

	Policy Type	Number	Title	Created	Revised
	Finance and Administration	FA P020	Entering a Unit Policy	June 2018	

Purpose

To identify the circumstances under which ehm staff may enter a unit.

Policy Statement

ehm is a private landlord, and is legally required to adhere to the Residential Tenancies Act (RTA) in Ontario. This legislation protects the privacy and safety of tenants and outlines a very narrow range of circumstances under which staff representing the landlord, can enter a unit.

Scope

This policy applies to all employees at ehm.

Policy

1. Definition of Entering a Unit

The definition of entering a unit includes: testing to see if a key works; turning the knob of the door to see if it is locked; opening an unlocked door; unlocking a door with a key.

2. Adherence to the RTA

- a. All staff employed in the Residence are to be provided with training and information about landlord responsibilities under the RTA.
- b. The Director of Programs and Client Care is responsible for receiving changes and updates to the RTA, and to ensure that staff training and ehm's policies are updated accordingly.

3. Providing 24 hours' Notice

- a. Circumstances where staff, acting on behalf of the landlord, may enter a unit with 24 hours' notice, include: Execution of a work order; annual unit inspection by ehm staff; inspections by municipal agencies (e.g. Fire); and pest control treatment.
- b. Entering a unit requires written 24 notice to the tenant, with a window of time that does not exceed six hours, during which the tenant can expect entry. No staff are to enter a unit without this notice having been delivered.
- c. These notices are prepared and issued by the tenant support team.

4. Emergencies

When an emergency repair needs to be conducted, to prevent harm or injury to tenants, or damage to the building, maintenance staff may enter a unit for the purposes of conducting appropriate assessments and repairs.

5. Executing Work Orders

- a. Work orders may be submitted to maintenance staff to conduct a repair. They may be completed by tenants, and/or tenant support workers.
- b. All work orders for units must be signed by tenant support workers.
- c. Work orders may be cancelled by tenant support workers.

- d. If the work order is not completed during the window of time indicated on the notice, a second written notice must be submitted with a new date and window of time.
- e. Receiving a work order and verbal permission from a tenant is not valid to authorise entry into a unit. Verbal permission must be confirmed in writing, either through a letter or email, by a tenant support worker, to maintenance staff.

6. Concern about health and wellness of a tenant

- When staff are concerned about the health and safety of a tenant, the Tenant Wellness Policy is to be followed. This policy requires staff to attempt contact multiple times, and requires that a police officer enter the unit.