

YWCA TORONTO SCATTERHOMES TENANT HANDBOOK



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APPENDIX

YWCA Toronto operates on the traditional territory of the Huron-Wendat and Petun First Nations, the Seneca, and the Mississaugas of the Credit First Nation. This territory is covered by the Dish With One Spoon Wampum Belt Covenant, an agreement between the Anishinabeg and Haudenosaunee allied nations to share peaceably and care for the land around the Great Lakes.

Today, the meeting place of Toronto is still the home to many Indigenous People and we are grateful to have the opportunity to work on this territory as we strive to build a more equitable and just city for all residents.

WELCOME TO YWCA TORONTO!

For over 150 years, YWCA Toronto has been helping women, girls and gender diverse people improve their lives.

Our Association strives to offer an equitable, safe and welcoming environment to all women, girls and gender diverse people. We help women, girls and gender diverse people flee violence, secure housing, find jobs, establish their voices, enhance skills and develop confidence through community support programs, girls' programs and family programs; we also engage in systemic advocacy.

We are pleased to welcome you to your new home. We are committed to ensuring you feel safe and comfortable in your home.



YOUR TENANT HANDBOOK

The Tenant Handbook will provide you with general information about YWCA Toronto permanent housing and housing at Scatterhomes.

We want you to feel at home and be aware of your rights and responsibilities as a tenant.

The Tenant Handbook is an appendix to your lease. Every new tenant will be given a hard copy of the Tenant Handbook. It is also available in a digital format on our website: www.ywcatoronto.org.

The Tenant Handbook forms part of the legal agreement you have with YWCA Toronto when you sign the tenancy agreement.

When Tenant Handbooks are updated, we reach out to tenants for input and feedback. Tenants will be notified of any changes or updates in writing.

**Please take the time to read this package
and once again, welcome. Make yourself at home.**

YWCA TORONTO PERMANENT HOUSING

YWCA Toronto provides over 800 individuals and families with permanent housing. Our mandate is to serve women and gender diverse people, and their children. We offer self-contained apartments, single-family homes and private rooms in a shared setting. You can find specific information about each housing site on our website at <http://www.ywcatoronto.org/housing>.

GOALS OF THE YWCA TORONTO HOUSING SUPPORT PROGRAM

- To support tenants to work co-operatively with all members of the housing community, ensuring that safe and peaceful housing is provided to all tenants;
- To encourage tenants and their children to be active members of the community;
- To offer a supportive environment that facilitates recovery; and,
- To ensure all tenants are aware of their rights and responsibilities and respect the rights of others.

YWCA Toronto promotes and celebrates diversity among tenants, staff and guests. This includes but is not limited to, differences in physical abilities, cultural beliefs, race, religious beliefs, gender identities and sexual orientations.



SCATTERHOMES HOUSING

The Scatterhomes portfolio has 155 units including apartments in multi-unit buildings, and single-family homes with up to 6 bedrooms.

ROLES OF NEIGHBOURHOOD LAND TRUST (NLT) & YWCA TORONTO

- NLT is a non-profit charitable organization that owns and stewards land on behalf of the community, including all 155 Scatterhomes properties
- NLT is responsible for major capital projects, while YWCA Toronto is the social housing provider of the homes and is responsible for property management, including building maintenance and tenancy support services.

- NLT works to create, preserve and improve affordable housing, supportive housing and community economic development. Their goal is to ensure that housing remains affordable and available to low-income and moderate-income households.
- You can learn more about NLT at <https://pnlt.ca>

RENT-GEARED-TO-INCOME (RGI) HOUSING

All Scatterhomes units are managed under the Residential Tenancies Act (RTA). The rent-geared-to-income (RGI) units comply with the City of Toronto RGI Administration Manual. All new intakes to Scatterhomes will need to qualify for RGI and will be referred using the Centralized Waitlist (CWL) through Access to Housing.

MARKET RENT HOUSING

Some existing tenants at Scatterhomes pay a market rent amount. The definition of affordable housing, according to the City of Toronto Affordable Housing Program – Eligibility and Income Guide, is housing in which monthly rent is equal to or below the average city-wide market rents. Tenants in this program must meet status in Canada requirements and initial household income must not exceed certain limits set by the City. Additionally, there is an annual rent cost percentage increase legislated by the Province.

YWCA SCATTERHOMES SUPPORT STAFF

General Tenant Inquiries

We look forward to working with you to solve any issues that arise for you during your tenancy. Please do not hesitate to email us! Email: scatterhomes@ywcatoronto.org

Tenancy Support Coordinator

416-515-2200 ext. 322

We want to do everything we can to help your tenancy succeed. Our Tenancy Coordinator (tenant contact for rent/support) is responsible for handling all general housing-related questions, overseeing all tenant move-ins and move-outs, and reporting vacancies so we can quickly help someone new find a home!

Transitional Tenant Support Worker

416-515-2200 ext. 323

The Transitional Tenant Support Worker will work to support tenants through capital improvement projects undertaken by NLT. When major capital works are done on your unit, you may need to temporarily relocate, or you may need to accommodate work done while remaining in place. This staff member is there to reduce the impact on tenants, and provide information and support.

Business Administrator

416-515-2200 ext. 322

The Business Administrator ensures payment of all invoices for our office and program and coordinates administrative tasks for our support and property teams.

Scatterhomes Housing Manager

416-515-2200 ext 320

The Housing Manager manages the Tenancy Support team of this project as well as another supportive housing program with the YWCA Toronto that is focused on mental health support.

SCATTERHOMES STAFF OFFICE

YWCA Toronto and NLT staff have an office at 27 Madison Avenue, Toronto, ON, M5R 2S2. YWCA Toronto Support staff are available onsite to meet with tenants, and also available to meet tenants at their units. Please reach out to arrange a time to meet in advance.

PROGRAMS AND SERVICES

Each YWCA Toronto housing site has staff available to work with you and your neighbours to promote individual, family and community health and well-being.

Scatterhomes support staff offer individual support and referrals, semi-regular newsletters, and can provide information about supports and services in your area. Speak to your tenancy support staff for more information about supports available.

Let us know if you have any questions or suggestions. We are good at listening and we are ready to help!

YOUR RIGHTS & RESPONSIBILITIES

You have rights as a tenant living in YWCA Toronto permanent housing.

YOUR RIGHTS

You have the right to:

- Safe, secure and quality housing;
- Be respected in a community that is inclusive;
- Peaceful enjoyment of your home;
- Access housing support and services;
- Independence and self-determination;
- Live in an environment that facilitates recovery;
- Engage in meaningful activities; and,
- Privacy and confidentiality.



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YOUR RESPONSIBILITIES

Your responsibilities include:

- Fulfilling the tenancy-related responsibilities detailed in your lease and Tenant Handbook such as paying rent on or before the first day of each month, financial disclosure, reporting all changes to the household, maintaining your unit in good repair, and giving proper notice of move-out;
- Actively participating in the safety of your unit and building by not allowing access to anyone except your guests and upholding the overall safety of the community, tenants and staff;
- Communicating with YWCA Toronto staff when there are security concerns;
- Completing Work Order forms for any deficiencies in your unit or building and allowing prompt access for repairs or inspections to be completed;
- Cooperating with staff regarding completion of repairs as well as pest control preparation and treatment;
- Maintaining a level of noise that does not disturb other tenants;
- Relating to others respectfully and conducting yourself in a manner that does not interfere with the reasonable enjoyment of other tenants, the community or landlord;
- Ensuring that your children and/or guests understand the rules in the building and taking responsibility for their behaviour; and,
- Caring for your pet in a way that ensures its presence or behaviour does not impact negatively on the community



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THE RESIDENTIAL TENANCIES ACT

The Residential Tenancies Act (RTA) is the law that governs rental housing and establishes responsibilities between landlords and tenants. The Landlord and Tenant Board is the judicial body that resolves disputes between tenants and landlords. There are exemptions in the RTA that apply to YWCA Toronto Housing. This means that some of the laws that govern ordinary residential tenancy agreements may not apply to us. Details of these exemptions are included in your lease.

Under the Residential Tenancies Act, YWCA Toronto is required to:

- Provide all new tenants with written information on their rights and obligations upon entering into a tenancy agreement;
- Take reasonable steps to ensure a quiet environment;
- Maintain the unit and building in a state of good repair and compliant with municipal standards;
- Respect the tenant's privacy with limited entry into the rental unit;
- Give 90 days' notice when increasing rent for market/affordable rent tenants; and,
- Follow the notice period outlined in the Rent-Geared-to-Income Administration manual when increasing rent due to an increase in income for rent-geared-to-income (RGI) tenants

See Appendix 1 – Brochure: Information for New Tenants – Landlord and Tenant Board

COLLECTION OF INFORMATION FOR HOUSING ADMINISTRATION: YOUR RIGHT TO PRIVACY & CONFIDENTIALITY

In accordance with its obligations under the Personal Information Protection and Electronic Documents Act (PIPEDA), the Housing Services Act (HSA) Regulation 367/11, and the Occupational Health and safety Act (OHSA), YWCA Toronto protects the privacy and confidentiality of tenants by ensuring the appropriate treatment of personal information.

For housing administration, personal information will be collected only for the following purposes:

- To approve tenancy and determine appropriate unit type and size;
- To establish if an applicant/tenant meets income criteria;
- To demonstrate compliance with funding requirements;
- To protect the health and safety of the tenant; and,
- To ascertain service levels required for independent living.

Supporting tenants to maintain successful tenancy is the housing team's primary goal at YWCA Toronto. This means that Housing Administration staff, Tenancy Support Staff, and the Manager of Tenancy Support Programs have the right to access tenants' personal information on file and share that information within the team (NLT and YWCA Toronto) but only to fulfill the staff member's duty.

YWCA Toronto will not disclose your personal information to external individuals or public bodies except as authorized by legislation or through your written consent.

See Appendix 2 – Your Privacy Guide

MOVING IN

YOUR TENANCY AGREEMENT

Prior to moving in, you will have signed a tenancy agreement (lease) which is a legally binding document. The Tenant Handbook along with the tenancy agreement makes up the legal agreement you have with YWCA Toronto. Keep it in a safe place for future reference.

For existing tenants: You may have signed a tenancy agreement (lease) which is a legally binding document with Toronto Community Housing. YWCA Toronto honours and follows this agreement as your new landlord.

WHO CAN LIVE WITH YOU

YWCA Toronto has a mandate to provide affordable and permanent homes for women, gender diverse people and their families. All new households moving into Scatterhomes will meet this mandate. All existing tenancy agreements from Toronto Community Housing Corporation (TCHC) will continue to be honoured.

For RGI households, only those listed on your lease can live in your unit. Tenants are not allowed to have anyone live with them without getting permission from YWCA Toronto and there are rules about who can move in depending on the type of housing you live in. Please speak to your Tenancy Support Staff for details.

CHILDREN OF THE HOUSEHOLD FOR RENT-GEARED-TO-INCOME (RGI) HOUSEHOLDS

A child of the household (over the age of 16) that is no longer in school is required to pursue income which must be reported and will be included in the total household income.



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TENANT INSURANCE

YWCA Toronto is not responsible for your personal property. Our insurance covers our property only. YWCA Toronto is only responsible for damage to your personal property if it is proven to be caused by negligence on our part.



We strongly recommend that you purchase tenant's contents insurance to protect your belongings against theft, fire or other damage. Insurance typically costs under \$40 per month depending on the number of occupants in your home, and the plan you choose.

You can purchase insurance from any company of your choice, but a brochure for HSC Tenant Insurance is included in this package for your information because they offer insurance to tenants in social housing.

If you receive Ontario Works (OW) or Ontario Disability Support Program (ODSP), your shelter allowance may cover the cost of this insurance, but you will need to contact your OW/ODSP worker for more information.

See Appendix 3 – Insurance Brochure

PARKING

- Please note that not all YWCA Toronto properties have on-site parking available. If there is on-site parking at your home and you wish to use the parking spot, you must complete a Tenant Parking Request & Vehicle Registration form. Contact the Tenancy Support Staff for the forms and policy.
- You must receive written approval, agree to pay a monthly fee (if parking is not included in your rent) and sign a parking agreement before you can park in any YWCA Toronto parking lots.
- Vehicles that are issued permits must be roadworthy, registered and insured in the tenant's name.
- YWCA Toronto is not responsible for any loss or damage to your vehicle including its contents, nor any damage that occurs while parked in the space provided.
- We regret that there is no guest/visitor parking at YWCA Toronto housing sites.
- Where there is no on-site parking, you can apply to the City of Toronto for a street parking permit. Information can be found on-line at <https://www.toronto.ca/transportation>.

BICYCLE STORAGE (MULTI-UNIT BUILDINGS)

- Not all YWCA Toronto properties have on-site bicycle storage
- Speak to the Tenancy Support Staff for more information on where to store your bicycle at your building

See Appendix 4 – Tenant Parking Request & Vehicle Registration

See Appendix 4a – YWCA Toronto Parking Policy

(Sample - speak to the Tenancy Support Staff to obtain the actual form)

COMMUNICATIONS – CABLE/PHONE/INTERNET

Cable service for telephone, television and/or internet is not included in your rent but can be purchased by you. Rogers offers a discount for internet service to RGI tenants. Speak to your Tenancy Support Worker for details.

The installation of satellite dishes to your balcony or any part of the building is not allowed.



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MAIL & DELIVERIES

If you live in a multi-unit building, you will receive a mailbox key when you move in. To ensure you receive your mail, please include your unit or room number in your mailing address.



YWCA Toronto does not assume responsibility for lost or missing deliveries that are left in the lobby or by tenant unit doors.

BUILDING ACCESS

To ensure tenant safety, names are not listed in the main entrance of multi-unit buildings. If your building has an intercom system, guests will buzz your unit directly to gain entry, you can allow entry using the buttons on the speaker unit in your unit. At time of move-in, children over the age of 12 are entitled to keys/fobs. If your child reaches the age of 12 after move-in, please speak to your Tenancy Support Staff to complete a key request form. There will be no charge.

As per Section 35 of the Residential Tenancies Act, a tenant may not alter or change any lock for which they are given keys. Additional locks cannot be added without consent from the landlord.

LOST KEYS

If you lose your keys, there is a charge for replacement. Replacement keys must be requested by completing a Lost Keys Replacement form. Tenants are not permitted to make copies of keys/fob themselves.

See Appendix 5 – Lost Key Replacement Form

(Sample - speak to the Tenancy Support Staff to obtain the actual form)



Here is the procedure for lost keys and requesting replacements:

Lost Keys: During Business Hours

Monday through Friday 9a.m.—3:30p.m.

- Replacements keys and entry fobs must be requested by completing a Key Replacement form.
- Key Replacement forms must be completed and signed by the tenant.

Lost Keys: After Hours

Monday through Friday 4p.m.—8:30a.m. and weekends

- If you cannot get into your unit after working hours, call the emergency on-call number at 416-515-2200 x222 to arrange for after-hours entry.
- You will be charged the full cost of this after-hours service.
- You will need to present identification in order for YWCA Toronto staff to open the door to your unit.

Key Replacement & Equipment Charges

* these charges are subject to change

Full Set of Keys (unit and mailbox key)	\$26
If deadbolt requires replacement due to damage, add this amount to the charge above.	\$61
If lever handle requires replacement due to damage, add this amount to the charge above.	\$97
Additional Charge if Lock Change is Needed	
Re-key Cores	\$20
New Core	\$57
Handle Lock	\$163
Dead Bolt	\$138
Unit Key (per key)	\$3
Entry FOB	\$15
Mailbox Key and Lock	\$23

NOTES

PAYING YOUR RENT

Rent is due by the first day of each month and is payable to YWCA Toronto at the following address only:



Rent Office — YWCA Toronto: 80 Woodlawn Avenue East, Toronto, ON M4T 1C1

Please note that Tenancy Support Staff and Property Services staff are not permitted to accept any payments.

Rent can be paid by the following five methods:

1. Pre-Authorized Debit (PAD)

PAD means the bank automatically transfers the rent amount from your account to YWCA Toronto even if you are ill or absent. If you receive written notice from YWCA Toronto that your rent amount will be changing, we will automatically change the PAD to the correct amount. YWCA Toronto does not charge non-sufficient fund (NSF) fees if PAD payments do not go through. However, if three NSFs occur, PAD will be cancelled and cannot be reinstated for 6 months after the date of the last NSF.

See Appendix 6 – Pre-Authorized Debit Agreement

See Appendix 6a – Pre-Authorized Debit Instructions

(Sample - speak to the Tenancy Support Staff to obtain the actual form)

2. Direct Payment

If you receive income assistance, for example Ontario Works (OW) or the Ontario Disability Support Program (ODSP), you can request that the rent portion of your income be sent directly (electronically) to YWCA Toronto every month via “direct pay to landlord”. Do not have cheques mailed directly to us as they risk getting lost.

3. Cheque or Money Order

Payment can be made by post-dated cheques or money order payable to YWCA Toronto. Remember to print your name, address and unit number on the front. Cheques or money orders can be mailed to the YWCA Toronto Rent Office, 80 Woodlawn Avenue East, Toronto, ON M4T 1C1 or an appointment can be made with the Rent Office staff during regular business hours Monday to Friday (not including holidays).

4. E-transfers:

Payments can be emailed to us via e-transfer to: rentpayments@ywcatoronto.org. There will be no security question required. The minimum payment sent must be \$20.00 per transaction. Please ensure that the following information is listed in the message to ensure the payment is applied towards the right tenant account:

- i. Tenant Name
- ii. Unit Number
- iii. Tenant address
- iv. Contact information of sender (phone number) should there be an issue when applying the payment.



5. Cash

Cash rent payments will only be received by appointment with the Rent Office staff during regular business hours Monday to Friday (not including holidays). Call 416-961-8787 x 422 or 417.



If you cannot pay your rent on time, please speak to your Tenancy Support Staff before you miss a payment. In case of emergency, you may be eligible for a payment plan that satisfies both parties.

NOTES

YOUR SAFETY & SECURITY

HELP KEEP YOUR BUILDING SAFE

- Do not let anyone into the building who is not your guest.
- Do not prop doors open and make sure your door is locked when you go out.
- Loitering or blocking direct access to the building is not permitted.
- To ensure we know who is coming into the building, you are not permitted to lend out your keys to anyone.
- If there is anything illegal happening in the building inform YWCA Toronto staff immediately, and if necessary call the police.



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SECURITY CAMERAS

Some of our buildings are equipped with closed circuit television (CCTV) camera equipment to promote and protect the security and safety of tenants, staff and other stakeholders by allowing YWCA Toronto staff to monitor the entry doors to buildings and other public areas.

FIRE PREVENTION

- Smoke outside whenever possible.
- Never smoke in bed or on your couch.
- Extinguish candles before sleep or use LED battery-operated candles.
- Keep a phone near your bed.
- Never disconnect or tamper with your smoke/fire alarm or carbon monoxide detector. Complete a Work Order form immediately if any device appears to need attention.
- Replace cracked/worn electrical cords and do not run cords/wires under carpets/rugs.
- Do not use extension cords as permanent wiring.
- Unplug countertop appliances when not in use.
- Using your oven to heat the unit is a fire hazard and is prohibited.
- If using a portable heater, keep it away from doorways, combustibles and high-traffic areas.
- Keep curtains, towels and any other flammable items clear of heat sources.
- Units with an over-accumulation of items or clutter create a fire hazard. Keep hallways and pathways clear of obstructions, (ex. door mats, strollers, walkers, scooters, shoes).
- Do not use candles in the case of power outages, have flashlights available.
- Never leave candles or items on the stove unattended.
- In multi-unit buildings with a fire safety plan, refer to floor plans available on each floor to locate emergency exits.
- Develop a fire safety plan when you move in and make sure everyone in your unit knows where the emergency exits are, what to do and where to meet in the event of a fire. When you get out, stay out. No one should go back in.
- If you will be smudging in common spaces of the building, please inform staff in advance as the smoke from smudging can sometimes activate the fire alarm.

ASSISTANCE IN CASE OF EMERGENCY

If you live in a multi-unit building that has a fire control system, YWCA Toronto provides information to fire fighters about tenants needing assistance to exit in case of emergency. This could include tenants with mobility issues, those who use oxygen or with other medical conditions. If you think you fall into this category for any reason, please let your Tenancy Support Staff know. We collect this information at move-in and annually after you move in.

IN CASE OF FIRE

Fire Services at the City of Toronto publishes a handout about what to do in case of fire. This is important information that we encourage all tenants to review. You can also visit their website at <https://www.toronto.ca/fire/prevention>.

See Appendix 7 – Brochure: *Fire in your High-Rise*

SMOKE & CARBON MONOXIDE DETECTORS

All units and buildings are equipped with fire safety devices including heat, smoke and carbon monoxide detectors. Ontario Regulation 213/07 of the Fire Code states that no person shall disable a smoke or carbon monoxide alarm. If you have problems with any of these devices, please inform Property Services and complete a Work Order form immediately. Contractors check the devices regularly to make sure they are working properly.

FIRE ALARM TESTING

Testing of smoke detectors is performed in all homes annually. If you are living in a multi-unit building, the fire alarm system and emergency lights in the building are tested monthly. Notices will be posted notifying tenants of planned testing. During testing, there will be intermittent ringing of the alarm system. In addition, there is an annual testing in each unit with a 24-hour Notice of Entry provided to the tenant.

SAFETY & ACCESS

Emergency personnel and YWCA Toronto staff must be able to access and navigate through your unit safely and without obstruction. Each tenant is responsible for maintaining their unit in such a way that allows these services to be performed with ease. This includes ensuring pets are secured when contractors arrive onsite to perform services.

The storage of items such as excess boxes, garbage bags, or paper creates a potential fire hazard. All electrical outlets, heating/cooling equipment (HVAC), appliances, plumbing fixtures and windows should be barrier-free and accessible.



Annual inspections of all rental units are mandatory and designed to ensure your safety.

NOTES

LIVING IN YOUR NEW HOME

GUESTS

All tenants are responsible for their guests' behaviour. To ensure we know who is coming into the building, you are not permitted to lend your keys to anyone.

For those living in multi-unit buildings, the facilities of the property such as laundry and parking are exclusively for the use of tenants or those authorized by YWCA Toronto staff. Guests are not permitted to wander in the building unaccompanied by the tenant who brings them in.

We regret that there is no guest/visitor parking at YWCA Toronto properties. Cars parked without permission may be tagged and towed.

Should a guest cause any damage, threaten building safety or engage in any other behaviour that interferes with the reasonable enjoyment of other tenants in the building or their homes, the tenant will be held responsible. In these situations, a landlord has the right to trespass or prohibit guests. Trespassing someone means they are prohibited from entering or accessing the building or property.

Should a tenant allow entry of a trespassed or prohibited guest into the building or property, their housing could be at risk.



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OVERNIGHT GUESTS

Tenants in self-contained apartments are welcome to have overnight guests within the limits described below. However, tenants are not permitted to offer their unit for any short-term use such as hotel, board or lodging. Units cannot be listed or rented through Airbnb, FlipKey, HomeAway, VRBO or any other similar short-term rental platform.



Guests are allowed to stay overnight for a maximum of ten days per month for no more than three consecutive days at a time.

If you would like to request a longer stay for your guest, you must complete a Guest Extension form that is available through your Tenancy Support Staff. The form must be submitted at least one week prior to a guest's arrival and you must receive approval before a guest can stay with you.



In some cases, allowing guests to move in or stay longer than ten days per month is a breach of the tenancy agreement.

SMOKING

In alignment with the *Smoke Free Ontario Act* and the City of Toronto, *Municipal Code 709*, smoking is not allowed in any common areas of multi-unit buildings. While smoking is permitted within self-contained apartments, YWCA Toronto strongly encourages tenants to smoke outdoors in order to preserve indoor air quality.

It is against the law to smoke within nine meters of any entrance, exit or door leading to the exterior of a multi-residential building. Fines can be issued by City of Toronto Tobacco Enforcement Officers. We ask tenants who smoke to be mindful that they are living with non-smokers who may have sensitivities.

NOTES

PETS

In buildings where the apartments are self-contained, tenants are permitted to have two pets. Only one of those pets may be a dog. There are City and Provincial laws that prohibit the ownership of certain animals such as large snakes and lizards, monkeys, tigers and wild animals. Any laws pertaining to specific animals or breeds will be enforced. See the links below for a complete list and details.

If pets are allowed in your building, as per the City of Toronto *Animals Bylaw, Chapter 349* the following general rules apply:

- You are responsible for the behaviour of your pet at all times;
- All dogs and cats must be licensed and vaccinated;
- When asked, you must show proof of vaccination to YWCA Toronto;
- All excrement must be removed by the tenant immediately from any private or public property. Do not put excrement in the lobby garbage. *Stoop and Scoop* is the law;
- You are responsible for cleaning up any accidents your pet has in your building.
- All dogs must be kept on a leash no more than two meters long and you must be holding the leash at all times in common areas including stairways; and,
- If a pet is continuously barking, whining or disturbing your neighbours and the issue cannot be resolved, you could be fined under the City of Toronto *Noise Bylaw, Chapter 591* or be given a notice of termination of the tenancy for substantially interfering with the reasonable enjoyment of the residential complex as per Section (64) 1 of the *Residential Tenancies Act, 2006*.

City of Toronto Noise Bylaw, Chapter 591:

https://www.toronto.ca/legdocs/municode/1184_591.pdf

City of Toronto Animals Bylaw, Chapter 349:

https://www.toronto.ca/legdocs/municode/1184_349.pdf

Residential Tenancies Act, Section (64) 1:

<https://www.ontario.ca/laws/statute/O6r17>

Province of Ontario Regulation, Keeping Wild Animals as Pets

<http://www.ontario.ca/page/keep-wild-animals-captivity>

LAUNDRY FACILITIES

Coin or card-operated laundry facilities may be available at multi-unit buildings. Laundry facilities are for tenant use only unless authorized by YWCA Toronto. To reduce drying times and prevent fire, check and clean the lint screen before and after using the dryer to remove lint build-up. Laundry hours are posted in the laundry room. As a courtesy to other tenants, please do not use more than two washers/dryers at a time and empty clothes from the washer/dryer immediately after the cycle has finished.

For single family homes, YWCA Toronto does not provide washing machines or dryers. Tenants may seek permission from Property Services to have their own appliances in the home. Permission will be granted based on the set up and capacity in your home.



Please note that washers and dryers are not allowed in tenants' units in multi-unit buildings. The drain and electrical systems in our buildings are not designed to accommodate the use of these machines.

DECORATING

- YWCA Toronto wants you to have a comfortable home, however alterations to your unit require written permission.
- Permanent changes and/or alterations are not allowed. This includes replacing floors, removing doors, and changing light fixtures.
- Painting is only allowed with prior written permission. Speak to your Tenancy Support Staff for information on the painting policy or to complete a request.
- Wallpaper and wall decals are not permitted.
- Small nails or picture hooks are best for hanging pictures as most adhesives damage the walls.
- To secure area rugs, please use double sided tape. Use of nails, staples or glue is not permitted.
- Drilling into ceilings and floors is prohibited.

APPLIANCES

- Self-contained apartments include a refrigerator and stove. The appliances in your unit must be cleaned regularly and tenants are responsible for the cost of repairs if they are damaged intentionally.
- Additional appliances such as electric fire places, dishwashers, extra fridges or freezers, bidets or bidet attachments, and laundry washers and dryers are not permitted in your unit. The drain and electrical systems in our buildings are not designed to accommodate the demands of these machines.
- Exceptions may be made for tenants living in single family homes. Please speak to your Tenancy Support Staff if you would like to bring in your own appliances.
- All appliances that were in your unit when you moved in must remain in the unit when you move out.
- If you live in a building with a shared kitchen, there are appliances in the kitchen for your use.
- If you are approved for a transfer within your building, the appliances from your old unit will be moved to the new unit.

BALCONIES & PATIOS

- Carpets are not allowed on balconies or patios as they can damage the concrete when wet.
- Do not use balconies or patios for storage.
- Barbecues (propane & electric) are not permitted on balconies or patios as they are a fire hazard and may disturb neighbours.
- Children and pets must be supervised whenever they are on a balcony or patio.
- Hanging anything off a balcony including a flower box, for example, is not permitted.

CARE OF YOUR UNIT & BUILDING

APPLIANCES

Appliances need regular cleaning. Mild soapy water can be used to clean the inside of the refrigerator, stovetop and microwave. A paste made of baking soda and water is good for removing grease and dirt. Liquid or paste cleansers are preferable in kitchens and bathrooms because rough cleansers such as Old Dutch, Ajax or Comet damage surfaces and make it harder to keep clean.



PLUMBING

You must not pour grease, frying oil, cat litter, baby wipes, cosmetic wipes, diapers or any objects down the sink or flush down the toilet. Metal cans can be used for storing grease. Hair, stray food and coffee grounds can also harm a drain system.

To keep drains in good working order, clean once a month by pouring one cup of salt, followed by one cup of baking soda, one cup of vinegar and eight cups of water down the drain.

HOUSEHOLD GARBAGE & RECYCLING

YWCA Toronto is committed to providing a clean environment and participating in recycling programs in our buildings. We ask that you do your part by separating garbage and recycling and clearing both from your unit frequently. Please do not leave garbage, recycling or compost bags in the hallways of multi-unit buildings. Be careful that liquids do not drip on the floor when taking out garbage and clean up any mess that may occur. These efforts will prevent attracting mice or cockroaches.

While children are allowed to take out the garbage, adults in the household are responsible to ensure garbage is properly and safely disposed of. For single-family homes, schedules for curbside garbage and recycling pickup can be found at <https://www.toronto.ca/services-payments/recycling-organics-garbage/houses/collection-schedule/>. Please speak to your Tenancy Support Worker if you have any questions or concerns.

LAWNCARE IN SINGLE FAMILY HOMES

Tenants living in single family homes (not living in multi-unit buildings) are responsible for lawn and garden care for their home, in accordance with the municipal standards found here <https://www.toronto.ca/city-government/public-notices-bylaws/bylaw-enforcement/turfgrass-prohibited-plants/>

SNOW REMOVAL IN SINGLE FAMILY HOMES

Tenants living in single-family homes (not living in multi-unit buildings) are responsible for snow removal for their property.

PEST CONTROL

YWCA Toronto does its best to ensure that the building is free of pests. We have a monthly contract with a pest control company for common areas. Pests include mice, bed bugs, cockroaches, and other insects and rodents.

If you suspect or see signs of any pests, report to Property Services immediately by filling out a *Work Order form*.

YWCA Toronto is not responsible for the cost of laundering, dry cleaning, furniture replacement or other costs associated with pest infestation.

You are required to cooperate on pest control measures in your unit. If you are unable to prep your unit for pest treatments due to disability or health issues, please speak to Tenancy Support Staff.

You are not permitted to bring in your own pest control company for treatment without prior written consent from YWCA Toronto.



See more about pest control tips and other preventative measures under the Property Services section.

ENERGY SAVING IDEAS

Everyone has a role to play in saving energy. Here are some easy ways that you can make a difference:

- Turn the lights off when you leave a room;
- During daylight hours, only use lights that you need;
- Turn off the thermostat if you open the windows during the heating/cooling season to avoid damage to the HVAC unit;
- Avoid leaving your water running unnecessarily;
- Fill the kettle with just the amount of water you need;
- Unplug electronic devices and chargers when not in use; and
- Fill out a *Work Order form* when you have a leaky tap or toilet.

INTERNAL TRANSFERS

TENANT TRANSFERS DUE TO CHANGE IN HOUSEHOLD COMPOSITION

There are times when a tenant's household composition may change. For example, an older child leaving home or a child being born. Tenants must report any changes to their household in writing within 30 days of the change. Not reporting changes could result in loss of subsidy.

In the case of a tenant needing a larger unit due to an addition to the household, speak to your Tenancy Support Staff.

If a tenant lives in rent-geared-to-income housing and is considered over-housed (ex. one person living in a two-bedroom unit) there are specific rules set by the City that YWCA Toronto must adhere to.

Over-housed

- Over-housed means someone in the household leaves the unit and the household now has more bedrooms than the occupancy standards allow as outlined in the RGI Administration Manual. An over-housed household will be placed on the Centralized and Internal wait list for a unit with fewer bedrooms.
- After being over-housed for more than 12 months, if a tenant refuses a housing offer they will lose RGI eligibility.



TENANT TRANSFERS FOR MEDICAL REASONS

YWCA Toronto has limited housing stock and low vacancy rates. As a result, wait times for a transfer can be substantial. We encourage tenants to explore other housing options to increase their chances of finding suitable housing to meet their immediate needs.

Transfer requests will only be considered for medical reasons and in the following situations:

1. When the current unit a tenant occupies is no longer acceptable for medical reasons.
2. When there is a medical need for an additional bedroom.

Tenants applying for a transfer must be in good standing for one full year prior to the request. Before submitting a request, tenants must have worked with their Tenancy Support Staff in an effort to address and possibly resolve the issues related to the transfer request.

Please note that not all transfer requests are approved. If a request is denied and a tenant requests a review of the decision, YWCA Toronto's Director of Permanent Housing, will conduct a review.

If a request is approved, the eligible household will be placed on the wait list chronologically from the date of the request and adhering to funder requirements.



Please contact your Tenancy Support Staff for further information.

NOTES

PROPERTY SERVICES

MAINTENANCE & REPAIRS – EMERGENCY REPAIRS

A maintenance emergency may include but is not limited to:

- a flood or major leak that cannot be contained with a pail;
- a fire;
- elevator or smoke detector malfunctions;
- loss of heat or electricity; and/or
- a power outage in the building;



For Maintenance Emergencies (outside of operating hours), please contact:
YWCA Toronto Emergency Number – 416.515.2200 ext 222



PHOTO // Julie Molliver on Unsplash

In the event of a maintenance emergency, staff are permitted to enter your unit without providing a 24-hour Notice of Entry. When reporting an issue, please provide your name, address, telephone number, and unit number so that staff may follow up with you for additional information as needed.

If the electricity goes out, please first check whether the outage is limited to your unit or affects the entire building. If the whole building is affected, please call the emergency number above. You may also check for neighbourhood-wide outages online at torontohydro.com or by calling 416-542-8000.

If work is needed to address your emergency, the maintenance staff will communicate with you on the status of the work. If a return visit is required, a 24-hour Notice of Entry will be provided.

ROUTINE MAINTENANCE

Routine maintenance repairs include fixing a leaking faucet, plugged toilets, broken locks, common area lighting and common door malfunctions. It is important that problems be reported as soon as you notice them. If you have a routine maintenance request, please fill out a *Work Order form* or call our Facility Administrator at 416-515-2200 ext. 221.

WORK ORDER FORMS

A routine maintenance work order system is in place to make sure that requests are completed in priority order.

See Appendix 8 – Tenant Work Order Form

(Sample - speak to the Tenancy Support Staff to obtain the actual form)



Work orders support the scheduling and prioritizing of work. Staff and contractors cannot respond to additional informal requests for maintenance.

WORK ORDER PROCEDURES

This program uses an online work order system, you will receive a link to set up your account. If you were not provided with a link, or need another way to submit work orders, please speak with your Tenancy Support Staff. In multi-unit buildings, Work Order paper forms are located near the mailboxes, as well as in the vestibule at 27 Madison during office hours. Paper forms can be dropped off to the mailbox at 27 Madison. If you require assistance filling out the form, your Tenancy Support Staff will be happy to assist you.

Unless the situation is an emergency, Property Services will provide 24 hours written notice before entering your unit to complete the requested repair.

All non-emergency repairs are carried out between 9a.m. and 4p.m., Monday through Friday (excluding statutory holidays).

Most work order repairs are completed within five business days. However, delays may occur in situations where a special part must be ordered to complete the work, there is a high volume of work order requests, or if significant renovations are required (ex. complete floor or bathroom replacement).

If you are not home at the time of the repair, Property Services will communicate with you regarding the status of the work.

WHAT TO EXPECT FROM PROPERTY SERVICES STAFF

- A uniformed maintenance staff person with a YWCA Toronto picture ID.
- Maintenance staff will come on site to address assigned work orders only. If additional work is required, please submit the request to ensure staff arrive with appropriate tools.
- We would prefer that tenants are at home for urgent repairs.
- No cash or rent payments can be collected by Property Services staff.

When staff have been in your unit to complete repairs, they will always communicate with you on the status of the repairs.

FOLLOW-UP WITH WORK ORDERS

If your maintenance request has not been completed in a way that meets the guidelines outlined above, please contact the *Property Services Facilities Administrator* at **416.515.2200 ext 221**.

WORK ORDER REFUSAL

If proper notice has been provided and a contractor arrives to complete the work but is denied entry, you may be charged for the service call. In such cases, the work will not be rescheduled until you submit a new *Work Order form*.

WORK ORDER REQUEST COSTS

If the work requested is not considered routine maintenance because the unit, appliances or equipment have been damaged due to negligence, misuse or intentional actions by the tenant or their guest, the tenant may be held responsible for the cost of the repair(s). In such cases, an invoice from YWCA Toronto will be issued to the tenant, and the charges will be added to their account. It is the tenant's responsibility to arrange a method of payment.

NOTICE OF ENTRY

Unless there is an emergency, you will be provided with a minimum of 24 hours written notice before maintenance staff will enter your unit to complete repairs.

Maintenance staff are only permitted to enter your unit without providing 24 hours written notice in the case of an emergency such as a flood, major leak, fire, loss of heat, loss of electricity or a power outage in the building.

All non-emergency repairs will be completed between 9a.m.–4p.m. Monday through Friday (excluding statutory holidays).

YWCA Toronto is not required to give notice to enter the common areas of multi-unit buildings.



PHOTO // Julie Molliver on Unsplash

ANNUAL INSPECTIONS

YWCA Toronto inspects all units at least once a year.

You will be given a minimum of 24 hours written notice before the inspection takes place and will be required to provide access during the scheduled inspection time.

DAMAGES

You are legally responsible for any damage caused by you, your children, pets or guests beyond normal wear and tear both in your unit and in common areas.

BED BUGS

Bed bug infestations can occur in any unit. These are small biting insects that multiply quickly and spread easily.

It is crucial that tenants fill out a Work Order form immediately if they suspect the presence of bed bugs in their unit. Property Services will then assess the situation and determine the appropriate treatment.

For treatment to be successful units must be prepared in accordance with the guidelines outlined in the handout, *Room Preparation for Bed Bugs and Cleaning and Laundry Checklist for Bed Bugs*. These materials will be provided to the tenant by Tenancy Support Staff or Property Services when treatment is required.

See Appendix 9 – Room Preparation for Bed Bugs

(Sample - speak to the Tenancy Support Staff to obtain the actual form)

Without adequate preparation of your unit, the pest control measures will not be successful. It is the responsibility of Property Services to schedule and pay for the pest control treatment. Tenants, however, are solely responsible for preparing their unit according to the *Room Preparation for Bed Bugs* guidelines.

Bed Bug Tips:

- Always carefully inspect any items you bring into your home and make sure they are properly washed or laundered. Be especially careful with secondhand beds, bedding or furniture.
- Items collected from the curbside frequently have bed bugs, this is often the reason they are being discarded.
- Submit a *Work Order form* immediately if you suspect there are bed bugs in your unit.

COCKROACHES & OTHER PEST PREVENTION

Eliminating cockroaches in a unit requires a combined effort on the part of YWCA Toronto, tenants and pest control professionals.

Cockroaches thrive in conditions of clutter, especially where unpackaged food is left on surfaces, floors, in cupboards and garbage cans.

Tips to Reduce Cockroaches and Other Pests (such as Mice):

- Eliminate all food sources for roaches as they are attracted to carbohydrates and sugars found in food;
- Store food in glass or plastic containers, with lids that fit tightly;
- Wipe down all of the surfaces in your kitchen after preparing or eating food; crumbs, spills, and stains will attract roaches;
- Take out your trash frequently, and sweep and mop your floors daily to remove crumbs and food particles;
- Warehouses, storage facilities, trucks and railroad cars may be infested which means that roaches can enter homes by stowing away on new furniture or in cardboard boxes stored or shipped from these places;
- Report any pest issue to Property Services immediately by submitting a *Work Order form*.

NOTES

WHEN ISSUES ARISE

YWCA Toronto believes people have the right to housing. We also believe that tenants have the right to live free from harassment and discrimination.

The Human Rights Code states that landlords, their employees, tenants and guests are prohibited from harassing tenants or staff of a building. This is the law.

Harassment may be based on (but is not limited to) race, ancestry, place of origin, ethnic origin, colour, creed, citizenship, religious beliefs, political beliefs, sex, gender identity or expression, sexual orientation, age, marital status, family status, physical and mental abilities or receipt of public assistance.



RESOLVING CONFLICT WITH NEIGHBOURS

Although conflict is a natural part of life, many people find it uncomfortable. If you are experiencing a conflict with a neighbour, the first step is to speak directly with the person involved. If you need support before speaking with the tenant, the Tenancy Support Staff can help you prepare for the interaction. If issues cannot be resolved through direct communication, continue working with your Tenancy Support Staff and they will assist both parties in finding a resolution. It is expected that those involved in the conflict will assume an active role in the resolution process.

GUIDELINES FOR PEACEFUL CONFLICT RESOLUTION

- Respect the person's right to disagree with you;
- Identify and understand the major issues involved;
- Express the issues respectfully;
- Consider different points of view;
- Imagine several possible alternative solutions; and
- Choose a resolution and resolve the conflict.

PROCEDURE FOR RESOLVING CONFLICTS WITH NEIGHBOURS

Step One

- a) Begin by attempting to speak directly with the tenant you are having an issue with. If you need support or tips on conflict resolution before having this conversation, Tenancy Support Staff can help you prepare.
- b) If the issue continues or is not resolved, complete a *Tenant Action form* and submit it to Tenancy Support Staff. Clearly explain what the issue is, how you have tried to resolve it, and include relevant details such as dates and times. A follow-up meeting will be scheduled and you will receive a written response.

Note: The role of the Tenancy Support Staff is not to solve the problems for you but to support and work with you to address your concerns.

- c) If mediation is a possibility, Tenancy Support Staff will work with both parties to help resolve the issue.

Step Two

- a) If you have spoken to the Tenancy Support Staff and believe that their complaint has not been addressed in a satisfactory way, you may forward the complaint to the Manager, Tenancy Support Program. A meeting will be arranged to discuss the issues.

Note: The Manager may choose to bring together you and the Tenancy Support Staff to address the concerns and explore ways to improve communication and resolution.

Step Three

- a) If the steps above are followed and you are still not satisfied with how the complaint has been addressed, you may escalate the issue to the Director of Permanent Housing, who will schedule a meeting to review the matter.

Note: The Director may request that the Manager, Tenancy Support Program be present at the meeting to better understand the issues from all perspectives.

After the three steps have been completed, the Director will provide a written response to the tenant summarizing the meeting and the outcome.

See Appendix 10 – Tenant Action Form - Information Sheet

See Appendix 10a – Tenant Action Form

(Sample - speak to the Tenancy Support Staff to obtain the actual form)

RESOLVING OTHER TYPES OF COMPLAINTS & CONFLICTS

This policy establishes guidelines to ensure that complaints from tenants in YWCA Toronto programs will be handled in a fair and timely manner. This policy also ensures that tenants will be aware of their rights and the steps they can follow to make a complaint.

POLICY

- YWCA Toronto believes that a fair and accessible tenant complaint process provides an opportunity to improve our services and protect the rights of tenants and staff.
- YWCA Toronto may not be able to resolve or address the complaint to a tenant's satisfaction; however, all tenants have the right to know what has been done and receive a response to their complaints.
- YWCA Toronto supports the right of tenants to access a fair and open process to dispute decisions that affect them.
- YWCA Toronto will respond to complaints in a timely manner with respect for the issues and concerns raised by tenants.
- YWCA Toronto will document, evaluate and analyze all complaints to help improve services.

We recognize that tenants are bringing forward complaints under conditions where they have limited authority to make decisions related to services, therefore, tenants should be assured their services will not be in jeopardy because they have filed a complaint.

We also recognize that YWCA Toronto staff may have to carry out actions that a tenant does not agree with. This process is designed to review these decisions and ensure the decisions have been well-considered.

YWCA Toronto is guided by a variety of legislative obligations (ex. Residential Tenancies Act, Child Protection requirements, Human Rights Code, Accessibility for Ontarians with Disabilities Act). Where legislative requirements apply, they will supersede this policy.

NOTES

DEFINITIONS

Complaints

Expressions of dissatisfaction about the services or the tenants' experience at YWCA Toronto.

The subject matter of complaints may be:

- The services or programs we provide;
- The way we operate our services and programs;
- Our policies and procedures;
- Our rules and expectations;
- The way staff works with tenants; and/or,
- Problems a tenant may be having with another tenant that have not been resolved to the complainant's satisfaction.



Please note that requests for rent reviews by tenants follow a different Internal Review procedure. Speak to your Tenancy Support Staff for details.

Informal Complaint

This is a complaint that is made verbally and is resolved directly with the department, staff or tenants. The complaint does not go on record and will not be reviewed by more senior staff.

Formal Complaint

This is a request that is put in writing and followed up with the procedures outlined below. A record of these complaints is kept and will be forwarded on a monthly basis to the Director responsible.

HOW TO MAKE A COMPLAINT



PHOTO // Ian Dooley on Unsplash

Complaints About Staff or the Association

If the tenant has a concern about a worker or program policy and has been unable to resolve it by speaking with the worker or team concerned, they should speak to the manager. The manager will hear their complaint and may suggest a course of action or may mediate a meeting with the tenant and staff involved.

If the tenant is satisfied with the resolution or action, no further action is required.

If a tenant feels concerned for their safety, they may issue a formal complaint.

Note: The worker or manager may decide to take action to maintain the safety of the tenant or address a serious issue even without a formal complaint.

If a staff or manager feels an issue poses a serious health or safety risk to staff or tenants, then they should ask the tenant to put the complaint in writing and the complaint may be dealt with through the formal complaint process.

FORMAL COMPLAINTS

Step 1

If an issue cannot be resolved by speaking with the person directly or through the informal complaints process, then the tenant will put the complaint in writing using the form provided by the program or by preparing a letter if no printed/hard copy form is available. If the tenant needs assistance completing the form, a staff person will provide this support.

Step 2

The Manager of the program will meet with the tenant and discuss their concerns. The manager may investigate the complaint further if required. If the complaint is about the manager, the tenant should go to Step 6.

Step 3

The Manager will inform the tenant of the outcome through a meeting or providing a response in writing.

Step 4

The action and steps taken will be documented and attached to the original complaint.

Step 5

Complaints will be kept in a complaints file and submitted to the Director of Permanent Housing on a monthly basis.

Step 6

If the tenant is not satisfied with the outcome, they may request that the complaint be reviewed by Director of Permanent Housing. The manager will forward the written complaint and follow up report to the Director immediately.

Step 7

The Director will meet with the tenant and follow the same process outlined in Steps 2 – 4.

Step 8

If the participant is not satisfied with the result, the complaint will be directed to the Chief Executive Officer.



Step 9

If the Chief Executive Officer is not able to resolve the complaint to the tenant's satisfaction, then they may provide the contact information for the funder.

Step 10

Where funder requirements specify, funder contact information will be posted or available to tenants.

COMPLETION OF THE PROCESS

Once a complaint has been received and responded to by the Director or Chief Executive Officer, the matter is considered closed. Tenants are entitled to take their complaints to the funder or other sources, but this action is beyond the scope of this policy.

NOTES

EVICTION PREVENTION

YWCA Toronto is committed to engaging in an eviction prevention approach to help tenants maintain their housing. YWCA Toronto aims to provide safe, affordable, well-maintained housing.

YWCA Toronto is committed to helping tenants understand their rights and responsibilities as a tenant to support stable housing. If issues do arise, YWCA Toronto will work with tenants to resolve concerns and help prevent eviction whenever possible.



PHOTO // Huy Phan on Unsplash

SOME REASONS A TENANT COULD FACE EVICTION

- Non-payment of rent;
- Persistent late payment of rent (due on or before the 1st day of each month);
- Causing damage to the unit or building beyond normal wear and tear;
- An illegal act or illegal business on the premises (ex. selling and/or trafficking of illicit substances, violence, etc.);
- A tenant or their guest interfering with the reasonable enjoyment of the premises of another tenant, the community or the landlord, (ex. not working with the landlord on issues of excessive noise, clutter or pest control treatment); and/or,
- A tenant or guest seriously impairing the safety of another tenant, the community or the landlord, (ex. violent acts).

RECEIVING A NOTICE OF TERMINATION

You may receive a Notice of Termination if there are concerns with your tenancy, such as those listed above. A Notice of Termination is a legal notice that may lead to a hearing at the Landlord and Tenant Board and could result in eviction. Please open and read all mail that you receive from YWCA Toronto carefully. If you receive a Notice of Termination, review it carefully, it will explain why it was issued and include detailed information about what steps you can take next.

It is important to know that you do not need to move out of your rental unit by the termination date appearing on the Notice of Termination. You have the right to challenge the notice if you disagree with the issues that have been raised. In many cases there will be an opportunity to work with YWCA Toronto to resolve these issues and maintain your housing.

If you do receive a Notice of Termination, please speak with the Tenancy Support Staff at your site or Eviction Prevention staff as soon as possible. You may also wish to contact a local legal clinic for advice and support.

HEARING AT THE LANDLORD & TENANT BOARD

If the issue(s) identified in the Notice of Termination is not resolved or if it involves a serious breach in your tenancy agreement, YWCA Toronto may file an application with the Landlord and Tenant Board for hearing. This may happen if you remain in your unit past the termination date listed in the notice and no resolution has been reached.

If this happens, you will receive a Notice of Hearing from the Landlord and Tenant Board and a copy of the application that YWCA Toronto has filed. Again, it is important to speak with the Tenancy Support Staff at your site or Eviction Prevention staff right away to understand your options. We encourage you to seek legal advice and representation through a local legal clinic.

It is very important that you attend your scheduled hearing at the Landlord and Tenant Board.

If you do not attend, the hearing will proceed without you and the Landlord and Tenant Board may make a decision without hearing your side, and you could lose a chance to work with YWCA Toronto to find a solution and stay in your home.

Free legal help is often available. The Landlord and Tenant Board provides free Duty counsel for tenants. In many cases, YWCA Toronto has been able to reach an agreement through mediation to help tenants maintain their housing.

NOTES

MOVING OUT

NOTICE TO MOVE OUT

If you decide to move out, under the Residential Tenancies Act (RTA) you are required to provide YWCA Toronto with written notice of move-out. A tenancy always ends on the last day of the month.

An N9 form (Tenant's Notice to End the Tenancy) must be completed and submitted with 60 Days' Notice (two full months).



PROVISIONS FOR SHORT NOTICE

Under Section 47.3(1) of the Residential Tenancies Act (RTA), you may be eligible to give 28 days written notice (instead of 60 days) to end your tenancy if the safety of you or a child living with you is at risk. In order to use this option, tenant will need to provide their landlord a copy of a restraining order, access order or peace bond issued within the last 90 days, and a signed statement declaring that you or a child in your household has experienced domestic or sexual violence. We recognize that this can be incredibly difficult to navigate. Please know that we are here to support you – we encourage you to speak with the Tenancy Support Staff at your site to support you through this process.

See Appendix 11 –
N9 Form (Tenant's Notice to End the Tenancy)
(Sample - speak to the Tenancy Support Staff to obtain the actual form)

EXIT SURVEY

When you move out, YWCA Toronto would like to hear about your experience living in your building. You hold valuable information that can support our ongoing work to provide housing. You will receive an exit survey in the mail and we kindly ask that you complete it at your earliest

convenience. If you prefer, you can share your feedback directly with our Housing Intake Staff or Tenancy Support Staff.

See Appendix 12 – Exit Survey

(Sample - speak to the Tenancy Support Staff to obtain the actual form)

CANCELLING A MOVE-OUT

Once you give notice that you are moving out, a process starts immediately to schedule a unit inspection and find a new tenant for the space. If you decide you want to stay, you must submit a written request to cancel your move-out notice and receive approval from YWCA Toronto. If your request to stay is not approved, you must move out by the original date you gave in your move-out notice.

UNIT INSPECTION

Within two weeks of receiving a move-out notice, your unit will be inspected by Property Services. You will be given a minimum of 24 hours written Notice of Entry.

CONDITION OF UNIT AT MOVE-OUT

You are required to remove all your belongings and leave your unit clean and in good condition when you move out. You must also leave all furniture (if applicable) and appliances that were provided at time of move-in. If there are damages beyond normal wear and tear that have been intentionally caused, tenants will be responsible for the cost of repairs. There is a Move-Out Checklist in the Appendices to help prepare for a move-out.

***See Appendix 13 – Move-Out Checklist for Self-Contained Apartments
and/or Appendix 14 – Move-Out Checklist for Shared Accommodation***

ARREARS

A rent arrear is rent that is overdue or unpaid. It is important to know that rent arrears can affect eligibility for applicants to YWCA Toronto permanent housing and can also affect future applications for housing outside of YWCA Toronto.

Prior to Becoming a Tenant in YWCA Toronto Permanent Housing

The City of Toronto requires YWCA Toronto to participate in the Province-Wide Arrears Database (PWAD) for RGI tenants. PWAD stores information on rent arrears owed to social housing providers by former tenant households. At move-in, we are required to check PWAD for arrears to establish eligibility.

After Becoming a Tenant in YWCA Toronto Permanent Housing

If you cannot pay your rent on time, please speak to the Tenancy Coordinator before you miss a payment. At move-out, we are required to report to PWAD for all RGI tenants if a tenant is leaving with arrears.



LANDLORD REFERENCES

If a potential landlord needs a reference from YWCA Toronto, a tenant must provide written consent to disclose information. YWCA Toronto will not release any information without consent.

NOTES

YWCA TORONTO TENANT HANDBOOK



PHOTO // Samatha Gades on Unsplash

APPENDIX

Please note that the forms in this appendix are samples so tenants should check with Tenancy Support Staff for the most up-to-date forms.



www.ywcatoronto.org/housing

Appendix 1

(Sample - speak to your Housing Support Staff/Tenancy Coordinator to obtain the actual form)



Tribunals Ontario

Landlord and Tenant Board

Brochure: Information for New Tenants

(Disponible en français)

Landlords must provide this information to new tenants on or before the date the tenancy begins.

The Law

Most residential tenancies are covered by the *Residential Tenancies Act (RTA)*. This law:

- gives landlords and tenants specific rights and responsibilities,
- provides rules for increasing the rent and for evicting a tenant, and
- creates the Landlord and Tenant Board (LTB).

Exemptions

Some rental units are not covered under the *RTA*. For example, the *RTA* does not apply:

- if the tenant must share a kitchen or bathroom with the owner, or the owner's family members
- if the unit is used on a seasonal or temporary basis.

The role of the Landlord and Tenant Board is to:

- inform landlords and tenants about their rights and responsibilities under the *RTA*, and
- resolve disputes between landlords and tenants through **mediation** or **adjudication**, or by providing information.

Tenant Rights and Responsibilities

You have the right to:

- **security of tenancy** - You can continue to live in your rental unit until you give your landlord proper notice that you intend to move out, you and your landlord agree that you can move, or your landlord gives you a notice to end your tenancy for a reason allowed by the *RTA*.

Important: If your landlord gives you a notice to end your tenancy, you do not have to move out. Your landlord must apply to the *LTB* to get an order to evict you and you will have the right to go to a hearing and explain why your tenancy should not end.

- **privacy** - Your landlord can only enter your rental unit for the reasons allowed by the *RTA*. In most cases, before entering your unit, your landlord must give you 24 hours written notice. There are some exceptions, however, such as in the case of an emergency or if you agree to allow the landlord to enter.

You are responsible for:

- **paying your rent** on time.
- **keeping your unit clean**, up to the standard that most people would consider ordinary or normal cleanliness.

- **repairing any damage** to the rental property caused by you or your guests - whether on purpose or by not being careful enough.

You are not allowed to:

- **change the locking system** on a door that gives entry to your rental unit unless you get your landlord's permission.

Landlord Rights and Responsibilities

Your landlord has the right to:

- **collect a rent deposit** - It cannot be more than one month's rent, or if rent is paid weekly, one week's rent. This deposit must be used as the rent payment for the last month or week of your tenancy. It cannot be used for any other reason, such as to pay for damages. A landlord must pay interest on the deposit every year.
- **increase the rent** - There are some rules that limit how often your landlord can increase the rent. In most cases, a landlord can increase the rent only once a year by the guideline that is set by the Ontario Government. If the rental unit was not occupied for residential purposes on or before November 15, 2018, it may be exempt from the rent increase guideline. In this case, the landlord can only increase the rent once a year, but there is no limit on the size of the rent increase. For more information, read about [residential rent increases](#). A landlord must give a tenant at least 30 days' notice in writing of any rent increase and this notice must be on the proper form.

Exceptions: Non-profit and public housing units, residences at schools, colleges and universities, and certain other accommodation are not covered by all the rent rules.

Your landlord is responsible for:

- **keeping the rental property in a good state of repair** and obeying health, safety and maintenance standards.
- **providing you with a copy of your written tenancy agreement** within 21 days after the day you signed it and gave it to your landlord. For most tenancy agreements first entered into on or after April 30, 2018, the landlord must use the standard lease form entitled *Residential Tenancy Agreement (Standard Form of Lease)*.

Your landlord is not allowed to:

- **shut off or deliberately interfere with the supply of a vital service** (heat, electricity, fuel, gas, or hot or cold water), care service or food that your landlord must provide under your tenancy agreement. However, your landlord is allowed to shut-off services temporarily if this is necessary to make repairs.
- **take your personal property** if you don't pay your rent and you are still living in your rental unit.
- **lock you out of your rental unit** unless your landlord has an eviction order from the LTB and the Sheriff comes to your rental unit to enforce it.
- **insist that you pay your rent by post-dated cheque or automatic debit**. These ways of paying your rent can be suggested, but you cannot be refused a rental unit or evicted for refusing to give them.

Contact the Landlord and Tenant Board

Call us:

Toll free: [1-888-332-3234](tel:1-888-332-3234)

Toronto area: [416-645-8080](tel:416-645-8080)

TTY: Bell Relay Service at [1-800-268-9242](tel:1-800-268-9242)

PRIVACY STATEMENT TO YWCA TORONTO PARTICIPANTS

YWCA Toronto respects your privacy and adheres to all legislative requirements to protect your privacy. We record only personal information that is relevant to the program or service you attend. You will be informed of the use and disclosure of your information, and can access it upon request.

Please speak to a program worker or Manager to see a detailed policy or if you have any questions.

You may also contact YWCA Toronto's Privacy Officer at privacy@ywcatoronto.org or 416-961-8101 ext. 301.

We will only disclose your information with your written authorization, except in the following circumstances:

SUSPECTED CHILD ABUSE



1

We have a legal obligation to report information regarding suspected child abuse to a children's welfare organization.

LEGAL REQUIREMENTS



2

Participant information must be released to public officials who serve a proper warrant, or court order.

SAFETY



3

Information may be revealed where it is reasonably necessary to do so to protect you or others from serious physical harm or to protect YWCA Toronto from operational or financial risks.

Limited Range of Information:

A limited amount of information may be shared in the following circumstances:

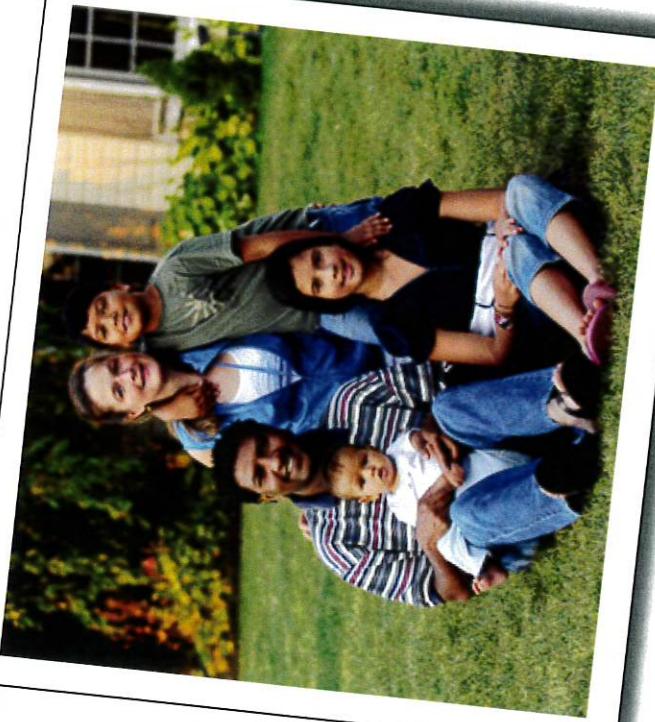
1. A funder requires statistical information

In general, your demographic information is grouped with others and identifying details are removed to prevent any links to you. If a funder requires statistical information about you specifically, we will notify you of any information required and you may decide not to participate in our service if you do not wish for your information to be disclosed.

2. Within YWCA Toronto staff teams

There may be discussion of relevant personal information related to service delivery among program staff of YWCA Toronto in any program(s) you participate in, for consultation, guidance or assistance.

Appendix 3



Apply for the HSC Tenant Insurance Program today by visiting <https://tenant.hscorp.ca> or calling a licensed insurance broker from Marsh's Private Client Services at 1 866 940 5111.



Insurance brokered by
Marsh Canada Limited

WORLDWIDE
INSURANCE



Marsh

Insurance underwritten by
XN

Protect yourself with the HSC Tenant Insurance Program

*Low-cost insurance that covers your personal property,
living expenses, and the cost of claims against you
in the event of a disaster. Starting at less than \$21 a month.*

The HSC Tenant Insurance Program is offered to residents of social housing in cooperation with Marsh Canada Limited and XN.

Your Program coverage will be placed with a program administered by Marsh Canada Limited. Marsh Canada has engaged in a competitive marketing process to offer a competitive product. We have negotiated this Program on a group basis with the insurer but we have not acted as a broker for any individual participant. This Program may be for a term of several years and may not be negotiated annually. Information in this brochure represents a synopsis of coverage and is provided as a reference only. The actual policy, including endorsements determines coverage. It contains exclusions, limitations and other provisions not referenced (or only briefly summarized) here and the policy should be consulted for full coverage terms, conditions and requirements. Deductibles may apply. For exact terms, definitions, limitations, and exclusions, please speak with your licensed Marsh Canada Limited insurance broker, or refer to the policy wording.

This document is not intended to be taken as advice regarding any individual situation and should not be relied upon as such. The information contained herein is based on sources we believe reliable, but we make no representation or warranty as to its accuracy. Marsh shall have no obligation to update this publication and shall have no liability to you or any other party arising out of this publication or any matter contained herein. Marsh makes no representation or warranty concerning the application of policy wordings or the financial condition or solvency of insurers or re-insurers. Marsh makes no assurances regarding the availability, cost, or terms of insurance coverage.

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Why do I need tenant insurance?

Your landlord's insurance only covers damage to the building or property owned by them. It does not cover loss or damage to your property. The HSC Tenant Insurance Program provides:

- Coverage for your personal property if it is damaged, due to an insured peril, listed under the policy.



How do I get tenant insurance?

It's easy. You can sign up either online or by phone.

1. Visit <https://tenant.hscorp.ca> or call 1 866 940 5111 (Marsh's Private Client Services).
2. Supply all of the information required (see "Things You'll Need to Have Ready" below).
3. Payment:
 - Annual credit card payment: You pay the full amount in one payment and your certificate of insurance is available immediately.
 - Monthly bank account payments: Payments are automatically deducted from your bank account over the course of the year. Your certificate of insurance is sent to you when the downpayment is received.



Coverage At Affordable Rates

Insurance is available in one-year terms. You can pay in full when you first sign-up or pay an initial down payment and then 10 monthly installments. For the Option 1 installment plan, it would be \$41.91 initially then \$20.95 for 10 months. For the Option 2 installment plan, it would be \$54.57 initially then \$27.29 for 10 months.

	Option 1	Option 2
Contents Coverage Limit*	\$10,000	\$20,000
Additional Living Expenses Limit	\$2,000	\$4,000
Liability Coverage	\$500,000	\$1,000,000
Deductible on property losses	\$500	\$500
Total cost for 12 months (tax included)	\$251.45	\$327.43

For full policy wording, details, and fees, please visit <https://tenant.hscorp.ca>.

*Contents coverage is paid on an Actual Cash Value basis. Actual Cash Value is calculated using the replacement cost of insured contents less depreciation for condition, resale value, and normal life expectancy.

Apply for the HSC Tenant Insurance Program today by visiting <https://tenant.hscorp.ca> or calling a licensed insurance broker from Marsh's Private Client Services at 1 866 940 5111.

Appendix 4

(Sample - speak to your Housing Support Staff/Tenancy Coordinator to obtain the actual form)



NATIONAL ADVOCACY
COMMUNITY ACTION.



Tenant Parking Request & Vehicle Registration

For a tenant to be eligible to rent a parking spot on YWCA property, the vehicle must be roadworthy. Tenants are required to provide proof that the vehicle is registered and has up to date insurance. A valid driver's license with a current address must also be provided. **All documents must be in the tenant's name.** Please read and keep the attached *YWCA Toronto Parking Policy*.

If the parking request is approved, the tenant must sign a *Parking Lease Addendum*. To maintain a YWCA parking permit and parking spot, the monthly rental fee must be paid up to date.

Please complete the following section for our records:

Tenant Name			
Address		Phone Number	
Vehicle Make		Vehicle Year	
Vehicle Model		Vehicle Color	
Name of registered owner		Driver's License #	
License plate #			

SAMPLE

I have attached copies of the following documents:

- Vehicle registration
- Tenant's driver's license
- Current Car Insurance Certificate
- Car Ownership Certificate

Tenant Signature

Date

FOR OFFICE USE ONLY			
Parking Spot # Allocated:		Parking Permit #	
		Permanent	
		Temporary	

(Sample - speak to your Housing Support Staff/Tenancy Coordinator to obtain the actual form)

YWCA Toronto Parking Policy

The only vehicles permitted to park on YWCA property must be properly licensed, registered and insured under the tenant's name. The vehicle must be a roadworthy passenger vehicle or light van.

In order to park on the premises tenants must:

- Tenants must be in good standing (no arrears on file for the previous 3 months)
- complete the *Parking Request & Vehicle Registration* form and provide all required documents to YWCA Toronto;
- be notified in writing that their request is complete and has been accepted;
- sign the *Parking Lease Addendum*;
- receive a windshield decal and place it on the windshield;
- park in the designated spot;
- pay the monthly parking fee; and
- carry and maintain appropriate liability, theft and fire insurance coverages as determined by YWCA Toronto in its sole discretion;
- When an occupant of a unit requests a parking spot, the documentation required of the vehicle must be in the name of the occupant. The tenant of the unit is required to sign all documents and is responsible for the monthly payments of the parking spot

The Landlord:

- is not responsible for any loss or damage to the vehicle including its contents, nor any damage that occurs to the vehicle while parked in the space provided; and
- may remove a vehicle or have it tagged or towed at the tenant's expense if proper permission has not been received to park on YWCA Toronto property.

The Tenant:

- may not perform any repairs including oil changes on vehicles in or near the parking space, or on YWCA Toronto property;
- must keep the space and surrounding YWCA Toronto property free of debris, car parts, tires, oil cans etc. at all times;
- may not bring onto or leave at any place any explosive or highly inflammable substances other than the normal fuel in the fuel tank of any such parked vehicle;
- must use the parking space solely for parking, and not use any other part of YWCA Toronto's property for parking without YWCA Toronto's prior written permission;
- must display the parking decal on the front windshield of the vehicle;
- must remove a vehicle if it does not meet the criteria for parking (roadworthy, licensing, etc.). YWCA Toronto will give the tenant **10 days'** notice to remove the vehicle. If the tenant does not remove the vehicle, YWCA Toronto has the right to remove the vehicle at the tenant's expense; and
- must remove their vehicle from the assigned spot within **48 hours** of receiving written notice for cleaning or maintenance of the parking area. YWCA Toronto reserves the right to remove vehicles at the tenant's expense. YWCA Toronto will not be responsible for any damage to the vehicle during such removal.
- If the tenant pays rent via PAD (Pre-Authorized Debit) the tenant must advise YWCA Toronto in writing that the parking charge is to be added to the rent charge.

The Landlord and Tenant:

- may give the other notice of their intention to vacate or revoke the right to use the parking space by giving the other a minimum of 30 days' written notice. The effective date of the notice must be the last day of a rental period.

Appendix 5

(Sample - speak to your Housing Support Staff/Tenancy Coordinator to obtain the actual form)



NATIONAL ADVOCACY.
COMMUNITY ACTION.



Lost Key Replacement Form

Tenant Name _____ Unit# _____

Note: We do not issue extra keys; this form is for replacement of lost keys.

Indicate key replacement type by ticking the approximate box(es) and number of keys/fobs.

<input type="checkbox"/>	Full set of keys and locks (apartment, mailbox, entry FOB)	\$
<input type="checkbox"/>	Full set of keys and locks (apartment, mailbox, remote entry FOB)	\$
<input type="checkbox"/>	Apartment key and lock	\$
<input type="checkbox"/>	Remote entry FOB	\$
<input type="checkbox"/>	Entry FOB	\$
<input type="checkbox"/>	Mailbox key and lock	\$
<input type="checkbox"/>	Cylinder, if damaged	\$

I certify that I have lost the items checked in the above list. I understand that by requesting a key/FOB/lock replacement, I will incur a non-refundable cost as indicated above.

Tenant Signature _____ Date _____

Staff Signature _____ Date _____

For Property Services

Key replacement done by _____ Date _____

Total Cost\$ _____

Appendix 6

(Sample - speak to your Housing Support Staff/Tenancy Coordinator to obtain the actual form)

YWCA Toronto

PRE-AUTHORIZED DEBIT AGREEMENT

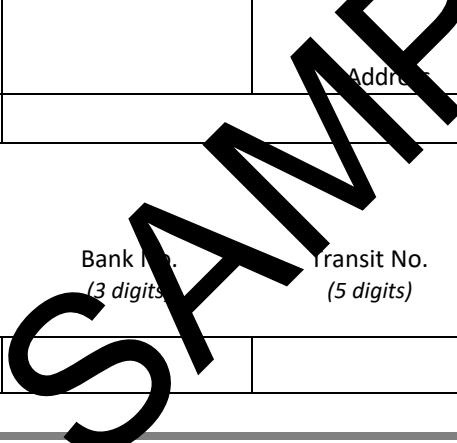
I, the undersigned **authorize** YWCA Toronto to debit my account for the purpose of rent payment at the Financial Institution indicated, under the terms and conditions agreed to by me with YWCA Toronto.

Account Holder(s) (if joint account, list all account holders)

Tenant Information

Full Legal Name(s)	Contact Name in which Account is held
Address(es)	Telephone Number
City	Province
	Postal Code

Financial Institution Information: (fill in below and attach a blank voided cheque)

Name of Financial Institution	Address	City	Province
Account No. To Be Debited	Bank No. (3 digits)	Transit No. (5 digits)	Account Holders Name(s) (please print)
			

Pre-Authorized Debit Details:

Amount of Debit	Purpose	Frequency (weekly, monthly etc.)	Start Date
Please write rent amount here	Rent/Arrears		

I understand that notification in writing of any change in the above noted amount, date or frequency will be received by me from YWCA Toronto at least 20 calendar days before the due date of the PAD, and such notice shall be given every time there is a change in the amount or payment date. I have read and understood the terms and conditions on the reverse and hereby accept them as a condition of my participation in YWCA Toronto's Pre-Authorized Debit Agreement.

Signature of Account Holder(s)

Date

IMPORTANT- See Reverse for Terms and Conditions

Terms & Conditions

1. I hereby authorize YWCA Toronto and my financial Institution to process Pre-Authorized Debits (PADs) against my account in accordance with the rules of the Canadian Payments Association.
2. This PAD is of a Personal category, meant to effect my monthly rent payment to YWCA Toronto.
3. I warrant and guarantee that all persons whose signatures are required to sign on this account have signed this Authorization.
4. I have provided the particulars of the account the YWCA Toronto is authorized to debit are indicated in the in The Financial Institution Information section of this agreement. A specimen cheque for the Account has been marked "VOID" and attached to the authorization
5. I acknowledge that providing and delivering this Authorization to YWCA Toronto constitutes delivery to my financial institution.
6. I will inform the Rent Office at YWCA Toronto in writing of any change in account information provided in this Authorization by the 20th day of the month to ensure it is processed by the 1st day of following month.
7. I acknowledge that the PAD withdrawals will be automatic each month unless I notify YWCA Toronto by the 20th day of the month for items processed the following month.
8. I acknowledge that my Financial Institution need not verify that the PAD has been issued in accordance with the particulars of my Agreement with YWCA Toronto.
9. I hereby consent to the disclosure of any personal information contained in this Agreement to YWCA Toronto's Processing Agent which is directly related to and necessary for the proper processing of the PAD indicated in this Authorization under the rules of the Canadian Payments Association.
10. This Authorization may be cancelled at any time upon notice being provided by me in writing with proper authorization to verify my identity, no later than 20th of each month to process the cancellation for the following month. Cancellation of this Authorization does not terminate any contract I have with YWCA Toronto. I acknowledge that I can obtain a sample cancellation form or further information on my right to cancel this agreement from my financial institution or by visiting www.cdnpay.ca.
11. **I understand that after 3 Non-Sufficient Funds (NSF) PADs in a 12-month period, my PAD will be cancelled for the following 12-month period. If I want to re-activate my PAD, I am required to submit a new completed PAD Agreement to YWCA Toronto.**
12. I have certain recourse rights if any debit does not comply with this agreement. For example, I have the right to receive reimbursement for any debit that is not authorized or is not consistent with this PAD Agreement. To obtain more information on my recourse rights, I may contact my financial institution or visit www.cdnpay.ca.
13. I will check my bank monthly to ensure the rent payment being debited from my account.

Payee Contact information:

YWCA Toronto Rent Office
80 Woodlawn Ave E
Toronto ON M4T 1C1

Appendix 6a

(Sample - speak to your Housing Support Staff/Tenancy Coordinator to obtain the actual form)



Dear YWCA Housing Tenants

The YWCA offers Direct Withdrawal from your bank account as an option for monthly rent payments. Attached is a copy of the Pre-Authorized Debit (PAD) Agreement to fill out and return to the Administrative Assistant, YWCA Toronto, Housing Administration.

Please read the Pre-Authorized Debit (PAD) Agreement carefully. Attach a blank cheque with the word "VOID" printed across the front. The information on the cheque (name, address and account number) should be correct. Printing the word "void" across the front of the cheque will insure your security so that the cheque cannot be used for any other means.

In lieu of a void cheque, please submit an electronic statement produced by your banking institute which must include your banking details (transit number, account number and banking institute number).

After filling out the information on the Pre-Authorized Debit (PAD) Agreement and signing it, the Agreement with the "void" cheque should be returned no later than the 20th of the month for withdrawal to begin the following month.

Please Note: (1) Automatic withdrawals under this plan will occur on the first business day of each month. If the full amount for the rent is not in the account on the day of the withdrawal, the bank will consider this a NSF. The NSF rent then must be paid by money order, certified cheque or E-Transfer.

If a tenant has 3 NSF PADs in a 12-month period, the PAD will be cancelled for the following 12-month period. If a tenant wants PAD reactivated, YWCA Toronto requires a new PAD Agreement.

Cancellation of the program by the tenant must be done in writing 20 calendar days before the next withdrawal date.

If you have questions, please speak to the Community Support Worker / Housing Worker at your site.

WHAT SHOULD I DO IF THERE IS A FIRE IN MY BUILDING?

Appendix 7

FIRE SAFETY BEGINS WITH YOU

Fire in your HIGH-RISE

FIRE ALARM ACTIVATION IN YOUR HIGH-RISE BUILDING



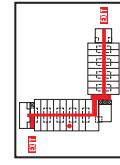
PREVENTION
Prevent fire from occurring in your home.

DETECTION

Have a **working smoke alarm** on all levels and outside all sleeping areas and have a **working carbon monoxide alarm** outside all sleeping areas (if required).

ESCAPE

Prepare and practice your home **fire escape plan**... know what to do and where to go if evacuation is necessary.



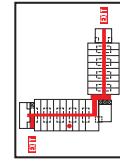
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Prevent fire from occurring in your home.

DETECTION

Have a **working smoke alarm** on all levels and outside all sleeping areas and have a **working carbon monoxide alarm** outside all sleeping areas (if required).

ESCAPE

Prepare and practice your home **fire escape plan**... know what to do and where to go if evacuation is necessary.



For more information about high-rise fire safety and information in multiple languages, ask your building management or contact Toronto Fire Services by calling 311 or visiting

www.toronto.ca/fire/prevention

See inner
pages for more
information

toronto.ca/fire

[YouTube](https://www.youtube.com/c/TorontoFireServices)

TFStalk@toronto.ca

[@Toronto_Fire](https://twitter.com/Toronto_Fire)

[Facebook](https://facebook.com/Toronto_Fire_Services)

[\(416\) 338-9050](tel:(416)338-9050)

or 311

IS THERE A FIRE IN YOUR SUITE?

NO

YES

STAY IN YOUR SUITE, IF SAFE TO DO SO

See inner
pages for more
information

EVACUATE TO THE NEAREST EXIT

See inner
pages for more
information



HIGH-RISE APARTMENT AND CONDOMINIUM FIRE SAFETY

People living in a high-rise apartment or condominium building need to think ahead and be prepared in the event of a fire emergency.

HIGH BUILDINGS ARE DESIGNED TO BE SAFE

- Floors, walls, and ceilings provide a barrier against the spread of fire, and suite doors **must** close automatically to protect openings
- Every floor has access to at least 2 separate exit stairways which provide a protected path to the exterior
- A fire alarm system provides early warning to occupants of a fire condition
- Modern buildings often have:
 - 1) A voice communication system, used by supervisory personnel to make announcements about fire location and conditions
 - 2) Sprinkler systems to put water directly on the source of the fire
 - 3) Balconies (or windows) to be used for fresh air if smoke enters your suite

FIRE SAFETY BEGINS WITH YOU

Learn what to do if a fire happens in your building. This is the best way to protect yourself and those around you.

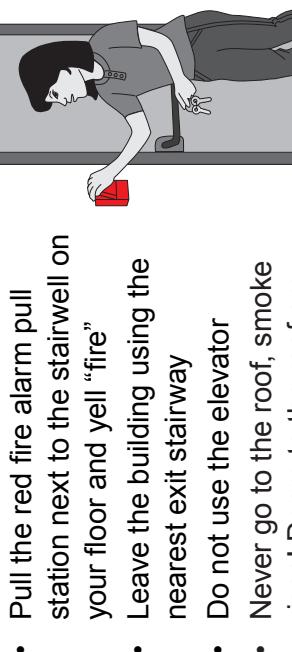
- Talk to your landlord, superintendent or building manager
- Know the emergency procedures outlined in the building's fire safety plan
- Create a home escape plan and practice it with everyone in your home
- Every fire is different. You must act quickly when you hear the alarm or discover a fire
- Remember, most people die from the smoke, not the fire. Here is what to do:

IF THE FIRE IS IN YOUR SUITE

If there is a fire in your suite, it is not safe to stay inside! Stay away from poisonous smoke!

Everyone evacuate immediately

- Close, but don't lock, all doors behind you



- Pull the red fire alarm pull station next to the stairwell on your floor and yell "fire"! Leave the building using the nearest exit stairway
- Do not use the elevator
- Never go to the roof, smoke rises! Doors to the roof are locked and you could become trapped

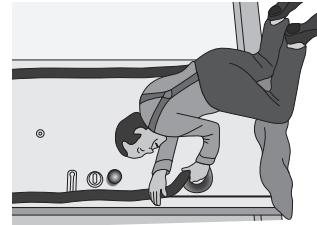
- Call the fire department at **9-1-1** from a safe location. (Never assume this has been done)
- Meet the firefighters when they arrive and tell them where the fire is
- Once out, stay out
- Do not go back into the building until the fire department tells you it's safe



WHEN YOU HEAR THE FIRE ALARM

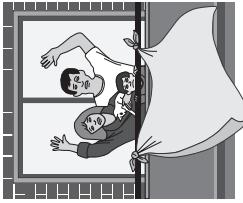
Stay in your suite until you are rescued or until you are told to leave.

- If the fire is not in your suite, you are safe to remain there. Your suite walls, floors, and ceilings are composed of non-combustible construction and will protect you from smoke and fire.



- Keep smoke from entering your suite. Use duct tape to seal cracks around the door and place wet towels at the bottom. Seal vents or air ducts the same way.

- If smoke starts to enter your suite (and you are unable to evacuate):**
 - Call the fire department at **9-1-1** and tell them where you are and then move to the balcony. Close the doors behind you.
 - If you don't have a balcony, go to the most smoke-free room, close the door and seal it with wide tape and towels. If necessary, open the window for fresh air. Show emergency personnel where you are by hanging a sheet from the window or balcony.
 - Keep low to the floor where the air is cleaner.
 - Listen for instructions from authorities.



Appendix 8

(Sample - speak to your Housing Support Staff/Tenancy Coordinator to obtain the actual form)

YWCA Tenant Work Order Request Form

Date: _____ Tenant name: _____

Unit #: _____ Phone #: _____ Cell #: _____

By completing this form, I give permission for Property Services to enter my unit to complete the work listed below. I understand that I will receive at least 24 hours' notice, except in case of emergency.

Tenant signature: _____

Description of work/repair required: (Please be as specific as possible)

NOTE: Please place the completed form in the work order box.

For Property Services:

Completed Not completed Checked smoke/carbon monoxide detector

Description of work done:

Reason work was not completed:

Follow-up required: Yes No

Feedback form left in unit: Yes No

Tenant charge recommended: Yes (give details) _____ No

Date: _____ Signature: _____

Appendix 9

(Sample - speak to your Housing Support Staff/Tenancy Coordinator to obtain the actual form)



Room Preparation for Bed Bugs

Preparation of a room for treatment is essential to the successful management of bed bugs.

Room preparation steps include:

- Remove all blankets, sheets, covers, pillows, bath towels, and drapes/curtains from the bed and room and place them into bags for transport to the laundry.
- Empty drawers and closets and place belongings into plastic bags. Place all clothing and coats into bags for transport to the laundry. Shoes, pillows and children's plus toys should be bagged for the laundry.
- Plastic toys, books, electronics and anything that cannot be washed should be bagged separately for inspection.
- The room should be empty of all cloth and plush items, except plush furniture. If possible, the pillows of plush furniture should be removed and laundered.
- Move furniture at least 18 inches away from the walls. People may need help with this.
- Remove outlet covers and switch plates on all walls.
- Picture frames should be removed from the walls and cleaned or treated.
- People and pets must leave the area during treatment and wait the stated amount of time before reentering, usually 4 hours.
- If there is a fish tank in the household, it should be covered with a towel or plastic, because fish are very sensitive to many pesticides.
- All clothing, linens and other items must be cleaned (free of bed bugs) and kept isolated until the client is moved to a new room or location, or until the bed bug problem is eliminated.
- Make sure the pest control professional can get to all furniture, closets, beds and baseboards to inspect and treat.
- All lockers and closets need to be emptied

Cleaning and Laundry Checklist for Bed bugs

Pesticides, alone, will not eliminate a bed bug infestation. Inspecting and cleaning the living area and all personal belongings are critical for bed bug control and elimination. Cleaning should occur before pesticides are used. Follow all the recommended steps as they apply to the individual situation:

Prepare two week supply of clothing and a supply of linens in clear plastic bags. These will be the only bags that will be accessible during the treatment process. The clothing and linen MUST be laundered prior to sealing in clear plastic bag.

Prepare one plastic container for personal items and items that will be needed during the treatment process. This will be the only container accessible between treatments. Items MUST be inspected and thoroughly vacuumed before being placed in plastic container.

- Seal all clothing and linens in large clear plastic bags. **Clear bags** are good because bed bugs can be seen in them.
- Seal shoes, coats, pillows, children's plush toys and small rugs and mats in large clear plastic bags.
- Personal belongings should be inspected carefully, cleaned and sealed in plastic bags or bins. **Do not** use cardboard boxes; bed bugs can hide in folds and will deposit eggs there.
- All clothes, linens, pillows, shoes, coats and children's plush toys should be treated by placing them into a HOT dryer for 30 minutes. Do not overstuff the dryer; heat must reach all items.
- Keep cleaned items separate from items that have not been checked or cleaned.
- Unless you are sure there are no bed bugs on personal belongings, these should remain in the bag or bin until they can be carefully inspected or washed.
- The room must be emptied of all personal belongings and floors thoroughly vacuumed with a brush attachment (which should later be washed in hot water and detergent).
- The mattress and box spring should be vacuumed to remove any live bugs and debris and immediately encased or prepared for treatment.
- Hard furniture, floors, and walls should be washed liberally with soapy water.
- Outlets and electrical switched plates should be opened and inspected for signs of bed bugs, but **not** washed.

Appendix 10



NATIONAL ADVOCACY.
COMMUNITY ACTION.



(Sample - speak to your Housing Support Staff/Tenancy Coordinator to obtain the actual form)

Tenant Action Form – Information Sheet

The Tenant Action Form must be completed by any tenant who wishes to report concerns about their neighbours and/or their guests. If you require assistance in filling out the Tenant Action Form, please speak to the Community Support/Housing Worker at your program.

Tenant Action Forms should not be used to address property service and/or maintenance issues. If you would like to report an issue to property services, please request a Work Order Form. Tenant Action Forms are also not be used to address issues regarding YWCA Toronto staff. If you would like to raise concerns about the conduct of staff, please arrange to speak with the Manager at your program.

Frequently Asked Questions:

1. When and why should I submit a Tenant Action Form?

Tenant Action Forms should be submitted when you want to report concerning behaviour on the part of your neighbours and/or their guests. Common issues identified in Tenant Action Forms include noise complaints and other disruptive behaviour. Landlords have a legal responsibility to follow-up on issues they are made aware of. By putting your concern in writing, the landlord (YWCA Toronto) is able to properly address the concerns you have described.

2. What will happen when I submit a Tenant Action Form?

Once you submit the form, you will receive communication from the YWCA Toronto confirming that the Tenant Action Form has been received. You should receive this communication within seven (7) business days. Community Support/Housing Workers will then follow-up on the concerns. Most often, the Community Support/Housing Workers will contact the tenant(s) identified in the Tenant Action Form to let them know that a complaint has been received and will request a meeting to discuss the concern. The purpose of this meeting is to identify the issue(s) and to prevent them from occurring again.

For confidentiality reasons, the Community Support/Housing Workers are very limited in what they are able to share with you about what follow-up actions are being taken. They cannot, for example, tell you whether they have met with the tenant(s) and what was discussed. They are required however, to do what they can to address the complaints you outline in the Tenant Action Form.

3. Why do you need my name and contact information?

YWCA Toronto requires your name and contact information so that proper follow-up can be done to address your concern(s). Anonymous complaints cannot be addressed.

4. Is the Tenant Action Form confidential?

While the issues identified in the Tenant Action Form will be discussed with the tenant, your personal information will never be disclosed. This means that tenants will not know who brought the complaint forward. However, you must be aware that Tenant Action Forms can be brought forward as evidence if matters escalate to a Landlord and Tenant Board hearing. This means that any information you submit via a Tenant Action Form may therefore be shared with the tenant and/or their lawyer. If issues do escalate to a Landlord and Tenant Board hearing, then you may also receive a request to act as a witness to provide testimony about your complaint(s).

5. What should I do if the disruptive behavior continues?

Unfortunately, issues may sometimes continue despite attempts from YWCA Toronto to mitigate them. When this occurs, it is helpful if members of the community continue to report their ongoing and new concerns in writing by submitting Tenant Action Forms. While this can feel frustrating, it is important to know that YWCA Toronto can better and more quickly address the issues if we have this information. Tenants who continuously engage in behaviours that disrupt the safe and peaceful enjoyment of the community will have legal action taken against them which may, in some cases, lead to an eviction.



NATIONAL ADVOCACY.
COMMUNITY ACTION.



Appendix 10a

(Sample - speak to your Housing Support Staff/Tenancy Coordinator to obtain the actual form)

Tenant Action Form

This form should be used when an issue has arisen that affects your personal enjoyment of your unit or of the building. Once it is received by the Community Support/Housing Workers, they will contact you to discuss the issue and work on a plan to resolve the issue.

Please note that anonymous complaints will not be addressed. To ensure that your complaint is addressed, please complete Part 1 of this form fully with your name, unit number and contact information.

Where possible, YWCA Toronto will attempt to keep all names and identifying information confidential. However, please be aware that this written complaint may ultimately be used as evidence if this issue escalates to a Landlord and Tenant Board hearing.

PLEASE COMPLETE BOTH SIDES OF THIS FORM

- 1. Information about the tenant who is reporting the issue. Please note that YWCA Toronto requires this information in order to complete follow-up.**

NAME:	UNIT NUMBER:
CONTACT INFORMATION (phone number):	

- 2. Who was involved with the issue? Please provide the name(s) and unit number(s) of those involved.**

NAME(S):	UNIT NUMBER(S):
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PLEASE TURN OVER PAGE

3. What happened?**Date of Incident:** _____**Time of Incident:** _____

Please provide a description of what happened. Please be as detailed as possible.

SAMPLE

4. Have you ever made a similar complaint before?**YES****NO**

Tenant Signature _____

Date _____



A TURNING POINT
FOR WOMEN



Appendix 10a

5. How did this incident impact you and/or your family?

[Large empty rectangular box for writing response]

(Tenant Signature)

(Date)

Appendix 11

(Sample - speak to your Housing Support Staff/Tenancy Coordinator to obtain the actual form)

Tenant's Notice to End the Tenancy

N9

(Disponible en français)

To: (Landlord's name)	From: (Tenant's name) include all tenant names
Address of the Rental Unit:	

I am giving this notice because I want to move out of the rental unit.

The last day of my tenancy will be / / dd/mm/yyyy. This is the termination date.

I will move out of the rental unit on or before the termination date.

Important Information from the Landlord and Tenant Board

The termination date

For most types of tenancies (including monthly tenancies) the termination date must be at least **60 days** after the tenant gives the landlord this notice. Also, the termination date must be the last day of the rental period. For example, if the tenant pays on the first day of each month, the termination date must be the last day of the month. If the tenancy is for a fixed term (for example, a lease for one year), the termination date cannot be earlier than the last date of the fixed term.

Exceptions:

- The termination date must at least **28 days** after the tenant gives the landlord this notice if the tenancy is daily or weekly (the tenant pays rent daily or weekly). Also, the termination date must be the last day of the rental period. For example, if the tenant pays rent weekly each Sunday, the termination date must be a Sunday. If the tenancy is for a fixed term, the termination date cannot be earlier than the last date of the fixed term.
- The termination date can be earlier than the last day of a fixed term tenancy (but still must be the last day of a rental period) if the tenant is giving this notice because:
 - the tenancy agreement was entered into on or after April 30, 2018,
 - the landlord was required to use the *Residential Tenancy Agreement (Standard Form of Lease)* form but did not,
 - the tenant demanded in writing that the landlord give them this form, and
 - more than 21 days have passed since the tenant made their demand, and the landlord has not provided the form,
or
 - the landlord provided the form less than 30 days ago but it was not signed by the tenant.
- A special rule allows **less than 60 days' notice** in situations where the tenant would normally be required to give 60 days notice (for example, monthly tenancies). The tenant can give notice for the end of February no later than January 1st and can give notice for the end of March no later than February 1st.

The landlord can apply to end the tenancy

The landlord can apply to the Board for an order to end the tenancy and evict the tenant as soon as the tenant gives the landlord this notice. However, if the Board issues an order ending the tenancy, the order will not require the tenant to move out any earlier than the termination date the tenant included in this notice.

When a tenant can give 10 days' notice

The termination date set out in this notice can be **10 days** (or more) after the tenant gives this notice to the landlord if the landlord has given the tenant either an **N12 Notice to End your Tenancy** or an **N13 Notice to End your Tenancy**. The termination date does not have to be the last day of a rental period.

Ending the tenancy when the landlord refused to allow the tenant to assign the rental unit

The tenant can use this notice to end the tenancy if the tenant asked the landlord for permission to assign the rental unit to someone else, and the landlord refused. The termination date must be:

- at least **28 days** after the tenant gives the notice to the landlord if the tenancy is daily or weekly,
- at least **30 days** after the tenant gives the notice to landlord if the tenancy is anything other than daily or weekly.

The termination date does not have to be the last day of a rental period or the last day of a fixed term.

Ending the tenancy in a care home

If the tenant lives in a care home, the termination date in this notice can be **30 days** (or more) after the tenant gives the notice to the landlord. The termination date does not have to be the end of a rental period or the last day of a fixed term.

If a tenant who lives in a care home gives this notice to the landlord, they can also give the landlord a 10-day notice for the landlord to stop providing care services and meals. If the tenant gives the landlord the 10-day notice, the tenant is not required to pay for care services and meals after the end of the 10-day period.

Tenants can't be required to sign this notice

A landlord cannot require the tenant to sign an **N9 Tenant's Notice to End the Tenancy** as a condition of agreeing to rent a unit. A tenant does not have to move out based on this notice if the landlord required the tenant to sign it when the tenant agreed to rent the unit.

Exceptions: A landlord can require a tenant to sign an **N9 Tenant's Notice to End the Tenancy** as a condition of agreeing to rent a rental unit in the following two situations:

- The tenant is a student living in accommodation provided by a post-secondary institution or by a landlord who has an agreement with the post-secondary school to provide the accommodation.
- The tenant is occupying a rental unit in a care home for the purposes of receiving rehabilitation or therapeutic services, and
 - the tenant agreed to occupy the rental unit for not more than 4 years,
 - the tenancy agreement set out that the tenant can be evicted when the objectives of providing the care services have been met or will not be met, and
 - the rental unit is provided to the tenant under an agreement between the landlord and a service manager under the *Housing Services Act, 2011*.

The tenant must move out by the termination date

The tenant must move out and remove all their personal possessions from the rental unit by the termination date set out on page 1. If the tenant moves out by the termination date set out above, but leaves behind personal possessions, the tenant will no longer have any rights to those possessions and the landlord will be allowed to dispose of them.

How to get more information

For more information about this notice or your rights, you can contact the Landlord and Tenant Board. You can reach the Board by phone at **416-645-8080** or **1-888-332-3234**. You can visit the Board's website at sjto.ca/LTB.

Signature

Tenant

Representative

First Name

Last Name

Phone Number

() -

Signature	Date (dd/mm/yyyy)
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OFFICE USE ONLY:

File Number

A horizontal ruler scale from 0 to 10 cm. The scale is marked with major tick marks every 1 cm. A 1 cm scale bar is shown starting at the 0 mark. A 10 cm scale bar is shown starting at the 0 mark and ending at the 10 cm mark.

Delivery Method: In Person Mail Courier Email Efile Fax

SAMP'

Appendix 12



A TURNING POINT
FOR WOMEN



(Sample - speak to your Housing Support Staff/Tenancy Coordinator to obtain the actual form)

YWCA Permanent Housing Exit Survey

1. How long have you lived at YWCA Toronto housing?

2. What have you liked best about your housing?

3. How could your building or housing community be a better place to live?

4. What is the reason you are moving out?

5. Have you worked with the Housing Support Staff on any of the following?

Neighbour relations/co-operative living	
Getting community support set up	
Finding other housing	
School	
Employment	
Assistance with OW or ODSP workers	
Rent payment plan	
Budgeting	
Other, specify	

6. What community Programs or events did you attend? Please add any unlisted programs.

Food Programs	
Tenant Meetings	
Movie Nights	
Holiday Party	
Black History Month Celebration	
Other (specify)	

7. What community programs or events did your children attend?

Food Programs	
Monthly Tenant Meetings	
Movie Nights	
Holiday Party	
Black History Month Celebration	
March Break Programs	
Summer Programs	
Other, specify	

8. Are there any other programs or services you would like to have seen at your building?

9. Where are you moving to?

Own apartment	
Other subsidized housing	
Sharing with friends / family	
Moving out of Toronto	
Moving in with partner	
Other, specify	

Thank you and best wishes in your new home.

Appendix 13



A TURNING POINT
FOR WOMEN



(Sample - speak to your Housing Support Staff/Tenancy Coordinator to obtain the actual form)

Move-Out Checklist for Self-Contained Apartments

2 Months Before Move-Out:

- Complete an N9 form (Tenant's Notice to End the Tenancy) and provide proper notice (60 days, 2 full months)
- Reserve the elevator as soon as your move-out date is confirmed to ensure availability *
- Make arrangements to have your mail redirected
- If you have arrears, make arrangements to pay off by speaking to your Community Support/Housing Worker

Prior to Move-Out:

- Clean inside cupboards and drawers
- Wipe down all countertops
- Clean fridge and stove (do not remove appliances)
- Sweep and mop floors
- Clean the washroom
- Confirm elevator booking *

On Move-Out Day:

- Remove all your personal belongings
- Leave all the furniture that was there when you moved in
- Take all the garbage out. For large items or bulk garbage, take it to the large bins in the underground garage or on the main floor
- Close and lock all windows
- If you have parking, return parking sticker
- If you have a bicycle, remove from the bicycle parking area
- Return all keys and fobs to the Concierge/Community Support or Housing Worker/Security

* There are occasions beyond our control when an elevator may not be available or unexpectedly require repairs. YWCA Toronto is not responsible for covering moving costs if such a situation occurs.



A TURNING POINT
FOR WOMEN



Appendix 14

(Sample - speak to your Housing Support Staff/Tenancy Coordinator to obtain the actual form)

Move-Out Checklist for Shared Accommodation

One Month Before Move-Out:

- Complete an N9 form (Tenant's Notice to End the Tenancy) and provide proper notice
- Make arrangements to have your mail redirected
- If you have arrears, make arrangements to pay off

Prior to Move-Out:

- Clean your room
- Sweep floor
- Empty and wipe out all drawers
- Clean sink and mirror
- Empty and clean food locker, if applicable

On Move-Out Day:

- Remove all your personal belongings
- Leave all the furniture that was there when you moved in
- Take all the garbage out. For large items or bulk garbage, take it to the large bins at the side of the building
- Close all windows
- If you have a bicycle, remove from the bicycle parking area
- Return all keys and fobs to the Woodlawn front desk

Please note there are occasions beyond our control when an elevator may not be available or unexpectedly require repairs. YWCA Toronto is not responsible for covering moving costs if such a situation occurs.