

# ELDERLY & DISABLED *Tenant* handbook

Garden River First Nation  
**HOUSING DEPARTMENT**





# *A good home...A good community!*

Dear Tenant,

It is our pleasure to welcome you as a new tenant. We sincerely hope you find your new home comfortable and enjoyable. To achieve a successful tenant/management relationship, the Garden River First Nation Housing Department has prepared this tenant handbook to assist with your tenancy.

This Elderly & Disabled Tenant Handbook is filled with information about your new home. It provides you with practical information, such as: how to pay rent, who to contact in emergencies, how to get maintenance repairs done, tenant responsibilities and more.

Housing is an essential component of the Garden River First Nation and encourages tenants/homeowners to assume greater responsibility and pride in their homes. As well, the Garden River First Nation Housing Department's objective is to ensure all housing related matters are in place, including but not limited to rent collection, which will safeguard the long-term sustainability of housing programs and services.

We look forward to hearing from you. If you have any questions, please don't hesitate to contact a team member at 705.946.6300; Anne Headrick, Housing Supervisor ext. 248; Carrie Zeppa, Tenant Relations Officer ext. 240; Greg Solomon, Construction Maintenance Coordinator ext. 289; and Charlotte Boissoneau, Housing Assistant ext. 249.

On behalf of the Garden River First Nation Housing Department,

Carrie Zeppa

Tenant Relations Officer  
Housing Department  
Garden River First Nation





## **GARDEN RIVER FIRST NATION HOUSING TEAM**

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### *2016 Recipients Housing Recognition Award*

#### **ANNE HEADRICK, HOUSING SUPERVISOR**

The Housing Supervisor is responsible for the administration and day to day operations of the Housing Department, which includes supervision of the Tenant Relations Officer, Housing Assistant and the Construction Maintenance Coordinator. The Housing Supervisor can be reached at: 705.946.6300 ext. 248; aheadrick@gardenriver.org

#### **CARRIE ZEPPA, TENANT RELATIONS OFFICER**

The Tenant Relations Officer is responsible for maintaining effective relationships between tenants and the Garden River First Nation Housing Department and ensures that all tenants are adequately accommodated. Acts as liaison and counsellor between the tenants and the Garden River First Nation Housing Department. In addition, review tenant accounts on a daily basis, monitor, assess and maintain collection portfolio which minimizes the First Nation's financial loss. The Tenant Relations Officer can be reached at: 705.946.6300 ext. 240; czeppa@gardenriver.org

#### **CHARLOTTE BOISSONEAU, HOUSING ASSISTANT**

The Housing Assistant is responsible for communication between tenants and service providers; maintenance calls/issues and arrange for Inspector visits. Maintain and update tenant files and assist with financial records and provides assistance to all tenants with completion of applications. In addition, maintains all Housing Department budgets. The Housing Assistant can be reached at: 705.946.6300 ext. 249; cboissoneau@gardenriver.org

#### **GREG SOLOMON, CONSTRUCTION MAINTENANCE COORDINATOR**

The Construction Maintenance Coordinator is responsible for providing assistance in regards to the development of new construction projects, building alterations and disposal of all our client's premises requirements. In addition, supervises all contractors on development project locations, ensures work quotations are completed and verified for accuracy. Oversees all maintenance issues/concerns within the Section 95 program, in coordination with the Housing Assistant. As well, will oversee and assist the project team with composition, design, development and construction phases. The Construction Maintenance Coordinator can be reached at: 705.946.6300 ext. 289; gsolomon@gardenriver.org

## TENANT COMMUNICATION

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### REGULAR OFFICE HOURS:

- Monday to Friday: 8:30 a.m. to 12:00 p.m. (noon)  
1:00 p.m. to 4:30 p.m.  
- closed during lunch

### SUMMER HOURS (EFFECTIVE JUNE 1ST TO SEPTEMBER 1ST )

- Monday to Thursday: 8:00 a.m. to 12:00 p.m. (noon)  
12:30 pm. To 4:15 p.m.
- Friday: 8:00 a.m. to 12:00 p.m.  
- closed during lunch

### HOUSING TEAM CONTACT:

**Anne Headrick**, Housing Supervisor ext. 248 aheadrick@gardenriver.org

**Carrie Zeppa**, Tenant Relations Officer ext. 240 czeppa@gardenriver.org

**Charlotte Boissoneau**, Housing Assistant ext. 249 cboissoneau@gardenriver.org

**Greg Solomon**, Construction Maintenance Coordinator, ext. 289 gsolomon@gardenriver.org



Should you experience any emergency after hours, please contact the Housing Department After Hours Emergency Cell at:

**705-254-9492**

## YOU AND YOUR HOME

### MOVING IN:

Welcome to your new home! Your unit was inspected before you moved in to ensure completion and functioning. If you have any questions, please contact the Housing Department and our staff will address your questions.

### KEYS:

They keys you were given when you moved in provide you access to your unit. The Housing Department keeps a spare key on file for your convenience. Tenants are not permitted to change the locks without approval from the Housing Department.

### TENANT INSURANCE:

All tenants of the Garden River First Nation Housing are required to have valid tenant content insurance and must provide a copy to maintain on file. Tenant content insurance offers you protection for replacement of your personal contents

### MAILBOX KEYS STEPS:

New tenants will be responsible for contacting Canada Post for mailbox keys and the following steps will guide you:

1. Contact Canada Post at 1-800-267-1177

2. Follow the process and identify you are a new tenant and require keys
3. Tenant will state "keys required for community mail box"
4. Tenant will give the address and once this is confirmed, Canada Post will advise the tenant where to pick up new keys

For direct line to Canada Post on Queen Street, please call: 705.759.1483

### PARKING:

You are provided with your own driveway and parking space and we ask that you park in the designated area. Please avoid parking in front of your unit as it destroys the grass.

### LAWNS:

We are very proud that our tenants take great pride in maintaining their yards and encourage them to keep them clean. You are responsible for the maintenance of your outside property.

### UTILITIES (HYDRO, GAS, CABLE, PHONE):

The responsibility for the utilities, are that of the tenants. Each unit has come equipped with these hook-ups and you are to arrange for connection and payment.



## TAKING CARE OF YOUR HOME

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### DECORATING:

If you would like to decorate your unit, please keep the following in mind:

- Use picture hooks to hang pictures
- Use double-sided tape to secure carpets; do not use nails, staples or glue

Permanent changes require approval from the Housing Department, for example, changing/replacing floors or removing doors

### APPLIANCES:

Your unit came equipped with the following appliances: fridge, stove, washer and dryer. These appliances will be maintained by the Garden River First Nation Housing Department during your tenancy. These appliances will work best and have a longer life span, if they are maintained and kept clean on a regular basis.

### GARBAGE:

The Garden River First Nation Public Works Department is responsible for picking up your garbage provided it's placed at the end of your driveway in a suitable garbage container. The landfill site has regular hours which are strictly enforced.

### HAZARDOUS WASTE:

It is your responsibility to ensure all hazardous waste is disposed of in the proper manner, such as needles, paint, batteries, etc. The Garden River Wellness Centre will assist you in disposing of needles.

### RECYCLING:

The Garden River First Nation Public Works Department encourages you to participate in the recycling program and you can contact this department to see how you can get involved.



## MAINTENANCE & REPAIRS

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### REGULAR MAINTENANCE:

**During regular business hours:** Contact the GRFN Housing Department at 705-946-6300 to arrange for staff to inspect your unit for maintenance and repairs. Some examples of regular maintenance:

- Plumbing or electrical issues

### MAINTENANCE EMERGENCIES & AFTER HOURS:

Please call the GRFN Housing Department for any housing related emergencies. After hours emergencies, please call 705-254-9492.

- Examples of emergencies:
  - No heat, no hot water, water leaks/floods
  - Electrical emergency

### ENTRY TO YOUR UNIT BY STAFF:

Under normal circumstances, the Housing Staff will not enter your unit without your permission, however, in an emergency situation or where repairs are required, we will contact you beforehand. When access is required, we will provide you with 24 hour notice.

From time to time, we may need to assess your unit for an annual inspection at which time we will provide you with written notice.

## BOARDERS & LODGERS

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The GRFN Housing Department are pleased to open our first Elderly & Disabled Units geared specifically for our Elders and Disabled Citizens, and we want your experience to be one that you have expected. You are welcome to have friends and family or relatives stay overnight for short periods of time, however, your home is meant to accommodate only those identified on your rental agreement.

### COMPLAINTS WITH NEIGHBORS:

Tenants may find themselves in conflict among themselves and we encourage you to work things out. Please keep in mind that you are responsible for your visitors and it's important to respect the rules, regulations and other members of the housing community.

## PAYING YOUR RENT

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***Please do not risk your tenancy by not paying your rent or paying your rent late!***

Rental payments are due on the 1st of every month and will be received in the Finance Department. To ensure your rent is always paid on time, we highly recommend you choose one of the following methods of payment:

- Cash or Debit
- Pre-Authorized payments
- Visa or Mastercard
- Certified cheque or money order

### **SALARY DEDUCTIONS (FOR GARDEN RIVER EMPLOYEES ONLY):**

If you are unable to pay rent at any time during your tenancy, please contact the Tenant Relations Officer immediately to make payment arrangements as we want you to keep your home.

## EVICTIION


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***Eviction is always a last resort!***

Your unit is your home and our goal at the GRFN Housing Department is to help you keep your home. If you experience any financial difficulties and have a problem paying rent, please contact the Tenant Relations Officer immediately to work with you to find a solution. Here are some reasons why a tenant may be evicted:

- Failure to pay rent or frequently paying rent late
- False declarations or statements on your application
- Illegal activities; where conviction results
- Damage to the unit and/or a tenant allows guests to cause wilful damage
- Refusal to pay the security deposit within 30 days of the signed Agreement
- Unauthorized occupant/guest in the unit and the occupant/guest is convicted of engaging in illegal activities
- Tenant ceases to be a member of the Garden River First Nation
- Tenant does not repair, clean or maintain the rental unit as required under the Agreement
- Tenant fails to comply with the rules and regulations of the Agreement

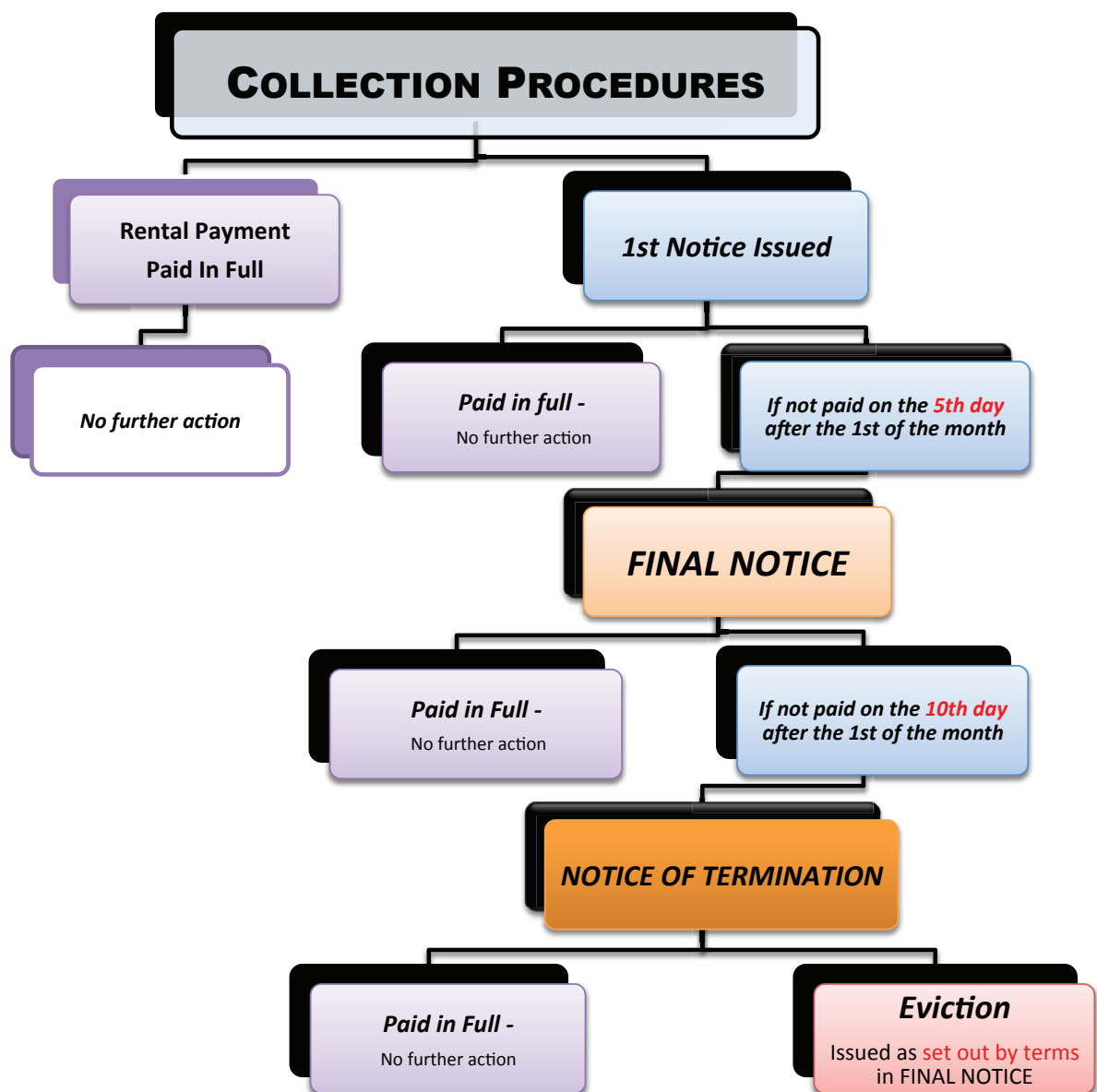
### **YOU MAY BE EVICTED IF YOU OR YOUR GUESTS:**

- Cause serious damage to your unit
  - Threaten the safety of your neighbours
  - Disturb the reasonable enjoyment of your neighbours
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## COLLECTION PROCEDURES

The following are the collection procedures of the Garden River First Nation if in arrears of rent, the tenant will be informed through the steps as outlined in the following Collection Procedures which have been approved by the Garden River First Nation Chief and Council in

August 2015. If no rent is received and there has not been any type of late payment arrangements, you will be in breach of your signed lease agreement and the consequence for being in breach of your Agreement is eviction of the housing unit.



## YOUR HOME

### PETS:

Pets can be an important part of a family's household. If you have a pet, you are responsible for your pet's behaviour and its effect it may have on your unit and other tenants. You are responsible for cleaning up after your pet and ensuring your pets are on a leash for the protection of the other tenants. All pet owners are required to comply with the GRFN Animal Control Bylaw at all times. Please be mindful of your neighbors. Any damage done by pets is a tenant responsibility.

### STORAGE AREA—UTILITY ROOM

Your unit has an outside utility room which contains your furnace system in addition to the electrical panel and plumbing. Access to this area by the Housing Department, contractors and tenants will only be available during regular working hours. Should you wish to store any items, you are required to use plastic tote bins and to leave the entrance free of these items.

### PEST CONTROL

Please report the first sign of pests in your unit to the Housing Department immediately. Pests include, but are not limited to: rodents, bedbugs, ants, etc. To reduce pests, you can:

- Keep your area neat and tidy and ensure your countertops and appliances are wiped down
- Keeping garbage in the appropriate containers
- To avoid bedbugs, it's important that you do not bring any furniture or household items in your unit from dumpsters or second hand stores
- Tenants are responsible for pest control and any related costs

### FIRE SAFETY

Your unit has come equipped with a fire alarm and carbon monoxide detector, which are hooked into the electrical. Here are some tips to remember:

- Space heaters must be in a safe distance from combustibles and unplugged when not in use
- Do not leave elements unattended while cooking
- When using a deep fryer, ensure you are not leaving unattended
- If you smoke, ensure you are disposing of cigarette butts by wetting them before disposing

For more fire safety information, you can contact the GRFN Fire Department at 705.253.1870



## **GARDEN RIVER FIRST NATIONS GOOD NEIGHBOUR**

*“To have respect, is to show your community and neighbours respect and to respect yourself and your family”*



Being on bad terms with your neighbour can make your life frustrating, day after day. But taking the time to establish good terms with your neighbours has numerous benefits. The community will be friendlier, the neighbourhood safer, and the area a nicer and more comfortable place to live.

- Noise levels – show respect to your neighbour and value their peacefulness and avoid any unnecessary noise
- Personal space – observe and respect your neighbour's space; if you borrow, please be courteous and return
- Work on a good relationship and don't be the neighbourhood gossip... show respect and have respect
- To not intimidate or harass your neighbour and avoid confrontations. If you have an issue with a neighbour, go directly to that person and discuss it in an adult manner. Don't call the Police unless you are threatened
- Pet owners - Not everyone is a dog or cat lover, so show responsibility for your pets, which includes keeping them off the neighbour's lawn and picking up after them
- Have courtesy and respect the speed limits within our community
- Always work and continue to have a good relationship with your neighbours
- Avoid community intoxication and refrain from using profanity
- Allow yourself and your neighbour to enjoy our land by taking care of it; free of garbage, litter and junk/scrap

