



helping to make **Whistler**
the place you call **home**



WHA TENANT GUIDE

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Welcome to your new home

This guide provides you with an understanding of guidelines and policies that the Whistler Housing Authority (WHA) follows to help make your home a safe, affordable and comfortable place to live. It does not include detailed information for specific locations. However, it does provide a good overview of how the WHA operates in regards to management of their rental units as well as what is required of tenants living in WHA units.

About the Whistler Housing Authority

The Whistler Housing Authority (WHA) was created in 1997 to oversee the creation, administration and management of resident restricted housing in Whistler. It is a wholly owned subsidiary of the Resort Municipality of Whistler. The WHA partners with the resort community to provide and sustain a supply of housing options for Whistler's active and retired workforce. Visit the WHA website for more information (www.whistlerhousing.ca).

ROLES OF WHA STAFF & REPRESENTATIVES

In buildings owned and managed by the Whistler Housing Authority, you will meet some if not all of the following people:

Property Manager – Before you move in, your Property Manager, helps you complete your tenancy forms. The Property Manager also works with tenants to resolve problems related to their tenancies.

Maintenance Staff – Maintenance staff is called in when you need something in your home repaired. For example, they deal with leaky pipes, re-hanging closet doors and some appliance repairs. They also handle repairs in common areas.

Cleaners – Cleaners hired by the WHA provide regular cleaning services in the common areas, such as lobbies, hallways and stairwells.

Grounds – Seasonal contractors hired by the WHA provide landscaping and snow clearing services to the common areas of your housing complex. Duties of the contractors may include maintaining lawns, tree pruning, weeding, planting of flower boxes beds and clearing snow.

TENANT E-MAIL NOTIFICATION

The WHA uses email as the primary form of communication with tenants. Please ensure your Property Manager always has a current email address for you, along with a current phone number for emergency contact.

Moving In

Your Property Manager will let you know what day you may move into your new home. When you go to the WHA rental office to pick up your keys, the Property Manager will complete a move-in inspection with you. Move-in hours are from 8 a.m. until 4 p.m.

KEYS AND LOCKS

The WHA will give you keys for your unit, the front door of the building, your mailbox and the garage (as necessary). Please note that we have to charge a replacement fee if you lose any of your keys.

We keep master keys to all WHA rental units to ensure your safety in the event of an emergency. You must not change your locks or add security devices without prior written approval from the WHA. If you need your

lock changed, please ask your Property Manager. If you are locked out of your building, you can contact your Property Manager during office hours (M-F 9am -5 pm) to let you in. After hours, if you reside at Beaver Flats (2400 Dave Murray Place) you can call the emergency line at 1866 760 2418 to arrange to be let in, In all other locations you must call a locksmith directly. Please note that there is a charge for these after hour services.

PARKING

Tenant parking is available at all WHA locations. Vehicles must meet certain conditions, including being licensed and in running order. It may be necessary to register your vehicle to obtain a parking space. You will receive a parking decal for your car which must be displaced while parking at your complex to avoid being towed. Check with your Property Manager for your complexes' tenant and visitor parking provisions.

INSURANCE

The WHA only insures its buildings, not your belongings. Although you are not required to purchase content insurance, we recommend that you do so to protect your belongings in case of fire, flood, theft, earthquake or other damage. If you cause damage to your unit or the building that results in the WHA having to file an insurance claim, you will be responsible for paying the building's property insurance deductible.

UTILITIES

In most buildings, tenants are responsible for paying for their own hydro and/or gas. In buildings where utilities are provided, a utility surcharge is included in the rent.

CABLE; TELEPHONE; SATELLITE DISHES

Most buildings have individual cable hook-ups. Tenants are responsible for contacting their local cable and telephone companies to arrange for connection and payment. Satellite dishes cannot be attached to the building or fences.

PETS

Your Property Manager will inform you if pets are allowed in your complex prior to signing the tenancy agreement. Under no circumstances may you acquire a pet after you have signed a tenancy agreement that states you must not have pets. If pets are allowed, you will be required to provide a pet security deposit. It is your responsibility to remove all waste deposited by your pet within the common areas of the development. If you violate the pet ownership rules, your tenancy may be at risk.

Rent

HOW TO PAY YOUR RENT

Your rent must be paid on or before the first day of each month.

You may pay by:

Cheques. Postdated cheques for the duration of your one year lease is the preferred method of rent payment.

Please note that if you are unable to pay your rent on time, you must contact your Property Manager explaining why you are unable to pay. If your rent is not paid by the first of the month and no agreement is in place, you may be issued a Notice to End Tenancy. This is the start of the eviction process. (Please refer to your tenancy agreement.)

Rights & Responsibilities

TENANCY AGREEMENT

Before moving into your unit, you signed a tenancy agreement with the WHA and you should have a copy of it. (If you lost yours, you can call your Property Manager to request another.) If you find some of the rules difficult to understand, your Property Manager can help you.

SUBLETTING OR RENTING A ROOM

If you are in need of subletting your unit or renting a room in your unit, you must contact your Property Manager ahead of time to receive permission. If you have not received permission to do so, you are not permitted to sublet or rent a room.

HOUSEHOLD SIZE

If there is an increase or decrease in the number of residents in your family, even temporarily, you must contact your Property Manager immediately.

PRIVACY POLICY

The WHA is committed to maintaining confidentiality and respecting personal privacy. When you applied for housing, we collected only the personal information required to administer our housing programs. We will only use this information to support you in your tenancy.

Your personal information will only be used by authorized staff to fulfill the purpose for which it was originally collected, or for a use consistent with that purpose. We do not disclose your personal information to other public bodies or individuals except as authorized by legislation or through your consent. The WHA only keeps your personal information for the duration of your application and tenancy and other legislative requirements. Records are then destroyed.

Your New Home

CARE OF YOUR UNIT

It is your responsibility to keep your home safe and clean.

- Leave common areas like the hallways, laundry rooms and grounds clean for other tenants.
- Remember that children should not play in hallways, elevators, laundry rooms, or underground parking garages.
- If your children keep bicycles in your home, please make sure they do not ride them inside.
- Picture hooks, rather than nails or screws, must be used to hang wall decorations.
- Do not use liquid bleach as a cleaner. It is harsh on the environment and can also damage building materials, such as carpets. Instead, use alternatives such as baking soda.

As per your tenancy agreement no alterations, renovations or painting are allowed in your unit.

APPLIANCES

Many of our units' refrigerators are frost-free and do not need to be defrosted. If you do not have a frost-free fridge, clean and defrost yours regularly to keep it in good working condition and to save energy. Do not use knives or ice picks to scrape ice off as these can damage the freezer and you will be charged for repair costs. Also, do not put kettles or pots filled with boiling water in the freezer to melt the ice as the heat could melt plastic parts.

- Use oven-cleaning products for your oven.

- Use a mild soapy solution to clean the smooth surfaces of appliances.
- For grease and dirt, try a paste made from baking soda and water. Please do not use abrasive cleaning products as they will damage the surfaces of your appliances.

BATHROOMS

Please use a gentle, non-abrasive cleaner on bathtubs, sinks and toilets. A rough cleaner will scratch the surface and make the fixtures harder to keep clean.

You may have a condensation problem in your bathroom if there are symptoms such as:

- condensation on the fixtures, windows or walls;
- mould and mildew between ceramic tiles, in the corners or on the ceiling;
- peeling paint, rotting, blackened window sills, damaged drywall under windows, curling floor tiles, musty smells, or water dripping from vents.

Condensation is caused by:

- excessive house humidity;
- moisture from hot baths and showers;
- dampness from wet bath mats, towels and drying clothes;
- inadequate ventilation;
- uninsulated vent ducts;
- paint or wallpaper not designed for use in bathrooms;
- cold outside air leaking through insulation.

While you cannot change any structural causes, there are a number of things you can do to reduce condensation.

- Turn on the bathroom fan or open the bathroom window while you are showering or bathing. Keep the fan running or window open until the condensation has evaporated.
- If you have a bathroom fan that is set to run continuously, it is part of the unit's required ventilation as regulated under the Building Code and cannot be dismantled. If you find the fan excessively loud, talk to your Property Manager.
- Keep the kitchen fan on, or a kitchen window open, while cooking and washing dishes.

Note: It costs less to heat dry air than wet air, so keeping a window slightly open or the fan running will result in smaller hydro bills.

STORAGE AREAS

Some units have storage areas. If your unit has one, it must not be used as a sleeping area. Most storage areas do not have proper fire exits or ventilation, so using them as bedrooms violates fire regulations and, in the event of a fire, could endanger lives.

BALCONIES

If your unit has a balcony, it must not be used for storage. In the winter, you should clear any snow from your balcony because accumulated melting snow could leak under the door into your home.

HOUSEHOLD GARBAGE AND RECYCLING

Check with your Property Manager for information about garbage removal and recycling programs at your housing complex.

Disposal of furniture, electronics, appliances or other large items is not permitted. Tenants must arrange for removal of these items at their own expense. Whistler's Re-Use-It and Re-Build-It Centre are both excellent community receptacles of unwanted household items that are still in good working order. See <http://www.mywcss.org/pages/re-use-it-centre>

LAUNDRY ROOMS

Buildings that have laundry rooms are available for use by tenants only.

We ask that you:

- remove lint from the lint screen in the dryer after each use to reduce drying times and to prevent fires;
- report any washer or dryer that is not working to your Property Manager or call the number posted in the laundry room.
- laundry cards can be obtained by contacting your Property Manager.

CONSERVING ENERGY

The WHA believes in reducing energy and electricity consumption and related greenhouse gas emissions on all our housing sites. We support a culture of energy conservation. Whenever possible we use energy-efficient lights and appliances. We keep the heat at moderate temperatures in stairwells and we put weather stripping around doorways and windows to reduce drafts.

There are ways you can also save energy and lower your utility bills.

- Turn off lights in rooms that are not being used and whenever you leave a room. When possible, use natural light and energy-efficient light bulbs.

- Unplug electronic devices and chargers when not in use.
- To save hot water:
 - run full loads in the washing machine and the dishwasher;
 - take shorter showers;
 - use cold water to wash clothes;
 - plug the sink or rinse dishes in a dishpan rather than under hot running water.
- When it is cold out, keep the temperature at 20 degrees Celsius.
- If you have a thermostat in your unit, turn it down when you:
 - leave your home;
 - open windows.
- Keep your refrigerator on a medium or low setting.
- Remove the lint from the lint screen in the dryer after each use to reduce drying times and to prevent fires.
- Please contact your Property Manager if:
 - your unit is too hot or too cold and you cannot control the heat;
 - you notice a leaky tap or toilet;
 - your unit has a dehumidistat (staff can set it to the recommended operating guidelines).

RENOVATIONS AND ALTERATIONS

The WHA upgrades units and buildings as required. We have a 30 year maintenance and replacement schedule in place and we will let you know well in advance of any renovations planned for your unit and building.

As per your tenancy agreement you are not permitted to carry out any alterations or renovations to your unit. Renovations and alterations include painting, wallpapering, changing the flooring, installing a satellite dish, and making structural or electrical changes. If repairs are required, contact your Property Manager.

GUESTS

Guests may stay with you a total of 14 days in a calendar year. If you want or need to plan a longer visit, you must obtain written approval in advance of the visit from your property portfolio manager.

SMOKING

Smoking is not permitted in any WHA rental unit, or common area, or on the grounds. All of the WHA units are designated as smoke-free. Smoking is considered a breach of your tenancy agreement and grounds for eviction.

PEST CONTROL

Please report the first sign of pests in your unit to your Property Manager immediately. Pests include (but are not limited to) rodents, cockroaches, ants, silverfish, and bedbugs. Treatments will be scheduled to avoid further infestations.

You can reduce pests by:

- keeping your dry goods (flours, cereals, sugars, etc.) in glass, metal or hard plastic containers with tight-fitting lids;
- frequently removing your garbage, including recyclables, from your unit;
- blocking any holes in your deck or foundation;
- stuffing steel wool into holes around water pipes that can be found in the kitchen and bathroom.

NOISE AND DISTURBANCES

You and your neighbours are entitled to privacy and quiet enjoyment of your homes. Please ensure that you, your household members and guests live in a manner that does not have a negative effect on your neighbours. Please note that excessive noise and disturbances may lead to action against your tenancy.

CONFLICTS AND COMPLAINTS

If you are involved in a conflict with another tenant, try to resolve the issue with them before seeking help. If you are unable to resolve an issue as it relates to your tenancy, contact your Property Manager in writing.

Note: Written complaints must be dated and signed and should state facts (who, what, when, where) rather than personal judgments, opinions or conclusions.

MAINTENANCE AND REPAIRS

The WHA is committed to providing safe housing for its tenants. From time-to-time staff may need to conduct repairs and preventative maintenance in your unit. The WHA will make every reasonable effort to minimize the disruption while repairs and maintenance are underway.

Please inform your Property Manager of a maintenance problem by contacting them via telephone or email.

AFTER-HOURS MAINTENANCE EMERGENCIES

If you have an afterhours emergency (fire, flood) phone the 24-hour emergency maintenance number (1 866 760 2418)

Safety

PROTECT YOURSELF AND YOUR HOME

Do not let strangers follow you into the building as you enter. If your building has an intercom, ensure your guests use it when visiting you. When you receive a call on the intercom, be sure that you know that person before allowing them into the building.

Only let workers come into the building or your unit if you know they should be there (for example, if notices have been posted) and they have proper identification.

If you see strangers loitering around the building, please contact your building manager/site representative or the police directly. If you observe suspected criminal activity, do not attempt to intervene. Phone the police immediately.

If your safety or someone else's safety is at risk, call 911 immediately.

BE PREPARED FOR AN EMERGENCY

Keep an emergency supply kit with a minimum five-day supply of water, food (especially foods that do not require cooking such as energy bars and crackers) and clothing. Also include a first-aid kit, flashlight, extra batteries, a portable battery-operated radio and any required medications.

FIRE SAFETY

Here are some fire safety tips to protect your home and your family.

- Do not store flammable materials such as paint thinner, solvents, propane tanks or gasoline inside your home or attached storage unit;
- Regularly recycle old newspapers as they are a fire hazard if you let them stack up;
- Make sure you know what to do in case of fire. If you live in an apartment building, you will find fire safety and evacuation information posted on each floor;
- Make sure you know at least two ways out of the building in case one escape route is blocked by fire. Plan these escape routes with your household members and practice them regularly so everyone knows how to exit the building safely;

- If you hear a fire alarm, always leave the building right away. Follow your fire escape plan;
- If a fire occurs in your unit, evacuate to safety, activate the fire alarm, and call 911 for the fire department;
- Call your Property Manager if the smoke alarm in your home goes off frequently. We inspect the smoke alarm and test it regularly. Do not remove or disable it;
- Keep your stove, oven and toaster clean so they don't smoke, this will help prevent setting your smoke alarm off. Also, use the exhaust fan when cooking to reduce the possibility of false alarms and never leave cooking food unattended;
- Advise your Property Manager immediately if you become aware of any fire hazards in your unit or building, for example, accumulations of combustible materials, flammable liquids, or blocked exit routes;
- Only use a fire extinguisher if you have been trained. If you want to learn how to use a fire extinguisher, contact your local fire department;
- Do not prop open fire doors or disable automatic door closers, as you place both yourself and your neighbours in danger in the event of a fire; and
- Do not overload power outlets or use damaged, old or frayed power cords. A power bar with a shut-off feature can protect your electrical appliances.

VANDALISM

Vandalism to elevators, stairwells and hallways can result in costly repairs. We ask that you call the police right away and tell your Property Manager if you see anyone damaging WHA property.

Moving Out

When you decide to move out, you need to give your Property Manager a minimum of one month written notice. In your first year of tenancy you must provide two months' written notice.

Your Property Manager will make an appointment with you to inspect your unit before you leave and will give you a list of the cleaning you have to do before moving out. You must leave the unit as clean as it was when you moved in. Except for normal wear and tear, any damage to your unit is your responsibility. You may be charged with repairs.

You must be moved out by 1 p.m. on the last day of the month. It is your responsibility to return all keys and your laundry card, and to sign the Move-out Inspection Form before you leave.

Important Contact Information

The WHA Office is located at #320-2400 Dave Murray Place, Whistler.

TENANT INQUIRIES

For all tenant enquiries, please call: 604-932-0677 ext. 2 or
e-mail: don@mountaincountry.ca

24-hour emergency maintenance: 1-866-760 2418

Residential Tenancy Office: 1-800-665-8779

