



Castle Rock Family Housing Tenants Manual



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INTRODUCTION

Welcome to Castle Rock Family Housing.

The housing manager or housing assistant can assist you with any questions or concerns; please call 604 898 3551.

As with all multi-tenant dwellings there are rules and regulations and Castle Rock is no exception. Enjoy your new home and please abide by our rules and regulations.

Sea to Sky Community Services: the Corridor's largest, most impactful charity

We are a non-profit charity working to create communities where people can support themselves and one another.

We help people through a crisis or with everyday challenges — and have been doing so since 1978. We give people opportunities to grow, develop and lead meaningful lives. Our work supports mental health.

We're strengthening individuals and the community as a whole. For example, we've helped:

- Abused women get out of a bad relationship
- Young people gain the skills and confidence to make positive life choices
- People with developmental disabilities to find a job
- People who are homeless to find a place to live
- Parents to improve their parenting skills
- Children to get the best start in life

Mission Statement: "With care, consideration and professionalism, we strive to enhance the quality of community life by providing support services to individuals and families living in the Sea to Sky Corridor, including providing affordable housing to low or moderate income individuals and families. We believe all individuals have the right to meaningful work, affordable housing and support in times of crisis and to meet every day challenges."

Find out more: sscs.ca or facebook.com/sea.to.sky.community.services

MOVE-IN PROCEDURES

Revised: February 2012

Floors

To protect your floors during move-in, please use a doormat and plastic or clean cardboard in the entry, stairwell and hallway to the bedrooms.

Walls and Ceilings

If hanging pictures or other items, you must use special hanging nails. Do not use the glue type hangers, regular nails or screws, or scotch tape on the walls. Also, do not use nails or screws on the tub surrounds in the bathrooms.

Garbage

Our general garbage policy is that everything, except recyclables, must be tied in plastic bags. If the bins are full, take your garbage back with you and notify the housing manager. If garbage is stacked around the bins, it is not only unsightly and unsanitary, but also Carney's will not make a pick up. The garbage and recycling bins are located on the west side of the Keep.

Appliances

To protect the finish of the stove, fridge, and microwave do not use abrasive cleaners.

Stove: It is common for tenants to report a non-working stove when all that is needed is to adjust the time controls properly.

Grease on walls and the stove create a fire hazard, especially when stir-frying is done. The grease on the plug-in element can also cause unnecessary heating and deterioration. Poor stove maintenance shortens the life of the element and the wiring of the entire stove.

Hood Fan: The fan above your stove should be used every time the stove is in operation. It is also the responsibility of the tenant(s) to clean the hood fan on a regular basis as grease residue accumulates in the grills and if neglected it will become a fire hazard.

Fridge: Please do not use instruments which could puncture the coils. If you have a lot of frost, it may be that your fridge is not leveled. To check: open the fridge doors about 45 degrees and let it close by itself. If it doesn't close, lengthen the two front leveling legs by unscrewing them (turn counter clockwise). Ask for assistance, as a precaution.

Washer and Dryer: Coin-operated washers and dryers are located on the in the Keep. There are hook-ups for a washer and dryer in each townhome. Use 220 volts only.

Electrical

As soon as possible after move-in, check the electrical breakers switch boxes for your townhouse. Please notify all members of your family of their location and how to use them in an emergency. Check the name and location of each circuit to see if they are labeled correctly.

Condensation

Condensation and mildew will be a problem if you do not vent your home regularly. Your bathroom fan serves a very special function for your entire townhouse, not just the bathroom. The control on the bathroom fan is set for the humidity level inside your home.

- If you see the following problems:
 - Frost on door handles and hinges, or your door is frozen shut

- Water or ice on windows
- Damp spots or mildew on walls and ceilings, or closet walls
- Moisture on light fixtures, toilet tank, or cold water pipes
- Take these steps:
 - If you use a humidifier, turn it off
 - Use the kitchen hood fan while cooking pots are steaming
 - Avoid hanging wet clothes inside your townhouse
 - Insulate the toilet tank
 - Use the bathroom fan until the bathroom is cleared of steam. Try to keep the door closed
 - Leave drapes/blinds open as much as possible, so that the air can circulate freely over the windows
 - If necessary, open your windows to reduce localized condensation

Use of the Laundry Room

The laundry facilities are for the tenants only.

The washers and dryers are available to all tenants on a first come, first serve basis. If you are home during the day, please use the laundry at this time, so that those having a day job outside the home, may have access to the laundry in the evening.

Each tenant is expected to leave the laundry room tidy, checking to see no items are left in the washer or dryer.

Each tenant is responsible for cleaning out the dryer filters after each use. No one should have to clean up after another tenant.

The housing manager is responsible for ensuring that the laundry rooms will be professionally cleaned on a regular basis.

Follow instructions for general use of washers and dryers as posted in the room.

Report any problems to the housing manager.

EMERGENCY MAINTENANCE PROCEDURES

Fires: Call 911

If there is a fire in a fan, call the fire department even if you have put out the fire. It may have ignited beams or sheathing inside the wall.

We encourage tenants to have a small dry chemical or carbon dioxide fire extinguisher handy in their home. For a small fire, you could douse with coarse salt or baking soda. For larger fires, oven fires, and fires in fan systems, use a fire extinguisher.

Injury or Death: Call 911

In case of an injury or death, contact 911.

Water

For leaky or burst water pipes, turn off the water supply to the pipe by closing the shut-off valves. Shut off valves, for each suite, are located near the hot water tank. If you cannot remember where the shut-offs are, or if the pipe continues to leak after shutting off the water supply, contact the housing manager.

In the case that a tenant is not home or the townhouse is unoccupied and you suspect water leakage, first call **604 848 8601**. If no answer, call Garibaldi Plumbing at **604 892 3387**. When calling, state you are from Castle Rock Family Housing, and give your name and the townhouse number.

Power

Check the main circuit breaker. If it is tripped to OFF and will not hold when you flick it back to ON, contact the housing manager.

Check with the neighbors. If they don't have power, call B.C. Hydro at 1 800 224 9376

Major Appliance Failure

Check for the obvious, such as blown fuses, loose or disconnected appliance cords, switches not turned on, and any power in outlet. Contact the housing manager if you are unable to get the appliance working.

Non-Emergencies

Tenants making non-emergency calls to the housing manager, such as lost keys (which are the tenant's responsibility) outside of office hours may be charged call-out fee of up to \$100.

The housing manager is not responsible for opening mail and laundry room doors.

HOUSE RULES AND REGULATIONS

Fire

A fire of any nature must be reported as soon as possible to the housing manager.

Rent Payment

Your rent payment is due by the first of each month to Sea to Sky Community Services. Cheques must be dropped off directly to the main office, located at 38144 Second Avenue or deposited in mail box #41 at Castle Rock.

Termination of Tenancy Agreement

At least one full month's notice in writing by either party must be given on or before the last day of the month. The townhouse must be vacated no later than 1pm on the last day of the month.

Keys

Two townhouse keys, one mail room, one mailbox key, and one laundry key will be provided to each townhouse. Any keys lost will be replaced at the current replacement cost, and may be subject to additional costs if locks must be replaced and re-keyed. All keys must be returned to the housing manager at the termination of tenancy.

Smoking

Smoking is not permitted in any townhouse, laundry room or common room or common space at Castle Rock Family Housing. Smoking is permitted outside the building in designated locations only. Tenants who smoke are responsible for proper disposal of cigarette, cigarillos, or cigar butts and matches.

According to the BC Tobacco Control Act, it is against the law to:

- Smoke in most fully or substantially enclosed public places and workplaces
- Smoke within 3 meters of most public and workplace doorways and by open windows and air intakes

Damages

Items broken or damaged may be charged to the tenants if these are not reported within one week of commencement of tenancy. Damage caused by neglect or misuse will be charged to the tenant. The housing manager must be consulted before the tenant hangs mirrors or anything else that requires more than one picture hanger.

Plumbing

Tenants will be held financially responsible, if it is established that the cause is negligence on the part of the tenant, for the cost of calling in a plumber to unblock clogged drains, traps, piping, and toilets. Chemical solvents are not permitted. At the first sign of trouble, report the matter to the housing manager.

Alterations

No alterations may be made, no painting or wall-papering may be done, and no wall-to-wall carpet may be affixed to floors without the consent of the Sea to Sky Community Services Housing Committee. This includes children writing or drawing on or disfiguring walls and floors.

Additions

If wall-to-wall carpeting is permitted to be installed, or fly screening, curtain rods, drapery tracks, or plumbing fittings (e.g. shower units or handrails) are affixed by the tenant, they become the property of Sea to Sky Community Services Society and shall not be removed at the termination of tenancy.

Fixtures and Appliances

Electrical fixtures and appliances are provided by Sea to Sky Community Services Society. If any appliance is not working properly, the housing manager must be informed as soon as possible. The tenant is responsible for cleaning all of the appliances before vacating their townhouse.

Replacement of the light bulbs must be supplied by the tenant.

Blinds/Curtains

Where blinds are provided by Sea to Sky Community Services Society, the tenant is responsible for damage due to negligence and/or carelessness and for the cleaning of the blinds. Tenants may install curtain rods and drapes in addition to existing blinds. Personal drapes cannot affect the exterior appearance of the building. Colours are limited to either light beige or white. Curtains cannot hang more than 6 inches below the bottom of the window frame. Bed sheets, towels, sleeping bags, blankets, or any other window covering that is not a drape is not allowed. Curtain rods become the property of SSCS upon move out of the tenant. Damaged blinds will be replaced, by SSCS, with curtain rods. Current undamaged blinds cannot be removed. Revised October 2015

Cleaning

At the termination of tenancy, it is the responsibility of the tenant to leave the townhouse, stove, refrigerator, cupboards, bathroom, and closets in a state of cleanliness satisfactory to the housing manager. If this is not complete, the cost of hiring a professional cleaner will be deducted from the damage deposit.

Liability of tenant

The tenant is liable for any damage done to the residential premises, the common areas of the residential property or to other residential premises within a building, or harm done to persons caused by the tenant's pet or a pet belonging to a guest of the tenant.

Feeding of Wild Animals and Birds

The feeding of wild animals and birds is not permitted.

Windows and Railings

Windows and railings are not to be used for drying clothes, or airing blankets, rugs, etc.

Noise and Behaviour

Tenants and visitors are requested to refrain from making any noise that will disturb other tenants. The tenant is responsible for the behavior of his/her guests.

If the behavior of any tenant causes disturbance to other tenants, a one-month notice to end tenancy may be given.

Absence

If a tenant plans to be absent for a significant period of time, please inform the housing manager.

If a tenant plans to be absent at the time of rent collection, arrangements for a timely payment must be made with the housing manager.

Visitors

The tenant shall not permit any person, other than an occupant listed in Clause 9 of the Tenancy Agreement, without the prior written consent of the landlord, to reside in or occupy the premises for a period in excess of 14 consecutive days in any 12 month period or to occupy the premises for a total period in excess of 30 days in any 12 month period.

The tenant must not have an unreasonable number of occupants living in the townhouse as per their Tenancy Agreement.

Roommates/Boarders/Sublets

Tenants are not permitted to have roommates/boarders not listed on their Tenancy Agreement. Further, the tenant may not assign or sublet the townhouse.

Business

No commercial business may be conducted on the premises.

Complaints, suggestions and requests

Complaints, suggestions, and requests must be submitted to the housing manager in writing.

Pool

To maintain safety for the children, only small pools are permitted. The pool must be drained immediately after use. If a pool is filled and left unattended this privilege can and will be removed. Rationale being that the tenant's yard is not fenced.

Insurance

Sea to Sky Community Services is not responsible for damage to and/or loss of a tenant's possessions. All tenants are strongly advised to carry their own insurance.

PETS

No tenant may keep an animal on the residential premises or residential property except as specifically permitted by these rules. These rules, as amended from time to time, form part of the tenancy agreement for the residential premises.

A tenant may keep one of the following animals as a pet:

- A bird
- A fish (aquarium size must comply with the tenancy agreement for the residential premises)
- A small caged rodent (gerbil, hamster or mouse)
- A cat, if registered with Sea to Sky Community Services

A tenant must not keep more than one cat.

A tenant must not keep more than one pet.

Livestock, and/or any animals intended for human consumption are prohibited.

Exotic animals, such as snakes, lizards, spiders, etc. are prohibited.

A pet is permitted in the residential premises without registration or approval if the pet is participating in a visitation program approved by Sea to Sky Community Services. A tenant must ensure that a pet on a visitation program or a pet belonging to guest(s) of a tenant complies with these rules.

Fish will be permitted providing that the size of the aquarium does not exceed 20 gallons. With a fish tank of this size, this pet will only be allowed to reside on the ground floor of each town home. The tenant is required to provide the housing manager with a copy of an insurance policy to cover potential water damage.

Registration of Pets

Prior to keeping a pet for which written approval is required, a tenant must apply to Sea to Sky Community Services for registration. This application must be on the form provided by Sea to Sky Community Services and must include:

- A description sufficient to identify the pet
- The name, address and telephone number of the tenant's veterinarian
- The name, address and telephone number of a person who will care for the pet whenever the tenant is unable to do so
- If the application is for a cat: proof that the pet has been spayed or neutered; proof that the pet has been immunized, and a photo of the pet

Sea to Sky Community Services may refuse an application to register a cat if:

- Keeping the cat will pose a serious threat to the health or safety of other tenants or Sea to Sky Community Services
- The tenant fails to provide all information required by these rules
- The tenant has not paid, prior to the cat entering the home, the pet security deposit

Every tenant who keeps a registered pet will:

- Immediately advise Sea to Sky Community Services of any changes in the information provided with the application for registration; and

- Declare at the time of tenant sign-up or with their Annual Declaration of Income and Assets whether a pet is kept in the residential premises.

Rules governing pets

The rules do not apply to assistance dogs, which have been professionally trained to provide assistance to persons with disabilities and have been approved by Sea to Sky Community Services.

A tenant must not allow a pet to enter the laundry room, mailroom or community use room (The Keep), the north and/or south playgrounds, or the games box while on the residential property.

A tenant must:

- Ensure that the tenant's pet is restrained on a leash when passing through common areas of the residential property;
- Not chain or leave a cat unattended anywhere within the residential property other than within the residential premises;
- Not leave a pet unattended on the residential property, other than within the residential premises;
- Immediately remove all waste deposited by the tenant's pet on common areas of the residential property;
- Ensure that all litter (including waste) from the tenant's pet is bagged and placed directly in garbage bins and not placed in garbage chutes or toilets;
- Ensure that all pet food is stored inside the residential property;
- Ensure that pets are fed inside the residential property only; and
- Take sufficient and timely action to remove an infestation of fleas, lice, ticks or other external parasites from the tenant's pet and the residential premises. The landlord may undertake to have the premises treated by a professional pest control company and charge back all costs to the tenant.

When Sea to Sky Community Services is required to enter the residential premises for maintenance work or otherwise (unless in an emergency), the tenant must either remove the cat from the residential premises or remain in the residential premises and keep the cat under control at all times.

Subject to the requirements of the Residential Tenancy Act, Sea to Sky Community Services is entitled to enter any residential premises where a tenant keeps a pet to inspect the residential premises and determine whether the tenant is complying with these rules.

A tenant keeping a pet must comply with all applicable municipal bylaws. Where these rules conflict with any municipal bylaw, the bylaw will govern.

Removal of Pet

Sea to Sky Community Services may require a tenant to remove a pet from the residential premises and residential property or Sea to Sky Community Services may end the tenancy agreement if the tenant breaches these rules, fails to care for the pet, or fails to rectify an infestation of fleas, lice, ticks or other external parasites; or if the pet:

- Causes noise or obnoxious odours which disturb other tenants
- Causes a health hazard to other tenants
- Urinates or defecates anywhere within a building (other than within the residential premises), within any garden or within any children's play area
- Bites, claws, aggressively pursues or otherwise harms any person or pet

RENT PAYMENTS AND ARREARS PROCEDURES

Rent payments are due on the first day of the month by midnight for that following month. For example, rent due for the month of September is due on September 1st.

Payments must be made by cheque, post-dated cheque, cash or pre-authorized debit. Cash and pre-authorized debit can be arranged at Sea to Sky Community Services Society's main office only.

Arrears are *any* amounts owed to Sea to Sky Community Services Society that have not been received when due.

If a tenant's cheque is returned NSF (Non-Sufficient Funds), the tenant will be required to pay a service charge of \$20. Thereafter, only cash, debit, or money orders will be accepted.

If the tenant neither pays nor provides adequate explanation on non-payment of rent, the tenant can be given a 10-day notice to end tenancy. The notice becomes void and the tenancy continues if the tenant pays all the rent owing within five days of receiving the notice.

If a tenant is evicted for non-payment of monthly rent, a sum equal to the amount of unpaid monthly charges will be deducted from their damage deposit.

Repeated late payments may be considered grounds for being serviced a one-month notice to end tenancy.

RESPONSIBILITIES FOR MAINTENANCE

Maintenance is the responsibility of everyone at Castle Rock Family Housing and Sea to Sky Community Services Society, whether it is done by an individual, by a group of volunteers, or by someone hired to do the job. Anything that you can do toward the maintenance of the buildings is a direct saving to all of us. The following is a list of individual responsibilities of tenants and the joint responsibilities of Sea to Sky Community Services Society and the tenants, as a whole.

Tenant Responsibilities

- Cleaning the townhouse includes washing windows (inside and outside at the front of your townhouse where accessible), replacing light bulbs, faucet washers and stove fuses, and removing garbage in the immediate vicinity of your townhouse.
- Repairing damage caused by yourself or your children, pets or guests.
- Encouraging active participation in regular work parties to maintain common areas, grounds, and landscaping and common areas.
- Protecting the buildings and townhouses from vandalism.
- Notifying the housing manager immediately if any of the following occurs:
 - Mildew growth
 - Significant damage to floors
 - Damage to blinds, electrical heaters, faucets
 - Broken bi-folds or doors
 - Leaky plumbing

Sea to Sky Community Services' Responsibilities

- Exterior of buildings, such as painting, staining, roofing, window washing out of reach, and general repairs.
- Interior of the townhouses:
 - Repair or replacement of stoves, refrigerators, and microwaves,
 - Repair or replacement of floors,
 - Major electrical and plumbing repairs or replacement, and/or
 - Repair or replacement of windows.
- Electrical and mechanical room and elevators.

Joint Responsibilities

- Common areas, such as the grounds, courtyard, and walkways.
- Laundry room and mail room.

BUILDING/TOWNHOUSE MAINTENANCE STANDARDS

Tenants will keep their townhouses in good repair and well maintained. Any breakdown or damage in a townhouse must be reported as soon as possible to the housing manager.

Tenants may not obstruct walkways, stairwells, or entry passages.

Tenants may not use or store a BBQ on common areas. BBQs are to be used on back patios only.

Tenants may not keep or store anything that will increase the risk of fire or the rate of fire insurance on the buildings or property.

Tenants may not create an environment that will encourage vermin or pests, which will affect the health and safety of the buildings.

Tenants may not disconnect smoke alarms, as doing so will invalidate our fire insurance. If you have problems with an overly sensitive alarm, contact the housing manager.

Tenants who violate the above procedures will be contacted by the housing manager and will be asked to remedy the situation immediately. Any tenant who refuses or otherwise neglects to remedy an infraction of the above procedures, upon being contacted by the housing manager may be served a one-month notice to end tenancy.

Please talk to the housing manager if a repair is required in your townhouse. You may be required to complete a work request form and the housing manager will arrange for the repairs to be done.

All painting, papering, and remodeling changes must be approved by Sea to Sky Community Services. Submit your request, in writing, to the housing manager for approval.

Tenants shall leave their townhouses clean and in good condition when vacating. Prior to move-out, tenants will receive instruction from the housing manager for the cleanup of their townhouse. Townhouses cleanup will be inspected by the housing manager in the presence of the tenant.

On-site Vehicle Maintenance

Tenants can work on their vehicles in their carports only. Any tenants wishing to work on another tenant's car can do so only in the carport of the tenant who owns the vehicle.

No outside vehicles are to be brought in for car maintenance or repair. If a tenant is caught working on a vehicle that does not belong to him/her or another tenant, a fine may be imposed.

Use a tarp or protective sheet to cover the asphalt or carport floor. If there is to be any amount of grease or oil, use absorb-all, kitty litter or another similar product to clean it up.

Compressors or other noisy machinery of any type can only be used between 9am and 7pm.

Your vehicle can be stored in your carport only if the tires, hood, truck, fender, and windows are intact and in good repair. Vehicles cannot be stored on blocks.

Major vehicle repairs or overhauls must be completed within one month. There must be daily clean up of tools and debris on all maintenance and repair.

VEHICLE GUIDELINES

If you own a vehicle, it must be parked in your assigned parking stall. If you own a second vehicle, it must be parked on the road away from the buildings' property. Tenants must not park in the visitors' stalls.

Families with two vehicles are allowed to park one of the vehicles in designated permit parking stalls only, with the following provisions:

- A copy of the current insurance be provided to the office
- A legal liability waiver is signed by the registered owner of the vehicle stating that Sea to Sky Community Services is not responsible for anything happening to the vehicle or its contents
- That the second vehicle be parked, at all times, in the designated parking spot on the east side of the Castle Rock Office between the hours of 5pm to 9am only
- That a valid SSCS Parking Permit be displayed on the front dashboard of the second vehicle while parked in the designate parking stall. Failure to display the permit on the dashboard of the vehicle, or if the vehicle is parked in a non-designated parking stall, the vehicle is subject to being towed at the owner's expense.

Visitor Parking (Revised May 2, 2016)

Visitors must park in the designated visitor's parking spots or on the road away from the buildings' property, not in an access way or another tenant's parking stall.

There are 10 visitor parking stalls within our parking lot, used on a first come, first served basis.

The 10 visitor stalls are for temporary use of visitors only. Temporary use means brief or occasional, not recurring and regular, use. Visitors may use site wide visitor parking for no more than three consecutive days or for no more than seven days per month.

In special circumstances, and on case-by-case basis, exceptions or extensions to these limits can be requested of the housing and facilities manager. Advance notice is required for special circumstances requests. Tenants granted visitor parking extensions are required to register the guest or visitor vehicle with the Castle Rock office. Tenants who receive approval for a visitor parking extension will be provided a visitor parking pass which must be displayed on the dashboard of the visiting vehicle. Approval of a visitor parking extension does not guarantee the availability of a visitor parking stall.

All visitor or guest vehicles are subject to the same rules and regulations regarding the care and use of the parking facilities by resident vehicles.

Abuse of the visitor parking rules may result in the offending vehicle being removed from the parking lot at the vehicle owner's expense.

Towing

If you call to have a vehicle towed away due to an infraction of the above, please try to speak with the housing manager first. If this is not possible, follow these steps:

- When you place the call ,give your name and townhouse number
- When the driver comes to pick up the vehicle, sign the form he/she presents you, stating you wish to have said vehicle towed.
- The owner of the vehicle is billed for the towing fee, not the caller.
- The traffic pattern is counter clockwise, around the Keep, at a max. speed of 10km/hr

CARPORTS AND BACKYARDS

Carports

Allowed

Locked Freezer
Locked Storage Cabinets
Easily Removable Chairs
Small tables are acceptable
Locked Bicycles
BBQ Equipment (not in operation)
Small Flower Boxes on Cement

NOT Allowed

Cigarette butts
Fuel/propane
Any type of chemical
Cardboard boxes
Sofas, large chairs or car seats
Digging and or removing grassy spots
Outdoor fireplaces
Garbage
Bags of cans or recycled materials
Vehicle batteries

BACKYARD PATIOS

Allowed

Exterior Storage Cabinets
Easily Removable Chairs
Small Tables are acceptable
Locked Bicycles
BBQ Equipment
Small Flower Boxes on Cement
Small kiddie pools (emptied daily)

NOT Allowed

Cigarette butts
Fuel/propane
Any type of Chemicals
Cardboard Boxes
Freezers
Sofas, large Chairs or Car Seats
Digging and or removing grassy spots
Outdoor Fireplaces
Garbage
Bags of cans or recycled materials
Vehicle Batteries

COMMON AREAS

SSCS recognizes the importance of children being able to play freely and independently. However, parents of children under 12 who have been repeatedly reminded of their children's behaviours will be expected to supervise their children while outside at Castle Rock.

Older children are expected to respect younger children's rights.

Bicycles: The posted speed limit is 10km/hr and the direction is counter clockwise. Children are informed, at school, a bike is a vehicle in traffic. It is the same at Castle Rock.

Toys must not be left on the road or on common area such as sidewalks, grassy areas or playground. Toys that are found in common areas will be disposed of.

Tenants are not allowed to drink alcohol on the common property of Castle Rock. The common area is classified as public property and therefore subject to the rules of public property

Playground

The playground was designed to provide a safe place for children to play in.

Under no circumstances is there to be any digging of holes.

For their own protection, children under six years of age are not allowed in the play box without adult supervision.

Adults wishing to use the game box may do so after 9pm.

Abusive language will not be tolerated in the playgrounds or Games box.

Community Room

The Keep must be booked ahead of time with the housing manager.

The room will not be used by fewer than 8 people at anytime, unless this is necessary because of the nature of the event.

The person who books the community room is responsible for the clean up after their event. Please try to leave it better than you found it. Tables and chairs are to be stacked away, garbage is to be removed to the bin, and the floor is to be swept and washed, if necessary.

Decorations may only be attached using "fun tack," not tape, and must be removed immediately after the event. Nothing is to be attached to the ceiling or the blinds.

Any damage due to the tenant's use will be paid for by the tenant.

Absolutely no alcohol is to be consumed or allowed in the community room.

Smoking is not permitted in the community room.

HOUSING TRANSFER GUIDELINES

When a tenant requests a transfer, the following procedure takes place:

1. It is first determined that the tenant is eligible for a transfer, i.e., under-housed or over-housed, or requires transfer due to medical reasons.
2. If a tenant who owes rent and/or other charges requests a transfer, the tenant is told that their account must be paid in full prior to being transferred.
3. Eligible tenants desiring a transfer are placed on the transfer list along with those tenants who are determined by housing manager to need a transfer, i.e., those that are under-housed or are over-housed.

Transfers are only given in three cases:

1. When a tenant is either under-housed or over-housed
2. When a tenant, for medical reasons, requires a different type of townhouse (e.g., disabled/elderly resident requiring a first floor or dependent family member requiring own bedroom.)
3. Continued residence in the townhouse, or vicinity, will put the well-being of the tenant, or a member of their household, at serious risk from trauma, violence, harassment, or other undesirable consequences. Police or an appropriate community resource agency must support these circumstances in writing.

Requests for transfers will not be granted because of dissatisfaction with neighbours or neighbourhood.

Vacant townhouses are filled by using the following procedure:

- First consideration is given to in-place tenants who are under-housed or have requested a transfer because of medical reasons.
- Second consideration is given to those who are over-housed e.g., a two-bedroom family living in a four-bedroom townhouse.
- The tenant(s) must have resided in their current townhouse a minimum of one year.

In-place tenants must be current with their rent in order to qualify for a transfer.

Units are filled from the transfer waiting list. Tenants are placed on the transfer waiting list according to the date of the transfer request, listing the pertinent information for that tenant, i.e., name, date of transfer request, bedroom size requested.

Although it is the SSCS philosophy to avoid disrupting in-place tenants, occasionally it does become necessary to require a tenant to transfer for a significant need of the facility and/or other tenants.

Before any tenant is asked to transfer, management carefully considers three questions:

- Is there an appropriately sized townhouse in the facility?
- Is there a need for the townhouse that the tenant will be vacating?
- How long will the tenant remain in the townhouse?

In-place tenants who are asked to transfer by SSCS management are offered the first townhouse on the list that meets their needs. If they turn it down, they are offered the next available

townhouse that meets their needs. If that townhouse is turned down, they are offered a third and final townhouse that meets their needs. This townhouse must be accepted. Or, if over-housed, they are notified they must begin to pay market rent in 30 days or move from the facility. Failure to move will result in a 2 month notice to end tenancy being issued to the tenant.

In the event there are several vacancies or if there have been an inordinate amount of vacancy losses in the facility and a transfer will create yet another vacancy and further rent loss, townhouses will be filled by applicants on the waiting list. This policy reduces the vacancy loss and the burden on the maintenance department.

Units that are filled by applicants from the waiting list are done so in the following manner:

When a townhouse becomes available, the SSCS management staff will consult the appropriate sub-waiting list. The applicants on the sub-waiting list are in order of date and time the application was taken. Applicants are offered their appropriate townhouse according to the wait list.

Applicants, like the in-place tenants who are required to transfer, are given the same three opportunities to not accept a townhouse as described above with the exception that an applicant who does not accept the third townhouse is removed from the waiting list and may reapply in 12 months from the date of the third refusal.

The final determination of a townhouse being leased to an applicant is whether or not the applicant has sufficient funds for their first month's rent and security deposit. Often applicants who are offered townhouses must be passed over because of their inability to get the needed funds. Decisions for placement and transfer will be made based upon BC Housing regulations and SSCS policy by SSCS Management.

HARASSMENT

(Revised September 26, 2012)

Discriminatory harassment or intimidation of a tenant or guest are specifically prohibited and will not be tolerated. "Discriminatory Harassment or Intimidation" includes abusive, foul or threatening language or behaviour directed at a tenant or guest because of their race, color, national origin, religion, sex, disability, familial status, or sexual orientation.

Engaging in discriminatory harassment or intimidation, including abusive, foul or threatening language or behavior, shall be considered good cause for termination of tenancy.

Tenants who experience or witness such conduct are strongly encouraged to report it to the housing manager at 604 898 3551.

Retaliation by tenants against (1) any tenant who complains of discriminatory harassment or intimidation or (2) any witness who supports a claim of discriminatory harassment or intimidation will not be tolerated.

Tenants who experience or witness what may be discriminatory harassment or intimidation are strongly encouraged to address or report any incident according to the following procedures:

- In cases of emergency such as immediate threat of bodily harm, call 911.
- If you are the victim of a hate crime such as vandalized property or a threat of harm to yourself or your property, contact your local police department's hate crime unit.
- If you feel safe doing so, ask the person doing the harassing to stop the behaviour.
- Report the problem to the housing manager at 604 898 3551. Staff will take your complaint seriously and get back to you after looking into the matter.

If you believe staff is failing to take appropriate action regarding your complaints of discriminatory harassment or intimidation contact Sea to Sky Community Services.

If you believe that the tenant you complained about or any other tenant or guest is treating you badly because you complained about discriminatory harassment or intimidation, report that behavior to staff immediately.

If you believe staff is treating you unfairly after reporting discriminatory harassment or intimidation, contact Sea to Sky Community Services.

If you have any questions regarding your rights under the Rental Tenancy Act please call 1 800 665 8779.