



Centrepoint Apartments Tenants Rules and Regulations Manual



CENTREPOINT APARTMENTS TENANTS MANUAL

Contents

INTRODUCTION.....	3
MOVE-IN PROCEDURES.....	4
EMERGENCY MAINTENANCE PROCEDURES.....	7
APARTMENT RULES AND REGULATIONS.....	9
Smoking.....	11
Pets.....	13
RENT PAYMENTS AND ARREARS.....	17
RESPONSIBILITIES FOR MAINTENANCE.....	18
BUILDING/APARTMENT MAINTENANCE STANDARDS.....	19
Tenant Vehicles.....	20

INTRODUCTION

Welcome to Centrepoint Apartments.

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 Centrepoint Apartments 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

Floors

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

Walls and Ceilings

When 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 any nails or screws on the tub surrounds in the bathrooms.

NOTE: There may be settling and cracking of the drywall in the apartments. This is normal and no cause for alarm. Talk to the housing manager if the above occurs while you are occupying the apartment. S/he will direct you to what steps you will need to take.

Garbage

The 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 in the locked garbage shed in the back of the building.

Appliances

As soon as possible, please read the instructions and manuals that come with your appliances and keep them in a convenient spot for easy reference. The instructions for using your timer switches on the stove are especially important. It is common for tenants to report a non-working stove when all that is needed is to adjust the time controls properly. To protect the finish of the stove, fridge, and microwave do not use abrasive cleaners.

Stove: 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 operated. 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.

Microwave: Each apartment is supplied with an above-stove microwave oven. Please ensure that all items placed in the microwave are microwaving friendly.

Dishwasher: Dishwashers are located in 2 bedroom suites only. Please ensure that you clean out the dishwasher filter regularly as not doing so may affect the efficiency of the appliance.

Washer and Dryer: Washers and dryers are located on floors two and three.

Electrical

As soon as possible after move-in, check the electrical breakers switch boxes for your apartment. 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 have been labeled correctly.

Condensation

Your new home is very energy efficient and well insulated. Due to this, condensation and mildew will be a problem if you do not follow the guidelines for living in an energy-efficient home. Your bathroom fan serves a very special function for your entire apartment – not just the bathroom. The control on the bathroom fan is set for the humidity level inside your home. Please read these instructions carefully. If you see any of 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 apartment
- 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, which are located on floor two and floor three, are for the exclusive use of Centrepoint Apartments 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

Tenants must know what an emergency is and what to do, so that emergencies do not escalate into larger problems.

AN EVENT IS AN EMERGENCY IF:

- the safety of life is endangered
- an immediate health hazard exists
- there is a loss of essential services (heat, water, light)
- any delay will result in further damage

Fires – CALL 911

We encourage everyone to have a small dry chemical or carbon dioxide fire extinguisher in their apartment. 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. 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.

Ambulance – 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 in the front closet behind a removable wall panel. 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.

Note: the main shutoff valve for all suites in each building is located in the mechanical room only. The main shutoff valve can only be accessed by the housing manager, maintenance manager or the fire department.

In the case that a tenant is not home or the apartment is an unoccupied apartment and you suspect water leakage, first call 604 848 8601. If no answer, call 604 815 8722. When calling, state you are from Centrepont Apartments, and give your name and the apartment number.

Power

Check the main circuit breaker. If it is tripped to OFF and won't hold when you flick it back to ON please contact the housing manager.

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

Major Appliance Failure

Check for the obvious, such as blown fuses, loosened or disconnected appliance cords, switches not turned on, and any power in outlet. Also, read over the manufacturer's operating instructions for a possible solution.

Contact the housing manager if you are unable to get the appliance working.

Non-emergencies

Tenants making non-emergency maintenance 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 the main door or laundry room doors.

APARTMENT RULES AND REGULATIONS

Fire

A fire of any nature must be reported as soon as possible to the housing manager: 604 848 8601.

Rent payment

Your rent payment is due by the first of each month. It is the tenant's responsibility to ensure that rent is paid by cash, debit card, cheque, or pre-authorized debit, to **Sea to Sky Community Services**. Cash or cheques must be dropped off directly to the main office, located at 38024 Fourth Avenue. Pre-authorized debit is available to tenants as an option. For more information on rent payment, see Rent and Arrears Procedures.

Termination of tenancy

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 apartment must be vacated no later than 1 pm on the last day of the month.

Internal transfers

An "internal transfer" means the transfer of the household from one apartment to another apartment within Centrepont Apartments or from one facility to another.

Tenants requesting to transfer will:

- Clearly state their reasons for the transfer in writing, to the housing manager on or before the last calendar day of the previous month. The Housing Manager will review all transfer requests
- Receive a letter either granting or denying the transfer

If the transfer is granted, the tenant will make payable to SSCS on the first calendar day of the month of the transfer, a \$200 fee for costs associated with the transfer.

If a tenant is granted a transfer, the tenant may not apply for another transfer during the course of their tenancy. If a tenant is denied a transfer, the tenant may re-apply for a transfer at a later date, up to three attempts.

Tenants requesting a transfer to an occupied apartment will be placed on an internal waiting list by date and location preference.

Transfers will only be considered for tenants who have resided in and SSCS managed property for at least one year.

Keys

Two apartment keys and a key fob will be provided to each apartment.

Any keys lost or fobs will be replaced at the current replacement cost, and may be subject to additional costs if deadbolts/locks must be replaced and re-keyed.

All keys and fobs must be returned to the housing manager at the termination of tenancy.

Smoking - Revised October 2018

Smoking is prohibited:

[1] in a Unit;

[2] on the interior common areas, including but not limited to in hallways, elevators, parking garages, electrical and mechanical rooms, stairs, storage locker areas;

[3] on patios and balconies;

[4] within 6 metres of a door, window or air intake; and

[5] within 25 metres of the playground area; and in outdoor space designated as part of the rental unit for the exclusive use of the Tenant.

[b] "Smoking" shall include the inhaling, exhaling, burning or ordinary use of any tobacco, cannabis or product whose use generates smoke.

Vaping

Vaping is prohibited:

[6] in a Unit;

[7] on the interior common areas, including but not limited to in hallways, elevators, parking garages, electrical and mechanical rooms, stairs, storage locker areas;

[8] on patios and balconies;

[9] within 6 metres of a door, window or air intake; and

[10] within 25 metres of the playground area; and

[11] in outdoor space designated as part of the Unit for the exclusive use of the Tenant.

[b] "Vaping" shall include the inhaling, exhaling, burning or ordinary use of any electrical or mechanical device to produce vapour or any other device that produces vapour for the primary purpose of inhaling, humidifiers excluded.

Cultivation – Added October 2018

The tenant shall not, nor shall the tenant's family, guests or invitees grow or attempt to grow cannabis or cannabis plants as those terms are defined in the Federal Cannabis Act as it is from time to time, anywhere within the rental unit or on any common area exclusively used by the tenant or tenant's family, such as balconies and patios, nor on any common area anywhere on the Development.

Damages

Items broken or damaged may be charged to the tenant 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 wallpapering may be done, and no wall-to-wall carpet may be affixed to floors without the consent of Sea to Sky Community Services. This includes children writing, drawing and 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 (shower handrails) are affixed by the tenant; they become the property of Sea to Sky Community Services 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. If an appliance is not working properly, the housing manager must be informed as soon as possible. The tenant is responsible for cleaning all the appliances and replacing light bulbs before vacating their apartment.

Blinds

Where window blinds are provided by Sea to Sky Community Services the tenant is responsible for damage due to negligence or carelessness. The tenant is responsible for cleaning the blinds. While personal drapes may be installed, providing they do not affect the exterior appearance of the building, the roller blinds must not be removed. White curtains are preferred, however, should a tenant prefer a different colour, then the curtains must have white backing when viewed from outside.

Cleaning

At the termination of tenancy, it is the responsibility of the tenant to leave the apartment, 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 your damage deposit.

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 see below)
- A small caged rodent (gerbil, hamster or mouse)
- A cat or dog, if registered with Sea to Sky Community Services

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.

Guests or other tenants are not permitted to bring pets into any units however; 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 units. 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 or dog: 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 pet if:

- Keeping the pet 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 pet 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 or community green space

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 dog or 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 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 dog or cat from the residential premises, keep the pet secured in the bedroom or bathroom, unless the maintenance required is in a bedroom or bathroom, or remain in the residential premises and keep the cat and dog 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

Feeding Of Wild Animals and Birds

The feeding of wild animals and birds is not permitted anywhere on Centrepoint property.

Windows and Railings

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

Noise and Behavior

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 notify 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 apartment 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 apartment if they are on a month to month lease agreement.

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.

Meetings

Political meetings are not permitted on the premises except by prior approval of Sea to Sky Community Services.

Insurance

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

RENT PAYMENTS AND ARREARS

Sea to Sky Community Services wishes to minimize issues associated with rents in arrears. As well, Sea to Sky Community Services wishes to preserve its ability to make mortgage payments on time by collecting tenants' rent owed by the first of the month.

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 1.

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

Arrears are any amounts owed to Sea to Sky Community Services 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 \$30. Thereafter, only cash, debit or money orders will be accepted.

If the tenant neither pays nor provides adequate explanation for non-payment of rent, the following procedure will be put into action:

- A tenant who has not paid the rent on time 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 served a one-month notice to end tenancy.

RESPONSIBILITIES FOR MAINTENANCE

Maintenance is the responsibility of everyone in Centrepoint and Sea to Sky Community Services, 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 and tenants as a whole.

TENANT RESPONSIBILITIES

- Cleaning the apartment includes: interior window washing , replacement of light bulbs, faucet washers and stove fuses, and garbage in the immediate vicinity of your apartment
- Repairing damage caused by you, your children, pets, or your guests
- Encouraging active participation in regular work parties to maintain common areas, grounds, and landscaping and common areas
- Protecting the buildings and apartments from vandalism
- Notifying the housing manager immediately if any of the following occurs:
 - Mildew growth
 - Significant damage to floors
 - Damaged to blinds, electrical heaters, faucets
 - Broken bi-folds or doors
 - Leaky plumbing

SEA TO SKY COMMUNITY SERVICES SOCIETY'S RESPONSIBILITIES

- Exterior of buildings, such as painting, staining, roofing, window washing out of reach windows, and general repairs
- Interior of the apartments:
 - 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 hallways, stairwells, grounds, courtyard, and walkways
- Laundry room and storage room

BUILDING/APARTMENT MAINTENANCE STANDARDS

Tenants will keep their apartments in good repair and well maintained. Any breakdown or damage in an apartment must be reported as soon as possible to the housing manager. See "Apartment Rules and Responsibilities" for details.

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

Tenants may not keep, store or permit anything to be kept or stored in their apartments 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 apartments and buildings.

Tenants shall leave their apartments clean and in good condition when vacating. 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 policies 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 rules, upon being contacted by the housing manager, may be served a one-month notice to end tenancy.

Prior to move-out, tenants will receive instruction from the housing manager for the cleanup of their apartment. Apartment cleanup will be inspected by the housing manager in the presence of the tenant.

MAINTENANCE AND REPAIRS PROCEDURES

Repairs Procedure

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

Tenant Vehicles

Street parking is available for tenants.

Centrepont is a big building, incorporating not just Centrepont Apartments but a church, a preschool, offices for about 40 staff, many program rooms and several community rooms. It is a busy place, with many different groups wanting to use the on-site parking at various times during the day.

For that reason, we have decided to share parking spaces, not create designated spots, giving us the flexibility to accommodate as many people's needs as possible. There are two reserved spots for the cars of people in a wheelchair, as we have two apartments for people in wheelchairs. There is also a loading bay.

Staff at Sea to Sky Community Services have priority on all parking spot from 8-6 Monday to Friday, and the congregation of Squamish United Church has priority on Sundays.

Revised Feb. 27, 2018

Tenants cannot use the on-site parking spots from 8-6 Monday to Friday and also from 8-12 on Sundays. In addition, when the church or SSCS is holding a big event outside of these hours, we will inform you in advance that the parking lot will not be available to tenants. Tenants are required to have their provided parking pass visible on the front or rear dash of your vehicle. Tenants with one vehicle will be issued two passes. Tenants with two vehicle households will be issued three passes. Tenants without a vehicle will be issued one pass. The extra pass for tenants with one or two vehicles, and single pass for tenants without a vehicle, is to be used by visitors to the property that wish to park in the parking lot at Centrepont during allowable hours.

We are hoping we can all work together to make this work for everyone. We will monitor how smoothly the parking system is working, and will adjust if necessary.

Vehicles left in the lot during those restricted times may be towed at the owner's expense.