

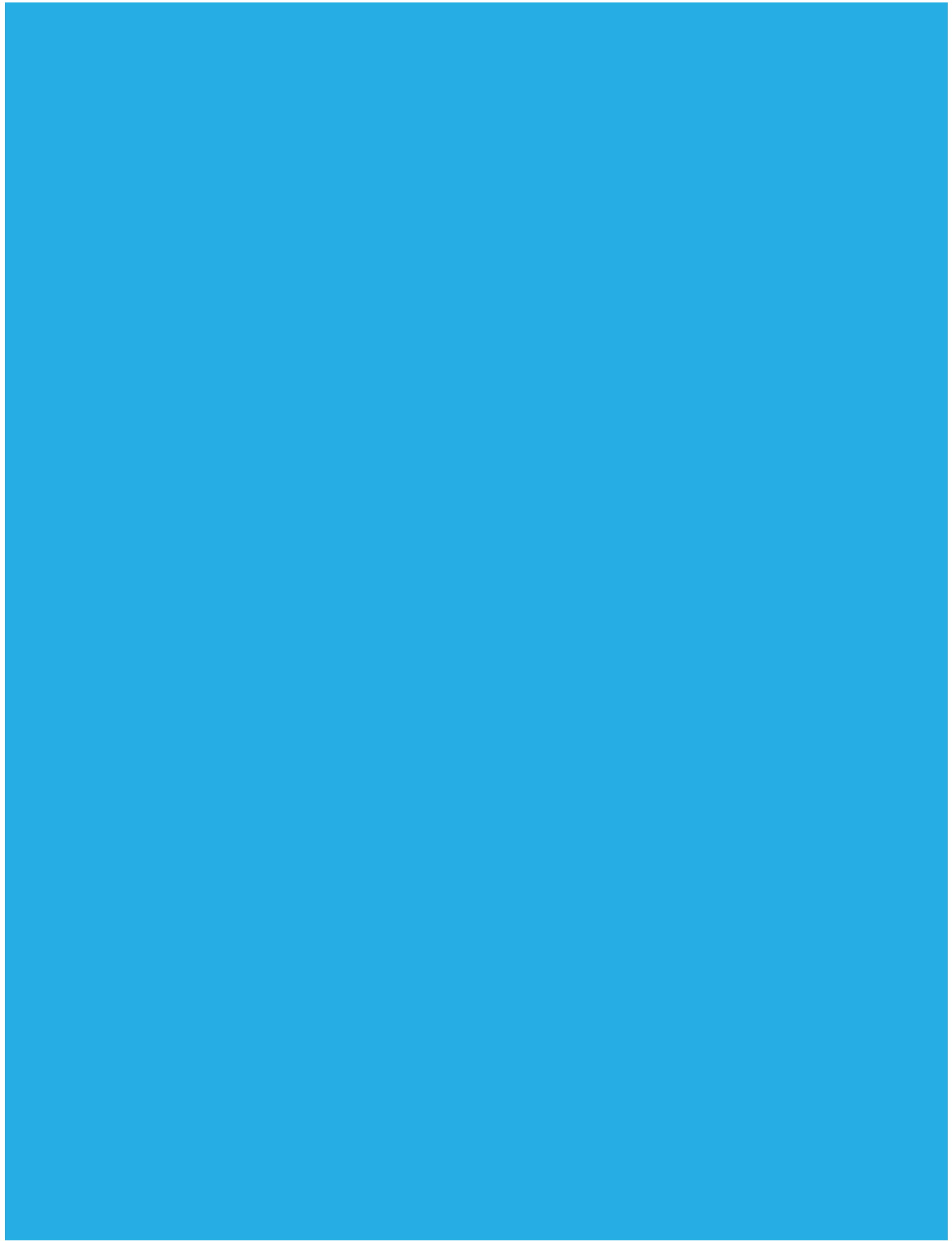


"Family Gathering"
"a place where families
come together
to support each other"

Tenant Handbook



TENANT GUIDE TO A SUCCESSFUL TENANCY

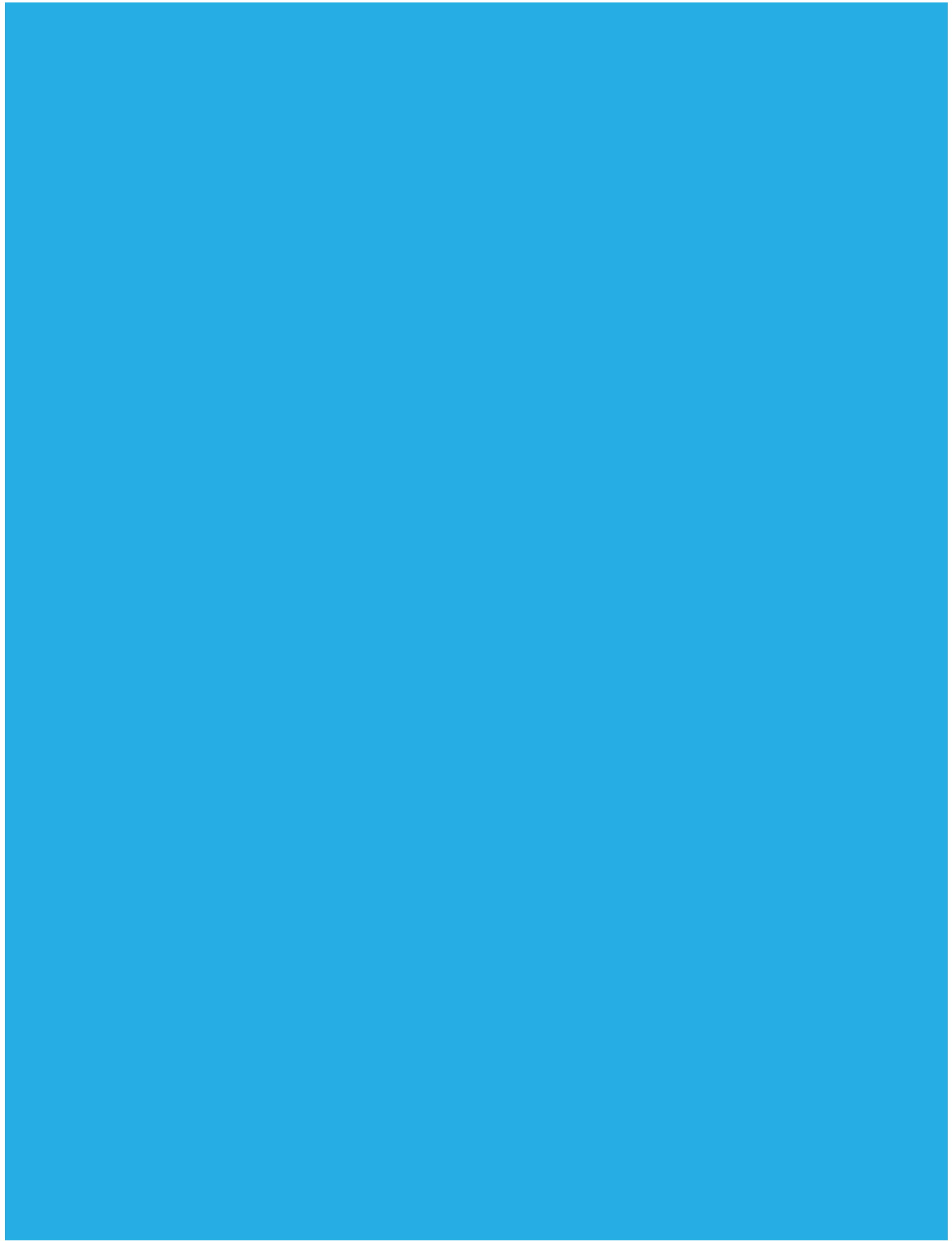


*The Garden River First Nation
Housing Department
Welcomes you as a New Tenant*



A Tenant Guide to Successful Tenancy

"committed to creating a vibrant & healthy housing system for our Citizens"



"Family Gathering"

A place where families come together to support each other

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, we've prepared this Tenant Handbook to assist you with your tenancy. We recommend that you keep it in a convenient location so you may refer to it easily. You will find the Garden River First Nation Housing Department's Newsletter which contains pertinent information and some commonly asked questions. As well, maintenance guidelines, rental payment information, tenant responsibilities and more.

Housing is an essential component of the GRFN and encourages tenants/homeowners to assume greater responsibility and pride in their homes. As well, the GRFN 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 Manager ext. 248; Carrie Zeppa, Tenant Relations Officer ext. 240; Greg Solomon, Construction Maintenance Coordinator ext. 289; and Stevie Nolan, Housing Officer ext. 249.

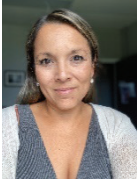
On behalf of the Garden River First Nation Housing Department,

Carrie Zeppa

Tenant Relations Officer

Garden River First Nation Housing Team

ANNE HEADRICK, HOUSING MANAGER



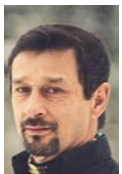
The Housing Manager is responsible for the administration and day to day operations of the Housing Department, which includes supervision of the Tenant Relations Officer, Housing Officer and the Construction Maintenance Coordinator. The Housing Manager can be reached at: 705.946.6300 ext. 248; aheadrick@gardenriver.org

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

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

STEVIE NOLAN, HOUSING OFFICER



The Housing Officer 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 Officer can be reached at: 705.946.6300 ext. 249; stevienolan@gardenriver.org

EMERGENCY AFTER HOURS - 705.254-9492

If you have a maintenance emergency after hours, please contact the above phone number and one of our Housing Staff will assist you. The following are examples of a maintenance emergency:



- **THERE IS NO HEAT, ELECTRICITY OR WATER IN YOUR UNIT**
- **THERE IS A WATER LEAK OR FLOOD IN YOUR UNIT**
- **PLUMBING EMERGENCY DUE TO PLUGGED TOILET OR WATER LEAKS**

NON-EMERGENCY REPAIRS: If you need maintenance and/or repairs to your unit that are not considered an emergency, contact our offices during regular business hours.

HOURS OF OPERATION:

<u>REGULAR OFFICE HOURS:</u>	<u>SUMMER HOURS</u> <u>(EFFECTIVE JUNE 1ST TO SEPTEMBER 1ST)</u>
MONDAY TO FRIDAY: 8:30 a.m. to 12:00 p.m. (noon) 1:00 p.m. to 4:30 p.m.	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.

GUIDING PRINCIPLES:

The Garden River First Nation Housing Department is responsible for ensuring our homes are affordable and safe. We are committed to creating a vibrant and healthy housing system for all our Citizens and we follow the Seven Grandfather Teachings:

WISDOM – *Nbwaakaawin*
 LOVE – *Zaagidwin*
 RESPECT – *Mnaadendmowin*

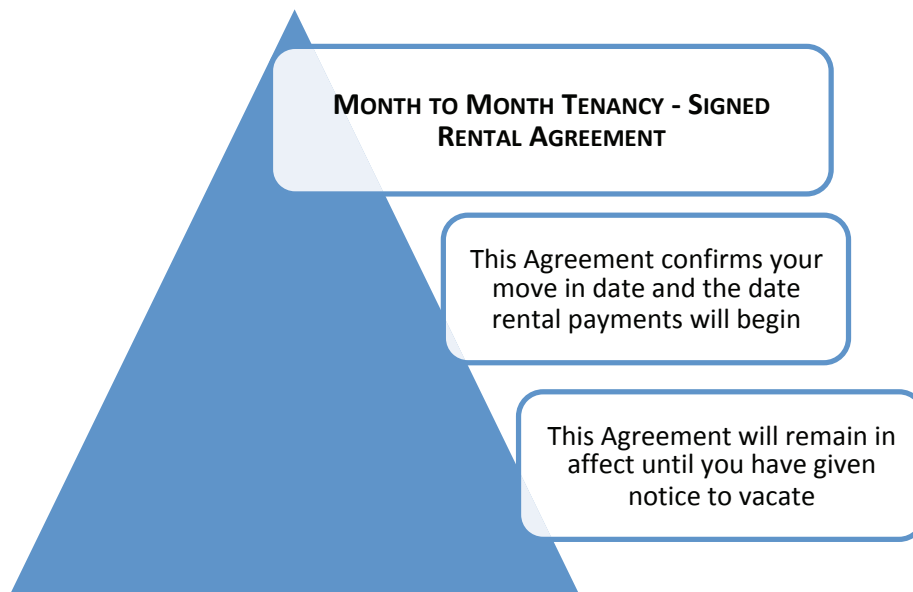


BRAVERY – *Aakdehewin*
 TRUTH – *Debwewin*
 HUMILITY – *Ddaadendizin*
 HONESTY – *Gwekwadziwin*

Welcome to your new home!

TENANCY AGREEMENT:

A Tenancy Agreement has been prepared for you and signed by yourself and the Garden River First Nation (GRFN) Housing Department Representative. This Agreement is a legal document and has been copied and included in your Tenant Handbook. By signing your Agreement, you acknowledge that you have read and understood the GRFN Housing Policy and Procedure and agrees to be bound by the terms of this Agreement.



MOVING IN:



Your unit was inspected before you moved in to ensure completion and functioning by the Housing Team. A staff member will attend with you upon move-in to complete a "Walk-Thru Housing Inspection Agreement" that will be used as a guide to ensure your unit is move-in ready. The Housing Team will walk-thru the unit with you and inspect each room such as: doors, ceilings, windows, screens, etc., and if you have any questions or notice any items we may have missed upon move-in inspection, please contact the Housing Department and our staff will address your questions.

KEYS TO YOUR UNIT:

They keys you were provided upon move-in will provide you access to your unit. The Housing Department keeps a spare key on file. Should you lose your key or forget them during regular business hours, please contact our offices; you will be charged a fee to replace the key. Tenants are not permitted to change the locks without approval from the Housing Department.

MAILBOX KEYS – CANADA POST:

New tenants are responsible for contacting Canada Post for new mailbox keys and the following steps will guide you through this process:

1. Call Canada Post at 705.759.1483 or toll free at 1.800.267.1177
2. Identify yourself as a new tenant and provide the move-in date
3. State that “new keys are required for community mail box” and provide your address
4. Once Canada Post has confirmed your information, they will advise you where to pick up your keys

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 and to ensure these services are paid. During your tenancy, you are required to maintain these payments without disconnection of services. If a tenant is served a disconnection notice, you may be at risk for termination of tenancy.

Tenant Testimonial:

“I’m blessed to be here in this unit. It seems to have all come together very nicely in my new place. Words cannot describe how grateful I am”. R.A. Pine 2019

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. If you are unsure of disposal of hazardous waste, please contact your Housing Team for further information.

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 it’s 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 and all pet owners are required to comply with the GRFN Animal Control Bylaw at all times. Please be mindful of your neighbours.



COMPLAINTS WITH NEIGHBOURS:

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. At the end of this handbook, you will find the "Good Neighbour" for the Garden River First Nation.

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. The Housing Team may enter and inspect the Rental Unit without notice to the Tenant if one or more of the following applies:

- i) there is an emergency and the entry is necessary to protect life or property;
- ii) the Tenant gives the Landlord permission; or
- iii) there is evidence that the Tenant has abandoned the Rental Unit for a period of 30 or more consecutive days.

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; repairs to doors/windows; construction of the unit

DID YOU KNOW?

THE GRFN
HOUSING
DEPARTMENT
MUST PROVIDE
YOU WITH A 24-
HOUR NOTICE TO
ENTER YOUR UNIT
FOR ANY TYPE OF
INSPECTION

ANNUAL UNIT INSPECTIONS:

The GRFN Housing staff will inspect your unit annually with an inspector which provides us the opportunity to ensure your unit is in good general condition. However, if you notice anything unusual in your unit, do not hesitate to contact us and tell us about any maintenance problem and the early detection of maintenance problems is greatly appreciated. You will be given a one week's notice of the unit inspection and you must be present.

RANDOM INSPECTIONS:

The Housing Department may enter a rental unit to conduct a random inspection at any time upon giving a tenant 24 hours written notice. A random inspection may be a result of concern for the tenant; such as, abandonment or emergency issues.

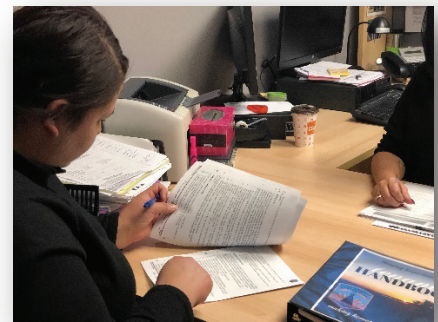
EMERGENCY INSPECTIONS:

In case of a health and safety emergency, or natural disaster, the Housing Department or contractor may enter your unit without notice to conduct an emergency inspection and make repairs if required.

MOVING OUT AND INSPECTION:

If you wish to move out of your unit, you are required to give the GRFN Housing Department a 30-day notice and must be in writing. You will be responsible for paying rent for that timeframe. The unit must be returned in the same original condition. You are responsible to contact the utility companies and give your notice. As well, your rental unit must be left in a re-rentable condition, which means:

1. Floors and walls are cleaned and washed
2. All electrical bulbs must be functioning and in place and all light fixtures whole and undamaged;
3. Refrigerator and/or freezer cleaned of all food and stains and defrosted;
4. Range cleaned and free of all grease/debris inside and out, all fuses in working order;
5. All surfaces cleaned and all storage fixtures (cabinets, closets, etc.) empty and clean;
6. All garbage removed from Rental Unit;
7. Washer and dryer cleaned inside and out; and
8. All debris cleaned out from under or behind any appliances.



REPORTING CHANGES IN YOUR HOUSEHOLD:

Only authorized persons are authorized to occupy the rental unit on a permanent basis and you must report any changes in your household that may impact your tenancy, such as changes in household income, wage increase/decrease, changes with employment or new tenants.

Unauthorized tenants **will not be permitted** to move-in unless the Housing Department receives the request in writing and approval is given; failure to report any new tenant(s) residing in the unit may result in Eviction.

BOARDERS & LODGERS:

The Housing Department shall not unreasonably prevent the tenant from having guests in the unit. You are welcome to have family and friends stay up to 21 continuous days and periods longer than this, will require written approval from the GRFN Housing Department. The Tenant may request in writing the Landlord's consent to amend the list of Authorized Occupants to add or remove persons from the list. Tenants are responsible for the actions of all Authorized Occupants and guests. If the



Tenant allows persons who are not Authorized Occupants to occupy the Rental Unit on a permanent basis without prior written consent, then the Tenant shall be in default under the signed agreement and may be evicted for cause. *Your home is meant to accommodate only those who are listed on your signed lease agreement.*

PAYING YOUR RENT:

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, mandatory pre-authorized payments are required. 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. You will be required to meet with the Tenant Relations Officer and complete an "affordability analysis" as well as all required documentation will be submitted for approval. Each tenant will receive quarterly account statements and it is your responsibility to contact the Tenant Relations Officer if an error to your account is noted.

Tenant Testimonial:

*"Myself and my children are extremely grateful for our unit.
My experience with our GRFN Housing Team has been
nothing but positive". T. Jones 2016*

Rental payments may also be increased annually and may be increased once each year by up to 3% maximum. If warranted, the GRFN Housing Department will inform you three months in advance and the new rental payment will be in effect for April 1st that following year.

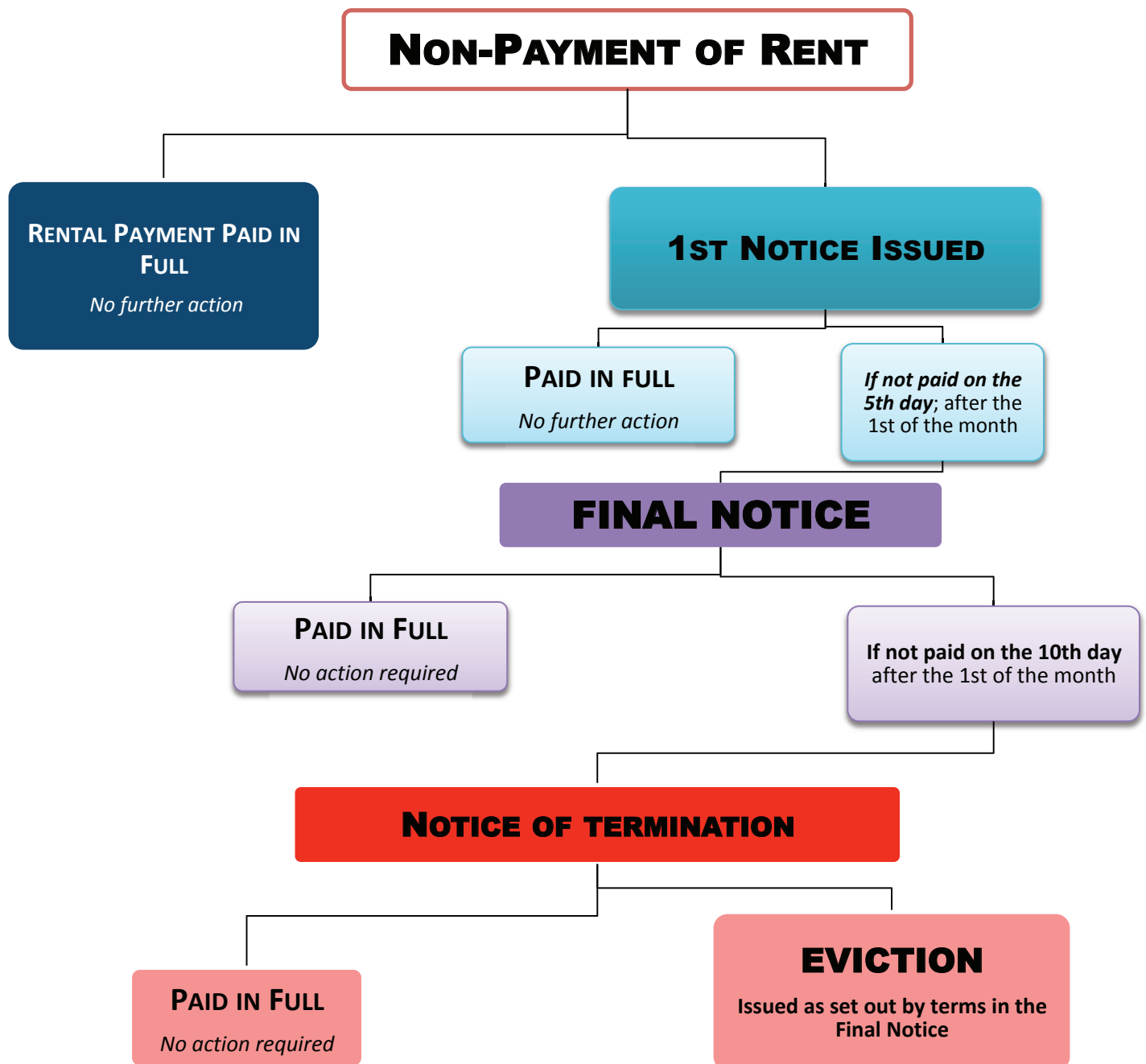
Prevention of rental arrears is our focus and we strive to do our best such as implementing cost effective ways to reduce arrears, and eliminate the disruption a tenant experiences with arrears. Therefore, the Garden River First Nation Housing Department will be issuing quarterly statements to keep our tenants informed and updated on their rental accounts.

Rental accounts are considered in arrears, when:

- ✓ When the account is one day late
- ✓ The amount due is not paid in full or only partial payment
- ✓ Tenant vacates without notifying the GRFN Housing Department

COLLECTION PROCEDURES:

The following are the collection procedures of the Garden River First Nation Housing Department. If a tenant is 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 confirmed, 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.***



EVICTIION:

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

RENTER'S CONTENT INSURANCE:

Tenants are required to purchase contents insurance and are solely responsible for doing so. Any damage to a tenant's personal property will not be covered under the Band's Insurance Policy. It is very important to have tenant content insurance so that you are covered for damages in case of a natural disaster in your unit.

TENANT WORKSHOPS:

The GRFN Housing Department has developed a series of workshops that will be delivered on a monthly basis. Workshops are announced each new fiscal period and will be information sessions related to Housing, which will include general home maintenance, budgeting and tenant/landlord responsibilities. *New tenants are required to attend three home maintenance workshops.*





RELATIONSHIP WITH OUR TENANTS:

The GRFN Housing Department ensures the best quality management of your unit and we understand the importance of your tenancy and the relationship with the Housing Team. We base our approach on the following:

1. Relationship – communicating with and understanding our tenants
2. Rights – tenants have rights and we have expectations
3. Responsibilities – both tenants and the GRFN Housing Department have responsibilities

	TENANT	GRFN HOUSING DEPARTMENT
RELATIONSHIP	<ul style="list-style-type: none"> ➤ Effective communication with the landlord and neighbours ➤ Treat your neighbours the same you would like to be treated ➤ Inform your Housing Team of any issues with repairs, etc. 	<ul style="list-style-type: none"> ➤ Effective communication with tenants ➤ Provide proper notices for rental increase ➤ Provide proper notice for maintenance inspections ➤ Inform tenants of repairs
RIGHTS	<ul style="list-style-type: none"> ➤ You have the right to quite enjoyment and privacy in your home; without undue interference ➤ Safe and clean conditions ➤ Sufficient notice for inspections, repairs, rental increase and eviction 	<ul style="list-style-type: none"> ➤ Must provide 24-hour notice to enter all units ➤ Rental payments to be received in accordance with your signed Rental Agreement
RESPONSIBILITIES	<ul style="list-style-type: none"> ➤ Must ensure rental payments are paid on time ➤ Maintain your home in a healthy, clean standard and ensure your property is maintained ➤ Respect the quite enjoyment of your neighbours and abide the by the Good Neighbour standard for the GRFN ➤ Ensure your guests and pets do not damage your unit and property ➤ Pay all utility bills in a timely manner ➤ Avoid disconnection notices for all utilities 	<ul style="list-style-type: none"> ➤ Must comply with the GRFN Housing Department Policies and Procedures ➤ Ensure the rental unit is maintained to health and safety standards ➤ Investigate any complaints of disturbances and ensure safety ➤ Ensure all maintenance issues are addressed



TENANT OBLIGATIONS – SUMMARIZED

(AS STATED IN THE "HOUSE RENTAL WITH OPTION TO PURCHASE" AGREEMENT):

Tenant Obligations are summarized below (*for more details, please refer to your signed Rental Agreement*)

BASIC TENANT RESPONSIBILITIES

- Pay rent on time
- Purchase tenant content insurance
- Maintain the unit in a clean manner
- Minor repair or wear and tear items
- Pay all utilities and avoid disconnection
- Permit Housing Team to conduct inspections
- Comply with all the obligations as outlined in your Agreement
- Attend Home Maintenance Workshops

BASIC HOME MAINTENANCE

- Replacement and cleaning of furnace filters
- Repairing damage caused by tenants or visitors
- To be liable for costs to repair or replace broken windows or doors
- Ensure your unit is in a healthy and comfortable state
- To keep the rental house clean to a reasonable housekeeping standard
- Ensure general maintenance such as changing light bulbs and furnace filters

TENANT OBLIGATIONS

- Inform the Housing Department of any deficiencies immediately
- Not to tamper or disconnect any fire alarms, smoke detectors or carbon monoxide detectors
- Not to deface or mark the exterior or interior walls
- report any damage immediately to the Housing Department

We look forward to building a successful tenant/management relationship with you!



Tenant Testimonial:

"I have had the most amazing and welcoming experience dealing with the Tenant Relations Officer in getting into my new home. The Housing Team made my transition easy with my children. A week after getting settled in, I received a nice welcoming gift. Thank you to the Housing Department for the wonderful experience. T. Pine 2017"

BAND'S RESPONSIBILITY:

GRFN Housing Department will maintain the rental units suitable for occupancy and tenancy. The GRFN Housing Department is responsible for preventative maintenance, repairs arising from normal wear and tear, and major repairs and replacements. *Preventative maintenance* and repairing normal wear and tear are generally defined as:

Major repairs and replacement are generally described as including:

**PREVENTATIVE
MAINTENANCE**

- Repair normal wear and tear of roofs
- Repairs to doors and cupboards (as needed)
- Annual inspections conducted
- Repair or replace entry locks

MAJOR REPAIRS

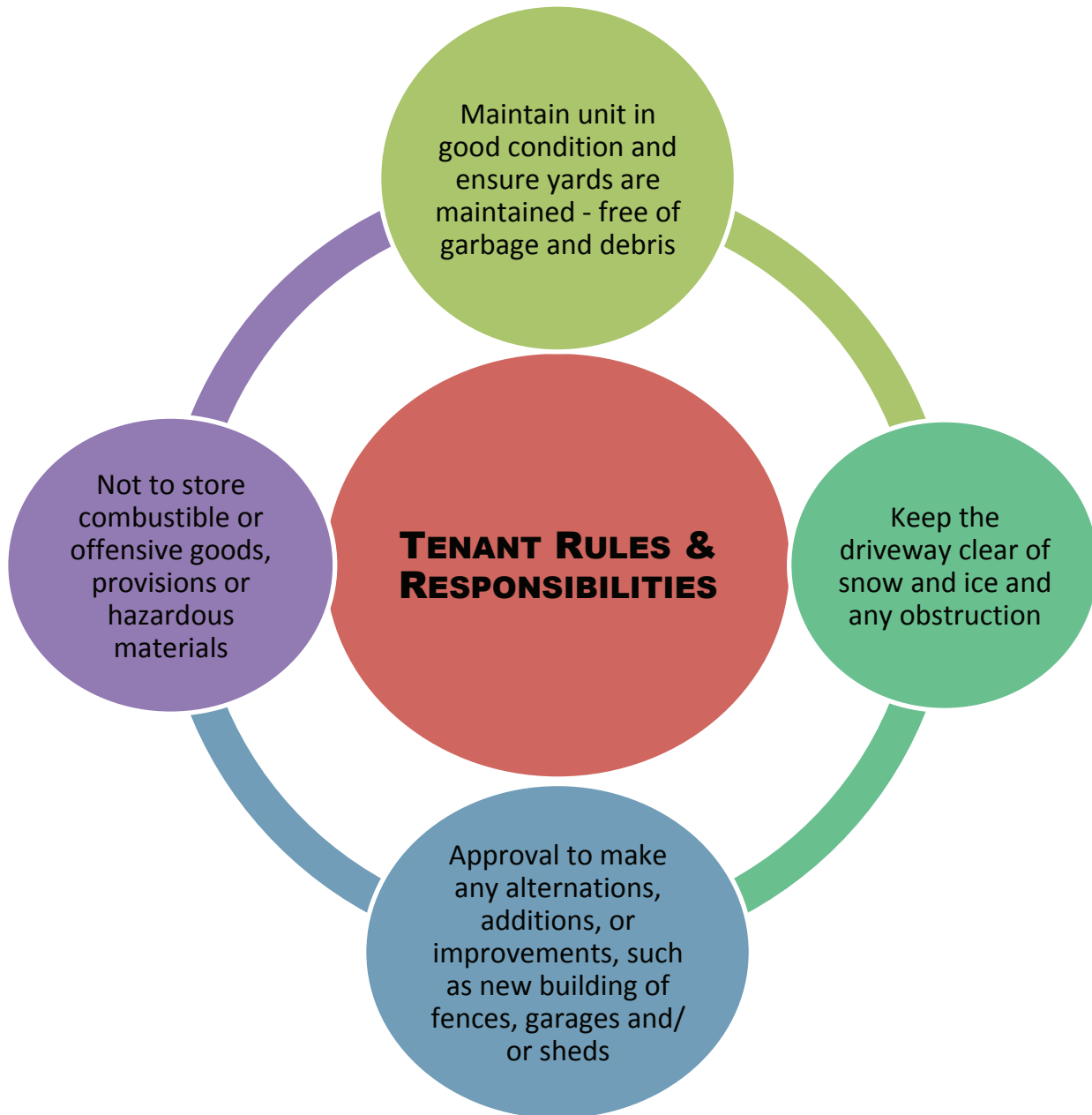
- Plumbing leaks, water line repairs
- Water Leaks - plumbing, roof, and/or walls
- Hot water tank repair or replacement
- Electrical replacement

MAJOR REPAIRS

- Electrical work
- Replacement broken windows (not intentional or tenant damage)
- Major furnace repairs
- Replacement of broken windows and screens

TENANT RULES AND REGULATIONS:

As per the "House Rental with Option to Purchase", Schedule A, tenants are expected to abide by the following:



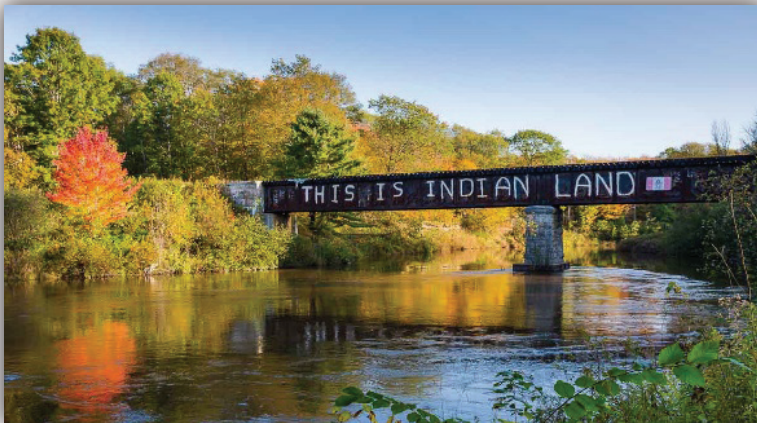
The Band shall in no way whatsoever be liable or responsible for any damage, however caused, to any property (including automobiles and contents thereof belonging to or owned by the tenant, his/her family, or to other persons while such property is located upon the rented premises

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





WINTER

- Change furnace filters and replace
 - check water heater
 - clean range hood filter
 - check sump pump
- inspect hoses on appliances



SPRING

- change furnace filters and replace
 - repair window screens
 - check sump pump
- check doors and windows for safety



SUMMER

- change range hood filters
- clean septic system (if required)
 - check water heater
 - wash exterior of home
- clean kitchen exhaust hood and filter



FALL

- change furnace filters and replace
- turn off outdoor water and store hoses
- check weatherstripping and repair if required
- check crawlspaces and/or basements

GRFN ENERGY

AWARENESS PROGRAM



ENERGY AWARENESS

Congratulations on your new home in Garden River, as you are busy settling in and getting organized the Energy Department in Economic Resource and Community Development has some information that you may find helpful to you and your family.

The Energy Department is here to help and assist you in accessing programs available to help you save money and energy. If you require assistance to apply for the Energy Programs or have any questions we are here to help guide you and ensure you are receiving the best programs and offers to help you save money and time.

HOME ASSISTANCE PROGRAM

The Save on Energy Home Assistance Program offers free energy efficiency upgrades for income eligible homeowners and tenants, and eligible social housing providers, as well as an in home energy assessment to help uncover more ways to save. Out of date household items can make electricity bills more expensive for your home or social housing property.

ONTARIO ELECTRICITY SUPPORT PROGRAM

The Ontario Electricity Support Program (OESP) is an Ontario Energy Board (OEB) program that lowers electricity bills for lower-income households. The OESP provides a monthly credit to eligible customers based on household income and household size. The OESP credits are applied directly to eligible customers' utility bill. You can apply any time. There is no application deadline, but the sooner you apply and are accepted into the OESP, the sooner you will begin to receive the credit on your utility bill.

LOW-INCOME ENERGY ASSISTANCE PROGRAM

If you're you are behind on your electricity or natural gas bill and face having your service disconnected, you may qualify for emergency financial help through the Low-income Energy Assistance Program (LEAP). There are special customer service rules available for low-income households. You need to meet a certain criteria to qualify for these programs and must go through one of the intake agencies in Ontario. Low-income customers can get up to \$500 in emergency assistance for their electricity bills (\$600 if your home is heated electrically) and \$500 for their natural gas bills. The assistance is only available if you are behind on your bill or in arrears and may face having your service disconnected. You cannot receive more money than you owe on your bill. Therefore, you may not receive the full amount of the grant. Emergency financial assistance is for emergency situations only and is not meant to provide you with ongoing help to pay your bills.

THE AFFORDABILITY FUND

The Affordability Fund Trust (AFT) is the designated authority for administering and delivering the Affordability Fund. It's mandate is to make energy more affordable for Ontarians. Ontarians who do not qualify for low-income conservation programs but who want to conserve energy as a way to reduce their electricity bills now and in the future. The Affordability Fund is here to help Ontarians who pay an electricity bill ease what they spend on electricity. Find out what you qualify for, from FREE ENERGY STAR® light bulbs, a power bar and/or faucet aerators to ENERGY STAR® appliances and home energy plans and upgrades.

HOME WEATHERIZATION PROGRAM

Warm up to energy savings. Enbridge can help! Wake up to a well-insulated home that feels warm and snug all the time. If you qualify, you can receive: • New Insulation • Draft Proofing • Smart Thermostat All installed by experienced professionals.

In order to qualify you must answer YES to the following questions:

1. Is your home heated by natural gas?
2. Are you a customer of Enbridge Gas?
3. Do you pay your own natural gas bill?
4. Was your home built before 1980?

For more information or to set up an appointment with the Energy Advisor contact
Tricia Pine, Energy Advisor
Garden River First Nation
Tel 705.946.6330 ext 241
Email triciapine@gardenriver.org

YEAR-ROUND TIPS:

- Turn off lights, TVs and other appliances when they are not needed.
- Wash laundry in cold water. This does just as good a job, keeps your colours bright, and saves lots of energy.
- Take short showers instead of baths. A five-minute shower uses about half as much water as a bath.
- Replace incandescent bulbs with energy-efficient compact fluorescents, which are four times more efficient and last about eight times as long.
- You can also control the intensity of your incandescent bulbs with dimmer switches to save money. A bulb dimmed by 25 per cent uses 10 per cent less energy.
- Install motion sensors on light switches.
- Using a low-flow shower head can save up to 15 per cent of hot water costs; aerators on your sink faucets can reduce water use by about 10 per cent.
- Use small appliances such as a microwave, slow cooker, electric kettle or toaster oven instead of the stove.
- Take clothes out of the dryer and fold them while they are still warm to prevent wrinkling; your iron uses a lot of energy.
- Shower and run your dishwasher, washer and dryer early in the morning or late at night.
- Try setting your dishwasher to start after 7:00 p.m. when off-peak prices begin. If your dishwasher has a timer – use it.
- Consider a home energy audit to find out how energy efficient your home is and the best way to spend your home-improvement dollars.



SUMMER TIPS:

- Proper maintenance of your air conditioner can increase its efficiency by about five per cent.
 - Replace the air filters that keep dust out of the duct system – usually every three months for most models.

- Remember to check the SEER number (an energy efficiency rating) of an air conditioner before you make this important purchase. An energy efficient air conditioner may be more expensive but it could pay for itself during its lifetime.
- Get your air conditioner tuned up on a regular basis. You can clean the outside compressor yourself with a hose, removing debris that impedes air flow.
- Following instructions and safety precautions from your air conditioner's manufacturer, you can also clean the grilles and fan blades, clean and lubricate the fan motor, and clean the coil fins.
- Reduce the time your air conditioner is on
 - Raise the thermostat by 1 C and lower your electricity bill up to five per cent.
 - Open windows at night and use fans to blow in cool air. During the day, close your windows and draw the curtains closed to keep out solar energy.
 - Use fans to cool your room. You can cool the main floor of a house by using a fan to blow cool air up from the basement.
- Go 'green' and lower your electricity bill
 - Planting the right vegetation can lower your energy consumption. A tree or shrub that shades your central air conditioner can improve its efficiency by up to 10 per cent.
 - Consider planting a deciduous tree on the south side of your lawn to block the sun during the summer, and let in solar energy during the winter when it sheds its leaves.

WINTER TIPS:

- Since up to 25 per cent of heat loss is through windows, plastic window covers can help reduce drafts. They can be purchased at most hardware stores.
- Keep window curtains open during the day to allow solar energy into your home.
- Put removable, temporary caulking on the inside of your windows that you can peel off in the spring.
- Reduce the temperature on your thermostat when you're not at home and overnight. Many new thermostats can be programmed to change the temperature automatically.
- If you have forced air heating in your home, give your furnace a break by having ducts cleaned regularly and checked for leaks. Leaky air ducts can cause distribution losses of up to 30 per cent.

**FIRE SAFETY*****If you discover a fire:***

- Stay calm!
- Leave fire area immediately following your safety plan of escape
- Ensure the door in the fire area is closed

Your unit has come equipped with a fire alarm and carbon monoxide detector, which are hooked into the electrical system. It is recommended that tenants develop a safety plan of escape. 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

PREVENT FIRES
IT'S YOUR JOB!

We believe that empowering our tenants will lead to their success. We aim to do this by developing housing and maintenance education that will help promote and encourage a long, healthy and successful tenancy.

“I love Garden River First Nation, I love working for my First Nation and it’s people. As the Housing Manager, I strive to guide our department in providing quality programs and services that will meet the needs of our community members. I take pride in the work the Housing Department staff is doing and continues to do. I am always open to ideas and conversations around our housing programs that would benefit us all”.

Anne Headrick, HOUSING MANAGER

“A job just isn’t a job...it’s who you are...I can’t imagine anything more worthwhile than doing what I love most...working for my community to make a difference”.

Carrie L. Zeppa, TENANT RELATIONS OFFICER

“I enjoy working for the First Nation Housing Department by keeping the housing stock in a good state of repair by ensuring each dwelling has a safe and healthy living environment. When I get the opportunity to attend the dwelling as requested and when tenants have a concern about their home. I enjoy doing the workshops where I get to show those in attendance how to do minor repairs and preventative maintenance”

Greg Solomon, CONSTRUCTION MAINTENANCE COORDINATOR

“I came into the Housing Department with an open mind and determination to learn. My co-workers have been phenomenal mentors during this learning process and I’ve been able to build a different kind of relationship with my community, with tenants and contractors. Being able to help my community in a different capacity is beyond rewarding.”

Stevie Nolan, HOUSING OFFICER