



Evangel Hall Mission

A community of compassion. A place of hope.

Tenant Handbook

Everything you need to know about your home at ehm

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Welcome to your new home!

This is your guide to living at ehm. It has details about your rights and responsibilities as a tenant. It also has information about how to make your home a great place to live.

Important: This guide is intended to be a quick source of information for you. The information in this guide may change over time or become out of date. The information in this guide should not be taken as legal advice. If there is any conflict between what is written in the guide and any law of Canada (federal, provincial, or otherwise), or any ehm policy, procedure, or guideline, then the law, policy, procedure, or guideline prevails. The information in this guide should not be taken as any form of agreement or promise between ehm and the tenant, it is strictly for information purposes.



Meet your Housing Team

1. Tenant Support Workers

Tenant Support Workers are available to meet with you during the workday, Monday to Friday. They can:

- Support you with setting personal goals and developing plans to work towards them;
- Give you information and support for skills like budget planning and paying bills, planning and preparing meals, and problem solving;
- Support you with building and/or following a care plan, and find you supports in the community, including providing referrals to personal support workers, mental health care, and help with cleaning;
- Help you to complete applications and forms - for example, government programs, social assistance, and referral to additional financial, tax, and legal support;
- Help you to complete applications and forms for education, retraining and employment programs; and
- Offer social activities for residents, such as gardening and cooking activities.

Tenant Support Workers can also help answer questions about your tenancy. You can ask:

- Questions about rent or your lease;
- Questions about a letter you have received from ehm;
- Your rights and responsibilities;
- What to do if you are concerned you won't be able to pay your rent on time;
- For help resolving problems with your neighbors if there are ongoing issues with noise, aggressive behavior, harassment, or you are concerned about your safety from other residents or their guests.

2. Spiritual Care Coordinator

The Spiritual Care Coordinator can provide pastoral care to tenants. Appointments are 1:1 and confidential (unless reporting is required by law). The Spiritual Care Worker can help with emotions you may be feeling, questions about spirituality, and can give you community resources for questions they are unable to answer.

3. Superintendent

The Superintendent is here to ensure the building is repaired and maintained. The Superintendent will respond to work orders for unit repairs, assist with replacing lost keys, and will respond to emergency repairs. The Superintendent only responds to emergencies during the evening and weekends. If your maintenance request is not an emergency, the Superintendent will ask you to complete a work order and will look at it the next business day.

4. Residence Administrator

The Residence Administrator calculates your RGI entitlement (how much you must pay in rent), receives your rent and writes you a receipt to confirm that you paid, updates your account, and works closely with the Tenant Support Workers. If you have questions about your rent or how your RGI has been calculated, concerns about fees you may be charged due to lost keys or damage to your unit, or are concerned about being able to pay your rent on time, please speak to your Tenant Support Worker.



Where to get help

1. Medical Emergencies

If you are having a medical emergency - call 911.

2. Non-Emergency Health Issues

If you require help for a non-medical health issue, you may contact:

- **Telehealth Ontario:** 1-866-797-0000
- **Toronto Western Hospital**, 399 Bathurst St
 - www.uhn.ca/OurHospitals/TWH
- **Queen Spadina Medical Centre**, 455 Queen Street West
 - (416) 869 3627
 - www.qsmc.ca
- **Parkdale Queen West Central Community Health Centre**, 168 Bathurst Street
 - (416) 703 8480
 - www.pqwchc.org

3. Crisis Supports

ehm does not offer after-hours support. If you need mental health support after hours, you can call one of these numbers:

- **Toronto Distress Centres:** 416 408 4357 or 408 HELP
- **Gerstein Crisis Centre:** 416 929 5200
- **Assaulted Women's Helpline:** 416 863 0511
- **Kids Help Phone:** 1 800 668 6868

4. Crime and Security

If there is a crime in progress, or your safety is being threatened - call 911.

If you are concerned about non-emergency crime, you can contact 416-808-2222.

Examples of situations that can be reported to this line include:

- Reporting a crime with no suspect (example: theft of a bicycle)
- Reporting a crime with suspect, but suspect is not on the scene (example: fraud)
- Reporting a serious crime with suspect, but it happened earlier (example: assault that occurred last night)
- Non-emergency in progress (example: people screaming in the driveway)
- On-going crime issues or crimes that are not in-progress (examples: graffiti or ongoing drug dealing with no suspect on scene)
- A suspicious circumstance that may be criminal activity

If you have information about a crime that you would like to report anonymously, please call Crime Stoppers toll-free: 1-800-222-TIPS (8477), visit their website: www.222tips.com or text: TIP312 and your message to CRIMES (274637).



Rights and Responsibilities

1. Tenants' Rights and Responsibilities

As a tenant, you have the right to:

- Security of tenancy
- You may live in your unit until:
 - You give proper written notice to the landlord (ehm) or
 - The landlord ends your tenancy for breaking rules of the Residential Tenancies Act.
- Notice before entry
 - A landlord (ehm) must provide 24 hours written notice before entering your unit, unless there is an emergency.
 - An ehm staff person or contractor who enters your unit must have a reason for entering that complies with the Residential Tenancies Act or your lease.
- As a tenant, you and anyone living with you must comply with the responsibilities of your lease. This includes, but is not limited to, the following responsibilities:
 - Pay your rent on time, every month.
 - Keep your unit clean and in good condition.
 - Repair or pay to repair damages that you or your visitors or your guests cause. (This does not include repairs for regular wear and tear.)
 - Be responsible for your actions and the actions of the other members of your household, your visitors, your guests, their pets and your pets.
 - Respect your neighbors by not making too much noise, controlling and cleaning up after your pets, and helping to keep common areas clean by using the garbage bins provided.
 - Respect all property in our communities, including rental units, personal property, common spaces and offices.
 - Follow ehm's policies and all applicable laws.
 - Get household insurance for your belongings. This is usually called contents or renters' insurance.
 - Ask the Superintendent for help if you need your lock changed. Do not change locks yourself.
 - Tell your Tenant Support Worker or Residence Administrator, in writing, within 30 days, if someone moves in or moves out of your unit.
 - Report changes to your income within 30 days of the change to your Tenant Support Worker or Residence Administrator.
 - Allow staff inside your unit to perform repairs and maintenance with 24 hours' notice, or immediately in cases of emergency.
 - You must not sublet your unit.
 - Do not tamper with smoke detectors. There is a fine from the city of up to **\$50,000.**

2. ehm's Rights and Responsibilities

Responsibilities

As your landlord, we:

- Provide services as set out in your lease, under the law, or both.
- Keep your rental property well maintained and respond to repair requests.
- Comply with local health, safety, and property standards and bylaws.
- Provide proof of payment when requested.
- Process your annual rent review, if you pay rent-geared-to-income.
- Provide 24-hours' notice before entering your unit unless there is an emergency, in which case, staff can enter the unit.
- Provide accessible customer service to persons with disabilities.

Rights

- As your landlord, we can pursue eviction of tenants who pay their rent late or break the law on ehm property.

Important: ehm does not want to evict you. We want to work out problems early so you can keep your home. We are committed to working with residents that may be having financial difficulties. Please contact your Tenant Support Worker if you cannot pay your rent, or if you have other problems related to your tenancy.

3. Aggression and Harassment

Tenants are expected to communicate with tenant support workers, the Superintendent, and any other employee, with respect. Yelling, making threats, following staff, name calling, shaking fists/hands/fingers at staff, and any other aggressive behaviour will not be tolerated. If a tenant or guest is being aggressive, a staff member will stop the conversation immediately and ask the tenant to schedule time to come back to finish the discussion when he/she/they are calm.



Your Home

1. Moving In

Before you move in, your home is cleaned, repaired and inspected. It is also sprayed for pests, if needed. The Superintendent will do a move-in inspection with you and will go through the types of changes you can and cannot make to your home. He/she/they will also note any repairs that you point out, explain to you what chargebacks are for your home..

2. Elevators and Deliveries

When you move, or if you are receiving a large delivery, you must reserve the elevator and have the superintendent put it "in service". You submit your request to the Superintendent 24 hours before you move by submitting a work order.

3. Visitors & Deliveries

You are responsible for meeting your visitor and accompanying them to your unit. The Superintendent and Tenant Support Workers cannot let your visitors into the building, provide access to your floor, or access to your unit.

You are responsible for making sure that your delivery person can contact you, or has instructions for where your package or delivery can be left safely or picked up. Staff members are not allowed to accept a package or to provide access to your floor.

If you are experiencing illness and are not able to get to the front door to meet your visitor or delivery for health reasons, speak to a Tenant Support Worker about a care plan so that an accommodation may be made and someone can be available to assist you. ehm staff are not permitted to accept medication on behalf of a tenant under any circumstances, however, special accommodation may be requested to have staff provide access to your floor for the delivery of medication.

4. Utilities

Your Tenant Support Worker will tell you which utilities you have to pay for directly and which ones are included in your rent.

5. Phone, Cable, and Internet

Phone, cable, and internet are not included in your rent. You can choose any of the companies that provide service in Toronto; please be aware that satellite dishes are **not** permitted. Make appointments with the phone or cable company during the day, from Monday to Friday, so the Superintendent can be there if the technician needs access to a restricted area of the building. The Superintendent cannot let them in. You must make arrangements to let them in the door and allow them into your unit.

6. Appliances

Every unit comes with a fridge and stove. They will work better if you clean them regularly. If your fridge or stove needs to be repaired, you can submit a work order to the Superintendent.

7. Pet Care

We know how important your pet is to you. We provide a pet-friendly environment. You are responsible for your pet's behaviour. You are also responsible for the behaviour of the pet of a visitor or guest. This includes excessive noise made by the pet, as well as cleaning up after the pet.

If you, or your visitor or guest, have a pet, you need to follow these guidelines:

- Keep your pet on a leash in common areas, e.g., when you leave your unit and when going outdoors.
- Be sure that your pet does not damage property or the belongings of others, is not a nuisance, and does not create unreasonable disturbances, as stated in your lease.
- Stoop, scoop, and bag your pet's waste, responsibly, every time.
- Dispose of pet waste responsibly:
 - Use outdoor garbage bins when walking your pet.
 - Never discard cat litter waste in the toilet.
 - Double bag all pet waste (cat litter, bird cage linings) securely for garbage chute disposal.
- Tenant Support Workers are not allowed to care for your pet, make arrangements for you, or let people into your unit.
- Have a pet care plan. You can make an appointment with a Tenant Support Worker to build a plan to care for your pet if your pet falls ill, needs emergency medical attention, or needs care if you are in the hospital. A care plan is important because ehm staff cannot care for your pet if you are unable to.
- Please do not seek Tenant Support Workers for medical advice for your pets; call a vet.
- Tenant Support Workers are not licensed to help you in emergency situations for your pet. Please have a vet to call if there is an emergency.

To find out if you need a licence for your pet and for other rules about pets, call the City of Toronto at 416-338-7387 or visit www.toronto.ca/animal_services. If your neighbours' dog barks all the time or they never pick up after their pet, or you have other pet complaints, contact 416-338-7297 or animalservices@toronto.ca.

8. Keys and Fobs

ehm will give you keys or fobs for your unit and for your mailbox. You may also receive security fobs for the buildings main entrance and other common spaces.

- If you need extra fobs and keys you will need to speak to a Tenant Support Worker.
- If you receive a rent subsidy, you may only have one key and one fob per each tenant listed on the lease. You cannot make copies of your keys.
- If you are locked out, you may contact the Superintendent, however, you may require a wait time of between 30 minutes and eight hours before you will be able to be given access to your unit.
- If you require access to your unit sooner than the time frame you are given, the Superintendent will call a locksmith for you, and you will be charged for this fee. After hours locksmiths charge over \$100 for this service.

9. Insurance

Do you have insurance for your belongings?

You are responsible for getting insurance for your belongings. This type of insurance is usually called contents insurance or renters' insurance. ehm's insurance will not pay to replace your belongings if something such as fire, flood, or other emergency damages your unit. If some or all of your income is from Ontario Works or the Ontario Disability Support Program, these programs may cover the cost of contents insurance. You need to speak with your case worker for more information.

What will insurance do?

If your unit is damaged by flood, fire or any other incident, insurance can help you pay to replace your belongings. It may also help pay for legal costs if your actions cause a fire for example. It may also cover the cost of a hotel stay or a replacement unit if you have to leave your unit for a period of time because of the damage or the emergency.

Speak to your Tenant Support Worker about finding affordable insurance.

10. Pest Control

Unfortunately, cockroaches, bedbugs, mice, and other pests can sometimes get into homes. They are harder to control in places that are cluttered or overcrowded. Here is how you can help us to control pests in your unit:

- Keep your unit clean and clutter-free.
- Do not feed pigeons, squirrels or stray animals. They can attract other pests.
- Do not pick up furniture that others have thrown away, as it could be infested.
- Do not put any garbage in hallways or on the floors of chute rooms, as this contributes to infestation.
- Do not put towels, carpets, or spread powders on the ground in the hallway outside your door.
- Make sure all garbage is placed into the garbage receptacle and the hatch is fully closed. The garbage will slide down the chute into a garbage disposal bin. Larger items that do not fit into the chute must be brought to the attention of a Tenant Support Worker. You must fill out a work order so staff can remove it.
- Bed bugs are a problem in many cities in North America, including Toronto. The only way to control them is to treat infested units right away. If you throw out pest-infested furniture or mattresses, ask the Superintendent for plastic to wrap these items before taking them out of your unit. Never leave anything in the hallway.

Important: Report pests to Superintendent by submitting a work order, or speak to your Tenant Support Worker. There is no charge for pest control or treatment, unless you fail to prepare your unit or you refuse to let the contractor in. You will receive instructions on how to prepare your unit for treatment.

11. Heating

Building staff monitor the temperature at ehm. According to the Toronto Apartment Minimum Temperature Bylaw, building temperatures should be at least 21 Celsius from September 15 to June 1. We use this bylaw to decide when to turn the heat on and off. If you are concerned about the temperature inside your unit, call your Tenant Support Worker.

12. Garbage, Organic Waste, and Recycling

Please be sure to separate your recyclable items from your organic waste. Take your waste to the right chutes. Please do your share and:

- Tie all garbage in small plastic bags.
- Double-bag cat litter and diapers, and include them with other organic waste.
- Avoid putting glass, aerosol cans, or large items down the garbage chute. Ask the Superintendent where to dispose of these items.
- Ask the Superintendent about where to bring furniture or other large items for the garbage.

13. Annual Unit Inspections

Once every year, the Superintendent and Tenant Support Workers will inspect your unit to make sure:

1. Your unit's smoke detectors (and carbon monoxide detectors, if applicable) are working.
2. Appliances are clean and in working condition.
3. There is no excessive clutter or other fire hazards.
4. There are no major repairs needed.

The annual unit inspection is a time to check for capital repair needs and compliance with municipal licensing standards. Every month, ehm staff test fire alarms and other life safety systems in the common areas of your building.

14. Repairs and Maintenance

Non-urgent repairs and maintenance are done Monday to Friday, between 9am and 5pm.

When you have a non-urgent repair for your unit, please complete a work order – a tenant support worker can provide you with one. Do not call or text the Superintendent for non-urgent repairs. The repair will usually be completed within a week. ehm will provide you with a written notice 24 hours before we enter your unit.

For urgent repairs, you may call the Superintendent and leave a message. The Superintendent will listen to the message and will only return calls that are urgent in nature.

15. Dealing with Noise

The Residential Tenancy Act states that every tenant has the right to **reasonable enjoyment** of their units/the residential complex. Noise is a normal part of living in a vibrant and exciting community, however we understand that sometimes noise may be disruptive to your schedules

Excessive noise: The Residential Tenancy Act requires that no person shall make, cause or permit noise or vibration at any time, which is likely to disturb the quiet, peace, rest, enjoyment, comfort or convenience of the inhabitants of the City.

What can you do to be respectful to others who live in the building?

- Typical quiet hours that you should be mindful of are 10pm to 7am.
- Keep your TV volume at a moderate level.
- Play music at a moderate level, or if it is late at night or early in the morning, consider using headphones.
- Try to close the door gently when leaving or entering the apartment.
- If you have guests visiting, remind them to be respectful of your neighbors.
- Loud conversations and yelling with friends can be disruptive to those around you; remember that these types of noises may affect your neighbors sleep or work life.
- Refrain from using noisy household items during quiet times (such as vacuums).
- Refrain from moving furniture around during the typical quiet hours (10pm-7am).
- Tell your neighbors if for some reason you do need to make excessive noise – **communication is a great tool to avoid conflict.**

My neighbor is making noise. What can I do?

We understand that every situation varies, however here are some tips to deal with noise:

- Talk to your neighbor **respectfully** — they may not know that what they are doing is bothering you.
- If you do not feel comfortable speaking to your neighbor, ask a Tenant Support Worker for resources to get support.
- If you do not feel safe talking to your neighbor, you can call an emergency number if it is an emergency situation, or speak to your Tenant Support Worker
- If you feel angry about the situation, wait until you feel calm to talk to them.
- If you are a light sleeper, think about investing in a pair of ear plugs and an eye mask which may help to decrease the amount that you wake up throughout the night.
- Talk to the Tenant Support Workers so that they can document the issue if it persists.

Important: The Superintendent is not responsible for managing or monitoring noise. It is the responsibility of tenants to speak to the individual who is making the noise, to report a complaint to City of Toronto By-law, and/or file a report with a tenant support worker. The Superintendent cannot respond to noise complaints – even at night.

Noise, Maintenance, and Repairs: A Quick Guide for ehm Tenants

	Standard Maintenance Requests	Urgent Requests for Maintenance	Emergencies
Examples	<ul style="list-style-type: none"> • Non-emergency plumbing issues (e.g. dripping taps, toilet/shower/sinks working, but not working well) • Electrical issues (e.g. light bulb burnt out) • General unit concerns • Lost laundry money • Fridge/stove working, but not working very well • Broken washer/dryer • Bedbugs/Roaches/Mice • Broken cabinet • Damage to walls, floors or doors • Too warm or too cold in your unit/building 	<ul style="list-style-type: none"> • Flooding/leaking that is damaging the floor, walls and/or ceiling • Significant damage preventing you from using your apartment • Essential services not working. e.g. your fridge, stove, or toilet are not working • Broken key, fob or lock • Clogged toilet • Beeping smoke detector • Elevator is not working • Heat or air conditioning is not working 	<ul style="list-style-type: none"> • When you or another resident are at risk or are feeling threatened • If you are aware of a fire or another emergency that requires immediate attention • If you are aware of a medical emergency in the building
What to do	<p>Complete a work order. Do not call the Superintendent.</p>	<p>Leave a message with the Superintendent Daytime 9am – 5:30pm: (647) 338 3305 After 5:30pm & Weekends: (416) 364 5959</p>	<p>Call 911</p>

Noise	Lock outs	Deliveries and Letting Guests In
<p>The Superintendent cannot respond to noise complaints after hours. Tenants are encouraged to speak to their neighbors if they have a noise complaint in the building. If your neighbor has been making frequent noise and speaking to them yourself has not been helping, please see a Tenant Support Worker. If the noise is due to a noisy party, criminal activity, violence, or other risk to public safety, please contact Toronto Police at 416-808-2222</p>	<p>Tenant Support Workers cannot let you into the building, the elevator, or your apartment if you have forgotten your keys. If you are locked out, you must call the Superintendent and leave a message. You may need to wait between 30 minutes and 8 hours before the superintendent will be able to get to your apartment to let you in. If you call after hours, you may be charged the fee for a locksmith to come to your unit.</p>	<p>Tenant Support Workers and the Superintendent cannot accept deliveries, or let deliveries or guests into the building or up to your floor. You are responsible for accepting your own deliveries and meeting your guests (including PSWs) in the lobby. If you have an illness or injury and require assistance, please speak to a tenant support worker for special arrangements.</p>



Common Areas

1. No Smoking in Common Areas

In Ontario, it is against the law to smoke in common areas of apartment buildings. Common areas include elevators, stairwells, hallways, parking garages, laundry rooms, lobbies, gyms, garbage or recycling rooms, and party or entertainment rooms. If you or someone in your household is caught smoking in a common area, you could face a fine of up to \$5,000 from the City of Toronto. Never throw cigarette butts out the window.

2. Laundry Room

ehm has a laundry room with coin washers and dryers. The laundry room is open from 9am to 9pm. The Superintendent will not provide access to the 6th floor or the laundry room after hours. If your laundry is not done before 9pm, the laundry room will be locked and you will be required to wait until it is open until 9am. If you see a machine that is not working, or a machine eats your coins, fill out a maintenance request and speak to your Tenant Support Worker.

3. Hallways

All hallways in ehm buildings must be kept free of furniture, carpets (unless installed by ehm), scooters, bicycles, strollers, walkers, or items you have to throw in the garbage. Bring household waste and large garbage items to their designated area of disposal. Never leave items in hallways. This is a fire hazard. If you have questions about how and where to throw away old furniture or large items, speak to a Tenant Support Worker. The exit doors are not for hanging out, sleeping, eating, or any other activity besides exiting or entering. There is an alarm on exit doors if it is open for too long, or if people are in the stairwell for too long.

4. Patio

The 6th floor has a patio that all tenants are welcome to enjoy. The patio is open 9am-9pm seven days a week during the summer months. In order to ensure a safe and enjoyable experience, we do ask that tenants follow the rules listed below:

- No consuming of alcohol on the patio
- No smoking on the patio
- No excessive noise
- No modifications to any ehm property
- No sleeping on the patio

5. Parking

There is no parking at ehm. If tenants have a car it is their responsibility to get a parking permit from the city. You can apply for a permit by visiting www.toronto.ca or going in person to:

Toronto City Hall
100 Queen Street West, Main Floor, West Tower
Telephone: 416-392-7873



Your Lease and Tenancy

1. Paying your Rent

Rent must be paid on or before the first of each month. You can pay your rent the following ways:

Pre-Authorized Payment (PAP): You can do this in two ways:

- Ask your bank for an automatic withdrawal slip, and give this slip to the Residence Administrator; OR
- Log onto your bank account online and print your automatic withdrawal slip. Give the slip to the Residence Administrator.

Cheque: Bring your cheque to the Residence Administrator on or before the first of the month. You will receive a receipt confirming that you have paid on time. It could be up to a week before we are able to cash your cheque.

2. Late Payment

Like a tenant renting in any building in Ontario, you are expected to pay your rent before or on the first of the month. ehm has an arrears policy that is in place to help tenants from falling behind on their rent and putting their tenancy at risk. This policy means that we will be following up with tenants promptly if we do not receive their rent on time.

If you are concerned about being able to pay your rent on time, please speak to a Tenant Support Worker before your rent is due. If you would like to learn about how to set up automatic rent payment from your bank account so that you never miss a payment, please speak to a Tenant Support Worker. If you do not pay your rent by the first of the month you will be notified that you are at risk for a notice to end your tenancy.

3. Rent-Geared to Income (RGI)

This is rent paid for subsidized housing. It is usually 30 per cent of gross monthly household income (income before deductions). Under the rules for social housing in Ontario, the amount paid is reviewed every year. However, if you pay rent-geared-to-income and your income changes at any time during the year, you must report the change to ehm within 30 days. If some or all of your income is from Ontario Works or the Ontario Disability Support Program and you pay rent-geared-to-income, your rent is calculated according to a scale. You are still responsible for reporting changes to your income to ehm, within 30 days.

4. Annual Rent Review

If you pay rent-geared-to-income, we will send you a rent review package once a year. The package includes forms that you must fill out to report the income of everyone in your household. You must complete and return these forms within 30 days. If you do not, you could lose your rent-geared-to-income subsidy. Visit your Tenant Support Worker to set up an appointment if you need help completing these forms.

5. Reporting changes to your income

The City of Toronto and Province of Ontario set the rules for rent-geared-to-income subsidies. If your income changes, you must report the change in writing or in person to your Tenant Support Worker or Residence Administrator within 30 days.

If you do not report income changes, you could be charged for back rent and/or lose your rent-geared-to income subsidy. Your rent will then be raised to market rent and you could face eviction. If you have questions about your income, speak with your Tenant Support Worker.

Are you or someone in your household turning 65 this year? When you or a member of your household turn 65, this may affect the annual income for your household and this may affect the rent you pay each month. If you receive a pension from another country, you need to report this income to ehm. If you have questions about the Canada Pension Plan or Old Age Security, contact Service Ontario: 416-314-5518.

6. Absences of 90 days or more from your unit while paying rent-geared-to-income

For a household paying rent-geared-to income, the City of Toronto's guideline for social housing sets 90 days as the maximum number of days that all members of the household can be "absent" or not living in their unit while continuing to receive a rent geared-to-income subsidy. However, there are some exceptions to this rule.

- This rule only applies if all members of your household are away at the same time.
- Short absences of up to seven days in a row or less are not counted toward the 90-day limit within a 12-month period.

Please tell us if you are in hospital, in rehabilitation, awaiting trial or have documentation to support another valid reason for being away from your unit longer than 90 days. If you want to read more about this guideline, please speak to a Tenant Support Worker.

7. Visitor and Guest Policy

Guests may stay with you for a maximum of 30 days in one year. This can be 30 days in a row or 30 days over the year, but no more. This policy applies to any person staying in your unit who is not an approved member of your household. In special cases, when short-term medical care or services are needed, guests may live in your unit more than 30 days, with approval from the Director of Programs and Client Care. Should ehm be advised that you have guests living with you for longer than 30 days without approval, they will investigate the situation. If your guest is not a special case, you may lose your rent-geared-to-income subsidy. To learn more about special cases or to get a copy of the Visitor and Guest Policy please speak to a Tenant Support Worker.

8. Disclosure of Personal Information

There are laws that protect your right to privacy. Landlords must follow strict rules when they collect, use, and share your personal information.

If you pay rent-geared-to-income: ehm is required to collect personal information about your household members to determine if you are eligible for rent-geared-to-income subsidy and to calculate your rent. ehm also has the authority to collect and keep information about your tenancy and housing subsidy under the Housing Services Act, 2011.

9. Eviction

Under the Residential Tenancies Act, these are some of the reasons you can be evicted:

- Do not pay your rent.
- Have more people living in your unit than is allowed by safety standards.
- Have people not listed on your lease living in your unit.
- Willfully cause serious damage to your unit or to the building.
- Do not report your income or the income of anyone else living with you while you pay rent-geared-to-income.
- Act in a way that interferes with the reasonable enjoyment of other residents.
- Threaten the safety of another resident/staff/visitor/guest.
- Break the law on ehm property.
- Violate the terms of your lease.

ehm works with tenants who fall behind in their rent payments to help them meet their responsibilities and, when possible, to keep their housing.

Office of the Commissioner of Housing Equity: This office works to ensure that protections exist for seniors (age 59 and older) and vulnerable tenants who have lost their subsidy or face possible eviction for not paying rent. The office is independent of ehm (the Commissioner reports to the Board of Directors). It is guided by the principles of integrity, impartiality, and independence. Contact information: Telephone 416-632-7999, or email: info@oche.ca.



Move-out Procedures

1. Giving notice

When you are ready to move out, you must give notice in writing 60 days (two full calendar months) before you plan to move. Please give your move-out notice to your Tenant Support Worker or Residence Administrator.

2. Returning keys and fobs

You must return all unit keys, including mailbox keys and key fobs, before you leave. Give them to your Tenant Support Worker or Residence Administrator. You will be charged for replacements if you do not return these items.

3. Rent and other charges

You are charged rent up to the end of the month that your tenancy ends. For example:

- If you gave written notice on March 1st, you will pay rent for March and April and will move out before May 1st.
- If you gave written notice on February 15th, you will pay rent until April 30th and move out before May 1st.

You are responsible for the cost of repairing any damage you caused to the unit or for cleaning your unit if it is dirty when you leave.

4. Inspection

ehm staff will inspect your unit shortly after you give written notice. They will inspect it again after you move out. Your unit should be in its original condition. You will be charged for any damage to your unit, beyond normal wear and tear. For example, if you put up wallpaper, you will have to remove it.



Safety in the Building

1. Your responsibilities

To keep you and your building safe:

- Do not prop entrances and doors open. When you do, you put everyone in the building at risk.
- Keep all hallways clear. It is a fire hazard if you don't. Keeping hallways clear helps prevent trips and falls. It makes it easier to keep floors and carpets clean. It also allows emergency workers to get to you quickly.
- Look into elevators before getting on. If there is someone already in the elevator who makes you uncomfortable, wait for the next one.
- Always close and lock your unit doors.
- When using the entry system, be sure you know the person before you let them into the building.
- Do not let salespeople or others you don't know into the building. If you feel unsafe and someone has come in, call one of the emergency numbers on page 5.
- Do not give copies of your unit key or fob to anyone who doesn't live with you.
- If you lose your keys or fob, let the Superintendent know right away.
- If you are going to be away for a long time, let a Tenant Support Worker know. Tenants who pay rent-geared-to-income who leave their units vacant for more than 90 days risk losing their subsidy.
- Do not leave young children home alone.
- Fill out a work order:
 - If you see light bulbs that are burnt out in and around the building.
 - If there are areas that require snow and ice removal.

2. Power Failures

To report a power failure in your building:

- Call Toronto Hydro at 416-542-8000.
- Let the Superintendent know.

If a power failure is expected to last more than three hours, staff will post notices and visit units to share information and make sure resident needs are met.

To learn more about preparing for power failures, visit www.torontohydro.com.



Notes & Important Phone Numbers



Notes & Important Phone Numbers
