

Administration	Tenant & Housing Services	Board Approved Date:	21-02-24
Policy	Tenant Orientation	Revision Date:	N/A
Policy No.	20-087	Internally Approved Date:	12-02-12
References	Ontario Human Rights Code Residential Tenancies Act, 2006 Housing Services Act, 2011 Accommodation Policy Human Rights Policy Arrears Policy		
Forms	Information for New Tenants		

1. Policy Statement

DRNPHC will provide information to all new tenants to improve their understanding of their rights and responsibilities as tenants and to support successful tenancies.

2. Purpose

The purpose of this policy is to support tenants understanding of information that will improve their tenant experience, including how to:

- Stay safe at the property;
- Make maintenance requests;
- Understand and comply with the rules;
- Understand the requirements to maintain eligibility for RGI (if applicable)
- Feel a part of the community; and
- Build trust in the landlord-tenant relationship

3. Scope

This policy applies to all incoming tenants and to the designated staff who are responsible for tenant orientation and intake.

4. Definitions

Accommodation

Means the same as the definition in DRNPHC's Accommodation Policy and the *Ontario Human Rights Code*.

Designated staff

The staff person(s) or department designated to complete a particular action or requirement.

Overhoused household

An RGI household living in a unit which is larger than the largest unit for which they qualify under occupancy standards set by the service manager.

RGI subsidy

A tenant's rent-geared-to-income subsidy.

Service manager

The municipality, district social services administration board, area services board, or other agency, board, or commission responsible for the oversight and administration of the non-

profit, as named in Ontario Regulation 369/01.

Tenant

A person who has signed a lease and who enjoys all of the rights and responsibilities of tenancy.

DRNPHC

Refers to the organization whose board of directors has approved this policy.

5. Procedure

a) Orientation participants

All members of the household who will sign the lease should attend the tenant orientation meeting with designated staff.

Based on previous interactions with the household, DRNPHC staff may have identified accommodations that will assist members to attend and participate in the tenant orientation meeting. When scheduling the appointment to conduct the tenant orientation, designated staff will ask the applicants if they require any form of assistance to participate in the meeting.

If accommodations are necessary, designated staff will, with the assistance of the applicants, identify and secure appropriate assistance / support. See DRNPHC's *Accommodation Policy*.

b) The lease signing interview/tenant orientation

Designated staff will meet with all members of the household who are required to sign the lease. This includes, but may not be limited to:

- all adults whose income will be included in the RGI calculation, and
- all children of the household over the age of 16

c) Topics to review – RGI subsidy

Designated staff will thoroughly review the lease and, if applicable, the rights and responsibilities of receiving an RGI subsidy with the household. They shall pay particular attention to explaining the steps required and the household's obligations in the following areas:

Income verification

The household's obligation to complete annual income verification forms and to submit them in a timely manner to DRNPHC and the obligation to report certain changes throughout the year in income or employment. Explain the consequences of not doing so.

Changes in household composition

The household's obligation to report when someone joins the household or a member of the household leaves. Inform the household of the requirement transfer if the household becomes overhoused. Explain the consequences of not reporting changes and/or refusing to transfer.

The Household's Responsibility for Full-Market Rent

The lease will list the full market rent for the unit in addition to the amount of subsidy that the household is currently payable. Explain to the household the importance of meeting their subsidy obligations so that the subsidy is not jeopardized.

Arrears

Explain DRNPHC's *Arrears Policy*, including payment options, (pay direct, pre-authorized, etc.) establishing a repayment plan, if offered, and the Landlord and Tenant Board process for recovering arrears.

Additional Charges:

Outline any additional charges that DRNPHC has implemented such as parking, cable television, or charges for additional utilities (water, hydro, gas, oil, etc.) for large or seasonal appliances.

d) Topics to review – all tenants

Other non-profit policies/procedures/practices. Designated staff will review key items with the household, highlighting who to contact and outlining the processes and services offered by DRNPHC.

Key documents for the designated staff to review are:

- Emergency contact form
- Accommodation Policy
- Internal Transfer Policy
- Guest Policy
- Pet Policy
- Parking Policy (including guest parking)
- complaint procedures
- how and when to pay rent
- maintenance request procedures including after-hours procedures
- emergency telephone numbers and procedures
- Human Rights Policy
- How to contact staff

Designated staff will provide a checklist (based on the list above) of all items discussed and ask members of the household to initial this list confirming that the items have been explained to them and that they have been provided with a copy of each policy. Designated staff will provide each household with a copy of key policies in the welcome package.

e) Non-profit and community amenities and services

Designated staff will identify any amenities that the property may have and will provide the household with a brief tour if this was not already done during the initial unit showing.

Designated staff will highlight:

- amenities such as laundry rooms, garbage rooms, common or recreation rooms, and recycling protocols, etc;
- any security features or practices that tenants should be aware of;
- the “move in / move out” room and the preferred route for the household to take when moving (if applicable)

If the household is new to the community, designated staff will identify local community-based amenities such as grocery stores, transit stops, community or recreation centers, public libraries, food banks, or other community-based resources that the household may require or as may be appropriate for the household.

f) Provision of lease

Designated staff will provide members of the household with a copy of the lease immediately if all signatories are available and documentation/verification is complete or within 21 days of signing it.

Designated staff will also provide the household with a copy of the Landlord and Tenant Board's *Information for New Tenants* brochure if it was not already provided in the welcome package.

End.