

1.4.1.1.5 Maintenance Policy

1.1 PURPOSE

This maintenance policy details the Corporation & Tenant responsibilities for the interior and exterior of the building and each unit within.

2.1 DEFINITIONS

- a) 'Corporation' shall mean the Central Elgin Non-Profit Housing Corporation
- b) 'Council' shall mean the Council of the Corporation of the Municipality of Central Elgin
- c) 'Municipality' shall mean the Corporation of the Municipality of Central Elgin
- d) 'Secretary-Treasurer' shall mean the Secretary-Treasurer of the 'Corporation
- e) 'Tenant' shall mean those persons named in the lease
- f) 'Board' shall mean the Board of Directors of the Corporation
- g) 'Residential Unit' shall mean any living accommodation used or intended for use as rented residential premises as per the lease agreement
- h) 'Common Area' shall mean the entry way, corridors, stairwells, common room, laundry room, lawn, walkways, and parking lot

3.1 POLICY

3.1.1 The Corporation is responsible for:

- a) Regular inspection and maintenance of all interior common areas including, but not limited to, elevator, safety systems, pest control.
- b) Regular inspection and maintenance of all exterior common areas including, but not limited to, exterior window cleaning, painting, fencing, drainage, winter faucet draining, snow removal, salting/sanding, lawn, shrubs, trees.
- c) Regular inspection and normal wear and tear maintenance of all unit interiors, including, but not limited to, floors, appliances, heating systems, plumbing systems, electrical systems, smoke detectors, fire alarm systems, and intercom telephone systems.
- d) Allocating and monitoring the use of the Corporation's parking spaces.
- e) Ensuring any gates, fences, or partitions if at all permitted or installed, do not obstruct access to laneways, rear yards, emergency access routes, or utility rooms and fit with the overall landscaping plan.

3.1.2 The Tenant is responsible for:

- a) Not installing any antenna or satellite dish on the balcony or any exterior of the building.
- b) Always keeping their unit clean to meet all health and safety standards, as set by the public authorities.
- c) Cleaning screens and interiors of windows and doors.
- d) Repairing or replacing minor items such as light bulbs.

1.4.1.1.5 Maintenance Policy

- e) Replacing broken windows unless the break is due to vandalism or a situation beyond the tenant's control in which case the tenant may appeal to the Corporation to cover the cost of the repair.
- f) Maintenance of windows, screens & balconies per the lease agreement.
- g) Keeping front/backyard, patio door and balcony areas clear of snow & debris.
- h) Cleaning up after and repairing any damage caused by the tenant (or his/her family, guests, or pets) to any Corporation property, including vandalism.
- i) Owning, and using as necessary, a toilet plunger.
- j) Knowing where water valve shut offs are.
- k) Ensuring any gates, fencing or partitions, if at all permitted or installed for ground floor unit patios, do not obstruct access to laneways, rear yards, emergency access routes, or utility rooms, fit with the overall landscaping plan and are consistently well maintained.
- l) Ensuring written permission is obtained from the Corporation for any changes which will affect the structure or appearance of the building or a unit, whether inside or outside of the building including, but not limited to, installations of air conditioners, painting, fastening things to walls, installation of awnings, flower beds, window boxes, or other.
- m) Ensuring no advertising sign or notice is inscribed, painted on, or affixed to any part of the inside or outside of the building without the Corporation's permission.
- n) Ensuring election signs are only in individual tenant yards (where yard space can be identified as being for use by that individual tenant) or in the windows of individual tenant units. No election signs are permitted in common areas. Should the common room become a polling station tenants will be required to remove election signs from the premises as set out in the current municipal election legislation.
- o) Reporting to the caretaker the need for maintenance for which the Corporation is responsible.

3.1.3 Routine Maintenance Requests

The caretaker should be informed of all routine maintenance requests using the **Maintenance Service Request Form**. By submitting the form, the tenant is providing approval for the caretaker, a Corporation staff member, or members or a third party to enter the unit to complete the work. Maintenance requests will be managed as quickly as possible, considering established priorities and budgetary constraints. The tenant will be informed of all decisions relating to his/her request and may contact the caretaker to enquire about the status of their request.

3.1.4 Upgrade Maintenance Requests

Any upgrade requests to units including, but not limited to, walk-in bathtubs and automatic door openers for wheelchair access must have prior Corporation approval. Where approval is granted, the work must be completed by Corporation staff or their designate and be fully funded by the tenant requesting the upgrade.

1.4.1.1.5 Maintenance Policy

3.1.5 Emergency Maintenance Requests

Directions for managing emergency situations are included in the **Maintenance Service Request Form**.

During business hours (Mon-Fri 9am-5pm): contact the caretaker immediately

After hours or holidays: call 519-631-4860, the answering service will contact staff

Emergency situations are:

- a) Broken water pipe
- b) Clogged toilet
- c) Exterior door will not lock or close

In the event of a fire, phone 911 immediately.

For emergencies, Corporation staff may enter a unit without first obtaining permission from the tenant, without abusing this privilege.

3.1.6 Maintenance Inspections

Semi-annual maintenance inspections will be conducted on all occupied units by the Corporation and the caretaker. The inspections are to proactively assess and subsequently maintain the overall condition of each unit.

Tenants are asked to be present during the inspection and to identify any items believed to be needing attention. It is preferable to complete unit inspections while the tenants are present.

A Unit Inspection Form will be completed for each unit noting items and their priority for follow-up. Where applicable, the tenant will receive a written report outlining the findings of the inspection and any actions the tenant is required to take. Tenants may be required to compensate the Corporation for work required due to situations beyond normal wear and tear.

If during these inspections, it is apparent that the unit is not being maintained to the required standards for reasons including, but not limited to, excess wear and tear, uncleanliness, unhealthy or hazardous conditions, and willful damage, the inspector will note this in the report. The tenant will be notified in writing of the results and the follow-up action(s) indicated. Where required, a follow-up inspection may be scheduled to reassess the situation.

Tenants who do not improve their housekeeping to an acceptable standard will be informed that they are in contravention of their lease agreement and may be subject to eviction in accordance with the Residential Tenancies Act.

Where a tenant cannot be reached or does not agree to an inspection, a 24- hour prior written notice will be sent to the tenant indicating the date and time of the inspection.

1.4.1.1.5 Maintenance Policy

Further inspections may also be conducted to assess and respond to complaints or problem situations. If the problem involves potentially illegal activity, the Corporation representative may be accompanied by a Police Officer. The Corporation will be informed of all such visits.

3.1.7 Decorating

Tenants are to maintain the painted areas of their unit in a clean and good condition. Tenants are responsible for damage to walls, ceilings and trim beyond normal wear and tear.

Any tenant who wishes to paint his or her apartment in a colour of their choice must first obtain approval from the Corporation. Upon move out, the tenant must, at their own cost, repaint the unit in a neutral colour as determined by the Corporation.

Before painting, walls must be washed and appropriately prepared. Minor damage such as damage from picture hanging must be repaired and sanded smooth. Wall plugs or anchors must be removed before repairs are made. Any other damage to painted areas must be reported to the caretaker.

Before painting, switch and cover plates must be removed and all non-removable hardware such as heat and smoke detectors, controls, fixtures, and window frames must be covered with painter's tape.

Only previously painted surfaces may be painted. Window frames, counter tops, appliances, kitchen cabinets, tile work, and floors may not be painted or re-surfaced.

The Corporation will maintain stucco ceilings as needed. Stucco ceilings are not to be painted or washed by tenants.

Tenants shall take due care when painting using drop cloths or similar protective coverings.

Wallpaper or anything that adheres to the walls of any kind is not permitted. The under-lying wall surface must always remain properly prepared for painting and free from glue, residue, and other damage.

The use of textured spray, stucco, or texture paint anywhere in the unit is not permitted.

Window covering hardware including, but not limited to, curtain rods, tracks, and blinds, are not supplied by the Corporation. If window covering hardware is removed on move-out, the holes should remain unpatched.

The outside surface of entrance doors to units may not be decorated or painted.

Sliding closet doors should never be painted or papered.

1.4.1.1.5 Maintenance Policy

3.1.8 Floors

Tenants are to regularly clean and maintain all floor types in their units. Reasonable care must be taken to protect the floors. Where the Corporation has installed carpeting in the unit, the tenant is to vacuum regularly and spot clean as required.

Carpets installed by tenants at their expense and with prior approval from the Corporation, must be installed in such a way as to not cause permanent damage. Gluing of carpet onto floors or the use of nailing strips is not permitted. Rubber backed area rugs must be installed with additional underlay to protect the floor from damage.

Tenants are to protect their floors by using rubber or metal coasters under the legs of heavy furniture and soft tips on the ends of all furniture legs, or other similar pieces.

Tenants are responsible for damages to the floors and carpets beyond what is determined by the Corporation to be reasonable wear and tear. Damage caused by, but not limited to, the dragging of heavy furniture; staining from spills or the like, tearing flooring or soiling by pets is to be avoided.

3.1.9 Windows/Doors

Provided windows/screens were in good condition at the time of initial move-in, the tenant will be financially responsible for the replacement of broken or damaged windows and screens. The Corporation will arrange for replacement and then recover the cost from the tenant.

3.1.10 Furniture and Additional Appliances

All apartments include a stove & refrigerator. Window sized air conditioners and apartment sized freezers may be permitted provided the Corporation is notified and approves each item. An extra charge for each additional appliance may apply.

Prohibited items include, but are not limited to:

- a) Washing Machines
- b) Dryers
- c) Dishwashers
- d) Waterbeds
- e) Oversized, Heavy Metal Safes
- f) Large Aquariums

3.1.11 Fixtures

Doors, plumbing, lighting, and other fixtures installed by the Corporation are the property of the Corporation and should not be altered or removed.

1.4.1.1.5 Maintenance Policy

3.1.12 Alterations and Additions

Permanent changes including, but not limited to, removal or adding of walls is prohibited. Installing additional plumbing, wiring or other service or utility apparatus requires written approval from the Corporation. Any work must be in accordance with specifications approved by the Corporation. If approved, the work must be completed by qualified trades personnel and must abide by all applicable building codes and by-laws. The tenant is responsible for obtaining the appropriate permits and agrees to pay any additional charges or levies arising from the work.