

WELCOME TO J.E. Harris House

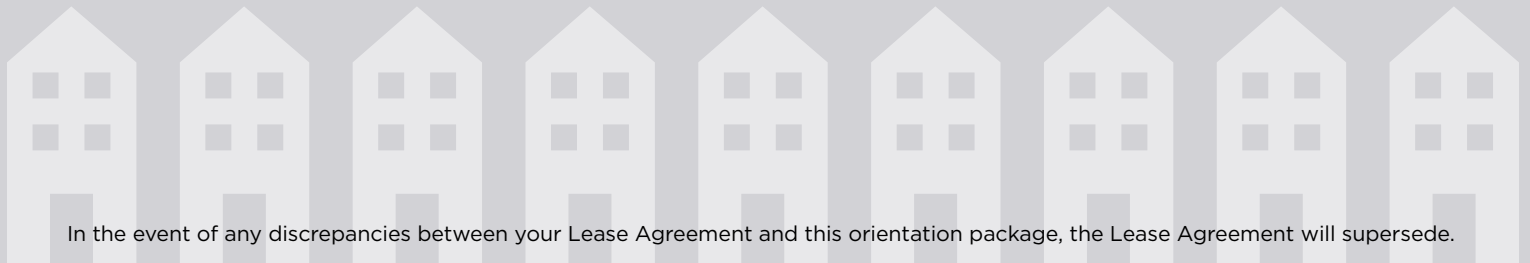
400 - 40 Avenue NW

This orientation package provides information you need to know as a tenant. Please read through it now and keep it somewhere handy for future reference. For more information on our organization and the buildings we manage, visit our website at calgaryheritagehousing.ca.






CHH Calgary Heritage Housing



In the event of any discrepancies between your Lease Agreement and this orientation package, the Lease Agreement will supersede.



Building amenities

Common areas - All shared spaces within the facility are under the direct control of management. Please refrain from decorating, rearranging, adding or storing items in these areas. The hallways are common areas. Nothing should be left outside of your suite door (e.g. small area rugs, mats, shoes, boots, walkers).

Bulletin boards - Bulletin boards are located on the main floor beside the elevators and in the laundry room. Notices can be posted by tenants with prior approval from management.

Garbage - All floors have a garbage chute. This is for garbage only. Garbage must be placed in a strong plastic garbage bag and sealed with a knot or twist-tie before being put in the garbage chute. Please do not use plastic bags from grocery/retail stores as they have small holes in the bottom and will leak. If your garbage is too large to be placed into the chute, it must be taken to the main floor garbage room. Do not dump old furniture, mattresses, tires, hazardous materials, liquids or appliances/electronics. Tenants must arrange to have these removed at their expense.

Please place all glass containers and flattened cardboard boxes in the recycling bins on the main floor. They do not go down the garbage chute.

Recycling and organic composting - Please deliver these items to their respective blue and green bins in the main floor Garbage Room. All bins will be clearly marked with what goes in which bin.

Grocery carts - Small grocery carts are provided for taking groceries to your suite. Please be considerate and return these carts immediately so that others can use them.

Laundry room - User-pay laundry facilities are for tenant use only. Please ensure you clean the lint filter in the dryer and leave the washer clean after each use. Laundry hours are 8:00 a.m. to 9:00 p.m. seven days a week.

Building amenities

Parking - There are 33 spaces available for rent at the back of J.E. Harris House, with an additional four (4) spaces reserved for visitor parking. Tenants are not permitted to park in visitor parking spots. Vehicles must not be left unattended directly in front of the pathway to the back door, or in front of the workshop doors. Waste and recycling trucks require access to the ramp area. Unattended vehicles that block access are subject to a fine.

- Tenants rent their parking stall for an additional fee. There may be a waiting list for a spot. The tenant parking is well marked with stall numbers. Tenants are to park in their assigned parking stall and may not sub-lease their stall to anyone else. At all times, the control of the parking stall remains with management.
- There are two short-term parking stalls available at the front and four visitor parking spaces at the back of the building. All visitors must enter the building through the front entrance.
- Tenants are not allowed to park a recreational vehicle or trailer of any kind in the parking stalls. Vehicles in parking stalls must be in operating condition and have proper up-to-date registration, licence plates and insurance.
- Tenants are not allowed to do vehicle repairs or maintenance while they are parked in the parking stalls (i.e. no oil changes). Vehicles leaking oil or fluid must be removed from the parking lot until the leak has been repaired.
- If someone else is parked in your assigned stall, please park your vehicle on the street and contact the Building Administrator. Do not block the other person's vehicle or confront the owner. If the Building Administrator cannot determine who owns the vehicle, parking control will be called and the offending vehicle will be ticketed and towed at the owner's expense.

Social Room - The Social Room and/or kitchen is part of the building's common areas and as such, is under the control of management. It is open for use by all tenants. The Social Club cooperates with management over the use of the facility. Occasionally a special event may be scheduled that will limit regular activity in the room. Notices will be posted regarding any such events ahead of time. The Building Administrator has the authority to schedule activities. The Social Room and/or kitchen cannot be reserved by a tenant or an outside organization for any private functions.

Social Club - The tenants at J.E. Harris House have an organized social club (Tenants' Association). While participation is voluntary, all tenants are encouraged to join the Harris House Tenants' Association and participate in the building's social activities.

Moving in/out - general information

Carpet care - The carpet was cleaned or replaced prior to you moving in. It is your responsibility to keep it clean as long as you live in the suite.

Close doors behind you - Doors must not be left propped open when you're moving in or out, unless someone remains there to secure the entry. The elevators cannot be locked down to move. They are shared by everyone.

Exhaust fans - Your suite is equipped with a continuous-running exhaust fan in the kitchen and bathroom. Once a month you should vacuum and wash the covers with a mild detergent to remove lint and dirt. The fans circulate the air in your suite and help to remove cooking and household odors.

Hanging mirrors and pictures - Please use small nails to hang pictures in your suite. Do not use glue or double-sided tape to hang anything, including hooks for towels or clothes, or air fresheners. These can cause significant damage to the finish on walls and doors.

Inspections - At the time of your move-in a suite inspection will be completed by the Building Administrator and yourself. The form will then be signed by both parties and you (the tenant) will receive a copy for your files. A move-out inspection will be completed when the suite has been vacated and the required cleaning completed. Any charges for cleaning or damages beyond normal wear and tear will be determined at this time. Management will also conduct annual inspections of every suite.

Internal moves - Written requests to move to another suite within the building or between buildings are discouraged. Any requests will be reviewed by management on a case-by-case basis. They will only be considered for medical reasons and you will be required to provide a letter from a medical doctor, (although this does not guarantee management approval). Internal moves may involve additional fees.

Mail - If you receive somebody else's mail in error, please do not put it back in the outgoing mailbox. Slip it into the letterbox located on the office door and we will re-direct the mail to the proper address.

Notice to vacate - Should you plan to vacate your suite, you are required to give one month's calendar notice in writing. Your written notice should be delivered to management on or before the first of the month prior to move out. For example, if you plan to vacate your suite on September 30, you (the tenant) must provide a written notice on or before August 31. Failure to provide proper written notice will result in you being charged for an extra month's rent. Be sure to supply a forwarding address to both the post office and to our office.

Moving in/out - general information

Telephone, Internet and TV service - You choose your service provider for telephone, Internet and TV connectivity. Please contact maintenance ahead of time to schedule building access for service providers. TV, Internet and phone lines are not included in your rent. You will be direct-billed by your chosen service provider. We do not allow personal satellite dishes or any type of private antenna to be installed or attached to any of our buildings.

Window washing - Outside windows are cleaned twice a year (spring and fall). We will provide advance notice. It is your responsibility to clean the windows and window coverings inside your suite. Our maintenance staff will gladly help you reinsert screens and/or windows that you have taken out for cleaning. They require you to make an appointment for this service at least 24 hours in advance.

If you have questions or concerns at any time during your tenancy please contact your Building Administrator.



House rules

Air conditioners – If you're considering an air conditioner, please contact the Building Administrator for instructions prior to purchase and installation. The window and window opening/frame must not be altered or damaged in any way.

Bird feeders – Please do not put up bird feeders anywhere on the property, including in the trees. The birds and squirrels knock the seeds onto the ground and it attracts pests.

Extended absence – We ask that you notify the Building Administrator if you are planning on being away from your apartment for an extended period of time (i.e. more than a few days). Management may need to know who is in the building in the event of an emergency.

Gifting policy – Calgary Heritage Housing staff members are not to accept direct payment, tips or goods in kind from tenants and/or their families.

Guests – Overnight guests can stay for up to fourteen (14) days. For building security, please inform the office in writing when you're expecting a guest and for how long. Guests must comply with all regulations while on the property and are not to interfere with your neighbours' right to peaceful enjoyment of their unit. All visitors must be accompanied by the tenant while in the building.

No smoking – Smoking and vaping are not permitted anywhere inside the building. A non-smoking declaration is an addendum to your lease and you will face a 14-day eviction notice if this agreement is breached. You are responsible for making sure your visitors and guests respect our no-smoking policy. If your guests smoke outside, they must be a minimum of 15 feet (5 metres) from any external door, and they must dispose of their cigarette in the receptacles provided.

Pet policy – No pets are allowed in the suite or on the premises at any time, including those belonging to visitors. Service animals are permitted with proper certification.

Scooters – Motorized scooters and wheelchairs will only be allowed inside designated barrier-free/handicap suites.

Dispute resolution procedures

This is community living. As such, from time to time issues can arise that challenge our sense of well-being. Any disputes (between tenants or with the Administration) are to be addressed in the following manner:

Step 1 - Document your issue or concern in writing and submit it to your Building Administrator and/or the Operations Manager. Your Building Administrator cannot proceed with a matter unless it is documented.

Step 2 - Letter to the Chief Executive Officer (CEO)

Write a letter (or email) to the CEO outlining the issue at hand. The CEO will follow up in writing directly with the tenant.

Step 3 - Letter to the Board of Directors

If the matter continues to go unresolved after two-way communication with the CEO, write a letter (or email) of complaint to the Board of Directors.

Step 4 - Letter to Alberta Seniors and Housing

If the matter continues to go unresolved even after back and forth communications with the Board of Directors, write a letter (or email) of complaint to the Housing Minister at Alberta Seniors and Housing.

Your willingness to follow this process for dispute resolution is greatly appreciated by all three levels of governance.

Main office hours

Monday – Thursday from **8:00 a.m. – 4:30 p.m.**

We are closed Fridays, weekends and statutory holidays.

Phone: 403-286-7402

Your Building Administrator sits in-house office hours on XX from XX – XX.

Commissioner for Oaths – Our Building Administrators are Commissioners for Oaths. Tenants will not be charged for this service.

Income reviews – Income reviews are conducted annually to determine your rent and to sign a new fixed-term lease. Rent is based on 30 per cent of your total income as reported on line 150 of your Notice of Assessment. Calgary Heritage Housing requires a photocopy of your Notice of Assessment together with any RSP or RIF withdrawal slips.

Rent payment and returned cheques – Rent is due on or before the first day of each month and must be paid by electronic funds transfer. Please keep us informed of any changes in your financial institution or account number. If the electronic fund transfer doesn't go through for any reason there will be an NSF charge of \$25.00 for the first NSF and a \$50.00 charge for any subsequent NSF rent payments.





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Non-emergency maintenance calls: 403-286-7402

Calgary Heritage Housing employs our own maintenance personnel. Responsible for multiple buildings, they work from a priority schedule, balancing tenant work orders with general maintenance to promote a safe and comfortable living environment for everyone.

You have been given a fridge magnet with the non-emergency maintenance phone number. When you call that number, a work order will be completed and passed on to the maintenance staff. If you do not get an answer when you phone, please leave your request on the answering machine. Requests can also be submitted by email to **maintenance@chhousing.ca** for everyday repairs and maintenance. We ask for your patience in getting work orders completed.

In the event there is a charge for a service you will be told about it prior to any work being performed. You will then be invoiced and payment must be made to the office. Cheques should be made out to Calgary Heritage Housing. A receipt will be issued to you.

Maintenance staff are not authorized to accept payment under any circumstances.

Replacing the lightbulbs in your suite is your responsibility. You must supply your own bulbs. Maintenance staff will provide the fluorescent bulbs in your kitchen and will change a ceiling bulb for you. Call to place a work order.

Emergency maintenance calls: 403-230-6161

An emergency maintenance request includes anything that has the immediate potential to damage or harm person(s) or property (e.g. no heat, no power, smoke detector malfunction, flood).

SureCall Contact Centres will answer your emergency maintenance call. Please give them your name, phone number, the building name (J.E. Harris House) and your suite number. Tell them the nature of the emergency. They will share the information with our on-call maintenance personnel. Please stay by the phone so we can return your call to verify that it's an emergency and ensure they come equipped with the necessary tools and supplies.

Any tenant who calls the emergency maintenance number for a non-emergency issue may be charged a \$50 fee for a nuisance call.

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Safety and security

All parties on Calgary Heritage Housing premises should be aware that security cameras are activated at various publicly accessible areas. This technology is used for valid purposes and all information gathered is maintained under secure procedures. Management does not transfer any data collected to third parties without consent or compulsion by law.

Entry intercom

The intercom at the main door of the complex allows you to remotely buzz the front door open to allow your visitors into the building. When someone calls your suite from the main entrance, do not automatically let them in. Know who they are before giving them access to the building.

The intercom is automatically turned off between 11 p.m. – 5 a.m. daily. If you have visitors after 11 p.m., you must physically go to the front door to let them in. Please ensure that the office/maintenance has your correct phone number to program into the intercom.

Tenant access

Main entry key fobs are issued to tenants and, where applicable, their designated outside medical alert responders (max. 2). Please notify management right away if your main entry key fob is lost or stolen. There will be a non-refundable charge of \$25.00 for a replacement. In the event of a power outage, the key fob entry system will operate on a battery backup system until power is restored.

Extra keys – Each tenant is provided with **two suite keys** upon move in. We recommend you give the extra key to a neighbour or a family member in the event you lose or misplace your key. Maintenance will only answer to lockout calls during working hours. Duplication of keys is strictly prohibited.

Please keep the door to your suite locked at all times. Never prop open your door. Doing so may compromise your personal safety.

Emergency access – Emergency Medical Services (EMS), the Fire Department and Police can gain access to the building via the lock box adjacent to the front door. An emergency is defined as a sudden or unexpected happening or situation demanding immediate attention by staff. This would include security or safety issues, fire or flood. If you are concerned about the welfare of a neighbour, please call 9-1-1.

Fire alarm – Every suite has a hard-wired smoke detector (no batteries required). These detectors only sound an alarm within the suite. All suites also have a heat detector. All hallways, common areas and the boiler room have a heat detector and smoke detector connected to the alarm panel. There are carbon monoxide detectors in the boiler room. Do not tamper with any of these safety devices under any circumstances.

The alarm panel is monitored by a contract service provider 24 hours a day, seven days a week. Should a signal be received at the panel, loud fire alarm bells will sound. The monitoring company will alert maintenance staff and contact the Calgary Fire Department to respond. Should the bells continue to sound and smoke is present in the hallway, stay inside your suite and follow the procedures outlined in the emergency evacuation procedures included in this package. Evacuation instructions are also posted on the back of your door.

All parties on Calgary Heritage Housing premises should be aware that security cameras are activated at various publicly accessible areas. This technology is used for valid purposes and all information gathered is maintained under secure procedures. Management does not transfer any data collected to third parties without consent or compulsion by law.

You can help keep the building safe and secure

- If you don't know who is at the front door, please don't let them in. Do not prop open an outside door. Remain alert every time you enter or leave the building. Make sure the door closes behind you so people you don't know can't follow you inside. If they ask you to let them in, simply explain that they'll have to buzz the party they are here to visit.
- Keep the door to your suite closed and locked at all times.
- Do not put your name, address or suite number on your keys. If you lose your keys, whoever finds them would be able to find you.
- Do not loan your keys out to anyone. You are not allowed to make copies of your keys. If you need an extra key to your suite, speak with your Building Administrator. No duplicate key fobs will be issued for outside entry doors except those provided to a designated outside medical alert responder.
- Report any suspicious persons to the police. If the office is open, contact the Building Administrator or Facilities Manager. Do not confront suspicious individuals. Report them to the authorities instead of putting yourself in harm's way.
- Please try to schedule any service providers (e.g. Shaw or Telus) on days and during times when the office is open. That way we can come to your assistance if required.
- If someone claims to be looking for the Building Administrator or maintenance personnel, tell them to call the office. Do not let them in.

Anyone (male or female, young or old) can be a potential threat to your safety. We are not asking you to be paranoid. We are asking you to always be alert. Help keep yourself and your neighbours safe.



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