



TENANT HANDBOOK





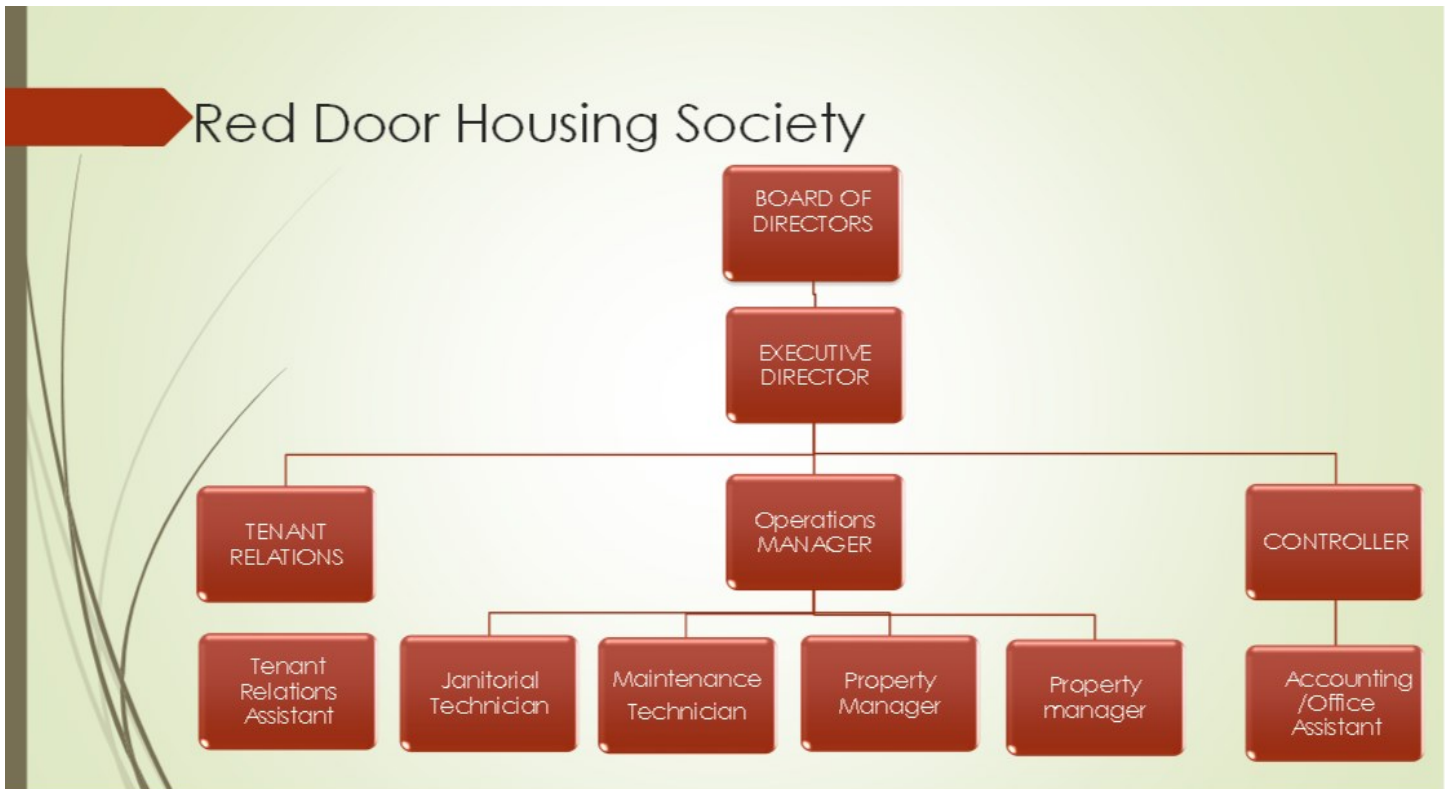
INTRODUCTION

Welcome to your new home with Red Door Housing Society.

Red Door Housing was begun in 1986 and now has 12 buildings in the lower mainland.

The Society has a Board of Directors who oversee the vision for the Society and a staff which is managed by the Executive Director .

ORGANIZATIONAL CHART



Red Door Housing is an affordable housing provider whose mandate is to build and run affordable housing for low to moderate income persons. The Society understands that there can be other issues that affect a family and we will facilitate information to access other recourses for the proper supports but Red Door Housing is not equipped to counsel or provide supportive housing.

Red Door Housing has a small staff who are trained to monitor and maintain the physical assets of the Society but do not have the expertise to assist in any personal or family issues.

We have some resources on our website that will direct you to outside agencies that are experienced in support. Please access outside agencies for anything that is not housing related as our staff do not have the time or skills to assist you.

If you need supportive housing please contact B.C. Housing for a transfer into one of their directly managed buildings.

This manual is a guide only and the Tenancy Agreement , Addendums and the Rules and Regulations are your official document when dealing with Red Door Housing and the Residential Tenancy Act. If there is a discrepancy between this manual and your Tenancy Agreement your Tenancy Agreement will prevail.

The Rules and Regulations are posted under the Tenancy section of the website. These can change from time to time as situations and policies change.

Constitution

a) To own, acquire (whether by purchase, gift, transfer, lease or otherwise), construct and/or develop lands and buildings and to maintain and operate such lands or buildings on a non-profit basis for the purpose of providing affordable housing, directly and Indirectly to persons with low income or who are in need in British Columbia;

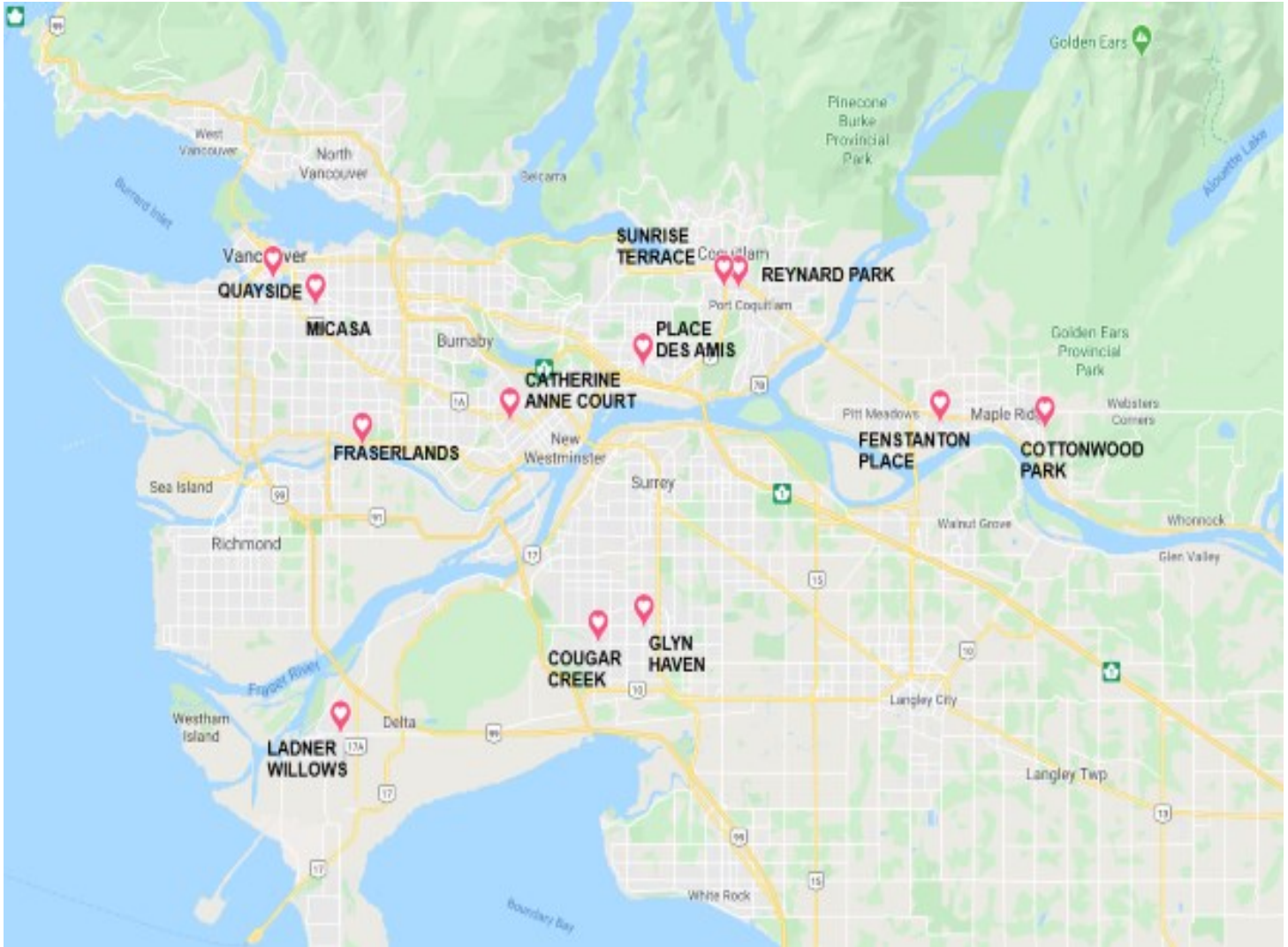
(b) To participate in affordable housing related issues; and

(c) To do all such things as are incidental or ancillary to the fulfilment or the purpose of the Society.

Important Numbers, e-mails and websites

NAME	NUMBER	E-MAIL/Website
EMERGENCY— see notice	604-549-1098	
HEAD OFFICE	604-431-9225	
Ken Falconer- Operations		ken@reddoorhousing.ca
Cleovina Banegas - Property Mgr.	604-219-8259	Cleo@reddoorhousing.ca
Justin Liao - Property Mgr.	604-219-1727	Justin@reddoorhousing.ca
Holmes Luo - Property Mgr.	604-209-6778	holmes@reddoorhousing.ca
B.C Housing Registry	604-433-1711	http://www.bchousing.org/housing-assistance/rental-housing/subsidized-housing
Residential Tenancy Branch	604-660-1020	https://www2.gov.bc.ca/gov/content/housing-tenancy/residential-tenancies/solving-problems/dispute-resolution
Red Door Housing Website		https://reddoorhousing.ca/
Maintenance requests		maintenance@reddoorhousing.ca
Subsidy Inquiries		info@reddoorhousing.ca
Complaints		complaints@reddoorhousing.ca
Notice to move out		info@reddoorhousing.ca

Location of Red Door Housings Sites



New Emergency Phone Number:

604-549-1098

-MONDAY to THURSDAY after business hours - from 4:00pm to 9:00am

-FRIDAYS, SATURDAYS and SUNDAYS – 24 hours

-ON FRIDAYS ONLY, please call the Head Office FIRST-604-431-9225- before the emergency number

When calling the EMERGENCY NUMBER; 604-736-1157 PLEASE TELL THE OPERATOR THE FOLLOWING:

1. Your name
2. Your address including unit number, street address and municipality.
3. Clearly explain the emergency
4. Telephone number that you can be reached at (please remember to take off call block so the emergency manager can call you back.

If you do not get a call back within 30 minutes, please place your call again and make sure you have removed call blocking. In the meantime, always do what you can to limit the damage. If it is water please turn off the water to the hot water tank, toilet or sink.

Please note the following are considered emergencies and **BE AWARE all other calls will be billed back to the tenant at \$50.00 per call.**

1. No hot water or hot water tank is leaking: turn off the water and the power to the hot water tank before calling. Please talk to your property manager for instructions on how to do this.

2. **If you have 1 toilet and it is overflowing**. Please plunge the toilet and if this doesn't work turn off the water at the base of the toilet. If the toilet is plugged with an object other than toilet paper or human waste, you will be charged for its removal.
3. **If you have 2 toilets**: please shut off the water and do not use and call your property manager the next week day.
4. **POWER OUTAGE**: Check your breaker box and see if it has flipped. Please talk to your property manager during His/her workday to instruct you on where this is. Check with your neighbours to see if there is power out to the whole complex. If so call BC Hydro or go to <https://www.bchydro.com/outages/orsMain.jsp> to check on power outages in your area. Make sure your hydro bill is paid up to date.
5. **No Heat**: This is no heat at all to your unit. If you have some heat IE: baseboard heat upstairs this is not an emergency. Please also remember to check that your BC Hydro bill is paid and/or your Fortis BC bill is paid.
6. **LOCKS/SECURITY**: If your lock is broken and you cannot secure your unit or exit your unit this is an emergency. If you are having difficulty with your locks please inform your manager before it becomes an emergency. If you have a break and enter please call 911. If your locks need to be changed immediately it will be at your cost and you must use our locksmith and it must be keyed to our master.
7. **SPRINKLERS**: Fire sprinkler head is leaking.
8. **FLOODING**: Frozen or burst pipes, burst hot water tank, any incident with significant water being released. This includes outside, the parkade or common areas. This does not include a dripping or running tap.
9. **BROKEN WINDOW**: If the window is broken through both panes and is a security risk. If you have a cracked window or door, please do not leave it till it breaks. Contact your property manager for repairs.
10. **GAS LEAK**: Contact Fortis BC at **1-800-663-9912**. Fortis will shut off the gas and you can contact your property manager the next day to arrange the necessary repairs.
11. **PARKADE**: If you cannot exit the underground parkade firstly ensure you have working batteries in your remote control.
12. **SUMP PUMP ALARMS RINGING OR LIGHTS FLASHING**: Call emergency number
13. **ELEVATORS NOT OPERATING OR STUCK**: Call emergency number
14. **FIRE ALARMS RINGING**: Call emergency number
15. **Office Security Alarms ringing**: Call emergency number

CALL 911 IF YOU SEE A CRIME, HAVE A BREAK IN OR ARE THREATENED. IF THERE IS AN ILLNESS OR ACCIDENT CALL 911 FOR AN AMBULANCE OR EMERGENCY SERVICES. IF THERE IS A FIRE IN YOUR BUILDING OR COMPLEX PLEASE CALL 911 BEFORE CALLING THE EMERGENCY NUMBER.

Thank you for your cooperation and helping us keep our costs down so we can continue to provide affordable housing.



CALL 9-1-1

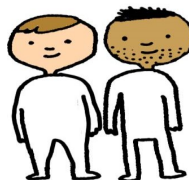
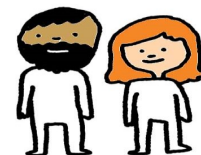
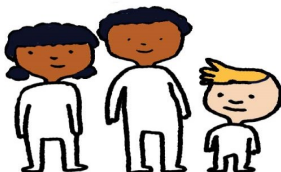
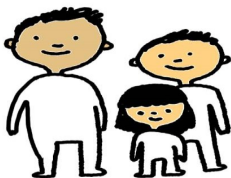
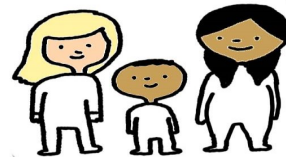
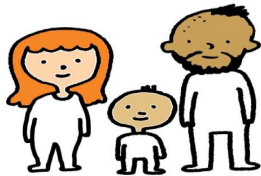
ANTI DISCRIMINATION POLICY

Red Door Housing Society, (RDHS) will not tolerate any kind of discrimination or harassment against a person because of their race, colour, ancestry, place of origin, religion, marital status, family status, physical or mental disability, sex, sexual orientation, age or lawful source of income. RDHS is committed to confronting and working with those who are involved in discriminatory actions.

RDHS supports the development and implementation of policies, practices and programs that support the rights and freedoms enshrined in the BC Human Rights Code, and which promotes and fosters an environment which emphasizes tolerance, equality and non discrimination. To accomplish this, it is important that everyone has an understanding of this policy

ALL KINDS OF **FAMILIES**

There are many different kinds of families.
I can't draw them all on this page; it's impossible!
What is your family like?



©Elise Gravel

IMPORTANT INFORMATION

1. **RENTS:** All rents are due by the 1st of the month and all late or unpaid rents will be issued a 10 day notice to vacate. If the rent is paid within the 5 days allowed by the RTA the 10 day will be cancelled. If a tenant has 3 - 10 day notices issued to their file in any calendar year they will be issued a breach letter and a 1 month notice to vacate. Rents can be paid by EFT or E Transfer preferably but cheques will be accepted but all cheques must be received in head office before the 1st of the month to avoid late charges and a 10-day notice. NO rents are picked up at site offices.

2. **NSF AND LATE CHARGES:** All late charges and NSF cheques will be subject to a charge . If a cheque or EFT is returned it must be replaced with an e-transfer or a money order. Continually late and/or NSF will result in a breach.

3. **PAYMENT PLANS:** There will be **no payment plans for unpaid rent** except in rare situations. Payment plans will be only available for retroactive subsidy adjustments and charge backs.

4. **CHARGE BACKS :** All damages that are caused by a tenant or their guests will be charged back to the tenant. This includes but is not limited to changing locks, object plugging the toilet, broken windows or doors, dumping of garbage and removal of trash in storage room, parkades or car ports.

5. **PETS:** All Red door Sites allow pets with permission . The pets can be a small dog or cat and must be leashed at all times when outside. These pets must have



a paid in full damage deposit ,have proof of vaccination and a flea prevention plan. All damages caused by your pet will be your responsibility including flea treatments within the unit. If your dog bites or attacks another tenant you will be required to remove the dog permanently

from the site. Please pick up your pets poop and obey all municipal bylaws.

6. **SATELLITE DISHES:** Red Door does not permit satellite dishes to be attached to any structure owned by Red Door Housing.

7. **SUBSIDY:** Tenants whose rent is subsidized must complete an income review annually. The required documents are **not optional** and must be produced by the date stated on the annual review letter. If documents are not received and a final notice is issued you will be issued a 2 month notice to vacate for not qualifying for a subsidized unit. We take this process very seriously and will not tolerate fraud. If income is not declared or a person is living in a unit illegally we will end the tenancy.

8. **MAINTENANCE REQUESTS:** All maintenance requests must be filled out online in the tenants section of our website. These requests are logged and monitored and a work request is produced. No verbal requests will be responded to except in emergencies.

9. **STORAGE LOCKERS:** Some of our sites have external storage lockers that are available to tenants on a first come basis. We have a wait list at some sites. There must be no flammable or toxic substances stored in the lockers and nothing can be stored outside around or above the lockers. Items outside or on top of the lockers will be considered trash and taken away. If any dangerous goods are found stored the tenant will no longer have use of the locker.

10. **PARKING :** All parking spots will be assigned by the property manager and a vehicle registration must be produced annually. No unlicensed vehicles will be allowed on any Red Door Housing sites. The registration must be in the registered tenants or occupants name. If your parking space is part of your tenancy agreement there will only be a charge for an additional parking space if available. Parking stalls must be kept clean and cannot be used for any storage. Any articles left in the parking space will be removed at the owners cost. This includes parkades and carports. **TENANTS DO NOT PARK IN THE VISITORS SPOTS AND CAN BE TOWED AT ANY TIME.**

11. **BIKE LOCKERS** : There are bike lockers available on some sites. These lockers are secured but are to be used at your own risk. Every few years we will put out a notice for you to tag your bicycle so we can remove all abandoned bicycles. Please comply as all untagged bicycles will be removed.

12. **LOCKS and ALARMS**: tenants must not change their locks without permission from their property manager. If a lock is changed without permission the tenant will be required at their own cost to have the lock mastered to the Red door master key. Electronic locks that have no ability to be mastered will not be permitted.

Tenants must have permission prior to installing an alarm and supply the access code to their property manager. All costs associated with the installation, removal and false alarms will be the responsibility of the tenant.

13. **PATIO AND BALCONIES**: These areas must be kept clear of debris and there can be nothing attached to the balcony railing. Only outside furniture and electric barbeques where permitted can be stored on patios or balconies. There will be no bikes storage on balconies.

14. **SMOKING**: All Red Door Housing buildings are now non smoking buildings though some tenants have been grandfathered that have a previous tenancy agreement. This includes all areas of the Red Door Housing sites indoors and outside. Please respect your neighbors and their right to quiet enjoyment.

15. **TENANTS INSURANCE**: Tenants are required to have tenants insurance. If you or your guests cause substantial damage to the building (fire/flood) you will be liable for the deductible at best which can be 50,000.00 and at worst the total cost of the damage. If there is a pipe break or fire that is not tenant caused Red Door Housing's insurance will cover the repairs but any articles lost by the tenant will not be covered and Red Door Housing will not cover the costs. It is imperative that you have up to date tenants insurance.

16. **LAUNDRY ROOMS**: Many of our older units have washer and dryer hook ups

so laundry keys will only be given to those that do not have a washer and dryer. If you need a key please e-mail your property manager. Please ensure that you clean lint traps and keep the area clean.

17. **COMMON ROOMS:** Every site has a common room that is available for tenant use. Please read the common room rules for your site.

18. **QUIET ENJOYMENT:** Tenants have the right to peace and quiet enjoyment

Quiet enjoyment gives you the right to be free from unreasonable disturbances; it does not give you the right to complete silence at all times. If you live with neighboring tenants, you should expect a reasonable amount of noise – especially during the day. In addition, if you live in an older building, you should expect inferior soundproofing compared to more modern buildings. To help you determine what is considered reasonable noise in your neighborhood, check to see if your municipality has a noise bylaw.



We are family housing so expect reasonable noise from children playing and being children.

Red Door Housing quiet hours are 10:00 pm to 7:00 am Monday to Sunday.

19. **NOTICE TO END TENANCY:** Tenants must give 1 full month notice to end their tenancy. This notice must be received no later than midnight the last day of the month for the last day of the following month. Notice cannot be given for shorter periods or in the middle of the month. Notices can be given using our form on the Red Door Housing website. The form will be automatically dated so there is no confusion. If the end of the month falls on a weekend the notice cannot be extended to the next working day.

20. MOVE IN –MOVE OUT INSPECTIONS: Prior to taking possession the Property Manager will do a unit inspection of the premises (MOVE-IN) At that time please ensure that you have all damages noted on the form so you are not charged up- on move-out. Have the Property Manager take pictures if you have any concerns.

The Property manager and the tenant will sign the form and the property manager will ensure that you are given a copy (preferably an e -copy)

When you move out, this same copy will be used to do a (MOVE-OUT) inspection that will record the condition of the unit upon move out and be used to calculate the damage deposit return. This will also be signed by yourself and the property manager and a copy will be given to you.

21. PLAYGROUNDS AND COMMON AREAS: Children **must be** supervised at all times. There is no playing in hallways , common area roadways, laundry rooms and mail rooms. Any damages caused will be billed back to the tenant.



22. **ALTERATIONS TO UNITS:** There can be no alterations to a tenants unit without Managements permission. This includes painting, flooring, counters and cabinets and any holes drilled for any reason. If alterations are done without permission the unit will be put back to original at the tenants cost.

Nothing can be attached to the exterior of the buildings: this includes but is not limited to trellises, cameras , canopies, lights and satellite dishes.

23. **WADING POOLS:** Small kiddie pools can be used on common area with parent supervision at all times. The pool must be emptied and put away at the end of the activity.

24. **BBQ'S:** Electric barbeques only cannot be used on any Red Door Housing Sites. A barbeque cannot be used under any overhang or within 3 feet of a wall or fence.

25. **FIRE:** Open fires even in a container or fire bowl are not allowed on any Red Door Housing site. Fireworks and Firecrackers are also prohibited.

26. **SNOW REMOVAL:** Driveways will be ploughed if there is 3" of snow and it has stopped snowing. Common area walkways will be shoveled and deiced as needed. Remember that you should have snow tires and shovel your walkway to your door. Use common sense as surfaces will be slippery and it may take some time to clear the snow.

27. **TRAMPOLINES:** There are to be no trampolines on any Red Door Housing sites.

28. **CAR REPAIRS:** No car repairs can be done in parkades. Limited repairs can be done in separate carports or garages. There can be no disposal of fluids in any drains or receptacles on site. No cars can be worked on that are not registered with Red door Housing.

29. **HOME BASED BUISNESSESS:** No business can be run from a Red door Housing unit. No unit can be listed on a business license.

30. **LOST KEYS:** If you lose your keys the Property manager or Emergency call center will not be available to let you in. Please leave a key with a friend or relative. You will be responsible for rekeying the unit to our master when the property manager is on site.

31. **ACCESS:** No access will be given to a unit to any individual other than the legal tenant. If your child or a relative require access please supply them with a key. Red Door Housing managers will only open the unit for the tenant.

32. **CHRISTMAS TREES:** No live trees are allowed in Red Door Housing sites. Artificial trees are permitted. Live trees present a fire hazard and are not permitted.

33. **CRIME FREE:** All Red Door Housing buildings have a crime free addendum and tenants will not engage in any criminal activity. This document is part of your tenancy agreement and can result in a Breach and a notice to end tenancy.

HOSES AND BIBS:



On many sites the hose bibs (faucet) are not frost free and if a hose is attached and the weather goes below freezing the water will freeze in the pipes and split causing what could be a massive leak in the unit. The cost of this will be billed to the tenant as it is your responsibility to ensure the hose is detached .

With insurance deductibles for water damage at 50,000.00 this could be a costly bill.

MAKE SURE YOU DETACH THE HOSES IN WINTER.

Occupancy:

Red Door Housing abides by the National Occupancy Standards when housing families. There is no guarantee that if your families grows that we will be able to accommodate your family with a larger unit. It is imperative that when you have become underhoused that you apply for a larger unit through the B.C. Housing Registry.

If you become over housed it is also imperative that you apply for a transfer on the registry for a suitable sized unit as we may not be able to transfer you within the development in your preferred area within the time limit of six months.

National Occupancy Standards

1. There shall be no more than 2 or less than 1 person per bedroom.
2. Spouses and couples share a bedroom.
3. Parents do not share a bedroom with children.
4. Dependants aged 18 or more do not share a bedroom.
5. Dependants aged 5 or more of opposite sex do not share a bedroom.

Garbage and Recycling

Red Door Housing Society struggles with the issues of recycling and garbage dumping on our sites. We have the proper bins for recycling that are clearly marked but still some tenants can't seem to get the proper



items in the proper bins or in some cases in the bins at all. This may seem like no big deal but the mess created not only attracts Rats, Raccoons and in some cases bears and someone has to clean it up and it is a costly unnecessary expense. If the Society spends money on this it can't spend money on the units or improving the complexes. It may also in the future when Red Door is no longer funded by BC Housing force rent increases that are not rent geared to income. This is your home recycle properly and do not dump your larger items on the site.

WHY RECYCLE?

- **SAVES LANDFILL SPACE** - Landfills are obsolete, expensive, and space for landfills is running out
- **SAVES ENERGY** – Less non-renewable energy is used to make products from recyclables than from virgin material
- **SAVES MONEY** – Recycling is less expensive than landfill disposal
- **SAVES THE ENVIRONMENT** - Recycling reduces highway litter, air/water pollution, and our carbon footprint
- **BENEFITS OUR COMMUNITIES** - Recycling creates more jobs than landfill disposal, promotes social harmony, helps all businesses, and benefits tourism

How long until it's gone?



Plastic Bags	200-1000 yrs
Fishing Line	600 years
Disposable Diapers	550 years
Plastic Bottles	450 years
Aluminum Can	200-500 years
Plastic Containers	50-80 years
Rubber-Boot	50-80 years
Foamed Plastic Cups	50 years
Tinned Steel Can	50 years
Leather Shoes	25-40 years
Cigarette Butts	10-12 years
Milk Cartons	5 years
Wool Socks	1-5 years

MULTI-FAMILY RECYCLING AT-A-GLANCE



Paper & newspaper



Glass bottles & jars



Containers



Food scraps & plant trimmings



Garbage



Plastic bags, Polystyrene (Styrofoam) & overwrap



What goes in your Green Can

Meat, fish, bones & shellfish	Fruits & vegetables	Eggs, shells & dairy products	Plate scrapings	Pumpkins & gourds
Coffee filters & tea bags	Food-soiled paper & pizza boxes	Grains & pasta	Leaves & flowers	Grass clippings



What stays out



NO Diapers or wipes



NO Dirt, rocks or sod



NO Pet waste or kitty litter



NO Plastic bags*

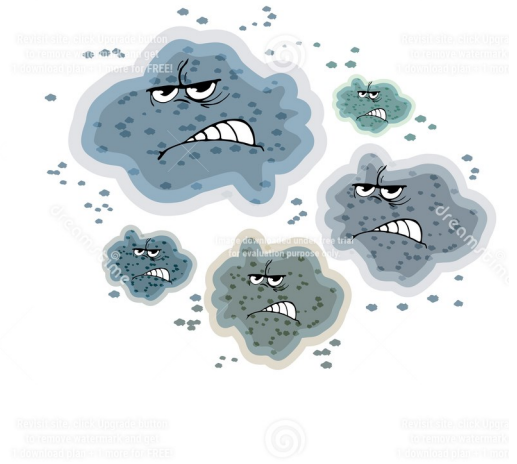
* **NO** plastic bags of any kind, even if labelled 'Compostable' or 'Biodegradable'.

Tip

Wooden chopsticks and food-soiled paper towels go in the Green Can

What Is Mold?

Mold is a type of fungus that consists of small organisms found almost everywhere. They can be black, white, orange, green, or purple. Outdoors, molds play an important role in nature, breaking down dead leaves, plants, and trees. Molds thrive on moisture and reproduce by means of tiny, lightweight spores that travel through the air. You're exposed to mold every day.



Where Do Molds Grow?

Your walls, floors, appliances, carpet, or furniture – they can all provide the food mold needs to grow. But the thing all molds need most is moisture, so you're most likely to see mold in damp places such as bathrooms, kitchens, laundry rooms, basements, and crawl spaces.

Top Tips for Controlling Mold

It's impossible to get rid of all mold and mold spores in your home, but because mold spores can't grow without moisture, reducing moisture in your home is the best way to prevent or eliminate mold growth. If there is already mold growing in your home, it's important to clean up the mold and fix the problem causing dampness. If you clean up the mold but don't fix the problem, the mold will most likely return.

Following is some advice for reducing moisture throughout the home with specific tips for the areas most prone to dampness and mold growth:

Around the house:

Use [dehumidifiers](#) and air conditioners, especially in hot, humid climates, to reduce moisture in the air.

- Keep indoor humidity below 60% if possible. You can measure relative humidity with a hygrometer, an inexpensive instrument available at many hardware stores.
- Keep the house warm in cool weather. As the temperature goes down, the air is less able to hold moisture and it condenses on cold surfaces, which can encourage mold growth.

- **How to prevent mold and keep a healthy unit.**

- Dry wet areas within 24 to 48 hours to prevent mold growth.
- Open doors between rooms to increase circulation, which carries heat to cold surfaces. Increase air circulation by using fans and by moving furniture from wall corners.

In the kitchen:

- Use exhaust fans to move moisture outside (not into the attic) whenever you are cooking, washing dishes, or cleaning.
- Turn off certain appliances if you notice moisture on windows and other surfaces.
- Check for leaks around the kitchen sink, refrigerator ice makers, and other sources of water. Repair if necessary.
- Empty and clean refrigerator drip pans if necessary.

In the laundry room:

- Vent your clothes dryer to the outside.
- Make sure the vent is clear of obstructions, such as lint, and that there are no holes that leak air. If the vent duct is damaged, replace it with a metal duct. Have the duct cleaned at least once a year.

Avoid leaving damp clothes in the laundry basket or dryer. Wash and dry them promptly.

In bathrooms:

- Use exhaust fans to remove moisture to the outside (not into the attic).
- Use area rugs, which can be taken up and washed often instead of wall-to-wall carpeting.
- Check for leaks around basins and tubs and have them repaired if necessary.
- Open a window when showering.

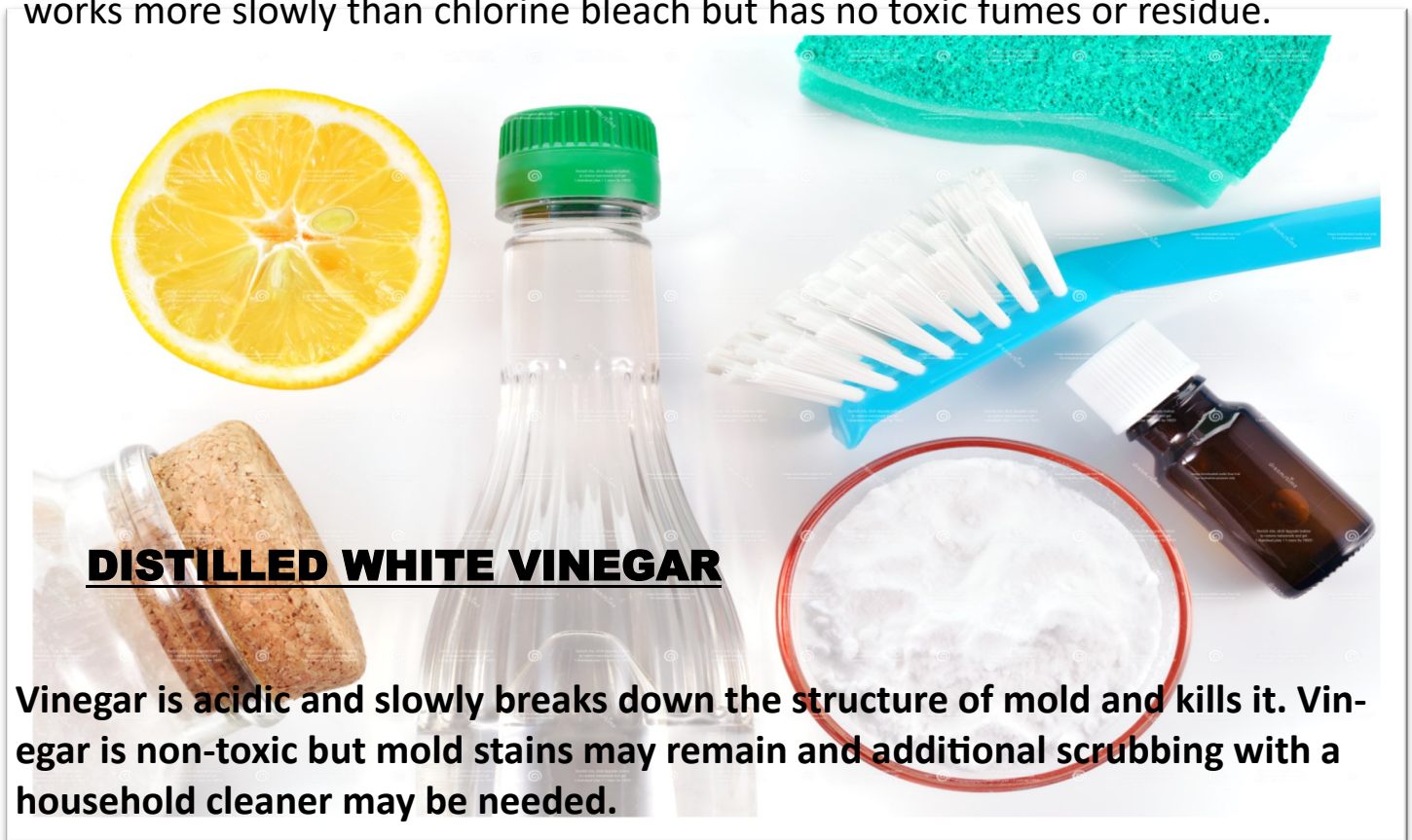
Avoid leaving damp towels on the floor or in laundry hamper.

Products That Kill Mold

Chlorine Bleach is not recommended for mold removal.

HYDROGEN PEROXIDE

Less harsh than chlorine bleach, hydrogen peroxide (three to 10 percent solution) will kill mold and lighten stains. While it does have a bleaching effect, it works more slowly than chlorine bleach but has no toxic fumes or residue.



DISTILLED WHITE VINEGAR

Vinegar is acidic and slowly breaks down the structure of mold and kills it. Vinegar is non-toxic but mold stains may remain and additional scrubbing with a household cleaner may be needed.

BAKING SODA AND BORAX

Sodium bicarbonate (baking soda) and borax each have a high pH that inhibits the growth and survival of mold. Both products are inexpensive, non-toxic, and easy to mix with water. Borax will work better in removing any lingering stains but not as effectively as a stronger cleaning product.

MOLD ON WINDOW SILLS AND TRACKS MUST BE CLEANED REGULARLY. THIS CAN BE DONE WITH HYDROGEN PEROXIDE, BAKING SODA AND VINEGAR AND OTHER PRODUCT MADE TO CLEAN MOLD. IT IS IMPORTANT THAT THIS IS DEALT WITH EARLY AND OFTEN AS IT WILL SPREAD AND EVENTUALLY CAUSE DAMAGE TO THE WINDOW AND CAN BE DAMAGING TO THE PEOPLE LIVING IN THE UNIT.



PESTS



Bedbugs are small, wingless insects that feed on the blood of people and animals while they sleep. They are easily moved from room to room on infested objects. Bedbugs cannot easily climb metal or polished surfaces and cannot fly or jump.

Adult bedbugs can be as long as 10 mm. They have an oval, broad, flat body and a short, broad head.

Adult bedbugs are brown, but darken to a blood red colour after feeding. Young bedbugs are shaped like adults, but are smaller (1.5 mm long) and lighter in colour. They also darken after feeding.

Bedbug eggs are white, about one millimetre long, and are almost impossible to see on most surfaces. The female bedbug lays at least 200 eggs in her lifetime, at a rate of about two to four each day. The eggs have a sticky coating and are laid in cracks and crevices, behind woodwork and other hidden locations. They usually hatch in 6 to 17 days.

HOW THEY FEED AND LIVE

Bedbugs come out at night to feed, attracted by the carbon dioxide we exhale. They will feed on both people and pets. Bedbug bites may not be noticed right away because bedbugs typically feed at night when people are asleep.

Bedbugs prefer locations where they can hide easily and feed regularly, like sleeping areas. Their flattened bodies allow bedbugs to hide in extremely small locations: under wallpaper, behind picture frames, in electrical outlets, inside box springs, in mattress pads, and in night tables.

Newly hatched bedbugs feed as soon as food is available. Bedbugs can live from several weeks to up to a year and a half without feeding. Older bedbugs can go even longer without feeding.

Adults usually live for around 10 months, but can live for a year or more in a home where the environment is good for reproduction (with temperatures ranging between 21°C and 28°C).



Bedbugs are not known to spread disease and their bites do not generally require medical attention.

A bedbug bite can take as long as 14 days to appear, depending on the person. While bites can happen anywhere on the skin, they are often found on the face, neck, arms, legs, and chest.

Some people do not react at all to the bites, while others may have small skin reactions. In rare cases, some people may have severe allergic reactions. To avoid infection, try not to scratch the bites and keep the bite sites clean. Using antiseptic creams or lotions, as well as antihistamines, may help. Talk to your health care provider for advice.

Some people living in infested homes have reported mental health impacts including anxiety and insomnia. If you are experiencing these symptoms, talk to your health care professional.

Bedbugs: how do I prevent an infestation?

Reduce places where bedbugs hide

- Get rid of clutter.
- Vacuum often, including under and behind beds.
- Repair or remove peeling wallpaper and tighten loose electrical faceplates.
- Seal all cracks and crevices on wooden bed frames, between baseboards, and in walls, ceilings, windows, door frames, and furniture.
- Check any entry points on walls that you share with neighbors, and openings that allow access to the inside of the wall (like areas where pipes, wires and other utility services enter).

Be careful about what you bring into your house or buy

- Check every item you bring into your home for the first time, including used books, new furniture, and garage sale or antique store furniture.
- Be very cautious with second-hand or refurbished items.
- New mattresses are often delivered in the same truck that carries away old mattresses, so be careful to check your new mattress before it enters your home. Insist that your new mattress be sealed before it is delivered.
- Never take a mattress or sofa from a curb.
- Check items before you put them in your vehicle and check your vehicle after helping a friend move.
- When you return from a trip, follow the tips described on the [Public Health Agency of Canada](#) website.
- If it is determined that you have brought the bedbugs in you may be charged for part or all of the extermination.

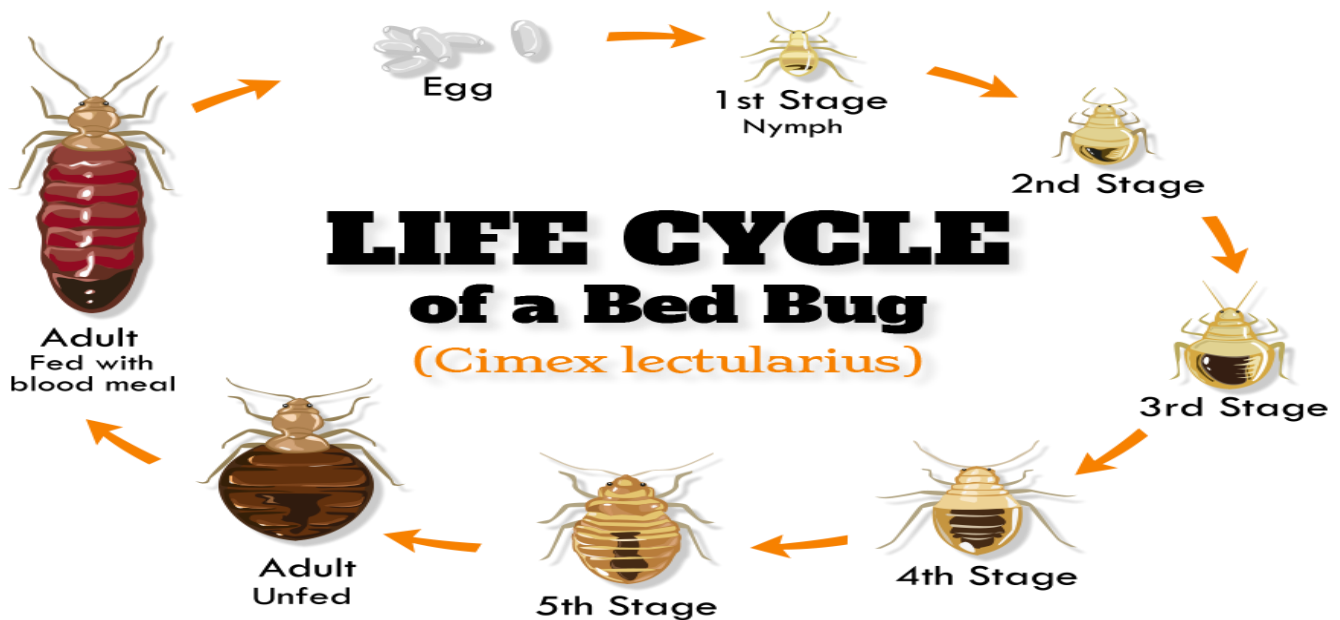
If you suspect you have bedbugs please put in a maintenance request immediately.



After your landlord arranges for an exterminator, you should:

- Launder all of your clothes, towels, blankets, etc. Dry everything thoroughly on the hottest settings, as heat is one of the few things that effectively kills bedbugs.
- Wrap your mattress, box spring and pillows in plastic or synthetic wraps that zip or seal closed. Seal the zippers shut with duct tape.

Store your clothes, towels etc. in re-sealable bags to prevent further infestation. Bedbugs usually only like to live in your bed, but they will move to your clothes and rugs if desperate!



RODENTS

How Do You Know if You Have Mice?

Although the most obvious sign is actually seeing live or dead mice in your house, there are plenty of other signs that can tell you that a mouse infestation may be building. These include:

- Gnawed holes in stored foods, piled papers, insulation, etc.
- Food scraps or wrappings left behind, especially in out-of-the-way places, such as inside shoes or boots or in the corners of closets and cabinets.
- Droppings or tiny hairs
- Runways—narrow pathways where dust and dirt have been swept clean, noticeable grease marks, or urine trails can be seen under a black light.
- Nests or piled nesting materials.
Skittering or scratching sounds



How Do You Know if It's a Mouse or a Rat?

There are key differences between mice and rats, mice are much smaller than rats. Adult mice are about 7 1/2 inches in length, including the tail. The most common rats in the United States are the Norway rat and the roof rat. They are about 14 to 16 inches in length, with tail length varying by species.

Norway Rat



HOUSE MOUSE

What Do Mice Eat?

Mice most prefer to eat cereal grains and plants, but they will feed on almost anything. They are very commonly drawn to dried (and bagged) stored food, including pet food.

How Quickly Do Mice Breed?

In a single year, one female mouse can breed up to 10 litters of five to six young. These 60 offspring can begin to reproduce themselves in as little as six weeks. So within months, you could have a huge population of mice.



HOW CAN YOU KEEP MICE FROM MOVING IN?



Eliminate Food Sources

- Store food, especially grains, pet food and birdseed, in rodent-proof metal or heavy plastic containers.
- Store grass seed in sealed containers.
- Put away any uneaten pet food.
 - Rodent-proof your garbage cans by setting them on 6-inch high wood platforms.
- **Pro tip:** *Make sure lids fit tight; use rubber cords to fasten them down if necessary. Replace garbage cans that have cracks or holes.*
- Don't leave uneaten food or scraps on your countertop.
- Pick up any fruit that has fallen from trees in your yard.
- Search out holes (even small ones) around your foundation, eaves and soffits and fill them with steel wool, cover with sheet metal, or fill with caulk, plaster or cement.
- Seal up all organics that are going to recycling

IF YOU HAVE MICE AND PLEASE PUT IN A MAINTENANCE REQUEST ON OUR WEBSITE AND FOLLOW THE DIRECTONS FROM PEST CONTROL TO KEEP THEM OUT OF YOUR HOME.



COCKROACHES

Roaches, in particular, are drawn to warm, humid climates like Florida and are usually attracted to:



- Dirty dishes in the sink.
- Crumbs on the floors or counters.
- Garbage.
- Pet food on the floor.
- Excess moisture.



How to Get Rid of Roaches

1. Thoroughly Clean Your Home

This may seem like a given, but roaches are attracted to dirt and filth because they're always on the lookout for new sources of food. **The easiest way to keep roaches out of your home is by keeping it clean.** Make sure to do the following:

- Wash dishes and put away after meals
- Clean crumbs and spills immediately
- Take out the garbage before going to bed
- Remove grease from stove top
- Seal food in containers
- Mop on a regular basis



Prevention Tips for Roaches

There are lots of methods used to ward off roaches, and we will discuss a few of the most successful strategies many people use to make their houses less hospitable for these cringe-worthy bugs.

1. Nix Newspapers & Cardboard Boxes

Roaches adore cardboard boxes and newspapers. If these items are lying around your home, you're inviting roaches in the vicinity into your home. Roaches love to breed in these items, so it is best to **clear all newspapers and cardboard boxes out of your home.**

2. Clear Out the Clutter

One of the best strategies for roach control is to make sure your home is kept in tip-top shape, especially when it comes to items that are just lying around. **Keeping your house free of clutter** means there are less places for roaches to hide out during the day. With no cover for their midday scurrying, these bugs will have to work harder to hide their presence.

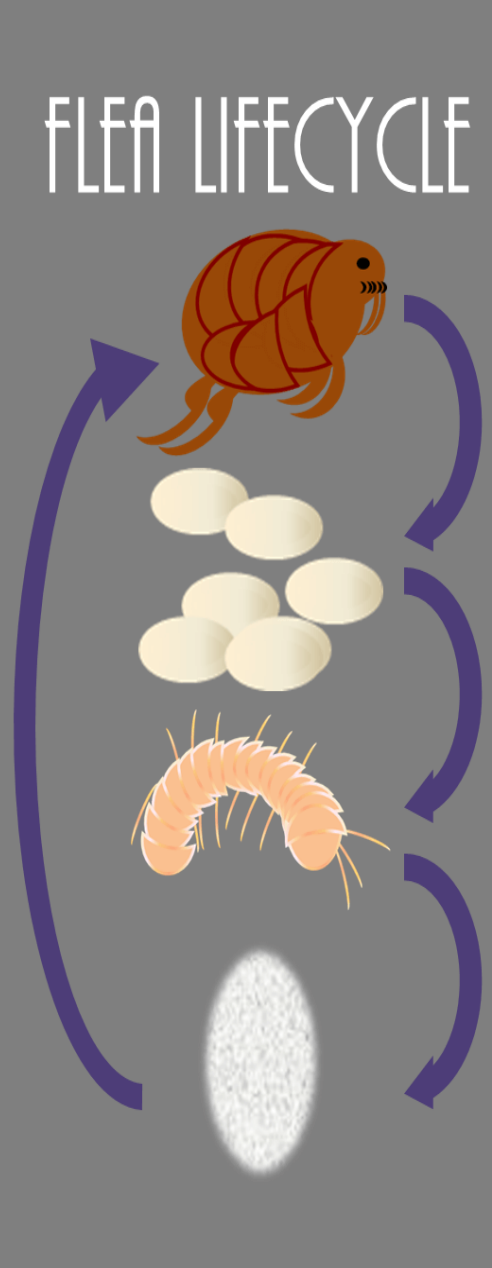
3. Don't Feed the Roaches

If you leave treats like uneaten dog or cat food lying around, you are bound to attract a bug or two. We recommend **using a dog food dispenser** and/or **removing any food** your pet doesn't eat right away from the floor so that roaches don't have easy access to food sources.

FLEAS:

Red Door Housing allows pets at all its buildings and a flea program for both cats and dogs must be maintained.

If you have a pet and get fleas you will be responsible for the extermination of these pests.



FLEA LIFECYCLE

To get rid of **ADULT FLEAS** on your pet:

- Administer a flea adulticide - check with your pet's veterinarian for their recommendation as there are many good products to choose from that can be administered topically or orally
- Depending on where you live, adulticide needs to be administered seasonally or year round

Eliminate **FLEA EGGS** from the environment:

- The majority of the eggs that fleas lay fall off your pet and into their environment; carpeting, bedding, furniture, and back yard

Eliminate **FLEA LARVAE** from the environment:

- Flea larvae live in the following areas; carpeting, grass lawns, and ground cover

Developing fleas are **VERY** well protected once in the **PUPAL STAGE**. Prohibit the pupal stage by:

- Administering adulticide
- Eliminating flea eggs and larvae from the environment

ANTS :

Infestation - ants in the home

Because pest species of ants frequently establish colonies in populated areas, the insects often invade the homes of Canadian residents.

Attracted by the presence of food, foraging ants enter houses to scavenge for crumbs, oil or grease spills, sugar, and edible items regularly found in kitchen pantries and easily contaminate food items.

Ants gain entry to buildings through cracks in the walls or foundation, as well as through gaps or other small openings that often appear where moldings or plumbing connect with the structure.

Large numbers of ants can successfully invade homes by detecting and following an invisible trail produced by scouts sent previously by the colony to search for food.

How can I prevent ants invading

Keep your home clean and sanitary, store food in tightly-sealed containers, clean up crumbs and spills promptly, sweep the floor regularly, rinse food containers before recycling, keep the structure well maintained, repair all cracks in walls and foundations, keep doors, windows, and entry points sealed

If you see **ants**, wipe them up with a solution of 50-50 vinegar and water, or straight vinegar. White vinegar kills **ants** and also repels them. If you have an ant problem, try using diluted vinegar to clean hard surfaces, including floors and countertops, throughout your **home**.

ABOUT BEARS;

- Bears can run as fast as horses uphill or downhill.
- Bears can climb trees, although black bears are better tree-climbers than grizzly bears.
- Bears have excellent senses of smell and hearing, and better sight than many people believe.
- Bears are strong. They can tear cars apart looking for food.
- Every bear defends a “personal space”. The extent of this space will vary with each bear and each situation; it may be a few meters or a few hundred meters. Intrusion into this space is considered a threat and may provide an attack.
- Bears aggressively defend their food.
- All female bears defend their cubs. If a female with cubs is surprised at close range or is separated from her cubs, she may attack. An aggressive response is the mother grizzly’s natural defense against danger to her young.
- A female black bear’s natural defense is to chase her cubs up a tree and defend them from the base. However, she is still dangerous and may become aggressive if provoked.

Black Bear. It is estimated that there are more than 120,000 **Black Bears** in British Columbia and over 7000 **Black Bears** on **Vancouver Island** making it one of the more dense places in the world for this bear population.



REMEMBER A FED BEAR IS A DEAD BEAR. DON'T BE RESPONSIBLE FOR KILLING ONE OF THESE BEAUTIFUL ANIMALS.

How to keep bears away:

BARBQUES

Barbeques are a strong bear attractant due the smells and cooked food sometimes left behind.

- Barbeques and drip pans should be cleaned after each use since grease and fat are a high calorie food source for bears
- Barbeques should be kept locked inside a bear-proof shed after they have been cleaned
- Covering a cleaned barbeque will further help to reduce the transmission of food odour

A barbeque stored within a shed that has an un-cleaned grill or drip pan will still attract bears and could possibly lead to property damage.

BIRDFEEDERS

Birdseed or suet filled bird feeders will attract bears through the odours they emit. Birdseed and suet are high protein food source for bears. Use bird feeders only in the winter when bears are hibernating and natural bird food is limited. If you feed birds in bear season, consider the following steps to minimize your contribution to human-bear conflicts:

- Take bird feeders in at night
- Keep the ground underneath the feeders clean and free of bird seed

Fill your feeders regularly with just a small amount of feed, which will decrease the reward a bear would receive if it does get to your feeder.

- Businesses can also construct a bear proof fence/storage area to house garbage until collection time
- Neighborhood garbage conflicts can be addressed through residents being proactive in their neighborhood.
- Encourage residents to talk to the neighbour(s) causing bear conflict and help educate them about bear attractants



GARBAGE

- Keep garbage inside until the morning of garbage collection
- Odorous garbage can be kept inside a plastic bag and frozen until garbage day
- Garbage can also be kept in the basement or inside the garage or shed if it is bear proof
- Garbage should not be left in the back of vehicles or in canopies as these are not bear proof and could be damaged
- Use airtight garbage containers



Every Municipality has fines for garbage left outside overnight and these can be as high as 500.00.

PET FOOD

Pet food should be kept in an airtight, non-odorous container locked inside residences. Pet food should not be left unattended outside. If pets are fed outdoors, bring in the food dish between feedings.

The most dangerous bears are:

- Bears habituated to human food.
- Females defending cubs.
- Bears defending a fresh kill.
- Cute, friendly, and apparently not interested in you.

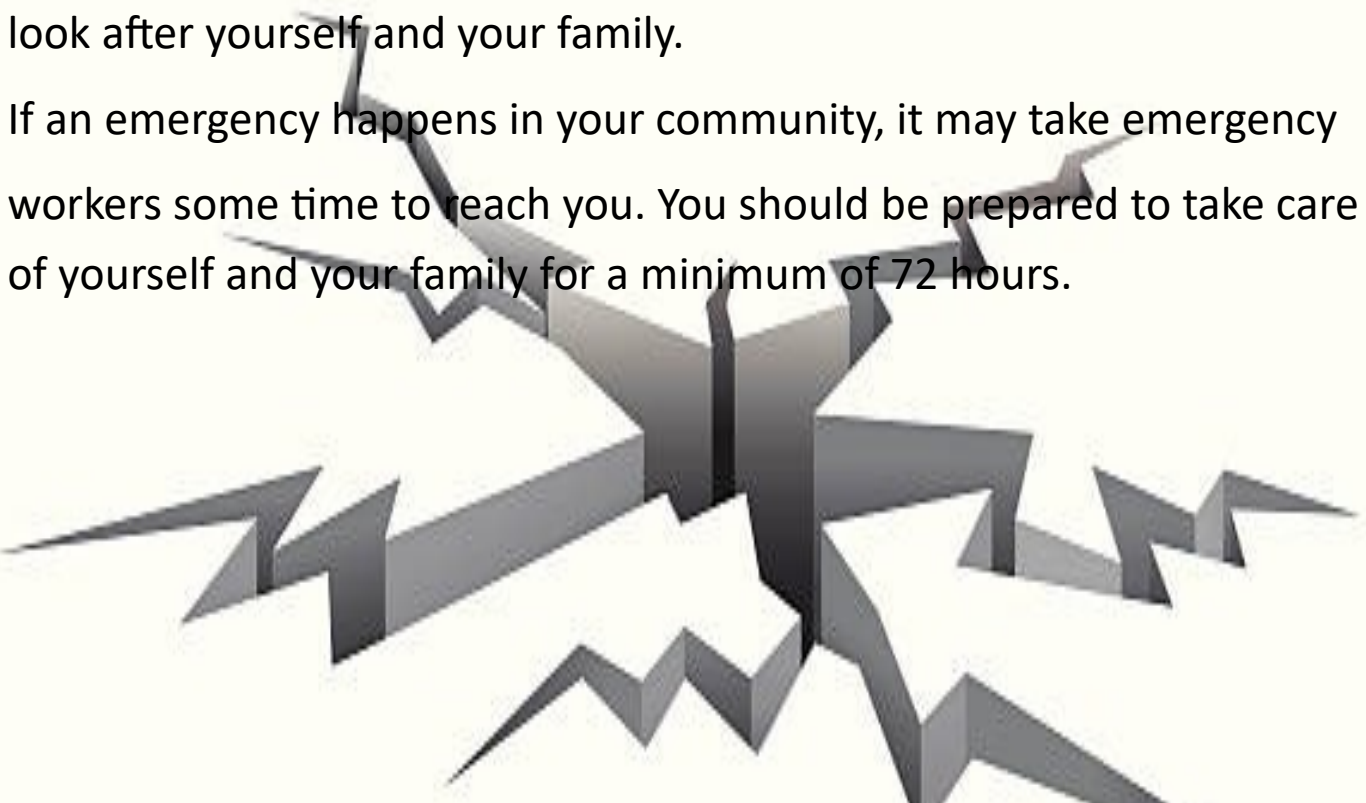
More than 500 black bears and 25 grizzly bears were killed in the province in 2019. ... According to provincial statistics, the British Columbia Conservation Officer Service has killed 4,341 black bears and 162 grizzly bears in the past eight years. In 2019, 542 black bears and 26 grizzlies were killed. Jan 3, 2020



DISASTER/FLOOD/FIRE /EARTHQUAKE

It is important to understand that in all likelihood there will not be any Red Door Housing Staff on site in a major event such as an earthquake , fire or major flood. It is important that you are prepared to look after yourself and your family.

If an emergency happens in your community, it may take emergency workers some time to reach you. You should be prepared to take care of yourself and your family for a minimum of 72 hours.



Make an Emergency Plan:

- Safe exits from home and neighborhood
- Meeting places to reunite with family or roommates
- Designated person to pick up children should you be unavailable
- Contact persons close-by and out-of-town (use text to contact)
- Health and insurance information
- Places for your pet to stay
- Risks in your region

Location of your fire extinguisher, water valve, electrical panel, gas valve and floor drain

Form an emergency response group in your complex

British Columbia

Emergency preparedness, Response & Recovery

EMERGENCY PREPAREDNESS



MAKE A PLAN



BUILD A KIT



BE INFORMED

Basic emergency kit

- Water – at least two litres of water per person per day; include small bottles that can be carried easily in case of an evacuation order
- Food that won't spoil, such as canned food, energy bars and dried foods (replace food and water once a year)
- Manual can-opener
- Crank or battery-powered flashlight (and extra batteries). Replace batteries once a year.
- Crank, battery-powered radio (and extra batteries) or Weather radio
- First aid kit
- Extra keys to your car and house
- Some cash in smaller bills, such as \$10 bills and change for pay-phones
- A copy of your emergency plan and contact information
- If applicable, other items such as prescription medication, infant formula, equipment for people with disabilities, or food, water and medication for your pets or service animal (personalize according to your needs)



Tenant Privacy Policy

Purpose and Scope

Red Door Housing Society respects and upholds an individual's right to privacy and to the protections of their personal information. Red Door Housing Society is committed to ensuring compliance with applicable privacy legislation.

This document sets out the policy of Red Door Housing Society with respect to the protection of personal privacy of our tenants.

Definitions

"Personal Information" for the purpose of this Policy means information about an individual. It does not include aggregate information which cannot be associated with a specific individual and it does not include the name, title, business address, business email address or business telephone number of an individual.

"Third Party" for the purpose of this Policy is an individual or an organization other than the Red Door Housing Society and the applicant/tenant.

Our Responsibilities

1. Accountability

Red Door Housing Society is accountable for the personal information in its possession or control including information that has been transferred to a Third Party for processing. Red Door Housing Society has appointed a Privacy Officer who is responsible for the organization's compliance with this Policy.

All staff are obligated to protect the personal privacy of applicants/tenants with regards to all Personal Information collected by Red Door Housing Society. Staff are required to follow the procedures of this Policy regarding the management of Personal Information.

Staff will be adequately trained and provided with the information about the privacy laws applying to the organization.

2. Purpose for Collection, Use and Disclosure

Red Door Housing Society collects and uses Personal Information about applicants and/or tenants for the following purposes.

- a. to assess the need for housing.
- b. to determine the eligibility for housing provided by our organization
- c. to assess any special needs an applicant may have with respect to housing such as a need for accommodation of certain disabilities and to determine our ability to accommodate these special needs.
- d. to determine eligibility for a housing subsidy
- e. to assist applicants in filling out a rental accommodation application or an application for subsidy if assistance is required.
- f. to verify information provided in the rental accommodation application or the subsidy application.
- g. to provide for housing needs.
- h. to process payments for services provided such as rental payments.
- i. to enable us to collect payments owing to us which are overdue.
- j. to enable us to communicate with applicants/tenants.

- K. to enable us to provide statistical information to potential funding organizations; and
- L. to enable us to protect the safety and security of the rental accommodation for our tenants and staff.

Red Door Housing Society will not collect, use or disclose information beyond what is required to fulfill the specified purposes.

When Personal Information that has been collected is to be used for a purpose not previously identified the new purpose will be identified prior to use.

3. **Consent**

Unless we hear otherwise from you, your use of the Red Door Housing Society services and facilities constitutes consent for us to collect, use and disclose Personal Information for the purpose stated in this Policy.

You may refuse or withdraw consent at any time, subject to legal and contractual restrictions and reasonable notice. Refusal or withdrawal of consent may prevent us from providing to you a service or access to our facilities.

You may refuse or withdraw consent by contacting us at 604.431.9225. Our staff will explain your options and any consequences of refusing or withdrawing consent and will record your choices.

4. **Disclosure of Information to Third Parties**

The only circumstances under which Personal Information may be disclosed to Third Parties is for fulfillment of any purpose identified above with express consent or as required by law. If Personal Information is disclosed to Third Parties for the fulfillment of any purpose identified above Red Door Housing Society will ensure that appropriate security undertakings such as confidentiality clauses in contractual agreements are employed to protect the transfer and use of Personal Information. Red Door Housing Society does not sell trade or rent information to Third Parties.

5. **Limiting Collection**

We collect Personal Information for the purposes identified above.

6. **Limited Use, Disclosure and Retention**

We do not use or disclose Personal Information for any purpose other than those for which it was collected except as required by law or with consent.

Personal Information is retained only as long as necessary for the fulfillment of the purposes for which it was collected or as required by law.

7. **Accuracy**

The Red Door Housing Society will make all reasonable efforts to ensure that Personal Information is as accurate, complete and current as

required for the purpose for which it was collected. The Red Door Housing Society relies on applicants/tenants to ensure that certain information about them such as their contact and reference information is current complete and accurate. It is the applicant/tenants' responsibility to inform Red Door Housing Society if their Personal Information changes.

Red Door Housing Society will not routinely update Personal Information unless such a process is necessary to fulfill the purposes for which the information was collected.

8. Safeguards

Red Door Housing Society uses security safeguards to protect Personal Information. These safeguards are appropriate to the sensitivity of the information.

Red Door Housing Society will make all reasonable efforts to protect Personal Information against loss or theft as well as unauthorized access, disclosure, copying, use or modification.

9. Individual Access

Individuals have the right to access their Personal Information under the control of Red Door Housing Society. The Privacy Officer will assist them with their access requests. We will deal with access requests within thirty (30) days of the request being made.

Access requests should be made in writing to the Privacy Officer at the Head Office. In certain exceptional situations further to privacy legislation we may not be able to provide access to certain Personal Information that we hold about applicants/tenants. Examples of where

we may not provide access include but are not limited to the following.

- a. where provision may reveal Personal Information about another individual.
- b. where the information is subject to solicitor client privilege.
- c. where the information was collected in relation to the investigation of a breach of an agreement or a contravention of a Federal or Provincial law or;
- d. where provision could reasonably be expected to threaten the health or safety of an individual.

10. Openness Concerning Policies and Procedures

The Red Door Housing Society will make available specific information about its policies and practices regarding the management of Personal Information. To contact us to obtain further information regarding our policies and practices please refer to section 12 below.

11. Revisions to this Privacy Policy

The development of the Red Door Housing Society's policies and procedures for the protection of Personal Information is an ongoing process. Due to changes in technology and legal requirements we may revise this policy from time to time. Please ensure that you refer to the current version of the Red Door Housing Society's Privacy Policy. The current version will be available from the Privacy Officer.

12. Concerns or Questions Regarding Compliance

An individual may address a concern or question about compliance with this policy to Red Door Housing Society's Privacy Officer at 604.431.9225.

The Red Door Housing Society will investigate any complaints received in writing. If a complaint is found to be justified the Red Door Housing Society will take appropriate measures to resolve the complaint including if necessary, amending its policies and procedures. An individual will be informed in writing of the outcomes of the investigation regarding their complaint.

