



Member Handbook



**467 AUDEN ROAD
GUELPH, ON N1E 6W5**

PH: 519-767-1323

FAX: 519-763-0122

Email: wyndhamhillcoop@gmail.com

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My unit number is: _____

Your Community

Welcome

Welcome to your new home and neighbourhood. We hope you will enjoy it. The following is some information that will help you settle in. It is important that you read this booklet so that you will be familiar with the expectations and requirements for living here, as well as what to do if you have questions or something goes wrong.

History

Wyndham Hill Co-operative Homes was incorporated in 1991. When you live at a Co-operative Housing building, you are a Member and not a tenant. The difference between a regular landlord and a Co-op is that Co-ops are a democratic society. Members have a vote on many things including, but not limited to, passing by-laws, the budget, and Members sit on the Board of Directors.

Co-ops strive to live by seven (7) principles

Co-ops around the world are organized according to the seven international principles of co-operation.

- | | |
|---|-------------------------------------|
| 1. Voluntary and open Membership | 2. Democratic Member control |
| 3. Member economic participation | 4. Autonomy and independence |
| 5. Education, training, and information | 6. Co-operation among co-operatives |
| 7. Concern for community | |

How to contact us

The Housing Co-ordinator's office is located in the Community Centre.

Our mailing address is:

467 Auden Road

Guelph, ON N1E 6W5

519-767-1323 – Office

519-763-0122 – Fax

Email: wyndhamhillcoop@gmail.com

Office hours are posted on the community centre door.

It is best to make an appointment with the Coordinator, send an email to her, or phone if you have a concern. You may also leave a note in the mail slot located beside the door to the Housing Co-ordinator's Office. Emergency contacts are posted on the door of the community centre and are usually the President and the Vice-President.



Getting involved

Some Members take part in volunteering around the co-op, be it gardening, or flyer distribution. If you would like to volunteer, please see the Housing Co-ordinator.

You and your neighbours



You have a right to enjoy your home. Establishing and keeping good relations with your neighbours can go a long way towards making the community one that all Members can enjoy. The following are some of the things that can help establish good relations with your neighbours:

1. Be considerate when playing your stereo or radio.
2. Your patio, balcony or yard is always visible to everyone. Please keep it neat and attractive looking for all to enjoy. Please do not store items or garbage on your patio, balcony, or yard.
3. Remember that you are responsible for your guests while they are visiting. Please let them know about parking and other regulations.
4. When outside of your home (including the common areas and community centre), please dress appropriately.
5. In general, treat others as you would like to be treated. If you do have problems with a neighbor, try to talk over the problem with the person. Try to see their side of the problem. See if you can find a solution that you both can live with. Solutions that you and the other person both agree on are often the ones that work the best. If talking with the person doesn't help, call your Housing Co-ordinator.

You and your new home

Moving in

Congratulations on your new home!



Your unit was likely painted, cleaned, and inspected before you moved in to ensure all repairs have been completed. Any damage and repairs that were required have been recorded and all necessary work orders issued. However, it is possible that we may have overlooked something, if so please complete a work order form located near the Housing Co-ordinator's office and return it **within 10 days** after you move in.

If your unit was freshly painted, it is very important that the paint be allowed to set thoroughly. Please do not use any cleaners on the walls, doors and baseboards for at least **one month** after you move in. Even mild cleaners such as hand or dish soap can cause your paint to peel or streak.

We also ask that you do not put up any wallpaper or borders for at least one full month after you move in. If you do decide to put up wallpaper, you will be required to remove it before you move out.

After you move in

- ☐ Find all the shut-off valves for the kitchen, bathroom, and toilet. If you cannot find them, contact your Housing Co-ordinator for help. We ask that you turn these valves off and on at least once a month, to keep them working properly.
- ☐ Find your electrical panel. It is located in the basement. If you have a problem with a heater or electrical appliance, quite often the breaker may be turned off. This is easily fixed by flipping the breaker back to its on position. If the problem persists, contact the Housing Co-ordinator.
- ☐ Outside taps. Most units have an outside tap in the front and/or back. Please ensure you follow the instructions for turning off the valves during the winter. Instructions are handed out each fall on how to do this, to get ready for winter.

Keys



You will receive a set of four (4) keys: (yours and a spare) for the unit, one community centre key to access laundry facilities if you need them, and one mail

key, when you move in. Please make arrangements with someone to keep the spare in the event that you misplace yours. All keys must be returned when you move out.

Lost keys

Replacement keys must be obtained through the Housing Co-ordinator. There is a cost for replacement keys. After hours or on weekends, losing your keys is not considered an emergency. **We cannot guarantee that someone will be available to let you into your unit.**

Lock changes

If you wish, you may arrange with the Housing Co-ordinator to have your locks changed, however, a fee will be charged to change your locks.

Insurance



You are required to obtain a Member content/fire/liability insurance package. Member insurance protects you from:

- Loss of your belongings due to theft, fire or other disasters.
- Being responsible if your home is the source of damage to other units.

Wyndham Hill Co-operative Homes Inc.'s insurance does not pay for a claim that could have been covered by the Member's insurance or where the Member is negligent.

There are a variety of Member insurance packages available, one being Co-operators Insurance, that you can get quotes from. Please contact the insurance company of your choice to get an estimate on a package that best meets your needs.

If you are in receipt of Ontario Works or ODSP, talk to your caseworker to see if the cost of Member content/fire/liability insurance can be covered. Provide the Housing Co-ordinator with a copy of your insurance.



Parking

Due to space, there are a limited number of parking spaces available. Each unit is assigned a numbered spot that corresponds with their unit number. This is where you are expected to park. Following the guidelines outlined below will make parking easier for everyone.

1. A vehicle must be road worthy, properly licensed and owned by the Member.
2. All vehicles that are not licensed or are not road worthy will be towed at the owner's expense.
3. Members must declare their vehicle. Each unit is assigned one parking spot. For additional spots you must contact the Housing Co-ordinator and pay the monthly fee for the extra spot, provided there is spaces available.
4. Visitors must park in the designated space. Visitors are allowed to park overnight only if space is available, but must follow all rules relating to visitor parking. It is your responsibility as a Member to ensure that your guests follow the rules of parking.
5. **Please do not use parking areas designated for Members or staff. Those parking in handicapped spots must be properly licensed with a handicapped license from the City of Guelph.**
6. Vehicles should never be parked in fire route areas.
7. Please do not leave cars running, lights or radios on.

Pets



Members are responsible for their pets and any damage caused by them. Responsible pet ownership can do a lot to prevent problems.

1. Keep dogs and cats on a leash at all times when out of your unit.
2. Clean up after your pet.
3. Be considerate of others regarding noise.
4. Do not allow your pet to go to the bathroom on your decks or balconies.

Cats and dogs often require a license that must be renewed each year.

If you have concerns about the treatment of animals in your community, contact the Guelph Humane Society.

Decorating your home



You're encouraged to make your home your own. However, your home must be returned to the original state, when you move out and you may be responsible for any costs associated with this. The guidelines and suggestions on the following pages will help you to avoid problems and repair charges. Please refer to By-law 11 regarding this.



Wallpaper

Use dry-strippable wallpaper and wallpaper borders and only apply these to walls that have been pre-treated for wallpaper application. **Do not** use adhesive vinyl (Mactac, contact paper, etc.) as it damages the walls when it is removed. Before you move out, you must remove all wallpaper and borders and remove any wallpaper

glue left behind. The easiest way is to wash the walls. Wallpaper that is left on the walls after you move out will be removed by our contractors and the full cost of this will be charged back to you.



Painting

When you move in, we ensure that your unit is freshly painted or touched up and thoroughly cleaned. We prefer that you do not paint your unit, as we have already spent time and money getting it ready for you to move in. If you do paint, you will be responsible for the cost of returning the unit back to the original colour.



Flooring

We ask that you keep your flooring clean while you live in the unit. Any damages to flooring that require a replacement will be charged to you.

Appliances



Fridges and stoves

Appliances are provided in the unit when you move in. You may not replace these with your own without written permission from the Housing Co-ordinator. The original appliances must be stored in your unit. You may not alter any cupboards or doorways to install your own appliances.

If an appliance does not work:

- Make sure it's plugged in.
- Make sure the circuit breaker has not tripped.

- If the problem persists, Please submit a work order to the Housing Co-ordinator.

Laundry



- Washers and dryers are not included in the unit; however there is a laundry hook up in each unit, in the basement.
- Laundry machines are available for Members' use in the community centre basement. There is a fee to use the public laundry machines.
- Please leave the washer and dryer clean after your laundry is finished and collect your laundry as soon as the cycle is complete.

If you have difficulties with the equipment please report the problem to the Housing Co-ordinator.

Garbage disposal and recycling



We use the City garbage system at our complex.

Each unit has three (3) bins: Grey, Green, Blue. Please refer to the information package from the City of Guelph with respect to sorting etc., that you received at move-in. Each bin is specifically numbered to your unit, so do not switch it with someone else. You must follow the Co-op and City bylaws with respect to the use of the bins, storage, etc. You can have a dual use cart. Please call the City for info.

If you move in and you prefer a different size bin, you can contact the City immediately and request a different one. Please call the city at 519-767-0598 to request a change.

The City of Guelph provides curbside pick-up of large items such as couches and beds. Please call 519-767-0598 to inquire about getting your large items picked up at the curbside.



Hazardous waste

Hazardous waste is a real problem that can harm you and contaminate the water and soil if it is not disposed of properly. Examples of some hazardous waste include: latex and oil based paint, glues, paint thinners and strippers, cleaners, disinfectants, gasoline, automobile batteries, household batteries, aerosol cans, nail polish and remover, hair dyes, needles, and medication, and light bulbs.

In Guelph, the Household Hazardous Waste Centre is located at 110 Dunlop Drive. Call (519) 767-0598 for hours of operation or for further information.



Pest Control

Members are responsible for controlling ants, bees, fleas, and other small insects. Please contact the Housing Co-ordinator immediately if you are experiencing problems with other pests, including Bed Bugs. We must treat infestations quickly so please report any issues, as soon as you notice them. .

Unit interiors

Flooring



Tile Floors

You can clean your floor with a wax stripper, then seal and wax your tile floor.

Vinyl / Laminate Floors

Just mop clean with a mild floor cleaner.

Dos

1. Place felt pads on the bottom of chairs, tables etc. to protect floors against scratching.
2. Use a mat at the entrance to keep dirt and grit from being tracked inside.
3. Use area rugs to protect the floor and reduce noise carrying to other units.
4. Clean (vacuum and dry mop) your floor regularly to remove loose grit and dirt before it can scratch the surface.
5. Wipe spills up immediately. Use a damp (not wet) cloth. Grease, tar, oil, lipstick, crayon, and most rubber scuffs can be removed with a cloth dampened with mineral spirits.

Don'ts

1. Do not drag furniture or use chairs with ball-type wheels directly on the floor.
2. Wipe up liquid spills immediately to avoid staining (and perhaps damaging) the floors.
3. Do not wax a laminate or vinyl floor.
4. Do not use wall-to-wall carpet tack strips that must be nailed in place.
5. Do not drill holes into the flooring for any reason.



Carpeting

If your unit has carpeting, it must be vacuumed and cleaned on a regular basis. You can rent a cleaning machine to do this. Do not spill, stain, rip or place hot items on your rugs, such as an iron.

Reminder that any damages to flooring will be charged back to you for replacement so take good care of your floors as they are expensive to replace and if there are damages you will be sent an invoice to pay for replacement or repair.

Ceiling fans (light fixtures)



Please submit a work order to have your ceiling fan installed. We must have our building staff do these installations, for a nominal fee. We do not allow Members to tamper with our electrical or plumbing systems.

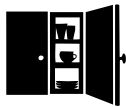
Those who fail to follow the rules for installing ceiling fans will be charged for any damages.

Window coverings



You may install the appropriate curtain rods but ensure that minimal damage is done to our walls and window frames.

Cabinets



You are **not** permitted to paint the kitchen cabinets, and under **no** circumstances may you put nails, hooks, or screws on either the outside or inside of the cabinets.

When installing safety locks for young children, please use the type of cabinet safety locks that do not damage the cabinets.

If you have any questions, Please contact the Housing Co-ordinator.



Wall and ceiling hangings

Please hang pictures with hooks that do not damage the walls; there are many types available. Any damage done to walls and ceilings as a result of hanging items improperly is the responsibility of the Member. Contact the Housing Co-ordinator if you have any questions.

Heating and hydro

You are required to pay for the heat and hydro in your unit.

Forced Air Heat

Your unit is equipped with forced air gas furnace. Do not place things in front of or on top of baseboard heaters. This could be a fire hazard and stops the heating system from working properly.

If you have no heat, check the thermostat as it may just be a battery that needs changed. If that does not work, submit a work order to the Co-ordinator. Remember that you will not feel an increase in temperature as soon as you turn on the thermostat. If necessary, call the Housing Co-ordinator for service. Floor registers require regular vacuuming. Please be careful not to damage the floor register covers. If you have any questions about the heating system, please contact the Housing Co-ordinator.

Boiler Heat Systems

Some units have a boiler system. Do not change any settings on the furnace itself in the basement. If you have problems, submit a signed work order to the Housing Co-ordinator, and an experienced technician will be called.

Hydro

We suggest that you go on a monthly budget plan with Guelph Hydro (519-822-1750). This will make your heating payments more affordable, especially in the winter months. We also suggest that you purchase energy efficient light bulbs. Energy efficient light bulbs save you money, as they use less power, and are available at most hardware stores.

Air conditioners

If you use an air conditioner, please follow the rules below:

- Units must be installed by a qualified person and must not interfere with the building or other Members.
- Units must not allow condensation water or rainwater to enter the building (in your unit or someone else's unit)
- Air conditioning units must be properly serviced and maintained.
- Noisy units must be repaired or replaced.

Members who do not follow the rules will be responsible for any damages caused. If you have any questions, please contact your Housing Co-ordinator.

Hot water tank

Your unit is equipped with a hot water tank. We pay the bill on any rental contracts for hot water tanks. As with any product that is used continuously, there is always a possibility that the product may leak. To reduce possible damage to your property; inspect the area around the water heater on a regular basis for any sign of water leakage. Do not place valuable items or property near your water heater, or in an area where leaking water can cause damage. If you notice water leaking from any area of your home or your hot water tank, please contact the office or after hour emergency number immediately. If you have any questions about the hot water system, please contact the Housing Co-ordinator.

Phones



There are a number of phone jacks in the units. It is the responsibility of the Member to set up their own phone service and pay the phone bill. \

Cable TV

There are cable TV hook ups in each unit. You must subscribe to cable on your own. We do not offer cable service. Please contact the Housing Co-ordinator if you have a question regarding cable.

Internet

Internet hook up is your responsibility.

Satellite Dishes



As per bylaw 11 Article 5.7a) No satellite shall be installed by the Member without prior permission of the board. Satellites will not be permitted on the roof under any

circumstance. Any satellite found to be in violation of this will be removed at the Member's expense.



Accessible units

Some of our units are modified for persons with disabilities. These units are dedicated to housing people requiring these modifications.

Community Centre

We do have a common room available to Members. If you wish to book the room, please call 519-767-1323. You must sign a waiver, follow the rules in using the room, and take responsibility for it while you are using it. A deposit and a small rental fee will be required for using the room. Please be considerate of others when using the common room. Sound can travel and be upsetting to others.

Unit Exteriors

It is your responsibility to help create a beautiful and safe community for all to enjoy by keeping it free of clutter and following the rules as per By-law 11.

Balconies and decks

Please follow the do's and don'ts below.

Do:

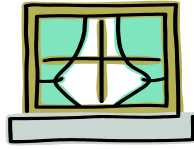
- Feel free to put out patio chairs and table planters.

Do not:

- Put carpeting on our balconies or use it for storing unwanted items.
- Put up a clothesline, hang out laundry or use your balcony for storage.

- Attach or hang anything on the outside railings.
- **DO NOT Barbecue on your balcony. This is forbidden for fire safety reasons under municipal by-laws.**

Windows and Screens



Screens

All windows that can be opened are provided with insect screens. While the maintenance person will replace screen material worn by age, Members are responsible for replacing any screening material that is torn or damaged by themselves, their guests, or their pets.

Window screens allow air in and keep bugs out. However, they do not have any strength and will not prevent children from falling out of a window. Please do not use the screens as a safety device.

Please **do not throw out screen frames, even if the screen is ripped.** It is easy to replace the screen material. The frames, however, are made to fit the window and cannot be easily replaced. If you have any questions, please contact the Housing Co-ordinator.

Windows

We often receive complaints about condensation on windows. Most of the time condensation on windows is caused by high humidity within the home.

Humidity in the home can be caused by plants, pets, standing water (sink or bathtub left full of water), showers, cooking, and even breathing. Humidity in the air will cause water droplets (condensation) to form on the window surface.

Excessive condensation on the windows can cause serious problems, such as wall damage or mould growth. Please wipe up any water that appears on your windows to prevent mould and mildew.

To avoid condensation do the following:

- Do not block vents or baseboard heaters with furniture or other items.
- Open drapes and blinds during the day especially in winter months.
- Use exhaust fans in the bathroom when showering or bathing and leave on for about 20 minutes afterwards.
- Use kitchen fans when cooking and leave on for about 20 minutes afterwards.
- If you do not have a fan in the bathroom or kitchen, open a window slightly when cooking or bathing and keep it open for about 20 minutes afterwards.
- Do not leave your sink or tub full of water.



Moving out

When moving out, you must give us **60 days written notice (It must be received by the office on or before the 1st of the month)**. The notice must be effective on the last day of a month. For example, if you want to move on June 30th, you must provide 60 days written notice no later than May 1st. If you do not give proper notice, you may be responsible for additional housing charge. When giving notice, you may write a letter or use the “Member’s Notice to Vacate Form.” Members who are being transferred because they are over-housed do not have to give 60 days’ notice.

Once your notice to vacate is received, the Housing Co-ordinator will set up a pre-move out inspection. This allows the Co-op to determine the repairs needed by you and by us prior to your move out. It is important you follow the pre-move out letter that states what your responsibilities are before you leave.

Move out check-list:

- ☐ Return your home to a “move in” condition. This could mean painting the unit, if you painted it a different colour, back to our standard colour for your unit.
- ☐ Remove all wallpaper or carpet that you installed.
- ☐ Repair any damage that occurred while you lived in the unit, to avoid being charged for damages.
- ☐ Remove ALL garbage and items from the unit.
- ☐ Be prepared for the final move out inspections and
- ☐ Return all keys to the Housing Co-ordinator.

Maintenance and repairs



General

If you have a maintenance request, we will try to attend to your concern as soon as possible. Please keep in mind that some things are beyond our control, particularly if a contractor must be hired, or if the request is reported at a particularly busy time, or if another building emergency has taken place. Please allow 2-3 days before calling again about a non-emergency repair.

If lives are threatened or when there is potential for substantial damage to the building or unit, staff is allowed to enter your unit without notice. If you have a situation like this, please contact the office or the after hour contacts immediately.

Beyond normal wear and tear, you will be charged for the repair. Please take care of your unit, as you would your own belongings.



Requesting repairs

When requesting repairs, Members must complete and sign a **Work Order Form** (located in the main lobby area beside the Housing Co-ordinator's door.) Please include information about pets in the unit. The maintenance person will either repair the problem himself or, if necessary, have an outside contractor assigned. **Please fill out the form completely and sign it, and leave it in the mail slot beside the Housing Co-ordinator's office door.**

Maintenance emergencies

An emergency is defined as a situation that, if left unattended, will cause more damage. Burst pipes, flooding, no heat in winter, are all considered emergencies. A dripping tap is not considered an emergency, but does require work order request. For fire emergencies, dial 9-1-1.

If you need an Emergency Repair, call 519-767-1323 during office hours, or contact the President or Vice-President for after hour emergencies.

Minimizing damage

There are several simple precautions you can take to reduce or prevent damage and avoid unpleasant clean-up. For example, to minimize damage from an overflowing toilet, close the shut-off valve to the toilet tank. Clogged sinks can often be prevented by using a sink strainer (available in hardware stores) to keep hair from plugging the drain.

Problems with repairs

Sometimes, the repair does not solve the problem. Possibly, the repair was not done well or was incomplete. In this case, please contact the Housing Co-ordinator as soon as you notice the problem.

For non-emergencies, please call the office the next business day

Normal wear versus damage

When used, things eventually wear out. When used improperly, they wear out faster or break more often. If wear or breakdown is found to be related to misuse, the Member will be charge with the cost of repair or replacement.

In general, Members are responsible for the cost of broken screens, windows and light fixtures as well as willful damage to walls and doors or any part of their unit. Charges will be based on actual repair costs. Adjustments will be made to reflect normal wear and tear.

Energy conservation

A few tips to reduce energy demand (and to help limit increases in utility charges).

- Use cold water instead of hot when possible.
- Clean (vacuum) refrigerator coils regularly.
- Use energy efficient light bulbs.
- Turn off lights when not in use; buy night-lights for children.
- Turn down the thermostat when you are not home.

Maintenance Personnel

Wyndham Hill Co-operative Homes Inc. has a part-time maintenance person who works varied days in the week. His work is directed by the Housing Co-ordinator, and he only works on items that have been requested by completing a signed work order.

Your housing charge

Paying your housing charge

Housing charge is due on the first day of each month. A Notice to appear for Non-Payment of Housing charge could be issued to you if your housing charge is not paid on or before the 1st day of each month. Please contact the Housing Co-ordinator prior to a notice being sent to you.

Member rights and responsibilities

Your Occupancy Agreement

Your Occupancy Agreement is a legal document. It covers your rights and responsibilities. Please read it carefully and keep it handy.

As a Member, you have the right to:

- A safe place in which to live.
- Enjoy your home without undue interference from others.
- Take part in the activities of your community.

As a Member, you have the responsibility to:

- Arrange for insurance coverage for your possessions.
- Follow the guidelines in your Occupancy Agreement and the By-laws.
- Be a good neighbour - treat others as you'd like to be treated.

If you have any questions about your Occupancy Agreement or your rights and responsibilities, please contact your Housing Co-ordinator.

Boarders and lodgers

Your home is meant to accommodate only those listed on your occupancy agreement. Members are not permitted to have boarders or lodgers under any circumstances. You are welcome to have friends or relatives stay overnight, but you must follow the Guest By-law.

Eviction

Eviction is always a last resort. Our goal is to help you stay in your home. If you have a problem paying housing charge, contact your Housing Co-ordinator right away and we will work with you to find a solution.

The By-laws and the Landlord and Tenant Board provide the following grounds for eviction:

You may be evicted if you:

- Do not pay your housing charge.
- Often pay your housing charge late.
- Give false information about your income or the income of other family Members living in your housing charge-gear-to-income unit.
- Have more people living in the unit than health, safety or housing standards allow.
- You have damaged or interfered with the reasonable enjoyment of the premises by others, including impaired safety and illegal acts.
- AND/OR any other issue as allowed under the Landlord and Tenant Board.

You may be evicted if your guests:

- Cause serious damage to your unit or the building.
- Make noise or act in a way that seriously bothers other Members or the landlord.
- Threaten the safety of another resident.
- Are charged with breaking the law while on the landlord's property.
- AND/OR any other issue as allowed under the Landlord and Tenant Board.

For those Members receiving rent subsidy, giving false information about your income or the income of other family Members living with you may be considered fraud under the criminal code or misrepresentation under the Residential Tenancies Act. If you are found guilty of fraud or misrepresentation, it may affect your eligibility for subsidy.

Making a complaint



A written letter of complaint should be sent to the Housing Co-ordinator, when you or your guests feel that the reasonable enjoyment of your home has been interfered with. If your safety is threatened or you find the noise excessive, call the Guelph police 519-824-1212 or Crime Stoppers 1-800-222-TIPS (8477).

Safety and security

Creating a safe community

It doesn't take a great deal of effort to make your community a safer place to live. As with most things, a few precautions can go a long way.

1. If you are planning to be away for a few days, please notify the Housing Co-ordinator. (In the event of an emergency (fire etc.), knowing that you are not there can save precious minutes.)
2. Don't leave your unit unlocked, even if you are at home.
3. Do not leave your car unlocked and do not leave valuable items in plain view.

Electricity and water

Electric appliances and water can be a deadly combination. If an appliance falls into a sink or tub of water, or if you touch an appliance with wet hands or while standing in water, you risk severe electric shock and possibly death.

- Never use any electric appliances-radios, TV's, hair dryers-near sinks, toilets or bathtubs.
- Always dry your hands before touching electric appliances.

Never use several extension cords plugged into each other, that create a chain of cords. Extension cords are for temporary use and not to use permanently to plug in your appliances or devices.

Fire Safety



If you discover a fire call 9-1-1 immediately!!

Each unit is equipped with a hard wired smoke detector on each floor. If one smoke detector goes off, they should all go off. There is also a CO detector on the floor near the bedrooms, and a fire extinguisher in the kitchen. The smoke detectors and CO detectors have a battery backup, in the event of a power failure. These devices are tested annually. The fire hydrants are flushed annually. **If you experience problems with any life safety device, please contact the office or after hours emergency contact immediately.**

NEVER EVER PULL DOWN, DISCONNECT OR TAMPER WITH A LIFE SAFETY DEVICE FOR ANY REASON. THIS IS AN OFFENCE THAT YOU COULD BE CHARGED AND FINED FOR.

Practice fire prevention

You can reduce your risk of fire by taking the following basic precautions:

1. Hold a fire drill for your family to ensure everyone knows how to exit the unit under different situations. .
2. Turn off appliances when you've finished cooking.
3. Check appliance cords for broken or frayed spots and contact a repair shop if they need repair. If the appliance comes with the unit, contact the Housing Co-ordinator for any necessary repairs.

4. Do not leave pots of grease, etc. on the stove unattended. They can quickly overheat and cause a fire. If a grease fire does start, **do not try to put it out with water or flour - these will cause the fire to spread.**
5. Don't smoke in bed.
6. Always replace a fuse with one of the same amperage. Never use one with a higher amperage - it can cause the wiring to overheat and start a fire.
7. If a fuse keeps blowing or a circuit breaker trips for no apparent reason, contact the Housing Co-ordinator.
8. Do not use high wattage light bulbs in low wattage fixtures.
9. Change the batteries in your smoke and CO detectors once a year, when you change your clocks ahead.

Smoke and CO alarms



Each year, many Canadians are killed by fires. Many more are killed by the smoke, long before the fire reaches them. Please keep yourself and your family safe by following the tips below:

- **Make sure that your smoke alarm and/or CO alarm is working.**
- If your smoke and/or CO alarm emits a constant noise, it could be the battery.
- If the smoke and/or CO alarm is not working, contact the Housing Co-ordinator
- **Never disconnect or tamper with a smoke alarm.**
- **It is against the law to tamper with or disconnect a smoke/heat alarm.**
- Smoke alarms provide early warning of potential problems. Do not ignore the warning from a smoke alarm.

- **Cooperate with the contractors when you are notified of an inspection date.**
- **Clear the smoke caused by cigarettes or burning food by opening the window and fan fresh air into the alarm.**

(The alarm may sound if someone smokes directly under it or if food is burning.)

If you have any questions about the smoke and/or CO alarm, please contact the Housing Co-ordinator.



Using your Fire Extinguisher

Although there are many different types of fire extinguishers, all of them operate in a similar manner.

A typical fire extinguisher contains 10 seconds of extinguishing power. This could be less if it has already been partially discharged. Always read the instructions that come with the fire extinguisher beforehand and become familiarized with its parts. It is highly recommended by fire prevention experts that you get hands-on training before operating a fire extinguisher. Most local fire departments offer this service.

Once the fire is out, don't walk away! Watch the area for a few minutes in case it re-ignites. Contact the Housing Co-ordinator to have your fire extinguisher recharged immediately after use.

Use this acronym as a quick reference for using your fire extinguisher.



P A S S

Pull the Pin at the top of the extinguisher. The pin release is a locking mechanism and will allow you to discharge the extinguisher.

Aim at the base of the fire, not the flames. This is important - in order to put out the fire, you must extinguish the fuel.

Squeeze the lever slowly. This will release the extinguishing agent in the extinguisher. If the handle is released, the discharge will stop.

Sweep from side to side. Using a sweeping motion, move the fire extinguisher back and forth until the fire is completely out. Operate the extinguisher from a safe distance, several feet away, and then move towards the fire once it starts to diminish. Be sure to read the instructions on your fire extinguisher - different fire extinguishers recommend operating them from different distances. **Remember: Aim at the base of the fire, not at the flames!!!!**

Frequently Asked Questions

What if I don't understand my occupancy agreement?

If something isn't clear in your occupancy agreement ask. Call your Housing Co-ordinator with any questions you might have. S/he will be happy to go over the issue with you.

What are the rules that I must follow when living in the co-op?

Co-op Members must follow the By-laws that were created to govern the Co-op. There are also other pieces of legislation such as the Housing Services Act, County of Wellington Directives, and the Landlord and Tenant Board (Residential Tenancies Act) with respect to evictions, that Members must follow.

Why do I need my occupancy agreement if I have the Member handbook?

The Member Handbook is not a substitute for the occupancy agreement. Although the Member Handbook describes some of the same things covered in the occupancy agreement, it is intended as an information booklet only, not a legal document.

How do I pay my housing charge?

Housing charges can be paid by cheque, money order, or debit. If a cheque is returned NSF, you will be charged a fee and you may not be allowed to use cheques as payment for your housing charge, but rather be asked to provide money orders or use debit.

How do I apply for a transfer to another unit?

You would contact the Housing Co-ordinator's office and apply to the internal transfer waiting list. You must follow the rules in the By-laws regarding transfers.

What is an after hour emergency and who do I call?

A maintenance emergency is defined as any situation that, if left unattended, will cause more damage. For example, burst pipes, flooding, and no heat in the winter, are all considered emergencies. In these cases you would either contact the office during office hours or contact the President or Vice-President. Their unit #'s are located on the office door. Generally, if it is a work order item that can wait until the next day, we ask that you fill in and sign a work order and submit it to the Housing Co-ordinator.

For fire or health emergencies, Members should call 9-1-1.

Members should follow the fire procedures located in this booklet on pages 34-37

What is a work order and where do I get it?

Whenever you need a repair, for instance closet doors off the track, bathroom taps dripping, you would completely fill in and sign a work order, and put it in the Housing Co-ordinator's mail slot beside the office door. The Housing Co-ordinator will give it to the maintenance person/contractor to be completed. Work orders are located in the document holder affixed to the wall beside the Housing Co-ordinator's office.

Can I replace a light fixture with one of my own?

Members are not permitted to tamper with the electrical or plumbing systems. Please contact the Housing Co-ordinator if you want a light fixture changed. There may be a small fee to cover the cost of the staff time, but we are assured then that the fixture is installed correctly.

Who replaces light bulbs?

You are responsible for replacing the light bulbs. If you need assistance because you simply cannot do it, we will assist you. Please put in a work order for this.

Who is responsible for window cleaning?

Members are responsible for window cleaning of the inside and outside of their unit.

Am I allowed to paint?

When you move in, we ensure that your unit is freshly painted or touched up and thoroughly cleaned. We prefer that you do not paint your unit, as we have already spent time and money getting it ready for you to move in. If you do paint, you will be responsible for the cost of returning the unit back to the original colour.

Residential occupant fire safety package

If there is a fire in your dwelling unit

- (A) Alert everyone in the dwelling unit that a fire is occurring.
- (B) Leave the unit, ensuring the dwelling unit door has been closed and positively latched but not locked. Proceed to a safe place away from the unit.
- (C) Leave the unit and remain at a safe distance.
- (D) **Call “9-1-1” from a safe location and ask for the Guelph Fire Department.** Relate to dispatch that a fire emergency is occurring in the building. Give your name and the dwelling unit that you came from.
- (E) Contact the office or emergency contacts.
- (F) If possible, meet the arriving fire crews at the main entrance and tell them where the fire is and any other information pertaining to the emergency.
- (G) **Do not** re-enter the building until Fire Officials declare it “SAFE.”

Upon hearing the fire alarm

- (A) The activation of the fire alarm system indicates a potential fire somewhere in your unit. The best thing to do in a fire situation is to **leave the unit as soon as possible**. Follow the same directions as outlined for “Fire in your dwelling unit.”
- (B) In some instances, evacuating the building may not be possible, and you may have to stay in your dwelling unit.
- (C) The decision to go or stay is yours. Either way, make your decision quickly and protect yourself from smoke.

If you decide to leave your unit

- (A) Check the door to your location before opening it.
- (B) If smoke is entering from around the door, do not open it and remain in your dwelling unit. Follow instructions outlined below.
- (C) If there is no smoke present, brace yourself and open the door carefully.
- (D) If you see smoke or feel heat, close the door quickly to protect yourself and remain in your dwelling unit. Follow instructions outlined below.
- (E) If the corridor is clear in your unit, exit the unit and close your dwelling unit door.
- (F) **Do not** re-enter the building until Fire Officials declare it “SAFE.”

If you remain in or return to your unit

- (A) If you have been forced to return to your dwelling unit due to smoke or heat contamination, call “9-1-1” and ask for the Guelph Fire Department. Inform the emergency operator that you are trapped in your dwelling unit and require assistance. Tell the operator your name, address and dwelling unit number.
- (B) Keep smoke from seeping into your dwelling unit by using duct tape to seal cracks around the door and placing a wet towel at the bottom of the door. Seal vents or air ducts the same way. Do not lock the door so that fire fighters can access your unit easily to provide assistance.
- (C) If smoke enters your dwelling unit, call “9-1-1” to inform the Fire Department.
- (D) If you don’t have a balcony, go to the most smoke-free room, closing all doors behind you. Seal the door to the room with duct tape and place a wet

towel at the bottom. Open the window for fresh air. Keep low to the floor where the air is cleaner.

- (E) Indicate to those below where you are by waving a towel, white cloth, or a sheet. Remain calm and wait to be rescued. Keep in mind that it may take a long time for firefighters to reach your dwelling unit.
- (F) Listen for instructions from authorities.

Fire prevention

- Do not put burning materials such as cigarettes and ashes into garbage cans.
- Properly dispose of aerosol cans and flammable liquids.
- Avoid unsafe cooking practices, such as deep fat frying, using too much heat, leaving the stove unattended, and/or loosely hanging sleeves.
- Do not use unsafe electrical appliances, frayed extension cords, over-loaded outlets, or lamp wire for permanent wiring.
- Avoid careless smoking. Use ashtrays. Never smoke in bed.
- Regularly clean, test, and maintain your smoke and CO detector. You do not have to wait for us to do the annual fire system inspection. You can clean and test it regularly.

How to prepare for an emergency

- Know where the nearest exit is. At your leisure, investigate the exit stairwells. Walk down the stairwell and see where it takes you.
- Know where the fire extinguisher is. If you feel comfortable using it, proceed. It is voluntary. It may help with small fires - Do not attempt to use the fire hose.

- Know the correct address of your street and your unit number.
- Notify the building superintendent if special assistance is required for any persons in your dwelling unit.

Things to remember during an emergency

- Always close doors behind you. This will contain any fire and limit smoke movement.
- Place damp towels, sheets, or tape around the doorframe to prevent smoke from seeping into your dwelling unit or room.
- Always leave your dwelling unit door unlocked. It will aid the firefighters in their rescue procedures.
- If you get caught in smoke, always stay low to the floor. Take short breaths through your nose or breathe through a wet cloth.

Occupant information form:

Notice to all occupants

Dear Occupant:

In order to ensure your safety during an emergency situation, we are asking for your co-operation in providing the following information. Please indicate any person(s) residing in your unit requiring assistance, in the event that an evacuation of the building becomes necessary.

The information received will be given to emergency personnel upon arrival at the complex if needed. It will be kept in a secure location.

Please return the completed form to the Co-ordinator's office

Detach here and return

(Please print clearly)

Name: _____

Unit #: _____ Telephone: _____

Reason assistance required: _____

Name: _____

Unit #: _____ Telephone: _____

Reason assistance required: _____

Community Resources

City of Guelph	519-822-1260
Transit Auden/Eastview Busses: 13 – Victoria Rd Rec Centre 3A- Clockwise 3B- East Loop Clockwise For further information on transit routes: Guelph.ca/living/getting around/bus schedules nextbus.com	519-822-1811
Victoria Road Rec Centre	519-837-5621
Waste Resource Centre	519-767-0598
Water Services	519-837-5627
County of Wellington	519-824-7822
Drop In Centre	519-837-0080
Guelph Early Years resources/play groups	519-821-6638
Grange Hill East Community Group	519-836-9427
Guelph Food Bank	519-767-1380
Immigration services: www.guelphwellingtonimmigration.ca	519-836-2222
Family Responsibility Office (FRO)	1-800-267-7263
ODSP	519-822-7500
Ontario Works	519-837-2670
Schools in the area: Ottawa Crescent PS 75 Ottawa Crescent 519-822-6880 John Galt PS 50 Laurine Ave 519-824-4760 King George PS 72 Lemon Street 519-822-1911 John F. Ross PS 21 Meyer Drive 519-822-1911 St. John's Catholic 63 Victoria Road 519-824-4290 St. James Catholic High 57 Victoria Road N. 519-822-4290 Edward Johnson PS 397 Stevenson St. N. 519-763-7374 (French Immersion)	

Core Emergency Services

Core Emergency Services

Core Emergency Services

Core Emergency Services