



Pathways Abilities Society is committed to providing the best services possible. This can only be achieved by applying well-thought-out policies and procedures to guide the performance of each employee, contractor, tenant, and volunteer and outline how these services will be provided to individuals and families.

Pathways Abilities Society policy and procedure manual is available onsite and via our website at www.pathwayskelowna.ca. You can also contact the Building Manager and request printed copies.

In addition to the specific policies and procedures referenced below, there are additional policies and procedures that affect tenancy. Please ensure you read and reference Pathways Abilities Society policies and procedures as specific situations arise, i.e., Homebased Business, Eviction, Tenant Requests, etc.

Moving In

Your Building Manager will let you know what day you may move into your new home and will arrange details of your move-in date. When you go to the building to pick up your keys, the building manager will complete a move-in inspection. Move-in hours are from 8:00 am until 4:00 pm. Please be mindful of your time slot as it will allow staff to schedule other moves that day with limited interruptions to others i.e., the elevators and hallways will be relatively relaxed at any one time where applicable.

Keys Fobs and Locks

We will install a new lock on your door before you move in and give you keys to your unit, mailbox, and a fob for the garage or front entry (as applicable). Please note that you will be charged a replacement fee if you lose any of your keys or key fob.

We keep a master key to all units to ensure your safety in the event of an emergency. You must not change your locks or add security devices to your entryway without prior written approval from Pathways Abilities Society. If you need your lock re-keyed, please ask your Building Manager. If you are locked out of your building, you can contact your Building Manager or on-call person to let you in. Please note that we may charge a fee for these services.

Please refer to Pathways Abilities Society Keys and Locks policy and procedure.

Parking

Tenant underground parking is available. Additional charges may apply. Vehicles must meet certain conditions, including being licensed/insured and in running order. It may be necessary to register your vehicle to obtain a parking space. Parking stalls cannot be used to store household items, and vehicle repairs cannot be done on-site. It is essential to check with your Building Manager for your development's tenant and visitor parking provisions if there are any.

Please refer to Pathways Abilities Society Parking policy and procedure.

Insurance

Pathways Abilities Society only insures its buildings, not your belongings. As per your tenancy agreement, it's highly recommended that tenants purchase contents insurance to protect their belongings in case of fire, theft, earthquake, or other damage. Make sure that your policy includes liability insurance. If you suffer a significant event, such as a fire, and it is determined that you, a family member, or a guest are responsible, you will be responsible for all repairs. Your liability insurance will cover these costs.

Hydro and Gas

Tenants are responsible for paying for their utilities other than water. Tenants should phone FortisBC as soon as they know their move-in date so they can begin the process for billing on that date.

Cable, Internet, Telephone, and Satellite Dishes

Most buildings have individual cable hook-ups. Tenants must contact their local cable and telephone companies to arrange connection and payment. Additional service outlets must be approved by Pathways Abilities Society in writing and installed at your expense. Satellite dishes cannot be attached to the building or fences.

Pets

The pet ownership rules provided with your tenancy agreement outline the restrictions on the number of pets and which pets are not permitted (for example, certain exotic pets) in the building. These also describe your responsibilities.

You are responsible for removing and cleaning up all waste after your pet. Please remember that pets must be on a leash and with a responsible person when not inside their units. If you notice that your pet is destroying property or grass, be aware and allow your pet to be taken elsewhere to do their business.

If you own a pet or plan to get one after moving in, you must discuss it with your Building Manager prior to moving in or bringing the pet into the building. All pets must be registered with Pathways Abilities Society. Your tenancy may be at risk if you violate the pet ownership rules.

Please refer to Pathways Abilities Society Pets and Pet Damage policy and procedure.

How to Pay Your Rent

Your rent must be paid on or before the first day of each month.

You may pay by:

1. E-transfer, please discuss this option with your Building Manager for details.
2. Direct deposit of ministry-funded payments. You can have payments sent directly to Pathways Abilities Society each month to pay your rent automatically.
3. Pre-authorized rent payment. With this option, you may pay your rent by arranging automatic monthly withdrawals from your bank account.

Rent payments for Hadgraft Wilson Place are preferably paid by Pre-Authorized Debit. Please provide this form when signing your rental agreement. This way, the rent, damage deposit and pet deposit (if applicable) can be automatically withdrawn on the

first of every month.

Please note that your rent is due and payable on or before the first of the month. You may receive a Notice to End Tenancy if your rent is not paid by the first of the month.

Please refer to Pathways Abilities Society Rent Collections, Arrears, and Returned Cheque policy and procedure.

Annual Review Process

You must complete a Declaration of Income & Assets (DIA) form at least once a year. You will receive this form from your Building Manager or it will be sent to you in the mail.

Please provide your current financial and household information on the form and attach copies of any documents that prove your stated income and assets for the past three months.

Documentation for your income and asset review must be current and verifiable. It may include paystubs, employer letters, tax records, bank statements, and government benefits statements. Each person 19 and over living in your unit must sign the DIA and provide proof of income. The Proof of Income and Assets information guide will be included in the Annual Declaration of Income and Assets package mailed to you.

Additionally, each year we randomly audit a percentage of the declarations to ensure that we are following proper procedures and the information provided is adequate and accurate.

Under the terms of your tenancy agreement, you are responsible for paying the rent established for your unit. You must fill out this form and have it signed by all members of the household 19 and over. Please do so to avoid losing your rent subsidy and being issued a Notice to End Tenancy. This may start the eviction process. (Please refer to your tenancy agreement for more information.)

If you have any questions or need help filling out the declaration form, please contact your Building Manager.

Privacy Policy

We are committed to protecting the privacy of the personal information of its employees, members, persons served, tenants and other stakeholders.

Please refer to Pathways Abilities Society Privacy policy and procedure.

Tenancy Agreements

Before moving into your unit, you signed a tenancy agreement with Pathways Abilities Society and should have a copy. (If you lost yours, call your Building Manager to request another.) If you find some rules challenging to understand, your Building Manager can help you.

Household Size

If there is an increase or decrease in the number of residents in your family, even temporarily, you must contact your Building Manager immediately.

Care of Your unit

It is your responsibility to keep your home safe and clean.

- Leave common areas like the hallways, laundry rooms, and grounds clean for other tenants. If you make a mess, clean it up.
- Children and pets should not play in hallways, elevators, laundry rooms, locker rooms, or underground parking garages.
- If your children keep bicycles in your home, please ensure they do not ride them inside.
- Picture hooks, rather than nails or screws, must be used to hang wall decorations.
- Avoid liquid bleach and use environmentally friendly cleaning products. Any alterations, renovations, or painting in your unit must be approved in writing by your Building Manager.

BC Housing publishes a Mold Management Guide for Residents. You can access this brochure online at www.bchousing.org/aboutus/publications/tenants or ask your Building Manager.

Please refer to Pathways Abilities Society Tenant Alterations and Decorating and Tenant Maintenance policy and procedure.

Appliances

Our refrigerators are frost-free and do not need to be defrosted. If you find frost building up in areas in your freezer, you may need to arrange or lessen the number of items in the freezer to allow the evaporator fan to function correctly. Do not use knives or ice picks to scrape ice off, as these can damage the freezer, and you will be charged for repair costs. Also, do not put kettles or pots filled with boiling water in the freezer to melt the ice, as the heat could melt plastic parts.

If your unit does not have a self-clean oven, use mild oven-cleaning products for your oven. Use a mild soapy solution to clean the smooth surfaces of appliances. Try a paste made from baking soda and water for grease and dirt. Please do not use abrasive cleaning products, as they will damage the surfaces of your appliances.

Bathrooms and Kitchens

Please use a gentle, non-abrasive cleaner on bathtubs, sinks, and toilets. A rough cleaner will scratch the surface, making the fixtures harder to keep clean.

Turn on the fan while showering or bathing. Keep the fan running until the condensation has evaporated.

Keep the kitchen fan on or a window open while cooking and washing dishes. Note: It costs less to heat dry air than wet air, so keeping a window slightly open or the fan running will result in smaller hydro bills.

Storage Areas

One-bedroom units in our building have storage rooms. If your unit has a storage room, it must not be used as a sleeping area. Storage areas do not have proper fire exits or ventilation, so using them as bedrooms violates fire regulations and could endanger lives in the event of a fire.

Balconies

Balconies must not be used for storage. Barbecues and firepots, whether charcoal or propane, are not permitted on balconies as the fumes and burning coals are a potential health and fire hazard. In the winter, you should clear any snow from your balcony because accumulated melting snow could leak under the door into your home.

Pathways Abilities Society staff will shovel snow from the city sidewalks, but you are responsible for shoveling the walkway, balconies, and steps to your unit.

Household Garbage and Recycling

Check with your Building Manager for information about your development's garbage removal and recycling programs. All recycling must be in clear bags. No grocery store bags or black bags. All boxes must be **broken down and flattened**. If you see that the garbage and recycling bins are full, please contact the Building Manager. If the bins are outside for pick up, please take your garbage and recycling outside until they are returned.

Disposal of furniture, electronics, appliances, or other large items cannot be left on the premises. Tenants must arrange for the removal of these items at their own expense. Please contact your Building Manager if you require assistance. There are donation centers quite close to the building that would be happy to take gently used items.

Common Areas

Our building has a common room that tenant groups and individuals can use for recreation and meetings. Your Building Manager can inform you about the availability or use of the shared space in your building. Common areas cannot be used to store scooters or other items. You are responsible for ensuring safe and reasonable use of all common areas by household members and guests.

Pathways Abilities Society is not responsible for replacing stolen or damaged belongings left in shared spaces, the underground parkade, or parking stalls.

Please refer to Pathways Abilities Society Use of Common Areas policy and procedure.

Laundry Rooms

The building has laundry rooms that are available for use by tenants only. If you require a tutorial or help with the machines, please see your Building Manager.

Laundry cards are available on the 1st floor in the laundry room. All cards and apps can be loaded with either Visa Debit or Debit cards.

We ask that you:

- Check with your Building Manager whether there is a laundry schedule.
- Check for posted laundry room regulations.
- Remove lint from the lint screen in the dryer after each use to reduce drying times and prevent fires.
- Report any washer or dryer that needs to be fixed to the Building Manager.
- Do not store household belongings in the laundry rooms.
- Please be considerate of the other tenants and promptly remove items from the washers and dryers.
- Do not remove other people's laundry from any machines. Be respectful.

Conserving energy

Pathways Abilities Society tries to reduce energy and electricity consumption and related greenhouse gas emissions on all our housing sites. We support a culture of energy conservation.

Whenever possible, we use energy-efficient lights and appliances. We keep the heat at moderate temperatures in stairwells and put weather stripping around doorways and windows to reduce drafts.

There are ways you can also save energy and lower your utility bills.

- Turn off lights in rooms that are not being used and whenever you leave a room. When possible, use natural light and energy-efficient light bulbs.
- Unplug electronic devices and chargers when not in use.
- When it is cold out, keep the temperature at 22 degrees Celsius (70 degrees Fahrenheit) if you have a thermostat in your unit.
- If you have a thermostat in your unit, turn it down when you leave your home or open windows. However, keep your heat above 15 degrees Celsius (59 degrees Fahrenheit) in the winter, even if you will be away for a long time.
- Keep your refrigerator on a medium or low setting.

To save hot water:

- Run full loads in the washing machine and the dishwasher.
- Take shorter showers.
- Use cold water to wash clothes.
- Plug the sink or rinse dishes in a dishpan rather than under hot running water.

Please contact your Building Manager if:

- Your unit is too hot or cold, and you cannot control the heat.
- You notice a leaky tap or toilet.

Renovations and Alterations

Pathways Abilities Society upgrades units and buildings as required.

Do not make alterations or renovations to your unit without prior written consent and contact your Building Manager if repairs are required.

Renovations and alterations include painting, wallpapering, changing the flooring, installing a satellite dish, and making structural changes.

Please refer to Pathways Abilities Society Tenant Alterations and Decorating and Tenant Maintenance policy and procedure.

Guests

Pathways Abilities Society provided with or as an addendum to your tenancy agreement outlines the requirements and your responsibilities. If you want or need to plan for a guest to stay more than 30 days, you must obtain written approval before the visit from your Building Manager.

Please refer to Pathways Abilities Society Guests and Visitors policy and procedure.

Smoking

Smoking any substance is prohibited in the building, your rental unit, or the property which includes balconies. This includes vaping any substance and smoking marijuana (medical or otherwise). There is a three-step process when offenses are committed: verbal, written and an eviction notice. Please respect the rules in the building and your neighbors regarding smoking.

Please refer to Pathways Abilities Society Smoking policy and procedure.

Pest Control

Please immediately report the first sign of pests in your unit to your Building Manager. Pests include (but are not limited to) rodents, cockroaches, ants, silverfish, and bedbugs. Treatments will be scheduled to avoid further infestations. The tenant is responsible for preparing their unit for treatment, with information sent by the pest control company.

You can reduce pests by:

- Keeping your dry goods (flours, cereals, sugars, etc.) in glass, metal, or rigid plastic containers with tight-fitting lids.
- Keep your garbage in tight-closing rigid containers, including recyclables and food scraps.
- Blocking any holes in your deck or foundation;
- Stuffing steel wool into holes around water pipes in the kitchen and bathroom.

To avoid the spread of bedbugs, it is essential that you do not bring any furniture or household items into your unit from dumpsters or second-hand stores. Should you discover bedbugs in your unit, notify your Building Manager immediately. They will give you further instructions on what is required to prepare your unit for effective treatment. If spraying is necessary, you will receive a notice that explains what must be done before any treatment can be completed.

Noise and Disturbances

You and your neighbors are entitled to privacy and quiet enjoyment of your homes. Please ensure that you, your household members, and your guests live in a manner

that does not harm your neighbors. Excessive noise and disturbances may lead to action against your tenancy.

Please refer to Pathways Abilities Society Good Neighbours policy and procedure.

Conflicts and Complaints

If you are involved in a conflict with another tenant, resolve the issue with them before seeking help. If you cannot resolve an issue related to your tenancy, contact your Building Manager in writing.

Please note that written complaints must be dated and signed and should state facts (who, what, when, where) rather than personal judgments, opinions, or conclusions.

Please refer to Pathways Abilities Society Good Neighbours and Conflict Resolution policies and procedures.

Maintenance and Repairs

Pathways Abilities Society is committed to providing safe housing for its tenants.

Occasionally, staff may need to conduct equipment repairs and ensure preventative maintenance in your unit. Pathways Abilities Society will make every reasonable effort to minimize the disruption while repairs and maintenance are underway.

Please inform the Building Manager of a maintenance problem by filling out a maintenance request form. This form can be obtained from your Building Manager. You must complete and sign the form before staff can schedule the repair work. You must sign the form to ensure the maintenance staff can enter your unit.

If a form is not available, please contact your Building Manager. If there has been property damage or an injury, the Building Manager will complete an Accident Critical Event Report and may require specific details from you.

After-Hours Maintenance Emergencies

If you have a severe problem after hours, phone the after-hours emergency number at 250-763-4837 extension 4. This number is intended for emergencies, such as a flood, an elevator breakdown, a power or heat system failure, a broken window, or a leaking roof.

Complying with WorkSafe BC Regulations

Pathways Abilities Society, in compliance with WorkSafe BC requirements and other workplace safety practices, takes precautionary measures to protect people in and around work sites during maintenance or repair activities. These could include high-level work, floor/railing repairs, mold management, and removing airborne dust particles, low levels of asbestos, insects, rodents, and lead products.

Pathways Abilities Society staff or contractors may utilize tools and wear special clothing to protect themselves from workplace hazards they may encounter as part of their work activities. You may also see the posting of warning or caution signs. For your

safety and the safety of others, please respect these signs.
We may need to ask you to be absent from your unit while repairs are underway.

Pathways Abilities Society staff will clean up their materials and ensure your unit is safe before you return.

Transfers

Pathways Abilities Society may receive requests from tenants wishing to transfer to another unit. There are no guarantees that the transfer will occur.

Please refer to Pathways Abilities Internal Transfer policy and procedure.

Protect Yourself and Your Home

Keep strangers from following you into the building as you enter. The building is equipped with a phone dial entry system. Ensure your guests use it when visiting you. When you receive a call, be sure that you know that person before allowing them into the building. **Do not let someone in you do not know.**

Only let workers enter the building or your unit if you know they should be there (for example, if notices have been posted) and they have proper identification.

If you see strangers loitering around the building, please contact your Building Manager or the police directly. If you observe suspected criminal activity, do not attempt to intervene. Phone the police immediately.

Tenants who allow the safety of other tenants in the building to be put at risk by allowing strangers into the building could be fined and subject to possible eviction.

If your safety or someone else's safety is at risk, call 911 immediately.

Stairwell doors are emergency exits only. Please enter and exit the building from the front entrance. **Do not prop open exterior building doors for any reason.**

Be Prepared for an Emergency

Keep an emergency supply kit with a minimum five-day supply of water, food (especially foods that do not require cooking, such as energy bars and crackers), and clothing. Also include a first-aid kit, flashlight, extra batteries, a portable battery-operated radio, and any required medications.

Pathways Abilities Society has numerous Emergency policies and procedures, please refer to the Emergencies section of the policy and procedure manual.

In the event of a significant disaster, Pathways Abilities Society has a business continuity plan to restore building services to tenants as soon as possible.

The following resources may be helpful to people with diverse abilities in preparing for an emergency.

- BC Coalition of People with Disabilities: www.bccpd.bc.ca/default.htm

- A Road Map to Emergency Planning for People with Disabilities:
www.bccpd.bc.ca/docs/emergpreproadmap.pdf

Fire safety

Here are some fire safety tips to protect your home and your family:

- Do not store flammable materials such as paint thinner, solvents, propane tanks or gasoline inside your home or attached storage.
- Regularly recycle old newspapers as they are a fire hazard if you let them stack up.
- Make sure you know what to do in case of fire. Fire safety and evacuation information are posted on each floor. You can also obtain fire safety information from your Building Manager.
- Make sure you know at least two ways out of the building in case one escape route is blocked by fire. Plan these escape routes with your household members and practice them regularly so everyone knows how to exit the building safely.
- Leave the building immediately if you hear a fire alarm not intended as part of the monthly fire testing. Follow your fire escape plan.
- If a fire occurs in your unit, evacuate to safety, activate the fire alarm, and call 911 for the fire department.
- Call your Building Manager if the smoke alarm in your home goes off frequently or if the alarm beeps sporadically. The alarm is wired but also backed up by a battery in case of a power outage. If your battery requires replacement, please contact your building manager. We inspect the smoke alarm and test it regularly. Do not remove or disable it.
- By keeping your stove, oven, and toaster clean so they don't smoke, you can help prevent setting your smoke alarm off. Also, use the exhaust fan when cooking to reduce the possibility of false alarms, and never leave cooking food unattended.
- Advise your Building Manager immediately if you become aware of any fire hazards in your home or building, for example, accumulations of combustible materials, flammable liquids, or blocked exit routes.
- Only use a fire extinguisher if you have been trained. If you want to learn how to use a fire extinguisher, contact your local fire department.
- Do not prop open fire doors or disable automatic door closers, as you place yourself and your neighbours in danger during a fire.
- Do not overload power outlets or use damaged, old, or frayed power cords. A power bar with a shut-off feature can protect your electrical appliances.

Crime Free Addendum

The tenant(s), any occupant of the tenant(s)' household and any persons invited onto the building property or building premise by the tenant(s) or any member of the tenant(s)' family shall not engage in any criminal activity on the premises or property including, but not limited to:

- Any drug-related criminal activity.
- Solicitation (sex-trade workers and related nuisance activity).
- Street gang activity.
- Assault or threatened assault.
- Unlawful use of a firearm.
- Any criminal activity that threatens the health, safety, or welfare of the landlord, other tenants, or persons on the residential property or residential/premises.

Violating any of the provisions of this addendum is a severe violation and material non-compliance with your Residential Tenancy Agreement. (Please refer to the Crime Free Multi-Housing addendum attached to your tenancy agreement.)

Vandalism

Vandalism to elevators, stairwells, and hallways can result in costly repairs. Graffiti on brickwork is challenging to remove and is unsightly. We ask that you call the police immediately and tell your Building Manager if you see anyone damaging Pathways Abilities Society property.

Extreme Heat

Be on the lookout for any symptoms of heat-related illness or conditions. See a doctor if you are not feeling well and in a medical emergency, call 911.

Tips to beat the heat:

- Keep hydrated, consume plenty of water.
- Limit non-essential strenuous activity.
- Avoid alcohol and caffeine as they can make dehydration worse.
- Be cool, stay indoors, and use fans and air conditioners.
- Soak; take a cool shower or bath to help you cool down.
- Rest.
- Use window coverings to reduce heat.
- Seek shade.
- Dress down by wearing lightweight clothing and using sunscreen.
- Check on others.

Moving Out

When you decide to move out, you must give your Building Manager a written one-month notice. This notice must be received by the day before the rent is due, one month before you plan to move. For example, if you plan to move out on April 30, you must notify your Building Manager by 4:30 p.m. on March 31. If you provide notice on March 15th and want to move out on April 15th, you will still be required to pay the total April rent.

Your Building Manager will make an appointment with you to inspect your unit before you leave and give you a list of the cleaning you must do before moving out. You must leave the unit as clean as it was when you moved in. Except for everyday wear and tear, any damage to your unit is your responsibility. You may be charged with repairs. You must be moved out by 1 p.m. on the last day of the month. You are responsible for returning all keys and fobs and signing the move-out inspection form before you leave.

Please refer to Pathways Abilities Society Tenant Notice to Vacate Exiting policy and procedure.