



TCVI Tenant Handbook

Welcome to Tribal Chiefs Ventures Inc. Housing.

This manual will provide you with the information you will need to help make your tenancy easy.

(This is an evergreen document that will be updated on a regular basis).

What makes a good tenant?

Keeping your rental property in tip-top shape!

You may not think you should care for a rental, that it is the responsibility of the landlord, but it is your home too, and there are many reasons to be a great tenant.

- It's nice to live in a clean, well-kept place. Your guests and landlord will appreciate it too.
- If you apply for a new rental, the new landlord often asks your previous one how you were as a tenant, and this could end up the biggest deciding factor on whether they will rent to you.
- The biggest reason is that, if you've taken good care of the place, you can get your security deposit back when you move out.

Get to Know your Residence

When you move into a property it is helpful to know where important items are located. Take the time to know or locate the:

- Main circuit breaker in the event power goes out.
- Gas shut off valve – turn off during emergencies/disasters for safety.
- Breakers and GFCI plug(s) – so you can check them if your plugs or appliances in the bathroom, kitchen, or garage fail to work.
- **If a breaker will not reset, it may be a result of an overload still on the lines. Check if another appliance is still plugged in (It is best to disconnect small appliances before trying to re-set the breaker).**
- The main water shutoff valve, in case of major flooding.
- Water shutoff valves below the sinks and behind toilets in case of water leak.

Follow and respect the terms of your lease. Upon moving in, review what is in the lease so you don't violate its terms. Are pets allowed in your building? Can you hang pictures on the walls? If you want to do something and you're unsure if it is allowed, check with the landlord first.

Know What You Are Responsible For

- **Paying your rent on time.** Landlords have expenses too, such as utilities, property taxes, building maintenance, garbage collection, lawn maintenance, snow removal, mortgage payments and insurance to name a few. Paying on time or early can give them peace of mind and is an important element in maintaining good rapport with them.
- Rent must be paid via PAD (Pre-Authorized Debit), which your rent will be automatically withdrawn from your bank on the 1st of each month. For those on AISH or Income Support, a 3rd party payment must be set up.
- There is a **daily \$5.00 late fee** applied to each day the rent is not paid. This excludes weekends and statutory holidays.

Tenant Responsibilities

- **Furnace Filters – This is Very Important**
Did you know that 90% of “No Heat” problems are due to dirty furnace filters? Changing the filter on a regular basis is key to the health of the heating and air system. On average, you should put a new filter in every 3 months, or sooner if you have pets. Make it a habit to check the furnace filter monthly. For HRV systems, the filters can be washed, dried, and put back. Ask your landlord for instructions.
- **Get insured.** The Tenant is responsible for insuring his or her personal property against loss from any cause (typically referred to as “Renters Insurance”). Should disaster strike, the landlord, shall in no event be responsible for the loss, destruction, theft of, or damages to, such personal property. A copy of the Insurance Certificate must be provided to the landlord.
- **Smoke Detectors/Light bulbs**
If your smoke detector starts to beep, it likely means the battery needs to be changed. If a light bulb burns out, you need to replace it.
- **Keep it clean.** Tenants who keep their home clean and tidy are sending an important message to their landlords: 'I respect your property.' And you'll most likely get your security deposit back when you move out. If you have pets, make sure to vacuum often, clean up any accidents right away and keep your home odor free. This includes picking up after your pet outside.
- **No smoking inside your rental.** If you or your visitors smoke, you must smoke outside. Violating the No Smoking Policy could result in termination of tenancy, and you will not get your security deposit back. This includes cannabis.
- **Know when to call in the experts.** Things like burnt out lightbulbs or batteries are the tenants' responsibility. If you can unclog a drain or toilet, do it. You may be charged the plumber cost if it is determined to be your fault.
- **Be respectful to your neighbors.** Being on good terms with your neighbors can help you (and them) feel a lot better about where you live. Work together to keep the peace.

Noise and Disturbances

- You and your neighbors are entitled to privacy and quiet enjoyment in your homes. Please ensure that you, your household members, and guests live in a manner that does not have a negative effect on your neighbours.
- Please note that excessive noise and disturbances may lead to action against your tenancy.
- **As per the RTA:**
 - Peaceful Enjoyment is defined as:
 - **“The right of the tenant not to be significantly disturbed while living in the residential premises so long as they meet their obligations under the residential tenancy agreement.”**
 - ‘Peaceful enjoyment’ of the premises does not mean that your landlord guarantees that the property will always be quiet or peaceful. It means that your landlord will not interfere with your ability to live in and enjoy the property.
- **As per the City of Edmonton**
 - The **Community Standards Bylaw** regulates noise in the community that results in the disturbance of the peace of another individual. Everyone has the right to not be disturbed by noise. Most noise is only permitted between **7am-10pm**, seven days a week. There are some types of noise that fall outside these time restrictions such as construction noise. **If an individual is continuously causing a disturbance outside that specified time, then please submit a complaint by calling 311 or call police at 780-423-4567**

Kindly be reminded that living in a shared space always involves some level of noise.

Conflicts and Complaints

- If you are involved in a conflict with another tenant, try to resolve the issue with them before seeking help. If you are unable to resolve an issue as it relates to your tenancy, complaints to the Housing Manager must be in written letter or an email format.
- The complaint letter should state facts (who, what, when, where) rather than personal judgments, opinions, or conclusions.
- If you treat your neighbors as you would like to be treated, your rental experience will be positive, instead of negative.
- **Anything of Criminal nature should be reported to the Police ASAP 780-423-4567.**

Emergency Maintenance Issues

An **emergency** is a life-threatening situation such as a fire, flood and/or uncontrollable water, electrical problem, smell of gas, etc.:

- Emergencies causing immediate danger such as fire, call 911
- Emergencies involving gas call the gas company and if necessary, 911
- Emergencies involving IMMEDIATE electrical danger, call 911
- After Calling 911, call the Housing Manager and report the problem.
- Emergencies such as backed up plumbing or flooding; Turn off the main water shut off and call the Housing Manager for a maintenance follow up.

Maintenance Requests

If you have a non-emergency request, call the housing manager at 587-334-3795 during office hours 8:30am to 4:30 pm Monday to Friday, or email Lpappin@tcvi.ca the following information:

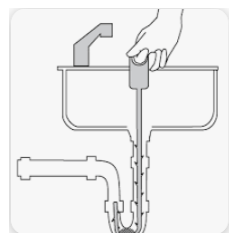
- Name
- Address
- Pictures(if possible)
- Reason for request

The Housing Manager will follow up with you and contact the appropriate contractor to have your request completed as soon as possible.

Do NOT call the contractors yourself, always contact the Housing Manager directly.

Preventative Maintenance for Sink Clogs

- If your tub or bathroom sink is draining slowly, it may be getting clogged with hair, soap scum, etc., You can easily unclog it yourself without calling the plumber, (who comes with a hefty service call charge). Take the drain stopper off and use needle nose pliers, or tweezers to pull out the clog. Rinse well with hot water.
- To prevent this from happening again, the solution is easy and cheap: you can purchase an inexpensive shower drain hair catcher that fits right over the drain and collects any hair before it has a chance to enter the drain line. There are several styles to choose from. You can also buy them for your kitchen sink to prevent food from clogging the drain.
- Keeping your drains clean is a good way to be proactive about avoiding clogs. Every so often, pour some white vinegar and baking soda into your drains. When the bubbling stops, rinse your drains with hot water. This also helps remove any odors caused by residue in the drain.
- Every home should have a Zip-it tool. These plastic drain cleaners are cheap, disposable, easy-to-use, and widely available online. They work great on all sink and shower drains.



More Preventative Maintenance

- Vacuum your fridge and freezer coils. It's important to clean off the back of your fridge several times a year. The buildup from dust and dirt prevents it from working properly and it has to run more to keep things cold.
- Cleaning the condenser coils will help extend the lifespan of your fridge to ensure that it runs efficiently.
- Vacuum bathroom exhaust fan grill, and inside the lint filter holder of the dryer.
- Stove Fan/Filter should be washed regularly to removed grease buildup.

Don't Flush Cleaning Wipes, Make-up Remover Wipes, or Baby Wipes

- Even though wipes say they're flushable, please do not flush down the toilet as they can do a lot of harm to the plumbing in the home. Wipes don't dissolve like toilet paper; they clog the drains. The same goes for cotton balls/cotton pads or feminine hygiene products.

Don't pour grease down the drain

- It will clog your pipes and you will be responsible for the cost of repair. Keep an old jar or can to pour the used grease in. When it cools and hardens, throw it in the black garbage cart.

Clean and Sanitize Regularly

- One of the best things you can do for yourself, and your rental, is to clean regularly. This will help with the longevity of the home and its appliances.
- Cleaning the oven, microwave, and refrigerator are often overlooked but are common sources of a high cleaning bill after you move out.
- Take care to clear any calcium buildup from faucets (shower and sinks). You can do this by mixing white vinegar with water and letting it soak for 30 minutes. (or CLR)
- Do not allow grease to build up in kitchens – THIS IS A FIRE HAZARD; use a sponge and hot soapy water regularly on counter tops, stovetops, and stove hood filters(screens).
- Learn the method of cleaning for the oven so you use the right products – DO NOT use regular oven cleaner on a self-cleaning oven. This may permanently damage the oven. DO NOT leave the racks inside the oven when running the self-cleaning cycle.
- Glass top stoves require a special cleaning process. Baking Soda and Vinegar work well, or Google for videos on how to clean glass stove tops.
- Ensure you scrape food from dishes before placing in the dishwasher. Built up food scraps will cause odors and your dishwasher will not drain properly. If you prefer not to use the dishwasher, run it at least once a week on a short cycle to keep seals from becoming dried out and cracking.
- Avoid mildew by venting rooms and bathrooms properly, particularly after baths and showers. Ensure the fan is on when having a bath or shower.
- Clean bathroom sinks and bathtubs or other surfaces regularly to prevent the buildup of grime. Sanitizing these areas are important as well.
- Clean toilets regularly to avoid buildup of grime, rings, and mildew.
- Mop floors to avoid "dust bunnies" and the buildup of grime.
- Vacuum all flooring regularly, particularly carpets.
- Regularly pick up debris and pet feces in outside areas.
- Take your garbage out regularly to deter pests and odors in the home.

Pets – Dogs and Cats – 1 pet per family allowed

TCVI Housing will only consider applications for dogs that are under 50 centimeters (20 inches) in height at the shoulder and weigh less than 16 kg (35 pounds) at adult size.

Permissions will be given on a case-by-case basis.

- A Pet Application must be completed and approved before getting a new pet.
- A \$100.00 non-refundable pet fee must be paid.
- Pet owners must clean up after their pets immediately. The pet must not cause any disturbances to the community, nor be allowed to wander off leash.
- We recommend providing a scratching post for your cat.
- Small fishbowls or small caged animals (hamsters or gerbils) do not require permission and are permitted as long as they are kept clean.
- A **maximum of one pet** per household.

Safety Tips

The safety of you and your family is important to Tribal Chief Ventures and many things can affect it. Here are some tips to follow that will help keep you and your family as safe as possible!

- Window screens are not a safety device. Do not leave children unattended near open windows or patio doors;
- Unplug all heat producing appliances like toasters, irons, and coffee makers when not in use to prevent fire hazard;
- Never leave hair dryers, curling or straightening irons, heating pads or electric blankets on. Turn off or unplug when not in use;
- Never leave water running unattended in a plugged bathtub or, when leaving the residence;
- If you have an upstairs bathroom and you see water in the ceiling below, particularly in the light fixture, report it immediately to our office;
- Do not operate electrical appliances while standing or sitting in water;
- If you have small children, use protector plugs when you are not using outlets;
- Do not overload extension cords with too many appliances; if you blow the breaker, check the GFCI switches (usually in the kitchen/bathroom) or the breaker box.
- Avoid running extension cords over walkways, under rugs, or another place that could cause tripping;
- If you suspect an electrical problem, report it to our office immediately;
- Do not remove smoke alarms or CO detectors. Smoke alarms are for safety and removing them can endanger all residents and guests. Change the batteries if needed
- Replace outside light bulbs so you can see properly when it is dark.
- Keep a portable fire extinguisher in the kitchen and the garage.
- **If you suspect anything Criminal in your community, report it to EPS 780-423-4567, or if you want to be anonymous, you can contact Crimestoppers at 1-800-222-TIPS**
Or online <https://crimestoppers.ab.ca/edmonton/>

Parking and safeguarding your vehicle.

- If you have a vehicle, please ensure the proper precautions are taken as Tribal Chiefs Ventures Inc. is not responsible for stolen or damaged vehicles:
- Remove or store any valuables out of plain view.
- Keep your vehicle always locked.
- Inspect your vehicle before getting in
- Please note that some of our building locations may require a residential parking permit from the City of Edmonton. www.edmonton.ca/residential_neighbourhoods/residential-parking-permits or by calling 311.

Waste Disposal

- To avoid attracting pests, rodents, or stray animals, please keep your home and surroundings clean and free of garbage and debris.
- Garbage should be put in garbage bags, tied, and placed in the bins provided based on the City of Edmonton/s garbage, food scraps and recycling protocols and schedule.
- Large items, such as mattresses and furniture, must not be left on, in or by the garbage bins and should be taken directly to the City of Edmonton landfill at your own expense.

Pest Control

Pest control is an important aspect of maintaining a clean and healthy home. Rodents, insects, and other critters can not only be a nuisance but can pose a threat to your health and safety. Therefore, it's crucial to implement effective pest control strategies to keep your home pest-free.

Regularly Clean and Maintain Your Property

- Cleaning is a key strategy for effective pest control. Pests, such as mice and bugs thrive in dirty, cluttered, and poorly maintained environments, so keeping your home clean and well-maintained is essential in keeping pests at bay.
- Prevent bedbugs by limiting the number of guests sleeping in your home, getting rid of clutter, and vacuuming regularly. Bedbugs are hitchhikers from infested areas such as used furniture, blankets or hotels. Be mindful of what you bring home.

Remove Clutter

- Removing clutter is an essential cleaning strategy for pest control. **Cluttered spaces provide the ideal hiding places and breeding grounds for pests**, such as rodents, bugs, and ants. Pests thrive in spaces that are messy, crowded, and hard to access, making it difficult to detect and eliminate them.
- The accumulation of excess items can promote mold growth and increases the likelihood of rodent or pest infestations, not to mention being a fire hazard.
- Rent a storage unit, if you don't have room for all of your things.

Clean up Spills and Crumbs

- Cleaning up spills and crumbs is another crucial strategy for effective pest control. Pests are attracted to food sources, and spilled food or crumbs provide a perfect feeding ground for them. Ants, roaches, and rodents, for example, are notorious for foraging on crumbs and food spills in kitchens and dining areas. Empty pop cans are attractors for ants if not stored properly.
- Vacuum or sweep daily to eliminate crumbs. Mop the floors regularly with disinfectant.
- Store food in airtight containers to prevent pests from accessing them. Regularly clean kitchen appliances such as the stove, oven, and microwave to get rid of any food residue that may have spilled during cooking.
- Take your garbage out regularly. Don't keep overflowing trash bags in your home, or outside your doorways. Odors will attract pests as well.

Guide to being a great neighbor

When you live in the close quarters of an apartment or condo, a little bit of common courtesy can go a long way towards happy neighbors.

Sharing a wall always comes with some level of noise, but if you be considerate of your own actions and think about how it might affect others, it is possible to keep the peace.

- Think about your shared wall when planning the layout of your room. Try to position your TV or speakers so they direct sound into *your* room and not your neighbor's home.
- Try decorating with a textured wall-hanging to buffer noise between the two spaces. A carpet will buffer the noise for the neighbor below, another shared wall.
- Be extra careful with the volume of music or movies when in your neighbor-adjacent rooms, especially at night.
- If you like to blast your music, consider headphones.
- Loud noises may disturb neighbors who are trying to get some sleep or are trying to get some work completed at home. Don't forget, some people work nightshifts and sleep during the day.
- Stay calm if a neighbor complains about your level of noise, or you are bringing up a concern to a neighbor. Thank them for bringing the issue to your attention and see if you can help with their concern.
- If you have a pet, remember to keep your pet out of your neighbor's space and promptly pick up your pet's waste.
- Be the kind of neighbor you would like to live around; care without being invasive.

Common Areas

- It is your responsibility to ensure safe and reasonable use of all common areas by your household members and visitors.
- Please be mindful of your belongings and ensure you do not leave them in common areas. This includes things like bicycles, toys, garbage and recyclables.

You and your neighbors all deserve to feel peaceful in your own homes. Getting along with neighbors is all about respect, compassion, and consideration. Living near other people can be difficult, but if you act in good faith, other people will follow suit.

Every tenant has a right to live free from discrimination, harassment, and bullying.