

Administration	Buildings & Capital Assets	Board Approved Date:	21-02-24
Policy	Common Area Maintenance	Revision Date:	N/A
Policy No.	20-090	Internally Approved Date:	21-02-12
References	Residential Tenancies Act Occupational Health and Safety Act Ontario Electrical Safety Authority Building Code Municipal Property Standards By-Laws		
Forms	Maintenance Request Form Notice of Service Disruption		

1. Policy Statement

It is DRNPHC's responsibility to keep common areas fit for use, in a good state of repair and compliant with all laws applicable to the operation of a residential landlord. Tenants also have a role to play in common area maintenance.

2. Purpose

DRNPHC is responsible for maintaining all common areas of the building in order to comply with property maintenance standards and to keep the building clean and enjoyable for tenants.

3. Scope

Staff are to carry out regular inspections and maintenance of common areas. Tenants are encouraged to play their part in keeping common areas clean and to report any deficiencies they may see by filling out a Request for Repair Form.

4. Definitions

Common Areas

This includes hallways, stairways, elevators, lobby, courtyard, playground, underground or above ground parking, laundry room, meeting or community rooms.

Designated Areas

This includes garbage chutes, dumpsters, collection areas or recycling bins

5. Procedure

a) Landlord Responsibilities

DRNPHC will inspect and maintain common areas of the building and/or property including lawn areas, trees and shrubs.

Playgrounds

DRNPHC will maintain playground equipment. Playground equipment must meet the Canadian Standard's Association's *Children's Play spaces and Equipment Standard* (CAN/CSA-Z614-07). Playgrounds will be inspected by staff and assessed by a qualified playground inspector on an annual basis.

Graffiti

DRNPHC shall keep the property free of graffiti and in accordance with local municipal property standards.

- Staff will monitor graffiti-prone areas as part of their daily building inspection. When graffiti is discovered it will be photographed and reported in an incident report to the property manager. If there is video surveillance, the discovery of the graffiti will be coordinated with activity on security cameras. All the information will be gathered (and reported to police where necessary) by the property manager.
- After confirming that no further investigation of the graffiti is required, Graffiti must be removed by staff. This could include painting over the image, chemical removal, or the use of a power washer. Where possible, graffiti-prone surfaces will be repainted and/or covered with a protective coating. In extreme cases, a contractor will be hired to remove the image.

Staff or landscape contractors will ensure that shrubs or trees in concealed areas are cut back and/or thorny shrubs are planted near graffiti- prone exterior walls.

Laundry room

DRNPHC will provide a laundry room for use by tenants on the property where possible.

- DRNPHC will establish hours of operation of the laundry room and arrange for its periodic cleaning and maintenance.
- DRNPHC or a contractor designate will provide detail on the operations of the laundry machines (laundry cards vs. coin-operated) and where tenants can report problems with machines.

Snow removal

DRNPHC will arrange for snow removal from common walkways, city or town sidewalks, private streets and parking lots. DRNPHC is responsible for salting/sanding of these areas as necessary. Staff and/or the contractor will maintain a log noting how and when snow is removed and the types of slip prevention techniques (salting/sanding) implemented as part of a risk management process.

Tenants with private/shared driveways and walkways in townhouse complexes are responsible for salting/sanding of these areas as necessary as set out in their lease agreements.

Window cleaning

The cleaning of exterior and common area windows is to be arranged on an annual basis according to the maintenance plan.

Tenants will be responsible for cleaning the interior of windows in their units. Special arrangements can be made to accommodate tenants with disabilities who request assistance.

Service disruptions

When services to the building need to be shut down in order to make repairs all tenants will be notified of the issue as soon as possible. Staff are responsible for issuing a

Notice of Service Disruption to all tenants which will include the reason for the disruption, how long it will last and any alternative services or accommodations available. In apartment buildings the notice will be posted in common areas.

b) Tenant's responsibilities

Tenants are asked to maintain common spaces by picking up litter, and loose garbage and reporting spills or damage to DRNPHC.

Garbage and Recycling

Garbage and recycling will be stored in proper containers and kept in the unit, basement or garage, or in other designated areas. Garbage stored outside must be in containers with animal-proof lids. Garbage chutes may be available in some high-rise buildings.

Tenants may not place or leave in their units, or any common areas of the building, any debris or refuse. Absolutely no garbage is to be left in hallways or on the floor in garbage rooms. Removal of garbage from the unit by DRNPHC staff or contractor will result in the tenant being charged for the cost to remove it.

Garbage from townhouses and grade-level apartments will be placed out for collection in securely tied plastic bags in proper metal or plastic garbage containers the night before pick-up (no earlier than 7:00 p.m.) or early on the morning of pick-up (no later than 7:00 a.m.) The region restricts the weight and number of items for removal.

- Tenants are asked to securely wrap garbage from apartment units in small tied plastic bags before putting it down the garbage chute. Bags must be small enough to ensure that they move freely all the way down the chute.
- All glass, china or pressurized cans (e.g., aerosol cans) must be taken directly to designated areas for their disposal.

Tenants are asked to follow local published guidelines for recycling.

Playground

Tenants are asked to immediately report any issues or hazards discovered on the playground equipment to DRNPHC.

Exterior Spaces Assigned to units

Where the tenant leased space includes an exterior patio, dedicated/shared driveway and/or walkway, the tenant is responsible to maintain this space free of snow/ice, in a clean and tidy manor.

Where appropriate, and with landlord's consent, tenants are encouraged to plant vegetation, including edible plants, in exterior spaces adjacent to units.

Tenants interested in organizing a community garden should contact DRNPHC or their property manager.

Balconies / Patios / Front Porches

Tenants are not to string laundry from balcony railings, windows, patios or fences.

Balconies are not to be used for storage. At some apartment sites, storage facilities have

been made available to tenants for storing bicycles.

Tenants are to keep these spaces clean and take precautions when cleaning this space to not interfere with the enjoyment of neighbours. Tenants are to take steps to prevent dirt, water or debris from entering the patio or balcony space of other tenants.

Private outdoor areas

Propane barbecues

The standard DRNPHC lease prohibits tenants from cooking on their balcony. The use of barbecues fueled by propane, charcoal or electric or other fuel sources are prohibited in this case.

Propane barbecues may be permitted in the yard space of townhouse units, dependent on municipal and regional requirements. In general, if permitted by law, barbecues are required to be kept one meter (3 feet) away from combustibles (such as wood railings or siding) and three meters (10 feet) away from any combustible overhang such as a porch roof, wall or window (open or closed).

Outdoor equipment

The setup or installation of trampolines, hot tubs or swimming pools or other such equipment is not permitted as set out in the lease agreement.

During summer months wading pools can be used but must not exceed municipal bylaw requirements in depth, and must be emptied and put away when not in use. The lawn space must be free and clear of any equipment in order to permit unobstructed access for grounds keeping services.

Fences, gates and partitions

The installation of a fence, gate or partition is not permitted. In exceptional circumstances, tenants may submit a request in writing for permission from DRNPHC to erect a fence, gate or partition. Any such fences, gates or partitions must be consistent with the municipal by-law, and the overall landscaping plan.

Where gates, fences or partitions are permitted, they must not obstruct access to laneways, rear yards, emergency access routes, utility rooms, or basements for any required site servicing requirements, such as grounds keeping or snow removal.

Storage sheds

Storage sheds may only be erected with the written permission of DRNPHC. If approved, the tenant is responsible for installation, maintenance and takedown. Storage sheds will not be permitted if the yard faces a street, another front yard and/or would obstruct the view of other units, and may not encumber access for any site servicing requirements, such as grounds keeping or snow removal.

Signs

No advertising sign or notice can be inscribed, painted on or affixed to any part of the inside or outside of the building without the DRNPHC's permission and as per municipal regulations.

Tenants may place election signs in their own rental yards (where yard space can be identified as being for use by that individual tenant) or in the windows of their own units. The signs must be removed within 48 hours of the election. Election signs are not permitted in common areas.

Changes to the exterior

As per the lease agreement, a tenant must get written permission from DRNPHC for any changes which will affect the outer structure or appearance of a unit, whether outside the building or in an interior common area. This includes the installation of satellite dishes, window boxes, signage or other enclosure.

End.