

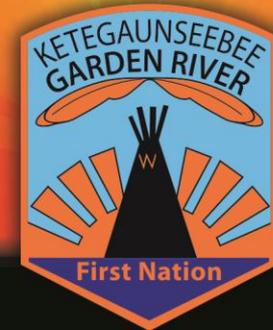
# Garden River First Nation

The Creators Garden

**MOVING FIRST NATIONS FWD:**

*Empowering Your Tenant =  
Successful Tenancy*

Presented by: ANNE HEADRICK, Housing Supervisor  
CARRIE ZEPPA, Tenant Relations Officer



*promoting effective relationships and partnerships*



*promoting effective relationships and partnerships*

# *Empowering Your Tenant = Successful Tenancy*

In this workshop, we will guide you through a “move in process”:

- include guidelines and best practices to help your tenant move into their new unit; starting them off on the right foot
- ideas on how to begin and foster a positive relationship with your tenants

We believe that empowering your tenant will lead to their success. We aim to do this by developing housing and maintenance education that will help promote and encourage a long, healthy and successful tenancy.



## The Creators Garden

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Garden River First Nation is situated along the North Shore of the St. Mary's River, in the District of Algoma and immediately west of Sault Ste. Marie, ON. Garden River First Nation is the neighbouring First Nation to Batchewana.





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## **WHO WE ARE...**

- Garden River First Nation has 2,951 registered members
- 1,162 registered members live on the First Nation
- Garden River First Nation Housing Department manages the First Nations largest asset worth over \$35 million

*We are committed- to creating a healthy and vibrant Housing system for our Citizens that will contribute to the health and well-being of our Community and encourage tenants and homeowners to take pride of their homes*



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# HOUSING TEAM

- **Anne Headrick**, HOUSING SUPERVISOR
- **Carrie Zeppa**, TENANT RELATIONS OFFICER
- **Greg Solomon**, CONSTRUCTION MAINTENANCE COORDINATOR
- **Charlotte Boissoneau**, HOUSING ASSISTANT
- **Jessica Roach**, ADMINISTRATIVE ASSISTANT





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# The Garden River First Nation Housing Team received the 2016 Housing Recognition Award for our achievements, initiatives and dedication for the Ontario Region





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# Steps Involved?

1. Vacant Unit is posted

2. Applicants complete Housing Application

3. Applicants meet with the Tenant Relations Officer

4. Applicants are issued a Identification Number

5. Tenant Selection Process Begins



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# Steps Involved?

6. Approval and Acceptance of the Rental Unit

7. Tenant Responsibilities are Discussed

8. Band Responsibilities are Discussed

9. Tenancy Agreement is Signed

10. Move-In Day – New Tenant Welcome



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# First Step for your First Nation – Unit is Posted:

Once a vacant unit becomes available it is advertised and posted within your Community and it is the applicants responsibility to contact the Housing Department





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# Vacant Unit is posted for 10 business days

**Vacant UNITS**

*Applications being accepted*

*Tentative move in: October 2017*

**AVAILABLE UNITS:**  
1 - 3 bedroom  
1 - 2 bedroom

**GRFN HOUSING DEPARTMENT**  
**705.946.6300**

Contact: Carrie Zeppa, Tenant Relations Officer

**ELDERLY & DISABLED RENTAL UNIT AVAILABLE**

ONLY completed applications accepted  
ONLY Elderly & Disabled Applicants accepted  
Security Deposit required upon approval

Deadline to apply:  
**FRIDAY, DECEMBER 7TH**  
**12:00 P.M. NOON**

Applications previously on file will require a letter of interest

**1 - TWO BEDROOM UNIT**

**APPLICATIONS ARE AVAILABLE IN THE HOUSING DEPARTMENT**

*Tentative move in: Friday, December 14, 2018*

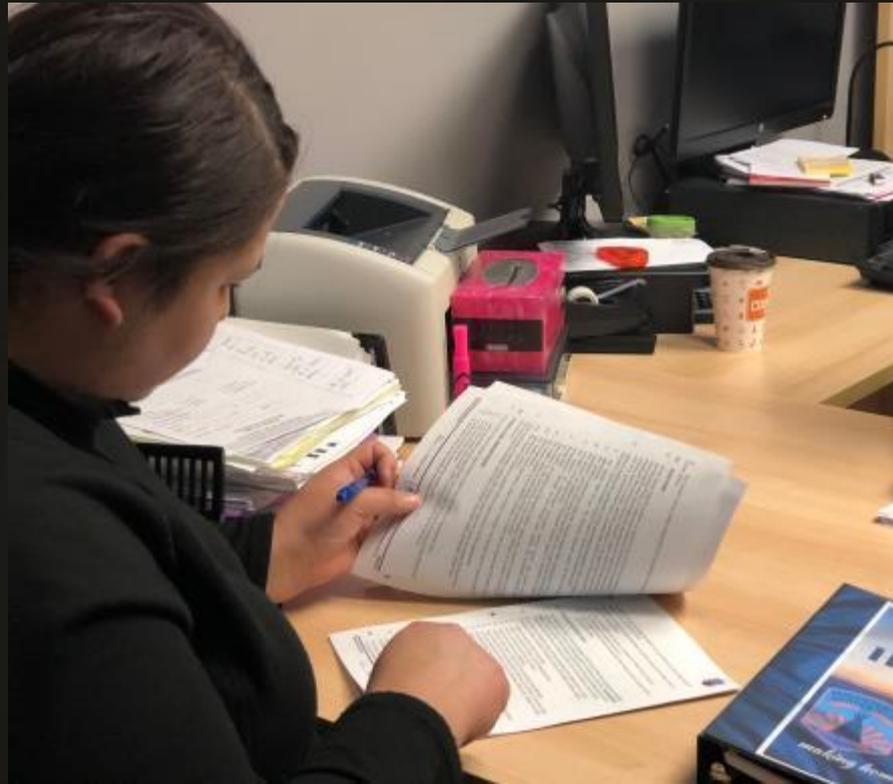
**GRFN HOUSING DEPARTMENT**  
**705.946.6300**

ERCD Manager: \_\_\_\_\_  
Date: \_\_\_\_\_



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# **Application Process –** *Applicants complete a Housing Application:*





## CMHC SECTION 95 APPLICATION GUIDELINES

### ELIGIBILITY FOR RENTAL HOUSING:

*To be eligible for rental housing, a person must:*

- a) Be a **Garden River First Nation Registered Band Member** in good standing with the First Nation
- b) Have no arrears or outstanding historical debt owing to Garden River
- c) Must be 18 years of age
- d) Must provide **proof of income** sufficient to meet rent; and
- e) Have not been evicted from any Garden River First Nation rental housing, or otherwise have a history of failure to comply with a Tenancy Agreement within the past 5 years

### STEPS:

1. The Application must be completed in ink and printed clearly
2. Application must be completed in full, and any incomplete application will **not** be considered for vacant units
3. All the information provided must be true and to the best of your ability and knowledge. Any false information or statements, may result in denial of a unit upon application, or eviction from a unit in the event that an application is successful when awarded a vacant unit.
4. The following supporting documents **must** be attached to your Application upon time of submission, otherwise, your application will **NOT** be processed:
  - a. Letter of interest stating reason for requesting a home
  - b. Two landlord references; these forms are attached to this application and must be completed in full and submitted with your application
    - i. If you have not rented before, you **must** attach two character reference letters (*must not be immediate family*)
  - c. Income verification for both applicant and co-applicant (income statements, paystub and other financial information)
  - d. Two Character Reference letters (*must not be immediate family*)
  - e. Dependant verification (for both applicant and co-applicant, ie., birth certificate, health card, status cards)
5. Contact the Garden River First Nation Housing Department to request an appointment where staff will ensure your Application is completed.

**NOTE: USE THIS "APPLICATION CHECKLIST" AS A GUIDE BEFORE APPLICATION SUBMISSION**

**APPLICATION CHECKLIST (ENSURE THIS IS COMPLETED):**

- Letter of interest – stating reason requesting a home
  
- Income verification (Applicant and Co-Applicant)
  - o Employed – Pay stub
  - o Ontario Works/Ontario Disability Support Program – Income Statement
  - o Canada Child Tax Benefit - Statement
  
- Identification attached (status card(s) of applicant and dependants)
  
- Dependant - Income statement or proof of subsidy
  
- Landlord Reference Form (must have two references)
  
- Two letters of personal (character) reference (not family members) \* will only apply if applicant has no rental history

**SHOULD YOU HAVE ANY QUESTIONS, A HOUSING TEAM MEMBER IS AVAILABLE  
FOR ASSISTANCE AT 705.946.6300**



# **Application Process – *Meeting with the Tenant Relations Officer***

The applicant and the Tenant Relations Officer meet to review the application for completion

- Only after the application is completed, they are registered on the waiting list and identification number is provided
- The identification number is then used for this applicant only (number will not change and will not be given to another applicant)



# **CMHC Section 95 Rental Housing Application**

The Tenant Relations Officer meets with the applicant to ensure eligibility and completeness and will reject ineligible or incomplete applications

- If an application is rejected for being ineligible or incomplete, the Tenant Relations Officer will provide an explanation indicating any deficiencies
- An applicant may correct the deficiencies and assistance is provided if required

IDENTIFICATION NUMBER: **CMHC SECTION 95 RENTAL APPLICATION**

September 2017

**APPLICANT INFORMATION**

<input type="checkbox"/> <b>GRFN REGISTERED BAND MEMBER</b>		<input type="checkbox"/> <b>MEMBERSHIP CONFIRMATION</b>	
NAME:			
DATE OF BIRTH:	PHONE:	CELL PHONE/EMAIL:	
CURRENT ADDRESS:			
CITY:	PROVINCE:	POSTAL CODE:	
OWN RENT (PLEASE CIRCLE)	MONTHLY PAYMENT OR RENT: \$	HOW LONG? ____ MONTHS ____ YEAR(S)	
PREVIOUS ADDRESS:			
CITY:	PROVINCE:	POSTAL CODE:	
OWNED RENTED (PLEASE CIRCLE)	MONTHLY PAYMENT OR RENT: \$	HOW LONG? ____ MONTHS ____ YEAR(S)	GRFN BAND MEMBER: BAND #:
HAVE YOU EVER BEEN EVICTED OR BREACH A LEASE AGREEMENT? <input type="checkbox"/> YES <input type="checkbox"/> NO	IF YES, PLEASE EXPLAIN:	ARE THERE MONIES OR ARREARS OWING? <input type="checkbox"/> YES <input type="checkbox"/> NO	IF YES, WHAT IS AMOUNT OWING? \$

**EMPLOYMENT INFORMATION**

CURRENT EMPLOYER:			
EMPLOYER ADDRESS:			HOW LONG?
PHONE:	E-MAIL:	MANAGER OR SUPERVISOR:	
<input type="checkbox"/> HOURLY <input type="checkbox"/> SALARY (PLEASE CHECK)	POSITION:	OTHER INCOME (IF UNEMPLOYED):	
IF UNEMPLOYED, SOURCE OF INCOME (PLEASE IDENTIFY SOURCE(S) & ATTACH TO APPLICATION):			

**EMERGENCY CONTACT**

NAME OF A PERSON NOT RESIDING WITH YOU:			
ADDRESS:			
CITY:	PROVINCE:	POSTAL CODE:	PHONE:
RELATIONSHIP:			

### INCOME:

INCOME MEANS ALL MONEY YOU OR CO-APPLICANT (IF APPLICABLE) RECEIVE FROM ALL SOURCES:

SOURCE	TOTAL MONTHLY INCOME FROM SOURCE:
<input type="checkbox"/> Ontario Works	
<input type="checkbox"/> Ontario Disability Support Program	
<input type="checkbox"/> Employment Insurance	
<input type="checkbox"/> Ontario Old Age Security	
<input type="checkbox"/> Other	

### HOUSEHOLD INFORMATION:

PLEASE PROVIDE INFORMATION ABOUT ALL PERSON(S) THAT WILL BE RESIDING IN THE UNIT

FIRST NAME	LAST NAME	RELATIONSHIP	DATE OF BIRTH	GRFN BAND MEMBER	MEMBERSHIP VERIFICATION
				<input type="checkbox"/> Yes <input type="checkbox"/> No	
				<input type="checkbox"/> Yes <input type="checkbox"/> No	
				<input type="checkbox"/> Yes <input type="checkbox"/> No	
				<input type="checkbox"/> Yes <input type="checkbox"/> No	

### CO-APPLICANT INFORMATION (IF APPLICABLE)

GRFN REGISTERED BAND MEMBER   
  GRFN AFFILIATED MEMBER   
  NON BAND MEMBER

NAME: \_\_\_\_\_

DATE OF BIRTH:	PHONE:	CELL PHONE/EMAIL:
CURRENT ADDRESS:		
CITY:	PROVINCE:	POSTAL CODE:
OWN    RENT    (PLEASE CIRCLE)	MONTHLY PAYMENT OR RENT: \$ _____	HOW LONG? ____ MONTHS ____ YEAR(S)
PREVIOUS ADDRESS:		
CITY:	PROVINCE:	POSTAL CODE:
OWNED    RENTED    (PLEASE CIRCLE)	MONTHLY PAYMENT OR RENT: \$ _____	HOW LONG? ____ MONTHS ____ YEAR(S)

## CO-APPLICANT EMPLOYMENT INFORMATION

CURRENT EMPLOYER:			
EMPLOYER ADDRESS:			HOW LONG?
PHONE:	E-MAIL:	FAX:	
CITY:	PROVINCE:	POSTAL CODE:	
POSITION:	<input type="checkbox"/> HOURLY <input type="checkbox"/> SALARY (PLEASE CHECK)	ANNUAL INCOME: \$	

### REFERENCES

(Attached Landlord Reference Document must be completed and attached)

NAME:	ADDRESS:	PHONE:

*All statements in this Application are true and to the best of my/our ability and knowledge and have the belief that no information required has been concealed or omitted. Furthermore, I/we fully understand that this Application doesn't constitute an Agreement on part of the Garden River First Nation to provide me with accommodations, and I/we further acknowledge this Application will remain the property of the Garden River First Nation.*

*As well, I/we give permission to the Garden River First Nation Housing Department to contact references and landlords. Furthermore, all information in this Application will remain strictly **confidential**.*

Applicant Signature: \_\_\_\_\_

Co-Applicant Signature: \_\_\_\_\_

*By submitting this Application, I/we authorize an investigation of my/our current and employment history and credit history. In the event that my/our account becomes delinquent, I/we do authorize Garden River First Nation Housing Department to forward my account to the Credit Bureau for Collections. By signing below, I/we have read and understand this document and are agreeing to the Terms and Conditions set out.*

Applicant Name (please print): \_\_\_\_\_

Applicant Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Co-Applicant Name (please print): \_\_\_\_\_

Co-Applicant Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Witness Name (please print): \_\_\_\_\_

Witness Signature: \_\_\_\_\_

Date: \_\_\_\_\_



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# **Application Process – *Identification Number***

Once the application is submitted by an eligible Member, the Tenant Relations Officer will replace the applicants name with an identification number and the application is filed

- Applications are only kept on file for 12 months and it is the responsibility of the applicant to ensure regular communication and that the application is always up to date



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# **Application Process –** ***Eligible or Non-eligible?***

When the Housing Department rejects an application for being ineligible or incomplete, the Housing Department will provide the applicant with an explanation about why the applicant or application is ineligible and indicates the deficiencies in the incomplete application



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# **Application Process – *Non-eligible Application?***

An Applicant may correct an incomplete application and re-submit at any time and the Tenant Relations Officer will work with the Applicants to help them correct any deficiencies



# Tenant Selection

## Tenant selection is based on the following:

- Need
- Source and level of income and stability
- Number of times the prospective tenant has applied
- Whether the applicant is a tenant under the existing Tenancy Agreement
- References
- Household composition and compliance with the National Occupancy Standard (NOS)
- Past rental and financial history with the Garden River First Nation, and;
- Other special considerations (disability requiring barrier free living, need for emergency housing – result of fire, etc.





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# Steps for Availability:

**When rental housing becomes available, the Tenant Relations Officer will:**

- Review all applications and score the applications in accordance with the Rental Scoring Guide
- Forward the successful applicant to the Housing Supervisor
- Completion of a Briefing Note is attached as well as the Band Council Motion with only the identification number for approval



GARDEN RIVER FIRST NATION  
HOUSING DEPARTMENT

**RENTAL SCORING GUIDE – APPENDIX "G"**

Identification Number of Applicant: \_\_\_\_\_ Application Original \_\_\_\_\_ or Up-dated #: \_\_\_\_\_

Date Application Received: \_\_\_\_\_ Reviewed by: \_\_\_\_\_

Review Date: \_\_\_\_\_

***Incomplete applications will not be scored. All applications must be updated annually. Failure to update by March 31<sup>st</sup> means the application is incomplete.***

SELECTION CRITERIA		POINTS	TOTAL POINTS
1.	<b>Length of time Applicant has been on the Housing Waiting List</b> _____	.25 point for every 6 months	
2.	<b>Previous applications by same Applicant in the past:</b> <input type="checkbox"/> 0 to 12 months <b>(+0 points)</b> <input type="checkbox"/> 1 to 5 years <b>(+1 point)</b> <input type="checkbox"/> 6 to 10 years <b>(+2 points)</b> <input type="checkbox"/> 11 years or more <b>(+3 points)</b>	Give points as indicated for the applicable line item.	
3.	<b>Household Composition</b> a) _____ children under the age of 18 <b>(+1 point for each)</b> b) _____ dependents* over the age of 18 <b>(+1 point for each)</b> c) _____ Applicant is single parent <b>(+1 point for Yes)</b> d) _____ householders requiring disabled access or other special modifications <b>(+1 point for each)</b> e) _____ householders who are members of GRFN <b>(+1 point for each)</b>	Give points as indicated for each line item that applies.	
4.	<b>Present Living Arrangement</b> <input type="checkbox"/> Privately Owned Home <b>(+1 point)</b> <input type="checkbox"/> Rent-to-Own Home <b>(+1 point)</b> <input type="checkbox"/> Rental Unit <b>(+ 1point)</b> <input type="checkbox"/> No Home <b>(+2 points)</b>	Give points as indicated for the applicable line item.	
5.	<b>Current Living Conditions</b> All information regarding current living conditions must be supported by appropriate documentation. <input type="checkbox"/> Applicant's current dwelling poses a moderate health and/or safety risk <b>(+ 2point)</b> <input type="checkbox"/> Applicant currently resides in a temporary housing situation <b>(+ 1point)</b> <input type="checkbox"/> The household is considered overcrowded per the National Occupancy Standards** <b>(+ 1point)</b> <input type="checkbox"/> Applicant and/or his/her dependent(s) facing a severe risk to health and/or safety, or has serious health/medical/social needs such as risk of homelessness, fleeing domestic abuse, living in severely inadequate housing, or transitioning to a more independent living situation <b>(+3 points)</b>	Give points as indicated for each line item that applies.	



6.	<p><b>Household Income</b> All information regarding household income must be supported by appropriate documentation.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Applicant's monthly income is equivalent to 3 X rent and is sufficient to afford all personal and housing related costs.</li> <li><input type="checkbox"/> Applicant has a credit rating of 620 or higher.</li> <li><input type="checkbox"/> Applicant has confirmation from Income Assistance for Shelter component.</li> </ul>	Give 2 points for each line item that applies.	
7.	<p><b>Income Source</b> All information regarding income source must be supported by appropriate documentation.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Employment – Full-time <b>(+3 points)</b></li> <li><input type="checkbox"/> Employment – Part-time or casual <b>(+1 point)</b></li> <li><input type="checkbox"/> Employment Insurance <b>(+1 point)</b></li> <li><input type="checkbox"/> Social Assistance <b>(+2 points)</b></li> <li><input type="checkbox"/> Pension <b>(+1 point)</b></li> <li><input type="checkbox"/> Other <b>(+0 points)</b></li> </ul>	Give points as indicated for the applicable line item.	
8.	<p><b>References</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> No reference supplied <b>(-1 point)</b></li> <li><input type="checkbox"/> Positive overall tenant rating <b>(+1 point)</b></li> <li><input type="checkbox"/> Applicant has maintained present accommodation well and is up to date on rent payments <b>(+2 points)</b></li> <li><input type="checkbox"/> Negative overall tenant rating <b>(-1 point)</b></li> <li><input type="checkbox"/> Applicant has rental arrears <b>(-2 points)</b></li> </ul>	Give points as indicated for each line item that applies.	
9.	<p><b>The Applicant is not eligible because:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Applicant is under the age of 18, or is at least 16 years of age but is not able to demonstrate that he/she has withdrawn from parental control as set out in paragraph *** of the GRFN Housing Policy.</li> <li><input type="checkbox"/> Application is incomplete because: _____</li> <li><input type="checkbox"/> Application has been on the Waitlist for more than 12 months and has not been updated.</li> <li><input type="checkbox"/> Applicant fails to meet minimum income requirements.</li> <li><input type="checkbox"/> Applicant has a credit rating of _____ or lower.</li> <li><input type="checkbox"/> Applicant owes rental arrears or has other outstanding historical debts to GRFN.</li> <li><input type="checkbox"/> Applicant is not in good standing with GRFN for the following reason(s): _____</li> <li><input type="checkbox"/> Applicant is a previous GRFN tenant and has a history of not complying with the Rental Agreement within the last 5 years.</li> <li><input type="checkbox"/> Applicant has been evicted for rental arrears within the last 5 years.</li> </ul>	Any bullet with a check mark will disqualify the Applicant's application. <input checked="" type="checkbox"/> for applicable	
<b>TOTAL SCORE</b>			

\* **Dependent** – an unmarried child, stepchild, adopted child or legal ward mainly supported by the Applicant who is under 25 years of age and registered in full-time school, university or vocational institute which provides a recognized diploma, certificate, or degree; or a person of any age who, because of mental or physical infirmity, is accepted as a dependent for income tax purposes.

\*\***National Occupancy Standards** – enough bedrooms based one bedroom for each of the following:

- \* Each cohabiting adult couple;
- \* Unattached household member 18 years of age and over;
- \* Same-sex pair of children under age of 18; and
- \* Additional boy or girl in the family, unless there are two opposite sex children under 5 years of age, in which case they are expected to share a bedroom.

A household of one individual can occupy a bachelor unit (i.e. a unit with no bedroom).



# Steps for Availability:

- If a selected applicant declines the housing allocation, Chief and Council will approve the application with the next highest score
- Unsuccessful applications will be placed on the Housing List and must continue to update their applications when needed and must maintain communication with the Tenant Relations Officer to ensure their applications are up to date
- If an application is unsuccessful, the applicant may request an explanation from the Housing Department



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# Acceptance of the Rental Unit:

The successful tenant is notified by telephone and invited to meet with the Tenant Relations Officer

- The successful applicant is counselled on the responsibility of becoming a tenant and “how to be a good neighbor”
- The successful applicant may accept or decline the offer at this time
- If the applicant accepts the offer, the following applies:



# Good Neighbour

*"To have respect, is to show your Community and neighbours respect and to respect yourself and your family"*

Noise levels - show respect to your neighbour and value the peacefulness and avoid unnecessary noise

Personal space - observe and respect your neighbour's space, if you borrow, please be courteous and return

Personal space - observe and respect your neighbour's space, if you borrow, please be courteous and return

Work on a good relationship and don't be the neighbourhood gossip - show respect and have respect

To not intimidate or harass your neighbour and avoid confrontation

Pet Owners - show responsibility for your pets, which includes keeping them off neighbours property

Have courtesy and respect speed limits within our Community

Always work and continue to have a good relationship with neighbours

Allow yourself and your neighbour to enjoy our land by taking care of it; free of garbage, litter and junk/scrap





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# Acceptance of the Rental Unit:





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# What are some of the Responsibilities?





# Tenant Responsibilities

## Basic Tenant Responsibilities

- Pay rent on time
- Purchase tenant content insurance
- Maintain the unit in a clean manner
- Minor repair or wear and tear items

## Basic Home Maintenance

- Replacement and cleaning of furnace filters
- Repairing damage caused by tenants or visitors
- To be liable for costs to repair or replace broken windows or doors

## Tenant Obligations

- Inform the Housing Department of any deficiencies immediately
- Not to tamper or disconnect any fire alarms, smoke detectors or carbon monoxide detectors



# First Nation Responsibilities

## Preventative Maintenance

- Repair normal wear and tear of roofs
- Repairs to doors and cupboards (as needed)

## Major Repairs

- Plumbing leaks, water line repairs
- Hot water tank repair or replacement

## Major Repairs

- Electrical work
- Replacement broken windows (not intentional or tenant damage)



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# What is the Tenancy Agreement

Tenancy Agreements are legally enforceable contracts made between the Tenant and the First Nation. They set out the obligations and rights of a Tenant and the First Nation with respect to the rental unit and have been developed to protect both the tenant and the First Nation

**All tenants must sign a Tenancy Agreement before occupying the rental unit**



# Signing the Tenancy Agreement - Tenant

In signing the Tenancy Agreement, the tenant agrees to comply with all the terms and conditions of the Tenancy Agreement and the Housing Policy, including to:

- Pay rent and all utility bills on time and in full
- Be responsible for any damage to the rental unit due to accident or negligence
- Maintain the rental unit in a clean, safe and orderly condition
- Care for and maintain the lands on which the rental unit is located; and
- Permit only authorized occupants to reside in the rental unit

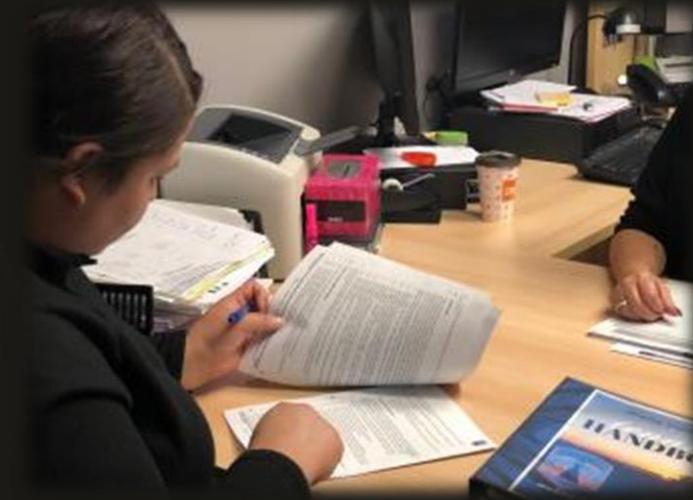


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# Signing the Tenancy Agreement – First Nation

In signing the Tenancy Agreement, the First Nation agrees to:

- Allow the tenant and authorized occupants to reside in the unit; and
- Provide and maintain the rental unit in a state of repair suitable for occupation and quiet enjoyment by the tenant



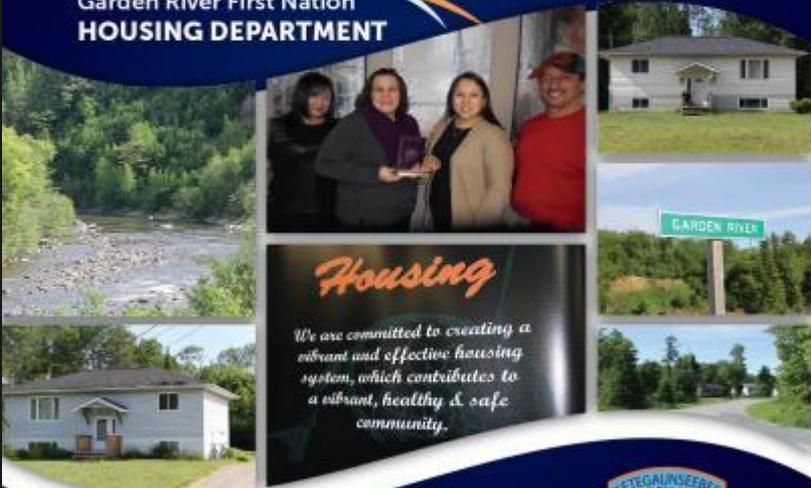


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# Welcoming your new tenant

## Tenant handbook

Garden River First Nation  
HOUSING DEPARTMENT



### Housing

We are committed to creating a vibrant and effective housing system, which contributes to a vibrant, healthy & safe community.



## Tenant handbook

ELDERLY & DISABLED

Garden River First Nation  
HOUSING DEPARTMENT



### Housing

We are committed to creating a vibrant and effective housing system, which contributes to a vibrant, healthy & safe community.



## *A good home...A good community!*

Dear Tenant,

It is our pleasure to welcome you as a new tenant. We sincerely hope you find your new home comfortable and enjoyable.

To achieve a successful tenant/management relationship, we've prepared this Tenant Handbook to assist you with your tenancy. We recommend that you keep it in a convenient location so you may refer to it easily. You will find the Garden River First Nation's Housing Department's Newsletter which contains pertinent information and some commonly asked questions. As well, maintenance guidelines, rental payment information, tenant responsibilities and more.

Housing is an essential component of the Garden River First Nation and encourages tenants/homeowners to assume greater responsibility and pride in their homes. As well, the Garden River First Nation Housing Department's objective is to ensure all housing related matters are in place, including but not limited to rent collection, which will safeguard the long-term sustainability of housing programs and services.

We look forward to hearing from you. If you have any questions, please don't hesitate to contact a team member at 705.946.6300; Anne Headrick, Housing Supervisor ext. 248; Carrie Zeppa, Tenant Relations Officer ext. 240; Greg Solomon, Construction Maintenance Coordinator ext. 289; and Charlotte Boissoneau, Housing Assistant ext. 249.

On behalf of the Garden River First Nation Housing Department,

Carrie Zeppa  
Tenant Relations Officer  
Housing Department  
Garden River First Nation



## GARDEN RIVER FIRST NATION HOUSING TEAM



### *2016 Recipients Housing Recognition Award*

#### **ANNE HEADRICK, HOUSING SUPERVISOR**

The Housing Supervisor is responsible for the administration and day to day operations of the Housing Department, which includes supervision of the Tenant Relations Officer, Housing Assistant and the Construction Maintenance Coordinator. The Housing Supervisor can be reached at: 705.946.6300 ext. 248; aheadrick@gardenriver.org

#### **CARRIE ZEPPA, TENANT RELATIONS OFFICER**

The Tenant Relations Officer is responsible for maintaining effective relationships between tenants and the Garden River First Nation Housing Department and ensures that all tenants are adequately accommodated. Acts as liaison and counsellor between the tenants and the Garden River First Nation Housing Department. In addition, review tenant accounts on a daily basis, monitor, assess and maintain collection portfolio which minimizes the First Nation's financial loss. The Tenant Relations Officer can be reached at: 705.946.6300 ext. 240; czeppa@gardenriver.org

#### **CHARLOTTE BOISSONEAU, HOUSING ASSISTANT**

The Housing Assistant is responsible for communication between tenants and service providers; maintenance calls/issues and arrange for Inspector visits. Maintain and update tenant files and assist with financial records and provides assistance to all tenants with completion of applications. In addition, maintains all Housing Department budgets. The Housing Assistant can be reached at: 705.946.6300 ext. 249; cboissoneau@gardenriver.org

#### **GREG SOLOMON, CONSTRUCTION MAINTENANCE COORDINATOR**

The Construction Maintenance Coordinator is responsible for providing assistance in regards to the development of new construction projects, building alterations and disposal of all our client's premises requirements. In addition, supervises all contractors on development project locations, ensures work quotations are completed and verified for accuracy. Oversees all maintenance issues/concerns within the Section 95 program, in coordination with the Housing Assistant. As well, will oversee and assist the project team with composition, design, development and construction phases. The Construction Maintenance Coordinator can be reached at: 705.946.6300 ext. 289; gsolomon@gardenriver.org

## TENANT COMMUNICATION

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### REGULAR OFFICE HOURS:

- ▶ Monday to Friday: 8:30 a.m. to 12:00 p.m. (noon)  
1:00 p.m. to 4:30 p.m.  
- closed during lunch

### SUMMER HOURS (EFFECTIVE JUNE 1ST TO SEPTEMBER 1ST )

- ▶ Monday to Thursday: 8:00 a.m. to 12:00 p.m. (noon)  
12:30 pm. To 4:15 p.m.
- ▶ Friday: 8:00 a.m. to 12:00 p.m.  
- closed during lunch

### HOUSING TEAM CONTACT:

**Anne Headrick**, Housing Supervisor ext. 248 aheadrick@gardenriver.org

**Carrie Zeppa**, Tenant Relations Officer ext. 240 czeppa@gardenriver.org

**Charlotte Boissoneau**, Housing Assistant ext. 249 cboissoneau@gardenriver.org

**Greg Solomon**, Construction Maintenance Coordinator, ext. 289 gsolomon@gardenriver.org



Should you experience any emergency after hours, please contact the Housing Department After Hours Emergency Cell at:

**705-254-9492**

## MOVING IN

### *Welcome to your new home!*

Your unit was inspected before you moved in to ensure completion and functioning. Please ensure to check your unit as you move in, such as: doors, ceilings, windows, screens, etc., and if you have any questions or notice any items we may have missed upon move-in inspection, please contact the Housing Department and our staff will address your questions.

#### **KEYS:**

They keys you were given when you moved in provide you access to your unit. The Housing Department keeps a spare key on file. Should you lose your key or forget them during regular business hours, please contact our offices. Tenants are not permitted to change the locks without approval from the Housing Department.

#### **MAILBOX KEYS STEPS:**

New tenants will be responsible for contacting Canada Post for mailbox keys and the following steps will guide you:

1. Contact Canada Post at 1-800-267-1177
2. Follow the process and identify you are a new tenant and require keys
3. Tenant will state "keys required for community mail box"
4. Tenant will give the address and once this is confirmed, Canada Post will advise the tenant where to pick up new keys

For direct line to Canada Post on Queen Street, please call: 705.759.1483

#### **UTILITIES (HYDRO, GAS, CABLE, PHONE):**

The responsibility for the utilities, are that of the tenants. Each unit has come equipped with these hook-ups and you are to arrange for connection and payment and to ensure these services are paid.

#### **GARBAGE:**

The Garden River First Nation Public Works Department is responsible for picking up your garbage provided it's placed at the end of your driveway in a suitable garbage container. The landfill site has regular hours which are strictly enforced.

#### **HAZARDOUS WASTE:**

It is your responsibility to ensure all hazardous waste is disposed of in the proper manner, such as needles, paint, batteries, etc. The Garden River Wellness Centre will assist you in disposing of needles.

#### **PETS:**

Pets can be an important part of a family's household. If you have a pet, you are responsible for your pet's behaviour and it's effect it may have on your unit and other tenants. You are responsible for cleaning up after your pet and ensuring your pets are on a leash and all pet owners are required to comply with the GRFN Animal Control Bylaw at all times. Please be mindful of your neighbors.



**FIRE SAFETY:**

If you discover a fire:

- **Stay calm!**
- **Leave fire area immediately following your safety plan of escape**
- **Ensure the door in the fire area is closed**

Your unit has come equipped with a fire alarm and carbon monoxide detector, which are hooked into the electrical system. It is recommended that tenants develop a safety plan of escape. Here are some tips to remember:

- Space heaters must be in a safe distance from combustibles and unplugged when not in use
- Do not leave elements unattended while cooking
- When using a deep fryer, ensure you are not leaving unattended
- If you smoke, ensure you are disposing of cigarette butts by wetting them before disposing
- For more fire safety information, you can contact the GRFN Fire Department at 705.253.1870

## COMPLAINTS WITH NEIGHBORS

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Tenants may find themselves in conflict among themselves and we encourage you to work things out. Please keep in mind that you are responsible for your visitors and it's important to respect the rules, regulations and other members of the housing community. At the end of this handbook, you will find the "Good Neighbour" for the Garden River First Nation.

## REPORTING CHANGES IN YOUR HOUSEHOLD

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Report any changes in your household that may impact your tenancy, such as changes in household income, wage increase/decrease, or changes with employment. If you are experiencing a difficulty with paying your rent, you must contact the Tenant Relations Officer immediately to make payment arrangements as we want you to keep your home.

## BOARDERS & LODGERS

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You are welcome to have family and friends stay up to 21 continuous days and periods longer than this, will require written approval from the GRFN Housing Department. Your home is meant to accommodate only those who are listed on your signed lease agreement.

## PAYING YOUR RENT

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***Please do not risk your tenancy by not paying your rent or paying your rent late!***

Rental payments are due on the 1st of every month and will be received in the Finance Department. To ensure your rent is always paid on time, we highly recommend you choose one of the following methods of payment:

- Cash or Debit
- Pre-Authorized payments
- Visa or Mastercard
- Certified cheque or money order

### **SALARY DEDUCTIONS (FOR GARDEN RIVER EMPLOYEES ONLY):**

If you are unable to pay rent at any time during your tenancy, please contact the Tenant Relations Officer immediately to make payment arrangements as we want you to keep your home.

## EVICTION

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***Eviction is always a last resort!***

Your unit is your home and our goal at the GRFN Housing Department is to help you keep your home. If you experience any financial difficulties and have a problem paying rent, please contact the Tenant Relations Officer immediately to work with you to find a solution. Here are some reasons why a tenant may be evicted:

- Failure to pay rent or frequently paying rent late
- False declarations or statements on your application
- Illegal activities; where conviction results
- Damage to the unit and/or a tenant allows guests to cause wilful damage
- Refusal to pay the security deposit within 30 days of the signed Agreement
- Unauthorized occupant/guest in the unit and the occupant/guest is convicted of engaging in illegal activities
- Tenant ceases to be a member of the Garden River First Nation
- Tenant does not repair, clean or maintain the rental unit as required under the Agreement
- Tenant fails to comply with the rules and regulations of the Agreement

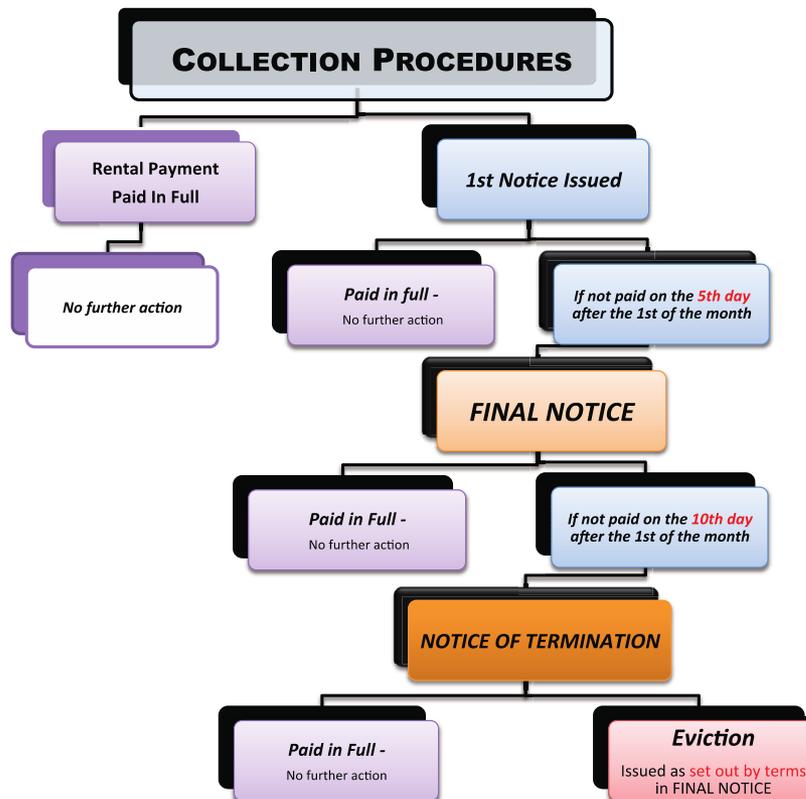
### **YOU MAY BE EVICTED IF YOU OR YOUR GUESTS:**

- Cause serious damage to your unit
  - Threaten the safety of your neighbours
  - Disturb the reasonable enjoyment of your neighbours
- 

## COLLECTION PROCEDURES

The following are the collection procedures of the Garden River First Nation if in arrears of rent, the tenant will be informed through the steps as outlined in the following Collection Procedures which have been approved by the Garden River First Nation Chief and Council in

August 2015. If no rent is received and there has not been any type of late payment arrangements, you will be in breach of your signed lease agreement and the consequence for being in breach of your Agreement is eviction of the housing unit.



## REGULAR MAINTENANCE AND INSPECTIONS

### DURING REGULAR BUSINESS HOURS:

Contact the GRFN Housing Department at 705-946-6300 to arrange for staff to inspect your unit for maintenance and repairs. Some examples of regular maintenance:

- ▶ Plumbing or electrical issues; repairs to doors/windows; construction of the unit

### ANNUAL UNIT INSPECTIONS:

The GRFN Housing staff will inspect your unit annually with an inspector which provides us the opportunity to ensure your unit is in good general condition. However, if you notice anything unusual in your unit, do not hesitate to contact us and tell us about any maintenance problem and the early detection of maintenance problems is greatly appreciated. You will be given a one week's notice of the unit inspection and you must be present.

### RANDOM INSPECTIONS:

The Housing Department may enter a rental unit to conduct a random inspection at any time upon giving a tenant 24 hours written notice.

### EMERGENCY INSPECTIONS:

In case of a health and safety emergency, or natural disaster, the Housing Department or contractor may enter your unit without notice to conduct an emergency inspection and make repairs if required.

### ▶ Entry to your unit by staff:

- Under normal circumstances, the Housing Staff will not enter your unit without your permission, however, in an emergency situation or where repairs are required, we will contact you beforehand. When access is required, we will provide you with 24 hour notice. From time to time, we may need to assess your unit for an annual inspection at which time we will provide you with written notice.
- Housing will enter your unit without permission if it's being damaged or suspects damage is occurring.

### MOVING OUT AND INSPECTION:

If you wish to move out of your unit, you are required to give the GRFN Housing Department a 30 day notice and must be in writing. You will be responsible for paying rent for that timeframe. The unit must be returned in the same original condition. You are responsible to contact the utility companies and give your notice.

### RENTER'S CONTENT INSURANCE:

Tenants are required to purchase contents insurance and are solely responsible for doing so. Any damage to a tenant's personal property will not be covered under the Band's Insurance Policy. It is very important to have tenant content insurance so that you are covered for damages in case there is a flood or fire in your unit.

## TENANT OBLIGATIONS

### (AS STATED IN THE "HOUSE RENTAL WITH OPTION TO PURCHASE" AGREEMENT)

The following are your obligations while you are a tenant of the Garden River First Nation. As a tenant of the Garden River First Nation, you are obligated to the following as per the "House Rental with Option to Purchase", Section 2.1:

- a. To pay rent on the due dates.
- b. To pay heating, lighting, power, telephone and any other charges for utilities or services assessable against the tenant and the rental unit.
- c. To purchase an insurance policy for tenant contents for the house on an annual basis and a photocopy will be kept on file at the Garden River First Nation Housing Department.
- d. To keep the rental house clean to a reasonable housekeeping standard.
- e. To repair normal wear and tear and to maintain the rental house in good condition and its subsystems in working order, and in the alternative at the sole option of the Band, to reimburse or pay the Band for repairs occasioned by the tenant's failure to maintain.
- f. To be responsible for any costs of broken windows, etc.
- g. To inform the Band immediately of any structural defects or subsystems in need of repairs.
- h. To permit the Band or its agents, on 24 hours written notice, to enter the rental house for the purpose of inspecting the condition thereof and making necessary repairs. Such entry to be made during daylight hours or at other hours with the tenants' consent.
- i. To permit the Band or its agents immediate entry without notice to make repairs in emergencies in which damage to the rental house is likely if repairs are delayed.
- j. To use and occupy the rental house only as a private residence for occupation by the tenant and his/her family.
- k. To occupy the rental house personally and not to assign or sublet the rental unit.
- l. Not to tamper with or disconnect any fire or smoke detectors installed in the rental unit.
- m. Not to make alterations to the rental unit and not to alter the equipment or install equipment therein without first obtaining the written consent of the Garden River First Nation. All such alterations shall immediately become the property of the Band without payment or compensation to the tenant.
- n. Not to install additional heating units or electrical wiring in the dwelling without the written consent of the Garden River First Nation.
- o. To be fully and strictly liable for any loss or damage to the rental unit resulting from neglect, abuse or failure to repair by the tenant or any person permitted on the premises by the tenant.
- p. Not to carry on or permit to be carried on any illegal activity whatsoever in the rental unit.
- q. If the rental house becomes infested with insects, rodents or other pests that constitute a danger to the health or safety of the occupants or the rental unit itself, it will be the responsibility of the tenant to promptly have the house fumigated or take such other measures as are necessary to rid the house of the insects.
- r. To comply with the rules and regulations that forms a part of this rental agreement, as well as with any reasonable rules and regulations or additions and changes that the Garden River First Nation may make from time to time written notice to the residents.

## TENANT RULES AND REGULATIONS

As per the "House Rental with Option to Purchase", Schedule A, tenants are expected to abide by the following:

- The tenant shall maintain in good order the condition of the lawn to the said rented premises
- The tenant shall keep the driveway clear of snow and ice and of any obstruction
- The tenant shall not make alterations, additions or improvement, locks included, to the rented premises without consent of the Band. If the Band consents to any alterations, additions or improvements, the rented premises shall be returned to their former state and condition unless the Band desires then to remain and in which case, they shall become the property of the Band without any compensation or indemnity being allowed to the tenant thereafter
- The Band shall in no way whatsoever be liable or responsible for any damage, however caused, to any property (including automobiles and contents thereof belonging to or owned by the tenant, his/her family, or to other persons while such property is located upon the rented premises
- The tenant shall not store any combustible or offensive goods, provisions or materials on the said property

## BAND'S RESPONSIBILITY

GRFN Housing Department will maintain the rental units suitable for occupancy and tenancy. The GRFN Housing Department is responsible for preventative maintenance, repairs arising from normal wear and tear, and major repairs and replacements. Preventative maintenance and repairing normal wear and tear are generally defined as:

1. Checking and replacing batteries in smoke detectors and;
2. Fire prevention



### MAJOR REPAIRS AND REPLACEMENT ARE GENERALLY DESCRIBED AS INCLUDING:

- Roof repairs
- Plumbing leaks, backups, water line repairs and septic tank maintenance, excluding routine pump-outs
- Hot water tank repair/replacement
- Electrical work
- Electrical fixture replacement
- Replacing broken windows (as long as the replacement is not required due to intentional or negligent acts)
- Repairs to doors and cupboards as needed and as long as its not deemed tenant damage
- Any and all repairs (structural) to meet health and safety standards

## GARDEN RIVER FIRST NATIONS GOOD NEIGHBOUR

*“To have respect, is to show your community and neighbours respect and to respect yourself and your family”*



Being on bad terms with your neighbour can make your life frustrating, day after day. But taking the time to establish good terms with your neighbours has numerous benefits. The community will be friendlier, the neighbourhood safer, and the area a nicer and more comfortable place to live.

- Noise levels – show respect to your neighbour and value their peacefulness and avoid any unnecessary noise
- Personal space – observe and respect your neighbour’s space; if you borrow, please be courteous and return
- Work on a good relationship and don’t be the neighbourhood gossip... show respect and have respect
- To not intimidate or harass your neighbour and avoid confrontations. If you have an issue with a neighbour, go directly to that person and discuss it in an adult manner. Don’t call the Police unless you are threatened
- Pet owners - Not everyone is a dog or cat lover, so show responsibility for your pets, which includes keeping them off the neighbour’s lawn and picking up after them
- Have courtesy and respect the speed limits within our community
- Always work and continue to have a good relationship with your neighbours
- Avoid community intoxication and refrain from using profanity
- Allow yourself and your neighbour to enjoy our land by taking care of it; free of garbage, litter and junk/scrap

## ENERGY SAVING TIPS

### YEAR-ROUND TIPS:

- Turn off lights, TVs and other appliances when they are not needed.
- Wash laundry in cold water. This does just as good a job, keeps your colours bright, and saves lots of energy.
- Take short showers instead of baths. A five-minute shower uses about half as much water as a bath.
- Replace incandescent bulbs with energy-efficient compact fluorescents, which are four times more efficient and last about eight times as long.
- You can also control the intensity of your incandescent bulbs with dimmer switches to save money. A bulb dimmed by 25 per cent uses 10 per cent less energy.
- Install motion sensors on light switches.
- Using a low-flow shower head can save up to 15 per cent of hot water costs; aerators on your sink faucets can reduce water use by about 10 per cent.
- Use small appliances such as a microwave, slow cooker, electric kettle or toaster oven instead of the stove.
- Take clothes out of the dryer and fold them while they are still warm to prevent wrinkling; your iron uses a lot of energy.
- Shower and run your dishwasher, washer and dryer early in the morning or late at night.
- Try setting your dishwasher to start after 7:00 p.m. when off-peak prices begin. If your dishwasher has a timer – use it.
- Consider a home energy audit to find out how energy efficient your home is and the best way to spend your home-improvement dollars.

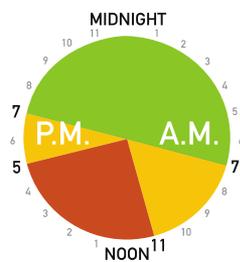
### SUMMER TIPS:

- Proper maintenance of your air conditioner can increase its efficiency by about five per cent.
  - Replace the air filters that keep dust out of the duct system – usually every three months for most models.
  - Remember to check the SEER number (an energy efficiency rating) of an air conditioner before you make this important purchase. An energy efficient air conditioner may be more expensive but it could pay for itself during its lifetime.
  - Get your air conditioner tuned up on a regular basis. You can clean the outside compressor yourself with a hose, removing debris that impedes air flow.
  - Following instructions and safety precautions from your air conditioner's manufacturer, you can also clean the grilles and fan blades, clean and lubricate the fan motor, and clean the coil fins.
- Reduce the time your air conditioner is on
  - Raise the thermostat by 1 C and lower your electricity bill up to five per cent.
  - Open windows at night and use fans to blow in cool air. During the day, close your windows and draw the curtains closed to keep out solar energy.
  - Use fans to cool your room. You can cool the main floor of a house by using a fan to blow cool air up from the basement.
- Go 'green' and lower your electricity bill
  - Planting the right vegetation can lower your energy consumption. A tree or shrub that shades your central air conditioner can improve its efficiency by up to 10 per cent.

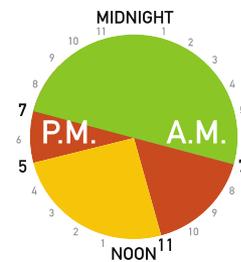
- Consider planting a deciduous tree on the south side of your lawn to block the sun during the summer, and let in solar energy during the winter when it sheds its leaves.

#### WINTER TIPS:

- Since up to 25 per cent of heat loss is through windows, plastic window covers can help reduce drafts. They can be purchased at most hardware stores.
- Keep window curtains open during the day to allow solar energy into your home.
- Put removable, temporary caulking on the inside of your windows that you can peel off in the spring.
- Reduce the temperature on your thermostat when you're not at home and overnight. Many new thermostats can be programmed to change the temperature automatically.
- If you have forced air heating in your home, give your furnace a break by having ducts cleaned regularly and checked for leaks. Leaky air ducts can cause distribution losses of up to 30 per cent.



**Summer weekdays**  
(May 1 – October 31)



**Winter weekdays**  
(November 1 – April 30)



**Weekends and statutory holidays**



Off-peak



Mid-peak



On-peak

Note: For current pricing, visit the Ontario Energy Board at [www.oeb.gov.on.ca](http://www.oeb.gov.on.ca).



Garden River First Nation  
Housing Department

## TENANT CHECKLIST

TENANT:	ADDRESS OF UNIT:

The following checklist will guide you through the process of receiving a unit thru the GRFN Housing Department. Please provide the following items to the GRFN Housing Department:

### CHECKLIST AND DETAILS:

- Rental payment paid in full:  
 Yes (receipt attached)  
 No
- Security Deposit Received:  
 Yes (receipt attached)  
 No
- Signed contract with Algoma Power:  
Phone Number: (705.256.3850)  
 Yes (attach contract)  
 No
- Transferred Union Gas account:  
Phone Number: 1.888.774.3111  
 Yes Confirmation #: \_\_\_\_\_  
 No
- Proof of Content Insurance:  
 Yes Policy #: \_\_\_\_\_  
 No
- Notification to Finance Department with move in date for water bill purposes:  
 Yes (receipt attached)  
 No
- Walk-thru completed:  
 Yes (forms attached)  
 No

Tenant Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Housing Staff Signature: \_\_\_\_\_

Date: \_\_\_\_\_



*promoting effective relationships and partnerships*

# It's Move-In Day





**GRFN Housing Department**  
**WALK-THRU HOUSING INSPECTION AGREEMENT**

DATE OF INSPECTION	UNIT

*Itemized list of concerns:*

<b>KITCHEN AREA:</b>
<b>LIVING ROOM AREA:</b>
<b>BEDROOM #1:</b>
<b>BEDROOM #2:</b>

**BEDROOM #3:**

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**BEDROOM #4:**

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**BATHROOM AREA:**

--

**UTILITY ROOM**

**PANEL BOX**

--	--

**FURNACE**

**HRV**

--	--

**DECK:**

**EXTERIOR OF UNIT (INCLUDES YARD)**

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\_\_\_\_\_  
Tenant Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
GRFN Housing Department

\_\_\_\_\_  
Date



*promoting effective relationships and partnerships*

**Quarterly  
Newsletters**

**Case  
Management**

**COMMUNICATION  
STRATEGIES for  
SUCCESSFUL  
TENANCY**

**Monthly  
Workshops**

**How to  
Video's**

promoting effective relationships and partnerships



# Home Maintenance Calendar 2019

Making Homes Affordable & Safe



Join the Housing Department for a winter wonderland celebration!

## Dinner with our Tenants

Wednesday, January 7th  
5PM to 7PM  
Community Centre

Please RSVP to Carrie Zepko, Tenant Relations Officer no later than January 7th  
705.946.6300 ext. 240

You're Invited

# Basic Home MAINTENANCE Workshop

**OCTOBER 25th 2017**  
COMMUNITY CENTRE  
1:00 P.M. TO 4:00 P.M. OR 6:00 P.M. TO 9:00 P.M.

LEARN ABOUT:  
 PREVENTING MOLD • REPAIRING DAMAGED WALL  
 DAY TO DAY HOME REPAIRS • FIX A LEAKY FAUCET

Trainer: Chris Marade, Recipient of 17 Provincial & National Awards in innovative housing builds

SPACE IS LIMITED *Door Prize* *Light Snacks* REGISTER EARLY!

GARDEN RIVER FIRST NATION  
CHIEF AND COUNCIL

Housing Department

# Orientation MANUAL

*"making homes affordable & safe"*

## Exciting News!

New Builds Coming Soon

- \* 3 bedroom units
- \* 2 bedroom units

**IS YOUR APPLICATION UP TO DATE?**

Applications are available in the Housing Department

Please contact the GRFN Housing Department at 705.946.6300

## Communication and Publications



*promoting effective relationships and partnerships*

**Thank you for attending our Workshop  
We look forward to answering any questions**



- Anne Headrick, HOUSING SUPERVISOR

705.946.6300, ext. 248

[aheadrick@gardenriver.org](mailto:aheadrick@gardenriver.org)

- Carrie Zeppa, TENANT RELATIONS OFFICER

705.946.6300, ext. 240

[czeppa@gardenriver.org](mailto:czeppa@gardenriver.org)