

RESIDENTS
HANDBOOK
2024



**MAPLE TREE COMMUNITY HOUSING
CORPORATION
(MTCHC)**

**45 Nelson Street East
Goderich, Ontario
N7A 1R7
Phone: 519-612-1222**



Contact Us

Maple Tree Phone Number – 519-612-1222

Maple Tree Website - <https://www.mapletreeapartments.ca/>

E-mail – mapletreegoderich@gmail.com

Maintenance Emergencies involving the disruption of vital services (hot or cold water, fuel, electricity, gas, heat) contact Property Committee Chair:
or Custodian: John Scott, at 416-795-0406

If you smell or see smoke and/or there is danger to your physical safety, please call 911 immediately.

Access to Your Unit

Except in emergencies, staff will only enter your unit with your permission or after giving you twenty-four (24) hours' written notice.



No Smoking

No Vaping

Maple Tree Community Housing is a smoke-free, vaping free building. This means that no forms of smoking are allowed in and on the property including:

- Inside units, the entrance, lobby, hallway, stairwell, laundry room, garbage room or other common areas.

Remember that these rules also apply to your visitors and guests.

Fire Safety and Emergency Evacuation

Please discuss and review the safety plan, making sure all your family members are familiar with what to do in case of a fire/emergency. Locate all the exits, fire extinguishers and a safe place for your family to meet once outside your home.

Listed below are the most common sources of fire in the home. While the list is not exhaustive, it does provide an insight to the causes of fire.

1. Children playing with lighters and/or matches
2. Grease build up on the stove
3. Unattended pots and pans left on the stove.
4. Improper storage of combustible materials
5. Candles left unattended
6. Overloading electrical circuits (i.e. too many cords from an adapter)

Your unit is provided with a smoke detector, which is a vital safety device to alert the occupants in the event of a fire. As a result, the smoke detector(s) should not be tampered with, and any malfunction must be reported to Maple Tree Community Housing Corporation. **Any resident found tampering with the smoke detectors will have their lease terminated.**

Fire Safety Plans

Advanced planning is the best way to reduce the risk of fire and assure the safety of all tenants.

If a fire starts in your unit:

1. If possible, cover the fire with the Fire Safety Blanket provided, use the Fire Extinguisher **AND/OR Call 9-1-1 and leave the unit, closing the door.**
2. Sound the building alarm by activating the nearest pull station thereby alerting others.
3. Go to the designated gathering spot and wait for further instructions.

If the alarm is sounded while you are in your unit:

4. Check the unit door for temperature. If cool, open slightly and check for fire or smoke.
5. If all is clear, follow instructions 1-3 above.
6. If heat, fire, or smoke is detected, close the door, and remain in the unit.
7. Place wet towels or blankets at the base of the door and wait for firefighters.

Fire Safety Practices

Fire Safety Blanket: Fire blankets are used to extinguish fires in the kitchen (cooking oil, fat pans, waste bins etc.) and clothing fires. Covering with a fire blanket cuts the supply of oxygen to the contents of a pan or a person's clothing. Fire Blankets can be used on Class A & B fires and works by smothering the fire. Fire Safety Blanket to be kept in Kitchen (hook provided).

Fires on Top of the Stove: Call the fire department. Alert other occupants of the unit. Never use water on grease fires. If fire is small, use a fire extinguisher (Multi-purpose A.B.C. or carbon dioxide type). If no extinguisher is available and the fire is small, try smothering the flame by covering the fire with a pan cover (it should completely cover the pan or pot). Watch out for yourself and your clothing.

Matches and Lighters: Although fire safety is taught in schools, and promoted through fire departments, service clubs and other public service presentations, it must become standard practice in the home. Set an example for children about the potential dangers of playing with matches and lighters. Keep matches and lighters out of children's sight and reach to prevent temptations.

Storage of Flammable Products: Gasoline, kerosene, propane, naphtha, and flammable cleaning solvents must never be stored in your unit. Use non-flammable cleaning solvents that are safe.

Storage of Materials: Please do not store materials near any heat source as this constitutes a fire hazard.

Safety in the Home: Do not overload circuits by using multi-outlet devices. Should any receptacle or switch not work or work improperly, call Maple Tree Community Housing. Cover receptacles that are not in use to prevent the risk of children being accidentally electrocuted. Disconnect small appliances such as irons, curling irons, hair dryers and toaster when not in use. Do not use or permit the use of any open flames such as candles, incense burners, cooking devices as well as smoking anywhere on the premises.

Occupancy Standards



Occupancy Standards determined by the *Residential Tenancies Act (RTA), 2006*, Goderich by-law #63 of 1999 and CMHC National Occupancy Standard (NOS).

Tenant(s) shall use and occupy the Leased Premises only as a private residence for occupation by the Tenant(s) only, and the Tenant shall not allow any other person to occupy the Leased Premises without the prior written approval of the Landlord. A Lease may be terminated for too many persons occupying a rental unit under the RTA, 2006.

Garbage Disposal



All tenants must co-operate to assure safe and healthy living conditions are met. Garbage should be placed in securely tied plastic bags. Tenants must make their own arrangements for larger unwanted items to be collected. Garbage must be put out on a regular basis. Do not dispose of hypodermic needles in garbage or recycling boxes.

When moving in and out, and there is additional garbage: Please respect the other tenants needs for regular garbage disposal. If you have more than a normal amount of garbage then please purchase garbage tags and place your tagged garbage on the back curb, on designated garbage day, by 7am, for weekly pick up. Garbage bags (clear/transparent/ waste disposal bags) shall weigh no more than 45 pounds (20kg) and be no larger than a standard size bag (26" X 36"). <https://www.goderich.ca/en/my-goderich/resources/Garbage--Recycling/2023-2024-Waste--Recycling-Schedule-FV.pdf>

Town of Goderich provides Separate Collection for bulk items, dates change yearly.

Bulk items must be curbside by 7:00 am on the designated bulk item collections days. All accepted bulk items require two stickers. Maximum 6 bulk items per household per collection day. Please check Goderich website for dates and information on what items are acceptable and unacceptable items for bulk curbside pick-up days. <https://www.goderich.ca/en/my-goderich/garbage-and-recycling.aspx>

INSURANCE for your unit, usually called Tenants' or Renters' Insurance

Tenants must obtain, at their own expense, liability insurance (minimum liability of \$2,000,000) against damage to the Leased Premises and Public Liability. If you are in receipt of Ontario Works or ODSP, these programs **may cover** a portion of your Renters' Insurance. Contact your caseworker directly for more information.

Maple Tree Community Housing Corporation encourages you to include Content Coverage in your Renters' Insurance as MTCHC is not responsible for damage or theft of personal property.

Proof of Renters' Insurance must be provided to MTCHC prior to, or at the time of lease signing.

Proof of insurance must be submitted yearly, by the 1st of August.

Returned Cheques/Payments

Please be advised that residents whose cheques or Automatic Rent Payments are returned to the Maple Tree Community Housing Corporation from the bank will be charged a \$20.00 service charge by the MTCHC. Please ensure you have the funds to cover your cheques or pre-authorized payments.

Preferred rent payment options are, e-transfer (mapletreerent@gmail.com), automatic rent payment or cheque.

Parking



- On-site parking is limited and restricted. Refer to your lease agreement regarding parking information.
- There is one designated Maple Tree Board Parking spot. Unauthorized usage may result in ticketed or towed vehicle, at owner's expense.
- All Tenant parking is assigned. Use only assigned parking spot(s) or face the possibility of your car being ticketed or towed at owner's expense.
- Cars should not be moved to accommodate squeezing another car in, and no parking on the grass. Visitor overnight parking is NOT permitted, either in front or back of Maple Tree. Visitors must park elsewhere or face the possibility of their car being ticketed or towed at their expense.
- Visitors must use designated parking or the street and adhere to specific by-laws of the town of Goderich. As such, any over-night parking on the street is prohibited between the months of November through to April.
- Maple Tree Community Housing Corporation will not be held responsible for tickets, damaged, or towed vehicles.
- All vehicles must be roadworthy and currently licensed and owned by the resident. If un-roadworthy vehicles are not removed by the tenant, they will be removed by Maple Tree Community Housing Corporation and the costs will be charged to the tenant.
- Vehicles must not be repaired on Maple Tree Community Housing Corporation property. Repair oil and gas leaks can cause damage to the parking lot. It will be the tenant's responsibility to pay all costs related to damages.



Refrain from parking in accessible parking spaces and observe all ‘no parking’ areas such as fire routes and wheelchair access.

Pet Policy



Pet owners will adhere to the following policy regarding pets. These policies apply to all residents and guests.

1. Tenant must adhere to the Town of Goderich Animal Control By-Law 63-2017. <https://www.goderich.ca/en/town-hall-and-services/resources/Documents/By-Laws/63-2017-Animal-Control-By-Law-Accessible.pdf>
2. The presence of pets must not infringe on other resident’s rights to reasonable enjoyment of the premises. No pet shall run at large in hallways, common areas or outside the building and property at any time. Pets must be carried and/or leashed when in common areas.
3. All pet owners are responsible to clean up pet excretion immediately to avoid health hazards and damage to the property. Cat owners must change kitty litter on a regular basis to prevent an odour problem from occurring.
4. Pet owners will be responsible for all costs due to damages caused by their pet both inside and outside of their unit.
5. The Corporation will take steps under the Residential Tenancies Act to request removal of a pet from the premises or to seek termination of the tenancy in the event the animal is a safety concern, or affecting reasonable enjoyment/lawful right of the landlord or other residents.
6. Pets are not allowed in another tenant’s unit without that tenant’s permission.
7. Pets are not allowed in the children’s play areas.

Tenants must adhere to The Town of Goderich's:

Health, Safety and Well-being By-Law No. 95 of 2020, The Town of Goderich

Section 2 – Prohibited Matters

- No person shall disturb the peace by shouting or yelling including profanities within the Town of Goderich.
- No person shall urinate or defecate in a public place.
- No person shall commit lewd activities in a public place.
- No person shall loiter on the streets or sidewalks or public place in the Town.
- No person shall create a nuisance to residents of the Town.
- No person shall lounge, loaf, loiter, sit or stand as an idler in any public place within the boundaries of the Town so as to obstruct the view and proper use thereof.
- No person shall, in a public place, interfere with another person's use or enjoyment of the public place by using abusive or insulting language as a personal invective.
- No person shall, on the premises within the Municipality conduct any activities so as to constitute a public nuisance whether occurring on neighbouring public or private property. No person shall be intoxicated or drunk in public.
- No person shall sell, furnish, or distribute alcoholic beverages or controlled substances. No person shall deposit refuse on public or private property.
- No person shall have pedestrian traffic, or illegal parking that obstructs the free flow of traffic or could interfere with the ability to provide emergency services.
- No person shall cause unreasonable noise, including loud music or shouting. No person shall cause unlawful burning or fireworks. No person shall cause public disturbances, including public brawls or public fights.
- No person shall make use of or gain entry upon a roof not intended for such occupancy. No person shall damage or destruct public or private property.
- No person shall sponsor, conduct, continue, host, create, attend, allow, cause or permit a Nuisance Party, and no person who individually or jointly with others, is an owner occupant, tenant, or who otherwise has rightful possession of or possessory control of any Premises, shall allow, cause or permit a Nuisance Party on said Premises under their possession or control.

Full By-Law can be found at the Town of Goderich's website.

Respectful and Courteous Behavioural Expectations

1. Respect one another's privacy and belongings and consider how you can make a positive contribution to living at Maple Tree.
2. Be courteous to each other. Do not yell in or directly outside of the building. Please do not play music louder than necessary. Music should be for your enjoyment within your unit, not the whole floor.
3. If the patio and BBQ is in use by tenants, please respect their privacy unless invited. These items have been provided by Maple Tree for everyone's use and enjoyment. Please use fairly and rotate times of use.
4. Be sure to have control of your pet **at all times** and pick up after your dogs on the property.
5. If there are concerns, please put them in writing, signed, and place in the Maple Tree office slot.

Safety Suggestions for Parents and Babysitters

- Children who are not capable of taking care of themselves must never be left alone.
- Only persons who have a sense of responsibility and a liking for children should be entrusted with their care.
- Know your babysitter. Hire the same babysitter regularly.
- Babysitters should not be under the age of 13 years.
- Both you and the babysitter should know the safety rules.
- Leave written instructions with your babysitter, as well as verbally.
- Leave your name, destination, phone number and how you can be reached or the name and phone number of a responsible neighbor to be called in an emergency.
- Point out locations to all exits.
- Show the location of the telephone.
- Leave a list of emergency numbers such as fire, police, and hospital beside the phone. Write down your street name and number as well as your apartment number on the list as well.
- Inform the babysitter of how to call the fire department.
- Provide a flashlight in case of power failure.



Children's Play Area

1. Children 10 years of age and under must be supervised by a responsible adult, or qualified babysitter over the age of 13 years.
2. Any items brought to the play area must be taken with you when you leave. This includes toys, clothes, food/containers, and garbage.
3. Alcohol, cigarettes, or illegal substances are strictly prohibited in or around the play area.
4. Pets are not allowed in the play area.
5. Any injuries, bullying, damages, or drug use must immediately be reported to Maple Tree Community Housing Corporation. Details of the date, time, and persons involved in the occurrence will be helpful.
6. The gates to the children's play are not to be locked.
7. This play area is to be used at your own risk.



Complaint Process

We care about your concerns and complaints. Our goal is to provide good service for our tenants. However, we cannot address concerns if you don't tell us. If you do have a complaint about another tenant, neighbours, or contractors, please provide detailed information in writing using our Maple Tree Complaint Form. All forms **must be completed in full**, including date, time, name of complainant with signature. Anonymous complaints are not acceptable. Maple Tree Complaint Forms are just outside the Office. Once completed submit by sliding under Office door.

We will:

- Take all complaints filed at our office seriously.
- Review complaints with impartiality and respect to all parties involved.
- Investigate all genuine complaints in a timely and confidential manner; and
- Make every reasonable effort to help resolve complaints.

We will not:

- Get involved in rumours.
- Get involved in minor or frivolous disputes.
- Act on a complaint if the complaint is deemed discriminatory; or
- Get involved in issues where we, as the landlord, have no authority to deal with the complaint.

When to call the police:

Any type of violence either threatened or real.
Suspected or known drug trafficking; and
Suspected or known sexual or physical abuse.

Community Supports

Ontario Provincial Police – Huron Detachment

Call for Service: 1-888-310-1122

Administration: 519-524-1074

Call for Service: 1-888-310-1133

Call 911 in emergencies

Goderich Fire Hall

248 Suncoast Drive East,

Goderich, Ontario

N7A 4K4

T: 519-440-9166

Huron Perth Helpline & Crisis Response

A 24-hour crisis phone service, with crisis assessments, brief crisis therapy and crisis education available to all residents of Huron and Perth Counties.

Contact Information **Phone: 1-888-829-7484**

211 Ontario

Connects people to community, social, health, and governmental services. You can visit their website to search for information or contact them by email or phone.

Contact Information **Phone: 2-1-1**

Website: www.211ontario.ca

Huron Out of the Cold

56 North St., Goderich, Ontario N7A 2T4

519-524-2103

<https://www.lakeshoreuc.org/contact.html>

Huron Women's Shelter Second Stage Housing and Counselling Services

376 Huron Road, Goderich, Ontario N7A 3A5

Toll Free: 1-800-265-5506

Local: 1-519-524-6245

Administration Line: 1-519-524-5333