

## ADMINISTRATIVE POLICY - BUILDINGS

Administration	Buildings & Capital Assets	Board Approved Date:	21-02-24
Policy	Unit Interior Maintenance	Revision Date:	N/A
Policy No.	20-089	Internally Approved Date:	21-02-12
References	Residential Tenancies Act Occupational Health and Safety Act Ontario Electrical Safety Code Building Code Municipal Property Standards By-Laws Turnover Process Accommodation Policy The units must meet the standards of cleanliness and maintenance set by health and other public authorities.		
Forms	Agreement to Pay for Damages Alteration Request Form Final Move Out Inspection Letter Maintenance Request Form Move-in Inspection Form Move -in Inspection Letter Pre-Move Out Inspection Form Move Out Procedures Notice of Entry Notice to Vacate Painting Agreement Summary of Damages Two Minute Move Out Survey Unit Inspection Form		

### 1. Policy Statement

It is DRNPHC's policy that it is responsible for providing accommodation that is clean and in a good state of repair. Tenants are expected to maintain their units in good condition and will be held financially responsible for damages beyond reasonable wear and tear.

### 2. Purpose

The policy outlines what is expected with regard to the maintenance of units of DRNPHC by tenants and staff.

### 3. Scope

This policy applies to all tenants in DRNPHC and will be implemented by the staff of DRNPHC.

### 4. Definitions

Designated staff

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

Emergency repairs

Loss of heat, hydro, or water; roof failure; water penetration through walls or ceilings; plumbing failures; and/or drain blockage or breakage.

## 5. Procedure

### a) Timeframes

Staff will respond to the need for emergency repairs immediately and to regular maintenance requests within three business days.

### b) Maintenance Requests

To report damage, routine repairs or general maintenance, tenants will complete a *Request for Repair (RFR)*:

- on-line at [www.durham-housing.com](http://www.durham-housing.com)
- via telephone by calling DRNPHC's head office at 905-436-6610 who will take your request information and fill out the form for you
- for select sites, by filling out a form located at your building superintendent's office and can be dropped off at the superintendent's office.

Maintenance requests will be dealt with as quickly as possible, with consideration to budgetary constraints and established priorities. Staff will contact the tenant with details relating to their request within the set service standards for response times and repairs e.g., three business days.

In the event of an emergency (loss of heat, hydro, or water; roof failure; water penetration through walls or ceilings; plumbing failures; and/or drain blockage or breakage) after office hours, the tenants must follow the published emergency procedures by calling their superintendent and if he/she is not available call 905-436-6610 for 24-hour service.

In the event of a fire, tenants must phone 911 immediately.

In the case of emergencies (health and safety is being threatened or property damage will occur), DRNPHC staff may enter a unit without first obtaining permission from the tenant.

### c) Privacy and access to units

DRNPHC staff may not enter a unit without the tenant's permission unless:

- there is an emergency
- if the tenant gives consent at the time of entry
- proper notice has been given

After giving a minimum of 24 hours written Notice to Enter, DRNPHC staff can enter the tenant's unit, at any reasonable time, for:

- addressing repairs
- inspections (e.g. to ensure that the unit complies with health, safety and maintenance standards)

After a tenant has provided their Notice to Vacate for their unit, DRNPHC is permitted to

show the unit to prospective tenants at reasonable hours. DRNPHC is not required to provide 24-hour notice of entry to show the unit but will make every effort to provide advance notice to the tenant.

d) Decoration

Units will be painted based on the condition of the unit at turnover. Paint will be supplied to tenants, upon request, starting ten years after initial occupancy.

Painting

DRNPHC reviews the state of the painting in the unit and tenant requests to paint their units each year. The budget for unit painting is based on the amount of money available and the condition of the unit. Requests for paint outside the normal painting cycle will be considered on an individual basis at the discretion of DRNPHC.

Tenants may be provided with DRNPHC standard paint to undertake interior painting and decorating if they have made a request in writing to DRNPHC, provided DRNPHC is satisfied that the tenant has the ability to do the work. Special consideration to have the unit painted will be given to requests made by those tenants who require accommodation.

If tenants are approved to paint in their units, tenants will:

- complete a Painting Agreement to make their request and the agreement will be kept in the unit maintenance file
- be responsible for preparing walls and repairing minor damage to the walls from picture hooks or wall plugs before painting
- will not paint over switch and cover plates or any non-removable hardware such as air vents, fire alarm speakers, heat and smoke detectors, baseboard heaters, controls, fixtures and window frames
- only previously painted surfaces may be painted. Window frames, counter tops, appliances, kitchen cabinets, tile work, bathtubs, sinks, and floors may not be painted or re-surfaced
- painting must be done in a professional manner and with due care
- drop cloths or similar protective coverings must be used
- inspection of the work will be noted following the completion of the work and must meet the standards of DRNPHC
- stucco ceilings, except for touch-ups, are NOT to be painted or washed by tenants
- the use of textured spray, stucco or texture paint anywhere in the unit is not permitted
- the outside surface of entrance doors to units may not be decorated or painted.
- sliding closet doors are not to be painted

Wall Coverings

When the tenant moves out, wall coverings (including wallpaper, cloth, tile, cork, mirrors, etc.) must be removed and the unit must be returned to its original condition, subject to the assessment of DRNPHC staff.

Subject to this assessment, the outgoing tenant is responsible for the removal of wall coverings. If removed, the underlying wall surface must be properly prepared for painting and be free from glue residue and other damage.

e) Floors

Tenants are expected to regularly clean and maintain parquet, hardwood, and vinyl/ceramic floors in their units. Tenants are encouraged to protect their floors by using rubber or metal coasters under the legs of heavy furniture and soft tips on the ends of all furniture legs.

If carpet has been installed by DRNPHC, the tenant is expected to vacuum regularly and spot clean as required.

If tenants choose to install carpets, they must be installed without causing permanent damage. Gluing of carpet onto floors or the use of nailing strips is not permitted. Rubber backed area rugs must be installed with additional underlay to protect the floor from damage.

Tenants are responsible for damages to the floors and/or carpets beyond what is determined by DRNPHC to be reasonable wear and tear. Damage may be caused by dragging heavy furniture across floors, spills and stains, cigarette/iron burns, water damage, or soiling by pets.

f) Windows

Tenants are responsible for the cost of replacement of broken windows or torn screens. DRNPHC will arrange for replacement and then recover the cost from the tenant. Where a window has been broken by vandalism or a situation beyond the tenant's control, the tenant may appeal to DRNPHC to cover the cost of the repair.

Where required by by-law, childproof locks may be installed to prevent the windows opening beyond four inches.

g) Furniture and additional appliances

Additional appliances such as dishwashers, washers or dryers, air conditioners, or freezers may not be brought into or installed in the building without DRNPHC's written consent. If Consent is given, the tenant and DRNPHC will sign an agreement in which the tenant agrees to pay an additional charge to cover the installation of the appliance and/or the cost of hydro to operate the appliance. The tenant must also have evidence of appropriate insurance to cover liability.

Tenants will not install waterbeds in their unit without the written permission of the DRNPHC. Should permission be granted to install a waterbed, the tenant agrees to accept responsibility for any damage to the unit or structure caused by the waterbed and provide proof of appropriate insurance coverage.

h) Alterations and additions

Permanent changes such as removing or adding doors, lighting and other fixtures, walls, plumbing, wiring, etc. are not permitted without prior written consent of DRNPHC.

If alterations are made to a unit without prior consent, those alterations become the property of DRNPHC and cannot be removed nor will the tenant be reimbursed for

these items. The tenant agrees to accept all charges relating to DRNPHC restoring the unit back to corporate standards.

There may be legitimate reasons to request for changes to be made to a unit. Requests can be made in writing to DRNPHC by completing a Request for Approval of Alterations including the reasons/requirements for the alteration and the necessary documentation (e.g., doctor's letter). Refer to the *Accommodation Policy* for the formal process for accommodating the request.

If alterations are approved by DRNPHC, DRNPHC will determine who is to complete the work and how the alterations are to be funded. All such work will be completed by a qualified staff or tradesperson(s) and must meet all applicable building codes, municipal by-laws and regulations.

- i) Unit maintenance inspections  
Units will be routinely inspected by DRNPHC.

*Annually*

Where possible, unit inspections will be scheduled when the tenants can be present as they may be able to identify items that need attention.

An annual inspection will be completed on all occupied units by DRNPHC staff and/or contractors. The purpose of this inspection is to assess the overall condition of the unit and identify damage, routine repairs or general maintenance requirements.

Staff will normally work in pairs to carry out the unit inspection. In compliance with the *Occupational Health and Safety Act*, alternate arrangements will be made to protect staff if a risk to their safety has been identified.

A Unit Inspection Form will be completed for each unit noting items and their priority for follow-up. If appropriate, the tenant will receive a written report and a *Unit Inspection Letter* outlining the findings of the inspection.

- j) Unit visits  
If during the annual unit inspection, it is apparent that the unit is not being cared for to corporate standards (excessive wear and tear, uncleanliness, unhealthy or hazardous conditions, willful damage) the staff completing the inspection will note this in the report. The tenant will be advised in writing of the results and the required follow-up action. In some cases, a further inspection may be scheduled to reassess the situation. Where appropriate, with the consent of the tenant a referral to support services (in-house or in the community) may be made.

Tenants whose units continue to fall below corporate standards (clean, free of damage and/or safety impairment) are informed that they are in contravention of their lease agreement and may be subject to eviction (in accordance with the *Residential Tenancies Act*).

Unit visits may also be carried out to assess and respond to complaints or problem situations. If the problem involves a situation that might put staff at risk, the DRNPHC's representative may be accompanied by security personnel or the

police.

k) Unit turnover

Where tenants give notice to vacate, they will be notified of the move out procedures and provided with the Move-out Survey. The Pre-Move Out Inspection will take place within one week of receipt of notice to vacate in order to:

- establish if there is any damage or alteration needing removal, and give the tenant an opportunity to fix it before leaving, or pay the cost
- provide preliminary identification of repairs that can be completed before the existing tenant leaves and what must be done when the unit is vacant

Within two business days of this inspection the tenant will be provided with a Pre-Move Out Inspection Form with a list of any required repairs or redecorating to restore the unit to a condition which is acceptable to DRNPHC taking into account reasonable wear and tear resulting from occupancy. The standard for defining reasonable wear and tear will be taken into consideration for accessible units and where a wheelchair has been in use.

A further housekeeping inspection one week prior to move-out will be done to verify condition of the unit with the departing tenant. The departing tenant will receive, within 24 hours of the housekeeping inspection, the Final Move Out Letter with a Summary of Damages report and if necessary an Agreement to Pay for Repairs.

The cost of any repairs, garbage removal or heavy cleaning necessary after move-out will be charged to the tenant.

Where the vacancy does not result from adequate tenant notice (e.g., abandoned units, evictions), only one inspection will be completed on the vacant unit.

On turnover of the keys to the incoming tenant, a move-in inspection will be carried out by DRNPHC in the presence of the new tenant. The purpose of this inspection is to assess the condition of the unit at the time the tenant moves in:

The Mov- In Inspection Form will be signed by both the new tenant and the representative of DRNPHC. The move-in inspection report will be provided to the tenant and a copy put into the tenant and unit files. This form will be referred to when the tenant vacates the unit.

End.