



TENANT HANDBOOK

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Welcome to Seniors Villa East Ferris!

This handbook has been prepared to help tenants become familiar with our housing community. The more we understand our surroundings, the better we can enjoy and maintain them.

ADMINISTRATION

The Administration is carried out by a seven-member volunteer Board of Directors. The Board meets monthly to set policies, approve financial statements, review monthly reports, and address any matters brought forward for consideration. Board members are elected for terms of up to three years at the Annual General Meeting of The Villas, held in September. Positions on the Board include President, Vice-President, Secretary, Treasurer, and three Directors at Large.

YOUR NEW HOME

Tenancy Agreement

Prior to moving in, you are required to sign a Tenancy Agreement. A member of the Tenant Admissions Committee will review the terms of the Tenancy Agreement and all accompanying schedules with you and answer any questions you may have. You are expected to keep your Tenancy Agreement and all important correspondence from the office in a safe place for future reference.

Guest Policy

- If a tenant wishes a guest to stay for longer than **30 days**, the tenant must apply in writing to **board@seniorsvilla.org**, stating the length of time the guest intends to stay.
- The Board may refuse the request if:
 - the guest does not appear to intend, or has no reasonable prospect of, moving out at the end of the approved period, or
 - staff or tenants have submitted valid complaints regarding the guest's behavior.
- Tenants are responsible at all times for the actions and conduct of their guests.
- If the tenant moves out of the unit, the guest must also move out. Any guest remaining in the unit after the lease-holding tenant has moved out will be considered a trespasser on private property and dealt with in accordance with applicable legislation.

Tenant Insurance

Proof of valid Tenant Insurance is required at the lease signing and renewed annually

Why is Tenant Insurance so Important? If your unit is damaged by flood, fire, or any other incident, tenant insurance can help you pay to replace your belongings. It may also help cover legal costs if your actions cause damage to your unit, another unit in the building, or the building itself.

Smoking is prohibited in all individual units. Under the [Smoke-Free Ontario Act, 2017](#) smoking is only permitted outdoors and must take place at least 9 metres (30 feet) away from all buildings. This rule applies to all tenants, visitors, and contractors. Common utility sheds are strictly smoke-free.

Under the [Residential Tenancies Act, 2006](#) a landlord may apply to evict a tenant if their smoking:

- **interferes with the reasonable enjoyment of other tenants**
- **seriously impairs safety**

Unit Inspections

When you are given the keys to your unit, a board member will conduct a move-in inspection with you. Any deficiencies identified during the inspection will be recorded in the inspection report, and you will receive a copy for your records. An annual unit inspection will also be completed each year. When notice to vacate is received, a board member will schedule a pre-move-out inspection, followed by a final inspection when you return the unit keys.

Locks And Keys

Before you move in, you will receive a key for your unit. If you lose any of your keys, you will be charged a replacement fee.

You are not permitted to change the lock system in your unit or alter any access devices. If a security chain lock is installed, it must be disengaged while you are away to allow access in case of an emergency or for scheduled maintenance or inspection visits.

Responsibilities Of Your Lease

- Rent is due on the **1st day of each month**.
- Keep your home clean and in good condition.
- Repair, or pay to repair, any damage caused by you, your visitors, or your pets.
- Be responsible for your actions and the actions of all household members, guests, and pets.
- Respect your neighbours by avoiding excessive noise and by cleaning up after your pet.
- Follow all policies and applicable laws.
- Do not sublet your unit.
- Visitors are permitted for **30 days only**.
- Pay your utilities on time.

Eviction- A Last Resort

Under the Residential Tenancies Act, these are some of the reasons you can be evicted from your unit:

- If you don't pay your rent.
- Having more people live in your unit than is allowed by safety/septic standards
- Having people not listed on your lease living in your unit.
- Willfully cause serious damage to your unit or to the building.
- Act in a way that interferes with the reasonable enjoyment of other residents.
- Threaten the safety of another resident.
- Violate the terms of your lease agreement.

When You Decide To Move Out

When you decide to move out, you must give at least **sixty (60) days' written notice**, with the final day of your tenancy falling on the **last day of the month**. In the event of the death of the lease holder, only **30 days' notice** is required. Once you have determined your move-out date, written notice should be sent to **board@seniorsvilla.org**. Any guests not listed on the lease must also vacate the property. Move-out inspections will be scheduled.

As Your Landlord, We Will:

- Provide services as set out in your lease.
- Follow the obligations as Landlord under the Residential Tenancies Act (RTA) and Housing Services Act.
- Keep your rental property well-maintained and respond to repair requests.
- Provide 24-hour notice before entering your home unless you give permission to enter or there is an emergency {flood, fire, life-threatening event), in which case, staff can enter your home.
- Provide proof of payment when requested.
- Process your annual rent review
- Respect the confidentiality of your personal information.
- Comply with local health and safety regulations, property standards and municipal bylaws.
- Pursue eviction of tenants for reasons as set out in the RTA.

“If you will be away from the building during the winter months or for any extended period, please notify the tenant liaison board member before your departure. Provide a phone number and address where you can be reached in the event of an emergency. Thank you for your cooperation.”

Privacy Policy

Seniors Villa East Ferris (SVEF) is committed to protecting the privacy and confidentiality of all applicants, tenants, employees, board members, volunteers, and other stakeholders. In accordance with 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)**, SVEF ensures that all personal information is handled appropriately and securely.

Personal information is collected only for the following purposes:

- To approve tenancy
- To determine income and assets for tenant qualification
- To demonstrate compliance with funding requirements
- To protect the health and safety of the tenant

Emergency Evacuation Plan

Know the Exits

- Identify **at least two escape routes** from your unit (primary and secondary).
- Keep exits **clear of obstructions** at all times.

Evacuation Steps

- Stay calm and act quickly.
- Alert everyone in your unit.
- Take keys, phone, and essential medications if safe to do so.
- Close (but don't lock) doors behind you to slow fire spread.
- Be sure of the correct address and location of your unit and **Dial 911** from a safe location – **Do not assume that someone else will call.**
- Be sure that you are far enough away from the building that you would not be caught in any explosions or falling debris.
- Assist neighbours who may need help, if it's safe.
- If you are caught in the smoke, keep low to the floor where the air is clearer and cooler. Take short breaths (through your nose) until you reach safety.

Special Considerations

- Tenants with mobility, hearing, or vision impairments should pre-arrange assistance with neighbours.
- Keep an updated **personal emergency kit** with water, flashlight, and important documents.

Power Outage

Following a power outage, the property management group will visit each building to reset the boilers. Units on Hwy 94 and Catherine Drive are equipped with an electric baseboard heater in the living room to provide backup heat until the boiler is reset. Units at Edmond have a backup heat pump.

Smoke Alarms

It is now the law that each unit **must** have operating smoke alarms and carbon monoxide detectors installed by the landlord. Smoke alarms in the individual units will be inspected every six (6) months (Fall and Spring). Batteries must not be removed from these units.

RULES AND REGULATIONS

Parking

Tenants are assigned one designated parking space. Parking in the Visitors Parking areas is not permitted. All vehicles must be registered to a member of the household and must have valid license plates and insurance. Any vehicle that is unregistered or not in roadworthy condition will be towed at the owner's expense. If additional parking is available, a second vehicle may be permitted at a cost of \$30.00 per month.

During the winter months, tenants will be provided with advance notice when vehicles are required to be moved to accommodate snow-removal operations.

Satellite TV and Telephone/Internet access

Monthly rental does not include satellite TV or telephone/internet service in your unit. You can activate these services by contacting the service providers directly. Tenants must obtain board approval before mounting any type of receiver to the building

Installing ceiling fans, appliances or air conditioners

Any window air conditioners or other electrical fixtures must be installed by a qualified technician at your expense and be in compliance with the manufacturer's specifications.

Redecorating

You are required to return your unit to its original condition when moving out.

Septic Systems

Each unit is connected to a septic system. The conservation authority determines the size of each system based on several factors, including the number of occupants in the housing unit. Improper use or compromising the system can affect its operation and the functioning of the units.

Safe Septic Systems

Maintaining a safe septic system is essential for the health, safety, and environmental well-being of the community. The following practices will help ensure your septic system operates effectively:

Avoid Hazardous Substances: Do not flush hazardous chemicals, pharmaceuticals, wet towels/wipes, kitty litter or sanitary products/pads down the drain.

Avoid Food Waste: Do not put food waste/grease or fats down the drain.

Use of Special Additives: Do not use special additives that claim to improve septic performance. Any septic additive requires facilities approval.

By following these guidelines, you can help ensure your septic system remains safe and effective for years to come.

Drains: Once a month, pour one cup of hot water into the floor drain located in the utility room to prevent septic gases from entering the unit.

Yards/Porches

Outdoor space remains the property of the Villas; however, its use is reserved for the tenant of the attached unit. Yard decorations that may interfere with grass cutting or snow removal are not permitted. Hoses and extension cords must not be placed across driveways or walkways. All bird feeders must be removed during the summer months, with the exception of hummingbird feeders.

Tenants are responsible for keeping their outdoor space clean and for covering any costs resulting from damage they cause to any part of it. The Board, however, is responsible for repairs to the property when damage occurs through no fault of the tenant.

- Do not use yards or porches as storage areas. It is a fire hazard.
- Propane or gas barbecues are permitted, however the guidelines from the East Ferris Fire Department, especially regarding distance from buildings, must be followed.
- Tenants are not permitted to install privacy fences. You will be charged the cost of having it removed.
- Tenants are not permitted to install gazebo without permission.

Pest Control

Sometimes pests can get into homes. They are more difficult to detect, control, and treat in units that are cluttered or overcrowded.

The following are tips to help control pests:

- Keeping your home clean and clutter-free will help keep pests away.
- Do not feed squirrels.
- Dispose of garbage bags properly in the assigned garbage shed.
- Do not bring home furniture that other people have thrown away.
- If you suspect you have pests, contact **facilities@seniorsvilla.org** to arrange an inspection or pest-control treatment for your unit.

Pets

You are allowed to have a conventional pet as long as it does not disturb other tenants or cause damage to the property. If you have a dog/cat, it must be leashed when you take it out of your unit. Do not allow your pet to run free outside and remember to stoop-and-scoop after your pet. Any violation of the Animal Control by-laws will be referred to by-law enforcement.

Garbage/Recycling

Household garbage/recycling must be taken to the bins outside located on each site. Any broken furniture will be picked up. Please check the municipality website for specific details on waste management and schedule.

"Please be sure to collapse large boxes and place them in the recycling bins."

Repairs

For all non-emergency maintenance requests, please send an email to **facilities@seniorsvilla.org** and include the nature of the request, your unit number, and the location of the issue. It is important that the maintenance request form is completed accurately and signed, as this provides staff with permission to enter your unit to perform the required repairs.

Our team takes maintenance and repair responsibilities seriously. Property managers make every effort to complete repairs within **three business days**. Delays may occur if a contractor is required or if needed materials are not in stock.

Please report any water leaks or water stains, including those that appear on walls or ceilings, to the property manager using the established maintenance request procedures.

There is no charge for repairs required due to normal wear and tear. However, tenants are responsible for the cost of any damage caused by members of their household or their visitors. This includes, but is not limited to:

- Damage to refrigerator parts (such as bottle bars or butter dishes)
- Broken windows or torn screens
- Damaged walls
- Broken light shades

Notice of Entry

Under the Residential Tenancies Act, tenants must receive at least **24 hours' written notice** before repairs or an inspection are carried out in their unit, unless there is an emergency. Planned repairs are completed between **8:00 a.m. and 5:00 p.m.**

Annual Inspections

The property manager, along with a Facilities board member, will inspect all units annually, typically in June. Based on the inspection reports, building staff prepare maintenance plans for the current year. These reports are also used to assist in planning the annual maintenance budget. Notices of the inspection schedule are provided in advance, in accordance with established entry procedures

How to Pay Rent

Tenants complete an Electronic Funds Transfer (EFT) authorization form when entering into a lease agreement with the Villas. The Bookkeeper then sets up an automatic rent withdrawal for the first day of each month.

It is your responsibility to ensure that rent is paid on time.

If you need to update your banking information, you must notify **treasurer@seniorsvilla.org** no later than the **25th day of the month** prior to the month in which the change will take effect. If your bank does not honour your EFT on the first day of the month, you will be notified in writing. A service charge, as determined by the Villas' financial institution, will be applied for any NSF (non-sufficient funds) transactions.

YOUR VILLA REPRESENTATIVE: CONNECTING OUR COMMUNITY

Each Villa within our community is supported by a dedicated **Villa Representative**, who serves as a vital communication link between residents and the Board of Directors, working in close collaboration with the **Board Liaison Director**.

Role of the Villa Representative

The primary responsibility of the Villa Representative is to facilitate clear, two-way communication between residents and the Board. Representatives keep residents informed of Board decisions and community updates while ensuring that resident inquiries and feedback are conveyed directly to the Board Liaison.

Scope and Boundaries of the Role

To ensure our Representatives can serve the community effectively, it is important to understand the boundaries of this volunteer position:

- **Communication Only:** Representatives act solely as facilitators of information. They do not have the authority to make decisions on behalf of the Board or to alter community policies.
- **Not a Maintenance or Emergency Contact:** For urgent repairs, medical emergencies, or maintenance-related concerns, tenants must follow the established procedures outlined in the Emergency Contacts section of this handbook.
- **Respect for Personal Time:** Representatives are neighbors who generously volunteer their time. We kindly ask that residents respect their privacy by contacting them during reasonable daytime hours.

By maintaining these boundaries, we help ensure the sustainability of the Representative program and support timely, appropriate responses by directing concerns to the correct channels.

BEING A GOOD NEIGHBOUR

Noises and Disturbances

We believe that every home should be a place where tenants can enjoy peace, quiet, and comfort. You can help maintain this environment by following the municipality's noise by-law and by respecting each individual's right to a peaceful home.

The noise by-law protects all residents from excessive noise originating outside their homes. If you are disturbed by ongoing or excessive noise, you should contact the **By-Law Enforcement Officer** at the Municipality of East Ferris.

Effect of Breach and Right to Terminate Lease

A breach of this Lease gives each party all rights and remedies set out in the Lease. A material breach of this Lease is grounds for enforcement actions, including eviction, by the Corporation. The Tenant acknowledges that a breach of this Lease also makes the Tenant responsible for the cost of repairing any damage to the unit caused by smoke odors or residue.

YOUR SAFETY & SECURITY

IN CASE OF AN EMERGENCY, ALWAYS CALL 9-1-1

These tips will help you keep your home secure:

- Lock your doors and windows when you are away. A simple lock for sliding doors or windows can be created using a broom handle or another piece of wood placed in the bottom rail.
- Attach a lamp to a timer when you are out in the evenings.
- Do not prop entrances or doors open.
- Always keep your car locked, whether you are using it or it is parked.
- Do not leave valuables in your car.

Be Prepared for an Emergency

In the *event* of a natural disaster or extended power outage, ensure that your household has an emergency supply kit. Kits should be stored in a plastic bin or duffel bag for easy access and transportation.

YOUR INPUT IS IMPORTANT TO US

When you give notice to vacate, you will receive an exit survey to complete. The survey allows us to evaluate our facilities and services and provides valuable feedback. The completed survey can be sent to board@seniorsvilla.org.

Board meetings are open to tenants and are typically held on the first Wednesday of each month, with the exception of July. Requests to speak must be submitted in writing to board@seniorsvilla.org by the third week of the month. Presentations are limited to 10 minutes.

INFORMATION IN THIS HANDBOOK MAY CHANGE FROM TIME-TO-TIME. THE BOARD OF DIRECTORS WILL ENSURE THAT TENANTS BE INFORMED OF ANY UPDATES.