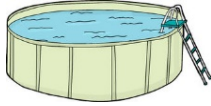


## What our Family Residents Need to Know

### 1. Pools



Pools that can hold 18 inches of water or more **are not** permitted. This is a requirement of your lease agreement and County By-laws (Norfolk County By-Law 2005-179, Haldimand County By-Law 989/09). Failure to comply may put your tenancy at risk and result in a fine from the County.



### 2. Fires

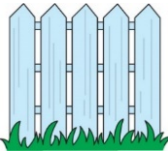
Due to the risk involved, we **do not** allow recreational fires on any of our properties. We do not allow open fires, chimineas, fire bowls, etc.

### 3. Barbecues

Any device that produces an open flame is not permitted on patios, porches, balconies, roofs, or verandas. Please remember that barbecues must be a safe distance from any combustible material including siding, wooden fencing, etc.



### 4. Fences



Our fencing divides one property or rental space from another. These fences cannot be altered. We do not allow lattice nor do we allow tarps or any type of privacy screening to be installed on or along our fences.

### 5. Weeds, Sucker Growth, and Grass Cutting



A common occurrence is the growth of weeds, unwanted plants, and trees along fence lines, foundations, driveways, and window wells. It is your responsibility to cut grass, remove weeds, and sucker growth from your rental property. If we are required to hire a contractor to complete this work, the cost will be charged back to you.

### 6. Sheds/Temporary Structures

We allow sheds in family residences that have their own backyard; however, **approval from your property manager is required before you erect your shed**. A single shed can be erected in the backyard as long as it does not exceed 8ft in length x 8ft in width x 6ft in height. A shed must be store-bought and made out of a prepared kit that is plastic, resin, metal, or canvas. Sheds must be maintained by the tenant and follow local by-law requirements for location. If sheds or temporary structures become rundown or unsafe they must be taken down otherwise we will remove them at your expense.



## 7. Abandoned/Unplated Vehicles

Any vehicle that does not have the proper plates and valid stickers is not to be kept on or around Haldimand Norfolk Housing Corporation properties. You will be given a warning to either get the license plate validated or remove it, and 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.

## 8. Tenant Complaints



We hope that with mutual respect and consideration, residents can find ways to resolve many of the issues that may come up between neighbours. When that doesn't work, the Housing Corporation asks that if you have complaints regarding another tenant/neighbour, 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.

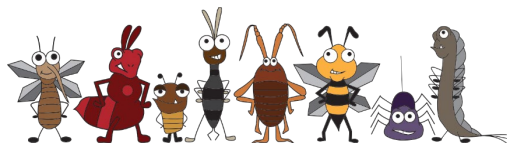
For minor nuisances, please keep written documentation of dates and what situation occurred, and after 5 or more occurrences submit the document to the Housing Corporation. Written documentation is a requirement of the Landlord Tenant Board and helps us resolve the situation.

## 9. Neighbourhood Dumpsters coming!



*You asked and we heard you.* We are working with local contractors and are on the waiting list for disposal bins to bring to your neighbourhood. We appreciate your commitment to keeping your home and yard free of clutter and debris and want to help. We will let you know in advance when and where they will be arriving. Watch for notices in your mail!

## 10. 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.

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