

RESIDENTS
HANDBOOK



**MAPLE TREE COMMUNITY HOUSING
CORPORATION**

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

Please be advised:

Maple Tree Community Housing is a **NON- SMOKING** (including vaping) premises for the health and safety of our tenants and their guests. This includes in and around the building as well as within the property grounds.

FIRE SAFETY AND EMERGENCY EVACUATION

Please discuss and review the safety plan, making sure all of your family members are familiar with what to do in case of a fire/emergency. Locate all of 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.**

Here are some guidelines for what to do in case of a fire:

- a) If you see, smell, hear, or suspect a fire do not hesitate to act quickly!
- b) Leave your unit immediately – be sure to close the door behind you and notify your neighbours
- c) Contact your fire department after you are in a safe area, talk slowly, and give them your name, address and location of fire.
- d) If you are caught in smoke, keep low to the floor where the air is clearest. Take short breaths until you reach safety.

FIRE SAFETY PRACTICE

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 be careful about storing 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.

Do not allow children to poke objects into receptacles.

Disconnect all 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.

SAFETY RULES FOR PARENTS AND BABY SITTERS

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 baby sitter. Hire the same baby sitter 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.

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 and place your tagged garbage (mattresses, additional bags, and large items) at the curb for weekly pick up. This will ensure the bins will not overflow by regular use.

INSURANCE

Maple Tree Community Housing Corporation is not responsible for damage or theft of personal property. Therefore, we strongly recommend you should carry liability, fire and theft insurance to protect yourself and your property. Fire/Water and /or other damages caused by your negligence to the unit, appliances, building or property could result in a tenant charge.

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 \$35.00 Service by the Housing Corporation. Please ensure you have the funds to cover your cheques or pre-authorized payments.

SATELLITE DISHES

Satellite dishes will not be permitted under any circumstances. Anyone installing a satellite dish(es) on the property of Maple Tree Community Housing Corporation is in violation of their lease agreement Section 8(11) regarding "Alterations" and must have them removed, repairing any damage to the building as a result of the installation or removal.

PARKING

On-site parking is limited and restricted. Refer to your lease agreement regarding parking information. 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 before damage is caused to the parking lot. It will be the tenant's responsibility to pay all costs related to damages.

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, damage or towed vehicles

PET POLICY

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

1. All pets are restricted to 20 lbs or less with the exception of guide dogs.
2. All exotic pets are prohibited. Included in "exotic pets" are all types of snakes, tarantulas, insects, mice, rats, reptiles, scorpions, ferrets, etc.

3. 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 public areas.
4. 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.
5. Pet owners will be responsible for all costs due to damages caused by their pet both inside and outside of their unit.
6. Residents will adhere to municipal by-laws in regards to number of pets. MTCHC will allow one authorized pet, or, under special circumstances if approved, up to the maximum of two pets.
7. 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.
8. Pets are not allowed in another tenant's unit without that tenant's permission.
9. Pets are not allowed in the children's play areas.

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 area will be locked by 10 pm nightly and re-open by 9 am daily.