

## What our Apartment Residents Need to Know

### 1. Balcony/Patio Enclosures



The Housing Corporation does not permit any hanging enclosures around your patio/balcony. You are not permitted to enclose the patio with tarps, or other hanging objects as they can pose a safety hazard should it fall from your balcony, and further creates an undesired look for your building. Also, enclosures and privacy screening can create mold and mildew on building surfaces and prevents housing from spraying for spiders and powerwashing the building as well as assessing the condition of the patios and balconies.

### 2. Patio extensions

The Housing Corporation does not permit the extension of your patio. Your patio can only be extended towards the bedroom window of your apartment and out no further than the original cement patio. All items extending further than your patio must be removed as you are now encroaching onto the Housing Corporation's Property and this makes it harder for the landscapers to properly do their job if they are unable to trim around your patio.



### 3. Fires

Due to the risk involved, we **do not** allow recreational fires on any of our properties. We do not allow open fires, chimineas, fire bowls, etc. on your patio/balcony or in the common areas of the building.

### 4. Barbecues



Any device that produces an open flame is not permitted on patios, porches, balconies, roofs, or verandas. Propane cannot be stored in or near a multi-residential building as per the Fire Code. If your building has a community barbeque in an approved exterior common area, please remember that barbecues must be a safe distance from any combustible material including siding, wooden fencing, etc. and it would be open for use by everyone. Please remember to be respectful to other tenants and clean up after each use.

### 4. Abandoned/Unplated Vehicles



Any vehicle that does not have the proper plates and valid stickers is not permitted to be kept on or around Housing Corporation properties. You will be given a warning to either get the license plate validated or to remove the vehicle from Housing Corporation property immediately. If that is not done we will arrange to have it removed at your cost. Leaving an unused vehicle in the same spot can cause further damage to our driveways as well as the risk of oil or other fluids leaking onto and damaging the pavement. Vehicles are also not permitted to be parked on grassed areas owned by the Housing Corporation.

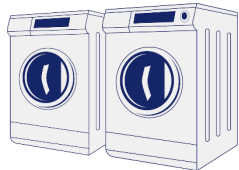
### 5. Pests

Please call right away if you notice pests such as ants, cockroaches, mice, or bedbugs. The quicker we can respond the better the outcome and we can prevent serious infestations that are costly and can be very difficult to treat. We appreciate your help with these problems by not leaving food out and cleaning up after any spills.



## 6. Washer/Dryer Usage

We ask that all tenants be mindful and considerate when using the washers & dryers in the building laundry rooms. Clean out lint traps in the dryer after each use and ensure there is nothing left inside the washer or dryer. This includes hair, feces, and any other debris left behind. Please consider wiping down the rubber of the washer to remove any dirt or grime from your use. This is especially important during a pandemic. We ask that you do not leave your laundry sitting in the machines after the cycle is completed to ensure other tenants can use them too.



## 7. Gardening

Residents on the ground floor are allowed to have gardens under their bedroom windows but cannot extend further than their existing patio and to their window. We ask that if you plan to have a garden that you properly maintain it, or it will be removed.



## 8. Tenant Complaints



We hope that with mutual respect and consideration, residents can find ways to resolve many of the issues that individuals living in an apartment setting come across. When that doesn't work, the Housing Corporation asks that if you have complaints regarding another tenant, that you monitor and keep documentation of your complaints.

However, should you ever feel threatened, in danger, fearful, or have a noise complaint, **please report this to the police** as well as the housing office. The non-emergency line for the OPP is **1-888-310-1122**. Of course, in cases of emergency, dial 911 immediately.

For minor nuisances, please keep written documentation of dates and what situation occurred, and after 5 or more occurrences submit the document to the Housing Corporation. Written documentation is a requirement of the Landlord Tenant Board and helps us resolve the situation.

## 9. Property Maintenance

When the property maintenance workers are on-site at your building, we ask that you kindly remove any items sitting outside of your patio so they can properly do their work. Please avoid walking your pets, sitting on your patio (mainly for ground floor tenants), or walking about the grounds at this time as it can be dangerous to walk near a mower or weed eater due to their ability to throw rocks or sticks at a high velocity. If the workers feel you are too close, they have to stop their work and wait for you to pass by and this can become problematic.



If you have any additional questions, please contact your Property Management Team. You can reach us by telephone, email, or through our website [www.hnhousing.ca](http://www.hnhousing.ca)

Tricia Feist, ext. 123  
Clair DeBathe, ext. 113

Todd Smith, ext. 115  
Kyra Eves, ext. 116