

**Tenant Handbook  
for  
Aldersgate Apartments  
Aldersgate Homes Incorporated**



*A Place to Call Home...*



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## **Welcome**

Welcome to Aldersgate Village, comprised of Aldersgate Homes Inc. (rental apartments) and Aldersgate Garden Homes Inc. (Life Lease homes). Aldersgate Apartments is a non-smoking and alcohol-free facility, for adults aged 65+. We are glad you have chosen Aldersgate Homes Inc. for your new home, and we hope your life here will be a happy one. This booklet will give you lots of information on what to expect living here, what your rights are and what we expect from you. More detailed information is written in your tenancy agreement. The tenancy agreement is a legal document. You should make sure you are familiar with what it says.

If you would like to have information on a particular policy, which you do not find in this handbook, please contact the office.

## **Who is Aldersgate Homes Incorporated?**

Aldersgate Homes was founded by the Wesleyan and Free Methodist Churches in Canada and was incorporated in 1977. Our mission is to provide safe, affordable housing for seniors as an expression of Christian love serving the physical, social, and spiritual needs of residents.

We own the facility on Aldersgate Drive with a total of 87 apartment units. We have two sources of income to pay for our operating expenses, your rent and a subsidy provided by the county/regional government. We have a legal agreement with the government, which sets out rules and regulations as to how we operate.

Aldersgate runs its operations on a charitable, not-for-profit basis. This means that we do not charge more in rent along with government subsidy than would cover the cost of our normal operating costs, such as maintenance, administration, insurance, utilities, and mortgage. We also set aside a reserve each year to cover the cost of future major replacements, such as the roof, windows, and appliances. Since the amount of annual subsidy that we get from the government is a fixed amount, if we have high expenses for things like maintenance, we must cover the cost by raising the market rents. That is why it is important for everyone to do their best to look after the building.

## **Become a Member**

Membership in the Corporation of Aldersgate Homes Inc. is open to all with a one-time minimum donation of \$25.00. We also gratefully accept charitable donations from individuals and the community for future development of our facilities. As a Charitable, not-for-profit organization, Aldersgate Homes Inc. can issue tax receipts for all public donations. Please consider donating to the Aldersgate Development Fund or leaving a Legacy Gift in your will.

## **Our Mission Statement**

**Aldersgate Village exists to provide, safe, affordable housing for seniors as an expression of Christian love serving the physical, social, and spiritual needs of residents.**

## **Our Faith and Practice**

- We believe in God the Father, Jesus Christ the Son, and the Holy Spirit, as revealed in the Old and New Testaments, the inspired Word of God as the only basis for our faith and conduct.
- We believe that Jesus, the sinless Son of God, was born of a virgin, Mary, suffered and died on the cross for the sins of all humanity and was raised again from the dead, by the power of the Holy Spirit, to forgive, justify and put in a right relationship with God, all who by faith, accept Him as Lord and Saviour. Thus, He alone is both the cause and the source of our salvation.
- We believe that by the unmerited grace of God, every person has been given the ability to choose between right and wrong and by faith, accept Jesus Christ as Saviour and Lord and by the enabling power of the Holy Spirit, live a holy life. Thus, Christians are given the power and joy of revealing God's love and character to all persons, regardless of race, colour, creed or sex, through a lifestyle, value system and character, consistent with the Word of God.
- We believe that Jesus Christ will one day return to this earth to gather all who have lived, by faith in Him, whether then dead or alive, to reign with Him forever, in the presence of God, the Father.

# Important Phone Numbers

Aldersgate Office.....613-962-1192

Office Fax.....613-962-1199

Office Email..... [office@aldersgatevillage.com](mailto:office@aldersgatevillage.com)

Facility Tenant (after hours) .....Cell #613-849-0482

Fire, police, ambulance.....911

Cable TV (Cogeco).....1(800) 267-9000

Quinte Health Care (Belleville General Hospital).....613-969-7400

Community Care Belleville Inc.....613-969-0130

Pensioners Concerned.....613-962-6657

Veteran Affairs Office (Kingston).....613-545-8111

Mobility Bus Service/Belleville Transit.....613-968-5888 or 613- 962-1925

Landlord and Tenant Board.....1 888 332-3234

Call **211** for Hastings County, social, health and/or community services information, including food banks, financial assistance, home care, legal services, senior's services, etc.

# **Who Does What?**

## **Administrator**

Oversees the day-to-day management of our building, calculates rent-geared-to-income (RGI) and reports to the Aldersgate Homes Incorporated Board of Directors.

## **Administrative Assistant**

Handles correspondence, answers the phone, processes applications for housing, as well as processing tenant requests and the monthly newsletter.

## **Property Maintenance Manager**

Oversees the maintenance of the buildings and grounds of Aldersgate Homes Inc. and Aldersgate Garden Homes Inc. (Aldersgate Village) ensuring clean, orderly, and safe conditions are preserved.

## **Property Maintenance Assistant**

Assists the Property Maintenance Manager in all areas of maintenance and grounds upkeep.

## **Facility Tenant**

The Facility Tenant provides onsite assistance to the apartment complex and site, in case of a building emergency, such as fire alarm, mechanical failure, etc. and is an onsite presence on weekdays after office hours and on weekends. There are two residents who share this position on a two weeks on-duty and two weeks off-duty basis. The On-Duty Facility Resident carries a company cell phone and can be contacted after office hours and on weekends at (613) 849-0482, which shall be the common number all residents use to contact the Facility resident on duty.

**\*In the event of a medical emergency, tenants must call 911**

## **Office Hours**

The office is open from 9:00 p.m. to 12:00p.m. and 1:00 p.m. to 4:00 p.m., Monday through Friday.

## **Board of Directors**

The Aldersgate Homes Corporation is governed by a board of directors with two members appointed by each of the sponsoring denominations, Wesleyan, and Free Methodist Churches, as well as two elected members each. All the directors volunteer their time to be on the board. There are two

representatives of the Tenant Association who also serve on the board. The Board approves policies and legal contracts.

## **Tenants' Association**

The Tenant Association organizes social events for tenants and provides feedback, through their board representatives, to the Board of Directors on how well the buildings are being managed.

***We encourage all tenants to join the tenants' association.***

## **Your New Home**

### **Moving In**

#### **Tenancy Agreement**

Prior to moving in you will be required to sign a tenancy agreement. Our Administrator or Administrative Assistant will review the terms of the tenancy agreement with you and answer any of your questions.

#### **How to Pay**

You may pay your rent by pre-authorized debit (PAD), cheque or money order. We do not accept cash, debit, or credit.

#### **When to Pay**

Please remember that your rent must be paid by the first day of every month.

#### **Pre-move in inspection**

When you pick up your keys, our Administrator or Administrative Assistant will do an inspection of your new home with you. Any problems with the unit will be written down on the inspection report and you will receive a copy of the report to keep for your own records. An inspection will also take place when you move out of the unit. This way we can keep track of the condition of the unit.

#### **Booking the elevator**

When you have decided on a move-in date, contact the office to make sure that we can book an elevator time for you.

#### **Locks and keys**

Before you move in, Aldersgate Homes will change the lock on your door. You will receive a key for your unit, the front door of the building (there is a



charge), and your mailbox. If you lose any of these keys, Aldersgate must charge a fee for replacement.

The security key for the front door cannot be copied (this is illegal) and is for the sole use of the person it is issued to. It **cannot be borrowed or used by anyone else, for any reason.**

If you want to change your lock, we can do this for you. A fee will be charged to cover our staff time and the cost of a new cylinder. There will be no keyed doors to the patio or balcony areas.

Leaving a spare key with a trusted neighbour or friend is the best way to avoid being locked out of your home. If you lose your key during working hours, the Administrator will let you into your unit. After working hours, you will have to call the Facility Tenant.

### **Disposing of your moving boxes**

Cartons must be broken down and tied in bundles and placed beside the recycling bin for paper products.

### **No Smoking**

Aldersgate Village is a Non-Smoking Community. No one may smoke, use cigarettes, cigars, e-cigarettes, marijuana, or similar products that generate smoke or vapour anywhere in the building, outside the building, or anywhere on the property, except for the designated smoking area located in the “Courtyard Gazebo” located near the southwest exit. You can be evicted if you are found to be smoking in unauthorized areas, including your apartment, patio, or balcony. Copies of the complete No Smoking policy are available at the office.

### **Cannabis Cultivation and Growth**

Due to the potential of offensive odour emissions, water damage and/or leaks, and extra electricity usage because of the growth and cultivation of Cannabis plants, Aldersgate Homes Inc. has approved a “No Cannabis” policy, which prohibits tenants from engaging in the cultivation or growing of Cannabis plants in private units. The growth of Cannabis in private units substantially interferes with the lawful right, privilege or interest of the Landlord and is therefore prohibited.

### **Parking**

You may rent a parking spot. Contact our office to make arrangements for assignment of the spot. In order to rent a spot your car must be registered.

Unregistered cars will be towed away. If someone else parks in your spot, contact the Administrator. You may have to wait to get the spot you want when you move in. Make sure you add your name to our waiting list. We try hard to get the best spot for you.

### **Telephone**

Each apartment has at least 2 telephone jacks. You must call the provider of your choice to hook up your own telephone service. Please advise the office of your new number.

### **Lobby door entry system**

Visitors can use the intercom system at the front entrance to let you know they have arrived. When you answer their call, you can open the front door by pressing the number 9. If you do not know the person or don't want to open the door, just hang up the phone. **Do not let strangers into the building!** Make sure you know the person trying to get in.

### **Drapes**

Please make sure that your drapes or curtains fall at least 4 - 6 inches above the electric heat registers.

### **Redecorating**

Painting, wallpapering, and installing carpet (other than area rugs) or other flooring, **is not permitted.**

### **Installing ceiling fans:**

Any installation of ceiling fans or other electrical fixtures or wired-in appliances must be completed by a qualified electrician after obtaining written approval from the office and it will be your responsibility to remove these items when you vacate the premises. A permit is required by the Electrical Safety Authority prior to any work being done and a fee may be levied.

### **Insurance**

Tenant Insurance is mandatory, and the cost is your responsibility. You must provide proof of contents insurance upon moving in (see Lease Agreement) and annually each year when you sign your lease agreement.

### **Yards, balconies, and patios**

Balconies and patio area use is restricted to normal patio furnishings. You **shall not** use balconies or patios as storage areas. No scooters or motorized

wheelchairs will be stored on balconies or patios. Satellite dishes will not be permitted.

Fire regulations do not allow the use of a barbeque on your balcony or patio. A barbeque is available for your use outside the Main Lounge. Lattice, carpets, attached blinds, brackets for planters or any fixed additions **are not permitted** on balconies or patios.

It is the responsibility of the tenant to maintain your patio and balcony areas in a clean and orderly condition. You need to keep the area free of clutter for grass cutting and if you choose to have a garden, it is your responsibility to maintain it.

## **Pets**

You are allowed to have a pet as long as it does not disturb the other tenants and is registered at the office. All pets must be leashed when taken out of your unit. Do not allow your dog to run free outside and remember to “stoop-and-scoop” after your pet. Please do not flush cat litter down the toilet. It plugs the toilet, and you will be charged for repairs. The receptacle for pet waste is on the east side of the building. Please ask staff if you have trouble finding it.

You can be evicted for allowing your pet to cause damage or to disturb the peace. There are also City by-laws controlling the number of pets you can keep. We also recommend you have your pet spayed or neutered. Please see the office for the **full Pet Policy** and to register your pet.

## **Security**

These hints will help you keep your home secure:

1. Lock your doors and windows when you are out
2. Attach a lamp to a timer to go on when you are out in the evenings.
3. Tell the post office and newspaper carrier if you are going to be away.
4. Ask a friend or neighbour to check your home regularly and pick up your mail and any flyers while you are away.

## **Vandalism**

If you see anyone damaging Aldersgate Homes' property, you should phone the police right away and tell the Administrator or the Facility Tenant. Often

vandals cause damage to elevators, stairwells, and hallways, which are expensive to repair. Increased costs often mean increased rents.

You are legally responsible for any damage or loss caused by your visitors.

## **About Paying Your Rent**

### **Types of Rent**

There are two types of rent in Aldersgate Homes buildings. Some tenants pay rent-geared-to-income, also called RGI. Some tenants pay market rent.

### **Rent-geared-to-income**

Rent-geared-to-income (RGI) is subsidized rent. A tenant paying rent-geared-to-income will pay rent equal to about 30% of the combined income of everyone living in the home, plus some utilities and additional charges such as parking. The government sets the rules for how RGI is calculated.

### **RGI Rent Increases and Decreases**

If you are paying rent-geared-to-income, your rent will change when your income changes. Annually we will ask you to provide updated proof of your income. At this time, you will be required to provide us with a copy of your most recent Notice of Assessment and other income and asset information, as required, to accurately calculate your rent for the new year.

If you have any questions about how your rent is calculated, or what proof of income is required, please check the attachment to your lease renewal letter. Call our office if you have more questions.

### **Market Rent**

Market rent is set by the Province annually for social housing units and is similar to rent you would pay for your unit if it were owned by a private landlord. Even this amount of rent does not pay for all the costs of running your unit and paying your units' share of the mortgage.

### **Market Rent Increases**

Market rents are changed once a year. Since Aldersgate Homes is a non-profit corporation, and the amount of government money we receive is fixed, cost increases are often covered by increased rents. This is why it is important that tenants be concerned about reducing energy consumption, reporting damage to the property and maintenance requests promptly, and anything else that helps keep costs down. Rent at Aldersgate Homes is not

controlled by rent control guidelines.

## **Applying for Rent Subsidy**

If you are paying market rent now and your income decreases, you can apply for rent subsidy assistance. Come to the office and fill out an application form. Your application will be forwarded to Hastings County Housing for processing and will be dated from the date of receipt. Applicants will be placed on a Centralized Waiting List for our building. For a more detailed explanation of this process, please see the Administrator.

## **Non-Profit Housing and the Residential Tenancies Act**

There are several protections under the Residential Tenancies Act if you are a market rent tenant:

### **Rent Increases**

- the rent cannot be increased more than once every twelve months, and
- you will receive 90 days' notice of a rent increase.

### **Subletting and assigning your unit**

Your tenancy agreement does not permit you to sublet or assign your unit to anyone else, even for a short period of time.

### **Abandonment of property**

If you move out and leave some of your property behind, we have the right to dispose of that property, without consulting you about it. However, we cannot seize your property to pay for rent arrears if you get behind in your rent.

### **Eviction**

Under the Residential Tenancies Act, you can be evicted if you:

- do not pay your rent
- frequently pay the rent late
- if you do not follow the non-smoking policy
- cause serious damage to your unit or the building
- make noise or act in a way that seriously bothers any other tenant or the landlord
- have more people living in the unit than health, safety or housing standards allow

- threaten the safety of another tenant
- break the law anywhere in the building or on Aldersgate Homes property
- no longer qualify for rent-geared-to-income housing.
- misrepresent your income or household size if you are paying rent-geared-to-income

## **Landlord and Tenant Board**

The Ontario Landlord and Tenant Board has replaced the court system for hearing landlord and tenant disputes. You can get information from the Landlord and Tenant Board about your rights by calling 1-888-332-3234 or online at: <https://tribunalsontario.ca/ltb/> Landlord and Tenant Board.

## **The Human Rights Code**

The Human Rights Code says that landlords, people working for landlords, and fellow tenants cannot harass the residents of a building. This is the law. Harassment can be based on race, ancestry, place of origin, ethnic origin, colour, citizenship, religious beliefs, political beliefs, sex, sexual orientation, age, marital status, family status, physical and mental disability, or the receipt of social assistance.

Harassment means repeated actions or words that embarrass or humiliate a person. This includes insults, name-calling, racial graffiti, sexual remarks, etc. Grabbing, pushing, or hitting are forms of assault, and only need to happen once for legal action to be taken.

## **Our policy on harassment**

The management of Aldersgate Village is committed to the prevention of workplace violence and to a violence free workplace. Management also recognizes the potential for violent acts or threats directed at staff by our clients and the public. Any act of violence committed by or against anyone is unacceptable conduct that will not be tolerated. Every effort has been made to identify possible sources of violence and to implement procedures to control the risk of same. A copy of our Workplace Violence Policy and our Workplace Harassment Policy are available at the office.

## **Domestic Violence**

Domestic violence and abuse are criminal offences. If you witness abuse, think a neighbour is being abused, or are being abused yourself, call the

police. If you are being abused in your home you will be given priority for transfers to other non-profit housing.

## **Privacy Policy**

The information contained in your application for housing and your resident files cannot be shared with anyone other than you without your written permission. If a financial institution wishes to verify your tenancy, and/or the amount of rent paid, the information cannot be shared without written permission from you. In addition, your applicant file cannot be discussed with a family member without your written permission.

## **Privacy - Noise Transmission**

Residents are reminded to respect your neighbours' right to privacy and enjoyment of their homes by keeping noise at a low level. Excessive noise is contrary to the terms of your tenancy agreement.

If you are faced with what you feel is an unreasonable noise situation, discuss the matter with our Administrator. Keep a written record of the time and nature of the disturbances. Continued problems should be directed to the attention of the Administrator in writing. This will result in action to remedy the problem. This could mean starting eviction if there have been repeated offences.

## **If You Have a Complaint**

**All complaints must be sent to us in writing.** This includes complaints about other tenants and Aldersgate Homes staff. If you have a complaint about a repair that has been done in your home, please fill out a work order form and return it to the Custodian or Administrator. These forms are available in the main floor coat area behind the Office. All written complaints will be followed up.

## **Transfers**

If you would like to move to another Aldersgate Homes unit, keep in mind that you will be placed on a waiting list according to our first-come first-served policy. To apply for a transfer please submit your request in writing to the office. There is a policy in place which sets out the process and conditions for approval to transfer. Please request a copy from the office.

Some people have special priority for transfer:

- survivors of family violence

- tenants who must move because they require a different size of unit, or a wheel-chair accessible unit. (\*see policy for details)

### **When you transfer you must:**

- pay a transfer fee of \$250.00 when you sign the tenancy agreement for your new unit. (Tenants who are in the priority categories do not have to pay the transfer fee. (\*see policy for exact details)
- take the new unit in whatever condition it is in
- not be behind with your rent or owe Aldersgate Homes any money at the time you are offered a transfer
- not be involved in legal action with Aldersgate Homes.
- have a satisfactory inspection of the unit you live in.
- Sign a “no smoking” policy on all transfers and internal moves.

For a copy of our transfer policy or for more information about transfers, please call our office.

## **Fire Safety**

### **IN CASE OF FIRE, CALL 911 IMMEDIATELY.**

### **Exiting the building in an emergency**

When the fire alarm system is activated, the elevators return to the ground floor and stop working. You will need to use the closest stairwell to get out of the building. Exit your unit, leaving the door unlocked. If you encounter smoke, keep low to the ground.

If the fire is in your suite, leave your unit taking everyone with you. Pull the nearest fire alarm (the red box near the stair and exit doors) and yell “fire” as you leave the building. Call 911 when you are safe.

### **FOUR STEPS TO SAFETY.....IN CASE OF FIRE**

1. When alarm is heard, remain calm, leave apartment door closed, **but unlocked** and exit your apartment.



## DO NOT USE ELEVATORS

2. Once you have exited your apartment, **you must go immediately** to the nearest exit and go directly outside. From this point, please go to your designated outside meeting place if safe to do so. (If on the ground floor you may leave through your patio door.)

<p>*Residents exiting the front area of building.....meet at the flagpole *Residents exiting the back area of building....meet at the Maintenance garage</p>
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3. If unable to enter hallway, due to smoke or fire, **leave door unlocked**, call 911, give the address and apartment number and go to balcony and hang a light sheet or blanket over railing and **wait** for help.
4. Do not leave Designated Area unless directed by proper authorities (Staff or Fire Dept.)

You can slow down the infiltration of smoke into your unit this way:

- soak towels and a bed sheet in the bathtub.
- cover the whole door and the door frame with the wet sheet. The sheet will adhere to the door.
- place the wet towel across the bottom of the door

### **If you need assistance to leave the building**

Aldersgate Homes provides information to fire fighters about who in the building needs assistance to exit because of mobility problems and who might have a medical condition which could increase their need for assistance, for example use of oxygen. If you think you fall into this category, please make sure you let the Office know.

### **Smoke and carbon monoxide detectors**

Your home has a smoke detector. Please do not disconnect it. If you have problems with your smoke detector, write a work order or call the Office.

### **Fire Alarm Testing**

Testing of the fire alarm system and the emergency lights throughout the building happens once a month and takes about half an hour. During that time there will be intermittent ringing of the alarm system bells.

## **Maintain your smoke alarms**

### **Test smoke alarms monthly**

Test your smoke alarms every month by using the test button on the alarm. When the test button is pressed, the alarm should sound. If it fails to sound, make sure that there is power going to the alarm as indicated by a flashing or solid indicator light

### **Why is my hard-wired smoke detector “chirping”?**

A hard-wired smoke detector usually chirps because of 1 of these 3 problems:

1. A dead backup battery
2. Dust inside your detector
3. Malfunctioning/old detector

### **Vacuum alarms annually**

Dust can clog your smoke alarms. Gently vacuum the outside vents of the alarm only.

### **Fire prevention**

The best way to stay fire safe is to prevent fires from starting. Here are some tips to help address some of the leading causes of home fires.

### **Cooking safety**

Kitchen fires and unattended cooking is a **leading cause of home fires in Ontario.** (#1 by far! Cooking fires caused nearly half of all reported home fires in Ontario)

To prevent cooking fires:

- be alert – do not cook if you are sleepy or distracted by television or a phone call, or medicine that makes you drowsy
- always stay in the kitchen while cooking and turn off the stove if you must leave
- keep anything that burns a safe distance from the stove, including:
  - oven mitts
  - cooking utensils
  - dishcloths
  - paper towels
  - potholders

- keep a proper-fitting pot lid near the stove when cooking so you can slide the lid over the pot and turn off the stove if the pot catches fire. Do not move the pot until it has cooled completely
- wear short or tight sleeves or roll sleeves up when cooking, to avoid loose-fitting clothes from catching fire on stove burners

## **Electrical safety**

Electrical equipment is another leading cause of home fires in Ontario. To prevent electrical fires:

- avoid running cords under rugs which can damage the cord and cause a fire
- avoid overloading a circuit.
- use extension cords only as a temporary connection.
- do not link extension cords together, use an extension cord that is long enough
- plug air conditioners and other heavy appliances directly into an outlet
- check electrical cords for damage, such as fraying or nicks as a damaged cord can expose wires and result in a potential shock or fire hazard

## **Heating safety**

Stay safe while keeping warm. To prevent fires:

- keep the area in front of baseboard heaters free from obstruction and at least 4-6 inches from anything that can burn, including curtains, upholstery, and clothing.
- Do not use space heaters

In relation to heating and vehicle safety:

- replace worn or damaged electrical wires and connections on vehicles and extension cords and use the proper gauge extension cord for vehicle block heaters
- consider using approved timers for vehicle block heaters rather than leaving heaters on all night

## **Fire safety during power outages**

The following tips will help reduce fire risk during a power outage:

- Be aware, electrically connected smoke alarms will not work when the power is (out unless they have battery back-ups.)
- Use flashlights or battery-operated lanterns instead of candles or hurricane lamps.

- Make sure electric stove elements and small appliances are off or unplugged to prevent fires from occurring when the electricity is restored.
- Have at least one phone that does not require electricity to operate. Cordless phones will not work when the power is out.

## **Repairs**

For all maintenance requests, other than emergencies, please fill out our work order form (available in the main floor coat area, behind the Office) and leave it in the box provided. We take our responsibility for doing repairs and maintenance very seriously. Delays may occur if we have to call in a contractor, or if we don't have the supplies we need in stock. Please report water stains that appear on the walls and ceiling.

There is no charge for repair due to normal wear and tear. However, any damage you, your visitors, or your pets cause, will be charged to you. This includes refrigerator parts such as bottle bars or butter dishes, broken windows, or torn screens, and broken light shades. It is unfair to have all tenants pay for damage caused by a few.

The Administrator is responsible for preparing and authorizing the charge for any repair of damage. If you have any questions about a charged repair, you should discuss them with the Administrator.

## **Emergency Repairs**

After Office hours and on weekends, the Facility Tenant can contact the appropriate parties. A serious emergency is considered to be a flood, power failure to the whole apartment, elevator break-down, someone trapped in the elevator, no heat, or when someone's safety is at immediate risk.

## **Notice of Entry**

We shall give you at least 24 hours notice of the fact that we are coming to do repairs or an inspection of your home unless it is an emergency situation. All repairs will be done between 8:00 a.m. and 8:00 p.m. or with your consent, at any time.

## **Annual inspections**

We inspect all our units each year. From the inspection reports we work out our maintenance plans for the next year and prepare our annual maintenance budget. We shall send out notices of the inspection schedule

before we come into your unit.

## **Housekeeping**

It is Aldersgate Homes' responsibility to maintain the buildings and keep them safe and secure. It is your responsibility to keep the inside of your home clean and safe. Our tenants take pride in their homes and make an effort to keep hallways, laundry rooms and grounds clean and tidy too.

## **Appliances**

Regular cleaning will keep your refrigerator in good shape and save energy. When cleaning the smooth surfaces of your appliances, use a mild soapy solution. A paste made of baking soda and water is good for cleaning off grease and dirt. Do not use rough cleansers because these will damage the surface of the appliance. Use a commercial oven cleaner for your oven.

## **Bathrooms**

Please do not use rough cleansers like Old Dutch, or Comet, on bathtubs, sinks and toilets. They scratch the surface and make them harder to keep clean. A good liquid or paste cleanser will prevent mildew from forming on tiles and porcelain.

## **Pests**

If you see cockroaches or other pests, such as mice, ants, or bed bugs, please call our Administrator immediately. Keeping your home clean will help keep pests away. Please **do not** attempt to treat pests yourself. We have a company contracted specifically for this purpose.

## **Sinks**

Please do not pour grease down the sink. It coats the inside of the pipe and eventually plugs it up completely. Metal coffee cans make good alternate storage for grease. Hair and coffee grounds can also be death to a drain system. If you have drain problems, please write a work order.

## **Smoke Detectors**

Be sure to clean your smoke detector every month to maintain good working order. Use your vacuum cleaner to remove any dust or dirt from the unit. Let the Custodian know if there are any problems with your smoke detector.

## **Disposal of Household Garbage**

There are four garbage collection areas in the building. On the second floor there is a garbage chute in the east wing and a collection bin in the west wing garbage room. **NO RECYCLING CAN BE LEFT IN THESE ROOMS!**

On the main floor there is a garbage collection bin in the west wing and an indoor dumpster in the garbage room in the east wing.

Pet waste, including kitty litter **MUST** be disposed of in the outdoor garbage bin located outside the dumpster room on the east side of the building.

If you are having trouble locating these garbage areas, please see the office for direction.

Make sure the garbage you put in the garbage chutes is in small enough bags, so they will not block the chutes. Make sure garbage bags are tied securely. Try not to use the chutes late at night or in the early morning when your neighbours are sleeping. Also, be careful taking garbage through hallways so that liquids do not drip on the floor. Do not put kitty litter down the chute or any indoor garbage bin. A special garbage bin is available outside for this waste.

## **Other Disposal Services**

You may dispose of leaf and garden waste free of charge at the Leaf and Yard Waste Depot at [75 Wallbridge Crescent](#). The Depot is on the north side of the Public Works' building.

The Depot is open seasonally from the second Monday in April to the last Friday in November.

Disposing of large items (furniture, carpet, electronics, televisions, microwaves, etc.) **is your responsibility** and may require contacting the City to arrange for a special permit and pick-up.

Needles and other hazardous waste must be taken to the appropriate Municipal disposal sites. Please contact the [City of Belleville at \(613\) 968-6481](#) for more information on hazardous waste collection.

## **Recycling**

There are two recycling collection areas on the main floor. One in the moving room behind the elevator and one in the west wing garbage room. Ask staff if you have trouble locating these areas. All recycling must be clean and sorted into the proper bins. **DO NOT PUT GARBAGE IN THESE BINS!!**

Broken glass should be wrapped in paper and disposed of in the main garbage room receptacle to prevent injury to staff and other tenants.

**Do not leave trash on the garbage or recycling room floor.**

### **Bathroom exhaust fans**

Please turn the bathroom exhaust fan on when you shower. The moisture from the shower can cause mildew and damage to your drywall if it is not vented.

### **Light bulbs**

Supplying and changing light bulbs in your unit is your responsibility. However, if you have a physical disability that prevents you from changing the bulbs and cannot find a friend or relative to do this for you, please contact the Custodian, using the work order system, when you need assistance.

## **Reducing Utility Bills**

### **Energy Saving Tips**

- lower your thermostat to 16° C at night and when you are not at home
- use a microwave oven, toaster oven or slow cooker to cook small portions
- remember it takes only 10 minutes for your stove oven to reach 350° F
- keep seals around refrigerator, microwave and freezer doors clean and in good repair
- consider switching to energy efficient LED bulbs
- turn off all lights when they are not needed
- ask your maintenance staff about energy efficient shower heads
- take showers instead of baths
- use an electric kettle or coffee maker instead of a stove-top burner
- ensure the heating units in your apartment are clean and that there is nothing in front of them
- wash your clothes in warm or cold water and rinse in cold; wait until you have a full load or use the small loads setting (if available) on the washing machine

- keep windows closed in the winter
- report any broken windows
- report dripping taps

If you have condensation problems (water running down your window on cold days):

- vent moisture out of your home using the bathroom or kitchen fan.
- buy a dehumidifier
- make sure to vent the bathroom with the fan when you shower.

If the problem is uncontrollable, please call the Office.

## **Booking the Lounge or Common Rooms**

The lounge and common rooms can be booked for resident parties, and special events.

1. Bookings are made through the office.
2. An application is available from the office. Please provide the basic information on your event (date, time, purpose, number of guests, etc.).
3. The Administrative Assistant will confirm if the space is available on the date and time you have requested.
4. A cheque for \$25 payable to *Aldersgate Homes Incorporated* is required, 48 hours prior to your use of the space. This protects against damages or clean-up labour that may be required and covers the cost of set-up and use /wear and tear of our equipment, etc.
5. All bookings end no later than 10:00 p.m.
6. The tenant booking the room assumes responsibility over the actions of all guests attending the gathering.
7. Residents with unpaid rent or in serious breach of the tenancy agreement will not be able to book the recreation room as long as the outstanding situation continues.

Problems or questions concerning the booking process should be discussed with the Administrator.



## **Booking the Guest Suite**

The Guest Suite on the second-floor recreation room may be reserved for a nominal charge, by contacting the office. Tenants must provide bedding while their guest is using the room and be responsible for that guest.

## **When you decide to move out**

### **60 days notice**

When you decide to move out, you must give at least sixty days notice with your last day falling on the last day of the month.

### **Notice in writing**

Sixty days' notice must be given on the first day of any given month, when vacating your unit. To give notice, you should use Form N9, Tenant's Notice to Terminate the Tenancy and include written permission to show your apartment to prospective tenants, with appropriate notice. This form may be obtained from the office.

### **Selling Items to the New Tenant**

The Administrator will NOT be responsible to make any arrangements to sell carpet, ceiling fans, etc., to the new tenant on your behalf. If you have items you would like to sell to a new tenant, you must make all arrangements. The new tenant then agrees to and takes over responsibility for these items and their removal when they move out.

# **SENIORS' SAFETY TIPS**

Just some helpful hints to remind us to be safe, wise and healthy!

## **Plan Ahead**

- In case of illness, bad weather, or an emergency have enough supplies on hand to last three days.
- Make a copy of your credit cards, health card, etc. in case you lose them
- Have a list of important phone numbers of people to call for help and keep a copy with you, in your purse/wallet, beside your phone and by your bed.
- Have an emergency plan. Who to call, who will look after your apartment, plants, pets in your absence? Do friends/neighbours have phone numbers of where you can be reached? Share this plan with family, friends, and neighbours.

## **Around the House**

- Keep hallways and traffic areas clear of clutter
- Declutter your home regularly
- If you have a cordless phone, take it with you to the bathroom, beside your favourite chair, etc.
- Keep your doors and windows locked.
- Invest in a non-slip bathmat and use it.
- Buy a stove timer that does not shut off automatically, so that you must go to the kitchen and turn it off. Use the timer every time you use your stove or oven.
- Date all your leftover food in the fridge to prevent food poisoning and check expiration dates on packaging
- Close kitchen cupboard doors as soon as you get things out of the cupboard to avoid injury.

## **More Helpful Hints**

- Give up driving before your first accident. Make a pact with your family or a close friend to tell you if they are concerned about your driving and let them know you will not be offended because you know they care.

- If you get dizzy when you bend over or move quickly, tell your doctor
- Ask for help when you need it. Don't do things by yourself that could lead to trouble.
- Never climb up on a chair to reach something!
- Ask questions about your medications, or anything else you don't understand. The only dumb question is the one you don't ask!
- Don't rush! You might end up with a "quick" trip to the hospital.
- Eat well. Drink water. Weakness and confusion can be the result of poor nutrition or poor eating habits.
- When living alone, make sure you have a "phone buddy." Someone to call on a regular or daily basis.
- NEVER give out personal information over the phone!
- Take time to get to know your neighbours and watch out for each other.
- Exercise regularly and stay fit!

## **Be Prepared for an Emergency**

Emergencies can occur suddenly and without warning. In the event of a major emergency, one that affects a large geographic area, Hastings County Emergency Measures will take over the situation and look after evacuating tenants to the appropriate emergency shelter.

However, emergency management begins at home with each individual ensuring they have a personal emergency plan, a 72-hour emergency survival kit and learning what to do in response to specific emergencies (e.g. severe weather, floods, fires, etc.) Why 72 hours? This is a government recommendation from experience with other major disasters and events have shown that it can take 72 hours or more to mobilize a significant relief effort during an emergency. With this type of event, staff may not be able to attend on site, family members may not be able to come and get you and it may take some time for emergency people to get here.

Whatever the case may be, Aldersgate is an independent living facility and as such, it is important for tenants to remember that they have a very important role to play in their own safety and comfort.

## **In case of any emergency, you need to be prepared!**

Make sure your emergency kit includes:

- Water (at least 2 litres of water per person per day)
- Food that won't spoil, such as canned food, energy bars and dried foods (replace food and water once a year)
- Manual can opener
- Wind-up or battery-powered flashlight (and extra batteries)
- Wind-up or battery-powered radio (and extra batteries)
- First-aid kit
- Some cash in smaller bills, such as \$10 bills.
- Make sure cell phones are charged.
- A copy of your emergency plan and contact information
- If applicable, other items such as prescription medication, equipment for people with disabilities, or food, water and medication for your pets or service animal (personalize according to your needs)
- A whistle (in case you need to attract attention)

**Tip: Keep a basic phone in your home which does not require electricity or batteries to operate.**