

WELCOME TO YOUR NEW HOME



This WHA Tenant 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 securely. Our intention is to provide an overview of how the WHA operates regarding management of the WHA rental units, as well as what is required of tenants living in WHA units. Detailed information for your specific property will be shared with you by your Property Manager.

ABOUT THE WHISTLER HOUSING AUTHORITY

The Whistler Housing Authority (WHA) was created in 1997 to oversee the creation, administration, and management of employee restricted housing in Whistler. The mission of the WHA is to provide employee housing solutions that support and enable our community to thrive and make Whistler the place to call home.

WHA staff will be your point of contact for any inquiries relating to your waitlist position as well as during your household's Annual Eligibility and Rent Review (AERR) Process. Your Property Manager will be the point of contact for all other inquiries relating to your rental unit and tenancy.

Visit the WHA website for more information: www.whistlerhousing.ca.

HELPING TO MAKE **WHISTLER** THE PLACE YOU CALL HOME

mail@whistlerhousing.ca | 604.905.4688 | #325 – 2400 Dave Murray Place, Whistler, BC V8E 0M3

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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** – The Property Manager will be your primary point of contact during your tenancy. Before you move in, your Property Manager helps you complete your Tenancy Agreement. The Property Manager also works with tenants to resolve problems related to their tenancies.
- **Maintenance Staff** – Maintenance staff are called in when something in your home needs to be 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. Tenants are responsible for all cleaning within their unit.
- **Grounds** – Seasonal contractors 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.

IMPORTANT CONTACT INFORMATION

The WHA's property management is provided by and located at:

Mountain Country Property Management Office
#201-1010 Alpha Lake Road, Whistler

For all tenant enquiries, please call:

Steve on 604-932-0677 ext. 2 or Victoria on 604-932-0677 ext. 4
e-mail: steve@mountaincountry.ca victoria@mountaincountry.ca

Property Management staff are available Monday through Friday from 9:00am – 5:00pm

AFTER-HOURS MAINTENANCE EMERGENCIES

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

TENANT E-MAIL NOTIFICATION

The WHA and Mountain Country Property Management use email as the primary form of communication with tenants. Please ensure your Property Manager always has current contact details for you and for your emergency contact.

MOVING IN

Your Property Manager will let you know what day and time you may move into your new home. The Property Manager will meet you at the unit and complete a move-in inspection with you.

KEYS AND LOCKS

The Property Manager will give you keys for your unit, as well as any building, mailbox and garage keys (as necessary). Please note that you will be charged a replacement fee if you lose any of your keys.

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You must not change your locks or add security devices without prior written approval. If you need your lock changed, please ask your Property Manager. Mountain Country Property Management keeps master keys to all WHA rental units to ensure your safety in the event of an emergency.

If you are locked out of your unit, you can contact your Property Manager during office hours (M-F 9am - 5 pm). After hours, you must call a locksmith directly.

PARKING

Tenant parking is available at all WHA locations – some locations might be subject to a parking waitlist. Vehicles must meet certain conditions, including being licensed and in running order. It is necessary to register your vehicle to obtain a parking space and parking decal. Your parking decal must be displayed at all times while parking at your complex to avoid being towed. Check with your Property Manager for your complexes' tenant and visitor parking availability and any additional fees. Vehicles cannot be stored in the parking lots of the WHA complexes. Parking is only for regularly used vehicles.

INSURANCE

It is a condition of tenancy that tenants maintain an active policy of Tenant Insurance. Tenant Insurance protects 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 any loss to the WHA, you will be responsible for paying the building's property insurance deductible.

As the WHA is a member of the BC Non-Profit-Housing Association, WHA tenants are able to access discounted Tenant Insurance through Marsh Canada. For more information, please visit:

<https://pcs.marsh.com/bcnpha/ca/en/home.html>

List Whistler Housing Authority for Name of Society in the application form.

UTILITIES

In most buildings, tenants are responsible for paying for their own hydro and/or gas. Tenants are required to contact their utility provider to set up individual accounts. In some WHA buildings, some utilities are provided and added into the rent.

INTERNET; CABLE; TELEPHONE; SATELLITE DISHES

Most buildings have individual telecommunication hook-ups. Tenants are responsible for contacting their local internet, cable, and telephone companies to arrange for connection and payment. Satellite dishes are not permitted.

PETS

Your Property Manager will inform you if pets are allowed in your building prior to signing the Tenancy Agreement. Pets, (including visitors') are not permitted in pet-free buildings at any time. 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 must obtain prior approval from your Property Manager and will be required to provide a pet security deposit. It is your responsibility to clean-up after and to remove all waste deposited by your pet at your housing complex. If you violate the pet ownership rules, your tenancy may be at risk.

HOW TO PAY YOUR RENT

Your rent will be withdrawn on the first day of each month via PAD (Pre-Authorized Debit).

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 day of the month, you may be issued a Notice to End Tenancy. This is the start of the eviction process. (Please refer to your Tenancy Agreement.)

Changes to Pre-Authorized Debit arrangements must be requested a minimum of 10 business days prior to the end of the month. Due to the WHA's banking arrangements, requests received after this deadline are unable to be implemented until the following month.

TENANCY AGREEMENT

Before moving into your unit, you will have a mutually signed Tenancy Agreement with the WHA and you should retain a copy of it. You can also request a copy from your Property Manager. Should you have questions about any part of your Tenancy Agreement, contact your Property Manager.

SUBLETTING OR RENTING A ROOM

Subletting your unit without the advance written permission of the Property Manager is NOT permitted under any circumstances. Unauthorized sublets will result in the issuance of a Notice to End Tenancy. If you are considering subletting your unit or renting a room in your unit, contact your Property Manager ahead of time to discuss.

HOUSEHOLD SIZE

You must contact your Property Manager immediately if there is an increase or decrease in the number of residents/occupants in your household, even temporarily.

WHA rental properties are subject to the following occupancy standard:

- No more than two (2) and no less than one (1) person per bedroom.
- Spouses and couples share a bedroom.

PRIVACY POLICY

The WHA's Privacy Policy can be found on the WHA's website.

CARE OF YOUR UNIT

It is your responsibility to keep your home safe and clean, which includes but is not limited to:

- Leaving common areas, such as 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 anyone in your household keeps bicycles or scooters in your home, please make sure they are not ridden inside;
- All personal gear must be stored inside your home or storage unit and should not be left in the hallways;
- Picture hooks, rather than nails or screws, must be used to hang wall decorations. Tenants are responsible for all repairs to walls damaged by the hanging or mounting of artwork, photographs,

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TVs etc;

- It is the tenant's responsibility to change light bulbs. Changing light fixtures is not permitted;
- 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 vinegar and baking soda;
- 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; and
- **Do not pour any cooking grease or oils down any sink in your unit for any reason at any time. If a plumber is required to come in to repair a clogged drain, the tenant may be subject to a charge if determined the clogged drain was caused by the tenant.**

As per your Tenancy Agreement no alterations, renovations or painting are allowed in your unit.

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, or elsewhere in your unit, 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; or
- 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; or
- cold outside air leaking through insulation.

There are several 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

Any personal items stored in undesignated areas such as hallways and parkades will be removed without warning.

BALCONIES

Only BBQs and patio furniture are permitted on balconies and patios. Storage of other items is not permitted. Snow clearing of balconies and patios during winter is the responsibility of the tenant.

HOUSEHOLD GARBAGE AND RECYCLING

Check with your Property Manager for information about garbage removal and recycling programs at your housing complex. Please sort and recycle your waste as much as possible.

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. Laundry cards (with a deposit) can be obtained by contacting your Property Manager.

We ask that you:

- remove lint from the lint screen in the dryer after each use to reduce drying times and to prevent fires; and
- wipe down and clean the barrel of the washing machine after each use.

For issues with laundry equipment in the common laundry room, please log a service call with Coinamatic directly on 1-800-561-1972.

If your unit has its own laundry equipment, please contact your Property Manager.

RENOVATIONS AND ALTERATIONS

The WHA upgrades units and buildings as required. We have a long-term maintenance and replacement schedule in place and staff will let you know in advance of any planned renovations for your unit and building.

As per your Tenancy Agreement, you are not permitted to carry out any alterations or renovations to your unit. This includes painting, wallpapering, changing the flooring, changing light fixtures, 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 Manager.

SMOKING

All WHA units, balconies, patios and common areas are designated as smoke-free. Smoking/vaping of any substance including marijuana are not permitted in any WHA rental unit, or common area, or on the grounds. Smoking/vaping are considered a breach of your Tenancy Agreement and grounds for eviction.

PEST CONTROL

Tenants MUST immediately report the first sign of pests in your unit to your Property Manager. Pests include, but are not limited to, rodents, cockroaches, ants, silverfish, and bedbugs. Your Property Manager will arrange for pest treatments to be scheduled to avoid further infestations.

You can reduce the risk of 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, compost, and recyclables from your unit;
- blocking any holes in your deck or foundation;
- stuffing steel wool into holes found around water pipes 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.

RCMP Non-emergency line: 604-905-3044

CONFIDENTIAL COMMENTS

You are encouraged to connect with your Property Manager, but if you wish to make a comment or provide information in a confidential manner, you may do so by using the Confidential Comments tab of the WHA website.

Please note, as we have no way of responding to confidential comments, please be as detailed as possible if your comment relates to a specific tenant, unit, building or issue.

MAINTENANCE AND REPAIRS

The WHA is committed to providing safe, secure, and well maintained 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 disruption while repairs and maintenance are underway.

Please inform your Property Manager of any maintenance problems as soon as possible by contacting them via telephone or email.

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 Property Manager 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.

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BE PREPARED FOR AN EMERGENCY

Keep your own emergency supply kit with a minimum five-day supply of water, food (with 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

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.

Please familiarize yourself with all egress routes and muster stations at your housing complex.

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 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 any smoke alarms ;
- Keep your stove, oven, and toaster clean so they don't smoke, this will help prevent setting off your smoke alarm. 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, BC Tenancy law requires you to give at least one full calendar month notice to your Property Manager no later than the day before your rent is due. For example, if you pay rent on the first day of the month and want to move out by May 31st, your notice must be received by your landlord no later than April 30th

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.

BC Tenancy law requires the tenant to vacate the unit no later than 1:00pm on the final day of the tenancy. All cleaning and removal of all personal items must be completed by this time. It is your responsibility to return all keys and your laundry card, to contact your utility providers to cancel your services, and to sign the Move-out Inspection Form before you leave.

RESIDENTIAL TENANCIES IN BC

For more information on residential tenancies in BC, please visit the Province of BC's Residential Tenancy website at: www2.gov.bc.ca/gov/content/housing-tenancy/residential-tenancies or call the Residential Tenancy Branch at: 1-800-665-8779