

WELCOME TO TENANCY!



WELCOME TO YOUR NEW HOME!

We hope you will enjoy living here and being a part of our neighbourhood.

As part of our role, as landlord, we help each tenant understand the terms and conditions of tenancy.

If, for any reason, you feel you are not able to meet the terms and conditions of tenancy when it comes time to sign the lease, you are free to withdraw and choose another housing option.

Have questions about your tenancy? Please feel free to ASK!

We want to help you feel at home and make a smooth adjustment to your new life in public rental housing.

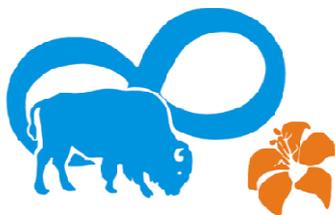
This handbook contains topics that will help you discover useful tips, ideas and important information that will help to make your tenancy as enjoyable and problem-free as possible.

If you have questions or are not sure of anything to do with your tenancy, please feel free to ask!

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ABOUT YOUR LANDLORD



As your landlord, *P.A. Community Housing Society Inc.* would like to welcome you to our housing.

Who we are and how we operate

P.A. Community Housing Society Inc. is a non-profit corporation that supplies the Métis community with affordable rental housing.

Unlike a for-profit corporation, which uses some of the money the business makes to benefit the people that own the business, we use all the money we receive to pay for the costs to operate housing, like property taxes, repairs and maintenance, insurance, and administration.



P.A. Community Housing Society Inc. gets money to operate in two ways:

- Tenant rents
- Federal and provincial government funding (subsidy) through agreements with the Canadian Mortgage and House Corporation and the Saskatchewan Housing Corporation

We are committed to keeping rents affordable and maintain housing to a suitable standard.

We are coming off of subsidy

- As our mortgages become fully paid off, our funding agreements with the federal and provincial governments end.
- As funding ends, it becomes critical that our expenses do not exceed our revenues.
- We are looking at ways to operate so that our housing is kept as affordable as possible and will be available for people in the future. As a tenant, you can help us achieve this.

Things you can do to help us keep rents affordable

- When you require emergency maintenance to fix an immediate hazard to health or property, contact the office immediately. This allows us to respond as quickly as possible and reduce the amount of damage that could result from the emergency.
- When you require routine maintenance, contact the office during regular business hours as soon as you notice the need for maintenance. This allows us to stop the situation from getting worse and costing more money to repair.
- Pay your rent on time. This allows us to pay our expenses as soon as possible.

TENANCY IN RENTAL HOUSING



Rule of Thumb

Before you sign read
EVERY LINE!



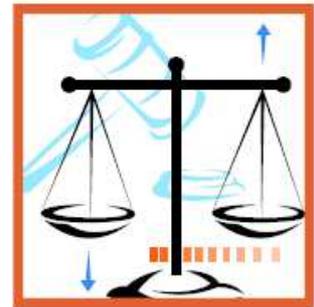
Tenancy in rental housing is covered by ***The Residential Tenancies Act, 2006***.

The **Act** is the provincial law that describes the rights and responsibilities that are part of every residential tenancy agreement.

A “**tenancy agreement**” is an agreement, whether written or oral, express or implied, between a landlord and a tenant respecting possession of a rental unit, and for which the tenant agrees to pay rent.

A tenancy agreement is better known to most people as a *Rental Agreement* or *Lease Agreement*, simply as “the Lease” or as a **Social Housing Lease**.

The Residential Tenancies Act, 2006 balances the rights and responsibilities of Tenants with the rights and responsibilities of Landlords.



The Lease is a legal contract between a Landlord and a Tenant



Before you sign the Lease, look closely at its terms and condition and make sure you understand them*.

Your signature on the Lease means you accept its terms and conditions.

Once signed by both parties, it is a legal contract.

*The Landlord may ask you to put your initials beside certain parts of the Lease as proof you have read and understand those terms.

CONDITION OF UNIT AT MOVE-IN



Rule of Thumb

The condition of the rental unit at move-in is the standard of condition the unit must be found in at the move-out, except for normal wear and tear.

Move-In Inspection

Move-in is an exciting time! A new home, a new beginning, and new friends and neighbours!

Prior to move-in, the landlord will inspect the unit with you to check its condition. It should be in a clean state and fit for use by you at move-in, with all fixtures, supplied appliances and working parts in good and operating repair.

Take note that this becomes the standard of condition that the unit must also be found in at move-out, except for reasonable wear and tear.

A number of items to check are listed on a **Rental Unit Condition Form** that a Housing Coordinator will fill out in your presence.

- The form is used to accurately record the condition of your home at move-in.
- It also protects you against unwarranted claims of damage by the landlord that would otherwise be regarded as normal wear and tear.
- Once the inspection is completed, both of you will sign the form as proof of your home's condition at move-in. You receive a copy of your records.
- If anything is missing, or needing repair or replacement, it should be noted on the form so the landlord can take care of it as soon as possible.

Taking care of your home

It is the tenant's responsibility to keep the rental unit clean, as well as maintain a reasonable standard of health, cleanliness and sanitation in the unit during tenancy. Evidence of unsanitary practices or unreasonable wear and tear may result in a reminder by the landlord of the tenant's obligation under the lease, and/or a warning of the consequences if no improvement is shown. If a warning is ignored and no effort is made to meet the standard, eviction could follow.

Also, be careful when moving belonging into the unit, to prevent damage to the property for which you could be held responsible.

Note that movers are not permitted to drive their vehicles onto lawns or sidewalks.

RIGHTS AND RESPONSIBILITIES

A tenant has the right to:

1. Live in a home that is safe
2. Receive a signed copy of the lease
3. Receive receipts for rent and security deposit payments
4. Have the property clean and in good condition at move-in
5. Have repairs fixed in a reasonable time
6. Have appliances or services (heat and water) that are included in the rent maintained
7. Have common areas clean and well lit
8. Have their privacy respected

A landlord has the responsibility to:

1. Ensure that the unit is safe
2. Provide a copy of the signed lease
3. Provide receipts for rent and security deposit payments
4. Ensure the property is clean and in good condition at move-in
5. Make all repairs promptly after being notified
6. Maintain appliances or services that are included in the rent (heat and water)
7. Keep the common areas clean and well lit
8. Respect the privacy of the tenant

A tenant has the responsibility to:

1. Pay the rent on time
2. Give appropriate notice to vacate
3. Be considerate of neighbours (i.e. noise, pets, traffic)
4. Not carry out illegal or harmful activities
5. Keep the property clean
6. Not cause damage above normal wear and tear
7. Give notice of repairs to be made
8. Follow the lease

A landlord has the right to:

1. Have the rent paid on time
2. Receive appropriate notice to vacate
3. Expect the tenant to be considerate of neighbours (i.e. noise, pets, traffic)
4. Expect the tenant to not carry out illegal or harmful activities
5. Expect the property to be clean
6. Expect no damage except for normal wear and tear
7. Receive notice of repairs to be made
8. Expect the tenant to follow the lease

RENTER'S ROLE



Did You Know?

Failure to do maintenance or follow polices could result in health and safety risks, higher bills, surcharges, or eviction.

Lease

- A lease is an agreement between a tenant and landlord for renting a property.
- It balances the rights and responsibilities of you, the tenant, with the rights and responsibilities of us, your landlord.
- It helps you know what we, as the landlord, expect of you and what you can expect from us.



Moving in and out

- Check with the office about procedures for moving in and out of your residence (i.e. giving notice).

Paying rent

- Rent must be paid on or before the first of every month.



Saving Money

Paying the rent on time helps to keep rents low.

Regular maintenance

- Regular maintenance, unlike emergency maintenance, is an inconvenience that does not put your health and safety or the rental property at risk, like when the kitchen tap is dripping or when one stove burner doesn't work.
- If you require regular maintenance, contact the office during business hours.
- If you require emergency maintenance, contact the office immediately.

Policies

- Check with the office about policies on:
 - Pets
 - Parking
 - Garbage
 - Being locked out

TENANTS IN GOOD STANDING



Rule of Thumb

Follow the lease and policies for a positive rental experience.

Good Tenant Practices	
Paying rent on, or before, the first of each month.	✓
Making alternate arrangements with the landlord before rent is due or as soon as possible after the rent due date in the event the tenant is unable to pay rent on time due to unforeseen circumstances.	✓
Keeping the rental unit in a clean and sanitary condition and being careful not to damage the unit through negligence or willful acts.	✓
Promptly reporting any changes in household income or composition.	✓
Cooperating with the landlord's requests for information on household income and composition, in order to determine the annual lease rent, or an adjusted rent based on reported changes to income.	✓
Faithfully meeting the terms and conditions of the lease and attached schedules.	✓
Being considerate and respectful of other tenants and/or residents of the neighbourhood or community.	✓
Calling the office of the landlord promptly with emergency or maintenance service requests.	✓
Being economically independent and self-reliant to the extent possible, and where possible, choosing other housing options such as market rent or home ownership that free up the rental unit for others in greater need.	✓

INSURANCE FOR TENANTS



Something to think about

Having insurance can save you money in the long run if a fire or other disaster affects your home.

The benefits of tenant insurance

- Your landlord has building insurance, which covers your home and appliances.
- Since this insurance **does not** cover your family's personal belongings, like clothes, toys, and furniture, you may wish to purchase tenant insurance.
- If a fire or other disaster occurs and your personal belongings are lost or damaged, your tenant insurance will cover the costs to replace them.
- Insurance also protects you from having to pay in case you are found legally responsible for injury to someone else or for damage to their property.

What kind of insurance is available?

- Basic tenant insurance provides \$1 million liability and covers all risk (if you live in a town or small city, insurance only provides \$20,000 of coverage for fire).
- There are a few kinds of tenant insurance, but all of them protect against incidents like fire, lightning, explosion, vandalism, water pipes breaking, windstorm or hail, electricity surges, and credit or debit card loss.
- Speak to an insurance broker to find out about limits and conditions.

What happens if I don't have insurance?

- If some kind of incident in your home, like a fire, causes damage to your personal belongings, you would have to use your own money to replace them.
- If someone is hurt because of your lack of proper care and attention, you would have to pay for their damages and loss.

How much does insurance cost?

- Insurance costs a lot less than replacing everything or paying damages.
- Costs vary depending on the community you live in:
 - In the large cities, like Regina and Saskatoon, it costs \$15 per month (\$180 per year).
 - In towns and small cities, it costs around \$10 per month (\$122 per year).
- For more information, call or visit an insurance broker.



WHAT HAPPENS IF I'M BEHIND IN RENT?



Rule of Thumb

Pay rent when due to avoid the consequences of falling behind.

What are rent arrears?

- Tenants fall into “arrears” when they fail to make their rent payment on, or before, the first of the month. They fall behind in rent due and payable.
- They are also in breach of clause 5 (a) of the Lease agreement. Breach of this clause for 15 days or more is sufficient cause for the landlord to terminate the lease immediately after giving the tenant appropriate notice.
- Tenants unable to make their rent payment when due should contact the landlord immediately to make alternate arrangement for payment.
- **Except under rare and unusual circumstance, tenants should not find themselves in rent arrears and needing to ask for additional time to pay.**

What are the consequences of falling behind in rent?

- Tenants in rent arrears can expect to receive verbal and written reminder notices from the landlord that their rent is overdue, shortly after the 1st day of the month.
- If the rent is not paid by the 10th of the month, normally the landlord will issue a final notice to the tenant stating that failure to pay rent arrears by the 15th day of the current month will result in **termination of the Lease** and the tenant having to vacate the unit on the 16th day of the month.
- If the tenant still fails to pay rent arrears by the 15th day of the month, the landlord will issue a **Notice to Vacate** the premises (eviction notice) to the tenant. If the tenant does not attempt to correct the situation, eviction proceedings will follow.
- The social consequences of eviction can be serious. An evicted tenant may find he or she has few housing options other than (for example) “couch surfing”, or living in sub-standard housing, or homelessness. These consequences would not improve the former tenant’s quality of life.

BEING A GOOD NEIGHBOUR



Rule of Thumb

Be considerate of others. Giving respect to your neighbours results in getting respect from them.



5 ways to be a good neighbour

1. Get to know your neighbours.

- Introduce yourself and take the time to wave and say hello.
- It will be much easier to solve any problems that may arise later if you and your neighbours are acquainted and feel comfortable approaching each other.

2. Respect your neighbour's privacy and property.

- When parking in the street, park in front of your own house.
- Don't blow snow or grass on neighbours' driveways or sidewalks.
- Don't let kids run or play in other people's yards unless they have permission, and don't turn fights between kids into fights with other parents.
- Control your house guests.

3. Take care of your yard.

- Keep grass and weeds mowed and litter and trash picked up.
- Be timely about putting out and taking in trash.
- Don't keep junk vehicles in the yard or driveway.

4. Talk to your neighbour openly and with respect when you have a concern.

5. Find out about and follow your community's bylaws on pets, noise, etc.

- Keep pets in your own yard and pick up after them when walking them in the neighbourhood.
- Keep noise down after 10:00 pm (loud music or vehicles with loud mufflers).

Reducing the potential for noise complaints

One of the major reasons for a police visit to your party is because a neighbour called in a noise complaint.

- Let your neighbour know you are having a party before it happens so that they expect some noise and know the reason for it.
- Let them know who they can contact if they have any concerns. Having them contact you instead of the police allow you to maintain a good relationship with your neighbours.

ALTERATIONS TO YOUR UNIT



Rule of Thumb

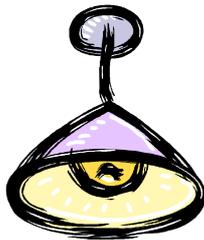
As you agreed when you signed your lease, you are not able to make changes to your unit.

Installations

- Installing anything into the walls, ceiling, or floor or exterior of your unit is making an alteration.
- Prior to installing security systems, satellite dishes, cable, hooks, and hangers, contact the office of your landlord for approval.
- If you are given approval to install a security system, the security code must be supplied to office.

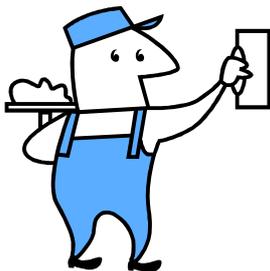


Structural changes



- Avoid removing or changing light fixtures.
- Avoid removing or changing bathroom fixtures, including toilet seats.
- Avoid taking hand railings off since it is a safety risk for children using the stairs. If hand railings are loose, tighten them or call the office.

Changing fixtures



- Under no circumstances are tenants to make any structural changes to their unit.
- This includes adding walls to create additional rooms or taking out walls.



Something to think about
Making alterations to your unit could result in health and safety risks, surcharges, or eviction.

APPLIANCES



Rule of Thumb

It is the responsibility of tenants to care for appliances by cleaning them and avoiding damage to them.

Cleaning appliances

- Keep appliance clean to help them operate efficiently.
- Wipe up leaks and spills right away to avoid staining and odours.
- Clean behind and underneath appliances to get rid of dust and food that has collected to avoid attracting mice and insects.

Fridge and freezer

- Check the seals around to the fridge and freezer doors to ensure that the doors close tight and cold air does not leak out.
- Set the temperature at mid range (3°C or 38°F). Any colder is a waste of power.
- Avoid overloading the freezer since it could cause the coolant to freeze and stop the freezer from working properly.
- If the fridge and freezer are too full, they won't seal properly and will cost more to operate.



Stove and oven

- Avoid putting foil under burners since it can damage the elements.
- Ensure that the seal around the oven door is tight so that heat cannot escape.
- Clean the stove top, burners, and the inside of the oven to stop build up, which causes them to heat poorly and is a fire hazard.

Washer and dryer

- Avoid overloading the washer since it could damage the machine.
- Ensure that the dryer is fitted with a proper venting kit. The hose must be aluminum rather than plastic and it must be vented to the outside to reduce dust in your home.
- Since lint on the dryer screen is a fire hazard, remove lint after each use.

Saving power saves money

- Ensure the washer is level. A washer that is not level uses more power and wears out sooner.
- Dry loads immediately after each other while the dryer is still hot.



Did you know?

It takes more power to cool an empty fridge or freezer than a full one.

BASEMENT



Rule of Thumb

Inspect the heating, electrical, plumbing systems on a regular basis.

Heating and ventilation system

- The furnace heats the air and the duct work circulates the air around your home to regulate the temperature and air flow.
- Check ducts to ensure they are secure, in place and air is moving through them.
- To reduce the risk of fire, avoid placing anything near the furnace.

Electrical system

- The electrical system provides your home with electricity giving you light and power for your appliances.
- Check the breakers in the electrical panel box for sparking.



Other

- Teleposts are steel posts that help to give the floor, walls and ceiling strength. Check the teleposts. If they are loose, call office.
- Avoid removing the handrail in the stairway since it is there for your safety.
- Call office about loose steps.

Plumbing system

Main water shut-off valve

- Water enters your home through the pipe that has the main water shut-off valve on it.
- Turning off this valve can stop water from continuing to flow into the house in case of an emergency.
- If water is leaking from any pipe in the basement, call the office.

Water heater and tank

- Piping supplies water to the water heater.
- Avoid placing anything around the tank since it is a fire hazard.
- If the tank is leaking, shut off the water supply and contact office.

Sump pumps

- Sump pumps should be plugged in at all times.
- Check to see if sump pumps are leaking.

Sewer

- Make sure caps are on during heavy rains to avoid sewer backup.



CUPBOARDS AND COUNTERS



Rule of Thumb

Caring for your cupboards and counters ensures that they will look nice for a long time.

Cupboards

- Tighten screws on door and cupboard hinges, knobs, and handles before damage gets worse.
- Avoid putting weight on doors (swinging on them).
- Make sure dishes, etc. are dry before you put them away because water can damage the cupboards.
- Wipe up liquids as soon as possible, especially around the edges and seams of the cupboards. Letting liquids sit on cupboards can cause them to absorb the liquid and swell.



Counters



- Use pot holders or trivets to avoid setting hot pots on counters until the pot or pan has cooled. Putting hot pots or pans from the stove or oven directly on the counter can burn the countertops.
- Use cutting boards to avoid cutting on counters. Knives can easily scratch and cut countertops. Once counters are scratched they are harder to clean and easily become stained.
- Wipe up liquids as soon as possible, especially around the edges and seams of the countertop. Letting liquids sit on counters causes them to absorb the liquid and swell.

Cleaning tips

- Clean doors, inside cupboards, and countertops regularly with a damp soft cloth and a mild detergent, like dishwashing liquid.
- Avoid using abrasive cleaners or steel wool to clean counters since they can scratch and discolour surfaces.
- For stubborn stains, use a household cleaner and rinse thoroughly with clean water.



DOORS



Rule of Thumb

Tenants will be charged for damage to doors outside of normal wear and tear.

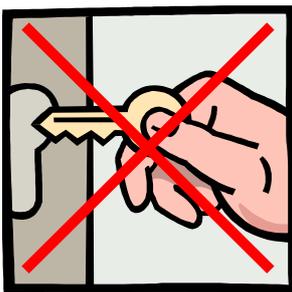
Care of doors

- Since doors provide access and security to your home, it is important to keep them operating properly.
- Avoid removing cylinders and check chains from storm doors.
- Ensure that bumper thresholds and weather-stripping on exterior doors are intact.
- Interior doors are hollow and can be punctured easily. Avoid pushing on them.
- Call the office during business hours to report damage.
- Because doors are in continual use and have moving parts, normal wear and tear is expected.
- When you are not opening or closing properly, contact the office to make adjustments.

Check Chain



Locks



- To ensure that the office is able to get access to your unit to make repairs, avoid changing door knobs and locks.
- This includes refraining from installing locks on interior doors that require a key to unlock them.



Did you know?

If you are having trouble with a door lock, it's only going to get worse. Call the office to fix the lock as soon as possible.

EAVESTROUGHS AND DOWNSPOUTS



Rule of Thumb

It is the tenant's responsibility to monitor eavestroughs and downspouts to ensure that they are working properly.

Purpose of eavestroughs and downspouts

- Eavestroughs and downspouts ensure that water from rainfall and snow melting is directed away from your home.
- Eavestroughs collect water from the roof.
- Downspouts allow the water to drain away from the building.
- Without eavestroughs and downspouts, water could drain into your home and flood your basement, peel paint off your walls, and cause mold.

Eavestrough



Downspout

Downspout extensions

- Downspout extensions are attached to the bottom of the downspout to help avoid flooding by directing water far enough away from your home.
- To allow for proper drainage, downspout extensions must be put down during spring and summer rains.
- To ensure that they don't get damaged fall and winter, downspout extensions can be put up.

Downspout extension down for summer



Downspout extension up for winter

Cleaning and care of eavestroughs and downspouts



- For eavestroughs and downspouts to collect and drain water properly, they must be kept free of leaves and other debris.
- Check your eavestroughs and downspouts regularly to ensure that they are not blocked.
- If they are blocked, call the office to make an appointment for someone to come out and clean them.
- Also call the office when you notice that your eavestroughs or downspouts are loose or leaking when it rains.

EMERGENCY ESCAPE PLAN



Something to think about

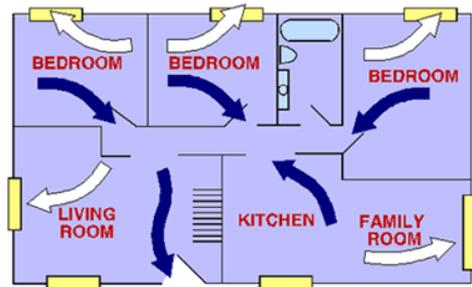
You can protect yourself and your family by preparing and practicing an emergency escape plan.

What is an emergency escape plan?

- An emergency escape plan specifies where to exit and meet if there is a fire in your home.
- Knowing how to get out as quickly as possible can be the difference between life and death.

How do I make an emergency escape plan?

1. Contact the office for a floor plan of your home.
2. Look at the floor plan with the members of your household to figure out two ways to get out of every room in your home, like using a door and a window.
3. Decide where to meet outside of your home in case of a fire.



Should I practice the plan?

- Yes. Review and practice the plan twice a year so that everyone is prepared.
- Since staying low helps people avoid inhaling smoke and poisonous fumes, practice exiting rooms on hands and knees as if there really is a fire.
- Go to the place outside your home where you decided to meet. Practicing this will help everyone remember where to go when there is a fire.

What else can I do?

- Make sure that everyone knows how to call the fire department in case of a fire.
- Make sure all windows can be opened easily.
- Keep pathways in and around your home clear so that family members can escape quickly.



Did you know?

In an average lifetime, a person will be affected by fire three times, either personally or through family and friends.

EMERGENCY MAINTENANCE



Rule of Thumb

When emergency maintenance is needed to protect your health and safety or the rental property, contact the office.

Regular maintenance vs. emergency maintenance

Regular maintenance is an inconvenience that does not put your health and safety or the rental property at risk, like when the kitchen tap is dripping or when one stove burner doesn't work.

When you require regular maintenance, contact the office during business hours.

Emergency maintenance is maintenance that must be done to protect your health and safety or the rental property, and can't wait until the next business day.

Some examples of situations that require emergency maintenance are:

- No heat in the winter
- Severe water leak (i.e. water pipe burst)
- The smell of gas
- Fridge or stove does not work at all (i.e. there is no way to keep food from spoiling or no way to cook a meal)
- The only toilet in the residence is clogged
- No security to the house (i.e. front door lock is broken)



Saving Money

Telling the office about maintenance as soon as possible can reduce operating costs and help keep rents low.



What to do when you require emergency maintenance

1. Make sure that it is an emergency that is putting you or the property at risk instead of just something you can live with until the next business day.
2. Decide if there is something you can do to handle the situation until help arrives. For example, if the toilet is overflowing, shut off the main water valve.
3. Call the office as soon as possible.



Did You Know?

The office lends tools that you can use to do minor maintenance.

ENERGY SAVING TIPS



Something to think about
Saving energy by using less heat, water, and power saves you money on your bills.

Saving heat

- Change the furnace filter at least once every 1 to 3 months. A clean furnace filter helps your furnace heat your home using less energy.
- Turn down the thermostat by 4 - 5 degrees Celsius (7 - 9 degrees Fahrenheit) when no one is home or at night when you are in bed.



Saving water

- By saving water, you also save on the energy costs to heat the water.
- Wash full loads in your washer rather than partial loads.
- Water your lawn in the morning to reduce evaporation and avoid over watering the lawn.
- Take a quick shower instead of a bath since you can use 50% less hot water.

Saving power

- Set your fridge temperature to the mid-range since any cooler is not necessary.
- Use smaller cooking appliance like a microwave or toaster oven since they use less electricity.
- Preheat your oven only when necessary and avoid opening the oven door to check on food since the temperature can drop by 14°C (25°F).
- Dry full loads in your dryer rather than partial loads and dry one load right after another while the dryer is still hot.
- Turn off lights when you leave a room.
- Turn the television off when you are not watching it.



Did you know?
Opening curtains and blinds to let in the sunshine saves on lighting and heat.

FURNACE FILTER



Rule of Thumb

Change your furnace filter at least every 1 to 3 months.

Changing the furnace filter helps keep your family healthy

A furnace filter keeps the air in your home clean. If a filter doesn't get changed, it gets filled with dust and germs.

When this happens:

- The air in your home becomes filled with the dust and germs.
- The dust and germs can make you and your family sick.



Changing the furnace filter lowers your heating costs

A clean furnace filter helps your furnace heat your home using less energy. If a furnace filter doesn't get changed, it gets clogged.

When this happens:

- Your furnace has to run longer to heat your home so it costs you more money.
- The furnace could stop working.



Saving Money

Changing your filter saves you money on your heating bills.

When and how to change your furnace filter

- Check your furnace filter monthly. If it looks dirty or is full of dust and other particles, it needs to be changed.
- If you do not know what size of furnace filter you need or you do not know how to change the filter, call the office. We will have a maintenance person help you.



Did You Know?

If you have a pet, allergies or Asthma, you should change the filter more often.

GARBAGE STORAGE AND COLLECTION



Rule of Thumb

It is the responsibility of tenants to take garbage out for regular garbage collection.

Storing garbage

- Store garbage outside until garbage day.
- Use bags that do not break easily and tie them securely to ensure they stay closed.
- Since insects, mice and other pests are attracted to garbage, storing garbage outside in containers with tight fitting lids helps reduce their presence.



Did You Know?

Storing garbage in your home is a risk to the health and safety of you and your children.

Keeping your yard free of garbage and litter

- Garbage and litter that is allowed to remain on the property may attract mice and other rodents.
- Rake up leaves that have fallen and put them in a garbage bag.

Restrictions around garbage collection

- Since garbage collection workers will only collect garbage that is contained in garbage containers, bags, or boxes, avoid putting out loose garbage.
- If garbage is too heavy, it will not be collected.
- If garbage is too light, it may blow away and litter your yard and neighbourhood.
- Avoid putting garbage out if you missed collection.

If you miss garbage collection

- If you forget about collection, store garbage outside until the next scheduled collection date.
- If you notice your garbage still sitting on the curb at the end of garbage day, you have missed collection and must store the garbage at your unit until the next scheduled collection day.

Where to get a garbage collection schedule

- Visit The City of Prince Albert website at www.citypa.ca
- Call The City of Prince Albert at (306) 953-4900.



HOUSECLEANING TIPS



Rule of Thumb

It is the responsibility of tenants to keep a clean home.

Benefits of cleaning regularly

- Cleaning regularly helps maintain health, reduce allergies, and avoid hazards, mice, insects, and other pests, as well as damage and the need for repairs.
- Since maintenance workers will not do work in an area of the unit that is dirty, (i.e. under the sink or around the toilet) having a clean home ensures that maintenance will get done.

Carpets and floors

- Since the office will not replace flooring just because it is dirty, it is important to keep carpets and floors clean.
- Thoroughly and regularly vacuum carpets and wash floors with soapy, warm water using a mild detergent or all-purpose cleaner to reduce dust and help keep bugs away.
- If the carpets are still dirty after vacuuming, professional carpet cleaning may restore them to a better condition.
- If carpets get so dirty that a tenant wishes them to be replaced, the tenant must pay to replace them.



Kitchen and bathroom

- Do dishes as soon as they get dirty and rinse out the sink after washing to avoid bits of food attracting mice, insects, and other pests.
- Another way to avoid pests is to put food away as soon as possible, rinse or get rid of empty containers, and take out the garbage as soon as it gets full.
- Clean bathroom sinks, toilet, tub and shower regularly with a non-abrasive cleaner to avoid a build up of dirt, soap scum, stains and mineral deposits, which allows bacteria to form.

Other cleaning tips

- Dust all surfaces regularly, especially if residents have asthma or allergies to dust.
- Avoiding clutter since it makes cleaning difficult and could attract mice, insects, and other pests.
- Tidy everyday, but assign each room a day to clean it from top to bottom for half an hour so the workload never gets overwhelming.

HUMIDITY AND MOLD



Rule of Thumb

Control humidity in your home to prevent mold, which can cause health problems.

Why is humidity a hazard?

- Humidity refers to the amount of moisture in the air.
- If your home has high humidity, and the moist air cannot get out or fresh air get in, mold can form.
- Since mold can damage your home and even make you sick, it is important to ensure that your home is not too humid.

How does humidity work?

- Humidity naturally occurs because of moisture being released into the air from cooking, bathing, showering, and plants.
- When this warm, moist air cannot escape, it comes into contact with a surface that is cold and condenses instead of evaporating.
- This raises the humidity level in your home.



How do I prevent too much humidity?

- The best way to prevent too much humidity is to have:
 - Good venting so air can get in and out of your home easily.
 - Good air circulation so air can flow freely throughout your home.
- Here are some things you can do to ensure good venting and air circulation:
 - Keep the heat at a moderate temperature, about 20°C or 70°F.
 - Use fans in the bathroom and kitchen to help moist air escape.
 - Open windows to let moist air out (remember to close them after awhile in winter to avoid windows freezing open).
 - Keep the storm doors on.
 - Use only approved window kits to cover windows in the winter (call the office if you wish to cover your windows).



Something to think about

While plastic and heavy window coverings can reduce heating costs, they can also raise the humidity high enough to cause mold.

LIGHTING AND PLUG-INS



Rule of Thumb

It is the responsibility of tenants to change their own light bulbs. Call the office if you require assistance.

Lighting

- Use a light bulb with the right watts for the light fixture (most enclosed fixtures are rated only for bulbs with 60 watts or less). The recommended amount of watts is marked on all fixtures in the area where the light bulb gets screwed in.
- Using a bulb with higher than recommended watts is a safety hazard. The bulb can overheat and shatter or cause a fire.
- Dust bulbs and fixtures regularly with a dry cloth when the light is off. Since a damp cloth is cool in comparison to a hot bulb or fixture, it may cause the glass to condense too quickly and shatter.
- Take lighting fixtures off and wash them out regularly to remove dust and bugs.



Light Fixture

Plug-ins

- When plug-ins are not working, a circuit breaker may be tripped because of overloading.
- When this happens, unplug the item that was plugged in last, and flip the tripped breaker back on (breakers are located in the panel box in the basement.) Call the office for assistance.
- Call the office if you notice cracked or broken plug-ins.



Panel Box

Avoiding electrical shock

- Enough electricity flows out of light fixtures and plug-ins to injure or kill a person.
- Insert plastic safety caps into plug-ins to stop children from touching.
- Insert plugs completely so that no part of the prongs is exposed.
- Avoid changing fixtures or installing ceiling fans and security and motion lights.
- Get permission from the office to hire a certified electrician when required.
- Call the office if you notice frayed wires.

Saving power saves money

- Saving power can save you money on your power bills.
- Turn off the lights when you leave a room.
- Open blinds and curtains to let in sunlight rather than turning a light on.
- Use compact fluorescent light bulbs instead of regular ones. They cost more to buy, but they last up to 10 times longer and use about 75% less electricity.
- Turn off the TV off when you are not watching it.

PREPARING YOUR HOME TO GO AWAY



Rule of Thumb

Follow these tips to save money and avoid damage and break-ins while you are away.

Why should I prepare my home before going away?

- Doing a few simple things around your home when you are going to be leaving for a few days will help you:
 - Save money on your bills by saving energy
 - Avoid damage to your home and belongings by reducing the potential for emergency maintenance to occur while you are gone
 - Increase security of your home by reducing the potential for break-ins to occur while you are gone



Energy saving tips

- Turn down the thermostat to 15°C (60°F).
- Turn down the water heater to warm or turn it off while you are gone.

Maintenance tips

- Contact the landlord to let them know you will be away.
- Ask someone you trust to check your house for any maintenance problems.
- Turn off the main water supply to the house (main water shut off valve in the basement) so that if a pipe bursts, damage will be limited.
- Turn off the water heater in case the heater breaks and then leaks.
- Have someone run water down drains so that sewer gas does not build up.

Security tips

- Contact the landlord to let them know you will be away.
- Since a full mailbox can show that you are not home, ask someone you trust to pick up your mail and newspaper or get delivery stopped until you return.



Something to think about

Having insurance can save you money if a break-in, fire or other disaster happens while you are away.

SIDEWALKS AND DRIVEWAYS



Rule of Thumb

Take care of sidewalks and driveways to keep them in good shape and to make them safe.

Care of sidewalks and driveways



- Sidewalks and driveways need care to keep them from getting broken and chipped.
- To prevent the driveways and sidewalks from getting broken and chipped, avoid storing anything on them that will corrode and damage the concrete, like motor oil, paints and paint thinners.
- Ice and snow can also cause concrete to break and chip. When they melt, they get into cracks and holes in concrete and then refreeze and expand, breaking the concrete around them. To avoid damage, keep sidewalks and driveways clear of snow.

Maintenance tips to prevent safety hazards

- Here are some things you can do to prevent safety hazards on sidewalks and driveways:



- Keep sidewalks and driveways shovelled and clear of snow and ice to stop people from slipping.
- Sprinkle sand and salt on driveways and sidewalks. Sand gives shoes grip when stepping on ice and snow and salt helps to melt ice and snow.
- Avoid blocking walkways with shovels, bikes, toys, etc. so that people have less of a chance of falling.



Something to think about

Your mail and newspaper carriers will not deliver mail and newspapers to homes that have slippery sidewalks and driveways.

SINKS, SHOWERS AND TUBS



Rule of Thumb

Caring for your sinks, shower, and tub will ensure that they are in good working order when you need them.

Sink, shower and tub surfaces

- Clean sinks, showers and tubs regularly. Avoid using abrasive cleaners since they can scratch and discolour surfaces.
- Check for cracked or missing caulking around the base of your sink, shower and tub.
- Put shower curtains on the inside of the tub to ensure that water does not spray or splash on floor.



Did You Know?

If grab bars are required, you can contact the office for equipment and installation.

Taps and drains

- Call the office when taps are leaking or dripping to stop them from getting worse.
- Pouring fats, oils and other thick liquids down drains can clog them. Flush them down the toilet instead.
- To unclog a drain, use a plunger first and then try Drano or Liquid Plumber.
- Contact the office when something has fallen into the drain and clogs it. You will be charged for someone to unclog it.
- Check piping regularly to ensure it is not leaking. If leaking put a pail under the leak and contact the office.

Water-saving tips

- Fill the sink when you shave instead of letting water run.
- Turn off the tap while brushing your teeth.
- Turn off the taps tightly but gently so they don't drip.
- Shower instead of bathe to use less hot water.
- If you prefer bathing, put in the plug and then fill the tub 1/2 full.



Saving Money

A few water-saving habits can save thousands of litres of water each year and hundreds of dollars on your water bill.

In case of an emergency

- Know where the main water shut-off valve is in your basement in case of an emergency, like flooding or leaking, when you need to shut off the main water supply to prevent damage.

SMOKE DETECTORS



Something to think about
Tampering with smoke detectors puts your children's safety at risk.

The importance of smoke detectors

- Smoke detectors give you an early warning that danger is present and allows you and your family time to reach safety.
- Since smoke detectors can save your and your children's lives when a fire starts, it is important to ensure they are in good working order at all times.
- Maintenance personnel check smoke detectors on a regular basis to ensure that they are in good working order, but you can help by not tampering with smoke detectors.



What happens if I tamper with a smoke detector?

- Tampering means removing or taking apart smoke detectors or any parts of a smoke detector, including the batteries.
- If you tamper with a smoke detector, you may be held liable if there is a fire, which means that you would have a legal responsibility for costs and damages.

What if my smoke detector goes off for no reason?

- Sometimes fire alarms are so sensitive that they go off when there is no fire.
- If they are too sensitive, phone the office and someone will visit your home to adjust the smoke detector.

Tips on preventing fires

- Carelessness is one of the leading causes of fires in the home. Follow these tips to reduce the risk of fire in your home:



- If you smoke, use a wide, deep ashtray.
- Avoid smoking in bed or on the sofa. Better yet, smoke outside.
- Keep matches and lighters away from children.
- When you are not home, avoid leaving halogen lights on since their heat can start a fire.
- Use candles cautiously.

TOILETS

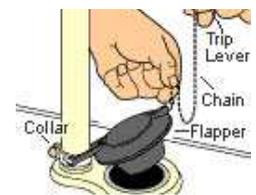


Rule of Thumb

Your toilet is not a garbage disposal. Avoid flushing anything other than body waste down the toilet.

Care of toilet

- A leaking or running toilet can increase your water bill by as much as \$80 a month. If the toilet is leaking or running constantly, close the flapper valve and call the office.
- When the handle doesn't flush, lift the lid off the tank and reconnect the handle to the toilet chain inside the tank.
- Avoid pouring hot fluids in the toilet since the heat can crack it.
- Dispose of feminine hygiene products in the garbage rather than flushing them since they can cause blockages.
- Store items in a closet or under the sink rather than on the toilet tank or above the toilet on a cabinet or shelf to avoid items falling in the toilet and plugging it.



Flapper valve

How to unplug the toilet



- If your toilet is plugged, use a plunger and plunge at least 10 to 20 times to try to push the blockage through.
- Repeat the process until it flushes properly.
- If plunging repeatedly is not successful, call the office.

How to handle an emergency

- When your toilet is leaking or overflowing, turn off the water supply shut off valve behind your toilet and use a plunger.
- If you cannot turn off the valve, turn off the main water shut off valve in your basement to prevent flooding and damage.
- If plunging repeatedly is not successful, call the office.
- You will be charged for blockages that require maintenance.



Shut off

Cleaning the toilet

- Use an all-purpose cleaner and a cloth to clean the outside of the toilet bowl, the tank, the seat, and around the base of the toilet to help eliminate odours.
- Use a toilet cleaner and a soft brush to clean the inside of the toilet bowl.

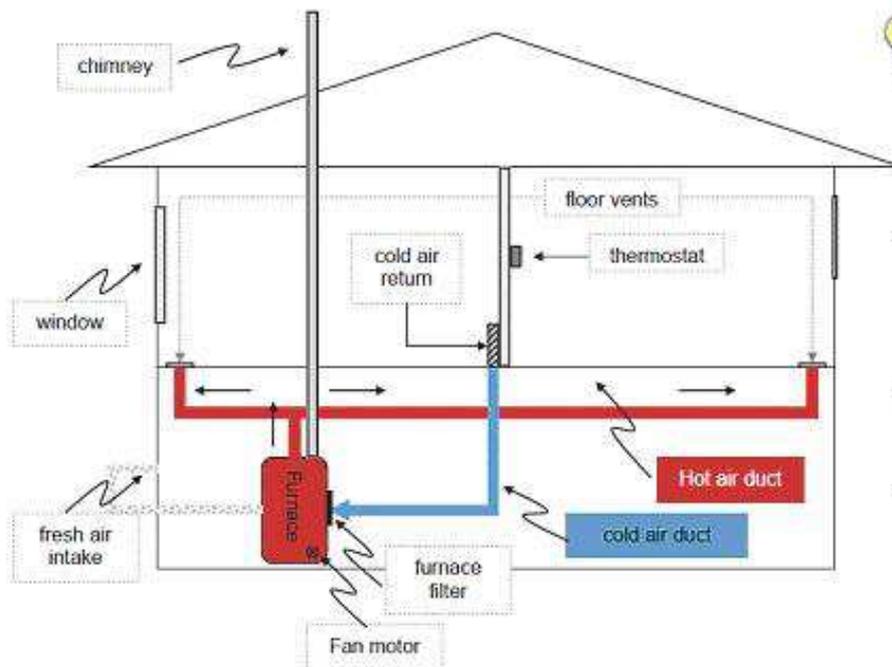
UNDERSTANDING YOUR HEATING SYSTEM

Having a basic understanding of the heating system is useful in solving simple problems, avoiding preventable maintenance, and preventing damage in emergency situations.

The heating system in a typical home has four basic elements:

- 1. Heat source** typically consisting of either a furnace or a series of electric heaters. Most conventional furnaces burn natural gas, propane, oil or wood and use a blower fan at the base of the furnace to force hot air through the home. Electric heaters typically consist of baseboard or space heaters that may also have installed fans and are controlled either by a wall thermostat, or switch at the heater.
- 2. Warm and cold air ducts** consisting of rectangular-shaped sheet metal boxes and/or circular tubes joined together to carry warm air from the furnace to vents located throughout the home, or to bring cold air back to the furnace. Duct work is normally situated between, or below, floor joists.
- 3. A temperature control** or thermostat located on the wall in a central location of the home, which allows the tenant to regulate the temperature of the home.
- 4. Chimney and fresh air intake vent** for home equipped with a furnace.

Look at the following illustration of a forced-air heating system in a home. Heat vents are normally located underneath windows, and the cold air return on an interior wall. The thermostat is normally placed near the centre of the home to gauge the temperature.



Tips to save \$\$

- During cold months try to maintain a comfortable, even thermostat setting except at night when turning it down.
- Locate and control hot air vents, closing those where heat is not needed (for example in storage areas).
- Change the furnace filter every 1 - 3 months during furnace use.
- Periodically clean dust build-up at vents, returns, and in fan motor compartment. (Note: Flip furnace emergency switch off first. (red switch and cover plate)

UNDERSTANDING YOUR PLUMBING SYSTEM

Having a basic understanding of the plumbing system is useful in solving simple problems, avoiding preventable maintenance, and preventing damage in emergency situations.

The plumbing system in a typical home has four basic elements:

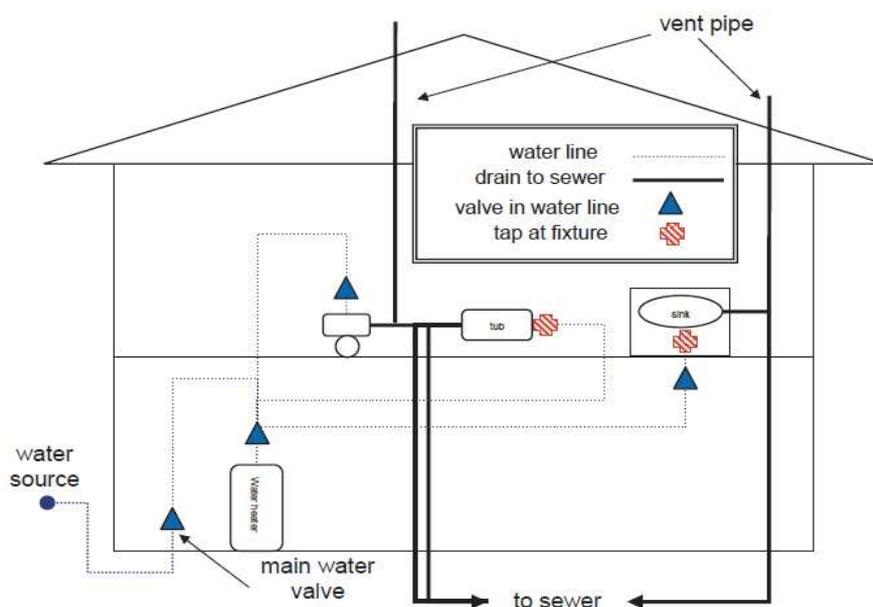
1. Water supply, distribution & control consisting of pipes (water lines) that bring water from the supply source (municipal system/well) to fixtures & appliances in the home, and taps or valves that control the flow to fixtures/appliances.

2. Fixtures and appliances consisting of sinks, tub/shower, toilet, water heater, laundry tubs, washing machines, etc.

3. Drainage consisting of drains (openings at the base of sinks, tubs/showers, or in the floor) and pipes that carry waste from the fixtures to the sewer or septic tank. The sinks, tub/shower, toilet and washing machine are each equipped with a trap ("U"-shaped drain pipe under the fixture) that holds water in the trap to prevent sewer gas from coming up through the drain pipe.

4. Venting consisting of vertical pipes connected to sinks, tub/shower, toilet and washing machine that extend up through the roof and bring air into the drainage system.

Look at the following illustration of the plumbing system in an example home. Now locate all the valves in your own home that control water distribution so you know which one to shut off in the event of a problem or emergency.



Emergency Tips

- In an emergency (e.g. flooding), you can shut off the main water valve or valve to the fixture.
- The water line into the home is usually copper pipe, 3/4" diameter, with a meter attached to it.
- Water lines to fixtures are smaller (1/2" diameter), and often have a valve before entering the fixture.

WALLS



Rule of Thumb
Tenants will be charged for any writing on walls.

Care of walls

- Walls and ceilings account for the largest area inside your home.
- Keeping them in good shape makes them easier to clean and helps to avoid bigger repairs.

Minimizing damage to walls

- To minimize damage to walls:
 - Use door stops to avoid making holes in the walls with door knobs.
 - Use nails rather than screws to hang pictures.
 - Avoid applying wallpaper and borders.
 - Use removable adhesive putty (“Sticky Tac”) rather than tape to put up posters, drawings, maps, etc.
 - Supervise children when they are using crayons, pens, etc. to avoid children writing on walls.
- When walls are in need of patching and painting to repair damage, call the office.



Removable adhesive putty

Cleaning tips



- Cleaning walls regularly to ensure that they continue to look good.
- Keep walls free of spots and fingerprints as soon as you notice them to avoid permanent stains.
- When your walls become dirty, spot clean dirty areas.
- If spot cleaning is not enough, clean them from the bottom of the wall to the top so that it is easier to wipe up cleaning solution before the runs have a chance to cause streaks.

WINDOWS



Rule of Thumb

Tenants will be charged for damage to windows outside of normal wear and tear.

Care of windows



- Since windows provide ventilation and light, it is important to keep them in good working order.
- Open and close windows carefully to avoid damage and ensure that they continue to operate properly.
- Avoid forcing window locks.

Damage to windows

- If window screens or frames become damaged, avoid throwing them away. Call the office for repairs.
- Letting the office know about damage as soon as possible keeps it from getting worse.
- It can also save you from paying higher costs for repair and replacement.



Saving Money

Taking good care of your windows saves you money. Damaged windows can cause heat loss and can result in higher heating bills.

Cleaning tips

- Wash windows inside and out regularly (usually in the spring and fall).
- To wash outsides of windows, use soapy water and a sponge or squeegee. To wash insides of windows, use glass cleaner or a mixture of vinegar and water.
- To avoid streaks, use a dry cloth to remove all moisture from freshly cleaned windows.
- Vacuum and clean out window tracks regularly for easy opening and closing.



WINTERIZING YOUR HOME



Rule of Thumb

Preparing your home for winter will help you stay warm and protect your home.

Yard

- Put hoses, outdoor toys, and summer tools and equipment away.
- Shut off the water to your outside taps and drain the water from the taps before it freezes and damages the pipes.
- Ensure that you have the proper tools to clean snow off your driveway and walkways.



Doors

Here are ways to keep the cold weather from coming in around outside doors:

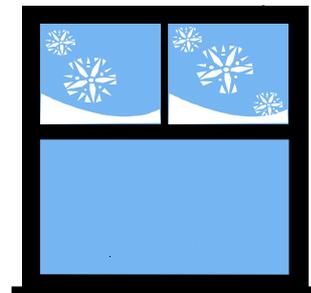


- Install a sweep along the bottom of all your doors.
- The sweep screws into the door and has a rubber edge that makes a seal, which stops the draft from coming in under the doorway.
- Apply "sticky foam" (like tape) to the inside edges of the door trim, sealing up the doorway against the winter winds.
- Install weather-stripping, which screws onto the outside edge of the doorway.

Windows

Here are ways to keep the cold weather from coming in around windows:

- Use approved window kits to cover windows in winter (call the office if you wish to cover your windows).
- Plastic window coverings can make your home warmer and reduce heating costs, but they can also raise the humidity high enough to cause mold.
- For this reason, avoid sealing up all of your windows. Make sure you can still open one or two because even though it might be cold, it's healthy to get some fresh air inside.



YARD CARE



Rule of Thumb

Take care of your yard to reduce health and safety risks and make your community a nicer place to live.

Caring for your lawn

- Keep grass watered and cut to help reduce the potential for mice and other pests.
- Fertilize grass once per year to keep it healthy and green.
- Trim grass along the fence line and walkways.
- Bag leaves in the fall.
- Avoid parking vehicles on the lawn.
- Store items such as lumber, tires, pools, toys, bikes, and BBQs in the basement, shed, or patio area.



Did You Know?

Watering, mowing and fertilizing regularly will keep your lawn free of weeds.

Controlling insects

- Items that can collect water, like spare tires, toys, and garbage cans without lids are ideal breeding sites for mosquitoes. To reduce the number of mosquitoes around your home, ensure that there is no standing water.
- Wasps and other insects are attracted to fresh fruit. To reduce their presence, pick fruit from trees and bushes and remove fruit that has fallen on the ground.

Maintaining fences and gates

- Tighten screws and adjust latches.

Reduce damage to fences and gates by avoiding
Your Landlord

- climbing or putting weight on them (swinging on gates).
- Avoid taking down fences or gates.

About



Something to think about

Landlords do not have to supply fences. A fence that is a hazard or an eyesore may be removed instead of fixed or replaced. To ensure that you keep your fence, take care of it.

Obeying city bylaws

- Bylaws help communities remain healthy, safe, and clean.
- Most communities have bylaws that prohibit parking vehicles in the front yard and using fire pits.
- Check with your community for more information.

HOUSING OPTIONS



Something to think about
Rental and homeownership programs are available through other organizations.

Rental Supplement

- Families and persons with a disability can apply to Saskatchewan Community Resources for the Saskatchewan Rental Housing Supplement to help pay rent.
- Eligibility and how much you get depends on:
 - Your income
 - How much rent you pay
 - Your rental property meeting minimum health and safety standards
 - The number of children in your household (for families)
 - Having physical housing supports, like ramps, elevators and grab bars, already in place where you live (for persons with a disability)
- To apply, just call 787-4723 if you live in Regina and 1-888-488-6385 if you live outside of Regina.
- You will need to provide all your household members' Saskatchewan Health Card numbers and Social Insurance Numbers; information on monthly income; child or spousal support; and the amount of your monthly rent.

Homeownership

- Families and persons with a disability can apply to Saskatchewan Housing Corporation to help buy their own home through the Centenary Affordable Housing Program (CAHP).
- The program offers a forgivable loan of up to \$19,000 based on household income and cost of the home being purchased.
- The loan is put towards the cost of the home to lower the amount of the mortgage.
- If you live in the home for 10 years, the loan will be forgiven in full (you will not have to pay it back).
- There are some requirements for this program:
 - Families must have an income of less than \$39,500.
 - Persons with a disability must have an income of less than \$35,000.
 - You must take a homeownership education course.
 - You must be able to qualify for a mortgage.
- For more information, call 1-888-338-3317.

