



Χωλάρικον MOVE-IN GUIDE

*Tenant Resources Portal: www.ywcavan.org/TenantResources
For Building Emergencies: 604 282 7593*



ASSOCIATION OF
NEIGHBOURHOOD HOUSES BC

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WELCOME!

Welcome to your new home! This handbook provides you with an understanding of the guidelines and policies for the Xʷǻpicəŋ Housing community to help make your home a safe, affordable and comfortable place to live. Please read it and see your Property Manager if you have any questions.

Xʷǻpicəŋ is situated on the traditional, unceded lands of the Musqueam people. The Musqueam nation chose the name Xʷǻpicəŋ, which means ‘the hollow’, as it is located beneath Arbutus Ridge.

This handbook is provided only as a guide. Your legal rights and responsibilities are described in your residential tenancy agreement.



Updated September 2021

ABOUT X^wלְאִפְּיָאן HOUSING

X^wלְאִפְּיָאן Housing is a partnership between Tikva, the ANHBC, and the YWCA Metro Vancouver.

Tikva Housing Society is a non-profit society which provides access to affordable housing, primarily for Jewish low to moderate income adults and families.

ANHBC is part of a neighbourhood and settlement house movement, building healthy and engaged neighbourhoods by connecting people and strengthening their capacity to create change.

The YWCA of Metro Vancouver is one of the largest and most diversified non-profit organizations in Metro Vancouver, offering a range of programs and services, including safe, affordable housing for single women and their children.

Roles of Housing Staff

YWCA Property Management

YWCA Property Management is responsible for overall management of the building, including receiving and assessing the urgency of requests for repairs, doing unit inspections, and issuing keys. They are also the landlords for YWCA tenants.

YWCA Suite Inspector

The YWCA Suite Inspector conducts move-in/move-out and annual suite inspections for all tenants at X^wלְאִפְּיָאן.

YWCA Assets Clerk

The YWCA Assets Clerk responds to repair requests made through the Tenant Repair Request Portal. They will assess the appropriateness and the urgency of the repair request, and may assign the Maintenance Worker or an external vendor to carry out the repairs.

YWCA Maintenance Worker

The YWCA Maintenance Worker is onsite two days per week to do regular maintenance of the building systems and to do minor repairs. Please do not bring new repair requests directly to the Maintenance Worker. They will not be able to help you, and it slows down their ability to get their assigned work done. They receive their duties each shift from YWCA Property Management, based on repair requests received through the repair request portal.

YWCA Community Development Coordinators

The Community Development Coordinators work with YWCA tenants, facilitating tenant events, and provide information and resources to tenants. The Community Development Coordinator is the person to see when you want to know about services and programs in your

community. The Community Development Coordinator's office hours are posted on the amenity room door.

Tikva Tenant Relations Coordinator

The Tenant Relations Coordinator (TRC) supports Tikva's administration and property management team in relationships with tenants and rent subsidy recipients.

ANHBC Tenant Relations Coordinator

The Tenant Relations Coordinator (TRC) supports ANHBC's administration and property management team in relationships with tenants and rent subsidy recipients.



MOVING IN

Locks, Keys, Key Cards, Fobs and Remote Controls

Tikva, ANHBC and the YWCA keep master keys to all units to ensure your safety in the event of an emergency. You must not change your locks or add any security devices without prior written approval from YWCA Property Management. You must not make any extra keys for any lock in your unit, or the building. If you need additional keys or fobs, please put the request through the YWCA Tenant Resources Portal.

If you are locked out of your building and/or unit and YWCA Property Management is onsite, they will let you into your unit. If they are not onsite, during office hours (Monday to Friday, 9

a.m. to 5 p.m.) you may call the Emergency Line at **604-282-7593** and YWCA Property Management will send someone out to let you into your unit. Outside of office hours, tenants are responsible for calling, and paying for an approved locksmith to let them in.

If you lose your keys, key cards, fobs and/or remote controls please either fill out a repair request on the YWCA Tenant Resources Portal www.ywcavan.org/TenantResources or phone the Emergency Line at **604-282-7593** during office hours. There is a charge for replacement.

Tenants are responsible for the replacement of any batteries for remote controls.

Parking

There is limited tenant parking available and there is a \$25 fee for parking spaces. Please contact your Property Manager to apply for a parking space.

Tenants may only park the vehicle that listed on their parking application form in the stall that they have been assigned by their Property Manager.

Vehicles must meet certain conditions, including being registered to the tenant, licensed, insured and in running order. Any vehicles that do not meet these conditions will be removed from the property at the owner's expense.

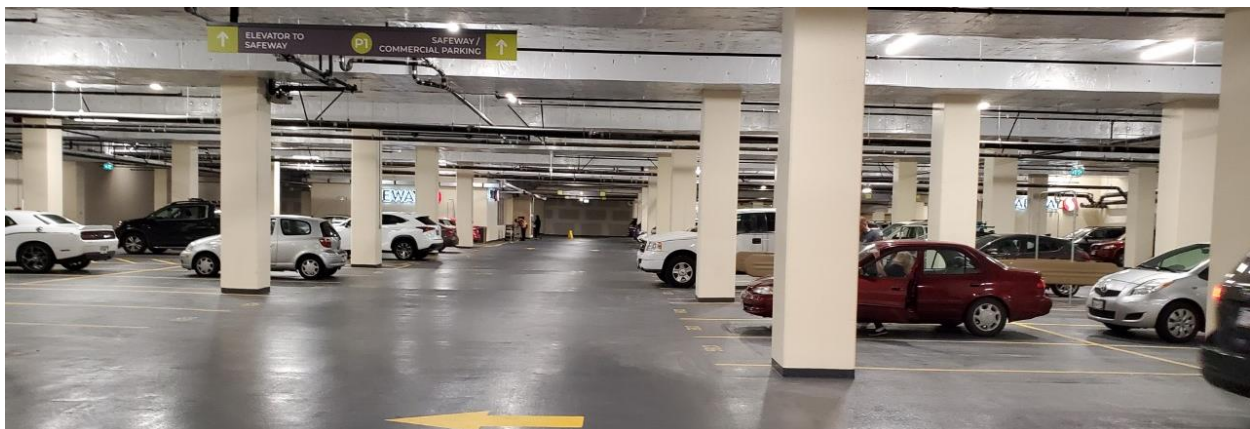
The parking stalls are not to be used for storage, repairs, maintenance or washing vehicles. Bicycles cannot be kept in the parking stalls.

Tenants are responsible for immediately cleaning up any oil spills in their parking stall. If your car is leaking oil, please place cardboard under it and have the leak fixed.

It is your responsibility to wait for the gate to fully close upon entering and leaving to prevent theft resulting from someone getting into the underground parking garage.

There is limited guest parking in the underground parking garage. Please ask your guests to fill out the number of the unit they are visiting and place it on a piece of paper on their windshield.

Xwǻpicǻn Housing is not responsible for any theft, vandalism or other damage to automobiles in the underground parking garage. If this occurs, contact the police and ICBC. Any misuse of the parking garage can result in your parking privileges being revoked.



Bicycle Storage

There is a locked bicycle storage area for each of the partners: Tikva, ANHBC and the YWCA Metro Vancouver. All bicycles must be kept in the bicycle storage area. It is your responsibility to keep your bike locked.

The bicycle storage area is only for bicycles. It is not for wagons, strollers, ride-on-toys or other wheeled and non-wheeled items, including helmets.

Insurance

You are required to carry household insurance, as per your Tenancy Agreement. You are required to produce proof of insurance at move-in and annual review. If you fail to provide proof of active insurance at move-in, your move-in may be delayed or canceled. Tenants who fail to carry adequate insurance while living in Xʷəpɪcən Housing are in material breach of their tenancy contract, and may be evicted.

Xʷəpɪcən Housing is not responsible for loss or damage to your belongings caused by you or by third parties. If this occurs, contact the police and/or your insurance company.

The Insurance Bureau of Canada explains the importance of insurance policies:

- It is expensive to replace typical household items such as a television, computer or furniture. If you lose them in a theft and don't carry home insurance, it is up to you to replace your belongings unless it can be proven that the landlord was negligent;
- You may be held responsible for the damage you cause to any part of the building or to others who live or visit there. You could end up owing thousands of dollars to your landlord if you don't have liability insurance

The Insurance Bureau of Canada can answer questions about tenant insurance, but they don't provide any quotes for insurance. You can call 1-844-227-5422 for information.

Utilities (Hot Water, Cold Water, Heat, Electricity and Gas)

Tenants are responsible for all utilities. In addition to signing up for a Hydro account to monitor electricity, Tenants are also required to sign up for a QMC account, which will monitor each units' hot water, cold water, and heat consumption. Tenants will be charged directly by QMC for the hot water, cold water, and heat usage in the building. QMC bills have an administration fee as well as a consumption breakdown.

Any monies accrued by Tenants for non-payment of utilities and/or account related fees, and billed to the Landlord due to the Tenants outstanding utility and/or account charges, may be recovered by the Landlord. If the Tenant fails to settle the utility account in default within 15 days of receiving notice from the Landlord, tenancy may be ended.

Cable, Telephone, Internet and Satellite Dishes

You are responsible for contacting your local cable, telephone and internet companies to arrange for connections and payment. Telus will be offering a deal for free cable for the first year following X^wΛƏpicən's opening. Please contact your Property Manager for details.

Additional service outlets must be approved by YWCA Property Management in writing and installed at your own expense.

Satellite dishes cannot be attached to the building or to fences.

You will need a cell phone to connect to the entry system to the building. Multiple cell phones can be connected upon request to YWCA Property Management.

Pets

The pet ownership rules provided with your Tenancy Agreement outline the types of pets that are permitted and describe your responsibilities as a pet owner.

If you violate the pet ownership rules, your tenancy may be at risk.

Only one of the following are allowed:

- 2 birds **or**;
- fish (one tank, maximum 10 gallons) **or**;
- two small caged mammals, (i.e. gerbil, hamster, mouse, rat, rabbit, de-scented ferret, hedgehog or guinea pig) **or**;
- one cat **or**;
- one dog.

Reptiles and feeder animals are not allowed.

If you have a small caged mammal, please do not let them run loose outside of their cage within your unit unless they are spayed/neutered, and when doing so, please watch them at all times as small mammals can cause damage by chewing.

If you have a cat or a dog prior to moving in, or if you want to get a cat or a dog after moving in, you must register it with your Property Manager prior to the cat or dog residing in your unit. Registration forms are available from your Property Manager, and you will need to provide the following:

- proof that the dog or cat has been spayed or neutered;
- proof that the dog or cat has received current immunizations;
- proof that the dog or cat is licensed in accordance with the applicable municipal regulations;
- a photo of the pet and;
- if applicable, the pet's tattoo number.

For a cat or a dog, there will be a pet deposit. Please see your Property Manager for the amount.

The Property Manager may refuse to register a cat or a dog if:

- The tenant fails to provide all of the information required by these rules;
- Keeping the cat or the dog will pose a serious threat to the health and safety of other tenants or Xwǻpicǻn Housing staff

Responsibilities of Tenants who own Pets include:

- the Tenant is responsible for any damage done to the unit or the common areas of the property or to harm done to another person or pet;
- pets are not allowed in the common areas, including the common yard areas, the playground, and the amenity room. Tenants bringing pets (including a cat or a dog) in and out of the building using the hallways, staircases, elevators and outdoor Xwǻpicǻn housing walkways must have the pet in a closed cage or carrying case. The only exception is trained service dogs needed to assist a person in and out of the building. There is a small designated area across from the elevators in the ground floor lobby where Tenants can leave cages and carrying cases while walking their pet. They may be left there for a maximum of 2 hours. Cages and carrying cases left in the designated area for longer than 2 hours may be removed by Property Management;
- all litter or other waste from your pet must be bagged and placed directly in the garbage bin (not compost bin), and not flushed down the toilet;
- Tenants are responsible for dealing with flea infestations promptly, at their own expense;
- when the YWCA Property Management staff has to enter your unit for maintenance work or other purposes, you must remove the cat or dog from your unit or keep it under control at all times;

Xwǻpicǻn Housing may require a Tenant to remove a pet from the unit or terminate the tenancy agreement if:

- the Tenant has a pet not allowed under the tenancy agreement or a cat or a dog that was not approved in writing by the Property Manager;
- the Tenant breaches these rules or fails to care for the pet;
- the pet causes noise or obnoxious odors which disturb other Tenants
- the pet causes a health hazard to other Tenants by urinating or defecating anywhere within the building or on the property other than the pet litter box within your unit
- the pet bites, claws, aggressively pursues or otherwise harms a person or other pets

The above policy applies to visiting pets as well.

RIGHTS AND RESPONSIBILITIES

As a Tenant, you have a right to:

- be informed of policies and decisions that affect your housing;
- privacy;
- reasonable enjoyment of your unit;
- an appropriately maintained unit and building;
- freedom from harassment;
- be treated without discrimination based on sex, gender, sexual orientation, age, ability, political or religious beliefs, ancestry, ethnic background, or source of income.
- respectful communication about your housing concerns with X^wλ^əpicən Housing staff;
- a prompt response to your issues or concerns;
- file a complaint with the Property Manager, or to their supervisor if you feel that you have been unfairly or unreason;
- have due process for eviction procedures under the Residential Tenancy Act. (If you need more information, please contact the Residential Tenancy Branch).

As a Tenant, you have a responsibility to:

- comply with your tenancy agreement
- pay rent on time;
- keep your unit clean;
- not damage your unit;
- promptly inform the YWCA Property Management through the Repair Request Portal of any damage/ deficiencies/ safety issues with your unit or the building;
- not impede the reasonable enjoyment of other tenants;
- engage in respectful communication with the staff;
- not commit or allow dependents or guests to engage in any illegal acts on the premises;
- ensure your dependents and your guests respect the property – you are responsible for the actions of your dependents and guests.

Tenancy Agreement

You have the right to know the rules of Xʷə́łəpícən Housing. Before moving into your unit, you signed a Tenancy Agreement with either Tikva, the ANHBC or the YWCA Metro Vancouver and you should have a copy of it. (If you lost yours, you can request another one from the Property Manager.) If you have questions about the rules, please let the Property Manager know.

Privacy Policy

You have the right to expect that your information is kept confidential. Tikva, the ANHBC and the YWCA Metro Vancouver are committed to maintaining confidentiality, respecting personal privacy, and protecting all personal information under our custody and control, as per the BC Freedom of Information and Protection of Privacy Act (FOIPPA).

Your personal information will only be used by staff to fulfill the purpose for which it was originally collected, or for a use consistent with that purpose. We do not disclose your personal information to other public bodies or individuals except as authorized by legislation or through your written consent.

To obtain access to your records or to request a correction to a record, you must make a written request to the Property Manager.

Household Size

Xʷə́łəpícən Housing complies with National Occupancy Standards. This means that we follow these guidelines when determining what size of unit, a tenant qualifies for:

- No more than 2 people per bedroom
- No less than 1 person per bedroom
- Parents have a separate bedroom from their children
- Dependants aged 18 or more do not share a bedroom
- Dependants aged 5 or more of the opposite sex do not share a bedroom
- Dependants refers to a dependent child of the tenant who resides with the tenant a minimum of 40% of the time

Your unit is only for you, and the people listed on your Tenancy Agreement. You were selected for an appropriately sized unit, based on your household's size. No other person can live in your unit. If something happens and your family size changes, such as a baby being born or a child moving out, it is your responsibility to let the Property Manager know, in writing, immediately. Changes in family size may impact your tenancy.

Going Away for an Extended Period of Time

Please inform your Property Manager if you plan to be away for an extended period of time, so that we know that you have not abandoned your unit. Rent must continue to be paid if you are away from the unit. You cannot sublet your unit at any time.

Tenant Responsibilities/Xwłəpicən Responsibilities

The following chart provides some guidelines on which responsibilities are yours, and which ones are the Xwłəpicən's.

	Tenant Responsibilities	Xwłəpicən Housing Responsibilities
PAYMENTS	Paying rent and utility payments on time	
APPLIANCES:	Cleaning exterior and interior	Motor/Compressor Repairs
	Keep freezer drain line clear	Repair or replacement of appliance or major elements
	De-greasing stove hood & fan	Fan motor
SINKS, TUBS, & TOILETS:	Proper cleaning, repairing scratches	Leaks
	Blockages (within unit) that are caused by misuse	Re-tiling or grouting blockages (outside unit) Blockages (within unit) that are not caused by misuse
	Plugs (replacement)	washer replacement
	Mildew around tub or tile	Toilet float and valve
COUNTERS & CUPBOARDS:	Cleaning	Replacement or re-facing
FLOORING/LINOLEUM:	Repair due to damage	Replacing
	Cleaning and replacement when caused by misuse and minor repair waxing and stripping (if required)	Replacement when caused by wear and tear

CLEANING AND REPAIR	Cleaning and removing minor mildew problems	Major mildew problems
CARPETS:	Negligent breakage (must consult Property Manager prior to repairing) Cleaning and removing mildew Cleaning and repair	Repair of no-fault breakage Major mildew problems Replacement
WINDOWS:	Changing bulbs, fuses (if applicable) Negligent breakage/must consult Property Manager Cleaning and removing mildew	Replacing faulty fixtures No-fault breakage Repairs to mechanisms frames Major mildew problems
WINDOWS: ELECTRICAL:	Cleaning, replacing damaged covers Changing bulbs, fuses (if applicable) Negligent breakage/must consult Property Manager	Repairing wiring and electrical systems All inspection and repair of no-fault breakage Repairs to mechanisms frames
	Sweeping deck and cleaning rails Cleaning, replacing damaged covers Changing bulbs, fuses (if applicable)	Deck, fence or rail replacement wiring and electrical systems
ELECTRICAL: YARDS, PATIOS & BALCONIES:	Elevating plants and ensuring water does not overflow when watering Cleaning and minor repair Cleaning, replacing damaged covers	Maintenance of common area grounds Deck, fence or rail replacement wiring and electrical systems
	Mowing and weeding “private areas” Cleaning and minor repair	Common area grounds Deck, fence or rail replacement
YARDS, PATIOS & BALCONIES: LOCKS:	Lost or stolen keys/fobs charges Elevating plants/dishes for pots Mowing and weeding “private areas”	Re-mastering if needed
	Removing lint regularly from the dryer Minor repair Elevating plants/dishes for pots	Cleaning the dryer vents annually All changes on move out/in

	Lost or stolen keys/charges for repairs Minor repair	Wear and Tear All changes on move out/in
LOCK PARKING STALL:	Lost or stolen keys/charges for repairs	
	Re-mastering (must contact PM)	
	Cleaning up any oil spills in parking spot Keeping area free of garbage Cleaning up any oil spills Keeping area free of garbage	Power washing parking garage



YOUR NEW HOME

Care of Your Unit

It is your responsibility to keep your home safe and clean.

- The lights throughout your unit are all controlled by the light switch beside your entrance. This way, you can turn all of the lights off when you leave, and all of the lights on when you come home.
- Any alterations, renovations or painting in your unit must be approved in advance by the Property Manager, in writing;
- Do not put any holes in the exterior of the building (for example, do not screw in plant hangers on your balcony) as it can cause water and mold problems;
- Picture hooks, rather than nails or screws or thumbtacks, must be used to hang wall decorations;
- Do not flush anything other than toilet paper down the toilet;
- Do not use liquid bleach as a cleaner. It is harsh on the environment and can also damage building materials, such as carpets. Instead use alternatives such as baking soda;
- We ask that Tenants do not keep excessive amounts of belongings in their unit (“hoard”) as this can be a safety/fire risk. If upon inspection of a unit the Property Manager is concerned that there is a risk due to hoarding, the Tenant will be required to rectify the situation;
- There are no live Christmas Trees allowed, as they can be a fire hazard;
- There are no waterbeds allowed;
- No signs or decorations on the exterior of front doors, with the exception of Mezuzas;
- No doormats, shoes, or other items are to be left in the hallways;
- There are no barbecues allowed. There is a communal barbecue in the courtyard for all tenants to use.

Kitchens



Appliances

- Use a mild soapy solution to clean the smooth surfaces of appliances.
 - For grease and dirt, try a paste made from baking soda and water.
 - Please do not use abrasive cleaning products as they will damage the
 - surfaces of your appliances.
- Our refrigerators are frost-free and do not need to be defrosted.
- Do not use knives or ice picks to scrape at any spills in the freezer as this can damage the freezer and you will be charged for the cost of repairs.
- Read and follow the instruction manuals for cleaning the oven.
- Clean stove-top spills with a damp cloth or sponge before they get cooked on. Already cooked on stains can be scrubbed with a non-toxic non-abrasive cleaner.
- Do not use tin foil on your stove top drip pans, as it is a fire hazard.

Sinks

- Grease can plug the sink drains. Please do not pour it down the sink. Find out about proper disposal of grease from your Property Manager.
- If your drain is plugged, it is best not to use commercial drain cleaners, as they are very corrosive and can damage the drains. In addition, they will end up in rivers and the ocean, polluting the environment. Instead, you can use a plunger to clear the blockage. Once the blockage is partially cleared, run the hot water tap to finish the job. Please contact the Property Manager if you have a more severe blockage that a plumber may be needed for.
- Noisy or leaky faucets are often due to loose or damaged washers. Turning the taps off too hard can damage washers. Try not to turn faucet handles further than the point at which they stop the flow of water. If you notice a leaking faucet, please contact the

Property Manager to have it fixed.

Countertops

- Countertops are easily scratched, so do not cut directly on them. Always use a cutting board.
- It is best not to use abrasive cleaners or steel wool on them. Bleaches, solvents and other liquids can stain or discolour the surface. You may find it easy to clean the surface of your countertops with a damp, soapy cloth or sponge. For stubborn stains, try a non-toxic household cleaner and rinse thoroughly with water.

Bathrooms

Please use a gentle, non-abrasive cleaner on bathtubs, sinks and toilets. A rough cleaner will scratch the surface and make the fixtures harder to keep clean.

Sinks

- Things like hair can plug the sink drains. You can prevent this by using a hair trap when washing your hair, and emptying it into the garbage when you are done.
- See above instructions for kitchen sinks.

Toilets

- **Do not put anything other than toilet paper down your toilet (for example, do not put flushable wipes, tampons, cotton swabs, grease or cat litter down the toilet.) All plumbing charges due to negligence will be charged back to the tenant.**
- It is your responsibility to have a toilet plunger. If your toilet is plugged, use the plunger to try to unplug it. If this doesn't work, then let the Property Manager know.
- Most commercial toilet cleaners contain dangerous acids, bleaches, or other toxic agents. Simple, green alternatives will work without polluting your home or your local water supply. You can clean the bowl by squirting a non-toxic toilet bowl or all-purpose cleaner around and up under the rim. Alternatively, try making your own cleaner by sprinkling the toilet bowl with baking soda and then drizzling with vinegar. The toilet exterior can be cleaned by spraying with a non-toxic all-purpose cleaner and wiping with a soft sponge or cloth.
- If you ever notice water running non-stop into the toilet bowl from the tank, there may be a poor seal at the flapper valve at the base of the tank. Please let the Property Manager know right away. This can significantly impact your water bill.
- You may also notice water at the base of the toilet tank. This may be because of condensation on the tank, instead of a leak of any connections. Observe it to be sure, and if it is a leak, let the Property Manager know.

Tubs/showers

- Please ensure that water does not overflow from the tub/shower area onto the bathroom floor. To reduce this problem:
 - use a shower liner or water-proof shower curtain and keep it inside the tub while showering;
 - put a bathmat or towels on the floor while bathing/showering;
 - wipe up any spilled water immediately.
 - if you notice any loose caulking, please let the Property Manager know

Mirrors

- To clean mirrors, a simple mixture of vinegar and warm water will work well. Try not to get water behind mirror, as this will damage glass.

Condensation

- You may have a condensation problem in your bathroom if there are symptoms such as:
 - condensation on the fixtures, windows or walls;
 - mould and mildew between ceramic tiles, in the corners, or on the ceiling;
 - peeling paint, rotting, blackened window sills, damaged drywall under windows, curling floor tiles, musty smells or water dripping from vents.
- Condensation is caused by:
 - excessive house humidity;
 - moisture from hot baths and showers
 - dampness from wet bath mats, towels and drying clothes;
 - inadequate ventilation;
 - uninsulated vent ducts;
 - paint not designed for use in bathrooms;
 - cold outside air leaking through insulation.
- While you cannot change any structural causes, there are a number of things that you can do to reduce condensation:
 - turn on the bathroom fan while you are showering or bathing. Keep the fan running until the condensation has evaporated. There is a switch in each bathroom with settings for running the fan.

- keep the kitchen fan on, or a nearby window open, while cooking and washing dishes.

Water Shut Off Valves for Kitchens and Bathrooms

There are two types of valves that can be turned off to deal with basic water leaks:

- Sinks: If you have a leak under the bathroom or kitchen sink, turn off the water by turning the knob under the sink to the “off” position.
- Toilets: If your toilet is leaking from the bottom or overflowing and the water won’t stop running, turn off the water supply by turning the knob located at the back and bottom of your toilet to the “off” position.

After shutting off the water, let the Property Manager know about the leak so that it can be fixed. Minor leaks can lead to major problems!

If a pipe bursts in your unit, it is an emergency. Call the Emergency Line immediately.

Miscellaneous

Storage Areas

Some units have storage areas. If your unit has one, it must not be used as a sleeping area. Most storage areas do not have proper fire exits or ventilation, so using them as bedrooms violates fire regulations and, in the event of a fire, could endanger lives.

Breakers

Know where your breakers are and ensure they are accessible at all times.

Smoke Detectors

X^wÆpicən Housing’s insurance policy requires that you do not disconnect the smoke detector.

YWCA Property Management conducts an annual smoke detector inspection to ensure that it is in working order. You can also test the smoke detector by checking that the indicator light on the smoke detector is on at all times, and by pressing on the bottom once a month to see if it beeps. If it does not work, please let the Property Manager know in writing.

Call your Property Manager if the smoke alarm in your home goes off frequently. Do not remove or disable it.

If the smoke detector goes off, first check if there is a fire. If so, follow the evacuation plan. If there is no fire, and it is going off for other reasons, such as burning food, try to clear the smoke from the area by opening windows, turning on the stove and bathroom fans, and waving a towel or magazine under the smoke detector. Do not remove the cover or otherwise tamper with the smoke detector. Any tampering of smoke detectors can put the whole building in jeopardy and can be cause for eviction. Any charges associated with a damaged smoke detector due to tampering will be charged back to the tenant.

Sprinkler System

YWCA Property Management conducts an annual inspection of the sprinkler system to ensure that it is in working order.

Do not touch, or hang anything from the sprinklers located on the ceiling of your unit. They are very sensitive, and if they break, it will cause severe flooding. Any charges associated with a damaged sprinkler system due to tampering will be charged back to the tenant.



Patios and Balconies

If you live in a unit with a fenced-in patio, it is your responsibility to shovel snow from any patio or walkway within your patio.

If your unit has a balcony, it must not be used for storage, including bicycles, furniture or garbage/recycling. Barbecues (including but not limited to charcoal and propane) are not permitted on balconies as the fumes and burning coals are a potential health and fire hazard. In

the winter, you should clear any snow from your balcony because accumulated melting snow could leak under the door into your home.

Any holiday or other types of stringed lights should never compromise the building envelope or safety standards.



Household Garbage, Recycling and Composting

Tenants will be provided with an orientation about garbage removal, recycling programs and composting at move in.

Garbage must be placed in garbage bags and tied shut before being placed into the garbage compressor.

As of January 1, 2015, both the City of Vancouver and Metro Vancouver regional district banned food scraps from disposal as garbage. That means all food scraps – raw and cooked food, plate scrapings, leftovers, expired food, meat, bones, and dairy products – need to be recycled.

All cardboard must be flattened before being put in the recycling bins.

Disposal of furniture, electronics, appliances or other large items is not permitted. Tenants must arrange for removal of these items at their own expense.

Renovations and Alterations

YWCA X^wλ^əpicən Housing upgrades units and buildings as necessary, subject to financial ability. We do not renovate or alter for purely cosmetic reasons.

Do not carry out alterations or renovations to your unit without prior written consent from your YWCA Property Management. Renovations and alterations include: painting, wallpapering, changing the flooring, curtains/blinds, installing a satellite dish, and making structural changes.

(Please note that as YWCA X^wλ^əpicən is a new building, Property Management will want it to remain in original condition and tenants are not likely to be given consent from staff to make alterations to the units in the form of changing or removing curtains/ blinds, hanging or attaching items onto the curtains /blinds, or painting the unit.)

Please also note that mirror wall stickers are prohibited as they cause extensive damage to the drywall when removed.

Common Areas

It is your responsibility to ensure safe and reasonable use of all common areas by household members and guests:

- Leave common areas like the hallways and grounds clean for other tenants to enjoy.
- Remember that children and pets must not play in hallways, elevators, bicycle storage rooms or the parking garage.
- Children under 12 years old are asked not to be on the 7th floor balcony. Instead, we encourage families with children under 12 years old to use the inner courtyard, which has a play structure. An adult should accompany children under 12 years old while they are in the common areas of the building. Please monitor children carefully around the barbecue.

The Amenity Room

The Amenity Room hours are posted on the door. It will typically be open for tenants to drop in and use the computer. Tikva, ANHBC and the YWCA will have staff onsite certain days to provide supports to tenants. There may be times when there are meetings and social events happening in the Amenity Room.

Laundry

Each unit has a washer/dryer. Please be respectful of neighbours and avoid running the laundry machines during quiet hours.

We ask that you:

- remove lint from the lint screen in the dryer after each use to reduce drying times and to prevent fires;
- report any washer or dryer that is not working through the Tenant Repair Portal
- use products that are appropriate for front loading machines

Conserving Energy

Xwápicán Housing supports a culture of energy conservation.

Buildings are responsible for roughly one third of energy use in Canada. Saving energy in your home will reduce greenhouse gas emissions and air pollution, contributing to a healthier environment and a better future for your children. In addition, you'll save money on your energy bills! Try setting your refrigerator and freezer to the most efficient temperatures:

Suggestions include:

- set your refrigerator from 2°C to 3°C (35°F to 37°F) and your freezer to -15°C (5°F; -- need temp for freezer)
- your refrigerator will work best if you vacuum the cooling coils at the back of it regularly;
- plug the sink or rinse dishes in a dishpan rather than under hot running water;
- let dishes air-dry or use the dishwasher economy setting;
- try to wait for a full load before running your dishwasher or washing machine;
- use cold water to wash clothes;
- take shorter showers
- turn off lights in rooms that are not being used and whenever you leave a room. When possible, use natural light and energy-efficient light bulbs (the light switch beside your entrance door controls all lights in your unit. Turn them all off as you leave);
- unplug electronic devices and chargers when not in use.

Smoking

Xwápicán Housing is smoke-free. Smoking of any substances is not permitted in Xwápicán in the indoor or outdoor common areas or in your unit. Smokers on the street outside the building must be at least three meters away from exterior entrances, windows and intake fans.

The terms laid out in the Smoke-Free Housing addendum apply to Tenants, Occupants, and their Guests.

Alcohol

There is no alcohol allowed in the common areas of the building, including but not limited to hallways, stairwells, the inner courtyard, the 7th floor balcony, and the amenity room.

Illegal Substances

X^wΛəpicən Housing does not allow the use of illegal substances (street drugs) on the premises. Using illegal substances in your unit or in the common areas of the building may lead to an eviction.

Illegal Activity

It is your responsibility to ensure that you, your children and your guests do not conduct illegal activity on the premises. This includes assault, possession or use of illegal substances, etc. Any illegal activity may lead to an eviction.

Pest Control

Please report the first signs of pests in your unit through the Repair Request Portal. Pests include (but are not limited to) rodents, cockroaches, ants, silverfish and bedbugs. Treatments will be scheduled address the issue.

You can reduce pests by:

- keeping your dry goods (flours, cereals, sugars, etc.) in glass, metal or hard plastic containers with tight fitting lids;
- keeping your garbage, including recyclables and composting in tight-closing hard containers or taking them out daily;
- sweeping or vacuuming crumbs up promptly.

Please do not hesitate to tell us about pests. Anybody can get them. There will be no blame and you will not be responsible for the cost of treatment.

To avoid the spread of bedbugs, when bringing in second-hand items, please put in a request to use the heat treatment room in the parkade through the Tenant Repair Request Portal.

If you discover bedbugs, do not remove the infested item from your suite. Carrying an infested item out of your suite risks spreading and contamination. Instead, should you discover bedbugs in your unit, put in a request through the Tenant Repair Request Portal. YWCA Property Management will give you further instructions on what is required to prepare your unit for effective treatment. If spraying or heat treatment is necessary, you will receive a notice that explains what you must do to prepare your unit for the treatment.

Heat Treatment Room

X^wΛəpicən Housing has been outfitted with a Heat Treatment Room. Tenants are required to move their belongings through the Heat Treatment Room at Move-In if they know or suspect that they have bedbugs.

The Heat Treatment Room will be operated by staff, which means tenants will have to schedule deliveries and Heat Treatment Room usage around staff availability.

Tenants will have to follow the instructions for the set-up of the Heat Treatment Room closely and are required to sign a liability waiver.

They are responsible for moving items into the room, setting them up, and moving them into their unit. Staff may not assist in this process.

Noise and Disturbances

There will be families living in X^wŁƏpicən Housing, so it is to be expected that there will be the sounds of children moving about, playing, and sometimes crying coming from other units. We ask that tenants be understanding and accommodating of the children in our housing community and tolerate this sort of normal noise.

Outside of normal, everyday and child-related noise, we ask that you ensure that you, your household members, and your guests live in a manner that does not have a negative effect on your neighbours. All X^wŁƏpicən Housing tenants are entitled to reasonable privacy and quiet enjoyment of their homes. Please note that excessive (non-child-related) noise and disturbances may lead to action against your tenancy.

If you are disturbed by the unreasonable noise of a neighbor, it is your responsibility to approach the other tenant respectfully, and talk to them about it. If you cannot work out a satisfactory solution, and there continues to be unreasonable noise, follow the complaint policy set out by your Landlord.

Conflict and Complaints

If you are involved in a conflict with another tenant, try to resolve the issue with them respectfully before seeking help from staff. If you are unable to resolve an issue as it relates to your tenancy, please follow the procedures set out by your landlord (YWCA, Tikva or ANHBC.)

YWCA

Tenants may submit a formal complaint through the YWCA Tenant Complaint Portal <https://ywcavan.org/tenant-resources> if they have tried unsuccessfully to resolve the issue or if they have a specific reason to feel that it would be unsafe to approach a neighbour on their own.

Where the complaint is about another YWCA Tenant:

Tenants will be offered a facilitated conflict resolution meeting, where appropriate.

If either party does not want facilitated conflict resolution, cannot come to a resolution, or if facilitated conflict resolution is inappropriate under the circumstances, the Senior Property Manager will investigate the complaint and will apply any relevant laws or policies in addressing the issue.

Where the complaints are about a Tikva or ANHBC Tenant:

The Senior Property Manager will contact the partner organization to determine how the conflict will be resolved.

Tikva

Tenants of Tikva who have complaints about other Tikva tenants should direct their complaint to Tikva's tenant relations coordinator. If Tikva tenants have complaints about

tenants of other partners, they should bring the complaint to Tikva's tenant relations coordinator who will bring it to the appropriate partner representative.

ANHBC

Contact the Property Manager, who will determine nature of complaint and log initial complaint. The Property Manager will triage the complaint and decide if further action is necessary.

If the complaint involves a tenants of one of the partner agencies, the Property Manager will contact agency overseeing said unit(s) and advise we the nature of the complaint and intended action. A decision on the next course of action to be determined between agencies.

Maintenance and Repairs

X^wΛəpicən Housing is committed to providing safe housing for its tenants. From time-to-time staff may need to conduct repairs and preventative maintenance in your unit. X^wΛəpicən Housing will try to minimize the disruptions while repairs and maintenance are underway.

Please fill out a Repair Request through the YWCA Tenant Repair Portal <https://ywcavan.org/tenant-resources> for any non-emergency maintenance problem. If the request is for repair to an appliance, please include model and serial number on the form.

Any repairs that are not normal wear and tear may be charged back to you.

Emergency repairs are: major leaks in the pipers or the roof or damaged or blocked water or sewer pipes. If there is a maintenance emergency, please call YWCA Property Management immediately at **604-282-7593**

Deficiencies

After a new building is handed over to us, we enter into a deficiency period in order to identify instances in which the builder or contractors did not meet quality standards. In this time, the Property Manager collects reports from staff and tenants, and conducts inspections in order to identify deficiencies in a timely manner. Most residential buildings in British Columbia are covered under a 1-year deficiency period and a 2-5-10-year warranty period.

The reason it is especially important for non-profit housing providers to identify, report, and resolve deficiencies in a timely manner is that operating funds are often extremely tight. During the deficiency and warrant period, builders, contractors, and suppliers may be asked to carry the cost of replacements and repairs, instead of the society having to absorb those costs.

The most significant ways in which tenants are impacted by this period:

- Xʷəpícən Housing might require repeated access to units in order to review and resolve deficiencies
- Repairs and replacements may only be conducted by original contractors and builders. Please do not attempt to make any repairs yourself to prevent voiding warranties.
- Please report deficiencies and/or repairs in a timely manner through the Tenant Repair Request Portal.

After-Hours Maintenance Emergencies

If you have a serious maintenance problem after hours, phone **604-282-7593**. This number is intended for maintenance emergencies only, such as a flood, an elevator breakdown, power or heat system failure, a broken window, or a leaking roof.

SAFETY

Protect Yourself and Your Home.

Do not let strangers follow you into the building as you enter. Ensure that your guests use the intercom when visiting you, and do not follow other tenants into the building. When you receive a call on the intercom, only allow someone to enter if you know that they are your guest, or if you know that they are your neighbor who lives in the building. Do not let in other tenants' guests.

If you see strangers loitering around the building, or if you observe suspected criminal activity, do not attempt to intervene. Phone the police.

If your safety or someone else's safety is at risk, call 911 immediately.

Be Prepared for an Emergency

It is your responsibility to be prepared for an emergency. Keep an emergency supply kit with a minimum five-day supply of water, food (especially foods that do not require cooking, such as energy bars and crackers) and clothing. Also include a first-aid kit, flashlight, extra batteries, a portable battery-operated radio and any required medication.

Prepare your family for an earthquake.

Know the safe places in your home. You are usually safest against an inside wall, under a strong table or desk and away from falling glass or objects. Know that dangerous areas are near windows, mirrors, hanging pictures or plants, tall furniture and ceiling fixtures.

If there is an earthquake:

- **Drop** to the ground;
- **Take cover** by getting under a sturdy desk or table; and
- **Hold on** to it until the shaking stops;
- Remain calm. After the shaking stops, wait 30 to 60 seconds before moving;
- Check yourself and your family for injuries;
- Listen to the radio for information and instructions;
- Be aware of overhead dangers if you go outside;
- Assist neighbours wherever possible.

Refer to Emergency Management BC for more specific information. Visit their website at <http://www.embc.gov.bc.ca/index.htm> or call (604) 586-4390

Fire Safety

Here are some fire safety tips to protect your home and your family:

- Make sure you know what to do in case of fire. Fire safety and evacuation information is posted in your building.
- Make sure you know at least two ways out of your building in case one escape route is blocked by fire. Plan these escape routes with your household members and practice them regularly so everyone knows how to exit the building safely.
- If you hear a fire alarm, always leave the building right away. Follow your fire escape plan.
- If a fire occurs in your unit, evacuate to safety, activate the fire alarm and call 911 for the fire department. By keeping your stove, oven and toaster clean so they don't smoke, you can help prevent setting your smoke alarm off. Also, use the exhaust fan when cooking to reduce the possibility of false alarms and never leave cooking food unattended.

- Do not store flammable materials such as paint thinner, solvents, propane tanks or gasoline inside your home or attached storage.
- Regularly recycle old newspapers as they are a fire hazard if you let them stack up.
- Advise YWCA Property Management immediately if you become aware of any fire hazards in your home or building, for example accumulations of combustible materials or blocked exit routes.
- Only use a fire extinguisher if you have been trained. If you want to learn how to use a fire extinguisher, contact your local fire department.
- Do not prop open fire doors or disable automatic door closers, as you both place yourself and your neighbours in danger in the event of a fire.
- Do not overload power outlets or use damaged, old or frayed power cords. A power bar with a shut-off feature can protect your electrical appliances.
- Please follow the above guidelines when using the amenity room or other common areas.
- Please supervise your children at all times and ensure that they do not play or tamper with any of the fire safety equipment, including alarm buttons and hand wheels.

Theft

Things to do to discourage robbery:

- only let your own household members and your own guests into the building;
- lock all windows and exterior doors when you go out;
- mark valuables with your Social Insurance Number as identification;
- store important valuables and documents in a secure location, such as a safety deposit box.
 - Do not store anything other than bikes in the bike storage room.

Vandalism

Vandalism to elevators, stairwells and hallways can result in costly repairs. Graffiti is difficult to remove and unsightly. We ask that you call the police right away and tell your Property Manager if you see anyone damaging X^wÆpicən property.

AGREEMENT

I, _____ HAVE READ AND UNDERSTAND

(PRINT NAME ABOVE)

THE CONTENTS OF THIS “MOVE-IN GUIDE” AND AGREE TO FOLLOW THE TERMS AND CONDITIONS HEREIN CONTAINED. I UNDERSTAND THAT THESE TERMS AND CONDITIONS BECOME PART OF TERMS AND CONDITION OF THE TENANCY AGREEMENT.

Tenant (Signature)	SUITE #	DATE
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X ^w Λ ^θ Πicən Property Manager	DATE
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