



Tenant Handbook



A good home. A good community.

Who to Call:

Call 911 for emergency help

- If there is fire or smoke in your building
- If a crime is taking place
- If someone is seriously ill or injured
- If the carbon monoxide (CO) detector alarm rings

If you do not speak English

- Tell the emergency operator what language you speak.
- An emergency operator who speaks that language will help.



Call 416-981-5500

- If there is no heat, electricity or water in your apartment
- If you are locked out
- To report a leak, flood or plugged toilet
- To ask for a repair
- To reach staff
- To ask a question, give a compliment or make a complaint

This phone line is open day and night, seven days a week.

Your building contacts

Community Housing Unit Office _____

Community Housing Manager _____

Health Promotion Officer _____

Tenant Services Co-ordinator _____

Project Superintendent _____

Tenant Representative _____

A good home. A good community.

You, and the more than 164,000 other tenants who live at Toronto Community Housing, are members of one of the largest and most vibrant housing communities in the world. There are seniors and youth, parents and children, and people of all abilities, speaking over 70 languages.

This handbook is filled with information about your home and your community. It gives practical information such as, how to pay rent, how to get repairs done and how to recycle. It also shows how you can work with your neighbours and Toronto Community Housing staff to build a community you can enjoy and take pride in.

Every tenant has something to contribute to the life and success of their home, building and neighbourhood. I look forward to working with you all to make Toronto Community Housing a great place to live.

Derek Ballantyne
Chief Executive Officer



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How Toronto Community Housing Works

Toronto Community Housing (TCHC) is Canada's largest social housing landlord – home to more than 164,000 tenants.

We are made up of communities called Community Housing Units or “CHUs.” Each has its own Community Housing Unit (CHU) Manager. Some buildings are managed directly by Toronto Community Housing staff. In others, a contracted property management company manages the building on behalf of TCHC. Both TCHC staff and property management company staff report to the CHU Manager, and both provide the same services.

The names of your Building Staff are on a sign in your building.

- Building Staff can include a Project Superintendent, Custodian, Handy Worker or General Custodial Maintenance Person. These staff members take care of cleaning, repairs and most tenant requests. Their hours are posted on their office door.
- Tenant Services Co-ordinators (TSCs) can answer your questions about your lease, your rent account, rent subsidies or transfers to another location. They are in your CHU office.
- Health Promotion Officers (HPOs) work with tenants, staff and community agencies to create a healthy community. They can arrange interpretation and translation, set up tenant meetings and events, and help you find and access services in your community.

Toronto Community Housing

- Home to 164,000 tenants – about six per cent of Toronto's population. Tenants speak more than 70 languages.
- 58,500 units
- More than 1,500 employees
- A non-profit housing corporation owned by the City of Toronto
- Half our income comes from rents and other tenant charges. The other half comes from federal and city government funding.

Your Rent

Paying your rent

Your rent is due on the first day of each month.

PRE-AUTHORIZED PAYMENT (PAP)

You can pay rent through PAP or your bank. You cannot pay rent through your building or CHU office.

Most tenants use PAP – the Pre-Authorized Payment system. You can get a PAP form from your Tenant Services Co-ordinator at your CHU office. PAP is:

- Easy to use. Your bank automatically pays your rent from your account every month
- On time – even if you are ill or away
- Convenient. If your rent changes, staff will send you a notice. Your bank will automatically change your PAP to the right amount.

BANK PAYMENTS

You can also pay rent through your local bank, credit union, trust company or cheque cashing company. To do so:

- Get payment slips from your Tenant Services Co-ordinator.
- Use the slip to pay by cash, cheque, money order or bank machine.

To pay rent by phone or internet, contact your bank.

If you can't pay the rent

We want you to keep your home! If you are having trouble paying your rent, contact your Tenant Services Co-ordinator right away. If you are in a crisis, we can arrange a payment plan that will work for you. We can also link you with services that can help you manage your finances.

Rent-geared-to-income (RGI)

Some tenants pay rent-geared-to-income, or RGI. These rents are subsidized to about 30 per cent of the entire household's gross income. That means:

- Your rent is not covered by rent control.

- When your income goes up or down, your rent changes too. If your income goes up, your rent will go up within 60-90 days of the date of your income changing. If your income goes down, your rent will go down the following month.
- Generally, households with the same income will pay the same rent, whether they live in an apartment, a townhouse or a house.

REPORTING CHANGES IN YOUR INCOME OR HOUSEHOLD

The Government of Ontario sets the regulations for RGI subsidies. **To keep your subsidy, you must:**

- Report any changes to your income (increases and decreases) right away. **Do not wait until the annual rent review.** If you do not report changes, your rent increase will be back-dated.
- Report changes to your household right away – a new baby, a student returning from college or university, a long-term guest, or anyone else who joins or leaves your household.
- Report changes to your Tenant Services Co-ordinator.

ANNUAL REVIEWS

Every year, you will receive a rent review package. We will ask you to confirm the income and assets of everyone who is staying in your home. Please send this information to your Tenant Services Co-ordinator within 30 days.

Market rents

These rents are similar to those charged by a private landlord.

Market rents can change once a year to reflect changes in your building's expenses or changes in policy. You will receive 90 days notice from the first day of the month if your rent is changing. Rents in Toronto Community Housing, like all other non-profit housing, are not covered by rent control.

Tenants paying market rent can apply for Rent-geared-to-income (RGI) subsidy.

But you must join a city-wide waiting list and may wait many years. You can get an application form at your CHU Office or call Housing Connections at 416-981-6111. If you qualify, you will join the waiting list based on the date you first applied to Toronto Community Housing.



Your Home

Appliances

Every unit has a fridge and stove. These work best if you clean them regularly. If you damage your fridge or stove, you will have to pay for the repairs.

If you live in a house or townhouse, ask your Project Superintendent if you are allowed to have a dishwasher or washing machine. In some houses and townhouses, these appliances are permitted. But, ask first.

Talk to Building Staff before installing an air conditioner. Staff need to check that the wiring is safe and that the unit is securely mounted so it doesn't fall out. To save energy, look for the Energy Star rating before you buy; you will find it on a sticker on the air conditioning unit. Seal any air leaks around the unit. In the winter, take the unit out of the window.

Balconies

If you have a balcony, enjoy the fresh air!

Remember:

- Don't put carpet on the balcony. Wet carpets can damage the concrete.
- Don't use your balcony for storage.
- No barbecues are allowed on balconies. They are a fire hazard and a nuisance for your neighbours.
- Supervise young children and pets whenever they are on the balcony.



Cable

Cable is not included in your rent.

Cable can be purchased from Rogers in all buildings, and from Bell ExpressVu in some buildings. Your Tenant Services Co-ordinator can tell you which cable services are available in your building.

You may not attach a satellite dish to the building without first checking with your Building Superintendent.

Charges

Always report problems right away.

There is no charge for normal maintenance. But, you **can** be charged for damages if:

- Your family, guests or pets damage your unit or common spaces
- Repairs are needed because you did not take proper care of your apartment or townhouse. This may include emergency work. For example, you might have to pay for water damage from a leak you did not report.
- You lose your keys or fobs
- You ask for service after hours for work that is not an emergency
- Your unit is in very bad condition (beyond normal wear and tear) when you move out

Decorating

Enjoy making your home beautiful and comfortable.

But, remember:

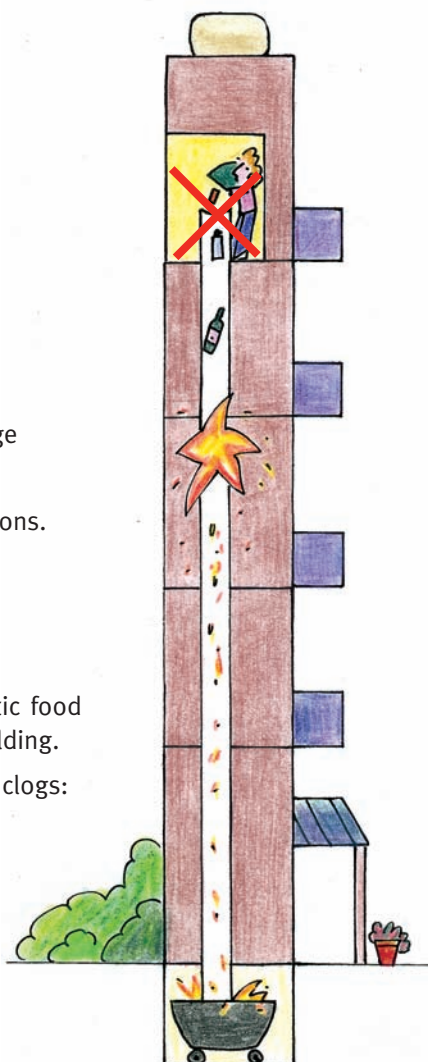
- Permanent changes are not allowed. For example, do not replace floors or remove doors or fixtures.
- Use only adhesive or sticky picture hooks to hang pictures. **Do not use nails or hooks because they permanently damage the walls.**
- Use double-sided tape if you put down carpet. Do not use nails, staples or glue.
- Use “dry strippable” wallpaper that will not damage walls when it is removed.

Check with your Building Staff if you have any questions.

Garbage

IN APARTMENT BUILDINGS

- Bring all recycling – paper, bottles, cans, and plastic food jars and lids – to a recycling container in your building.
- Regular garbage goes down the chute. To prevent clogs:
 - ✓ Tie all garbage in small plastic bags.
 - ✓ Double-bag kitty litter and diapers.
 - ✗ Don't put glass, aerosol cans or large items down the chute.
- To get rid of furniture or other large items, ask your Building Staff.



IN HOUSES, TOWNHOUSES AND SOME SMALLER BUILDINGS

- Bring all recycling to the nearest recycling bin. Ask your Building Staff if you aren't sure what can be recycled.
- Put garbage in securely tied plastic bags in the proper garbage bin. Oversized items should be brought to the proper location.

If the City picks up garbage directly from your home, take your recyclables, garbage, yard waste and organics to the curb on the night before pick-up. Remove bins promptly after garbage pick-up, and keep them in your rear yard, basement or other suitable area.

Going green

With 164,000 tenants, Toronto Community Housing has a big impact on our city's environment. We use more than \$100-million worth of energy and water each year, produce tens of thousands of tonnes of solid waste, and release more than 400,000 tonnes of heat-trapping gases that cause smog and global warming. Because of our size, we have the ability to change the environmental impact of our city.

That is why Toronto Community Housing has a "Green Plan" to save energy and water, and cut pollution. We have:

- Replaced old inefficient fridges and stoves
- Installed low-flow toilets
- Spent over \$100 million in building upgrades
- Partnered with tenants on other "green" initiatives such as community gardens

We are now working with tenants to increase recycling, create cleaner, safer garbage areas, conserve water, and improve green spaces.



Hazardous waste

You are responsible for disposing needles, paint, solvents and batteries. Talk to your Building Staff for instructions

Heat and hydro

In most buildings, heat and hydro are part of your rent. Where heat and hydro are not included, your Tenant Services Co-ordinator can help you set up your own utility account.

SAVING ENERGY

You can help keep costs down by following these tips:

- Don't heat the great outdoors! If your unit is too hot in winter, don't open your windows. Turn down the thermostat.
- Save energy in the kitchen. Put lids on cooking pots. Never leave stove elements on after use, or use the oven to heat your apartment. Don't leave the fridge door open, and don't set the fridge temperature at the highest setting.
- Ask for repairs. A leaking tap can fill a bathtub full of water in one day, and lead to mould problems. Broken windows or faulty sliders can cause drafts and waste energy.
- Get the "green" habit. Turn off lights when you leave a room. Plug electronics into a power bar, and switch off the entire bar when not in use. Turn down the thermostat or air conditioning when you go out for long periods. Close curtains to keep out the heat on summer days, and open them in winter to let in the sunshine.



Insurance – protect your belongings

Toronto Community Housing does not provide insurance for your belongings.

We strongly encourage you to purchase a Tenant Insurance Package. It:

- Can help you replace furniture, clothes, kitchenware and other belongings damaged by fire, flood or theft
- Can pay for damage you, your family, or guests might cause
- Meets the insurance requirements to book common rooms for parties

Contact local insurance companies for prices and details.

If you already receive social assistance, Ontario Works and the Ontario Disability Supplement Program can cover the costs of your premiums up to your maximum shelter allowance. Talk to your Tenant Services Co-ordinator to learn if you qualify.

Pests

Unfortunately, cockroaches, mice and other pests can sometimes get into buildings. They are worst in places that are unclean, cluttered, overcrowded or too warm.

Help control these unwanted visitors.

- Keep your unit clean. Dispose of garbage properly.
- Tell your Building Staff if you spot cockroaches or pests. If treatment is needed, follow the preparation instructions exactly to get the best results.
- Do not feed pigeons, squirrels or stray animals. This can attract such pests as mice, rats, skunks and raccoons.

BEDBUGS

Bedbugs have become a problem throughout Toronto and many other cities. Controlling them depends on fast and thorough action.

- Report any infestation to your Building Staff or call 416-981-5500 right away.
- If treatment is needed, follow instructions exactly. Otherwise, the treatment will not work.
- Do not throw out infested furniture or mattresses. This will only spread the problem. Instead, ask your Building Staff how to dispose of infested items safely.

You can help prevent bedbugs by getting rid of clutter and vacuuming regularly.



Repairs

EasyTrac helps staff and tenants follow up on service requests, as well as your questions. Every request is given an EasyTrac number, and recorded in our service database. Superintendents, other building staff and Response Centre staff can check the database to follow up on all requests. This database is updated when you call with a question, when there is new information or when the work is done.

EMERGENCY REPAIRS

Call 416-981-5500 for emergency repairs – if you don't have heat or electricity, or to report leaks, toilet overflows and flooding.

ROUTINE REPAIRS

Speak to your Superintendent, call 416-981-5500 or fill out and sign a Tenant Service Request Form for all routine repairs, such as:

- Appliances that don't work properly
- Broken plumbing or light fixtures
- Damaged floors, walls, ceiling, doors or windows

You can get a Tenant Service Request Form from your building office. The form lets you give staff permission to enter your apartment to do the repair if you are not home. If you are not sure what's wrong, photos in the Superintendent's office can help you explain the problem.

Your repair request will be given an EasyTrac number. This number will let you follow up on your request with staff.

Routine repairs will be completed within five working days. If the job will take longer, we will tell you and explain why.

Snow removal

Tenants in houses and some townhouses must remove snow from the public sidewalk in front of their homes, and from their own walk and steps. Tenants with disabilities can contact the City of Toronto at 416-392-7768 to arrange for snow removal.

Yard care

Tenants in houses or townhouses are responsible for cutting grass, raking leaves, trimming hedges and caring for their yards.

Don't forget to compost your leaves and clippings – to make free fertilizer to keep your garden beautiful. Call the City of Toronto at 416-338-2010 to learn where to get a low-cost composter.

Your Building

Community services

In some buildings, local agencies provide English language classes, children's programs, or other services for both tenants and non-tenants. Some buildings have offices used by doctors and foot doctors. Many tenants use these convenient services. To learn more, talk to your Building Staff.

Laundry rooms

Most buildings have laundry rooms with coin-operated washers and dryers. Hours and rates are posted in the laundry room.

If you see a broken washer or dryer, or the machine keeps your coins, call (416) 869-0680. If you call after hours, your call will be returned on the next business day. We are committed to good quality repairs within five business days.



To get the cleanest clothes – and stop machines from breaking down – do not over-fill the machines or add extra water. In front load washers, you'll get the cleanest clothes by using cold water and half the soap you normally use.

Parking

Most communities have parking on site for tenants and visitors. To rent a parking spot, contact your Building Staff.

All vehicles parked on Toronto Community Housing property must have a valid parking permit. If your vehicle is parked on Toronto Community Housing property and it is not working or has an out-of-date license plate, it will be removed at your expense.

Room rentals

Many Toronto Community Housing buildings have recreation rooms, craft rooms, meeting rooms and gyms. Many are wheelchair accessible.

Tenants and tenant groups can book any of these rooms for meetings, parties and other events. There is no charge to book rooms for any events open to all tenants, or for tenant meetings. There are fees for private functions.

To book a space and to find out more about the **Use of Space** policy, contact your CHU office or call 416-981-5500. For single events, space must be booked, and any fees paid, two weeks before the event. You can also book space for continuing programs, such as an after-school program or weekly dinner. Tenants and guests must follow the Use of Space policy.

Staying Safe

Fire safety

Fire safety is a top priority. Staff test all fire and safety equipment regularly, and test smoke alarms every fall.

Be prepared before fire strikes. Read the fire instructions on the inside of your apartment door. Know the closest exit, and plan a second escape route should that exit be blocked. If you have a disability or know you will need help to leave the building, talk to your Building Staff.

If you suspect fire, sound the nearest alarm and call 911.

Smoke and Carbon Monoxide (CO) detectors

Your unit has either an electric or battery-operated fire alarm. Check regularly to make sure it is working. If you have a CO detector, ask your Building Staff to explain how to maintain it.

If your smoke alarm goes off and if you are sure there is NO FIRE:

- Open your windows.
- Fan the smoke.
- Keep your apartment door closed so smoke does not go into the hall.

If the CO detector alarm goes off, call 911.

Never disconnect fire alarms, CO alarms or automatic door closers. If they are a nuisance, talk to your Building Staff.

Community safety

The safest buildings are where people know their neighbours, participate in social activities and work together for the good of their community.

Many buildings have tenant safety committees to help solve security problems. Tenants have helped make their buildings safer through Neighbourhood Watch, Vertical Watch and Safety Audits. To join a group in your building, or to start one, talk to your Tenant Representative, Health Promotion Officer or Community Safety Consultant.



You can do your part to keep safe.

- Always keep your apartment door locked.
- Don't prop open doors.
- To ensure your child's safety, please do not remove window stops (brackets that prevent windows from opening all the way).
- Don't ride an elevator with a stranger. Wait for someone you recognize to go with you. Stand near the control panel.
- Don't let in strangers. If someone says they are from Toronto Community Housing, ask to see their ID.
- When someone buzzes you from the lobby, if your building has a cable TV security channel, check before letting them in.
- If you have concerns about why someone is in your building, tell your Building Staff or call 416-981-5500.

Personal safety

In many buildings tenants have a “buddy system” to check on each other. Some agencies also have a “telephone buddy system” you can join.

For more information, talk to your Tenant Representative, Community Safety Consultant or Health Promotion Officer.

Reporting crimes

Call 911 if you think a crime is taking place in your building, or someone is in danger.

Tell the police if you want to remain anonymous. You can also call Crime Stoppers at 222-TIPS if you want to report a crime and wish to remain anonymous. Crime Stoppers does not use call display.

Tell Building Staff or Community Safety Consultants about your concerns so they can follow up.

Working together for safety

You can work with staff, community partners and the police to make your building safer. At Toronto Community Housing, hundreds of tenants have:

- Conducted safety audits
- Formed Safe and Secure Committees
- Helped with community safety planning

Getting Involved

Every tenant is part of the Toronto Community Housing community. When you work together with other tenants and staff, you help to make your community a friendly and safe place to live.

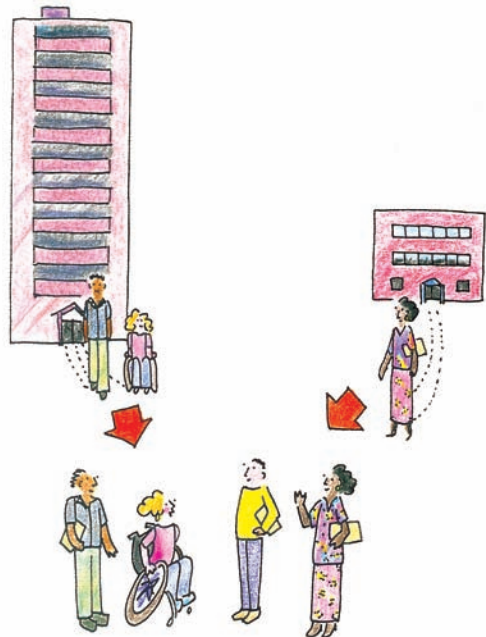


You also have a voice in the decisions that affect you.

- **Participate in Tenant Elections.** Every building has a Tenant Representative, elected for a three-year term. All tenants ages 16 and older can vote and run for election.
- **Talk to your Tenant Representative.** Your Tenant Representative is part of a CHU Council that discusses issues that affect all tenants. You can inform your Tenant Representative about issues that are important to you, or work with him/her to start an activity in your community.
- **Talk to your Health Promotion Officer (HPO)** to learn more about meetings, activities or groups in your building, or to suggest new ideas. HPOs can also help you organize meetings or activities.
- **Watch your building bulletin board** for meeting notices and minutes of meetings. You can also attend CHU Council and Board of Directors meetings as an observer.
- **Suggest new ideas.** Many of the best programs and activities, and the most workable solutions to problems, come from tenants. If you have an idea, tell your Tenant Representative or Health Promotion Officer.

How the Tenant Participation System works

The Tenant Participation System was developed by tenants and staff to ensure tenants have a say at every level, from their own building to the Board of Directors.



IN EACH BUILDING

A Tenant Representative is elected by tenants for a three-year term.

The Tenant Representative:

- Represents all tenants in the building or complex
- Works with other tenant groups and staff
- Keeps the CHU Council informed about issues
- Reports to tenants about CHU issues
- Advocates for tenants' concerns with other tenants and community partners
- Abides by all Toronto Community Housing policies

Tenant Representatives are not part of the staff. They do not deal with building emergencies, or have keys to apartments or offices. They do not get involved in evictions or disputes over your rent.

IN EACH CHU

A CHU Council meets regularly to share information and help solve problems that affect CHU tenants. The CHU Council is made up of Tenant Representatives.

CHU Councils work with tenants, staff and community agencies to develop a Community Business Plan. This means tenants have a voice in the programs, services and budget for their CHU.

TORONTO COMMUNITY HOUSING BOARD OF DIRECTORS

Tenants elect two representatives to the 13-member Board of Directors. The other Board members are four City Councillors and seven citizen members. The Board makes decisions on policies that affect the whole operation of Toronto Community Housing.

Participatory planning

Tenants have many opportunities to help plan their community's future.

- The Community Management Plan is the three-year action plan for Toronto Community Housing. It is based on consultations in all CHUs, and the opportunity for input by interested tenants and community representatives.
- CHU Councils have input into the CHU Business Plans that set the priorities and budget.
- Every year, tenants across Toronto Community Housing decide how to spend a part of the capital budget for building improvements identified by tenants.

Community Economic Development

Toronto Community Housing is committed to finding ways to build economic opportunities for you and your neighbourhood. Some CHUs have helped students find summer jobs, and others have partnered with community businesses to provide opportunities for tenants.

Speak to your Community Housing Manager to find out more.

Investing in our youth

Toronto Community Housing invests in our children and youth through:

- Leadership training
- Scholarships
- Summer job fairs
- Youth employment and training programs



Youth have been involved in a youth council, a 'zine, a radio program, photography, other arts programs and the Ontario Justice Education Network.

Making Buildings Better

Every year, Toronto Community Housing invests money to make our buildings more environmentally friendly and to repair the buildings that need it most. This includes replacing old light bulbs with energy-saving light bulbs, improving recycling and garbage disposal areas, and making laundry rooms easier to use. A unit refurbishment program is beginning in 2007. Bathrooms and kitchens in some units will be upgraded as part of this program.

Social Investment Fund

Every year, Toronto Community Housing sets aside \$1 million for local projects that help build strong communities. CHU Councils, other tenants groups, and non-profit groups that work with tenants can apply for a project grant.

Ask your Health Promotion Officer for details.

CHU Council Funds

The CHU Council Fund is part of TCHC's plan for an effective participation system. Council Funds support Tenant Councils as well as tenant groups, so they can get involved in community decision making.

Ask your Health Promotion Officer for details.

Your Rights and Responsibilities

This is your home. You can live here as long as you wish, provided you meet your responsibilities set out by law in the *Residential Tenancies Act*.

It is your responsibility to:

- Pay the rent on time every month
- Keep the apartment clean
- Report maintenance or repair problems
- Repair or pay for damage you cause:
 - In the unit or common area
 - By accident or on purpose
 - By you, your household, your pets or anyone you invite into the building
- Give 60 days notice if you plan to leave your apartment
- Report changes to your income or household composition

As your landlord, Toronto Community Housing has some important responsibilities.

We must:

- Supply vital services – fuel, hydro, gas and hot and cold water
- Keep the building in good repair
- Comply with local health, safety and property standards and by-laws
- Provide a receipt for any payment, if you ask for one

Eviction

Toronto Community Housing does not want to evict you. We want to work out problems early so you can keep your home. Please contact your Tenant Services Co-ordinator if you cannot pay your rent, or if you run into other difficulties.

However, you *can* be evicted if you:

- Repeatedly pay your rent late
- Misrepresent your household income
- No longer qualify for RGI housing and fail to pay market rent
- Make noise or act in a way that seriously bothers any other tenant or the landlord
- Keep a pet that injures someone, is an unreasonable nuisance, or causes another tenant to suffer a serious allergic reaction, and you do not deal with the problem in the way staff, acting reasonably, ask you to

-
- Threaten the safety of another tenant
 - Have more people in the apartment than local health and safety by-laws or housing standards allow
 - Break the law or run an illegal business anywhere in the building or on Toronto Community Housing property

Please speak to your Tenant Services Coordinator if you need more information on evictions.

What to expect from staff

Toronto Community Housing has a Code of Conduct for all staff and property management contractors. Staff cannot:

- Accept tips, money or gifts from tenants
- Sell services or items to tenants
- Buy property from tenants or their families
- Accept fees for services from tenants
- Trade services for property with tenants
- Use or take tenants' property, even if it is left in the building
- Borrow money or possessions from tenants
- Witness a will, oath or sworn statement for a tenant (except for a relative), or act as the executor of a tenant's will
- Be on the job while under the influence of alcohol or illegal drugs
- Abuse tenants in any way
- Discriminate against or harass tenants in any form

If you feel staff have broken this code, please report the incident to the CHU Manager.

COMPLAINTS WITH STAFF

Toronto Community Housing has a complaints policy for any tenant complaints about staff.

If you are not satisfied with the service you have received from staff, or from contract property managers and staff, talk to the CHU Manager.

The CHU Manager will record your complaint and try to resolve it within 10 business days. If you are still not satisfied, call 416-981-5500. Your complaint will be recorded. A senior manager will then contact you within five business days. (If you have a complaint directly against the CHU Manager, then call 416-981-5500 to begin the process.)

Human rights

Toronto Community Housing is an inclusive community that treats everyone fairly. We uphold the Ontario Human Rights Code, and all provincial and city policies.

We also have our own Human Rights, Harrassment and Fair Access Policy that covers the Board of Directors, and all employees, contractors, tenants, volunteers, and appointed committee members.

Every person will be treated without discrimination or harassment. Harrassment can include unwelcome or offensive comments or jokes, threats, insulting gestures, spreading false rumours, distributing pornography, threatening to “out” gays or lesbians, refusing to work with persons from a specific group, unwelcome touching, and physical or sexual assault.

Everyone is encouraged to first try to resolve problems themselves directly. If that is not possible, you may file a written complaint with the CHU Manager. If you have a complaint against the CHU Manager, call 416-981-5500. A senior supervisor will return your call within one business day.

Privacy

You have the right to privacy in your home. Staff or contractors will only enter your unit if:

- We give you 24-hour written notice; or
- There is an emergency such as a fire or flood, or staff believe a tenant is hurt or ill and needs their help; or
- You are at home, answer the door and give the staff or contractor permission to enter.

Being a good neighbour

SMOKING

Tenants, guests and staff cannot smoke in public areas, including halls, lobbies, offices and common rooms. You may smoke in your apartment. If you smoke on your balcony, check with neighbours to make sure they are not bothered by second-hand smoke.

PETS

You are responsible for your pet. You must clean up after it, repair any damage it causes, and make sure it does not endanger or disturb other tenants and staff.

Toronto Community Housing can limit the number of pets in an apartment. You are not allowed to keep an illegal pet.



COMPLAINTS WITH NEIGHBOURS

Tenants should try to work out conflicts among themselves. If this is not possible, you may file a written complaint. Contact the CHU office for details.

Transfers to another unit

You may apply to transfer to another unit anywhere in Toronto Community Housing at any time. However, the waiting list for most locations is very long – often several years' wait.

To apply, talk to your CHU Office. Staff will explain the application process. The waiting list is generally “first-come, first-served.” However, under very special circumstances, some people with urgent needs may be moved more quickly.

When you transfer, you must not owe rent or be involved in legal action with Toronto Community Housing. Your unit must also pass an inspection for damages.

Access for all

Since 1997 an Anti-Ableism Committee has worked to remove barriers – in building design, in policies and in attitudes – for tenants with disabilities. Toronto Community Housing has:

- Audited all buildings to learn where improved access is needed
- Worked with seniors and the Anti-Abelism Committee to set an Accessibility Policy for Tenants. This policy is on Toronto Community Housing's website.

For more information, talk to your Building Staff.

Inclusive communities

Toronto Community Housing prides itself on the diversity of its communities. We want to make sure everyone – no matter where they are from or what language they speak – can participate fully. We:

- Translate notices, newsletters and other important messages into the key languages spoken in each community
- Provide interpreters and childcare at tenant meetings
- Have a strong Human Rights, Harassment and Fair Access Policy.



Moving Out

Give Building Staff 60 days written notice before you move out. This notice must be given on the first of the month. If you are moving to a care facility, staff can accept less than two months notice.

Unit inspection

After you give notice, you and a Building Staff member will inspect your apartment.

- You may need to return your apartment to its original condition. (For example, you may have to remove wallpaper you put up.)
- You may also have to pay for repairing serious damage you caused or for cleaning an extremely dirty apartment.

Showing your unit

Once you have given notice, Building Staff may show your unit during reasonable daytime hours, to people who want to move in.

Elevator

Please tell the Building Staff the day and time you are moving so they can reserve the elevator for you.

Keys

Please return all keys and fobs to the Tenant Services Co-ordinator.



Toronto Community Housing



VISIT TORONTO COMMUNITY HOUSING'S WEB SITE FOR:

- News and events
- Tenant policies
- Community Management Plans
- Community Housing Unit profiles
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www.torontohousing.ca

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