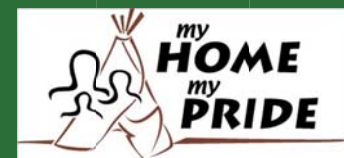




# TENANT GUIDE

- Building rules
- Tenants responsibilities
- Landlord responsibilities
- Miscellaneous informations





# The Tenant Guide

Welcome to Habitat Métis du Nord!

The tenants' guide is the reference tool for all tenants and it is an important integral part of your lease. It is essential that you read it upon your arrival in Habitat Métis du Nord low rental housing and that it's kept preciously in order for you to refer to it when necessary. You will find information concerning your lease, your rights, your obligations and your responsibilities as a tenant.

It is each tenant responsibility to respect the tenants' guide for himself, for other members of his household and every authorized visitor.

Good Reading!

*At Habitat Métis du Nord, respect is a very important value. We always make sure to treat others with respect, to accept the differences, to recognize the value and to protect the dignity of others.*

*Every employee, tenant, supplier, sub-contractor has the right to respect but also has the obligation to treat others with respect.*

*Habitat Métis du Nord aims to provide a healthy environment without violence, harassment, discrimination and intimidation for all employees, clients and associates.*

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## Section 1 General information

### Habitat Métis du Nord

For over 40 years, Waskahegen Corporation has developed an excellent expertise and a range of services that distinguish us advantageously in Canada. With a strong team close to 60 employees, Corporation Waskahegen classifies itself for its quality, its quantity and variety of its housing portfolio.

Under the direction of Waskahegen Corporation, Habitat Métis du Nord, is a non-profit corporation providing rental housing services destined to Native people living outside reserves context. The numbers of housing units owned by Habitat Métis du Nord, totals over two thousands (2000) units spread out in seventeen municipalities in Québec. Habitat Métis du Nord, whose head office is situated in Dolbeau-Mistassini in Lac-St-Jean, has 10 regional offices in the province.

- Rouyn-Noranda
- Val-d'Or
- Maniwaki
- Mansfield
- Québec
- Montréal
- Dolbeau-Mistassini
- Sept-Îles
- Baie-Comeau
- Mont-Joli

Due to its organisation set up, Habitat Métis du Nord offers to its clients, quality, low rental units that allows Native families often unable to access adequate housing in the private market. Habitat Métis du Nord also disposes of more than one hundred (100) affordable rentals units destined to middle income Native families or single persons.

For more information concerning any of our other services offered by Habitat Métis du Nord, consult Waskahegen Corporation web site:

[www.waskahegen.com](http://www.waskahegen.com)

**To reach us:**

**Habitat Métis du Nord is at your service:**

From Mondays to Thursdays from 8h30 till 12h00 and 13h00 till 16h30  
and on Fridays from 8h30 till noon.

•Rouyn-Noranda	rouynnoranda@waskahegen.com
•Val-d'Or	valdor@waskahegen.com
•Maniwaki	maniwaki@waskahegen.com
•Mansfield	mansfield@waskahegen.com
•Québec	quebec@waskahegen.com
•Montréal	montreal@waskahegen.com
•Dolbeau-Mistassini	dolbeaumistassini@waskahegen.com
•Sept-Îles	septiles@waskahegen.com
•Baie-Comeau	baiecomeau@waskahegen.com
•Mont-Joli	montjoli@waskahegen.com

**Your local office:**

Address: \_\_\_\_\_

\_\_\_\_\_

Telephone: \_\_\_\_\_

General e-mail address: \_\_\_\_\_

\* Please note that our regional offices are closed on legal holidays, during vacation period and during training. To receive a better service and avoid unnecessary trip, make an appointment by telephone before coming to the office.



## Section 2 The building regulation

**This regulation has been adopted by the board of directors, it is an integral part of the lease and it comes into effect at the signing of the lease or on the renewal of the lease.**

### 1) Application:

Each tenant is responsible that every member of his household including himself respects the housing regulations.

Furthermore, each tenant is responsible that every authorized visitors respect the housing regulation. They must at all time, make certain that they don't violate the housing regulations.

### 2) Sanctions

**2.1** The non-respect of the tenants' guide (including the building regulation) can result in a procedure at the rental control board and by consequence lead to the cancellation of the lease.

**2.2** The non-respect of the tenants' guide can create a prejudice to Habitat Métis du Nord and/or to other tenants of the building. All costs incurred by such a lack of respect on the part of a tenant will be of his responsibility and could be charged.

### 3) Rent payment

**3.1** The rent is payable on the 1st of each month. The payment can be made by pre-authorized debit, (P.A.D.), by check, by money order or in cash. The payment must be made

or received at the office of HMN regional where the lease was signed.

**3.2** A ten dollars (10.00\$) amount will be charge to the tenant for all payments by check or pre-authorized payment refused by the banking institution (NSF).

**3.3** The non-payment or late payment will immediately start procedures to the rental control board.

**3.4** When two persons are co-signer on the lease, both of them are responsible for the rent payment.

### 4) Renewal of the lease

Each year, the tenant must provide the annual income of all the household members 18 and over for the renewal of the lease. At the latest on April 15th, each tenant must forward to HMN his request of information form duly signed and all proof of income required.

### 5) Occupants déclaration

At all times, it is mandatory to declare to HMN everyone that composes the household members (under reserve article 6).

**5.1** When renewing the lease, the tenant must indicate on the request form the names of every household member.

**5.2** During the lease, the tenant (under reserve article 6) must advise HMN as soon as a new household member comes to live with them. Within the next thirty days (30), the tenant must provide all of the necessary information concerning this new member.

## **6) Additional occupant**

**6.1** HMN will refuse the addition of a non-family members, the person must be a spouse or a relative of his, even if this doesn't create an overpopulation situation.

**6.2** During the period of the lease or the renewal, HMN can refuse the addition of a person if the arrival of this person creates an overpopulation situation.

**6.3** At all time, the tenant can't add a new household member who has a debt toward Habitat Métis du Nord or a subsidized rental office, or who has had an eviction judgement for a low rental housing managed by one of those organizations. The request for an addition will be receivable when the debt is clear in full and, if applicable, that the five (5) years period of ineligibility has been terminated (*article 16, of the regulation on the attribution of low rental apartment*).

## **7) Departure of the apartment**

**7.1** The tenant can leave his apartment by giving a three month written

notice to Habitat Métis du Nord branch.

**7.2** When the time comes the tenant must restore the apartment to its original state. Also the tenant must apply a primer on all the walls of the apartment.

**7.3** Personnel belongings, furniture or any other items belonging to a household member must be cleaned out.

**7.4** The tenant must return all the keys to Habitat Métis du Nord branch.

**7.5** The sub-letting and the transfer of lease are forbidden.

## **8) Tranquility**

The tenant, household members and all the authorized visitors must conduct themselves in a manner as to not disturb the peacefulness of apartment living.

In particular, without limiting the majority, all tenants, household members and authorized visitors can not cause excessive noise or disorder, such as threats, intimidations or unusual coming and goings.

## **9) Using of the apartment for other purposes**

**9.1** It is forbidden to change the destination or the form of the rented space.

**9.2** It is forbidden to hold a business or to exploit a company in Habitat Métis du Nord housing.

## **10) Illicit culture and traffic**

**10.1** Production and culture of cannabis plants or other psychotropic products are strickly prohibited in the

buildings, balconies and grounds of HMN.

**10.2** All illegal traffic is prohibited in the buildings, balconies and grounds of HMN.

## **11) Animals**

**11.1** Only one animal by apartment is permitted. The only domestic animals tolerated at HMN are dogs, cats, birds in a cage and fishes.

**11.2** It is forbidden to keep a combat dog, trained to attack or aggressive animal. Also forbidden all animal with a behavior problem or can be threatening for the security to everyone or to interfere with the peaceful enjoyment of neighborhood, and this no matter the size of the dog or breed.

**11.3** Animals must be sterilized. Upon request by HMN, the tenant will have to provide the proof that his pet is sterilized.

**11.4** The owner must satisfy all the provincial or municipal regulation concerning his animal.

**11.5** Dogs and cats must be kept on a leash at all times in the common spaces. They must never be left unattended or to run free inside or outside in the common spaces.

**11.6** The tenant must insure that the animal doesn't release their bowels or bladder on the balcony or porch at all times. The tenants must immediately pick up his pets' bowel and he must insure to empty the litter often.

**11.7** All the damages caused by a tenants' pet or animal under his care will be at his cost.

**11.8** The tenant must insure that all representatives of HMN can safely access the apartment without any danger and this even in case of emergency. In such case HMN can't be held responsible if an animal escapes outside of the apartment.

**11.9** For lack of conforming to this regulation, upon written notice form HMN, the tenant will have to get rid of the animal without delay or other procedures.

## **12) Good use of the premises**

**12.1** The tenant is obligated during the entire duration of the lease to make good use of the premises in a safe and expeditious manner. He must maintain the apartment in a clean and sanitary state, he must also make sure to do small maintenance repairs.

The tenant will be responsible for expenses incurred do to damages or lost, if it's by negligence or fault, that includes member of the household or visitors whom his given access.

**12.2** The tenant must advise without delay, Habitat Métis du Nord, of all breakage or any situation that could damage the apartment, the building or the landscape.

**12.3** All interior modification or design is forbidden without a prior written permission from Habitat Métis du Nord.

## **13) Green spaces and parking lots**

**13.1** The tenant is obligated to keep the building grounds and the parking space in a clean state.

**13.2** The green spaces and the parking lots must be kept free of all residues, structures or personnel belongings of all kind. It is forbidden to store an unregistered or non-functioning vehicle.

**13.3** It is forbidden to reorganize green spaces and parking lots or to install permanent structures prior to a written permission from Habitat Métis du Nord.

#### **14) Parking**

**14.1** The tenant must only use the parking that is allotted to him. The parking space is for the tenants' own use, it must be used to park his vehicle only. It is the tenants', every member of the household and his visitors' responsibility to adequately use the parking space.

**14.2** It is forbidden to sublease or lend a parking space.

**14.3** All vehicle park elsewhere than in its own parking will be towed at the costs and risk of the tenant, without further notice.

**14.4** The tenant is compelled to remove the snow from his vehicle and move it out of the parking lot while it's being plowed.

#### **15) Common spaces**

**15.1** The tenant is required not to use the buildings common spaces for entertainment purpose, loitering or storage. The tenant commits to maintain-

ing the commons spaces clean and not to leave or store personnel belongings.

**15.2** It is forbidden to smoke at all times in the buildings common spaces. The use of an electronic cigarette or similar device is also prohibited.

#### **16) Pools, spa and water basin**

It is strictly forbidden to install, even in a temporary manner, a swimming pool of more than (500) liters, a spa or a water basin.

#### **17) Antenna, satellite or other**

It is strictly forbidden to install an antenna, a satellite or other type of similar object on the grounds or the building of Habitat Métis du Nord, unless you have obtained a written authorization from us.

If the tenant obtains the authorization, the installation will be done by professionals and according to Habitat Métis du Nord instructions.

All unauthorized installation could be removed at the tenant cost.

#### **18) Camera**

It is strictly forbidden to install a camera or all other type of surveillance device in the apartment or the grounds of Habitat Métis du Nord, unless first having a written authorization from HMN.

#### **19) Balcony and patios**

**19.1** Tenants that benefit of a balcony or patio are responsible for its maintenance and snow removal.

**19.2** The balcony and patio must not be used as a storage area.

## **20) Doors and locks**

**20.1** The tenants are required to keep the doors closed at all times.

**20.2** It is forbidden to install or change doors knobs and locks without a prior authorization from Habitat Métis du Nord. In case of lost keys, the cost of replacement will be at the tenant expenses.

**20.3** The common space doors giving access outside must be kept closed at all times. It is forbidden to remove or modify, in anyway, the mechanisms which restrict the access to the building.

## **21) Roof, attic and sanitary space**

The access to the roof, attic and sanitary space is forbidden at all times. No storage is allowed in those spaces.

## **22) Air conditioners**

Windows air conditioners are allowed, conditional on the respect of the standards issued by Habitat Métis du Nord (see air conditioner section). An extra charge of (5) five dollars per month will be added for each air conditioner.

## **23) Outside camp fire**

Outside camp fire and fireworks are forbidden on the grounds of Habitat Métis du Nord.

## **24) Liability insurance**

Habitat Métis du Nord strongly recommends to all the tenants that they contract an insurance policy for tenant-occupant.

## **25) Annual health visits**

**25.1** Once a year, Habitat Métis du Nord will conduct a visit of the apartment in order to verify its conformity. On such visits, the tenant must permit access to all parts of the apartment for inspection purpose in order to take pictures.

**25.2** At all times, the laudbord can effect a visite or an inspection of the apartment if it as become necessary du to a particular situation. The tenant will be advised of the visit at least 24 hours in advance accept in caled of emergency or that required an immediat intervention.

For more precision on the application of the regulations, you can refer to the corresponding section of the tenant guide.

Section 3: The lease

Section 4: Rules of life

Section 5: Real estate services

Section 6: The apartment

## Section 3 The lease

The lease is a contract binding a tenant and a landlord. It determines the rights and obligations of the tenant and of the landlord. Upon its signature you become a tenant of Habitat Métis du Nord with rights and obligations that it implies.

### The lease is divided in two sections:

- The first part gives a description of the rented apartment and indicates the amount of the rent and additional charges for a determined period.
- The second part reproduces the obligations of the tenant and of the landlord contained in the Québec Civil code. Furthermore, it stipulates in general, the “regulations on the conditions of low rental apartments.” Concerning the calculation of the rent, the additional term to the lease and the building regulations.

### Tenant guide

The tenant guide provides the building regulations and is an integral part of your lease. It gives important additional information. It is very important to keep it for further reference.

### Rent calculation

The cost of your rent is established on two elements: the basic rent and other rental charges. The basic rent represents 25% of the gross monthly income of every household member 18 and over. The calculation is made based on the previous years' income. Certain monthly charges are added to the basic rent such as electricity, parking space and the use of air conditioner, if needed. It is important to note that a minimum rent is determined on the composition of your household by the *Regulation on rent condition for low rental housing*.

### Rent reduction

If during the course of the lease, the tenant sees its income decrease or a change to the composition of his household and thinks he is entitled to a rent reduction, he must submit a written request along with the justifications to the nearby office. If the reduction is an amount of 10,00\$ or less, it will not be done. If the reduction is granted, it will be effective for a variable period that could be of three (3) months. Afterwards, if your income is still lower, you must make a new demand and provide the justifications.

It is to be noted, that if your income decreases due to the fact that you are reimbursing a debt or an overpayment, you cannot benefit of a rent reduction.

### **Protected rent**

A rent protection is an upper limit on rent increase for a period of 3 consecutive years. The household which the work income has increased when renewing the lease could benefit from it. If do not receive old age security benefits or garanties income supplement.

During this period, the basic monthly rent cannot be increased more than (50) fifty dollars per year. This amount doesn't include the additional charges. This measure is only applied once a life time for an eligible applicant, that's to say the occupant 1 of the household.

### **Renewal**

Each year, Habitat Métis du Nord sends to all the tenants a form entitled "Information request for the determination of the rent". The tenant must verified the information that it contains and correct them if needed, complete the form and return to the regional office with the required documents, before, the deadline date written on the form. This way Habitat Métis du Nord will be able to determine the cost of the rent for the renewal period.

Providing the requested documents before the deadline date is part of the tenants obligations and is essential so your lease can be renewed, and this, each year.

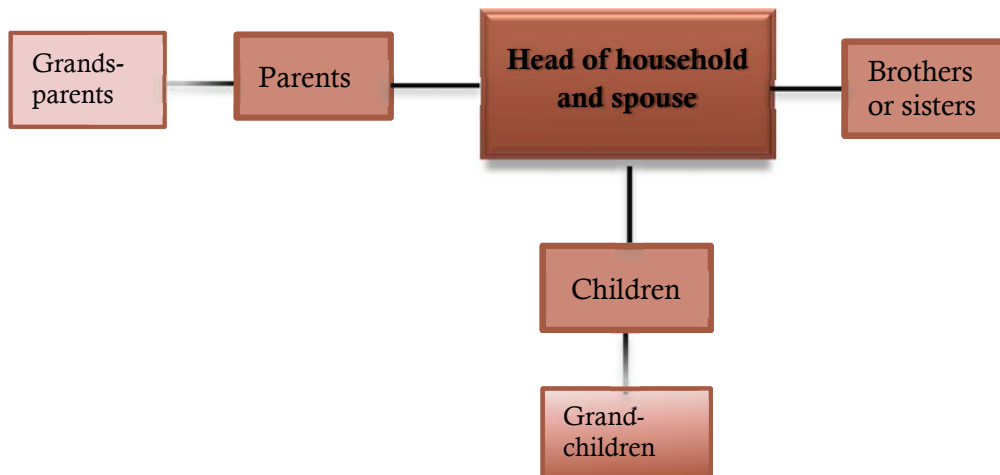
The incomes considered in the calculation of your rent are determined by the Regulations on the rent conditions for low housing apartments and are not depending on Habitat Métis du Nord. The documents requested from you are therefore mandatory to establish the proof of the amounts received and it is mandatory that a copy be in your tenants' file so that it is in conformity with the requirements of the regulation. (*Article and building regulation*)



## Occupant declaration

### Household composition

Habitat Métis du Nord apartments are destined to native families, the composition of the household is therefore limited to persons having a first or second degree parental link with the head of the household or his spouse (*if included on the lease*)



### Occupant addition

In the course of the lease, as soon as there is a new occupant, the tenant must declare him to Habitat Métis du Nord and provide all the information concerning him.

The addition of a stranger will be refused by Habitat Métis du Nord (that is not the spouse of the tenant or doesn't have any parental link with him) and this even if this addition doesn't create an over population.

In the course of a lease or upon the renewal, Habitat Métis du Nord can refuse the addition of a person if the arrival of this person creates a situation of over population.

At all times, the tenant can't add to his household a person who has a debt toward Habitat Métis du Nord or another subsidizes office, or who has had an eviction judgement for an apartment managed by one of those organizations. The request for an additional person will be receivable when the debt has been entirely acquitted (paid off) and, if applicable, that the five (5) year period of inadmissibility will be over (Regulations on the attribution of low rental apartments, article 16)

*(Article 6 building regulation)*

### Non-authorized occupant

Unforeseen events or particular circumstances can happen to you in your life where you are called to help a family member. There is an exception, the temporary occupant of an apartment whose isn't registered on the lease will be tolerated by Habitat

Métis du Nord for a period of thirty (30) days, but a proof a departure may be requested. You must advise your regional office if this situation occurs.

### **Missing documents and false declarations**

If you omit or refuse to advise Habitat Métis du Nord of all arrival or departure of a person, or omit to provide the requested information, either for the request information and/or for a new occupant, Habitat Métis du Nord may initiate legal procedures to the rent control board and by doing so, obtain the cancellation of your lease and the eviction of the tenant and all household members.

You must make sure that all the information and the documents that you transmit to Habitat Métis du Nord are exact and truthful. At all times, Habitat Métis du Nord reserves the rights to verify the information and the documents submitted by the tenants and applicants to the appropriate authorities. If it turns out that the information provided are false or inaccurate, Habitat Métis du Nord will communicate with the tenant or the applicant in order to clarify the situation. However, if that information is provided in the context of an application for an apartment, for a transfer or for a rent reduction, the evaluation of the request and all relevant services that applies will be suspended until such time as the right information is fully obtained. In all cases where a tenant or an applicant would make a false declaration or provide falsified documents, Habitat Métis du Nord will have to submit his file to the rent control board. Furthermore, all requests for an apartment or for a transfer made on the basis of that false information will be refused and the tenant or the applicant will become inadmissible.

### **Rent payment**

The rent payment must be made on the 1st of each month.

Four (4) different types of payments are offered to the tenant in order to pay his rent. They are in preference order :

1. By pre-authorized debit (P.A.D.);
2. A series of twelve (12) postdated checks dated for the 1<sup>st</sup> of each month;
3. By check or money order posted to your regional office d'Habitat Métis du Nord;
4. In cash at regional office

For each check or pre-authorized debit (P.A.D.) N.S.F. by the financial institution, Habitat Métis du Nord will charge the tenant an amount of ten (10) dollars. It is therefore, important for you to insure that your payment is received on time and that the funds are available in your account.

According to article 1903 of the Québec Civil Code, the rent is payable on the 1st of each month. Any delay or default in payment can cause legal procedure to the rental control board and as a result, have as consequence the cancellation of the lease and eviction of the tenant or tenants. The Québec Civil Code also stipulates that the judicial fees will be charged to the tenant who is at fault. Those fees cover the opening of the file also the costs of service.

*(Article 3 building regulation)*

### **Payment difficulty**

If you have temporary difficulties, communicate with your regional office. Depending on the circumstances, you could benefit of different free services offered by Habitat Métis du Nord, such as our social intervener.

It is to be noted that Habitat Métis du Nord, will not accept any payment agreement after having received a judgement of the rental control board for reason of non-payment on your rent.

### **Departure**

Article 1995 of the Québec Civil Code allows for a tenant to leave his apartment at any time by giving a three (3) months-notice to the landlord.

Therefore, if you wish to leave your apartment you must give Habitat Métis du Nord a written **three (3) months-notice**. If your lease is less than twelve (12) months, then you have a one (1) month-notice to give.

If you do not intend to renew your lease on next July, you must advise Habitat Métis du Nord in writing mentioning you do not want to renew and this at the **latest on March 31st**.

#### **Before your departure you must :**

- You must leave the apartment in a good clean condition. Nothing should be left behind.
- Repair, plaster the walls and apply a base coat.
- Return all the keys to our regional office.

Upon reception of the notice and/or once you have left the apartment, Habitat Métis du Nord conducts an inspection of the premises, if abnormal damages cause by negligence or a bad maintenance on your part are noted, or if objects belonging to you are left behind in the apartment, storage or on the grounds, you will have to assume the cost incurred to clean and/or to restore the apartment in good condition.

**It is to be noted that you will not be able to make a new application until the debt is all paid out.**

If you leave the apartment before the end of the three (3) months-notice, **you remain responsible of the rent payment during this period.** In such a situation, it is important to advise your regional office. In the case that your apartment meets all the rental conditions and that Habitat Métis du Nord is able to rent the apartment before the end of your three (3) months-notice, you could avoid having to pay the remaining months' rent.

*(Article 7 building regulation)*

### **Eviction judgement and ineligibility period**

All application for an apartment will be refused for a period of five (5) years, if a tenant or tenants leave the apartment following a rental board judgement for the reasons mentioned below:

- Inadequate conduct (*Article 1860 in the Québec Civil Code*)
- Abandoning the apartment without notice
- Default or late rent payment (*Article 1971 in the Québec Civil Code*)
- Frequent delays in the rent payment

Furthermore, if the tenant has a debt towards a landlord of low rental housing, this debt must be acquitted (paid out)..

### **Transfers**

The transfer of apartment is an exceptional measure aimed at insuring the conformity of the occupations of low rental housing. All the requests for transfers are analyzed in conformity with the laws and regulations and also with Habitat Métis du Nord policy. This policy insures an equitable and transparent treatment of all the applications for transfers and a healthy management of the housing stock.

Certain situations define in the regulation require a priority transfer:

- The tenant whose apartment is destroyed by fire or declared unhealthy for living by the municipality for a period exceeding thirty (30) days, on the condition that an application is presented to the landlord within fifteen (15) days of the event.
- The tenant whose lease is cancelled in virtue of the article 1974.1 of the Civil Code or who is a victim of domestic violence according to a report delivered by a shelter for such person, by the police force or by a health and social services establishment.

- The tenant whose health, security or in the case, that one of the household members requires that he be relocated.
- The tenant must be relocated in an apartment of the category or sub-category to which he is entitled.
- The applicant has been expropriated because of the realization of a Québec housing Corporation program.
- The tenant benefitting from a rent supplement program.

However, for a valid reason, other than those listed above, an application for transfer may be analysed if the applicant meets all the criteria defined in the existing regulation and policy. For more information on the transfer or an application, please contact your Habitat Métis du Nord regional office.

### **Insurance responsibility**

Habitat Métis du Nord strongly recommends to all its' tenants to contract an insurance policy (fire, theft, liability). This way, the personals belonging will be replaced in case of a sinister or theft, according to the terms included in the policy. If a fire or other damages occurs being the tenants fault or that of another member of the household, the tenant will be held responsible for the damages and could be sued. The liability insurance is a security and a protection against this type of problem. Habitat Métis du Nord insurances' does not cover the tenants belongings in case that the sinister is his fault.

*(Article 24 building regulation)*

## **Additional charge to the lease**

Habitat Métis du Nord withdrawal on the lease:

- A monthly contribution of two dollars and fifty cents (2,50\$) that is deposit in a special fund contribution;
- A monthly contribution of one dollars and fifty cents (1,50\$) that is distributed to the housing committee or to the tenants committee.

## Section 4 Rules of life

### Social Intervention service

Habitat Métis du Nord offers to its clients social intervention services. He has mandate to promote the integration of the tenant in their new neighbourhood and contributing to the improvement of their quality of life all through their stay in our apartments.

#### The meeting « new tenant »

In the week that follows your arrival in a Habitat Métis du Nord apartment, the social intervener will establish an appointment with you for the new tenant meeting. This allows us to insure that your apartment respond to your needs, to inform you on the services offered and answer to your questions on how Habitat Métis du Nord works.

#### Offered services to our tenants

In the framework of support on social issues, the social intervener informs the tenant about available services in their environment among other by the use of reference tools. He will be able to direct you towards organizations that could help you. For certain circumstances, he could do an individual follow up in the absence of services in the desired area. Occasionally, he plans, organizes and coordinates community activities.

#### Why call upon a social intervener?

- If you have difficulties with your rent payment, the social intervener will be able to help you establish a budget according to your income in order to avoid that you accumulate rent debts. He could also direct you towards other neighbourhood resources, if need be.
- You or a member of the household are faced with an urgent problematic situation, you need help but you don't know exactly toward which resource to turn too. The social intervener could direct you in the right direction and depending on the circumstances, bring you a direct assistance.
- You or a member of you household are victims of domestic violence or abuse and you need help to get out of it or to know the possible options of keeping your apartment.

- You or a member of your household, are victim of intimidation or harassment on the part of a neighbour.

### **My roof, my pride**

It is normal to be proud of our belongings, proud of our apartment, of our family and of our children. When a visitor arrives, we like everything to be nice, clean and smelling good. What a visitor perceives when they arrive at the apartment, is the reflection of those that live in it.

Therefore, as a tenant, every household member is responsible, to a certain point, of the appearance of the building that they live in. When in certain buildings, the entrances or the stairway are congested or leave to be desired, few tenants are proud to show where they live. However, those who tarnishes or breaks, do it often in the presence of everyone. **It is everyone duty to report vandalism, dirtiness and negligence, in order for everyone to make of this place “somewhere enjoyable to live”.**

### **Life in an apartment building**

In an apartment building we can find many different realities, families, couples and single persons. Of course, all the tenants don't have the same schedules, the same lifestyle and same social life. It is therefore obvious that life in an apartment building brings everyone to adopt a respectable behaviour towards the other tenants. It is also necessary that everyone shows some tolerance.

### **Tranquility**

Life in an apartment building involves more noise and circulation than in a single family residence. As a tenant you don't have any control on the noises coming from your neighbours. However, everyone must be tolerant as to the normal daily noises such as children playing, doors that open and close frequently, visitors that come by, maintenance cleaning etc... (*Article 8 building regulation*)

The building regulations help us to better identify the behaviors that are not tolerated, it is every tenant's responsibility to insure that every member of his household, including himself, visitors to whom he authorizes access to the building to conform them to this regulation at all times.

- At all times, irregular coming and goings, groups gathering, shouting, loud television or music is forbidden within the apartment as well as in the common spaces. It is also forbidden to consume alcohol and smoke in common spaces.
- In order to avoid problematic situations, you must at all times make sure to keep your apartment door closed and to remind members of your household and your visitors that they must respect the building regulations.



- The use of the vacuum cleaner, washer and dryer or other noisy appliance, must be done during the day, between 7 A.M. and 9 P.M.

### **Traffic in the building**

All activities that create an unusual coming and going are forbidden whether they are legal or not.

*(Article 8 building regulation)*

### **Trafficking or illegal culture**

No culture, or drugs trafficking or others illegal products are allowed. All information transmitted to Habitat Métis du Nord link to such activities will be immediately transmitted to the police.

If you or a member of your household or a visitor to whom you have giving access is involved in illegal activities – you are acting in contravention or the building regulations and are lacking to your obligations. As a consequence, Habitat Métis du Nord will undertake legal procedure to the rental control board in order to have your lease cancelled.

*(Article 10 building regulation)*

### **Violence and intimidation**

All form of intimidation or violence is strictly forbidden, towards other tenants or the representatives of Habitat Métis du Nord. If you are a witness of such a situation, we invite you to report them to the competent authority.

### **Disagreement and conflicts between neighbors**

If a misunderstanding with a neighbour continues despite good will, it is of the outmost importance to try and resolve the dispute. In general, the more time goes by the more it becomes complicated.

Here are the seps to follow :

First off, in a calm and polite manner, start by talking to the concerned neighbour or his parent if it concerns a young child. Most of the time, the misunderstanding will be solved at this step.

If no agreement is possible or if you feel you are seriously violated in your rights as a tenant, make a written and signed complaint to Habitat Métis du Nord (refers yourself to the reminder flyer)

As a first step, the necessary verifications will be made and the tenant who does not respect the regulation will be asked to rectify the situation at the same time will offer him help if needed.

Depending on the nature of the problem, individual meetings, conciliation or a mediation meetings could then be organized by Habitat Métis du Nord social intervener.

And, always depending on the nature of the problem, the number of complaints received and Habitat Métis du Nord observation reports, harsher warnings could be sent. If the problem is severe and it is not resolved, Habitat Métis du Nord will have no choice but to undertake legal procedures to the rental control board.

The complaints are treated confidentially, but in the case where Habitat Métis du Nord undertakes legal procedures at the rental control board, the complainant could be called to testify.

In all cases, your collaboration and your comprehension are essential. As a complainant, you will not necessarily be kept informed of the intervention made by Habitat Métis du Nord towards other tenants. But rest assured that we work hard to have the regulations respected and to maintain the tranquility for all our tenants.

You must however know that the personality problems between tenants can't be resolved by Habitat Métis du Nord. They are often the source of misunderstanding, but don't necessarily involve contravention to the regulation.

For more details on the process of complaints when a problematic situation arises, consult the memory helper flyer.

## Section 5 Real estate services

### Apartments visits

Habitat Métis du Nord makes visits and inspections in their buildings on a regular basis for the purpose of maintaining them in good condition, to insure of the conformity, to perform maintenance and the necessary repairs. Those visits are generally made by the foreman, by the rental operation agent, the social intervener or the sub-contractor, but they can also be done by people assigned by Habitat Métis du Nord, in such cases you will be advised.

It is to be noted that most of these visits made according to an annual planned schedule or according to the work done. **If a break or a situation happens in you apartment, you must not wait for one of those visits to talk about it but rather signal it immediately to your regional office.**

*(Article 25 building regulation)*

### Building maintenance prevention

Habitat Métis du Nord established a preventive maintenance program of its buildings in order to prevent there deterioration. Therefore, Habitat Métis du Nord hires a specialized firm that inspects once every five (5) years the apartments to note the degree of wear of the main components (floors covering, windows etc...) in order to provide for the necessary budgets for their replacement. The tenant will be advised at least 24 hours in advance that the designated person for this task will come by to make the inspection. The collaboration of the tenant is essential.

### Annual visits

Each year, a visit to the apartment will be made by an employee of your regional office to insure the quality of life of all our tenants. By the same time, a verification will be done to the entire building, which means that the conformity of the apartment in virtue of the building regulation will be verified as well inside as outside along with the grounds.

### Follow-up visits

At all times if a visit or an inspection is required for a particular situation, we will advise you at least 24 hours in advance except in cases of emergency that requires an immediate intervention.

Depending on the nature of the visit, we will ask you to be present or to designate someone if you aren't available. In certain cases, such as in the presence of an emergency or of a situation that could affect the security or the integrity, the visit could take place even in your absence.

## Service calls

### To notify a person in authority for a repair

All services calls must be made to the Habitat Métis du Nord regional office during normal office hours. They will be computerized in order to insure a better follow-up. A work order will be prepared by the regional office and transmitted to the sub-contractor mandated to do the repairs. **The sub-contractor can't make a repair if it has not first been reported to Habitat Métis du Nord.**

The tenant makes a service call to report a repair that needs to be done in the commons spaces or in his apartment. He can also report a problem or a situation that Habitat Métis du Nord is responsible for. The tenant must explain clearly the problem or the situation that needs fixing.

Even if Habitat Métis du Nord has a constant concern for the customer service, we inform you that service calls will be treated on a basis order of urgency and priority, with a concern of equity towards all tenants, with this in mind, it could happen that a certain time could be taken before the service call is done. When repairs are done at a tenant, he must sign the work order once he is satisfied and everything has been completed.

*(Article 12 building regulation)*

### In case of emergency call the maintenance man

The sub-contractor or maintenance person is not at the personal service of the tenants and in their unique interest, but he is rather at the service of Habitat Métis du Nord in the interest of all tenants. He sees to the interest of the property of Habitat Métis du Nord. He must accomplish this task in the respect of the standards and the guide lines established by Habitat Métis du Nord..

## **In case of emergency only**

Outside normal office hours, it will be possible to reach a sub-contractor. The emergency number for your area is available by calling your regional office. Note that if Habitat Métis du Nord must answer a service call, expenses are incurred. That is why Habitat Métis du Nord counts on everyone collaboration, in order to avoid useless trips outside of business hours.

## **CASES EXAMPLES**

### **URGENT**

- **Absence of heat (winter)**
- **Fire**
- **Drain overflow**
- **Reassurance of the building due to an entry by burglary or a disaster**
- **Hot water tank with major leak**

### **NON URGENT**

- **Defective door handle**
- **Dripping faucet**
- **Neighbours misunderstanding**
- **Parking problem**
- **Insects**

## **Fire safety**

Each person is responsible for his own safety, and everyone must avoid putting others in danger. Living in security demands certain actions and constant attention, most of the accidents and fires are caused by negligence.

When a fire starts, the following rules must be respected:

1. Turn on the alarm
2. Evacuate
3. Call the fire department

Everyone must be extremely careful, fire prevention is a constant concern for every tenant. The following advice can save lives:

## **Smoking**

- Never smoke in bed or lying down with a lighted cigarette;
- Empty the ashtray once the cigarettes are out and cold;
- Keep matches out of children reach.

## **Kitchen :**

- For cooking in oil (frying) use only a certain fryer with a cover;
- Always lower or close the fire before leaving the room or answering the telephone, even for a minute;
- Never lie down or leave the room when something is cooking.

## **System and electric devises :**

- Do not overcharge the electric system or use damage devises;
- Use only electric extension conform to the standards;
- A verification concerning the smoke alarm at regulars intervals (twice per year, at time change dates);
- Careful in storing inflammable liquids substance;
- Clean out the air exchanger filter;
- Clean the lint filter for the dryer.

## **Green space and parking lots**

Green spaces and parking lots are created in order to provide a pleasant environment for our tenants. It is important that all tenants combine their efforts so we can maintain the beauty and integrity of it.

The tenants must keep the yard and parking spaces clean and safe. In order to do so, the proper maintenance is required by the tenant, his household members and his visitors and this according to our regulations. If you are witness of acts of violence or you notice that someone making improper use of the green space and parking lots, you must advise Habitat Métis du Nord so we can take procedure.

*(Article 13 building regulation)*

## **Congestion and storage**

At all times, green spaces and parking lots must be kept cleared and this to help the free circulation and an easy maintenance. It is strictly forbidden to install, store or accumulate scrap or debris, structure or personal belongings of all nature, and this even for a short period of time.

Habitat Métis du Nord will take measure to remove all, to **the tenants charge**, objects, structures or personal belongings that may constitute a barrier to free circulation, security or the maintenance of green spaces and parking lots.

### **Improvements and modifications**

It is strictly forbidden at all times to modify or to landscape the green spaces and the parking lots or to install all type permanent or temporary structures without a prior written permission from Habitat Métis du Nord.

Once you have received authorization to install an object or to do some landscape, you must respect the Habitat Métis du Nord instructions, the current standards and regulations.

At all time, Habitat Métis du Nord retains the right to withdraw the authorization and demand a reorganisation of the landscape. On departure of your apartment Habitat Métis du Nord might demand that you return the space in its original state, this at your cost.

Habitat Métis du Nord offers community programs that could include landscaping projects that you might have. These projects are created to improve the quality of life and to preserve the environment, we need to involve our tenants with the realization and the maintenance and preservation of the installation.

### **Temporary car shelter**

The installation of a temporary car shelter is possible in certain parking lots. The tenant that wishes to install a temporary car shelters must have a written permission prior from Habitat Métis du Nord and respect the following regulations:

- The car shelter must be installed only during the municipalities authorized dates. In the absence of such regulations, the car shelter can only be installed from November 1st and must be removed at the latest May 1st.
- The installation must not be a restriction to the circulation or the snow plowing;
- At all time, the tenant is responsible of the installation, he must make sure that it's secure, in good state and respect the municipalities regulation.

Habitat Métis du Nord retains the right to withdraw the authorization and demand that the car shelter be removed to the tenants cost. Should there be damage to the landscape or the building caused by the temporary car shelter, the tenant will be held responsible for the repair costs.

### **Parking lot use**

You will find in the lease the costs related to the parking space. Each first of the month the parking space fees will be paid at the same time as your rent. **All vehicles that doesn't respect the following regulations will be towed at the risks and cost of the tenants or owner, without any notice or delay.**

Parking spaces are reserved for the tenant personal use and must be used only to park a motor vehicle. It is not permitted to park an unregistered vehicle or non-functioning one. It is also forbidden to park all other type of vehicle such as boat, trailer, all-terrain vehicle, camping trailer etc... on the grounds of Habitat Métis du Nord or its parking space.

It is strictly forbidden to sublease or lend a parking space.

It is each tenant responsibility to make certain that his car is parked between the lines assigned to him. By no means, it is permitted to use another tenant parking space, for personal use or for visitors.

In the wintertime, the tenant must clear the snow off his vehicle and remove it during the snow plowing of the parking lot.

It is strictly forbidden, at all times, to park a vehicle in the space mentioned bellow:

- The garbage collection space;
- Spaces reserved for fire trucks or other emergency vehicles;
- Voie de circulation;
- Pedestrian space;
- Green space;
- All other space location non-planned for parking.

Habitat Métis du Nord is not responsible for damages that may occur to your vehicle park on the spaces mentioned above.

*(Article 14 building regulation)*

### **Pool, spa and water basin**

It is forbidden to install a pool, a spa or a water basin. However, a baby pool with a maximum of 500 liters will temporary tolerated on a green space. It must be under a responsible adult surveillance while is use and install in a secure way.

*(Article 16 building regulation)*



## **Forbidden access**

Access to the roof, to the attic or to the sanitary space is forbidden at all times. In no way, those areas can be used as a storage space.

*(Article 21 building regulation)*

## **Household waste**

The storage of garbage is forbidden on balconies, in the entrances, the yards, the hallways, along the side of the storage sheds or in them or in the common spaces.

Furthermore, the collaboration of everyone is required in order to prevent the proliferation of vermin and the presence of unpleasant odors. Habitat Métis du Nord encourages recycling and invites all tenants to participate in the selective collection of waste. It is of the outmost importance that the equipment be used in a responsible manner by our tenants.

In certain municipalities, Habitat Métis du Nord, had to buy garbage containers. Those containers belong to Habitat Métis du Nord and must remain on the premises in case of someone moving.

## **« C.B. » Antenna, satellite dish or other**

It is forbidden to install a “C.B.”, antenna or other similar type of object, on the grounds or on the buildings of Habitat Métis du Nord, unless having obtained a written authorization to this effect. All non-authorized installation may be removed by Habitat Métis du Nord, and this, at the cost of the tenant.

If applicable, the installation will have to be done by a professional, in conformity with the strick instructions issued by Habitat Métis du Nord.

*(Article 17 building regulation)*

## **Cameras and other monitoring system**

The installation of cameras or all other surveillance device is forbidden in the apartments as well as on the buildings or grounds of Habitat Métis du Nord, unless having first obtained a written authorization.

In order to insure an increase security and the respect of the regulations, Habitat Métis du Nord can provide to the surveillance of the building, common spaces, the grounds and parking lots with a camera system. In such case, the surveillance equipment as well as the images captured, remained the private property of Habitat Métis du Nord. However, in the event of an offense to the law or a contravention of the regulations in force in the building, Habitat Métis du Nord may hand over the images captured to the police authorities, or deposit them in front of a court.

*(Article 18 building regulation)*

## **Air conditioner**

Habitat Métis du Nord permits the installation of an air conditioner in windows on the condition of respecting the following conditions:

- A notice of your intention to install an air conditioner must be provided to us;
- The air conditioner must be installed in a window;
- It is forbidden to install an air conditioner in a door or in patio door;
- It is forbidden to bore holes in other area of the apartment;
- In order to not disturb the neighbors, a container must be installed under the air conditioner, in order to capture the water from the device.

All installation costs are charged to the tenant.

An additional charge of 5.00\$ per month will be added to the rent each month for each air conditioner in the apartment, as intended in the lease. This amount represents the total amount of electricity used during the year over (12 months).

*(Article 22 building regulation)*

## **Balcony and patio**

The tenants who benefit of a balcony or a patio are responsible for its maintenance and snow removal. It must not be modified, the exterior finish must in no case be perforated, or painted and no covering (ex. Carpet or rug) must not be installed on the balcony. When cleaning the balcony, the tenant must insure that there is no one underneath.

As the balcony is an exit from the apartment that can be used in case of emergency, it is important not to obstruct it.

It is forbidden to let an animal relieve itself on the balcony or patio. It is furthermore forbidden to install a litter or to leave animal without supervision.

*(Article 19 building regulation)*

## **Building with common space**

The aisles, the hallway, the stairway are common spaces that must be used in the respect of other tenants. All the tenants must contribute to keeping those spaces clean, safe and in good condition.

*(Article 15 building regulation)*

## **Congestion and storage**

At all times, the common spaces must remain clear in order to permit free circulation and an easy access for cleaning. It is therefore forbidden to install, store or accumulate all debris, structures or personal belonging of any type, and this, even for a short period. Personal belongings such as carpets, shoes, bicycles, handicap vehicle, toys, baby carriage etc... Can't be tolerated in the common spaces and must at all times, be stored in the apartment or in the tenants storage space.

Habitat Métis du Nord will have to remove, at the tenants cost, all object, structure or personal belongings that could hinder free circulation, the security or the cleaning of the common spaces.

## **Apartments doors and common space**

In order to respect everyone privacy, the apartment doors must remain closed at all times. Closed doors, also helps to control the circulation of undesirable visitors.

For security purpose, the doors of the common space giving access to the exterior must be closed at all times. It is forbidden to remove or to modify, in any way, the mechanism that restrains access to the building.

*(Article 20 building regulation)*

## **Outdoor campfire**

It's forbidden at all times to make a fire or fireworks on the grounds of Habitat Métis du Nord.

*(Article 23 building regulation)*

## **Barbecue**

The authorization of a barbecue is possible under certain circumstance:

- The tenant must insure that the use of a barbecue is permitted by the municipalities' regulation;
- At all time, the tenant must make sure to use his barbecue in a safe manner and in conformity with the municipalities' regulation.

At all times, if the barbecue or use of it represents a danger for the security, hinders free circulation or it is not safe, Habitat Métis du Nord reserves the right to require that the barbecue be displaced or removed.

## Section 6 The apartment

### Occupant of the tenant

#### Apartment condition

Before renting an apartment, Habitat Métis du Nord prepares it and inspects it, in order to insure itself that it is in good condition.

Upon signature of the lease, Habitat Métis du Nord employee will have in his possession the inspection arrival report which the new tenant must oppose his signature, after having seen the apartment. On this occasion, the tenant must insure himself that the condition of the apartment is as stated in the technical inspection report. If any abnormality is detected, the tenant must insure that they are noted on the report, otherwise he could be held responsible for them.

During the course of the lease, if the tenant notices a defect, he has the obligation to advise Habitat Métis du Nord of it without delay, in order to avoid that the problem worsen. Depending on the situation, a maintenance person of Habitat Métis du Nord will be responsible to effect the necessary corrections.

At all times, the tenant must use the apartment with caution and diligence. He must maintain it in a good state of tidiness, of good hygiene and security. He must also insure that all members of the household, as well as those to whom he permits access to the building, respect the building regulations and do not cause any damages to the rented spaces.

All through his stay in the apartment as well as upon his departure, the tenant will be held responsible for damages, breaks and deteriorations caused by his fault or by his negligence, or by that of the household members and to whom he permits access to the apartment, all the costs required for the repair or the restoration of the apartment following the damages will then be entirely at his charge.

*(Article 12 building regulation)*

Upon his departure, the tenant must return the apartment in the same condition as upon his arrival.

*(Article 7 building regulation)*

#### Keys and locks

Habitat Métis du Nord gives to the tenant the keys to the rented space. You need written authorization from Habitat Métis du Nord to change or installed new locks.

In case of defective doors knobs or locks you must communicate with your regional office that will take necessary measure for the repair or the replacement.

In case of lost or theft of the apartment keys, the tenant must communicate with the regional office. He will have to pay for the replacement of the locks based on the cost involved.

*(Article 20 building regulation)*

### **Interior improvements and modifications**

All interior decorations or all modifications to the apartment are forbidden without the authorization of Habitat Métis du Nord regional office foreman.

*(Article 12 building regulation)*

### **Flooring**

The tenant can't remove, replace or install a floor covering without a written authorization from Habitat Métis du Nord. In case a floor covering is changed, the flooring will remain the property of Habitat Métis du Nord upon the departure of the tenant.

### **Paint**

The landlord provides, if needed the paint upon the arrival of a new tenant. A delay of thirty (30) days is given to finish the application of the paint. Once this delay is passed, the subcontractor will check if the apartment has been painted and will recuperate the rest of the paint, if need be.

For refreshment, the tenant will have to provide white paint or very light color paint in order to easily restore the apartment to its original state in case of his departure.

When the painting is behing done, it is very important to protect the floor covering, the outlet covers, the fire and smoke detectors.

### **Thermostat**

It is recommended for an ideal temperature during winter to set the thermostat at "comfort zone", which represent 68 to 70 F (20 C)

### **Energy saver**

To participate in the protection of the environment, the tenants can contributes to the conservation of energy in the following manner:

- Reduce the heat in a unused or non-occupied space to 15 C;
- Turn of the lights and the electrical appliance not in use when leaving a room;

- Making certain that the water taps is fully closed and that they do not leak or drip. A single water lean can waste up to one hundred and seventy five (75) gallons of hot water per month;
- By using lights and Christmas decorations in a reasonable quantity and limiting their use between the period of December and January 1st;
- By limiting the hook up of your block heater to one (1) hour before starting the vehicle. A timer can be installed.

### **Cable and telephone plug-ins**

Habitat Métis du Nord permits the installation of additional hook-ups by a professional, for the telephone and the cable on the condition that those installations are done properly and according to the establishment procedures. The costs incurred for those installations are entirely to the cost of the tenant.

When a professional comes to the apartment at the request of the tenant and he mentions requiring an authorization from the landlord to do the installation, the tenant must read to him the following text:

### **Maintenance charged to the tenant**

The tenant is responsible for the maintenance of the space he lives in and also for the equipment situated within his apartment. He must therefore effect the needed repairs.

*(Article 12 building regulation)*

### **Interior maintenance :**

- Maintain and replace the windows or doors screens if needed;
- Check the air exchanger and the heating;
- Clean the kitchen fan filter and the air exchanger filter (if reachable);
- Clean the walls surface, floors covering, the lights fixtures and all other parts that composes the apartment;
- Repair small plumbing defects and carpentry;
- Install or replace all lights outlets with an appropriate size light bulb for the security of the household..

### **Minor and prevention maintenance**

- Repair a lifted floor covering before the problem worsens;
- Tighten a loose part of equipment.

### **Exterior maintenance :**

- Remove snow, ice and sand on sidewalks and parking;
- Clear basement windows and entrances;

- Install and remove the winter equipment (scrub protection, markers etc.);
- Maintaining the equipment in good state (storage sheds, benches, fences etc...);
- Paint or dye the exterior equipment in consent and guidelines of Habitat Métis du Nord;
- Clean the exterior spaces and parking lots (sweep, rake ...);
- Cut the grass and maintain the trees and scrubs, the edges along with the fences (unless a notice otherwise from Habitat Métis du Nord).

Note: the landlord reserves the right to use products and/or appropriate methods necessary to preserve the integrity and the beauty of the property.

### **Congestion and storage**

The tenant must use his apartment with caution and diligence. He must insure that his apartment remains safe and conform all through his stay.

To do so, he must notably avoid cluttering or the excessive accumulation of belongings. At all time, it must be possible to freely circulate in all the rooms of the apartment. The tenant must insure that the openings aren't overcrowded by personal belongings or furniture that could limit the access. He must also insure the heat source (baseboards, heaters etc...) remain clear.

If you have difficulties for the organization of your apartment, you can communicate with Habitat Métis du Nord social intervener.

*(Article 12 building regulation)*

### **Insalubrity**

All through his stay the tenant is responsible to keep the apartment clean and well maintained.

If you have difficulties for the maintenance of your apartment, or if you are temporary unable to do the maintenance, you can communicate with our social intervener. He or she can help you identify the problem and to find a solution. He or she can also direct you towards other resources nearby.

### **Apartment damage**

The tenant will be held responsible for damages caused to the apartment by him, by household members or by visitors who have access to his apartment. The tenant will be held responsible for breaks of all nature or of the abnormal deterioration of all parts of the apartment, for reasons of inappropriate use, of negligence or due to lack of maintenance.

Example:

- Blocked plumbing (kitchen sink, toilette, bathroom sink...);
- Damages or burns to walls, floors, ceilings, counters, cupboards etc...);
- Damages to doors, locks, windows, glass and screens.

Repairs or cleaning required due to damages will be at the tenant expenses.

*(Article 12 building regulation)*

## **Animals**

It is possible for a Habitat Métis du Nord tenant to own an animal in his apartment on the condition that he is conforms to the building regulation. The tenant must also insure that the animal can benefit of a good life quality and of conditions adapted to his breed, its size and this in order to avoid situations of conflicts between tenants.

All non-respect of this present regulation will result, for the tenant, the lost of his privilege of keeping an animal in Habitat Métis du Nord apartments.

*(Article 11 building regulation)*

**All tenants who owns or keeps an animal must therefore respect the following rules:**

### **Allowed animals**

Habitat Métis du Nord authorized the presence of only one (1) animal per household. The only domestic animals tolerated are dogs, cats, birds in a cage and fishes.

It is forbidden to own or to keep a combat dog, trained to attack, an aggressive or dangerous dog.

It is also forbidden to own or keep all animal whose behavior or presence could threaten the security of any person or to hinder the peaceful enjoyment of common spaces and this regardless of the size or breed of the animal.

### **Animal requirements**

The animal must be sterilized, upon request of Habitat Métis du Nord. The tenant will have to provide the proof that the animal has been sterilized.

The pets' owner must respect all the provincial requirements concerning the animal.



### **Circulation with an animal**

Dogs and cats must be kept on a leash at all times in circulation and common space areas. They must never be left alone or to run free, interior and exterior in common spaces.

### **Presence of an animal in the apartment**

The tenant must insure that all representatives of Habitat Métis du Nord, can in all safety, enter the apartment without danger, and this even in a case of emergency. Habitat Métis du Nord will not be held responsible should an animal escape from the apartment in such situations.

The tenant that owns or keeps an animal must insure that it does not hinder, the tranquility of the others tenants and this even during his absence from his apartment. Animals that are too noisy will not be tolerated in the apartments.

The tenant must also insure that his animal does not develop aggressive or threatening behavior.

### **Daily maintenance**

The tenant must insure that the animal does his needs in an appropriate area, it is forbidden at all times to let an animal do his bowels or empty his bladder on the balconies or patios. The tenant must immediately pick-up his animals' bowels and insure to frequently empty the cat litter.

### **Cleaning and damage fees**

The tenant is responsible for all the damages caused by an animal that he owns or that he is the keeper.

The repairs or the cleaning, in the interior as well as the exterior of the apartment, that are necessary due to damage caused by the animal, or the lack of maintenance by the tenant will be at his cost.

### **Failure to respect the regulations and the penalties**

In case of non-respect of conformity to those regulations, the tenant will have to, upon written notice from Habitat Métis du Nord, get rid of his animal, without further delay.

The tenant that breaches the present regulation, deliberately or by negligence will have his privilege of having a pet in Habitat Métis du Nord apartments withdrawn and could see his lease canceled.

## Change of destination

Habitat Métis du Nord apartments are destined to native families for the purpose of residential housing. It is strictly forbidden to modify the destination or the form of the rented space.

It is forbidden to hold a company or commercial activities in the apartment. Be it with or without pay, the fact of using the housing for anything else than housing is against the rules.

In the event that the tenant, a member of his household or a person to whom he permits access hold such activities, Habitat Métis du Nord will have no choice but to deposit a request to the rental board to obtain the cancelation of the lease.

## Final word

Since its constitution, the Waskahegen Corporation, Habitat Métis du Nord has always promoted the traditional Native value as for its management and its contact with its clients, employees and partners.

It's in this spirit of respect, of assistance and commitment that the Waskahegen Corporation/Habitat Métis du Nord team persist in providing all the necessary efforts to offer to its off-reserve native clientele the best possible housing conditions.

This guide contains the regulations in force for the building you live in, you will find numerous important information concerning your lease as well as information that you must know about as a tenant.

Read and keep it preciously because it is an integral part of your lease.

BIENVENUE (français)

WELCOME (english)

Kolipaô (abénaquis)

Mino pijan (algonquin)

Miro peicak (atikamekw)

Ekudeh (cris)

Minatakushini (innu)

ilaali / Ullukkut / Ai (inuit)

Weltasualulnog (micmac)

IÓh (mohawk)

Nimiwaitan Takuasenen (naskapis)

Kwe Kwe (wendat)



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