



# Tenant

## Resource and Information Handbook



manitoba**housing**

## MANITOBA HOUSING'S SERVICE COMMITMENT

At Manitoba Housing, we believe that providing affordable, quality housing is central to the health, social and economic well-being of all of our housing tenants. Our goal is to promote safe, healthy communities that are inclusive and encourage self-reliance and shared housing responsibility.

### MANITOBA HOUSING IS COMMITTED TO:

- maintaining a safe and healthy living environment
- completing building maintenance and repair in a timely manner
- providing tenants with respectful service
- providing opportunities for tenants to participate in their housing community
- responding to tenant concerns through an open, accessible, timely, fair process

### AS A TENANT OF MANITOBA HOUSING, YOU HAVE THE RIGHT TO:

- have quiet enjoyment of your housing unit
- be treated without discrimination based on political or religious beliefs, age, marital status, ancestry, nationality, ethnic background, disability, gender identity, sexual orientation, family status and source of income
- file a complaint with the Manitoba Human Rights Commission if you feel you have been discriminated against
- have personal information kept private by Manitoba Housing in accordance with applicable laws
- be informed of decisions that affect your housing
- communicate your housing concerns to Manitoba Housing staff
- not experience any retaliation by Manitoba Housing staff
- have due process for eviction procedures under *The Residential Tenancies Act*
- appeal to the Manitoba Residential Tenancies Branch about landlord and tenant matters under *The Residential Tenancies Act*
- file a complaint with the Office of the Ombudsman, if you feel you have been unfairly or unreasonably dealt with about a housing issue, and you have not received satisfaction through the Residential Tenancies process

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# WELCOME...

This handbook outlines information about:

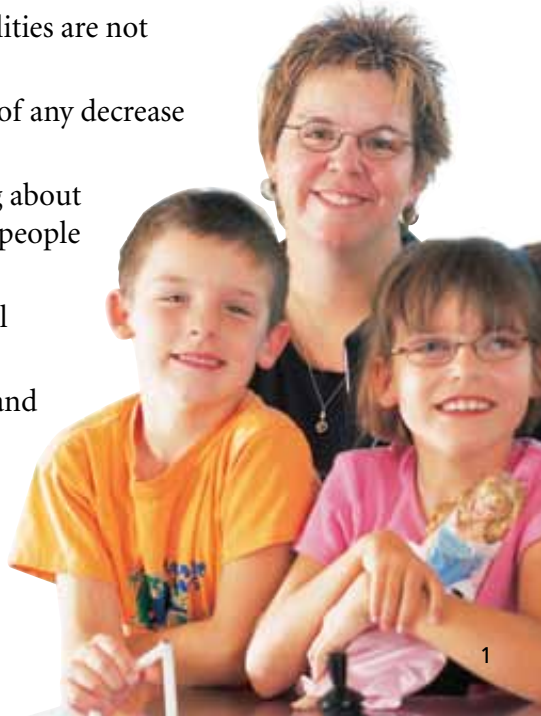
- your rights and your responsibilities
- the rights and responsibilities of your landlord, Manitoba Housing
- information for your health, safety and security

## Residential Tenancy Agreement

Read your *Residential Tenancy Agreement* carefully before you sign it to make sure you understand your rights and responsibilities as a tenant as well as your landlord's rights and responsibilities.

## As a Manitoba Housing tenant, you are responsible for:

- paying your rent on time
- paying your utility bills, if utilities are not included in the rent
- notifying Manitoba Housing of any decrease or increase in your income
- informing Manitoba Housing about any change in the number of people living in your home
- keeping your home safe for all occupants and visitors
- ensuring your home is clean and free of damage
- helping keep common areas tidy and free of debris



- repairing, to an acceptable standard, any damages caused by you or visitors to your home, as soon as possible (The landlord may give you a written request to make these repairs.)
- complying with the terms of your tenancy agreement, and *The Residential Tenancies Act* (available at [www.manitoba.ca/housing](http://www.manitoba.ca/housing))
- complying with Manitoba Housing's rules and regulations, as attached to your lease agreement. Please see staff at your Manitoba Housing leasing office for information about your tenancy
- ensuring you and your guests don't disturb others or endanger the safety of others in the building or on a neighbouring property

If you do not meet these responsibilities, you may be asked to leave. (See page 43, for more information.)

## As your landlord, Manitoba Housing is responsible for

- repairing your home within a reasonable time
- ensuring your home is reasonably safe by having proper doors and locks
- ensuring your home is available on the day your tenancy is to begin
- providing a rent receipt when you pay your rent in cash
- paying your utility bills, if utilities are included in the rent
- investigating any complaints about a tenant disturbing other tenants or neighbours and trying to resolve the problem
- respecting your tenancy agreement and *The Residential Tenancies Act*
- providing at least 24 hours notice before entering your unit to do repairs

## Unit inspection report

Before you move into a Manitoba Housing property, staff will inspect your unit with you. Staff will fill in a standard report form and note the condition of your home and any repairs that are required. Manitoba Housing will use this report to inspect your home when you leave. You will be held responsible for any damages beyond normal wear and tear.

## Paying your rent

All new Manitoba Housing tenants will be given a tenant identification card when signing their lease agreements. Each card will include a personal application number that must be used when you pay your rent or visit a Manitoba Housing leasing office to discuss your tenancy or any other issues.





## Monthly rental payments

Rental payments are to be paid to Manitoba Housing using one of the following options:

- **Direct payment by phone or Internet:** Charges may apply, so please check with your financial institution.
- **Pre-authorized payment (PAP):** Monthly rental payments can be automatically withdrawn from your bank account on the first business day of the month. The bank or financial institution may charge a fee for this service. Manitoba Housing will charge a fee for each returned PAP.
- **Post-dated cheques:** You can send or deliver post-dated cheques to your Manitoba Housing leasing office.
- **Cheque or money order:** You can pay your rent monthly by cheque or money order. Write your Manitoba Housing personal application number (the one on your original application) on the front of all cheques or money orders. Manitoba Housing will charge a fee for each returned cheque.
- **Debit card (Interac):** You can make rental payments in person using your Interac debit card at most Manitoba Housing leasing offices.
- **Cash:** In Winnipeg, cash payments are accepted only at the Manitoba Housing leasing office located 100-185 Smith Street. Some rural Manitoba Housing leasing offices accept cash payments; check with your local leasing office.

**Note:** do not send cash by mail.





## Utilities

- Water is included in your rent, so you do not have to contact the local water department.
- You must contact Manitoba Hydro when you move in to arrange for hydro and gas unless they are included in your rent.
- Phone, cable and Internet access are not included in your rent.
- If you are on Employment and Income Assistance (EIA), speak to your caseworker to see if EIA will pay your utilities or if you have to pay for them.



## Tenants' insurance

Manitoba Housing is not responsible for your personal property. For your own protection, we strongly recommend you buy tenants' insurance. Tenants' insurance covers damages to your personal property from fire, flood, theft and other events. Contact an insurance company or agent to find the best coverage for your needs.

## Making changes to your home

If you want to make changes to your home, you must send a written request to your Manitoba Housing leasing office for approval. Changes may include: adding portable air conditioners or satellite dishes, wallpapering, painting, carpeting, installing grab bars or fencing. If you get permission to make changes, you must return your home back to its original condition before you move out. If you do not get written permission to make changes, or if you move out and do not return the unit to its original condition, you will be held responsible for any related costs.

## Keeping your home and property in good order

Manitoba Housing gives you a welcome kit when you move into your home. It will help you keep your home neat and clean.

- For your safety, avoid storing or piling too many items in your home, especially around entrances, in hallways and basements. (Piles of items can be a fire hazard and they may get damaged if there is a sewer backup or flooding.)
- All tenants are encouraged to recycle as much garbage as possible.
- Put your garbage in plastic bags, tie them securely and place them in the containers provided. (Don't use toilets, sinks or sewer drains to dispose of garbage.)
- Maintain your grounds, shrubbery, private walkways and driveways. This includes removing snow from steps, walkways, driveways and parking spots, cutting your grass regularly (weekly is recommended).
- Clean up any trash, junk or derelict cars on your property, including the parking area.
- Co-operate with building superintendents when asked to move vehicles.

## Reporting damages or needed repairs to your home or property

- Report any damage or repairs promptly to 945-4663 in Winnipeg; 1-800-661-4663, toll free, outside Winnipeg; or to your Manitoba Housing leasing office.
- Please note: the tenant is responsible for any damages beyond normal wear and tear.

## Skating rinks, swimming pools and trampolines

- Backyard skating rinks and swimming pools are not permitted.
- Small kiddie pools are permitted only if they are supervised by an adult when in use, and are emptied immediately after every use. They must also conform to any relevant city and municipal bylaws.
- Trampolines of any kind are not allowed on Manitoba Housing properties.

## Windows, doors, screens, balconies

- Make sure no one – child or adult – leans against window screens.
- Keep children away from windows.
- Make sure children's beds are not located beneath windows.
- Don't leave windows and doors open when it's raining or snowing. Excess moisture can damage property. Open windows and doors may also cause pipes to freeze and break.
- Immediately report any broken windows to Manitoba Housing.

## Noise levels

- Tenants are responsible for the actions of their children, other family members and guests. Please ensure noise levels are kept down and there are no disturbances.
- Children should be supervised at all times.

## Keys and security access cards

- You will be given a security access card and/or your keys during regular business hours before you move in. Your first security access card is provided free as part of your tenancy agreement. There may be charges for additional keys or cards.
- You are responsible for all keys and security access cards you receive from Manitoba Housing.
- When using your security access card to unlock the building's outside door, place it close to the security card-reader box beside the entrance.
- Keep your key and security access card in a safe place.
- Do not let anyone else use them.
- Do not let anyone you don't know into the building when you are entering.

## Lost, stolen keys or security cards

- If your key or security access card are lost or stolen or if you are locked out of the building after regular business hours, call Manitoba Housing immediately at 945-4663 in Winnipeg; or toll free 1-800-661-4663 outside of Winnipeg. (When Manitoba Housing staff arrive to help you enter your home, you must show proper identification.)
- To avoid charges for repeated requests to let you in, make sure you take your access card and/or keys with you every time you leave your home.
- If you lose or destroy your key or security access card, you will be charged to have it replaced.
- You can apply for additional keys or security access cards for use by people who provide your essential support services (such as medical professionals or home care).

- You must have a letter or document from your medical institution to receive an extra card. There will be a charge for additional keys or security access cards.
- Once the personal essential support services are no longer needed, you must return your extra keys or security access cards to your Manitoba Housing leasing office on the next business day, to be reimbursed.
- Security Cameras – Some premises are monitored by 24-hour-security cameras for safety, crime prevention and law enforcement.

## Intercoms and safety

Most Manitoba Housing buildings have an intercom system.

- Don't let strangers in. When people buzz your home, make sure you know and trust them before you let them in. Intruders often buzz all the suites in a building until they convince someone to let them into the building.

## Tenant parking

- It is important that you report if your vehicle or registration changes immediately to your Manitoba Housing leasing office or Building supervisor.
- Only your registered vehicle can be in your parking spot.
- Please park within the boundaries of your allotted space.
- If someone is parked in your assigned spot after hours call Manitoba Housing at 945-4663 in Winnipeg; or toll free 1-800-661-4663 outside Winnipeg.
- Visitors can park in designated visitors' spots where provided. Tenants need to register their visitors' cars by calling 945-4663 in Winnipeg and toll free at 1-800-661-4663 outside of Winnipeg. When registering visitors' cars provide the make, model and license plate number.



## Parking restrictions

The following restrictions apply to all Manitoba Housing parking areas:

- Storing vehicles that do not run in Manitoba Housing parking lots. Vehicles must be able to be moved for emergencies, snow removal or repairs.
- Parking in visitor's parking over night without reporting to onsite staff.
- Parking in fire lanes or in front of garbage bins.
- Parking in other tenant's parking spots.
- Using interior car warmers.
- Performing major vehicle repairs such as removing engines, transmissions or rear-end assemblies, in parking areas.
- Dumping oil or other automotive fluids in parking areas.
- Damaging asphalt surfaces or electrical outlets.

Failure to comply with any of these restrictions means your vehicle will be towed at your own expense without notice or you will have to pay for damages.

## Rental statement for income taxes

If you need a rental statement for your income tax, contact your Manitoba Housing leasing office.

*Note:* Revenue Canada allows only one tenant to claim this tax deduction. To receive your rent receipt, you must have made all rent payments.

## Rental adjustments

If there is a significant decrease in your income, you may be eligible for a rental adjustment. Contact your Manitoba Housing leasing office if you have any questions about eligibility.

Be sure to apply for an adjustment for every month that your income is reduced. If you are applying for an adjustment to your rent, you must submit all required documents, including proof of all income that applies to you.

Required documents may include:

- employment pay stubs
- Employment Income Assistance (EIA)- budget letter or cheque stub
- Employment Insurance (EI) – letter or cheque stub
- Canada Pension Plan – letter from Service Canada
- Old Age Security – letter from Service Canada
- interest/investment income
- RRSP income
- rental income
- farm income
- 55 Plus – letter or bankbook
- private pension – letter or cheque stub or letter from company
- letter from Department of Veterans Affairs, cheque stub or your bankbook
- training allowances – letter from sponsor agency(s)



- compensation/disability – award letter or cheque stub
- child support/alimony – letter from Maintenance Enforcement Program, or a copy of the order or agreement
- self-employment – income and expense statement by certified accountant
- manitoba student loans – confirmation letter of Award
- children 16 and over, not in school – letter from employer or cheque stub
- children 16 and over, in school – written verification of attendance/registration from school

## Lease renewals

Lease renewals are completed annually. Four months before the lock-in term of the standard *Residential Tenancy Agreement* expires, your circumstances will be reviewed to determine if :

- the rental charge will change. You will receive three months' written notice of any rent increase, as per *The Residential Tenancies Act*
- your unit size is appropriate based on the size of your household

For annual renewals be sure to submit all required documents to ensure your tenancy is maintained.

The documents that may be required for an annual renewal are the same as those required for a rent reduction (see page 11) with one exception.

In an annual renewal you will also need to submit:

- certified copy of your most recent income tax return

## TENANT SERVICES

### Information on health and social services

Manitoba Housing leasing offices may be able to help you get information about health and social services. Staff can help you with independent living in the community as long as possible by:

- Providing information about health, social services and community programs and services
- Supporting tenant groups, such as tenant associations and tenant advisory committees
- Providing information on education and training programs
- Supporting community programs and resource centres
- Referring tenants to appropriate support service providers and/or agencies
- Working with tenant groups and other agencies to co-ordinate various onsite support services such as:
  - Income tax clinics
  - Health clinics
  - Community senior services
  - Health fairs
  - Income assistance programs
  - Recreation/leisure programs
  - Food banks
  - Community mental health services where relevant
  - Programs for parenting children and youth



## Seniors' support services

Check with your Manitoba Housing leasing office to see what services may be available in your building to help seniors live independently:

- Security systems
- Congregate meal programs
- Elevator service
- Tenant associations or tenant advisory committees
- Laundry facilities
- Supportive housing
- Recreation areas
- Health clinics
- Provincial home care
- Transportation services

**Congregate meal service** is offered in seniors communities throughout the province.

- Fresh, hot meals including beverage and dessert, are served for a reasonable cost
- Meal menus are posted every month

- Business hours and serving times vary depending on the building
- Tenants are asked to make reservations 24 hours ahead of serving time



Tenants are encouraged to attend the congregate meal programs, but under special circumstances meals can be delivered to a tenant's suite. To find out which buildings provide this service, contact your Manitoba Housing leasing office.

## Tenant associations and tenant advisory committees

Some Manitoba Housing communities have a tenant association or a tenant advisory committee. These groups help create strong, healthy and independent communities by:

- Planning recreational activities for tenants
- Providing volunteer opportunities for tenants
- Arranging information seminars
- Representing the tenants when necessary
- Supporting and providing ongoing community services (such as safety initiatives, children's programs)

If you are interested in starting a tenant association or tenant advisory committee, contact your Manitoba Housing leasing office or visit our website at [www.manitoba.ca/housing](http://www.manitoba.ca/housing). Funding may be available from Manitoba Housing to help you get started.

## THE BUILDINGFOUNDATIONS BURSARY PROGRAM

Manitoba Housing understands the vital role education plays in improving the quality of lives. That's why Manitoba Housing's bursary fund provides nine \$1,000 bursaries to post-secondary students living in subsidized rental housing units in Manitoba or receiving a rental subsidy funded by Manitoba Housing. Bursaries are awarded based on academic achievement and community participation. Mature students are encouraged to apply.

### Bursary for Post-Secondary Students:

A \$1,000 bursary is available to eight post-secondary students studying in a Manitoba university or college post-secondary program at least one academic year in length.

At least four of these bursaries two university and two college will be allocated to students of North American Aboriginal ancestry, either Métis, Inuit, Status Indian or Non-status Indian.

### Bursary for Graduate Students:

A \$1000 bursary is available for a graduate student studying at a Manitoba university.

The graduate student may be offered a summer internship with Manitoba Housing where a position exists suitable to the applicant's field of study.

For more information on the BUILDINGFoundations Bursary Program go to our website at [www.manitoba.ca/housing](http://www.manitoba.ca/housing) or ask your local Manitoba Housing leasing office.



## SAFETY AND SECURITY

### Safety and security tools

Manitoba Housing has electronic security surveillance and security controls, tenant safety seminars and community safety tools, such as *The Safer Communities and Neighbourhood Act* to help promote safe, healthy communities.

Manitoba Housing works with tenants, tenant associations, committees and other groups and agencies to promote a positive presence in our communities. All Manitoba Housing employees carry photo identification cards. If anyone claiming to be a Manitoba Housing employee asks you to let them in your building or in your suite, ask them to show you their photo ID.

For more information contact Manitoba Housing at 945-4663 in Winnipeg; 1-800-661-4663 toll free; or visit your Manitoba Housing leasing office.

### What can you do to help?

Call **911** or your local emergency services throughout the province for any of the following matters:

- any disturbance involving violence of any kind
- illegal drug use, drug dealing, drug production or cultivation
- prostitution and related activities
- unlawful sale of liquor
- unlawful use or sale of intoxicating substances
- sexual abuse or exploitation of a child or related activities
- possession or storage of an unlawful firearm, weapon or explosive
- a break-in

After you call the police, please call Manitoba Housing at 945-4663 in Winnipeg; or 1-800-661-4663 toll free, 24 hours a day, seven days a week.

You can also contact Manitoba Housing for less urgent matters including:

- Noise or disturbances in your building or on your property.
- Any unauthorized or suspicious people loitering around your building or home.







## FIRE SAFETY

Everyone is responsible for keeping Manitoba Housing homes and properties safe from fire. **Call 911 or your local emergency services** if:

- You see a fire being started or one is started anywhere in your home, property or community.
- You see a building that has smoke or fire.
- You are in a building where there is smoke or fire.

Call Manitoba Housing at 945-4663 in Winnipeg; or toll free 1-800-661-4663 to report:

- suspicious people or activities that have the potential to start a fire
- any build up of garbage or other materials that could be a fire hazard
- any shrubs, snow or other materials that may be blocking fire safety equipment
- baseboard heaters, thermostats or furnaces that aren't working
- faulty wiring or broken cover plates
- a broken smoke detector

## WHAT TO DO IF THERE IS A FIRE

### **In your suite:**

1. Immediately, **get everyone out**. Stay low to the ground as you leave and close the door of the room where the fire is located.
2. **Pull the fire alarm** on your floor to let others know there is a fire.
3. Go down the nearest stairway. **Never use the elevator**.
4. Exit the building and **call 911**.
5. Once you have left the building, **stay out of the way of firefighters**.
6. Tell the fire department/fighters if you know of anyone trapped in the building.
7. Go to the predetermined meeting place in your family's fire safety plan.

### **In your building:**

1. When you hear the fire alarm, check the corridor for smoke or fire. If the corridor is smoke-free, **use the nearest exit**.
2. If the corridor is blocked, **shut** your door and stay in your suite.
3. **Call 911** to report that you are in the building and give your apartment number.
4. **Keep your door closed** and put wet towels around your door to keep out smoke. Turn off your air conditioner and fill the bathtub with water.
5. If the front door is hot, wet it down with wet towels. Open the windows a few inches unless there is smoke coming from below.
6. **Don't panic**. In a fire resistant building, you are safer in your suite with the door closed than attempting to escape through fire and smoke.

## If your clothing catches fire:

1. **Stop, drop and roll.** Drop to the ground, cover your face with your hands and roll until the fire goes out.
2. If you can't do this, grab a towel or blanket and smother the flames.

## Fire safety seminars

Manitoba Housing works with tenants, tenant associations, tenant advisory committees and other groups to promote fire safety in our communities by conducting fire safety seminars. To arrange a seminar for your building, property or community, call your Manitoba Housing leasing office.

## Fire safety plans

Manitoba Housing has fire safety plans for buildings that have a common area and for high-rise/low-rise buildings.

- The printed plans are posted near the elevators and in the lobbies of the buildings.
- If you don't live in a unit where you have a shared common area, then you must develop a fire safety plan for yourself.
- You should develop a fire safety plan with your entire family. Draw your plan to include two ways out of every room including the windows. Pick a meeting place outside and well away from the building.



## FIRE PREVENTION TIPS

Manitoba Housing needs your help to prevent fires in your home, buildings and community. Here are tips for you to follow:

### Smoking

- Never smoke in bed.
- Avoid careless smoking. Always use proper ashtrays that don't tip.
- Dispose of smoking materials such as cigarette butts and the contents of ashtrays with caution.
- Never empty ashtrays into combustible containers such as garbage cans or refuse containers.

### Electrical

- Never overload electrical circuits.
- Ensure all extension cords and electrical devices are in good condition. Check regularly for loose connections and frayed or exposed wire and discard defective cords.
- Insert plugs fully into outlets. Poor contact may cause overheating or electrical shock.
- To avoid overheating, do not coil or bunch an extension cord while in use.
- Never use extension cords under carpets or rugs, across doorways or any place where they will be stepped on or rubbed.
- Make sure you follow the recommended wattage noted on your light fixtures. Do not use bulbs that exceed the amount.
- Use light bulb protectors with older style halogen lights.

## Heating

- Keep clothing, boxes, bags, papers and other flammable materials away from furnaces, baseboard heaters, space heaters.
- Keep space heaters away from walls.

## Candles

- Place all candles in sturdy holders that won't burn or allow wax to drip onto tables, floors or rugs.
- Extinguish all candles before you leave the room.
- Keep a careful eye on children and pets when candles are lit.

## Basements

- Store flammable materials in the original containers or approved safety containers.
- Keep entrances clear.
- Remove lint from dryers after each load.
- Do not place plastic or rubber items in the dryer.
- Do not place items that have been exposed to chemicals in the dryer.

## Kitchens

- Keep a portable fire extinguisher in the kitchen.
- Be careful that grease doesn't splatter or spill when cooking.
- Do not use tin foil or any other metal substance in the microwave.
- Wipe appliances and surfaces after cooking to prevent grease buildup.
- Stay in the kitchen when cooking. Do not leave the room unless absolutely necessary.
- Never leave your home while food is on the stove, in the oven or microwave.

- Keep the stove and surrounding area clear. Dish towels, pot holders, curtains and aprons can catch fire easily, so keep them away from the stove at all times.
- Turn pot handles towards the centre of the stove.
- Never wear loose clothing while cooking.
- Always heat oil slowly over moderate heat.
- Turn off all stove and oven elements and unplug small appliances when not in use.
- Keep all heat-producing appliances away from the wall and away from anything that might burn.

## What to do if a cooking fire starts

- If a pot or pan catches fire, carefully slide a lid over the pot or pan and turn off the stove. Leave the lid on until the pot or pan is completely cool.
- If there is a fire in the oven or microwave, keep the door shut.
- Never throw water on a grease fire. Water will cause grease fires to spread.

## Around children and pets

- Keep children and pets away from fires, candles, stoves, fireplaces and flammable materials.
- Do not store cookies, cereal, or other treats for small children near the stove.
- Keep young children at least one metre (three feet) away from the stove while older family members are cooking.
- Older children should cook only with permission and under the supervision of a grown-up.
- Cover unused wall outlets with safety caps.
- Keep matches and lighters out of children's reach, preferably in a locked cabinet. Use only child resistant lighters.

## Smoke detectors

- You should regularly test your smoke detector to make sure that it is working properly.
- Get into the habit of checking each day to see if the red or green indicator light is on. If the light is on, your smoke detector is working. If the red or green indicator light is not on, call Manitoba Housing.



- Once a month, depress the test button on the detector; within five seconds the alarm should emit a constant sound. To stop the alarm, release the button. If the alarm does not sound, contact Manitoba Housing.
- Following an electrical storm, you should check your smoke detector to see if the indicator light is on.

- **Never tamper with smoke detectors, under any circumstances.** Once activated, they will stop on their own. Tampering with a fire alarm system or any fire protection equipment is a criminal offence, subject to a heavy fine, imprisonment, or both. You would also seriously jeopardize your tenancy with Manitoba Housing.





## Barbeques (BBQ)

- BBQs are only allowed on balconies, patios or decks that are not made of wood.
- BBQs that use a solid fuel such as wood or charcoal briquettes are not allowed.
- BBQs that use electricity, propane or natural gas as a fuel source are allowed.

You are responsible for your BBQ and must ensure that it is:

- operated only *outdoors* in a well-ventilated area
- not operated within an enclosed area or near combustible materials
- used under constant adult supervision

The propane tank used for your BBQ must:

- be kept upright at all times
- be closed at the valve when stored in a vehicle, building or below ground level
- not be stored within two metres (6.5 feet) of a portable BBQ when not attached to the BBQ
- not be stored on a balcony that is enclosed by a screen or glass
- not be more than 20 pounds when attached to the BBQ
- not have a valve closer than 900 millimetres (three feet) from any door or window that is lower than the valve
- be equipped with a quick connect coupling valve (Q.C.C.V) and an overfill protection device (O.P.D.)

## Open and Closed Fire Pits

Open and closed fire pits are not allowed on Manitoba Housing properties.

## PEST CONTROL

Manitoba Housing has a pest control team that maintains a healthy, safe environment for you and your guests. This includes getting rid of any pests that appear in your home and helping you avoid pests.

### **Report pests to your Manitoba Housing leasing office**

- If you think you have pests in your home, phone Manitoba Housing immediately at 945-4663 in Winnipeg; or toll free 1-800-661-4663.
- To avoid causing any further infestations, Manitoba Housing does not recommend that you treat pest problems on your own.

### **Preventing and exterminating pests**

- Manitoba Housing can provide you with information on how to identify and prevent pests in your home. Manitoba Housing also arranges information sessions on how to maintain a pest-free home.
- An appointment with a professional exterminator will be scheduled to exterminate any pests in your home. Your belongings will be respected while your home is treated. With your co-operation, any pest concerns can be treated without complications.
- Manitoba Housing will provide you with information about what is needed to prepare in advance for the exterminator and what the treatment and follow-up will involve.

## BED BUGS

### Look for these signs:

- Itchy red welts on your skin. These welts can be many sizes and can appear in groups of two or three.
- Dark red or brown stains on furniture, bed sheets and clothing.



### Where do you find bed bugs?

Some of their favourite hiding places are:

- Behind baseboards
- Under loose carpets and rugs
- Inside couches/sofas, mattresses, box springs and bed frames
- In furniture and luggage



### How do I stop bed bugs from getting into my home or coming back?

- Check furniture and other household items regularly.
- Maintain your home and keep up with the cleaning.
- Keep your home free of clutter and avoid keeping clothing, toys and other household items on the floor.
- Regularly wash all bedding and clothing in HOT water and/ or dry them in a HOT dryer (high heat – 40°C /120°F) for a minimum of 20 minutes.
- Vacuum all mattresses and mattress frames. Remove the bag from the vacuum cleaner immediately after vacuuming, seal it and throw it in the outside garbage.

- Consider having a bed bug-proof mattress cover installed. Upon request, Manitoba Housing will provide these mattress covers at no charge.
- Watch for bed bugs hiding in cracks, creases, folds, seams and tears.
- Watch for dark red or brown stains on bed sheets, clothing and mattresses/ box springs, especially around the edges and around the seams.
- Look closely at any second-hand furniture, suitcases or clothing before bringing them into your home.
- Vacuum or shake out suitcases before bringing them into your home.



## ANTS

### Look for these signs:

- If you only see a few ants (less than 10), it usually means there isn't an established colony.
- If you have carpenter ants in the wood in your home, the wood will often show damage – small bore holes.



### Where do you find ants?

- Ants are drawn to areas that are constantly moist.



- Ants may crawl across sidewalks, driveways and basement floors.



## How do I stop ants from getting into my home or coming back?

- Thoroughly clean your home regularly, wiping up any sticky spills immediately.
- Keep food stored in sealed containers.
- Remove any old and untreated wood, especially if it has visible bore holes.
- Report any ongoing moisture problems in your home to Manitoba Housing as soon as possible.



## COCKROACHES

### Look for these signs:

- New cockroaches outgrow their shells, discard them and grow new ones. The old shells can be seen in the areas the pests are drawn to.
- You see cockroaches at night when the light is turned out. They scurry for cover when the light is turned on.

### Where do you find cockroaches?

- They are drawn to warm, humid areas, such as basements, kitchens, bathrooms, sewer pipes, gardens, greenhouses, damp pavement and walkways.
- They easily adapt to new surrounding and will survive on almost any source of moisture and food. They feed on human food, garbage, fruit, crumbs and a variety of

other items including wood, leather, glue, cigarette butts, toothpaste and soap.

## How do I stop cockroaches from getting into my home or coming back?

- Give your home a thorough cleaning regularly, getting rid of any crumbs and food particles on counters and floors.
- Carefully inspect any used furniture, appliances or clothing you bring into your home.
- Check around cracked plumbing fixtures and floor drains for signs of cockroaches.
- Report any ongoing moisture problems in your home to Manitoba Housing as soon as possible.

## BEES, WASPS, HORNETS

### Look for these signs:

- Wasps and hornets nests are large, grayish, papery cones and are usually found in protected cavities such as in wood piles, under eaves, protected limbs of trees and chimneys.
- Bee hives are large, brownish, lumpy cones and can be found almost anywhere.

### Where do you find bees, wasps and hornets?

- These insects are most commonly



found outside, but they can invade homes, building nests in protected areas such as chimneys and under eaves.

## How do I stop bees, wasps and hornets from getting into my home or coming back?

- These insects are all attracted to sweet foods, decaying materials and other insects, so seal or eliminate any food source.
- Pollen and nectar are the main sources of food for bees, but they are also drawn to sweet, sticky food spills or food left out on plates.



## HOUSE AND DEER MICE

- House mice are grey rodents (with large ears and small eyes) that measure 2.5 to 3.5 inches (6.5 to nine centimetres). The tail is usually the same length as the body.
- Deer mice are grey to reddish brown rodents with two-tone tails and white undersides. They measure 2.8 to 3.9 inches (seven to 10 centimetres).

## Look for these signs:

- Small droppings near food sources, gnawed holes in bags and boxes containing food or garbage.
- Listen for noises made by their running, gnawing and scratching to locate them in your home – especially during the evening and night when they are most active. If food is scarce, they will also be active during daylight hours.

## Where do you find mice?



- Mice can survive outdoors in winter, but are drawn to buildings for protection and easier food sources.
- You can often hear mice because they build nests close to food, usually in between double walls, above ceilings, under floors and closed in areas around counters.

## How do I stop mice from getting into my home or coming back?

- Give your home a thorough cleaning regularly; remove crumbs and food particles.
- Store all garbage in containers with tight lids.
- Store food in sealed jars or tins as mice can often chew through plastic.
- Contact Manitoba Housing if you notice any cracks or crevices open to the outside of your home (eg: unsealed dryer vents, exterior water/gas hook-ups, etc.).
- Keep the grass around your home well cut and remove dense shrubbery that's less than three feet (one metre) from your home.

## Is there a risk of getting sick from mice?

- Mice (particularly deer mice) can carry the Hantavirus which can cause serious illness.
- Although reported cases are relatively rare, typical symptoms are flu-like and include fever, headache, nausea, vomiting, muscle aches, diarrhea, abdominal pain and shortness of breath. Symptoms can occur any time between three days to six weeks (usually occurring around 14 days) after exposure. Hantavirus infection without symptoms is rare.
- For more information on prevention, go to: [manitoba.ca](http://manitoba.ca)



## MOLD PREVENTION

Mold can be a health issue for you and your family and it can also cause damage to your home. Manitoba Housing has an ongoing program to help you prevent mold in your home including:

- Annual inspections of all units and common areas of buildings for mold.
- Renovation of Manitoba Housing properties to ensure adequate air intake and circulation.
- Repair and replacement of roofs, windows and the outer shells of buildings.
- Free information session on preventing and dealing with mold.

### How do you check for mold in your home?

- **Smell.** Mold generally has a musty, damp smell that is unpleasant and reduces the air quality.
- **Visible growth.** Mold and mildew can grow in a variety of patterns and colors. The most common are black, grey-brown, grey-green, orange or purple. Black mold is generally a greenish black with a slimy appearance.
- **Physical symptoms.** Some people are allergic to mold. If you have an increase in allergy symptoms or are having headaches or feeling dizzy when you're at home for an extended period, you may have mold in your home.

### **Mold is most likely to be found in:**

- Kitchens and bathrooms where exhaust fans don't work properly.
- Around leaking taps, pipes or toilets.
- Anywhere there's excess moisture created on a regular basis, for example in the kitchen or bathroom or a water leak.

Call Manitoba Housing at 945-4663 in Winnipeg; or toll free 1-800-661-4663 as soon as possible to report any of these conditions.

## **PREVENT MOLD IN YOUR HOME**

### **General Interior**

- Keep your home well-ventilated and use the exhaust fans around the stove and in the bathroom.
- Remove any stored items you no longer use. Fabrics, paper, wood and other materials collect dust and hold moisture which can cause mold.
- Manitoba Housing will service your heat recovery ventilator on a regular basis.
- Have family and guests remove their shoes when entering your home.



- Vacuum often. If possible, use a high efficiency particulate air filter to remove dust.
- Clean hardwood floors with a damp mop.
- Remove unnecessary, dust-collecting furniture.
- Avoid bringing in any furniture previously stored in a moldy place.
- Reduce the number of house plants you have and inspect the soil in the pots to make sure there is no mold on the surface.
- Keep furniture, boxes and clothing at least two inches away from the exterior wall to ensure adequate air movement.

## Bathrooms

- Run the bathroom fan while you shower and for a few minutes afterward.
- Keep shower times as short as possible.
- Keep all surfaces clean and dry. Wipe up any standing water on the floor and around the bathroom sink/vanity.



- Keep drains in good working shape by removing debris from them.
- To clean a drain follow the steps:
  - Pour a handful of baking soda into it.
  - Add a cup of vinegar.
  - Plug the drain.
  - Let the mixture sit for 20 minutes.
  - Run fresh water.

## Kitchens

- If you have a fan over your stove that vents outside, use it when you cook.
- Avoid boiling liquids for long periods of time.
- Keep drains in good shape. Follow the steps above to clean your drain.
- Pull the refrigerator out to clean the drip pan at the back. At the same time, vacuum dust from the coils at the back of the refrigerator.
- Check for leaks under the kitchen sink.
- Remove garbage daily to prevent odours and spoiling.

## Closets and Bedrooms

- Remove any unused items.
- Don't over fill closets.
- Keep things tidy to improve air circulation.

## Basements

- Dispose of wet, badly damaged or musty smelling clothes, paper and furniture in storage. Keep only washable items.
- Keep the storage area tidy to encourage air flow.
- Store firewood outside.
- Don't use carpets on the basement floor.
- Clean the drain in your basement floor, occasionally, by adding a half cup (125 millilitres) of bleach to the drain. Let it stand for a few minutes and then flush with plenty of water. Keep the drain trap filled with water.
- Use a dehumidifier in the basement to reduce moisture in the summer. Close the basement windows when the dehumidifier is on.

## Furnaces

- Manitoba Housing will regularly replace your furnace filter.

## Laundry

- Make sure your clothes dryer is connected to an outside exhaust vent.
- Remove lint every time you use the dryer. Lint build-up in a dryer is also a serious fire hazard.
- Avoid hanging wet laundry indoors.
- Wipe your laundry tub and washer dry after each use.

## General Exterior

- Report eavestroughs, downspouts and downspout extensions that are not connected or working properly.
- Report yard areas that slope towards your building.

## Eliminating mold

- Mold patches that cover less than two or three square feet (0.5 to one metre) are considered small, so you can usually clean the mold yourself.
- Always wear rubber gloves, safety glasses, a dust mask and a long-sleeved shirt when working around mold.
- If you find mold on a washable surface, scrub the area with soapy water, rinse with a clean damp cloth and then dry quickly.
- Clean moldy drywall with a damp cloth and baking soda or detergent. Do not allow the drywall to get too wet.

**Note:** For larger areas, or if you have recurring mold, call the Manitoba Housing leasing office at 945-4663 in Winnipeg; 1-800-661-4663, toll free.

## WHEN YOU MOVE OUT

When you are ready to move out, contact your Manitoba Housing leasing office right away. You must give at least one full calendar month's notice when you are ready to move.

- Make sure you clean your unit and return it to the same condition it was in when you took possession. The condition of your home will be verified by completing an outgoing tenant inspection with Manitoba Housing.
- Remove all personal property from the unit.
- Please note: To avoid losing any personal property when you move out, arrange to have all your property moved from the housing unit, on or before, your moving day.
- Return your keys and any security access cards the day you move or by the next business day. If these are not returned, you will be charged for each card or key and your rental account will show you have money owing to Manitoba Housing.





- Make sure that you do not owe any back rent. If you owe rent when you leave, Manitoba Housing will file the account with the Canada Revenue Agency to collect money owed. This may be recovered from your income tax refund and Goods and Services Tax (GST) credit until the debt is paid.
- Provide Manitoba Housing with a forwarding address, and make sure you send change-of-address information to all your important contacts before you move.
- Cancel your account and your pre-authorized payments for all your utilities.

## Abandoned goods or property

Tenants must take all their personal property with them when they move out.

- If you leave any personal property when you move out, Manitoba Housing will follow the Residential Tenancies Branch guidelines to dispose of it.
- If you do not want your personal property, Manitoba Housing can provide an Authorization to Dispose of Contents form to be signed by you before you move out. The form gives Manitoba Housing permission to dispose of personal property left behind.
- Please note: You will be responsible for all costs involved in disposing of the abandoned goods.
- If you need to leave something behind, contact Manitoba Housing immediately with your new contact information and the date you will be picking the items up.

When Manitoba Housing finds abandoned goods, we will make reasonable efforts to contact you and give you a chance to pick them up. Manitoba Housing will also make a list of the abandoned goods for you. If you cannot be reached:

- The list will be sent to your last known address.
- Your goods will be stored for 60 days, if the landlord believes the abandoned items are safe and sanitary for storage, and that they have some cash value. Otherwise, the abandoned goods will immediately be given to charity or discarded.
- Please note: Tenants will be responsible for all costs involved in storing abandoned goods.
- If the abandoned goods are personal documents or photographs, they will be stored by Manitoba Housing for 60 days, regardless of their cash value.
- If you do not claim the abandoned goods within 60 days, Manitoba Housing will contact the Residential Tenancies Branch to determine if the goods can be sold or discarded.
- Manitoba Housing will record all information about your abandoned goods, including photographs of the goods and an Authorization to Dispose of Contents form.

## WHEN A TENANT BREAKS THEIR RENTAL AGREEMENT

Tenants are expected to pay rent in full on or before the first day of each month. When a tenant is more than three days late paying the rent, a Notice of Termination may be issued to the tenant to move out.

If a tenant doesn't move or pay their rent, the Residential Tenancies Branch may be asked to order the tenant to move. This is called an Application for an Order of Possession.

Some other reasons that Manitoba Housing may issue a Notice of Termination to a tenant:

- a tenant or their guests risk the safety of others
- prevents other tenants from feeling safe in their homes
- a tenant or their guests damage the home or property
- a tenant or their guests disturb others in the building or nearby property
- changes locks or doors to a residential unit or complex
- fails to keep the home clean
- allows overcrowding
- has pets in the home without permission
- interferes with the landlord's duties to keep the tenant's home safe and pest-free

For more information, contact the Residential Tenancies Branch or visit: [www.manitoba.ca/rtb](http://www.manitoba.ca/rtb)

## WINNIPEG OFFICES:

### **Brooklands**

312 Blake St.  
Winnipeg, MB R3E 2Z4  
Phone: 945-5570

### **Central Park**

355 Kennedy St.  
Winnipeg, MB R3B 3B8  
Phone: 945-6272

### **Downtown South**

100-185 Smith St.  
Winnipeg, MB R3C 3G4  
Phone: 945-3884

### **Gilbert Park**

1-71 Gilbert Ave.  
Winnipeg, MB R2X 0T4  
Phone: 945-1078

### **Lord Selkirk**

269 Dufferin Ave.  
Winnipeg, MB R2W 2X8  
Phone: 945-3431

### **North East**

600 Panet Rd.  
Winnipeg, MB R2L 2B1  
Phone: 945-3555

### **North End**

400A Logan Ave.  
Winnipeg, MB R3A 0R1  
Phone: 945-7823

### **St. Boniface**

(Located in the St Boniface Bilingual  
Services Centre)  
614 Rue Des Meurons  
Winnipeg, MB R2H 2P9  
Phone: 945-2113

### **St. James**

15-659 Cavalier Dr.  
Winnipeg, MB R2Y 1Y1  
Phone: 945-4758

### **St. Vital**

Unit D-1026  
St. Mary's Rd.  
Winnipeg, MB R2M 3S6  
Phone: 945-4899

## RURAL OFFICES:

### **Altona**

P.O. Box 1570  
67 2nd St. NE  
Altona, MB R0G 0B0  
Phone: 204-324-5308  
Toll Free: 1-800-480-5554

### **Brandon**

253-9th St.  
Brandon, MB R7A 6X1  
Phone: 204-726-6455  
Toll Free: 1-800-651-8217

### **Churchill**

P.O. Box 448,  
31 Hudson Sq.  
Churchill, MB R0B 0E0  
Phone: 204-675-8838

### **Dauphin**

Room 120,  
27-2nd Ave. SW  
Dauphin, MB R7N 3E5  
Phone: 204-622-2092  
Toll Free: 1-866-950-9925

### **Gimli**

P.O. Box 1680,  
122-5th Ave.  
Gimli, MB R0C 1B0  
Phone: 204-642-6060  
Toll Free: 1-888-642-6066

### **Notre Dame de Lourdes**

(Located in the  
Mountain Region Bilingual Service  
Centre).  
51-55 Rodgers St.  
Notre Dame de Lourdes, MB  
R0G 1M0  
Phone: 204-248-7270  
Toll Free: 1-866-267-6114

### **Portage la Prairie**

B18-25 Tupper St. N  
Portage la Prairie, MB  
R1N 3K1  
Phone: 204-239-3680  
Toll Free: 1-866-440-4663

### **Roblin**

P.O. Box 1028,  
117-2nd Ave NW  
Roblin, MB R0L 1P0  
Phone: 204-937-6474  
Toll Free: 1-888-567-8125

### **Selkirk**

102-235 Eaton Ave.  
Selkirk, MB R1A 0W7  
Phone: 204-785-5228  
Toll Free: 1-800-441-5514

### **St. Pierre Jolys**

(Located in the  
Red River Region Bilingual Service  
Centre)  
P.O. Box 98  
427 Sabourin St.  
St. Pierre Jolys, MB R0A 1V0  
Phone: 204-433-2578  
Toll Free: 1-866-563-2362

### **Swan River**

P.O. Box 250  
1-514 Main St.  
Swan River, MB R0L 1Z0  
Phone: 204-734-4297  
Toll Free: 1-866-950-9924

### **The Pas**

P.O. Box 2550,  
214 Fischer Ave.  
The Pas, MB R9A 1M4  
Phone: 204-627-8355  
Toll Free: 1-800-778-4311

## **MANITOBA HOUSING CONTACT INFORMATION:**

We're here for you 24 hours a day, seven days a week.

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## **MANITOBA HOUSING LEASING OFFICE HOURS:**

Monday to Friday-8:30 a.m. to 4:30 p.m.

Manitoba Housing staff can help you:

- recover lost or stolen keys or security access cards
  - report pests in your unit or building
  - report nuisances or disturbances
  - arrange for repairs or maintenance in your unit or building
- 

## **IMPORTANT NUMBERS AND INFORMATION**

To contact Manitoba Housing staff:

- in Winnipeg – call 945-4663
- outside Winnipeg – call 1-800-661-HOME (4663) toll free
- visit our website at [www.Manitoba.ca/housing](http://www.Manitoba.ca/housing)
- come to your local Manitoba Housing leasing office (See page 44 and 45, for the location near you.)

## **EMERGENCY NUMBERS:**

Call 911 – or

Check your local phone book for the number in your area.

## **NON-EMERGENCY NUMBERS:**

Call 311 – in Winnipeg or

Check your local phone book for the number in your area.

## **OTHER IMPORTANT SAFETY AND SECURITY INFORMATION:**

Manitoba Justice administers *The Safer Communities and Neighbourhood Act*

If there are suspected criminal activities in your building, complex or neighbourhood, you can report it.

Call 945-3475 – in Winnipeg

Call 1-800-954-9361 – outside of Winnipeg (toll free)

## **MANITOBA CRIME STOPPERS:**

If you see a crime in your building, complex or neighbourhood, you can help the police.

Call 1-800-222-8477 (TIPS) (toll free)

Or go to Crime Stoppers website at [www.manitobacrimestoppers.com](http://www.manitobacrimestoppers.com)

## **FOR LOCAL UTILITIES AND TELECOMMUNICATIONS SERVICES, CONTACT:**

### **MTS**

Call 204-225-5687 – for all areas

Visit the website at [www.mts.ca](http://www.mts.ca)

### **SHAW**

Call 1-888-472-2222 for all areas

Visit the website at [www.shaw.ca](http://www.shaw.ca)

### **MANITOBA HYDRO:**

Call 480-5900 – in Winnipeg

Call 1-888-624-9376 – outside Winnipeg (toll free)

Visit the website at [www.hydro.mb.ca](http://www.hydro.mb.ca)

**[manitoba.ca/housing](http://manitoba.ca/housing)**