

# Resident Handbook

Apartments

*Updated November 2022*

## Welcome!

Welcome to your new home! We're so glad to have you with us!

The safety and security of residents and staff are our number one priority. It is important that you familiarize yourself with the information in this booklet and in your lease agreement, as we wish for you to make safety and security your top priority as well.

We welcome suggestions and comments about safety and security measures, as well as building operations in general. We encourage you to contact your Resident Services Coordinator with any comments, concerns or questions. You can also email [contactus@horizonhousing.ab.ca](mailto:contactus@horizonhousing.ab.ca).

It is our sincerest desire that your tenancy with us be a pleasant, healthy and safe experience.

Thank you for your cooperation and welcome.

Horizon Housing Society

Join the conversation:



[www.facebook.com/HorizonYYC/](http://www.facebook.com/HorizonYYC/)



@HorizonYYC

## About Us

Since 1976, Horizon Housing Society has been providing affordable, integrated and supported homes to Calgarians in need.



We own and operate 12 apartment buildings and nine supported group homes in Calgary.



Our apartment building residents have access to a resident support coordinator and maintenance technician.



Partnering non-profit organizations refer residents to us, as well as provide social supports.

We aim to reduce stigma by providing housing in an integrated environment, promoting community integration, independent living and acceptance while enhancing the quality of life for residents.

## Vision

To lead transformational change in the operation and development of affordable housing so that every Calgarian has a place to call home.

## Mission

Providing affordable homes as a foundation for tomorrow.

## Values



### Care

We believe that people feel safe, secure and valued when they are cared for with dignity and respect.



### Quality

We believe that we create excellent outcomes when we attend to the quality of everything we do.



### Collaboration

We believe that collaboration fuels innovation, growth and opportunities.



### Diversity of Thought

We believe that diversity of thought leads to forward thinking solutions.

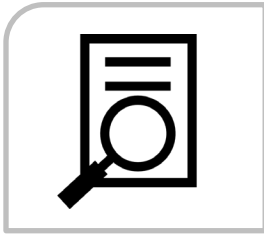


### Leadership

We believe that leadership is an action, not a title, and that it occurs when we're invested in a clear mission, vision and values

## Moving In

### Move-In Inspection Report



During your move in, you will complete an inspection report with Horizon Housing staff.

**Please note any deficiencies on the inspection report** as it will be used as a reference for the move-out inspection at the end of your tenancy.

### Resident Insurance



All Horizon residents must have Contents & Liability Insurance.

Any loss or damage caused by a resident could result in a claim against the resident's insurance. If you do not have insurance, a claim could be made against you personally.

Besides personal liability, resident insurance also provides protection for relocation expenses should your unit not be habitable for a period of time, as well as coverage for your possessions.

Resident insurance is very reasonable and well worth the cost. For an extra \$15 per month added to your rent, we will coordinate with BFL Canada for insurance on your behalf.

Please see your Resident Services Coordinator for more information or call 403-297-1746.

## Security Deposit

What is required to receive an undiminished refund of the security deposit when your tenancy ends?

Horizon Housing Society requires **30 days of notice (one full calendar month) in writing** to terminate a monthly tenancy. If you signed a fixed term lease agreement, you may terminate tenancy at the expiration of the agreement.

On termination of tenancy, the Resident Services Coordinator will **conduct an inspection** of the premises with you in attendance. If you are unable to or decide not to participate in the inspection, the Resident Services Coordinator will complete the inspection and subsequent report as per the Residential Tenancies Act.

On termination of tenancy, the **premises should be presented in the same condition** as accepted at the beginning of tenancy and as verified on the Accommodation Inspection report.

If, after the move-out inspection, work is required to return the premises to an acceptable condition, **deductions will be made against the security deposit.**



### You are responsible for:

- Cleaning windows and patio doors including sills, tracks and above the casings.
- Washing walls; removing hooks, pins, etc. from walls.
- Washing floors, baseboards and heating vents.
- Cleaning all appliances thoroughly inside and outside.
- If you require assistance in moving appliances for cleaning, please see your Resident Services Coordinator.
- If appliances are moved and damage occurs to the flooring, a repair charge may be levied.
- Defrosting and cleaning the freezer.
- Washing the walls and floor behind the appliances.
- Cleaning cupboards and drawers inside and outside.
- Cleaning the toilet, tub, sink and mirror, ensuring all scale buildup is removed.
- Sweeping and cleaning the balcony.
- Washing all light fixtures and replacing light bulbs as required.
- Carpet and window coverings are to be left in a clean condition.

# Your New Home

## Rent Payment



**Rent is due on or before the first of each month.** Rent can be paid by pre-authorized debit or third-party payment if you are on AISH or Alberta Works. Cash, cheques and credit card payments cannot be accepted.

Pre-Authorized Debit (PAD) transactions are encouraged. To sign up for PAD, obtain a copy of the Personal Pre-Authorized Debit Plan Enrollment form from your Resident Services Coordinator or download from

[www.horizonhousing.ab.ca/tenants/forms/](http://www.horizonhousing.ab.ca/tenants/forms/).

## Housekeeping



**Carpets** For longer wear, carpet should be cleaned annually. This is the responsibility of the resident.

**Laundry** Please use common sense when using the machines. Do not overload the machine. Clean dryer lint trap regularly.

**Garbage** All garbage must be bagged and tied before placing in the outside bin or chute. If your building is equipped with a garbage chute, please do not put oversized items in the chute as they cause blockages. These items must be taken to the outside bins. Garbage bins in the common areas of the building are not to be used for household garbage. **Inappropriate dumping will be charged back to the resident.**

**Balconies** Please keep your balconies tidy. Balconies should not be used for storage.

**Parking** Repair work or washing of vehicles is not allowed in any of the parking areas. Visitors must park in designated visitor stalls. Unauthorized vehicles in will be ticketed and towed.

**Maintenance** Twice a year, your Resident Services Coordinator will conduct an inspection of all suites and common areas. If there are any repairs or replacements to be completed as a result of the inspection, you will be given proper notice as to when the work will be done.

**Please inform the Resident Services Coordinator immediately of any maintenance requirements** in your suite (leaking taps, water damage, appliance repair, etc.). You may do this by calling 403-297-1746 (option 3) or emailing [maintenance@horizonhousing.ab.ca](mailto:maintenance@horizonhousing.ab.ca).

## Pest Control

If there are signs of pests in your unit, **please notify your Resident Services Coordinator (RSC) immediately.** Pests might include cockroaches, bed bugs, mice, or pigeons. Early treatment of pests is necessary to prevent spreading. It also increases the likelihood of a successful first round of treatment.

It is the RSC's responsibility to treat the unit for pests. You are responsible for reporting the presence of pests immediately, preparing the unit for treatment and allowing access for pest control treatments.

Bed bugs are a common in apartments around the world. Prompt treatment helps to reduce the impact. Please take these preventative steps:

- Keep your home clean. Tidy and vacuum regularly.
- Get rid of clutter in your unit.
- Do not bring furniture onsite that was disposed of in the garbage or outside of the property.
- Inspect secondhand furniture thoroughly before bringing into your home.
- Never resell or donate infested furniture.
- Follow all preparation guidelines closely.

## Respecting Your Neighbours & Community

All residents are entitled to privacy, peace and quiet. Ensure **your behaviour and that of your guests** does not disturb other residents.

Please carefully review your lease agreement and the rules and regulations. This will inform you of what is expected during your tenancy.

Please review our website under "Resident Info". This will give you valuable information on your rights and obligations as a resident.

Horizon will not tolerate major or repeated breaches of the Lease Agreement or the Residential Tenancies Act. In these situations, we will pursue eviction and cost recovery if necessary.

## Zero Tolerance Activities

Residents must keep and observe all health, fire and police regulations. Horizon has zero tolerance for illegal activity, violence or threats of violence or damage to common areas and personal living spaces. **Exhibiting these behaviours may result in a 24-hour Notice of Eviction.**



## Guest Policy

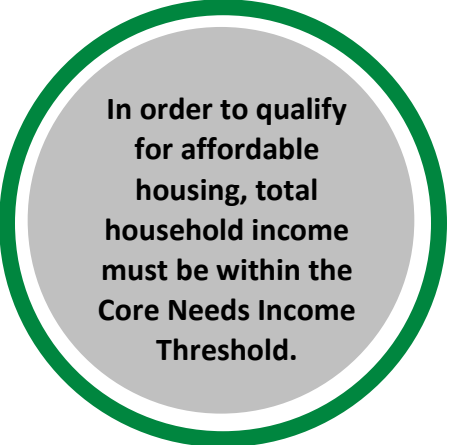
Residents are permitted to have guests stay for **up to one week in any calendar month**. If you wish to have guests stay for more than one week in a month, you should obtain written permission from your Resident Services Coordinator.

Be mindful of who you invite onsite, as you are responsible for your guests' behavior. You must ensure your guests observe Horizon's rules and regulations.

Never provide FOBs/keys to the premises to guests, this includes FOBs and unit keys. Guests must never be left alone on the premises.

If your guests violate our guest policy, it may lead to eviction or non-renewal of your lease.

- 
- Residents are responsible for guest behaviour
  - Residents cannot provide keys to guests
  - Guests must never be left alone on the premises



**In order to qualify for affordable housing, total household income must be within the Core Needs Income Threshold.**

## Income & Asset Testing

Income testing is conducted when you **first apply** to Horizon to ensure you qualify for housing with us. Income and asset testing are then done on an **annual basis** to confirm continued eligibility and to maintain affordable rents.

To qualify for affordable housing, your total household income must be within the Core Needs Income Threshold outlined annually by the Government of Alberta.

## Transfers

If you wish to transfer to another Horizon property or unit, you must complete our "Request for Transfer" form, which is available online at [www.horizonhousing.ab.ca/tenants/forms/](http://www.horizonhousing.ab.ca/tenants/forms/) or through your Resident Services Coordinator.

An application is required in order to transfer. Being approved for a transfer depends on an appropriate unit being available, as well as meeting the following criteria:

- Up to date on your rent and a history of prompt payment.
- Existing unit is in good condition and a history of properly maintaining your unit. (Resident Support Coordinators conduct a mid-month inspection to confirm the unit is in good condition.)
- No history of causing disturbances at the property or with other residents and/or staff.

You will be responsible for paying the security deposit in your new unit prior to the transfer.

All appropriate support workers will be kept informed of any transfers within Horizon properties.

## Safety



### Visitors

- For the safety and security of all residents, never allow strangers into the building via the intercom system.
- **Always identify your visitors** before allowing them into the building.
- Do not allow unknown people to follow you through the door. Please ask your guests to do the same.
- Advise your Resident Support Coordinator of any guests and how long they will be staying.



### Fire Safety Tips

- Be fully acquainted with fire protection installations that are provided for your safety.
- Know the locations of fire extinguishers, pull stations and fire exits.
- Evacuation routes are posted on all floors by the elevators. **Please familiarize yourself with these routes.**
- It is very important to close all doors behind you to prevent the fire from spreading. This includes stairwell doors, as well as the doors to suites.
- Call the Calgary Fire Department at 9-1-1 if you need emergency assistance.
- Know the address of your building.
- Notify your Resident Support Coordinator of any suspicious behaviour or fire hazards.



### General

- Advise your Resident Support Coordinator of any extended absences from the building.
- **Report any suspicious activity** to your Resident Support Coordinator.
- In case of an emergency (fire, crime, health), always call 9-1-1 first. Do not put resident services staff in personal jeopardy.
- **Report security concerns** to building management.



### Locks & Keys

- Always lock your apartment door.
- Always ensure exit doors are closed behind you.
- The FOB to the main entrances may not be duplicated.
- Refrain from having your name or address on your key chains.

### Elevators

- From time-to-time, scheduled and unscheduled elevator maintenance will occur in buildings with elevators.
- In the case where there is only one elevator in a building, tenants may be required to use the stairs when the elevator is being maintained.

## Fire Safety Procedures

### **If a fire is discovered:**

- Leave the fire area.
- **Close all doors behind you.**
- Activate fire alarm system.
- **Do not use the elevators.** Leave the building by the nearest stairwell or doorway.
- Call the Calgary Fire Department (dial 9-1-1) from a safe place.
- Everyone should wait outside of the building away from the main entrance and out of the way of emergency workers.
- Do not return until the Fire Official has declared the situation safe.

### **If the fire alarm is activated:**

- Before opening the door, feel the top of the door for heat.
- If it is not hot, brace yourself against the door and open it slightly. If you feel the air pressure or a hot draft, close the door quickly.
- If you find fire or smoke in the corridor, **close the door** behind you and leave by the nearest exit stairwell.
- If you encounter smoke in the corridor or stairwell, consider using the exit stairwell at the other end of the corridor, which may be clear, OR return to your suite.
- Ensure you follow these instructions every time a fire alarm is activated.

### **Endangered occupants and occupants unable to leave suites:**

If you cannot leave your suite, or have to return to it because of heavy smoke or fire, remain in your suite and:

- **Close the door.**
- Unlock the door in the event firefighters may need to enter your suite.
- Seal all cracks where smoke may get in by using wet towels or sheets (e.g., under the door, air conditioning and heating vents). Fill the bathtub with water.
- If you require assistance for evacuation, dial 9-1-1 and tell the Calgary Fire Department where you are. Signal the firefighters by waving a sheet from a window or balcony.
- Crouch low to the floor if smoke comes into the room.
- Move to the balcony or the most protected room and partially open a window for air. Close the window if smoke comes in.
- Remain calm and wait to be rescued.
- If you require assistance to evacuate your suite, be sure to complete the “Persons Requiring Assistance” form. These are available from the Resident Support Coordinator or download from [www.horizonhousing.ab.ca/tenants/forms/](http://www.horizonhousing.ab.ca/tenants/forms/).

## Fire Hazards

To prevent a serious fire hazard, the following should be understood and practiced:

- Burning material such as cigarettes, ashes and like material should not be put into the garbage chutes.
- Do not dispose of aerosol cans or flammable liquids in the garbage chute.
- Never force cartons, coat hangers, bundles of cardboard or stiff paper into the garbage chute. A blockage of combustible material could spread a fire upward into several floors.
- Practice safe cooking. Do not overheat cooking utensils. Constantly attend all deep-fat frying operations.
- Wear sensible clothes when cooking. Avoid clothing that includes loosely hanging sleeves and highly combustible fabrics.
- Do not overload circuitry or use unsafe electrical appliances or frayed cords.
- Be sure electrical appliances do not come in contact with combustible material such as drapes, furniture, etc.
- Electrical space heaters are not allowed in your suite.
- Avoid careless smoking habits. Use non-combustible ashtrays. NEVER smoke in bed. NEVER smoke if you are feeling sleepy.
- Do not create fire hazards with excessive clutter or unsafe materials.
- Natural Christmas trees are not allowed in the building. Ensure Christmas lights are unplugged before leaving your suite or retiring for the evening.
- Ensure your smoke alarm is always operational.
- Always check your suite before leaving to ensure lights and appliances are turned off.
- Charcoal barbecues are not allowed in the building.
- Propane tanks must NOT be stored indoors. A maximum of one 20 lb propane tank may be stored on the balcony.
- When transporting a propane tank to your apartment, you must ensure you are alone on the elevator. No other people are allowed inside while the propane tank is on the elevator.

### Did You Know?

**48% of reported Canadian fires are residential.**

**Practice caution to prevent fire hazards.**

## Combustible Materials

A high standard of housekeeping and preventative maintenance of buildings are the most important factors in fire prevention.

- Combustible materials should not be allowed to accumulate to the point where the amounts constitute a fire hazard. No material should be permitted to be stored or to accumulate in elevator shafts, ventilators, stairwells or corridors
- Combustible materials shall not be used to absorb large flammable liquid spills within the building. Granular type absorbent material is preferred. See the Resident Support Coordinator for this material.
- In the event that combustible material was used to absorb flammable liquid spills, the materials, such as greasy or oily rags, could be subject to spontaneous combustion and should be promptly removed from the premises and disposed of properly.
- Lint traps in laundry equipment should be cleaned regularly prevent accumulation of combustible lint.
- Store ashes in an appropriate and safe container. Do not put combustible material in the ash storage container.
- Do not use flammable liquids for cleaning purposes.
- Do not store combustible material on any roof or in areas adjacent to the building. Never leave articles such as shoes, rubbers, mats, etc. in the hall corridors and stairways

### Maintaining Your Smoke Alarm

- Press the test button periodically to check the internal buzzer.
- Once a month, test the smoke alarm with smoke by lighting a candle and then blowing it out. Let the smoke from the extinguished candle waft into the smoke alarm. To stop the alarm, simply wave a newspaper or fan to clear the smoke away from the smoke alarm.
- Once a year, use a vacuum cleaner to clean dust and other debris from the smoke alarm.
- Change batteries as needed.

## Smoke Alarm Notice

Please note that your apartment is equipped with a smoke alarm for your and other residents' protection. The smoke alarm was tested and deemed to be in good working order at the beginning of your tenancy.

Annually, Horizon staff will test the smoke alarm to ensure proper operation. If you have reason to believe that the smoke alarm is not working properly, please notify your Resident Support Coordinators immediately. **Residents who intentionally disconnect smoke alarms could face eviction.**

## Contact Information

### Business Hours

If you have questions regarding the contents of this handbook or any other building or tenancy issues, please contact your Resident Support Coordinator during business hours.

### After Business Hours Building Emergency

If a building emergency, such as a flood or lock out occurs outside of business hours, please call this number:

**Emergency Number: 1.877.891.9060**

This number is for building-related emergencies only. It is not meant to replace 9-1-1.

### Emergency

Regardless of time of day, any situation involving noise complaints, disruptive behaviour of residents or guests, suspicious behaviour, or strangers in the building, **call 9-1-1**. Do not call the building emergency number.

## Keep in Touch!

We are committed to delivering a high standard of service and quality homes. If you would like to share an idea, opinion or general comment, there are many ways to reach out to us:



### Contact Your Resident Support Coordinator

Your Resident Support Coordinator is committed to providing a quality home where you feel safe, secure and valued. Talk to them in-person or call them directly.



### Complete a Maintenance Request

If something isn't quite right in your apartment, submit a Maintenance Request by phone (403-297-1746, option 3) or email [maintenance@horizonhousing.ab.ca](mailto:maintenance@horizonhousing.ab.ca).



### Email Us

Did you know? We have an email address set up exclusively for you! Email [contactus@horizonhousing.ab.ca](mailto:contactus@horizonhousing.ab.ca) for a quick, easy way to connect.



### Call Us

During business hours, call us at 403-297-1746. If you are unable to call during daytime hours, leave a message and one of our team members will get back to you the following business day.



### Complete our Resident Satisfaction Survey

This survey is an anonymous opportunity to share your thoughts, ideas and opinions about your living experience with us. Help us improve!