



Riverstones  
Tenants Rules and Regulations Manual



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## INTRODUCTION

Welcome to Riverstones.

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 Riverstones 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](http://sscs.ca) or [facebook.com/sea.to.sky.community.services](https://facebook.com/sea.to.sky.community.services)

## **MOVE-IN PROCEDURES**

*Revised July 2010*

### **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 between Buildings 2 and 3.

### **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.

**Washer and Dryer:** Key card operated washers and dryers are located on the ground floor of every building.

### **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 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

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 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.

**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. *Revised November 22, 2011*

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 Riverstones, 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, loose 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 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 mailboxes and 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 or cheque to **Sea to Sky Community Services**. Cash or cheques must be dropped off directly to the main office, located at 38144 Second Avenue, or at the Riverstones office. 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

*updated April 12, 2011*

An "internal transfer" means the transfer of the household from one apartment to another apartment within Riverstones

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 Committee 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.

### **Keys**

Two apartment keys, one laundry key, one garbage room key and one laundry card will be provided to each apartment. *(Revised October 27, 2015)*

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 – Revised September 2016**

Smoking is not permitted in any apartment, elevator, storage facility, laundry room, common room or common space, walkway, stairwell, field, or covered and uncovered parking stalls, this includes inside personal vehicles, at Riverstones. Smoking is permitted outside the building at designated locations only or off site. Tenants who smoke are responsible for the 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 three meters of most public and workplace doorways and by open windows and air intakes

### **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 (like shower apartments or 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 before vacating their apartment and replacing light bulbs.

### **Blinds**

Where roller 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 may not be removed.

### **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**

Sea to Sky Community Services recognizes the wishes of some residents to have pets, but also recognizes that some pets may disturb other residents. Pets will only be allowed to reside in first floor apartments.

All pets must be registered with Sea to Sky Community Services. There will be no large dogs (taller than 16 inches), no barnyard animals, and no exotic animals, such as snakes, monkeys, tarantulas, etc. No apartment will have more than 1 cat or 1 small dog.

Guests are not permitted to bring pets into your apartment.

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 first floor apartments. The tenant will be required to provide the housing manager with a copy of an insurance policy to cover potential water damage.

Caged pets such as rabbits or ferrets are *not* permitted. Small caged rodents, such as gerbils, hamsters, and mice, are only allowed to reside in first floor apartments.

Pet complaints are first to be directed to the tenant with the offending pet. If the respectful discussion does not bring desired results, then file a written complaint with the housing manager. The housing manager will send a written first warning to the owner. A second offense will require the owner to meet with the housing manager to discuss why there has been no resolution. If no resolution can be found, the housing manager may move to a one-month notice to end tenancy.

Pets cannot not be left unattended when the tenant is not home; for more than one night.

No pets are permitted in any indoor common areas such as the laundry room, the mailroom and the community room.

Any tenant who loses or gives up a pet will notify the housing manager to register any replacement pet.

As per the Residential Tenancy Act, the landlord can serve the tenant with a one-month notice to end tenancy based on negative circumstances arising from their pet.

Don't let your pet run loose. Dogs must be walked on leash; it's the law and a fineable offence. Not everyone is dog friendly, nor should they have to be.  
*Added June 9, 2015*

### **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 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 (for example vacation), we encourage contact with the housing manager to be informed. 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 contract.

### **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 the Sea to Sky Community Services, and then only when all parties are represented.

### **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 serviced a one-month notice to end tenancy.

## **RESPONSIBILITIES FOR MAINTENANCE**

Maintenance is the responsibility of everyone in Riverstones 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: window washing (inside, and outside at the front of your apartment where it is accessible), 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, 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 grounds, courtyard, and walkways
- Laundry room and community room

## **BUILDING/APARTMENT MAINTENANCE STANDARDS**

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

Tenants may not obstruct walkways, stairwells, elevators or entry passages. Tenants may not use or store a BBQ on the common walkway. BBQs are to be used on the common ground only.

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.

### **On-Site Vehicle Maintenance**

Tenants can work on their vehicles in their carports only. Any tenant 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 any type of car maintenance or repair. If a tenant is caught in the act of working on a vehicle that does not belong to him/her or another tenant he/she, 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 the hours of 9 am and 7 pm.

Vehicles cannot be stored on blocks.

Your vehicle can be stored in your carport only if the tires, hood, truck, fender and windows are intact and in good repair.

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

### **Tenant Vehicles**

Included in your rent is one parking stall per apartment, if you own a vehicle. You will be given a parking permit with a registration serial number, and your vehicle must be parked in your assigned parking stall with its parking permit visibly displayed on the vehicle dashboard. Tenant parking permits are non-transferrable.

Tenants who have lost or misplaced their tenant parking permit will be issued a new one, with a new registration serial number.

A tenant with a new/different vehicle, other than the one they originally registered with SSCS, is required to register the new/different vehicle with the housing manager.

As a tenant with a registered vehicle with SSCS, your vehicle is subject to being towed if you are in violation any of the above rules; however, the housing manager will make *reasonable* attempts to notify you prior to calling a towing company. Once reasonable attempts have been made, your vehicle is subject to tow. The towing and storage of the vehicle will be at the vehicle owner's expense.

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, you must give your name and apartment number or the towing company will not proceed with the call.
- When the driver comes to pick up the vehicle, you must sign the form s/he presents you which states you wish to have said vehicle towed.

The owner of the vehicle is billed for the towing fee, not the caller.

If you own a second vehicle, it must be parked on the road away from the Riverstones property. Subject to availability, a tenant may apply to the housing manager for an additional stall at a cost of \$30 a month.

Each apartment shall receive one SSCS visitor parking permit. Tenants must not park in the visitor stalls. Only vehicles displaying a valid SSCS visitor parking permit may park in the visitor parking stalls and this permit must be visibly displayed on the vehicle dashboard. Visitors must park in the designated visitor's parking stalls or on the road away from the Riverstones property, not in an area not designated for tenant or visitor parking or another tenant's parking stall.

Areas not designated for tenant or visitor parking include: the waste management access lane or in front of the waste management structure, the fire lane and the identified staff parking stalls. Any vehicle parked in an area not designated for tenant or visitor parking will be towed at the vehicle owner's expense.

To park in an accessible stall (for people with disabilities), an authorized parking permit through SPARC BC must be visible.

### **Visitor Parking at Riverstones**

There are seven visitor parking stalls within our parking lot and these shall be used on a first come, first served basis.

The seven 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 Riverstones 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.

### **CARPORTS**

No vehicle batteries, fuel propane and any types of chemicals are allowed to be stored in the carports.

Oil stains on the floor of the carports must be cleaned as they occur.

Cardboard boxes are not to be kept in the carports and should be flattened before they are taken to the recycling bins.