

5.9.1 Housekeeping

Housekeeping Standards within Corporation projects must reflect a clean, well maintained and orderly state.

It is the assigned Property Manager's responsibility to ensure that housekeeping standards are maintained consistently by applicable superintendent staff. A regular daily janitorial routine must be practised by Superintendent and Relief Superintendent Staff.

5.9.2 Site Custodial Schedules

A Custodial Schedule is an outline of janitorial duties to be completed within a regular routine at a project ensuring all applicable areas receive daily attention. It is the Property Manager's responsibility to ensure each site utilizes an updated Custodial Schedule that takes into consideration the characteristics of the site. Updates to the Schedule may be required for areas that may be below standard. The Property Manager must review the Custodial Schedule with Site Superintendent staff to ensure they understand the Schedule content and the Corporation's expectations.

Copies of site specific Custodial Schedules are attached in the Appendix.

5.9.3 Common/Public/Service Areas

Common/Public areas (ie. Laundry Rooms, Mail rooms, Stairwells, Foyers, Lobbies, Multipurpose Rooms, Hallways, Garages) are to be maintained regularly so that standards reflect a clean, orderly, well maintained environment which promotes a favourable environment and curb appeal to both the public and residents.

These areas must receive a high degree of attention to detail resulting in:

- well lit, secure areas;
- no hazardous conditions;
- minimal litter, debris, no excessive accumulation of garbage or overflowing bins;
- prompt correction of vandalized, broken, worn finishes;
- well maintained floors, walls, windows, broadloom

Service Areas (ie. Janitors, Boiler, Electrical Rooms, Workshops) are to be locked at all times and restricted to Corporation staff. Contractors who must enter these areas to perform service are to be supervised. These areas including related equipment are to be kept in clean, orderly condition with no accumulation of junk or debris which could result in hazardous conditions. All chemical products must be stored in an organized and safe manner in these areas according to manufacturer's recommendations.

5.9.4 Tenant Space:

In accordance with the tenancy agreement, tenants are responsible for maintaining the

premises in a tidy and clean condition and where applicable, shall be responsible for keeping unit walkways, entry stairs and driveways clear of snow and ice.

The tenants' furniture, furnishings and personal effects brought into the Premises shall be in clean and sanitary condition and may be subject to inspection by the Superintendent or Property Manager who may require the tenant to fumigate same at the Tenants' expense.

Unacceptable housekeeping conditions are to be noted any time a unit is entered by Corporation staff and reported to the site Property Manager (ie. During maintenance, annual inspections etc). The Property Manager is responsible for following up on the issue in writing with the tenant.

5.9.5 Yards and Common Areas

DRNPHC is responsible for the maintenance of all areas of the projects including lawns, trees, shrubs, flowers and general grounds.

Superintendent staff are responsible for completing tasks such as daily litter pickup, sweeping of sidewalks and roadways and seasonal work such as planting of flowers, watering lawns and flowers; fall leaf raking and shovelling snow, applying ice melt at main walkways.

Tenants are responsible for keeping their exclusive residential areas in an orderly fashion allowing clear access to grounds keepers. Yards are not to be used for storage purposes. The Property Manager monitors these areas at their monthly site inspection and follows up with the resident to correct any infractions.

The Corporation encourages tenants to beautify their surroundings by planting flowers/vegetables adjacent to their units. However, large garden plots are not permitted.

In townhouse projects, Tenants are permitted to install portable "umbrella style" clothes dryers in their rear yards which are to remain in good condition and must be taken down when not in use. The overall appearance of the project should not be affected in a negative way. Clotheslines strung across, yards, patios and balconies are not permitted.

5.9.6 Garbage, Recycling:

Large amounts of garbage cannot be stored in units or garages. Tenants are responsible for disposal of their garbage in the appropriate manner as set out by the Corporation.

Unless otherwise specified, in townhouse projects, tenants are to place their garbage securely bagged by the curb for pickup. Garbage should not be put out earlier than 7:00 pm the night before collection.

In hi-rise apartment buildings, tenants are to dispose of small bags of garbage into

designated garbage chutes. Larger bags, and items are to be placed into the large garbage bin located outside the building or a location as specified by the Corporation.

In walk up style projects, residents are to dispose of their garbage in designated garbage facilities located within the project.

All projects whether apartment or townhouse style shall participate in municipal recycling programs.

5.9.7 Unit Turnovers

DRNPHC makes every effort to ensure incoming Residents receive their units in good condition. It is the Property Manager's responsibility to ensure Superintendent Staff are preparing the units for the next rental. The unit is to be cleaned and checked for repairs by the Superintendent staff in accordance with the Unit Make-Ready Report, which details tasks to be completed, (attached in Appendix). However, the amount of time available between residents has a bearing on how much maintenance and cleaning can be completed.

In back-to-back rentals, minimal cleaning will occur. However, Superintendent staff are advised to tidy the unit as best as possible and remove debris in these circumstances. The Incoming Inspection will indicate the condition of the unit and any maintenance items which are outstanding and must be completed by Superintendent staff or Housing Operations Maintenance.

When units are turned over due to "transfers", the tenant transferring must restore their unit and correct any deficiencies prior to moving. They are to accept their new unit in "as is" condition as the Corporation's intention is not to incur costs due to the move which is strictly occurring due to benefit the tenant's circumstances.

Any unusual housekeeping issues which may have a bearing on unit re-rental is to be reported by the Property Manager to Tenant Services staff.

5.9.8 Pets:

Pets (dogs and cats) are allowed in Corporation projects. Residents are given a copy of the Corporations Rules and Regulations (copy attached in Appendix) at lease signing.

Content of Rules and Regulations includes:

- i) pets must be leashed; resident must be able to control the animal.
- ii) resident is responsible for cleanup of pet excretion to avoid health hazards and damage to property;
- iii) common space areas are not to be used for pets to relieve themselves;
- iv) pet must not infringe on other residents' right to peaceful enjoyment of the premises;

- v) Resident is responsible for all damages caused by their pet both inside and outside of unit.

The Corporation shall take steps under the Tenant Protection Act to request the removal of a pet from the premises or seek termination of the tenancy in the event the animal is a safety concern.

Residents shall not exceed municipal bylaws with regard to the number of pets allowed per household.

Exotic pets shall be allowed in accordance with municipal bylaws only.

5.9.9 Balconies:

Balconies are not to be used for storage purposes. Tenants are not permitted to affix any objects or structures onto balconies.

Flower boxes may be installed on the inside of the balcony at the Property Manager's discretion without puncturing railings or causing permanent damage.

Carpeting of any kind shall not be installed onto balcony slabs as this causes the slab to deteriorate which will result in costly repairs.

5.9.10 Barbecues:

The use of barbecues in apartment projects (i.e. on balconies) is not allowed due to safety considerations.

Barbecues are permitted for use on patio areas in townhouse projects. Propane cylinders are not to be stored indoors including garages, basements and storage areas.

5.9.11 Window Coverings

The Corporation does not supply window coverings. Proper window coverings, only, are permitted to be used by tenants.

5.9.12 Appliances

Appliances and their accessories belonging the Corporation may not be removed from the unit or premises without the prior permission of the Corporation.

No additional appliances are to be installed without the prior written approval of the Corporation.

In the event the Tenant wishes to use their own appliances, the Tenant will be responsible

for storage in a manner where no deterioration or damage to the appliances is experienced.