

Resident Handbook



**Nekenaan Second Stage Housing, a
Service of Anduhyaun Inc.**

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Welcome

Welcome to Nekenaan Second Stage Housing, a service of Anduhyaun Inc. To guide you during your stay, we recommend that you become familiar with your Residency Agreement and the Resident's Handbook. This handbook will give you lots of information on what to expect living here, what your rights as a resident are, and what our expectations of you are.

Anduhyaun Inc. opened Nekenaan Second Stage Housing in 1995 to provide affordable, culturally based transitional housing for Aboriginal women, with or without children. In building Nekenaan Second Stage Housing, Anduhyaun committed its resources to provide a positive, safe, alcohol and substance free living environment to women and children who wanted to make positive changes in their lives.

Resident Bill of Rights

As a resident of Nekenaan we are committed to your right to:

- **Privacy**
- **Confidentiality**
- **Freedom of Information**
- **Freedom from harassment**
- **Freedom from violence and abuse**
- **A drug and alcohol free environment**
- **Appeal decisions that affect you**
- **All residents will be entitled to privacy, peace, and good order within their own units**

Important Phone Numbers

EMERGENCY:	911
Gerstein Centre (Crisis Intervention):	(416) 929-5200
Ontario Poison Centre:	1-800-268-9017
	(416) 813-5900
Tele-Health Canada:	1- (866) 797-0000
TTC Information:	(416) 393-4636
Community Information:	211
Police Radio Room (non-emergency):	(416) 808-2222
Assaulted Women's Help Line	1-888-364-1210
Toronto Hydro (Power Outage)	(416) 542-8000
Aboriginal Legal Services Toronto	(416) 408-3967
Kids Help Line	1-800-668-6868
Bro Talk (www.brotalk.ca)	1-866-395-5933

Nekenaan Phone Numbers

Program Coordinator:	(416) 243-7669 ext 226
Emergency On-call:	(416) 243-7669 ext 228

Who Does What

Housing Administrator (ext.221)

Oversees the day-to-day management of our building including: administration of the rent-g geared-to-income program, security and carrying out Nekenaa n housing policies. The Housing Administrator is under the supervision of the Executive Director.

Director of Resident Support Services (DRSS) (ext.239)

Oversees transitional supports to Nekenaa n residents including; goal planning, check-ins, referrals and advocacy towards finding and maintaining permanent housing. The DRSS also facilitates the common life of the building including resident meetings, group programs and conflict resolution. The DRSS is under the supervision of the Executive Director.

Program Coordinator (ext.226)

The Program Coordinator provides a wide range of general administrative and program supports to the Board of Directors, Executive Director, Bookkeeper/ Accountant, Housing Administrator and Director of Resident Support Services. The Program Coordinator is under the supervision of the Executive Director of Anduhyaun.

Cleaning

Nekenaa n contracts out its maintenance and cleaning services.

Board of Directors

Anduhyaun Inc. and all of its programs are governed by a Board of Directors. All of the directors volunteer their time to be on the Board. The Board approves Anduhyaun policies and legal contracts.

Office Hours

There is a number of staff available to serve you at Nekenaa throughout the week. Whenever possible, residents are encouraged to make appointments in advance.

The office hours are 9:00am to 4:00pm, the office is closed 12:00pm to 1:00pm for lunch, unless otherwise posted.

Living at Nekenaan

Housing Policies and the Residential Tenancies Act

As a transitional housing provider, **Nekenaan is exempt from the Residential Tenancies Act (RTA) under section 5 (k)**. Although Nekenaan is committed to your rights as a resident here, some of the protections that the RTA gives to tenants will not apply to you. Nekenaan has a series of important housing policies that are intended to support the intents and purposes of our transitional housing program. A copy of these policies will be attached to your residency agreement. Please note that Nekenaan has the right to evict residents who do not follow these policies.

Locks and keys

On your move in day you receive a key for your unit, your mailbox, the door to the stairwell and an access card that is used to enter the building and to operate the elevator. Your unit key will also open the doors to the laundry rooms, and the balconies. **To protect your security and the security of other residents, notify Nekenaan staff right away if you lose any of these items.** Nekenaan may charge you for replacement of keys and access cards. The cost is as follows:

- Unit Key** - \$10.00
- Stairway Key** - \$ 10.00
- Mail Box Key** - \$10.00
- FOB Key** - \$10.00

For the safety of all, never let anyone except your own guests into the building. You will need to go down to the main floor lobby to take your visitor up the elevator to your unit. For receiving deliveries, you will need to meet the delivery person at the front door.

Telephones

There are two shared telephones on each floor that can be used by residents to make local calls. When using these phones, please remember that they are for shared use and limit the length and number of your calls appropriately. You can reach Nekenaan staff from these phones by dialing their extensions directly.

If you would like your own phone service, you must call Bell Canada to arrange for hook up. You will need to arrange an appointment during regular business hours and advise the Office of the time and date you are expecting the serviceman. You will be responsible for all costs associated with your line. The phone line that you get connected in your unit will also need to be coded to allow you to use the door entry system. This should be done when the serviceman is connecting your new telephone line.

Storage

Please be advised that Nekenaan **does not provide space for storage**. Personal belongings such as furniture; couches, beds, cabinets, tables, dressers etc. are NOT permitted in resident units. Smaller personal items, however, are; clothing, small household items (pots/pans, dishes, cups, utensils etc) and bathroom essentials.

Insurance

Nekenaan is not responsible for your personal property. Our insurance covers our property only. Nekenaan is only responsible for damage to your personal property if it is proven to be caused by negligence on our part. It is suggested that you get apartment insurance for your personal property.

Damages

Report any damage to windows, screens or latches to Nekenaan staff immediately.

Balcony Safety

Please make sure that nothing is left out on the balcony that children can climb on and **never leave children unattended on the balconies.**

Smoking

Smoking is not permitted in any part of the common space at any time. Smoking is permitted on the balconies with the door closed. You may smoke in your unit if it is not designated as a smoke-free unit.

Repairs

For all maintenance issues/concerns in your unit, or any other areas of the building, kindly complete a maintenance request form. These Work Order Forms are located in file holders on each floor. Return the completed Work Order Form to the reception office. We shall give you at least 24 hours' notice that we are coming to do repairs or an inspection of your unit, unless it is an emergency situation. All repairs will be done between 9:00 a.m. and 4:00 p.m.

There is no charge for repair due to normal wear and tear. However, any extraordinary damage you, your children, or your visitors cause will be charged to you.

Emergency On-Call

After working hours and on weekends, there is an Emergency on call number you can phone. Dial (416) 243-7669 ext 228, press 7 when prompted to do so.

Call this number only in a serious emergency, such as flood, power failure to the whole apartment, elevator breakdown, someone trapped in an elevator, no heat, or when someone's safety is at immediate risk.

Using the on-call service for non- emergency or non- life threatening matters will result in a charge of \$20.00 to you, i.e. locked out of building/unit.

Security

Nekenaan takes the security of the building very seriously. There are a number of security features in the building to ensure the safety of our residents. Every resident can help in keeping the building safe for every one by practicing the following:

- **Always lock your door when you go out and always take your keys and access card with you.**
- **Never let anyone you do not know into the building.**
- **Never prop the entrance door open for yourself or anyone else.**
- **Report lost or stolen keys and access cards to the Housing Administrator immediately.**
- **Never lend your keys or access card to anyone.**

Any behavior or activities that pose a security risk to the other residents in the building will be considered grounds for eviction.

If you see an unidentified man in the building

The police department is aware of the special security needs of Nekenaan and is authorized to arrest anyone trespassing on the property. If you see an unidentified man in the building, call the police radio room at (416) 808-2222 or the 12 Division Community Response Unit at (416) 808-1200 and give them the address.

About Rent

Nekenaan is about preparing our residents to find and maintain permanent housing; we take the payment of rent very seriously. **If you anticipate any problems or difficulties with the payment of your rent, discuss the matter with the Housing Administrator/Program coordinator as soon as possible.**

It is very important that you communicate any changes in your income or in your household situation (for example the number of children that will be staying with you), to the Housing Administrator as soon as possible. Failure to do so may result in losing your eligibility for RGI subsidy both here at Nekenan and with other housing providers as well.

Changes in income or household situation may result in a change in your monthly rent amount or the size of unit that you are entitled to. If so, you will be informed of the decision and the reasons for the decision. You will be given an opportunity to comment on the decision, and the reasons given, and will be advised of the steps you can take if you do not agree with the decision.

If your monthly income is high enough, you may be charged a fixed amount considered to be market rent for your unit. These market rent amounts are set by the City of Toronto once a year. If the City increases this amount, any residents paying market rent will be given advance notice of the coming increase.

All rent payments are due in full on or before the first of the month. After this time they will be considered overdue unless some other arrangement has been made in advance with the Housing Administrator.

You may pay your rent by certified cheque or money order only. Please note that personal cheque or cash will **not** be accepted. If you are receiving Ontario Works (OW) or Ontario Disability Support Plan (ODSP), you may arrange with your worker to have your rent paid directly to Nekenan each month.

Please make your certified cheque or money order payable to Anduhyaun and print your name and unit number on the front

Review of RGI and Housing decisions

The *HSA* requires housing providers to inform residents that they have a right to a review of any RGI rent decision, unit transfer or other housing decision that affects them. Persons other than the original decision makers will conduct this review. To obtain a review, an application must be made in writing and it must be done within the specific timelines. Contact Nekenan for details on Nekenan's Internal Review policy.

Utilities and Saving Energy

Part of your monthly rent includes the cost of utilities (gas, electricity and water). Free use of the laundry facilities is also accounted for in the cost of your monthly rent. The high cost of utilities uses up much of Nekenan's operating budget and so every opportunity has been taken to reduce energy and water consumption in the building. Doing what you can to help means that Nekenan is more environmentally friendly and has more money to spend on keeping the building well maintained.

Fire Safety

Smudging

Smudging for traditional purposes is allowed at any time. Please avoid smudging near the smoke detectors and ensure that the room is well ventilated while smudging.

Fire Prevention Tips

Never store flammable materials or liquids such as gasoline, paint thinner or solvents in your unit.

The most common causes of fire are:

1. Smoking in bed
2. Grease fires on a stove
3. Disposal of lighted cigarette ashes in the garbage

Make sure you know the fire safety plan in your building. The fire safety plan tells you the best way to get out of the building if there is a fire. The plan is located by the elevator. Make sure you know where the fire alarms are in the hallways. If you hear the fire alarm, follow your safety plan immediately. Never assume it is a false alarm.

Exiting the building in any emergency

You will need to use the stairwell to get out of the building. Make sure everyone living in your unit knows the rules for leaving the building. Close all windows and doors. Lock your unit door and take your key.

If you encounter smoke – keep low to the ground. If the fire is in your unit – leave your unit taking everyone with you. Pull the fire alarm and yell “**fire**” as you leave the building. The Fire Department will be notified automatically once the alarm is activated and will arrive soon after. **Do not go back into the building** until the Fire Department tells you that it is safe to do so.

If you need assistance to leave the building

Nekanaan provides information to fire fighters about who is in the building, and if there is anyone who needs assistance to exit because of mobility problems and who might have a medical condition which could increase their need for assistance, for example use of oxygen. **If you think you would need assistance to exit the building, please make sure you let our Housing Administrator know.**

If you cannot leave your unit

If you are in your apartment and there is smoke in the corridor or your door is hot, **do not open your door**. Leave your door unlocked and signal for help by waving a towel out the window.

You can slow down the infiltration of smoke into your unit this way:

- soak towels and a bed sheet in the bathtub;
- cover the whole door and the doorframe with the wet sheet. The sheet will stick to the door;
- place the wet towel across the bottom of the door;

Smoke Detectors and Fire Extinguishers

Your unit has a smoke detector and a fire extinguisher. There are also fire extinguishers and a fire hose in cabinets in the hallways. Please do not interfere with their proper operation. You are encouraged to read the label on the fire extinguisher to learn how to use it in case of fire.

Maintenance staff will check these items in your unit every month to ensure that they are in working order. If you have problems with your smoke detector or fire extinguisher, notify Nekenan staff immediately. **Never tamper with, or interfere with the function any of the fire safety devices in your unit or anywhere in the building.**

Your Rights and Responsibilities as a Resident at Nekenan

Nekenan is committed to your rights as a resident here. Many of those rights are outlined in legislation such as the Ontario Human Rights Code, the Housing Service Act (HSA) or the City of Toronto Guidelines. Others are spelled out in policies that have been approved by the Anduhyaun Board of Directors. If you ever have any questions about these laws or policies and how they relate to you as a resident, feel free to bring them to Nekenan staff. Some of your rights as a resident are outlined below.

Changes in your monthly rental amount

Any change in your monthly rental amount will come with advance notice, explanation and an opportunity for you to comment on the decision and have it reviewed. An increase in rent due to changes in income or household circumstances will take place on the first day of the third month after the changes. Any decrease in rent due to changes in income or household circumstances will take place on the first day of the first month after the changes.

Interest on last month's rent deposit

When you move into Nekenaaan you will be required to leave a last month's rent deposit with Nekenaaan equivalent to one month's rental amount.

Private property and abandonment of property

While you are a resident, your own private property will not be interfered with by Nekenaaan staff and cannot be seized for unpaid arrears. Once you move out, whether it is with or without notice, any property left behind will be removed by Nekenaaan staff and stored for a period of one week only. During this time efforts will be made to contact you. After that time, Nekenaaan has the right to dispose of these belongings. The exception to the one week timeline is any perishable food items or items deemed as dangerous which will be disposed of immediately.

Housing Support and Eviction

It is the intention of Nekenaaan to support you in maintaining your housing while you are a resident here. Below is a list of some of the grounds for eviction. Not paying your rent or failing to meet the terms of an arrears repayment agreement.

- Violation of any of the Nekenaaan Housing Policies.
- Frequently paying the rent late.
- Causing serious damage to your unit or the building.
- Making noise or acting in a way that seriously bothers any other resident.
- Having people not included in your initial application living in your unit.
- Any action or activity that threatens the safety or security of another resident.
- Breaking the law anywhere in the building or on Nekenaaan property
- Misrepresenting your income or household size if you are paying rent-geared-to-income

Guest Policy

A requirement under the *HSA* is that all housing providers have a policy on short-term occupants of a RGI unit. Nekenaaan's Guest Policy is very clear.

Only female visitors, and male visitors under the age of 18, are permitted at Nekenaaan. These visits are permitted only between the hours of 7:00 am and 11:00 pm. If you would like to have a visitor who meets Nekenaaan's policy stay in your unit outside of these hours, you must submit a **Visitor Request Form** to Nekenaaan staff 24 hours before visitor is to arrive, you will receive a notice letting you know if this is approved or not.

Please note that at all times you are fully responsible and liable for the actions of your guest(s).

A Drug and Alcohol Free environment

As a transitional housing provider, Nekenaaan has the right to maintain a drug and alcohol free building for the support of our residents and their healing journeys. Nekenaaan Housing Policies are very clear about use of drugs or alcohol in the building or returning to the building under the influence. Any violations of these policies will result in eviction proceedings.

If you see or have information about illegal drug activity in the community, you are encouraged to report it to the police.

Peace, Quite and Privacy

All residents at Nekenaaan have a right to their privacy and to enjoy their unit in peace and quiet. Residents are reminded to respect your neighbours right to privacy and enjoyment of their homes by keeping noise at a low level.

If you are faced with what you feel is an unreasonable noise situation, discuss the matter with Nekenaaan staff. Keep a written record of the time and nature of the disturbances. Continued problems should be directed to the attention of the Program Assistant/Housing Administrator in writing. This will result in action to remedy the problem. Excessive noise is a cause for eviction; if there have been repeated offences.

Complaints

If you have a complaint or a concern you may obtain a Residents Issues/Concerns Form from the Reception Area. After completing the form you may return it in a sealed envelop to the Reception Area. This includes complaints about other residents and Nekenaaan staff. If you have a complaint about a repair that has been done in your unit, please fill out a work order form and return it to the Housing Administrator. All written complaints will be followed up.

Transfers

When you move in, you are assigned a unit by Nekenan staff. Once you move in, you may not transfer to another unit unless required to do so by Nekenan staff under certain circumstances:

Privacy, Confidentiality and Freedom of Information

Nekenan is committed to your right to privacy and confidentiality and takes great care to protect that right throughout your time here at Nekenan and after you move out. In keeping with the requirements of the *HSA*, Nekenan imposes many controls on the collection, use, storage and disposal of any personal information on applicants or residents.

Nekenan will safeguard all personal information in the files and shred it when disposing of it.

Freedom from Harassment, Violence and Abuse

You have a right to live free from harassment. If you are harassed by staff or by other residents, you should do something about it. First, if possible, you should tell the offender to stop. If you are not comfortable confronting the person who is harassing you, report the harassment to Nekenan staff, or to the immediate supervisor of the staff person involved. Submit your report in writing and keep a copy for yourself. Write down every incident, including the place, date and time the harassment took place, and details of the harassment.

You and your children have a right to freedom from violence and abuse. Nekenan was built and operates because of Anduhyaun's commitment to that right. It is our intention to provide an environment free from all forms of abuse whether physical, verbal or psychological. If you witness abuse, if you think a neighbor or neighbor's child is being abused, or if you are being abused yourself, bring the matter to the attention of Nekenan staff immediately.

Violence and abuse are criminal offences. If you feel the situation needs immediate attention, call the police.

Housekeeping

It is Nekenan's responsibility to keep the over all building safe, secure, clean and well maintained. **It is your responsibility to keep the inside of your unit clean and safe.** It is the combined responsibility of all residents using the common areas to ensure that they stay clean and safe also. Below are some tips on how we can work together to keep the building clean, safe and welcoming.

Pests

If you see pests such as, cockroaches, mice or bedbugs, **please call the Housing Administrator** as well as putting in a work order to dealing with these unwanted guests as quickly as possible will keep them from spreading or establishing themselves in the building. Keeping your unit and the rest of the building clean is one of the best ways to keep pests away.

Bathroom exhaust fans

Please turn the bathroom exhaust fan on when you shower. The moisture from the shower can cause mildew and damage to your drywall if it is not vented.

Garbage and Recycling

There is a garbage room on each floor where the building's garbage chute, recycling bins, and organic bins are located. Only put garbage down the chute that is in a securely tied bag small enough to fit down the chute. Never put any kind of glass or sharp objects down the chute. This can cause serious injury to staff and City workers.

Recycling will be picked up from the bins in the garbage room by cleaning staff on a regular basis. **Please clean and sort your trash to ensure that all recyclables are in the proper bin.** Remember that recycling helps us all to walk more lightly on Mother Earth.

Laundry Rooms

Hours 7:00 a.m. – 11:00 p.m.

Last load into washing machine no later than 9:30 p.m.

Last load into dryer no later than 10:00 p.m.

The washing machines are energy and water saving high efficiency models. **Only use liquid detergent that is specifically meant for high efficiency washers.** Other detergents will damage the machines. After each use of the dryer, make sure to remove all lint from the lint screen and discard it in the garbage bin. Never leave any of your belongings or garbage in the laundry rooms. Please make sure that the door is left closed.

Common Room Areas

On each resident floor there are common areas for relaxing and an enclosed office area with a phone and desk. The common rooms on the 3rd, 4th, and 5th floors also consist of a kitchen. They are for the use of all residents on the floor. Residents may use the refrigerators to store food and the cupboards and drawers to store non-perishable food items, dishes and cooking utensils. All activities carried out in these areas should be done so in a way that does not interfere with other people's enjoyment and use of the space. Residents are reminded to clean up after themselves when they leave the area, this includes removing all garbage and recyclables and dispose of them in the appropriate way.

Residents are expected to work out together how to share the use of these spaces in a **mutually agreeable way**. For the benefit of all, please observe the following:

- **Always wash and put away all dishes used before leaving the area.**
- **Respect the property of other residents.**
- **Keep the counters, stove top and floors clean after using the kitchen.**
- **Remove all garbage and recyclables and dispose of them in the appropriate way.**
- **Do not leave an open food items out on counter or in any common areas**

When you are ready to move out

30 days notice

When you are ready to move out, we appreciate at least thirty days notice in writing. This helps us to be ready to prepare the unit to welcome the next resident.