



GREENECOURT

Sunshine Coast Lions Housing Society

Thank you for choosing Greenecourt as your home. We hope that you will enjoy living here. We feel the following rules and policies are both necessary and beneficial to all occupants. Your co-operation in abiding by these rules and policies will help maintain desirable living conditions for all occupants, and make your residence a quiet, respectable place in which to live.

RULES AND POLICIES

Aging in Place

- We provide independent accommodation for tenants who are able to cook, clean and care for themselves. We do not supply or assist with homemaking or other chores.
- We encourage you to remain in your unit as long as you are able to live safely and comfortably on your own. You should seek more suitable accommodation when you are no longer able to do so.

Alterations and Decorating

- You may attach pictures, paintings, shelving and other objects to walls but you will be responsible for filling holes and repairing any damage caused by such decorations.
- You may not alter your premises without our prior consent. This includes, but is not limited to,:



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- installing wallpaper;
 - repainting;
 - changing flooring;
 - changing light fixtures or any electrical wiring;
 - installing or storing heavy appliances or equipment;
 - adding to or altering the structure of the exterior or the interior of your unit; and
 - putting up any outside building or structures, including fences.
- You will be responsible for the cost of restoring the premises to its original condition where any unauthorized alteration is made.

Common Areas

- You must take all reasonable steps to ensure that the use of common areas of the complex, including any laundry room, recreation room, parking area, or storage area, by you or your guests will:
 - be prudent, safe and fair to all; and
 - comply with all notices, rules or regulations posted on or about the complex concerning the use of common areas.
- You agree that the use of common areas by you or your guests is solely at your own risk.

Complaints

- All complaints must be received in writing.



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- There are complaint forms located in the lobby of each building. Please fill out the form and place it in the drop box which is checked daily, Monday to Friday.
- All complaints will be dealt with upon receipt.

Dispute Resolution

- If you are disturbed by the behaviour of a neighbour, we encourage you to first approach the neighbour politely and try to settle the problem yourselves.
- You may ask for the help of the Property Manager if you have any reason to feel it would be unsafe to approach a neighbour on your own.
- Persistent difficulties with a single unit should be referred to the Property Manager. Formal complaints must be in writing.
- If you wish to dispute a decision made by the Property Manager, you may appeal to our Board of Directors for mediation. Appeals must be in writing, state the nature of the complaint, and give the reason(s) why you are appealing.

Emergency

- Please follow the instructions found in the Emergency section of this manual and posted throughout the complex in event of an emergency.
- When you sign our tenancy agreement, you provide the name, address and phone number(s) of the person you wish to be contacted in case of an emergency, serious illness or death. It is your responsibility to keep this information up to date.



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- We encourage you to keep up-to-date medical information about yourself in a conspicuous location in your unit for medical personnel access.

Eviction and Exiting

- We are bound by the conditions, rules and regulations of the *Residential Tenancy Act* with regard to eviction for any reason.
- Provided you adhere to our rules and policies and have not breached the *Residential Tenancy Act*, you will not be asked to give up residence in our complex unless your behaviour poses a clear threat to your own safety, the safety of others or a legal liability for us.

External Support Services

- If you have a caregiver, homemaker and other personal service provider who visits you on a regular basis, you must inform the Property Manager.
- You cannot have a live-in caregiver.
- We cannot provide any personal or medical care, or social services. These must be provided by outside agencies.

Good Neighbour

- We encourage you to respect the privacy of your neighbours while showing interest and concern for their well-being.



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- We do not regulate the lifestyle of individual tenants, but we will document any behaviour that negatively affects the peace, security or safety of the community. Repeated documented incidents may be grounds for eviction.
- Any tenant who poses an immediate danger to other tenants may be evicted without warnings.
- We reserve the right to expel any obviously alcohol- or drug-impaired tenant or guest from any common or public space in the complex.

Insurance Coverage

- We are not responsible for loss or damage to your belongings.
- We strongly advise you to carry tenant insurance to protect your belongings and personal liability. Low cost, discounted coverage for Greenecourt tenants can be obtained through Marsh Canada. For more information, please contact the office.

Internal Transfers

- No transfers between buildings or to other suites will be allowed except in extraordinary circumstances as determined by our Board of Directors. Requests for transfers must be in writing and give the reasons for the request.

Keys and Locks

- Keys to your unit may be copied for family members or home support workers.



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- Keys or access devices to common areas, such as storage and laundry, may not be copied.
- Our staff also holds a master key, which will not be used to admit anyone other than you to your unit without your prior written consent, except in an emergency, or in accordance with the *Residential Tenancy Act*.
- We charge the following fees with regard to keys or access devices:
 - \$10.00 per key or device to replace lost keys or access devices, unless we have changed the locks for a reason other than a request from you; and
 - \$10.00 per key to supply additional keys or access devices requested by you.
- Except as permitted under the *Residential Tenancy Act*, you may not change your locks without our permission as new locks must be keyed to the master.

Laundry

- The laundry room is only available for use by you during your allotted time slot or the free times posted in the laundry room.
- Please remove your washing or drying as soon as possible after the cycle ends as a courtesy to other tenants.
- The laundry room is not to be used after 8:00 pm.



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Maintenance

- Please notify management immediately when water leaks from sinks, faucets, piping, toilets or tubs in order to minimize potential water damage.
- All maintenance requests must be in writing. There are maintenance request forms located in the lobby of each building. Please fill one out and place it in the drop box which is checked daily, Monday to Friday.
- All maintenance requests will be dealt with on a priority basis.
- Emergency repairs that are urgent and necessary for the health and safety of persons or preservation or use of the building are to be reported immediately to the emergency phone contact.

Noise

- No loud noise is allowed between 10:00 pm and 8:00 am.
- You are encouraged to give advance notice to neighbours of parties and other events that may be noisy and to ask neighbours to let you know if the noise creates a problem.

Notice to End Tenancy

- You must give at least one month's clear written notice of your intention to move out of your unit (i.e., on the last day of the month preceding the last month you intend to live in the unit).



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Occupants and Guests

- Only tenants listed in the tenancy agreement are permitted to live in the premises.
- You are welcome to have guests for up to 14 days.
- You must notify management of the days and number of guests at least one week in advance.
- If you are away from your unit, no other person is allowed to use the unit during your absence.
- Guests are subject to the same rules and policies as tenants and will be asked to leave if they breach the rules and policies, create a nuisance, or unreasonably disturb other tenants.

Pets

- No pets are allowed in the Greenecourt complex.

Rent Payments

- Rent payments are due on or before the first of each month.
- We encourage you to provide management with post-dated rent cheques for your convenience.
- We do not accept cash for payment of rent unless prior agreement to do so has been approved by management.
- If payment is not received on or before the first of the month, an eviction notice will be issued on the second of the month to take effect no earlier than 10 days after the date of the notice. Repeated late payments may be grounds for eviction under



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section 47 (1) (b) of the *Residential Tenancy Act*.

- We will charge tenants all bank costs incurred by us for any rent cheque that is returned due to insufficient funds.
- If your rent cheque is returned by the bank, you are considered to have not paid rent.
- If you have three cheques returned in a year, you will be required to pay your rent by money order or certified cheque for the next 12 months.
- For your convenience, there is a drop box (checked daily, Monday to Friday) located in the lobby of each building where you can deposit your rent cheque.

Smoking and Vaping

- Smoking and vaping are prohibited anywhere within the Greenecourt premises.
- “Smoking” includes the inhaling, exhaling, burning or ordinary use of any tobacco, cannabis or other product whose use generates smoke.
- “Vaping” includes the inhaling, exhaling, burning or ordinary use of any electrical or mechanical device to produce vapour or any other device that produces vapour for the primary purpose of inhaling, humidifiers excluded.

Tenant Involvement

- Our Board of Director meetings are open to tenants except for those parts declared *in camera*.



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- You may make a presentation to any board meeting if time has been requested in advance through the Property Manager.

Unit Inspections

- We conduct preventive maintenance inspections on all units annually.
- In addition to annual unit inspections, we may also conduct special inspections to schedule the replacement of capital items (such as appliances or fixtures), or to assess the need for repairs, or for any other reasonable purpose.
- We will only conduct inspections after serving the notice required by the *Residential Tenancy Act*.

Use of Premises

- No home-based business will be allowed without the written permission of management.
- You cannot post or hang any signs or advertising of any kind anywhere within Greenecourt without prior written permission from management.
- You cannot hang anything on the exterior of the building, from balconies or in the hallways or common areas without prior written permission from management.
- Because of the danger of fire, barbecues and other outdoor cooking appliances are prohibited on the premises.
- You cannot keep or store any highly combustible products, such as propane tanks or gasoline, on the premises.



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- You cannot store any bicycle, wheelchair, scooter or power chair in hallways, lobbies or common areas.
- The outside patio or balcony area is for outdoor furniture in good repair only and is not to be used for storage.
- Storage areas are provided for your use in your unit or in common storage areas. You agree that use of the common storage areas is solely at your own risk.
- You are expected to maintain ordinary health, cleanliness and sanitary standards throughout your unit, your balcony or patio and any shared areas.
- You are expected to make a reasonable effort to minimize damage in and around your unit by taking practical and common-sense steps to prevent or minimize avoidable damage or loss.
- You are responsible for repairing damage caused by your own acts or negligence and those of your guests, but not for normal wear and tear.

Vehicles and Parking

- Your vehicle is to be parked in your designated space only.
- Visitors may only park in spaces designated for their use.
- Washing of vehicles is not permitted on the premises.
- Repairing of vehicles is not permitted on the premises.
- Storage of items other than your vehicle is not permitted in your parking space.



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Waste and Recycling

- All waste (including organic waste) and recycling must be bagged or wrapped and disposed of in the appropriate bins provided for the complex.
- Please review the material in the Waste and Recycling section for more detailed information on waste and recycling.

Washing Machines, Dishwashers, Waterbeds, Oxygen Equipment, etc.

- The following are not permitted in your unit:
 - washing machines and dishwashers;
 - waterbeds of any volume;
 - any other liquid-filled furniture or aquarium, with a volume in excess of 5 gallons in total;
 - any oxygen life-support equipment that we have not been previously notified of in writing.

Zero Tolerance

- Sunshine Coast Lions Housing Society has a zero tolerance policy for any discrimination, harassment or other forms of anti-social behaviour by tenants related to race, religion, cultural heritage, ethnicity, sexual orientation, gender identity, social condition, or level of physical ability.
- Any tenant who has been found to display such behaviour may be subject to an eviction notice.