



Greater Sudbury Housing Corporation

Tenant Information Handbook

Account Number



TABLE OF CONTENTS

Welcome

Residential Tenancy Agreement (your lease) _____	1
Responsibilities as a GSHC Tenant _____	2
Responsibilities as your Landlord	
Move-In Inspection Report	
Paying your Rent _____	3
Utilities	
Tenant Insurance Requirements and Benefits _____	4
Making Changes to your Home _____	5
Keeping your Home in Good Order	
Reporting Damages or Needed Repairs	
Skating Rinks and Swimming Pools _____	6
Windows, Doors, Screens, Balconies	
Noise Levels	
Keys and Security Access Cards	
Lost, Stolen Keys or Security Cards	
Intercoms and Safety _____	7
Tenant Parking	
Parking and Vehicle Restrictions	
Rental Statements for Income Taxes _____	8
Reporting Changes to Your Household Income	
Household Annual Eligibility Review	

Safety and Security

Safety and Security Tools _____	9
Emergencies and Crimes in Progress	
Security Cameras	

Fire Safety

What To Do If There is a Fire _____	10
Fire Safety Plans	

Fire Prevention Tips

Smoking _____	11
Electrical	
Heating	

Candles	11
Basements	
Kitchens	12
What To Do If a Cooking Fire Starts Around Children and Pets	
Smoke Detectors	12, 13
Barbecues (BBQ)	13
Open and Closed Fire Pit	

Pest Control

Preventing and Exterminating Pests	14
Bed Bugs	
Ants	15
Cockroaches	
Bees, Wasps, Hornets	15, 16
House and Deer Mice	16
Reporting Pests to GSHC	

Mold Prevention

How Do You Check for Mold in your Home	17
Prevent Mold in your Home	
General Interior	
Bathrooms	18
Kitchens	
Closets and Bedrooms	
Basements	
Furnaces	
Laundry	19
General Exterior	
Eliminating Mold	

When You Move Out

Moving Out Checklist	20
Abandoned Goods or Property	
Eviction – Causes and Responsibilities	21



Welcome

This Handbook Outlines Information About:

Your rights and your responsibilities.
The rights and responsibilities of your landlord, Greater Sudbury Housing Corporation (GSHC).
Information for your safety and security.

Residential Tenancy Agreement (Your Lease)

Read your Residential Tenancy Agreement carefully before you sign it to make sure you understand your rights and responsibilities as a tenant as well as your landlord's rights and responsibilities.



As a GSHC Tenant, You are Responsible For:

- Paying your rent on time
- Paying your utility bills if utilities are not included in the rent
- Notifying GSHC of any decrease or increase in your income
- Informing GSHC about any change in the number of people living in your home
- Keeping your home safe for all occupants and visitors
- Ensuring your home is clean and free of damage
- Repairing, to an acceptable standard, any damages caused by you or visitors to your home, as soon as possible (the landlord may give you a written request to make these repairs)
- Complying with the terms of your tenancy agreement, and The Residential Tenancies Act, available at: www.e-laws.gov.on.ca
- Complying with GSHC's rules and regulations, as attached to your lease agreement
- Ensuring you and your guests do not disturb others or endanger the safety of others in the building or on a neighboring property
- Give 60 days written notice to GSHC when you move out
- Getting and maintaining household insurance for your belongings throughout your tenancy – also known as 'contents' or 'renters' insurance
- Allowing entry into your home when the reasons for entry comply with the Residential Tenancies Act or your lease
- Informing GSHC about any repairs that may be needed in your home

If you do not meet these responsibilities, you may be asked to leave.

As your Landlord, GSHC is Responsible For:

- Repairing your home within a reasonable time
- Ensuring your home is reasonably safe by having proper doors and locks
- Ensuring your home is available on the day your tenancy is to begin
- Providing a rent receipt when you pay your rent in cash
- Paying your utility bills if utilities are included in the rent
- Investigating any complaints about a tenant disturbing other tenants or neighbors and trying to resolve the problem
- Respecting your tenancy agreement and The Residential Tenancies Act
- Providing at least 24 hours' notice before entering your unit to do repairs, except in an emergency

Move-In Inspection Report

When you move into a GSHC unit, you will receive a **Move-In Inspection Form**, which must be completed within **7 days of your move-in date**. This form allows you to document the condition of your unit and identify any repairs that may be required. GSHC will keep this report on file and use it as a reference when inspecting the unit after you move out. You may be held responsible for any damage beyond normal wear and tear.



Paying Your Rent

All new GSHC tenants will be given a tenant identification card when signing your lease. Each card will include a personal tenant identification number that must be used when you pay your rent.

Paying Your Rent

Rent is due **on or before the 1st day of each month**. Any payment received after the 1st day of the month is considered late. Late payments will be recorded in your file.

Rental payments are to be paid to GSHC using one of the following options:

- **Direct payments (Phone or Internet)**

Rent payments can also be made through telephone or online banking with your financial institution. Service charges may apply, so please check with your bank for any applicable fees.

- **Pre-Authorized Payment (PAP)**

The rent is automatically withdrawn from your bank account on the **1st business day of each month**. Your bank or financial institution may charge a fee for this service. GSHC will apply a fee for any **returned or declined PAP transactions**.

- **Post-Dated Cheques**

Rent can be paid monthly by post-dated cheque. Be sure to write your GSHC tenant identification number clearly on the front of all cheques. GSHC will apply a fee for any **returned or non-sufficient funds (NSF) cheques**.

- **Cash or Debit Payments**

Rent payments can be made in person using cash or debit at the GSHC office located at:
Suite 401
10 Elm Street, Sudbury (in the Elm Place Mall downtown)

Do not send cash by mail.

- **Direct payments from Ontario Works and ODSP**
- **Credi cards are not accepted**

Utilities

- Water is included in your rent, so you do not have to contact the local water department
- You must contact Sudbury Utilities when you move in to arrange for hydro, if it is not included in your rent
- Phone, cable and internet access are not included in your rent

Tenant Insurance Requirements and Benefits

Tenant insurance provides peace of mind by protecting you in case of unexpected emergencies. All new tenants, as well as tenants transferring within Greater Sudbury Housing Corporation (GSHC), must provide proof of insurance before signing their lease. Tenants are also required to submit annual confirmation that their insurance coverage remains active.

Tenant insurance protects you and your family by covering losses due to fire, theft, or water damage to your personal belongings. It also provides liability coverage, protecting you in case you accidentally cause damage to your unit or to someone else's property.

Without Tenant Insurance, You May Be Responsible For:

Replacing your personal belongings,

which could cost thousands of dollars out of pocket.

Temporary housing expenses,

such as paying for a hotel or other accommodations if your unit becomes uninhabitable.

Legal liability,

even if damage to your unit or another person's property was accidental.

Affordable Insurance

Marsh Canada provides insurance designed for tenants who live in social housing.

You can get information about rates and coverage at:

<https://hscorp.ca/tenant-insurance/>

or by calling

1-866-940-5111





Making Changes to your Home

If you wish to make any changes to your home, you must submit a written request to the GSHC office for approval in advance.

Changes may include, but are not limited to:

- Installing portable air conditioners or satellite dishes
- Wallpapering, painting, or adding carpeting
- Installing grab bars or fencing

If approval is granted, you are required to return your unit to its original condition before moving out. If you make changes without written permission or fail to restore the unit to its original condition when you move out, you will be responsible for any related costs.

Keeping your Home and Property in Good Order

For your safety, avoid storing or piling excessive items in your home, especially near entrances, hallways, and basements. Clutter can create a fire hazard and may be damaged in the event of flooding or sewer backup.

All tenants are encouraged to recycle as much waste as possible.

Place garbage in securely tied plastic bags and dispose of it in the designated containers. Do not use toilets, sinks, or drains to dispose of garbage.

Maintain your property, including yards, shrubbery, walkways, and driveways. This includes:

- Removing snow from steps, walkways, driveways, and parking spaces
- Cutting grass regularly (weekly is recommended)

Remove any trash, debris, or inoperative vehicles from your property, including parking areas. Please co-operate with staff when asked to move vehicles for maintenance, snow removal, or other operational needs.

Reporting Damages or Needed Repairs to your Home or Property

All damages or required repairs must be reported promptly to the GSHC office at **705-674-8323**.

Prompt reporting helps ensure issues are addressed quickly and prevents further damage.

Please note that tenants are responsible for any damage beyond normal wear and tear.



Skating Rinks and Swimming Pools

- Backyard skating rinks are not permitted
- Tenants must obtain written consent and approval before installing an outdoor swimming or wading pool. Under no circumstances may a tenant install a pool capable of holding more than 600 mm (23.62 inches) of water.

Windows, Doors, Screens, Balconies

- Make sure no one – child or adult – leans against window screens
- Keep children away from windows
- Make sure children's beds are not located beneath windows
- Do not leave windows and doors open during rain or snow, as excess moisture can damage property. Openings may also increase the risk of pipes freezing and bursting.
- Immediately report any broken windows to GSHC

Noise Levels

- Tenants are responsible for the actions of their children, household members, and guests. Please ensure noise levels are kept to a minimum and that there are no disturbances to other residents.
- Children must be supervised at all times to ensure their safety and the safety of others

Keys and Security Access Cards

- You will be issued your security access card and/or keys during regular business hours prior to your move-in date. Your first security access card is provided at no cost as part of your tenancy agreement. Please note that additional keys or replacement access cards may be subject to a fee.
- You are responsible for all keys and security access cards you receive from GSHC
- Keep your key and security access card in a safe place
- Do not let anyone else use them
- Do not let anyone you do not know into the building when you enter

Lost, Stolen Keys or Security Cards

- If your keys or security access card are lost or stolen or if you are locked out of the building after regular business hours, please contact GSHC at 705-674-8323 for assistance
- Replacement keys or access cards will be subject to a fee
- You will be asked for identification



Intercoms and Safety

- Most GSHC buildings are equipped with an intercom system
- Do not allow access to strangers. When someone buzzes your unit, make sure you know and trust the individual before granting entry.
- Intruders may attempt to gain access by buzzing multiple units until someone lets them into the building

Tenant Parking

- It is important that you notify the GSHC office immediately if your vehicle or registration information changes
- All tenants using GSHC parking spaces must register their vehicles with the GSHC office
- Please ensure your vehicle is properly registered to avoid parking enforcement actions
- Unregistered vehicles may be ticketed or towed at the owner's risk and expense
- GSHC parking tags must be hung from the rearview mirror and always remain clearly visible from the exterior of the vehicle
- Visitors can park in designated visitors' spots where provided

Important:

Please note that **GSHC can no longer review or cancel parking tickets.**
All ticket disputes must be submitted directly to the **City of Greater Sudbury.**

To dispute or pay a ticket:
Call 3-1-1 for assistance.

Parking and Vehicle Restrictions

The following activities are **not permitted** in GSHC parking areas:

- Storing vehicles that are not in working condition. All vehicles must be operational and able to be moved for emergencies, snow removal, or maintenance.
- Parking in fire lanes or in front of garbage bins, as this may block access for emergency or maintenance services
- Performing major vehicle repairs, such as removing or repairing engines, transmissions, or rear-end assemblies
- Dumping oil or other automotive fluids in parking areas
- Causing damage to asphalt surfaces or electrical outlets

Failure to comply with any of these restrictions means your vehicle will be towed at your own expense without notice or you will have to pay for damages.



Rental Statement for Income Taxes

Request for annual receipt please email gshc_taxreceipts@greatersudbury.ca. Kindly include your name, address, and tenant number.

Greater Sudbury Housing Corporation is exempt from municipal property taxes. This means that tenants may not be able to claim the property tax portion of the Ontario energy and property tax credit or the Northern Ontario energy credit when they submit their Tax Return. Please visit the Canada Revenue Agency website for more information on tax credits.

Reporting Changes to Your Household Income

In accordance with the Housing Services Act, your rent is subject to an annual review. However, you are required to report any of the following changes to Greater Sudbury Housing Corporation within 30 days should they occur:

- A permanent change in your household composition
- A household member stops being in full-time attendance at a recognized educational institution
- A member of the household begins or stops receiving social assistance, such as Ontario Works (OW) or Ontario Disability Support Program (ODSP)
- A member of the household has had their taxes reassessed
- A member collecting OW or ODSP has a permanent increase in income that exceeds their non-benefit income limit
- Failure to report these changes may result in charges for retroactive rent, the loss of your rent-geared-to-income subsidy, or both. In such cases, your rent may be increased to the full market rate. If you have any questions regarding the reporting of income or changes to your household, please contact the office.

Household Annual Eligibility Review

Each year, your household will receive an annual review package containing forms that must be completed by all household members aged 16 and older. All required supporting documentation must also be submitted.

You are required to complete and return the forms, along with all supporting documents, within 30 days. Failure to do so may result in the loss of your rent-geared-to-income subsidy.



Safety and Security

Safety and Security Tools

GSHC works with tenants, committees and other groups and agencies to promote a positive presence in our communities.

Emergencies and Crimes in Progress

Always call 9-1-1 immediately in the event of an emergency or crime in progress. After contacting emergency services, please call the office to report your safety or security concern.

All criminal activity must be reported to the police first, followed by a report to the GSHC office.

Security Cameras

- Many tenants choose to install security cameras to monitor entrances to their homes, including apartments, townhomes, and houses
- Tenants who install cameras are responsible for ensuring that the privacy of their neighbors is respected at all times
- Cameras must not be positioned in a way that captures the interior of another person's home, including views through windows or doors
- Cameras must also not record private areas, such as balconies, yards, or other personal spaces belonging to others



Fire Safety

What To Do If There is a Fire

In Your Suite:

- Immediately, get everyone out. Stay low to the ground as you leave and close the door of the room where the fire is located.
- Pull the fire alarm on your floor to let others know there is a fire
- Go down the nearest stairway. Never use the elevator.
- Exit the building and call 9-1-1
- Once you have left the building, stay out of the way of firefighters
- Tell the fire department/fighters if you know of anyone trapped in the building
- Go to the predetermined meeting place in your family's fire safety plan

In Your Building:

- When you hear the fire alarm, check the corridor for smoke or fire. If the corridor is smoke-free, use the nearest exit.
- If the corridor is blocked, shut your door and stay in your suite
- Call 9-1-1 to report that you are in the building and give your apartment number
- Keep your door closed and put wet towels around your door to keep out smoke. Turn off your air conditioner and fill the bathtub with water.
- If the front door is hot, wet it down with wet towels. Open the windows a few inches unless there is smoke coming from below.
- Do not panic. In a fire-resistant building, you are safer in your suite with the door closed than attempting to escape through fire and smoke.

If Your Clothing Catches Fire:

- Stop, drop, and roll. Drop to the ground, cover your face with your hands, and roll until the fire goes out.
- If you cannot do this, grab a towel or blanket and smother the flames

Fire Safety Plans

GSHC has fire safety plans for buildings that have a common area and for high-rise/low-rise buildings:

- Printed plans are posted near the elevators and in the lobbies of the buildings
- If you do not live in a unit where you have a shared common area, then you must develop a fire safety plan for yourself
- You should develop a fire safety plan with your entire family. Draw your plan to include two ways out of every room including the windows. Pick a meeting place outside and well away from the building.



Fire Prevention Tips

GSHC needs your help to prevent fires in your home, buildings, and community. Here are a few tips to follow:

Smoking

- Never smoke in bed
- Avoid careless smoking. Always use proper ashtrays that do not tip.
- Dispose of smoking materials such as cigarette butts and the contents of ashtrays with caution
- Never empty ashtrays into combustible containers such as garbage cans or refuse containers

Electrical

- Never overload electrical circuits
- Ensure all extension cords and electrical devices are in good condition. Check regularly for loose connections and frayed or exposed wire and discard defective cords.
- Insert plugs fully into outlets. Poor contact may cause overheating or electrical shock.
- To avoid overheating, do not coil or bunch an extension cord while in use
- Never use extension cords under carpets or rugs, across doorways, or any place where they will be stepped on or rubbed
- Make sure you follow the recommended wattage noted on your light fixtures. Do not use bulbs that exceed the amount.

Heating

- Keep clothing, boxes, bags, paper, and other flammable materials away from furnaces, baseboard heaters, and space heaters
- Keep space heaters away from walls

Candles

- Place all candles in sturdy holders that will not burn or allow wax to drip onto tables, floors, or rugs
- Extinguish all candles before you leave the room
- Keep a careful eye on children and pets when candles are lit

Basements

- Keep entrances clear
- Remove lint from dryers after each load
- Do not place plastic or rubber items in the dryer
- Do not place items that have been exposed to chemicals in the dryer



Kitchens

- Keep a portable fire extinguisher in the kitchen
- Be careful that grease does not splatter or spill when cooking
- Do not use tin foil or any other metal substance in the microwave
- Wipe appliances and surfaces after cooking to prevent grease buildup
- Stay in the kitchen when cooking. Do not leave the room unless absolutely necessary.
- Never leave your home while food is on the stove, in the oven or microwave
- Keep the stove and surrounding area clear. Dish towels, potholders, curtains, and aprons can catch fire easily, so keep them away from the stove at all times.
- Turn pot handles towards the center of the stove
- Never wear loose clothing while cooking
- Always heat oil slowly over moderate heat
- Turn off all stove and oven elements and unplug small appliances when not in use
- Keep all heat-producing appliances away from the wall and away from anything that might burn

What To Do If a Cooking Fire Starts

- If a pot or pan catches fire, carefully slide a lid over the pot, or pan and turn off the stove. Leave the lid on until the pot or pan is completely cool.
- If there is a fire in the oven or microwave, keep the door shut
- Never throw water on a grease fire. Water will cause grease fires to spread.

Around Children and Pets

- Keep children and pets away from fires, candles, stoves, fireplaces, and flammable materials
- Do not store cookies, cereal, or other treats for small children near the stove
- Keep young children at least one (1) meter (three (3) feet) away from the stove while older family members are cooking
- Older children should cook only with permission and under the supervision of a grown-up
- Cover unused wall outlets with safety caps
- Keep matches and lighters out of children's reach, preferably in a locked cabinet. Use only child resistant lighters.

Smoke Detectors

- You should regularly test your smoke detector to make sure that it is working properly
- Get into the habit of checking each day to see if the red or green indicator light is on. If the light is on, your smoke detector is working. If the red or green indicator light is not on, call GSHC.
- Following an electrical storm, you should check your smoke detector to see if the indicator light is on.

- Once a month, depress the test button on the detector; within five seconds the alarm should emit a constant sound. To stop the alarm, release the button. If the alarm does not sound, contact GSHC.
- Never tamper with smoke detectors, under any circumstances. Once activated, they will stop on their own. Tampering with a fire alarm system or any fire protection equipment is a criminal offence, subject to a heavy fine, imprisonment, or both. You would also seriously jeopardize your tenancy with GSHC.

Barbecues (BBQ)

BBQs are NOT allowed on balconies. This is a City of Greater Sudbury by-law and is enforced on GSHC properties.

You are responsible for your BBQ and must ensure that it is:

- operated only outdoors in a well-ventilated area
- not operated within an enclosed area or near combustible materials
- used under constant adult supervision

The propane tank used for your BBQ must:

- be kept upright at all times
- be closed at the valve when stored in a vehicle, building or below ground level
- not be stored within two (2) meters (6.5 feet) of a portable BBQ when not attached to the BBQ
- not be stored on a balcony that is enclosed by a screen or glass
- not be more than twenty (20) pounds when attached to the BBQ
- not have a valve closer than nine hundred (900) millimeters (three (3) feet) from any door or window that is lower than the valve
- be equipped with a quick connect coupling valve (Q.C.C.V.) and an overfill protection device (O.P.D.)

Open and Closed Fire Pits

For the safety of all residents and surrounding neighbors, it is the policy of GSHC that there will be no open air burning of any kind including open air burning in any type of fire pit and/or chiminea on any GSHC property.





Pest Control

GSHC has a pest control program in place in order to maintain a healthy, safe environment for you and your guests. This includes getting rid of any pests that appear in your home and helping you avoid pests.

Preventing and Exterminating Pests

- GSHC can provide you with information on how to identify and prevent pests in your home. GSHC also arranges information sessions on how to maintain a pest-free home.
- An appointment with a professional exterminator will be scheduled to exterminate any pests. Your belongings will be respected while your home is treated. With your co-operation, any pest concerns can be treated without complications.
- GSHC will provide you with information about what is needed to prepare in advance for the exterminator and what the treatment and follow-up will involve

Bed Bugs

Look for these signs:

- Itchy red welts on your skin. These welts can be many sizes and can appear in groups of two or three.
- Dark red or brown stains on furniture, bed sheets, and clothing

Where do you find bed bugs?

Some of their favorite hiding places are:

- Within 6 feet of where you sleep
- Behind baseboards and under loose carpets and rugs
- Inside couches/sofas, mattresses, box springs, and bed frames
- In furniture and luggage

How do I stop bed bugs from getting into my home or coming back?

- Check furniture and other household items regularly
- Maintain your home and keep up with the cleaning
- Keep your home free of clutter and avoid keeping clothing, toys, and other household items on the floor
- Regularly wash all bedding and clothing in HOT water and/or dry them in a HOT dryer (high heat - 40°C/ 120°F) for a minimum of 20 minutes
- Vacuum all mattresses and mattress frames
- Consider having a bed bug-proof mattress cover installed
- Watch for bed bugs hiding in cracks, creases, folds, seams, and tears
- Watch for dark red or brown stains on bed sheets, clothing, and mattresses/box springs, especially around the edges and around the seams
- Look closely at any second-hand furniture, suitcases, or clothing before bringing them into your home
- Vacuum or shake out suitcases before bringing them into your home



Ants

Look for these signs:

- If you only see a few ants (less than 10), it usually means there is not an established colony
- If you have carpenter ants in the wood in your home, the wood will often show damage – small bore holes

Where do you find ants?

- Ants are drawn to areas that are constantly moist
- Ants may crawl across sidewalks, driveways, and basement floors

How do I stop ants from getting into my home or coming back?

- Thoroughly clean your home regularly, wiping up any sticky spills immediately
- Keep food stored in sealed containers
- Remove any old and untreated wood, especially if it has visible bore holes
- Report any ongoing moisture problems in your home to GSHC as soon as possible

Cockroaches

Look for these signs:

- New cockroaches outgrow their shells, discard them, and grow new ones. The old shells can be seen in the areas the pests are drawn to.
- You see cockroaches at night when the light is turned out. They scurry for cover when the light is turned on.

Where do you find cockroaches?

- They are drawn to warm, humid areas, such as basements, kitchens, bathrooms, sewer pipes, gardens, greenhouses, damp pavement, and walkways
- They easily adapt to new surroundings and will survive on almost any source of moisture and food
- They feed on human food, garbage, fruit, crumbs, and a variety of other items including wood, leather, glue, cigarette butts, toothpaste, and soap

How do I stop cockroaches from getting into my home or coming back?

- Give your home a thorough cleaning regularly, getting rid of any crumbs and food particles on counters and floors
- Carefully inspect any used furniture, appliances, or clothing you bring into your home
- Check around cracked plumbing fixtures and floor drains for signs of cockroaches
- Report any ongoing moisture problems in your home to GSHC as soon as possible

Bees, Wasps, Hornets

Look for these signs:

- Wasps and hornets' nests are large, grayish, papery cones and are usually found in protected cavities such as in wood piles, under eaves, protected limbs of trees and chimneys
- Bee hives are large, brownish, lumpy cones and can be found almost anywhere



Where do you find bees, wasps, and hornets?

- These insects are most commonly found outside, but they can invade homes, building nests in protected areas such as chimneys and under eaves

How do I stop bees, wasps, and hornets from getting into my home or coming back?

- These insects are all attracted to sweet foods, decaying materials and other insects, so seal or eliminate any food source
- Pollen and nectar are the main sources of food for bees, but they are also drawn to sweet, sticky food spills or food left out on plates

House and Deer Mice

House mice are grey rodents (with large ears and small eyes) that measure 2.5 to 3.5 inches (6.5 to 9 centimeters). The tail is usually the same length as the body.

Deer mice are grey to reddish brown rodents with two-tone tails and white undersides. They measure from 2.8 to 3.9 inches (7 to 10 centimeters).

Look for these signs:

- Small droppings near food sources, gnawed holes in bags and boxes containing food or garbage
- Listen for noises made by their running, gnawing, and scratching to locate them in your home – especially during the evening and night when they are most active. If food is scarce, they will also be active during daylight hours.

Where do you find mice?

- Mice can survive outdoors in winter but are drawn to buildings for protection and easier food sources
- You can often hear mice because they build nests close to food, usually in between double walls, above ceilings, under floors and closed in areas around counters

How do I stop mice from getting into my home or coming back?

- Give your home a thorough cleaning regularly; remove crumbs and food particles
- Store all garbage in containers with tight lids
- Store food in sealed jars or tins as mice can often chew through plastic
- Contact GSHC if you notice any cracks or crevices open to the outside of your home (ex: unsealed dryer vents, exterior water/gas hook-ups, etc.)

Is there a risk of getting sick from mice?

- Mice (particularly deer mice) can carry the Hantavirus which can cause serious illness
- Although reported cases are relatively rare, typical symptoms are flu-like and include fever, headache, nausea, vomiting, muscle aches, diarrhea, abdominal pain, and shortness of breath. Symptoms can occur any time between three days to six weeks (usually occurring around 14 days) after exposure. Hantavirus infection without symptoms is rare.

Reporting Pests to the GSHC Office

- If you think you have pests in your home, phone GSHC at 705-674-8323
- To avoid causing any further infestations, GSHC does not recommend that you treat pest problems on your own



Mold Prevention

Mold can be a health issue for you and your family, and it can also cause damage to your home. GSHC has an ongoing program to help you prevent mold in your home including:

- Annual inspections of all units and common areas of buildings for mold
- Renovation of GSHC properties to ensure adequate air intake and circulation
- Repair and replacement of roofs, windows, and the outer shells of buildings

How Do You Check for Mold in Your Home?

Smell: Mold generally has a musty, damp smell that is unpleasant and reduces the air quality.

Visible growth: Mold and mildew can grow in a variety of patterns and colors. The most common are black, grey-brown, grey-green, orange, or purple. Black mold is generally a greenish black with a slimy appearance.

Physical symptoms: Some people are allergic to mold. If you have an increase in allergy symptoms or are having headaches or feeling dizzy when you are at home for an extended period, you may have mold in your home.

Mold is Most Likely to be Found in:

- Kitchens and bathrooms where exhaust fans do not work properly
- Around leaking taps, pipes, or toilets
- Anywhere there's excess moisture created on a regular basis, for example in the kitchen or bathroom or a water leak

Please Call GSHC at 705-674-8323 to report any of these conditions.

Prevent Mold in your Home

General interior

- Keep your home well-ventilated and use the exhaust fans around the stove and in the bathroom
- Remove any stored items you no longer use. Fabrics, paper, wood, and other materials collect dust and hold moisture which can cause mold.
- GSHC will service your furnace on a regular basis
- Have family and guests remove their shoes when entering your home
- Vacuum often
- Clean hardwood floors with a damp mop
- Remove unnecessary, dust-collecting furniture
- Avoid bringing in any furniture previously stored in a moldy place
- Reduce the number of house plants you have and inspect the soil in the pots to make sure there is no mold on the surface
- Keep furniture, boxes, and clothing at least two inches away from the exterior wall to ensure adequate air movement



Bathrooms

- Run the bathroom fan while you shower, and for a few minutes afterward
- Keep shower times as short as possible
- Keep all surfaces clean and dry. Wipe up any standing water on the floor and around the bathroom sink/vanity.
- Keep drains in good working shape by removing debris from them
- To clean a drain, follow these steps:
 - Pour a handful of baking soda into it
 - Add a cup of vinegar
 - Plug the drain
 - Let the mixture sit for 20 minutes
 - Run fresh water

Kitchens

- If you have a fan over your stove that vents outside, use it when you cook
- Avoid boiling liquids for long periods of time
- Keep drains in good shape. Follow the steps above to clean your drain.
- Pull the refrigerator out to clean the drip pan at the back. At the same time, vacuum dust from the coils at the back of the refrigerator.
- Check for leaks under the kitchen sink
- Remove garbage daily to prevent odors and spoiling

Closets and Bedrooms

- Remove any unused items
- Do not over fill closets
- Keep things tidy to improve air circulation

Basements

- Dispose of wet, badly damaged or musty smelling clothes, paper and furniture in storage
- Keep only washable items
- Keep the storage area tidy to encourage air flow
- Store firewood outside
- Do not use carpets on the basement floor
- Clean the drain in your basement floor occasionally by adding a half cup (125 milliliters) of bleach to the drain. Let it stand for a few minutes then flush it with plenty of water.
- Keep the drain trap filled with water
- Use a dehumidifier in the basement to reduce moisture in the summer. Close the basement windows when the dehumidifier is on.

Furnaces

- GSHC will regularly replace your furnace filter

Laundry

- Make sure your clothes dryer is connected to an outside exhaust vent
- Remove lint every time you use the dryer. Lint build-up in a dryer is also a serious fire hazard.
- Avoid hanging wet laundry indoors
- Wipe your laundry tub and washer dry after each use

General Exterior

- Report eavestroughs, downspouts and downspout extensions that are not connected or working properly
- Report yard areas that slope towards your building

Eliminating Mold

- Mold patches that cover less than two- or three- square feet (.05 to one meter) are considered small, so you can usually clean the mold yourself
- Always wear rubber gloves, safety glasses, a dust mask, and a long-sleeved shirt when working around mold
- If you find mold on a washable surface, scrub the area with soapy water, rinse with a clean damp cloth and then dry quickly
- Clean moldy drywall with a damp cloth and baking soda or detergent. Do not allow the drywall to get too wet.

Note: For larger areas, or if you have recurring mold, call the GSHC office at 705-674-8323.





When You Move Out

When you are ready to move out, contact the GSHC office right away. If you plan to move out, you must provide GSHC with at least 60 days (two months) written notice. You are responsible for paying rent and utilities for the full notice period, even if you move out before the 60 days have ended.

Moving Out Checklist

- ✓ Ensure your unit is clean and returned to the same condition as when you moved in. GSHC staff will verify the conditions by completing a Move-Out Inspection Form after you vacate the unit.
- ✓ Remove all personal property from the unit before moving out
- ✓ To avoid losing any belongings, arrange for all items to be removed on or before your move-out day
- ✓ Return all keys and security access cards on your move-out day or by the next business day. Failure to return these items will result in replacement charges, which will be applied to your rental account.
- ✓ Ensure your rent account is paid in full. Any outstanding balance may be forwarded to a collection agency.
- ✓ Provide GSHC with a forwarding address and notify your important contacts of your change of address before moving
- ✓ Cancel all utility accounts and any pre-authorized payment arrangements before you leave

Abandoned Goods or Property

- Tenants must remove all personal property from their unit when moving out
- If any personal belongings are left behind, GSHC will handle them in accordance with the Residential Tenancies Act
- If you no longer wish to keep certain items, you are responsible for removing them from your unit prior to moving out
- Please note that you will be charged for any costs associated with the removal and disposal of abandoned items
- If you need to leave something behind, contact GSHC immediately with your new contact information and the date you will be picking up the items



Eviction – Causes and Responsibilities

Tenants are expected to pay rent, in full, on or before the first day of each month. When a tenant is late paying the rent, a Notice of Termination may be issued to the tenant to vacate.

If a tenant does not move or pay their rent, an application may be filed at the Landlord and Tenant Board for an order of possession.

GSHC works closely with tenants to support and maintain successful tenancies, offering guidance and assistance whenever possible.

GSHC may issue a Notice of Termination to a tenant for reasons including, but not limited to:

- Non-payment of rent
- Damage
- Safety
- Behavior
- Persistent late payment