).

Due to the high volume of calls, staff will not return calls left on the maintenance line unless they have questions regarding your request. We complete maintenance orders based on when the request is made and how urgent it is.



## After-Hours Maintenance Emergencies

Maintenance emergencies include:

- Water leaks or flooding;
- No heat;
- Blocked toilet;
- Electrical failures or short circuits; and
- Damage caused by wind or storms and fire damage.

For after hours maintenance emergencies call 1-866-906-0152 (Mon. to Fri. 4:30 pm - 8:30 am, Sat., Sun., and statutory holidays).

If someone is sent to your unit to correct a problem after-hours, please make sure you are home to answer the door.

**If you smell or see smoke and/or there is danger to your physical safety, please call 911 immediately.**

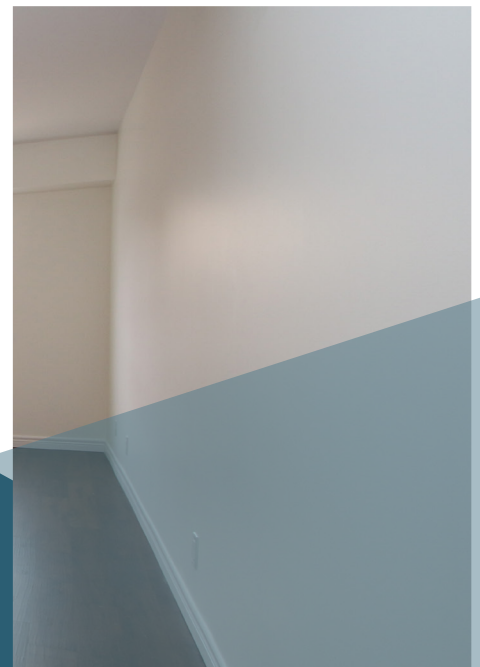


## Chargebacks for Repairs

As a tenant, you must pay for the repair of any damage (beyond normal wear and tear) caused by you, other people living in your unit, your guests, or anyone you allow onto the residential complex. This includes damage in your unit and in hallways, elevators, stairways, or parking areas. It does not matter whether the damage was done on purpose or by not being careful enough - you are responsible.

If a contractor is sent to your unit and you are not home or do not open the door, you will be charged for the service call if there are any resulting trip charges.

If you do not agree with a bill for a repair, you may request a review of the cost in writing.





# Common Areas

## No Smoking



230 Britannia is a smoke-free building. This means that no forms of smoking are allowed in and on the property including:

- Within 9 metres of the building; and
- Inside the entrance, lobby, hallway, stairwell, laundry room, garbage room or other common areas.

**Remember that these rules also apply to your visitors and guests.**

## Parking



If you have a vehicle, you need to provide your license plate number as well as the vehicle's make, model, and colour.

Please keep the following in mind:

- Your vehicle must be properly licensed, insured and roadworthy.
- For the safety of all tenants and neighbours, vehicle maintenance and repairs are not permitted in the parking lot.
- Any abandoned or unlicensed vehicles will be towed at the owner's expense.
- Trailers and boats are not permitted in the parking lot.
- Refrain from parking in accessible parking spaces and observe all 'no parking' areas

such as fire routes and wheelchair access.

- Be prepared to move your vehicle when necessary for snow removal in parking lots. We will post dates and times for this.

## Laundry Rooms



Your building has pay-for-use laundry machines. These are for tenant use only - your friends and family should not be using these machines. If you are not able to stay while you are doing your laundry, please be considerate of others and keep track of when the machines are finished.

Keep in mind that the laundry room is locked at night at 10 pm. If you are starting laundry later in the evening you may not be able to pick it up until the next day.

**Important:** the City is not responsible for lost or stolen items in the common areas (e.g. laundry rooms) of the building and property. Please take care of your possessions and if someone has stolen from you, report it to the police.

Please make sure that all washers and dryers are in good working order. **Lint should be cleaned out of the lint tray after each load for fire safety reasons.** If you see that a machine is not properly connected or vented, call maintenance.

## Hallways & Walkways



For safety reasons, hallways, stairways, entrances and sidewalks should not be obstructed. Please do not place mats, bikes, strollers, or scooters outside your door in the hallway.

## LULA Lift



230 Britannia has a **Limited Use/Limited Application (LULA)** lift system. While it looks like a traditional elevator, its purpose is to help residents (especially those with disabilities) travel between the two floors. The LULA lift moves slower and cannot hold as much weight as a traditional elevator.

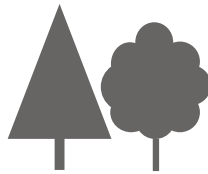
Here are a few ways you can help to keep the LULA lift in working order:

- Do not hold doors open for long periods.

- Do not force the doors open.
- If the LULA stalls between floors press the emergency button and wait for help. Stay calm and do not try to leave the lift.
- If the LULA is damaged or some defect is noted please report it to the maintenance team immediately.

**Never use the LULA lift in a situation where there may be a fire.**

## Outdoor Spaces



Please be mindful of Stratford's by-laws related to outdoor spaces (e.g. smoking, drinking, fires, noise restrictions). Be considerate, stay within the designated space, and

clean up after you are finished. Doing so helps to maintain safety and allows everyone to enjoy the outdoors in their community.





# Your Tenancy

## Tenant Rights and Responsibilities

As a tenant, you have the **right** to:

### Security of Tenancy

You may live in your unit until:

- You give proper written notice to the landlord; or
- The landlord ends your tenancy for breaking rules of the *Residential Tenancies Act, 2006*.

### Notice before Entry

- A landlord must provide 24 hours' written notice before entering your unit, unless there is an emergency or the tenant has provided permission.
- Staff or contractors who enter your unit must have a reason for entering that complies with the *Residential Tenancies Act, 2006* or your lease.

As a tenant, you and anyone living with you are **responsible** for:

- Paying your rent on time, every month.
- Keeping your unit clean and in good condition.
- Paying to repair damages that you or your visitors or your guests cause. (This does not include repairs for regular wear and tear).
- Being responsible for your actions and the actions of the other members of your household, your visitors/guests and pets.
- Respecting your neighbours by being considerate (e.g. not making too much noise, controlling and cleaning up after your pets, etc.).
- Respecting all spaces in the property (e.g. rental units, personal property, common spaces, and offices) by keeping these areas clean and free from garbage.
- Following policies and all applicable legislation (including not subletting your unit).

# Your Rent

## Rent is due on the first day of the month, every month.

As an affordable housing project, rent for this building is set at 80% of the Average Market Rent (AMR) for the area. Rent is **not** adjusted or calculated based on your income and you are expected to pay the same amount every month regardless of whether your income changes. However, your rent is still subject to annual increases in line with the Province's rent increase guidelines.



### Payment Options

When you move in, we ask that your first rent payment be made through certified means (e.g. cash, debit, money order, or certified bank draft). However, moving forward you have a number of options to pay your rent. This is something you should decide before you move in. However, if there are changes to your circumstances and you would like to choose a different payment method at a later date, please contact the City's Housing Division.

We accept the following methods of rent payment:

#### 1. Direct Payment through Social Assistance

If you are in receipt of OW or ODSP, your caseworker can set up a direct payment for you. This means that your rent is sent directly to the City of Stratford and is deducted from your monthly benefit cheque.

#### 2. Cash or Debit

If you are paying your rent by cash or with a debit card, you will need to come to our office no later than the first of the month. Please do not send cash in the mail.

#### 3. Cheque, Money Order, or Bank Draft

These methods of payment can be provided in person, dropped off, or mailed in before the first of the month. We do accept post-dated cheques.

#### 4. Interac E-Transfer

You can set up interac e-transfer to pay your rent through your online account with your banking institution. You will need to add Anne Hathaway Daycare as the payee, [etransferahdc@stratford.ca](mailto:etransferahdc@stratford.ca). The message line needs to read: BRIT, unit #, last name.



### Non-Payment of Rent

If you have difficulty paying your rent on time, please call your PHRO before the first of the month. It is our policy to work with tenants who fall behind in their rent payments to help them meet their responsibilities and, when possible, to keep their housing.

If rent isn't received on the first day of the month, we will take the following steps:

1. Issue an **N4 - Notice to Terminate a Tenancy for Non-Payment of Rent**. This form includes a date by which you are expected to pay the rent that you owe.
2. Set up a repayment agreement - if you cannot pay the full amount owing, please contact your PHRO.
3. Issue an **L1 - Application to Terminate Tenancy** if a repayment agreement is not arranged. There is an Landlord and Tenant Board (LTB) filing fee that will be charged back to you. This application includes a hearing date with the LTB. At this point, you can still void the eviction process by paying the money that you owe.
4. Attend an LTB Hearing. At this hearing, we will try and mediate an agreement with you so you can keep your tenancy. Eviction is always a last resort.

# Your Lease

A lease is a legal document which outlines important information and covers your rights and responsibilities as a tenant. The lease should be read carefully and kept in a convenient location for reference. Staff will review the lease with you before it is signed.

If you do not follow the terms of your lease, you could face eviction.



### Changes in Your Household

Please let us know if someone moves in or out of your unit. As a landlord, it is important that we are aware of how many people live in the building for safety and security reasons.

Please note that a maximum of two people per sleeping area is permitted, as per the property standards by-law.



### Visitors & Guests

Visitors may come to the rental unit as often as you invite them. However, please remember that, as per the RTA, you are responsible for anyone you allow into the building, including your guests and visitors as well as their dependents and pets. The negative behaviours and actions of your visitors and guests may have significant consequences for your tenancy.

## Eviction



Eviction is always a last resort. Your unit is your home and we want to help you keep it by working together.

However, tenants can be evicted for the following issues/reasons, under the *Residential Tenancies Act, 2006*.

- You do not pay your rent.
- You knowingly misrepresent the income for any person residing in your unit.
- You threaten the safety of other tenants and neighbours.
- You break the law in or on the property.
- You cause serious damages to your unit or to the building either willfully or through negligence.
- You act in a way that interferes with the reasonable enjoyment of other tenants, neighbours, or the landlord.
- You violate any other terms of your lease.

## Moving Out



### Giving Proper Notice

When you are planning to move out you must give the City notice in writing 60 days before you plan to move.

The **notice is effective from the beginning of the following month**. For example, if you give notice on October 13th it means you are responsible for 60 days starting November 1st with a move out date of December 31st.

You are legally responsible for 60 days' notice, however if there are extenuating circumstances we will try to accommodate your request.

An exception to this is a move to a nursing home or long-term care facility. In this case, notice would be accepted on the last day of the month (e.g. if you let us know on July 7th, we will accept your notice of July 31st.)

Please provide your forwarding address when you give your notice.



### Preparing your Unit for Move-Out

After submitting your notice, we will send you an acknowledgement letter with move out requirements. Please follow these steps to avoid any charge backs after you move out.

#### Step 1 - Undo Alterations

Undo any alterations you made to the unit and make sure it is returned to its original condition (e.g. paint walls back to original colour, remove wallpaper, etc.).

#### Step 2 - Remove Belongings

Remove all personal belongings including but not limited to:

- Paintings & pictures
- Area rugs
- Furniture
- Curtain rods, curtains, and/or blinds (if not supplied by us at move-in)

#### Step 3 - Clean

Thoroughly clean the entire unit.

- Clean all appliances inside and out; make sure to pull appliances out and clean behind

them. Leave the fridge running and keep the door closed.

- Wash walls (including those in closets); make sure they are free of dirt, grease, markings, stains, etc.
- Wash floors and windows.
- Clean bathroom fixtures, cabinets, and tiles.
- Vacuum out heat registers.
- Clean light fixtures and make sure light bulbs are working.

#### **Step 4 - Remove Garbage, Recycling, Debris**

Remove garbage and debris from the property; do not leave items, big or small, by the garbage bin or road.

#### **Step 5 - Return Keys**

Hand in all your keys at our office.

#### **Step 6 - Provide Forwarding Address**

Provide your landlord with a forwarding address so we can reach you if necessary.

**Important:** Please remember that you are responsible for the cost of any repairs needed (beyond normal wear and tear) in your unit on move out. As this is a smoke-free building, if additional maintenance work is required after you move out (e.g. extra coats of paint or block-painting for nicotine stains) you will be responsible for the payment of this extra work.



#### **Arrears at Move-Out**

It is important to make sure you do not owe the City any money (i.e. arrears) at the time of move out. This includes items such as unpaid rent, LTB filing fees, or maintenance charges. Arrears should be paid immediately or you can arrange a repayment agreement. A Final Statement of Account will be sent to your last known address so it is important that you provide us with your updated information.

If you have arrears, your name will be added to the province-wide arrears database and you will not be eligible to be placed on the Centralized Waiting List for RGI or affordable housing until they are paid or you have arranged for a repayment agreement.

Former tenant accounts for unpaid arrears are sent to Small Claims Court and/or a Collections Agency.







# Your Safety

## Fire Safety

Fire can be caused by any number of reasons. To keep you, your family, and your fellow tenants safe, please do not:

- Smoke in your unit
- Play with matches or lighters
- Leave cooking pots or deep fryers unattended on stoves
- Store items including pots and pans in the oven or on the stove top when not in use
- Improperly use electrical appliances such as space heaters
- Overuse extension cord wiring
- Use multi-plug wall plugs (use power bars with a surge protector instead)
- Have excess clutter (e.g. boxes, papers, clothing) in your unit, especially around electrical panels
- Leave burning candles and incense unattended

When a fire starts in your home, your primary responsibility is to get you and your family to safety. Always remember in a fire situation, do not panic.



### Fire Safety Plans

Advanced planning is the best way to reduce the risk of fire and assure the safety of all tenants. Please take note of where all exits are and plan an escape

route with everyone living with you. If you have any accessibility or mobility issues, please notify your PHRO.

### If a fire starts in your unit:

1. Call 911 and leave the unit, closing the door.
2. Sound the building alarm by activating the nearest pull station thereby alerting others.
3. Go to the designated gathering spot and wait for further instructions.

### If the alarm is sounded while you are in your unit:

4. Check the unit door for temperature. If cool, open slightly and check for fire or smoke.
5. If all is clear, follow instructions 1-3 above.
6. If heat, fire or smoke is detected, close the door and remain in the unit.
7. Place towels or blankets at the base of the door and wait for firefighters.



### Smoke Alarms

Every unit has at least one hardwired and battery operated smoke detector located on the ceiling. This is a requirement of the *Ontario Fire Code*.

Smoke alarms save lives, prevent injuries, and minimize property damage by enabling residents to detect fires early in their homes. The risk of dying from fires in homes without smoke alarms is twice as high as in homes that have working smoke alarms.

Properly installed and maintained smoke alarms in the home are considered one of the best and least expensive means of providing an early warning of a potentially deadly fire.

As a tenant you are responsible for:

- Testing your smoke alarms once a month to make sure they operate properly.
- Replacing the batteries in your smoke alarms at least once a year.
- Notifying us if the "power on" indicator goes out and arrange for appropriate repairs.
- Notifying us if the smoke alarm is damaged and make arrangements for its repair or replacement.
- Notifying us of any electrical problems that may affect the operability of electrically wired smoke alarms.
- Contacting your local fire department if you have serious concerns about the operability of your smoke alarm or any other fire safety matters in your building.
- Providing verification if you are hearing impaired so proper strobe-lighting equipment can be installed.



### Fire Extinguishers

Fire Extinguishers are an important safety device and should be accessible at all times. Any tenant or guest who removes a fire extinguisher, other than for the reason of a fire emergency, is guilty of a provincial offense under the *Ontario Fire Code*, and may be subject to a fine.

### False Alarms

False alarms are a serious nuisance and a safety hazard. The Fire Department responds to every fire alarm that goes off. While responding to a false alarm they may not be able to respond to a real fire situation in time.

If you witness anyone falsely setting off fire alarms in your building, please report what you see to the police and the City's Housing Division.

**Important:** it is vital that you do not tamper with the smoke alarms in your unit even if you experience "nuisance" alarms while cooking or showering. If you intentionally disable a smoke alarm or falsely set off a fire alarm in your building, you are guilty, under the *Ontario Fire Code*, of a provincial offence and may be subject to a fine. It is also cause for an immediate eviction as it puts the safety of you, your neighbours, and other tenants at risk.

## Building Safety



### Lobby Entrance & Fire Exits

For security reasons, **please do not prop open any doors or buzz in anyone who is not your personal guest or visitor.**

If you misplace your building key or swipe card, contact the maintenance team for a replacement.



### Door Closures

Door closures are installed on every apartment door to meet fire regulations. They act as a barrier to limit the spread of fire and to restrict the movement of smoke. Please do not prop open your unit door or tamper with your door closure for any reason.

You are responsible for making sure the door closure works properly and latches correctly at all times. If there are any problems with your door closure, please contact the maintenance team.



### Vandalism

We do not tolerate vandalism of any kind in or on this property including rental units, common areas, or outside of the building. Anyone who defaces or destroys property, or interferes with the LULA lift or safety equipment on site is jeopardizing their lease and may be liable for prosecution.

Any incidents of vandalism should be reported immediately to us and the police.

# Complaint Process

We care about your concerns and complaints. Our goal is to provide good service for our tenants. However, we cannot address concerns if you don't tell us. If you do have a complaint about another tenant, neighbours, staff or contractors, please provide detailed information in writing using our *Complaint Form*.

## We **will**:

- Take all complaints filed at our office seriously;
- Review complaints with impartiality and respect to all parties involved;
- Investigate all genuine complaints in a timely and confidential manner; and
- Make every reasonable effort to help resolve complaints.

## We **will not**:

- Get involved in rumours;
- Get involved in minor disputes;
- Act on a complaint if the complaint is discriminatory; or
- Get involved in issues where we, as the landlord, have no authority to deal with the complaint.

Contact our office to get a copy of our *Complaint Form* or visit our website.

## When to call the police:

- Any type of violence either threatened or real;
- Suspected or known drug trafficking; and
- Suspected or known sexual or physical abuse.



# Community Supports

## 211 Ontario



Connects people to community, social, health, and governmental services. You can visit their website to search for information or contact them by email or phone.

### Contact Information

Phone: 2-1-1

Website: [www.211ontario.ca](http://www.211ontario.ca)

## Huron Perth Community Legal Clinic



Provides free legal services to residents of Huron and Perth Counties living on a low income. The clinic assists with matters related to Ontario Works (OW), ODSP, Canada Pension Plan, employment and work, landlord and tenant relations, and power of attorney. The clinic does not provide advice or representation in family, criminal, or refugee law matters.

### Contact Information

305 Romeo Street South

Stratford, Ontario N5A 4T8

Phone: 519-271-4556

Toll Free: 1-866-867-1027

Website: [www.huronperthlegalclinic.ca](http://www.huronperthlegalclinic.ca)

## Landlord and Tenant Board (LTB)



Call for information about the *Residential Tenancies Act, 2006* and the LTB's processes. Customer service officers cannot provide legal advice.

### Contact Information

Phone: 1-888-332-3234

Website: [www.sjto.gov.on.ca/ltb/](http://www.sjto.gov.on.ca/ltb/)

## Family Services Perth Huron



Provides one-on-one counseling, support, advocacy and educational services. The City has an agreement with Family Services so that all tenants are able to access services in a confidential manner at no cost.

### Contact Information

142 Waterloo Street South

Stratford, Ontario N5A 4B4

Phone: 519-273-1020

Toll Free: 1-800-268-0903

Website: [www.familyservicesperth-huron.ca](http://www.familyservicesperth-huron.ca)

## Community Homelessness Prevention Initiative (CHPI)



Provides financial assistance to eligible households for moving costs, last month's rent deposit, rent arrears, and utility arrears. Funding is administered through the City of Stratford Social Services Department.

### Contact Information

82 Erie Street  
Stratford, Ontario N5A 2M4  
Phone: 519-271-3773 ext. 200  
Website: [www.stratford.ca](http://www.stratford.ca)

## Optimism Place Women's Shelter & Support Services



Emergency shelter, housing support, counselling and support to women and their children who are experiencing domestic violence.

### Contact Information

270 Freeland Drive  
Stratford, Ontario N4Z 1G8  
Phone: 519-271-5310  
24/7 Crisis Line: 519-271-5550  
Website: [www.optimismplace.com](http://www.optimismplace.com)

## Huron Perth Helpline & Crisis Response



A 24 hour crisis phone service, with crisis assessments, brief crisis therapy and crisis education available to all residents of Huron and Perth Counties.

### Contact Information

Phone: 1-888-829-7484

## Local Police



For **emergencies**, please call 9-1-1.  
For **non-emergencies**, please call your local police department.

### Contact Information

#### Stratford Police Services

17 George Street West  
Stratford, Ontario N5A 7V4  
Phone: 519-271-4147

#### OPP - Perth County Detachment

380 Huron Road  
Sebringville, Ontario N0K 1X0  
Phone: 519-393-6123

# Glossary of Terms

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## Eviction

When a household receives a legal order from the Landlord and Tenant Board (LTB) under the authority of the *Residential Tenancies Act, 2006* (RTA) terminating their tenancy and must vacate their unit.

## Household

All the people who live in your unit and are listed as tenants or occupants on your lease.

## Landlord

In this handbook, the landlord is the City of Stratford. Specifically, the building is managed by the City's Housing Division.

## Lease

A contract between the landlord and one or more tenants. It tells you what unit you are renting from the landlord, the original rent for the unit, and sets out the landlord's and the tenant's rights and responsibilities. If you are a tenant, you should have met with staff and signed the lease. You should also have been given a copy of the lease when you started your tenancy.

## *Residential Tenancies Act, 2006 (RTA)*

The law that sets out the rights and responsibilities of landlords and tenants who rent residential properties.

## Tenant

A person who has signed a lease for a unit and continues to live in the unit. (This may also be a group of people.) You may have people living in your unit who are part of your household but who are not tenants. For example, children under 16 years old are not tenants as they are not allowed by law to sign the lease.

## Tenancy

An ongoing relationship between a landlord and a tenant (or tenants if more than one person has signed the lease). A tenancy is governed by the lease, the *Residential Tenancies Act, 2006*.

## Unit

In this handbook, a unit is the home you are renting from the City of Stratford.

# Acronyms

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**LTB** - Landlord and Tenant Board

**ODSP** - Ontario Disability Support Program

**OW** - Ontario Works

**PHRO** - Public Housing Review Officer

**RGI** - Rent-Geared-to-Income

**RTA** - *Residential Tenancies Act, 2006*





82 Erie Street ◦ Stratford, Ontario ◦ N5A 2M4  
Phone: 519-271-3773 ◦ Toll Free: 1-800-669-2948  
Fax: 519-273-7191 ◦ Website: [www.stratford.ca](http://www.stratford.ca)

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