

# Tenant Handbook



# NOTES

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## QUICK START

Your caretaker's name and number. Put them on this page so you will always have them.

CARETAKER NAME  
& PHONE #

.....

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BC HYDRO  
1-800-224-9376

BC Hydro: Sign up online or call 1-800-BCHYDRO (1-800-224-9376) before you move in.

EMERGENCY  
250-388-1690

The 24hr Emergency number is for EMERGENCIES only. Like fires, floods and other emergencies. 250-388-1690.

CRHC OFFICE EMAIL  
[crdhousing@crd.bc.ca](mailto:crdhousing@crd.bc.ca)

CRHC OFFICE PHONE #  
250-388-6422

Rent is payable on the 1st of the month or before (see page 16).

Garbage and recycling information is available. If in doubt, talk to your caretaker. See pages 21-24 for links and information.

Tenant insurance is required. The office can help you with this. It is a condition of your tenancy and CRHC does not pay for tenant's belongings when fire or flood occurs.

Read your Tenancy Agreement. This Handbook is additional information. The legal information about your Tenancy is in the Agreement. If you need support, call CRHC Tenant Services.

There is an electronic version of this Handbook online at CRHC's Tenant Updates <https://www.crd.bc.ca/crhc/tenantinformation/tenant-updates>. It has links to useful information.

**WELCOME TO CRHC**

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CARETAKER PHONE #

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CARETAKER NAME

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## CARETAKER QUICK FACTS

- Caretakers work 8:00am to 4:30pm weekdays. Outside those hours, emergencies go to the emergency caretaker number.
- When you call, leave your name, unit, complex, what the issue is and permission to enter if you want them to go in when you aren't there. Talk slowly and clearly! Their cell numbers are private so if you have private numbers blocked they may not be able to get back to you.
- Garbage and recycling need to be disposed of properly. If you do not tend to this properly, caretakers are left to pick up after tenants and they can't do the rest of their job. Smaller children **MUST** be supervised because they cannot lift the lids or always get the garbage in. Chores are great! Just not this one for younger children.



CRHC OFFICE EMAIL  
[crdhousing@crd.bc.ca](mailto:crdhousing@crd.bc.ca)

CRHC OFFICE PHONE #  
250-388-6422

## OFFICE QUICK FACTS

The office on Fisgard St. is open 8:30am-4:30pm Monday to Friday. Email is great. Or you can come in, or call us.

Contact the office about rent, tenancy issues, transfer requests, alteration requests. Leave a current number, name, address and what the query is. Please let us know if you change your email or telephone number.

Alteration requests, complaints and transfer requests need to be in writing.

## EMERGENCY



If there is a fire be safe. Call 911. Call the emergency caretaker when you are safe.



If there is a flood, call the emergency caretaker – turn the water off.



If you lock yourself out, you can call the emergency caretaker. You will have to pay for this.



If an essential service fails like water, heat or toilet, call the emergency number.



If there is a crime in progress, call 911. If there is damage which makes the complex unsafe or insecure, call the emergency caretaker.



Report electrical issues that could be serious like sparking, loss of power, flickering lights exclusive to your unit.

## CARETAKER



If there is a normal issue (like a leaking tap) call the caretaker.



Let the caretaker know about pests, even if you only see one.



If you don't know how to recycle or dispose of garbage, ask. If you see someone dumping, let us know as well.



Some of the apartments have a guest suite. A guest of yours may be able to rent it for a week. Ask your caretaker about this.



If you need new keys, including for the mail or storage, speak to your caretaker.

## OFFICE



If someone moves out, or wants to move in, please contact the office.



If you want to alter your unit. Talk to the office first. It could cost you money if you don't.



If you change your phone number or email, make sure to let us know.



Talk to Tenant Engagement about community events. There may be grants or help available.



If you need someone to stay more than 21 days in a year (e.g. an emergency) or you will be away from your unit, please ask the office in writing.

## TENANT



You are responsible for everyday maintenance such as changing light bulbs.



If your financial situation changes, please let the office know quickly in case your rent changes.



Recycling and disposing of garbage correctly is the responsibility of the tenant.



Maintaining your unit in a safe, sanitary way is part of your tenancy.



Please supervise your children effectively. If you believe a child is in danger of abuse or neglect, you have a duty to report to Ministry of Children and Family Development. 1-800-663-9122

Moving is an exciting time, especially if you have waited a long time for this! There is lots of new information so take the time to read and ask if you are unsure. Also check your Who To Call sheet for a quick reference.

## YOUR NEW HOME

CRHC welcomes you to your new home. We hope that it is safe, secure and affordable. Please let us know if there is anything you need to know.

### TENANCY AGREEMENT

Your tenancy is a legal contract that is agreed to by CRHC and you. It contains the terms of your tenancy.

### MOVE IN CONDITION INSPECTION

When you sign this, you agree that this was the condition of your place on move in. It is a legal document so if you find damage or issues, make sure they are on the form before you sign or you inform your caretaker within the first three days.

### KEYS

We change the locks before you move in. You will get the new keys after the move in inspection. Do not change the locks, add new locks or cut keys without written permission from the office. If you lose your key you can get a new one from your caretaker (there is a charge). We can't change locks to exclude a legal tenant without police or court authority.

## **LAUNDRY**

Laundry facilities are for residents only and are available from 8am to 10pm daily. Help our caretakers by cleaning up around the machines and removing lint from the dryer after each use.

Please be considerate of tenants who will be using the machines after you by promptly removing your laundry when it is done.

## **VEHICLES AND PARKING**

Your vehicle must be licensed, fully insured (not storage insurance), working and have assigned parking to be on the premises. Otherwise we can (and do) tow them away. Contact your caretaker to arrange assigned parking. The designated Visitor spots are for visitors only (and sometimes a Visitor permit is required), the designated disability spots are for those with valid disability parking permits and only the Fire Department and emergency vehicles park in the Fire Lanes. Give your caretaker your license plate and description and let them know if it changes.

## **GUESTS**

You may have a guest stay with you for up to three weeks in any calendar year. For a stay longer than three weeks you must get written permission from CRHC.

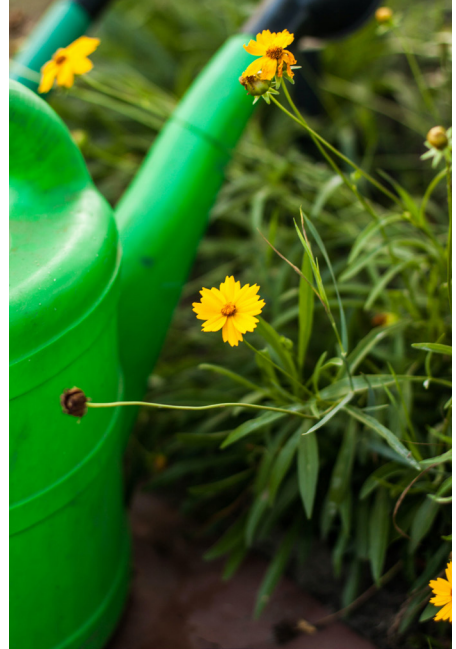
## **SMOKING**

Smoking includes vaping, cannabis, tobacco and other forms of smoking activity. If your tenancy permits smoking, that only includes areas that you have exclusive possession of (such as your unit and the patio). No smoking is permitted in any common rooms, grounds or parking areas at all. Please make sure that your smoking does not impact the quiet enjoyment of other tenants. If you have signed a non-smoking addendum you are not permitted to smoke anywhere on CRHC property unless a designated smoking area has been approved.

## THE GARDEN, PATIO, BALCONY AND CARPORT

Some areas of the garden are for tenant use and others are not. Townhouses and ground floor units in apartment buildings may have exclusive use garden areas, when in doubt please speak with your caretaker. Tenants are not to prune or remove plants from the garden areas nor add larger plants, shrubs or trees. Remember to not dig deeply to avoid utility pipes/lines or damage membranes over parkade areas. For safety reasons swimming/paddling pools, trampolines and sandboxes are not permitted.

Your outdoor space needs to be kept neat and tidy including cutting grass (please ask if you need to borrow a mower). Pesticides and herbicides aren't allowed so have a look at some other ways to control pests. Please do not store items outside, including in the carport. Barbecues are ONLY allowed on the ground floor, 2 metres away from the building and not under an overhang without written permission. Fire safety is important!



## STORAGE

Places that are not considered storage area include: patios, carports, hot water heater rooms, attics or crawl spaces! There may be storage lockers available so please ask your caretaker. Don't store hazardous or dangerous substances in the storage lockers. Allow an 18 inch clearance above possessions in storage if there is a sprinkler system.

## **ALTERATIONS AND DECORATING**

If you want to alter things in your unit, including but not limited to; paint, window coverings, light fixtures or hanging a wallmounted TV, please get written permission first.

- Use proper picture hooks to hang pictures.
- When in doubt, ask!
- Election signs are allowed short term, only in your window.

## **WHAT IF YOU DO DAMAGE TO SOMETHING?**

Wear and tear is normal. Things get old and wear out. Anything over normal wear and tear is damage, even if it is accidental. You can fix the damage yourself if you know how to do it to a high standard, or get someone you know or hire to do it. Call us, let us know and if need be CRHC could repair it or provide a quote to repair, then set a repayment plan for the costs, if needed.

## **HOME BUSINESS AND DAYCARE**

You may use your unit for residential purposes only. No businesses, trading, or income-generating activities are allowed. An exception may be made, with permission in writing from CRHC, for providing daycare to children of parents in the complex or family members.



## MINORS HOME ALONE

You are always responsible for your children at all times. Be aware that complexes aren't gated and your children need to be supervised to be safe. Children under 10 should be closely supervised at all time. Older children may be left for short periods if they are ready. Caretakers and other workers cannot enter your place to do work if a minor is present without an adult. If there is scheduled work, either an adult needs to be there, or no one.





## RENT

Your rent must be paid on or before the first day of each month. Please call the office at 250-388-6422 if you have any questions about paying rent. Rent can be paid at the Corporation office, sent by mail, or put in the drop box at the Corporation's door at 631 Fisgard Street after hours. You can pay your rent by cheque, money order, Interac™, or by preauthorized debit from your chequing account.

**After the first working day of the month regular cheques will not be accepted and payment must then be by Money Order, Cash or Interac.**

For pre-authorized debit arrangements, please contact the office.

Note: if rent is being paid by pre-authorized debit, we cannot make any changes after the 20th of the month. The next month's rent will still come out of your bank account.

## LATE OR UNPAID RENT

If you can't pay your full rent on the first day of the month because of unexpected circumstances you must contact the office before the first day of the month. Late rent payment is a breach of the Tenancy Agreement and is grounds for a Notice to End Tenancy. Do not ignore a Notice to End Tenancy.



## TRANSFER REQUESTS

You may request a transfer for the following reasons:

1. It would be unsafe for you to remain living in your unit.
2. Your family has changed size.
3. There is a medical reason you cannot remain living in your unit.
4. If you are a subsidized tenant and your income increases above the Housing Income Limits.

All of the above transfer reasons will require documentation. Please bear in mind there are a limited number of transfers possible in a year and you will need to be up to date with payments and your unit will need to be clean and undamaged.

## ANNUAL RENT REVIEW

If your rent is based on your income, each year you **MUST** complete an Application for Rent Subsidy form. You must provide satisfactory proof of income and assets. You are required to report any change in family size and income. These changes can affect your rent calculation. CRHC will send you this form with instructions well in advance of your rent review. You **MUST** return all the documentation requested on time to avoid cancellation of your rent subsidy payment.

# YOUR RIGHTS AS A TENANT

## PRIVACY AND NOTICE TO ENTER

Your unit is your home and you have the right to privacy. You also have the right to have your personal information handled according to the law. If you feel this is not happening, please call the CRHC office or call the Residential Tenancy Branch (RTB) or the Office of the Information and Privacy Commissioner (OIPC) for information.

CRHC is required by law to give you between 24 hours and 30 days' notice in writing to enter your unit. Unless there is an emergency.

## COMPLAINTS AND DISPUTES

If you have an issue with a neighbour, and you feel safe, try to work it out with them directly. If you don't feel safe or that doesn't work, talk to your caretaker. You can also put the issue in writing to the office. Please be specific.

If you think CRHC isn't meeting its obligation to you, please contact a Senior Property Manager at the office. If you don't feel satisfied with the response, you can talk to the Residential Tenancy Branch. There are also local resources and advocates to support you.

## ANNUAL INSPECTIONS

CRHC conducts annual inspections of units to maintain them to a good standard. We will provide notice of inspections.

# STAYING SAFE

## SECURITY

Always lock your door, whether you're in or out. If you let someone into the building, they are your guest and their behaviour impacts your tenancy. So please don't let anyone in who is a stranger or someone else's visitor. Including letting someone slip in behind you. You can call the police non-emergency line if you are concerned. No additional security measures are allowed, such as cameras, alarm systems or additional locks, including internal locks. Please let us know in writing if you have a security concern. CRHC changes the locks at the start of the tenancy.

## FIRE SAFETY

House fires are rare but can be serious. Make sure you know two ways out of your building. Never ever tamper with, hang things from, or disconnect a smoke detector or fire sprinkler head. Most house fires happen at night and your first warning could be the alarm. Know where your fire equipment is and how to use it. Cooking, smoking and electrical fires are the most common so watch for those risks. Don't store flammable/explosive materials in your unit and keep on top of tidying to reduce risk.



## CHILD SAFETY

The most common cause of preventable child death is motor vehicle crashes. There are cars driving in the complexes so make sure your children are supervised adequately. If a child is in immediate danger, call police (call 911 or your local police) to intervene and a child protection social worker should be contacted to determine whether the child is in need of protection.

If you think a child or youth under 19 years of age is being abused or neglected, you have the legal duty to report your concern to a child welfare worker. Phone 1- 800-663-9122 at any time of the day or night. Baby gates can be fitted if they do not damage CRHC property. Ask the caretaker if in doubt.

## GARBAGE & RECYCLING

- If you put the wrong thing in the wrong bin, it contaminates the whole lot. Except for in the general garbage bin. So if in doubt, chuck it out!
- Only clean, flat paper and card goes in the paper and cardboard recycling. NOTHING ELSE!
- Giving kids chores is great. But it is your responsibility to make sure they can and do deal with waste correctly. The bin lids are heavy and a lot of children can't open them and throw things in. Make sure you check. No one wants to lift dripping waste over their head so sometimes children don't. If they put it on the floor, animals are attracted to your homes.
- Recycling (paper and plastic) needs to be CLEAN. Either clean it, or throw it in the general garbage.
- Plastic bags and other soft plastics like food wrap can't be in the organics, blue boxes, plastics recycling or blue bag. Either recycle elsewhere or into the trash it goes.
- If you see non-residents dumping, let your caretaker know. Illegal dumping is dangerous for you and expensive for us.
- If you have large items please arrange hauling. Don't just dump them or you could be charged.
- Let us know your questions! We would rather be asked a common question than incur additional costs.



## WHY WOULD YOU CARE?

- CRHC tries to keep costs low so we can provide reasonable rents, repairs on time and services that help tenants. Poorly recycled and disposed of garbage costs CRHC about \$6,000 per year. That is a lot of repairs, appliance replacements and tenant services we could be funding instead.



- Our landfills are running out of space. We'd like to use land for housing, parks, recreation and work, not garbage.

- 8 million metric tonnes of plastic enter the ocean every year. As well as making us sick, it ends up in and around animals. Help a turtle today, recycle properly.

# KITCHEN SCRAPS/GREEN BIN

## YES PLACE IN GREEN BIN

- Pasta, pizza and food leftovers
- Fruit and veggie scraps, cheese, dairy
- Paper tea bags and leaves
- Eggshells, seafood shells
- Nuts, pits, seeds and shells
- Herbs, spices and baking ingredients
- Coffee filters and grounds
- Paper straws, cups and plates
- Meat, fish, giblets and bones
- Bread, cereal, grains, candies
- Soiled paper food packaging (with wax)
- Food soiled paper towels and tissues
- Food soiled newsprint, butcher and parchment paper, solidified fats, grease
- Houseplant and cut flowers
- Wooden cutlery, stir and chopsticks

## NO - PLACE IN GARBAGE

- Biodegradable containers
- Plastic cutlery
- Plastic lined paper bags
- Plastic tea bags
- Produce stickers
- Diapers, baby/disinfectant wipes
- Sanitary hygiene products/condoms
- Cotton swabs, balls, pads
- Bandages, gauze, dental floss
- Vacuum contents, bags
- Cigarettes & butts
- Dryer sheets, lint
- Soot, ash
- Pet litter, feces



- Collect items in a container in your kitchen
- Take container out to green tote and dump contents when full
- Use of certified compostable food waste bags is allowed
- Use of newsprint or paper towel liner to keep container clean



## GARBAGE BIN

### Do not place the following items in the Garbage Bin

- Hazardous waste
- Electronics, Appliances, Batteries
- Yard and garden waste (including Christmas trees)
- Items accepted in the Recycling Program or Green Bin



# KITCHEN SCRAPS/GREEN BIN

## PAPER CARDBOARD

- Newspapers/flyers
- Magazines/catalogues
- Telephone books
- Paper/envelopes
- Cardboard
- Pizza boxes
- Boxboard/cereal boxes
- Paper egg cartons
- Paper bags
- Flour/sugar bags

## PLASTIC/METAL/PAPER CONTAINERS

- Milk jugs/cartons
- Metal cans and lids
- Plastic bottles/tubs /trays and lids
- Empty aerosol containers
- Aluminum foil/trays
- Juice/chip paper cans
- Paper/plastic clamshells
- Paper/plastic takeout cups, lids
- Soup cans/cartons
- Ice cream pails and cartons
- Plastic garden pots/trays

## IF YOU LIVE IN A COMPLEX WITH THE BLUE BOX PROGRAM READ THIS



- Place your items out using the receptacles shown here or similar
- More information [crd.bc.ca/bluebox](http://crd.bc.ca/bluebox) or [infoline@crd.bc.ca](mailto:infoline@crd.bc.ca) or 250.360.3030

## IF YOU LIVE IN A COMPLEX WITH LARGE TOTES OR BINS READ THIS



- Collect your recyclables as listed above
- Place your items in the appropriately signed totes or bins

To learn how to recycle items not listed, like polystyrene foam (Styrofoam) and plastic bags, visit [www.myrecyclopedia.ca](http://www.myrecyclopedia.ca) or contact [infoline@crd.bc.ca](mailto:infoline@crd.bc.ca) or 250.360.3030. Do NOT put plastic bags and polystyrene in the recycling bins.

# MOVING OUT

## NOTICE

You must give one month's written notice to CRHC when you intend to move. This must be received at CRHC's office on or before the last day of the month, to take effect on the last day of the following month. For example, if you will be moving out on June 30, you must deliver your written notice to the office on or before May 31.

Notice must be written notice, signed and dated, and can be delivered by mail, fax or email. Just an email is not sufficient.

## EARLY NOTICE PROGRAM

In some instances, if you are able to give an additional 10 working days' notice when you intend to move, you may be eligible for a \$100 bonus from CRHC. The extra time gives staff the opportunity to select a new tenant, and perform necessary repairs in your suite.

To be eligible:

1. You give an additional 10 working days' notice to vacate in accordance with the posted schedule of monthly notice deadlines. Notice must be in writing.
2. You are not transferring to other CRHC accommodation.

3. You have no outstanding charges owing to CRHC (rent, parking, maintenance).
4. You allow your caretaker to show your unit to prospective tenants.
5. Except for normal wear and tear, any damage identified during the pre move-out inspection must be repaired before the tenancy ends. You agree to allow access to your suite for necessary repairs to be done if you are not doing the repairs yourself.
6. Your unit is left clean and ready for immediate occupancy by the incoming tenant by 1pm on the last day of your tenancy. A cleaning checklist is available on the Corporation website <https://www.crd.bc.ca/crhc> or from your caretaker.
7. You are living in a managed property not owned by CRHC. Check with CRHC. The \$100 will be sent to you at the time your security deposit is refunded. The bonus may not be used against any maintenance, repairs or other charges.

## **PRE MOVE-OUT INSPECTION**

Your caretaker will schedule an appointment to inspect your suite within a few days of receiving your notice to determine if there is anything that you need to repair or replace before you leave. A copy of this pre move-out inspection will be left in your unit along with the cleaning letter.

## **SHOWING THE SUITE**

Once you've given notice, we will need to show your suite to potential tenants. Your caretaker will be in touch with you regarding these showings, and your cooperation is anticipated and appreciated.

## **MOVE-OUT INSPECTION**

You must leave your suite in a clean, tidy and undamaged condition and be prepared to hand back all keys, fobs, laundry card and parking pass. After your caretaker inspects your suite, you are required to sign the move-out inspection forms. These will show the condition of your suite and list any repairs and charges that we are assessing. If you disagree, you can sign that you disagree and staff will be in contact with you to resolve the issue.

Your security deposit will be retained or refunded in accordance with the *Residential Tenancy Act*.

## CRHC FACTS

### NON-PROFIT

Capital Region Housing Corporation (CRHC) is a non-profit, owned by the Capital Region District (CRD). Our mandate, what we are here to do, is to build and manage housing for families with low, moderate and middle incomes, and seniors and people with additional needs. If you would like to know more, please go to our website at

<https://www.crd.bc.ca/crhc/about-us/what-we-do>.

### BIGGEST HOUSING PROVIDER

We are the biggest social housing provider in the CRD. 1% of the people who live in the CRD, live in CRHC housing. Welcome!

### THE BOARD

CRHC is directed by its Board made up of representatives of the 13 municipalities and three electoral areas of the CRD. Our Tenant Advisory Council also informs the work of staff and the Board through the Housing and Hospitals Committee. Please see the CRHC website to get involved.

### FUN THINGS

Talk to Tenant Engagement about events, meetings, grants, anything you can think of to make your community happier and healthier. We also write the quarterly Tenant Newsletter so suggest topics to include!

# CUSTOMER SERVICE STANDARDS

## **EMERGENCY ISSUES**

Emergencies should be dealt with by staff as quickly as possible. Emergencies include flood, blocked toilet or no heat in winter. There should be a resolution in progress within one hour.

## **GENERAL ENQUIRIES AND COMPLAINTS**

Should be responded to within two days and a resolution should be in progress within 10 days.

## NOTES

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Artwork by Nuala Farrelly

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