

*Tenant Handbook*

The rules and regulations contained within this handbook are abbreviated versions of the Mole Hill Community Housing Society's tenant policies. If you have any questions regarding Mole Hill's policies, or if you would like to see the official version of the tenant policies contained herein, please contact the Property Management Office.

Please note that policies are subject to change at any time. Significant changes that affect the validity of the information in this handbook will be brought to the attention of Mole Hill's tenants in a timely manner.

## Important Contact Information

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Please note that phone numbers are subject to change without warning. You will be notified of any changes in contact information for Mole Hill. For all other numbers, dial 411 for Directory Assistance.

### Mole Hill Community Housing Society

Mailing address : P.O. Box 93524  
Nelson Park RPO  
Vancouver, BC V6E 4L7

604-681-2096 Executive Director  
604-687-1145 Property Management Office

### Emergency Numbers

**911 Police, Fire & Ambulance**

*(For TTY users, dial 911 and continue to press the space bar until your call is answered.)*

**1-888-264-2702 Mole Hill Maintenance Emergency**

604-682-2344 St. Paul's Hospital  
604-875-4111 Vancouver General Hospital  
604-875-2345 BC Children's Hospital  
1-800-663-9911 Terasen Gas *for leaks and odours*  
1-888-769-3799 BC Hydro *for power outages and emergencies*  
604-669-8477 Crime Stoppers / TIPS  
604-872-3311 Crisis Centre *for persons in emotional crisis*  
1-800-663-3456 Earthquake, Flood, Dangerous Goods Spills  
604-310-1234 Children's Help Line *for reporting child abuse and neglect*  
604-255-6344 Rape Crisis Centre W.A.V.A.W.  
604-254-6268 TTY  
604-872-8212 Rape Relief  
604-775-4264 Youth Against Violence Line  
604-682-5050 Poison Control Centre  
or 604-682-2344  
1-800-567-5111 Marine & Air Emergency



## Preface

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### Welcome to Mole Hill Community Housing Society!

Moving to a new home, let alone a new neighbourhood, can be a daunting venture. We want you to enjoy your time living with us, so we are providing this handbook to help you become more familiar with your new home and community.

Mole Hill's houses represent a unique mix of early architecture, streetscapes and community life and provide a very real link with the early beginnings of Vancouver. Mole Hill was named after Elizabeth and Henry Mole.

Henry Mole came from England to join the Caribou Gold Rush in 1862. He returned to Vancouver a year later and homestead on land where the Point Grey Golf and Country Club is located. It is believe he brought produce from this farm to the West End for sale (near Denman and Davie. He married Elizabeth in 1881. When he retired from farming, they moved to a house on Comox Street.

Mole Hill history dates back to 1888, two years after the founding of Vancouver. It is the oldest intact block of Victorian and Edwardian heritage houses in Vancouver.

We are proud of Mole Hill's history and heritage and of the efforts so many took to preserve it. We hope you will appreciate all that the community has to offer and help us continue to maintain its value as a heritage landmark.



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## Your Community

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Mole Hill is located in the heart of Vancouver's West End, in the city block directly behind St. Paul's Hospital. The community consists of 28 restored Victorian and Edwardian heritage homes. The neighbourhood is a vibrant and exciting one, within blocks of several parks, community centres, libraries, churches and shopping districts.

The heritage homes and gardens of Mole Hill make the community an important city landmark. The laneway and greenway are well-used walking paths enjoyed by residents and passersby alike, and the gardens and nearby Nelson Park provide an abundance of natural beauty and a peaceful reprieve from the busyness of the city. Mole Hill is known for its efforts to respect the environment and its eco-friendly projects such as geothermal heating, community gardens and composting.

Mole Hill exists through the tireless efforts of tenants, concerned citizens, community partners, and government representatives who united to save the houses from a planned demolition. The Mole Hill Community Housing Society was created through a partnership with the City of Vancouver and BC Housing. We are a non-profit housing society that continues to realize the vision of the original Mole Hill Living Heritage Society members by providing 170 units of affordable and secure housing for low and moderate income singles, seniors and families, while maintaining the heritage housing and streetscapes, community atmosphere and creative public spaces.



### Mole Hill Board of Directors

A Board of Directors is responsible for managing and operating the housing. The Board is required to follow rules outlined in the Society Act (Provincial law) and the Society's own constitution and by-laws. The Board of Directors meets monthly and holds an Annual General Meeting once a year. The Board, in the tradition of previous Mole Hill Boards, maintains a mix of tenants and non-tenants.



### Tenant Involvement

Mole Hill encourages all tenants to get involved in the community by becoming members of the Society or volunteering with a committee. Tenant meetings and social activities are held throughout the year. A newsletter circulated every two months provides announcements and reminders of upcoming events. Notice boards in the Laundry and Garbage Room provide information and updates, and the suggestion box (also in the Laundry Room) is a great way to share your ideas.

### Mole Hill Partners

Mole Hill has numerous partnerships with community service organizations, including:

- **Watson House** - one of our houses that we lease to Coast Foundation Society, which operates a live-in program for young people with mental health issues.
- **Heart House Society** - a non-profit society, which provides temporary housing in one of Mole Hill's apartments for non-locals recovering from heart surgery at St. Paul's Hospital.
- **McLaren House** - a minimum of 10 units reserved at Mole Hill for people who are HIV Positive.
- **YMCA Daycare** - main floor and basement of one of the houses .
- **Farmer's Market** - every Saturday from June to October along the 1100 block of Comox Street.
- **Cooperative Auto Network** - four parking spots reserved for shared vehicles.

We also share the block with the Dr. Peter Centre, which provides residential units and care for person with HIV/AIDS.

## Your Rent

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We want your time at Mole Hill to be an enjoyable one, so keeping current with your rent payments and informing us of any issues is important to maintaining a good tenant-landlord relationship.

### How to Pay

**Rent is due in full on the first day of every month.** Rent can be paid with a cheque or money order (made payable to Mole Hill Community Housing Society) or by pre-authorized debit. Choose the option that works best for you:

- Cheques post-dated for the first of the month (for as many months as you like).
- Cheques or money orders submitted month by month.
- Direct payment from your bank account to the Society's bank account.

Cheques and money orders may be delivered in to the Property Management Office directly during business hours or mailed (postmarked by the due date) to:

Mole Hill Community Housing Society  
PO Box 93524 Nelson Park RPO  
Vancouver, BC V6E 4L7

Speak with the Property Manager to learn how to set up pre-authorized debits.

Please be aware that returned cheques will be charged an administration fee and the rent will be considered unpaid.

### Late Payments

**Rent is considered overdue if it is not paid in full by the second day of the month.** The Property Manager's Office may occasionally allow tenants to pay rent late, but only on the condition that a request was made in writing prior to the due date. Such arrangements are only applicable for the current month's rent.

If you have not paid your rent by the due date, you will be contacted with a request for payment within 24 hours. If payment is still not received, an eviction notice will be issued. Repeated late payments are grounds for eviction. An eviction for non-payment of rent does not absolve you from paying the amount owing.

We want you to keep your home. If you are having trouble paying your rent, contact the Property Management Office immediately.



### Market Rent

Tenants paying market rent in any of our units will receive three months' written notice of an annual increase in the rent, in accordance with the Residential Tenancy Act.

### **Subsidized Rent**

Subsidized rent is “rent geared to income” (RGI) and allows households with income below the “established minimum income threshold” (as set by BC Housing) to pay only a portion of the market rent, with the balance covered by a provincial rent supplement.

If you are a RGI tenant and not receiving BC Benefits, your rent will be adjusted from the market rate to equal 30% of your household’s gross income. If you are receiving BC Benefits, your rent payment will be set by the government.

Households at or below the “established minimum income threshold” are required to fill out an Application for Rent Subsidy upon application for housing. Rent Subsidy Applications must be renewed annually.

### **Applying for Rent Geared to Income**

If you were paying market rent but your household’s income has recently fallen below the “established minimum income threshold,” you may apply for a rent subsidy providing that you have lived in your unit for at least one year. Requests for subsidies are put on a waiting list and granted as they become available. Existing tenants have priority for subsidies over external applicants.

### **Household Income Increase**

If you were paying a subsidized rent and your income increases after your household’s annual assessment, you must inform the Property Management Office. You may lose your subsidy if your household’s gross income is above the “established minimum income threshold” and be moved to the market rent category.

### **Eviction**

All evictions must follow the procedures prescribed by the Residential Tenancy Act. The Board of Directors must approve all evictions except those for non-payment of rent. Before issuing an eviction notice, the Society may send a warning letter for repeated violations of the tenancy agreement. An emergency eviction may be made if the tenant in question poses a threat or danger to the safety of other tenants.

## Your Home

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The Society and Mole Hill's tenants are jointly responsible for keeping the buildings and apartments safe and suitable for occupation. Do your part by keeping your space clean, and take responsibility for any damage you or your guests/pets cause. Know the location of your breakers and water valves, and learn how to properly use and clean appliances and features in your unit. By taking good care of your place, you help ensure that it lasts for a long time, and can be enjoyed by future generations.

### Decorations and Alterations

It is important that heritage features of units and buildings are not changed or decorated. Any damage caused to them will be repaired at your expense. Heritage features include window frames, doorframes, fireplaces, stair balustrades, and wood flooring. Ask Property Management if you are unsure whether or not something is a heritage feature.

A reasonable number of pictures or paintings may be hung on the walls with proper picture hangers. Shelves may be put up with permission from the Property Management Office. You will be responsible for filling any holes or repairing any damage caused by your decorations.

If you wish to paint your unit, you must get permission from the Property Management Office in writing. Any other interior or exterior changes must also be approved in writing.



### Using the Fridge and Stove

For complete user manuals for the fridge and stove, contact the Property Management Office.

If the fridge or stove is not working, check the circuit breaker panel to ensure the breaker switch is set to "on." If you switch it on and it turns itself off again, call the Property Management Office. If the breakers are set to "on," the second thing you can check is that the appliances are properly plugged in. Place cardboard under them when pulling them out so they don't damage the floor. For the stove, you can also check the stove timer, which will prevent the stove from working if it is not properly set.

Keep the stove and the area around it clean and grease-free. This not only prevents the appliance from being a fire hazard, but also keeps the parts from wearing out too quickly.

### Using the Heating System

The heating system is a ground source heat pump system called an Earth Energy Heat Pump Unit, which uses natural underground geothermal heat to warm a fluid that is then piped through the building by a heat pump. Your thermostat should generally be set between 20 and 22 degrees Celsius. Avoid extreme temperature settings or frequent adjustments, as this can wear out the system's parts faster. In the winter, the temperature should be set no lower than 13 degrees Celsius to prevent the pipes from freezing.

### Using the Entry Phone System

Located on a kiosk at the front of each house cluster (2-3 buildings), the Entry Phone System allows visitors to call you to let you know they have arrived. You must then go to the front door and let them in. Using the display screen and number pad at the kiosk, visitors can either type in your unit's Entry Phone code or search for it in the list of addresses (press # to bring up the list). The phone will ring in your apartment with a different ring tone than the normal telephone.

Entry Phone codes and a telephone jack are available in every unit at no cost. However, you will have to supply your own telephone. If you do not have a telephone and cannot afford to purchase one, please contact the Property Management Office.



### About the Bathroom Fan

The fans in your unit are set to turn on automatically during the morning and evening. You cannot turn them off during these times because they are required by City of Vancouver by-laws for ventilation and circulation purposes.

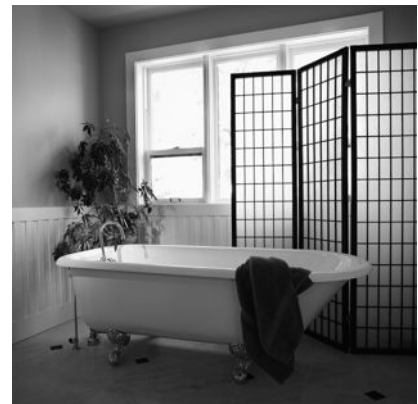
### About Smoke Detectors

**Never dismantle or disable the smoke detector.** The smoke detector is your and your neighbours', first line of defence against fire. The light indicates it is working. If the light goes off or if the detector sounds repeatedly for no reason, call the emergency maintenance number.

Use the overhead stove fan to prevent smoke and steam build up while cooking. If you set off the smoke detector by accident, you will need to air out the apartment. The smoke detector, once the air is clear, will stop ringing.

### Protecting Heritage Claw-Foot Tubs

Do not use abrasive cleaners such as Comet or Ajax. These will remove the finish and void the warranty on the tubs. Suction devices such as bath mats or cushions will also remove the finish and are unnecessary, as the tubs' finish is slip-proof.



### Protecting Wood Flooring and Finishing

The wood features of your unit are heritage features that were very expensive to restore. Please do your part to help protect and preserve them. Only use cleaning products designed to protect wood (such as Murphy's Oil Soap). Cushion the bottom of furniture with felt stickers or soft-bottomed castors. Do not drag furniture across the floor, and do not paint, nail, tape or tack anything to the window and door frames, stair banisters, fireplace mantle, etc.

### **Carpets and Non-Wood Flooring**

Carpets should be vacuumed regularly, and stains removed immediately with a proper stain remover. Carpets must be steam cleaned once a year. Non-wood floorings are no-wax linoleum and should be cleaned with non-abrasive cleaners.

### **Exterior Spaces**

Do not nail or screw anything into fences without written permission from the Society. Do not store any personal items on front porches, and personal items on back porches should not block exits.

### **Pest Prevention and Control**

Keep food in sealed containers to avoid attracting insects and rodents. If you notice mice droppings, call the Property Management Office for help. The black containers located in entrance hallways are to discourage pests. If you notice they are open, call the Property Management Office immediately and DO NOT touch the contents.

If you have a cat or dog, be aware of the signs that will indicate they have fleas. Talk to a veterinarian or pet store for ways to prevent and get rid of fleas.

Bedbugs and other pests can be carried into your home on used clothing and used furniture, especially mattresses and armchairs. Avoid picking up used mattresses and second-hand upholstered furniture, because it's hard to see whether they harbour bedbugs. Other used furniture should be carefully inspected and cleaned before being brought home, and used clothing should be thoroughly washed in hot water.

### **Unit Inspections**

Preventative maintenance and fire inspections are conducted annually. Prior to the proposed date, you will be sent a form requesting your consent to have your unit entered for inspection. Failure to return the consent form will result in a 72-hour written notice of the Society's intent to enter the unit in 72 hours, with or without your consent.

The Property Management Office will always give advance notice should the need for additional inspections arise.

## Your Building

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Mole Hill is a heritage community meant to be shared and enjoyed by everyone. Do your part to help maintain it, and we'll be able to enjoy it for a long time to come.

### Gardens

The gardens and landscaping around the houses are **not to be chopped, cut, pruned or altered in any way** without prior written permission from the Property Management Office. Many of the plants are heritage plants.

You may garden in the built-in railing planters with consent from management and your neighbours. If you decide to do so, you are responsible for maintaining these planters. Do not put planters on the wooden porches because moisture from them can damage the wood.

There are also community gardens located behind houses 1120, 1136, and 1140 on Comox Street and houses 1137 and 1139 on Pendrell Street. These gardens are shared between Mole Hill tenants and people living elsewhere in the West End. Plots are allocated on a first-come, first-serve basis. If you are interested in participating in the community gardens, please call 604-687-1145 and leave a brief message stating your interest, your name and your phone number.

Children and pets should be supervised at all times when in the gardens.



## Common Spaces

**Children in common spaces** are to be supervised at all times and kept out of prohibited areas. Parents and caregivers are encouraged to ensure that children play safely and with regard for the privacy of other residents. Toys and games are not to be left in common spaces.

**The Community Room** is primarily for use by tenants and members of the Society for meetings and educational or social events. You may book the rooms for private parties, but you may not use them for business activities. Exceptions may be made at the discretion of the Property Management Office. The Community Room is available between the hours of 10am and 10pm on Tuesday, Wednesday and Thursday, and between noon and 11pm on Friday and Saturday.

If you book the room for private use, the “Quiet Hours” rule must be observed. You also are responsible for any clean up or damage. Any uncompleted cleaning or repairs will be charged against your security deposit.

The rooms may occasionally be rented to outside groups. Regular monthly meetings must have the times and dates posted, but do not need to pre-book.

No smoking or alcoholic beverages are permitted in the Community Room.

**The Laundry Room** is available for Mole Hill tenants only between the hours of 6am and 12 am daily. The Laundry Room is for doing laundry only and is not to be used for home or commercial business or as a meeting space. Clothes must be washed with a cleaning agent prior to being placed in the dryer, and machines are not to be overloaded with clothes. Anything such as clothing, cleaning agents or laundry baskets, etc. left in the room longer than 12 hours will be removed and disposed of. The Society is not responsible for any lost, stolen or damaged goods. Broken machines should be reported to the service provider at the number posted in the laundry facility.

Children under the age of 13 should not be left unattended in the Laundry Room. No pets are allowed inside, and smoking is prohibited. For security purposes, the Laundry Room must be locked at all times.

**The Storage Rooms** are allocated on a first-come, first-serve basis. Tenants must register at the Property Management Office and obtain a Storage Room key. The locker and Storage Room door must be kept closed and locked at all times. Lockers are to be used only for storage of personal items, and these must be kept organised and contained in a secured manner and be clean and odour free. Tenants are encouraged to ensure that items in their storage room locker are included on their household insurance.

Storage Rooms are not to be accessed between the hours of 10pm and 7am or by anyone who does not have a locker in that room. The Storage Room is not to be used as a meeting place, and children under the age of 13 are not to be left unattended in the Storage Room. There is a no smoking and a no pet policy inside the Storage Room.

**Bicycle Room Storage** is available to tenants, and racks are issued on a first-come, first-serve basis. All bicycles must be registered with the Property Management Office. Only bicycles may be stored in the Bicycle Room and must be properly affixed to the rack with a locking device. The Bicycle Room door must be kept locked at all times and accessed only by tenants with a registered bike.

Repairs, maintenance and washing are not to be done inside the Bicycle Room. Children under the age of 13 should not be left unattended in the Bicycle Room. Pets and smoking are not allowed inside the Bicycle Room.

The Property Management Office reserves the right to revoke storage privileges and dispose of any bikes left behind when a tenant moves out.

**The outdoor areas** of Mole Hill should be used in a responsible manner that does not disturb or interfere with other tenants. This means keeping the noise and traffic levels down, not obstructing pathways, and supervising children. Garbage and personal items should be kept out of common spaces, and tenants must not undertake or permit any activity that causes a fire or safety hazard. Do not feed any wild animals, plant anything that will attach itself to the building (e.g. ivy), or hang anything on or from the building. Bicycles, skateboards and rollerblades are not to be used on walkways within the development. Buildings and gardens should not be altered in any way without permission from the Property Management Office.

### **Parking**

If you require a parking space for your vehicle, you need to apply to the Property Management Office for a stall. Proof of ownership and insurance is required. Stalls are available on a first-come, first-serve basis and have a monthly fee of \$55 (rate is subject to change at any time). You are responsible for cleaning up any stains from your vehicle and removing your vehicle if it is leaking oil or other fluids. Parking spaces are not to be used for vehicle repairs, maintenance or washing.

Parking in the lane if you do not have an assigned space is not permitted, except for short (5 to 10 min) stops to pick-up or drop-off. Visitor parking is intended for visitors only, and tenants caught parking there regularly will have their vehicle towed at their expense. Visitors must display a visitor parking pass and only one visitor stall may be used per household at a time.

Tenants with physical disabilities who require a stall will be given temporary parking in visitor or other stalls and will be moved to the top of the waitlist for a regular stall.

Four stalls are reserved for the Co-operative Auto Network (CAN), which is a citywide organization that encourages people not to own cars. By joining, you can participate in a system of shared vehicles. For more information, call 604-685-1393.

### **Garbage**

Garbage dumpsters located in the Garbage Rooms are for household garbage only. Mattresses, construction debris, car batteries, paint, etc. are not to be placed in the dumpsters. If you have just moved in and have numerous cardboard boxes to dispose of, they can be recycled at the City of Vancouver Recycling Depot.

## Recycling

Mole Hill is committed to environmentally sound practices and encourages you to correctly dispose of recyclable waste. Recycling bins are located in each Garbage Room. One is for newsprint, one for mixed paper and one for containers.

Newspaper should be clean and dry. Recycle newsprint, newspaper inserts and TV guides in this bin. Leave the paper loose; don't bundle it.

Mixed paper includes magazines, junk mail, writing paper, envelopes (remove plastic windows), boxes, phone books, toilet rolls, paper egg cartons. Boxes should be flattened and cardboard cut to fit. Do not recycle milk cartons, tetra packs (e.g. juice boxes), paper towels, or food-contaminated paper.

Recyclable containers include glass or plastic bottles, jugs and jars and metal cans. Everything should be clean, and all labels removed. Do not put plastic bags or aerosol cans in the recycling bins.



## Your Safety and Security

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If there is a need for police, fire or ambulance services, call 911 immediately.

Mole Hill is dedicated to keeping you safe, and you can do your part by knowing when to call for help. Stay in touch with your family and neighbours, and keep a list of emergency contact numbers handy.

### Maintenance Emergencies

When should you call the after-hours maintenance emergency number?

- The roof, ceiling or heating system is leaking.
- There is no heat.
- There is no power in the whole building.
- Broken locks or windows pose a security risk.

Problems such as power or appliance failures may be easily solved on your own. Check your breakers or call BC Hydro before reporting power outages, and ensure appliance power cords are properly plugged in.

Once you are sure the situation is an emergency, call 1-888-264-2702 and leave a message with the following details:

- Your name
- Your address
- Your phone number
- A brief description of the problem

The answering service company will assess the urgency of the call and route it appropriately. If you do not receive a response to your call, the situation may already be in the process of being dealt with or the call is in fact not an emergency and can wait until the following day.

**If you smell gas**, call Terasen Gas at 1-800-663-9911 (24 hours).

**If the power goes out** and it's not the breakers, call BC Hydro at 1-888-769-3799.

**If you lock yourself out**, call Mole Hill Property Management Office during business hours. If you have to call a locksmith or maintenance staff you will be charged for all costs.

**For non-emergency repairs**, call the Mole Hill Property Management Office at 604-687-1145 or complete a maintenance request form.



## **Fire Safety and Other Emergencies**

As per City of Vancouver fire safety by-laws, **no BBQs, furniture or flammable objects are allowed on the front porch**, nor should the porch be used for storage of any kind. Violation of this law could result in eviction, as well as possible termination of the Society's Occupancy Permit. Do not store propane or flammable material in your unit. Recycle old newspapers before they start piling up.

If a fire breaks out in your home, leave immediately and call 911 from the closest available phone.

Be aware of the Mole Hill plan for evacuation and protection of tenants. Every building has a plan that will be posted at the mail kiosks and publicized to tenants. Design your own plan of escape for your apartment, then discuss and practice it with all household members.

Fire alarms, smoke detectors, fire extinguishers and other fire safety equipment will comply with all applicable codes and standards and will be inspected at least once a year to ensure they are in working order.

## **Building Security**

By getting to know your neighbours, you can begin to recognize who belongs in the community and who does not. Do not hesitate to call 911 if you see suspicious activity.

To prevent unauthorized entry into the buildings and apartments, and potential crime, do not prop open the front door of the building or let strangers inside. For resident safety and security, tenants should ensure that gates are kept closed at all times. Make sure your guests are aware that neighbours will not permit them inside if you are not there.

Each household will receive any necessary building keys as well as two keys to their suite, which may be copied for family members. Tenants may also be issued keys for mailboxes and common areas, some of which will be marked "Do Not Copy." Failure to comply may result in eviction for jeopardizing other tenants' security. Tenants who require replacement keys or a lock change must contact the Property Management Office. Management will indicate what fees will be charged and who will be responsible for arranging the locksmith services.

The Property Management Office will hold a master key for all units and buildings. This key will not be used to admit anyone other than the residents to their suite, except in an emergency or for maintenance purposes.

The Society is part of the City of Vancouver's Crime Free Multi-Housing Program, which facilitates a cooperative effort between apartment owners, managers, tenants and police to minimize crime and create awareness about crime prevention. Visit their website at <http://vancouver.ca/commsvcs/licandinsp/compliance/cfmh/> or call the program coordinator at 604-717-2981 for more information.

The Society will document any tenant's behaviour that negatively affects the peace, security or safety of the community. Repeated documented incidents will be grounds for eviction.



## Confidentiality

The Society recognizes that it must comply with the Freedom of Information and Protection of Privacy Act. No information about a tenant or applicant will be shared with any outside party without their consent except under the following circumstances:

- When a court has summonsed the information.
- For use or review by BC Housing.
- For use in debt collection by a person or company authorized by the society.
- In cases of abuse or crime.

## Helpful Hints

- Give someone you trust a copy of your key.
- Learn where the breakers and water shut-off valves are located in your suite and building.
- Work with your neighbours to develop house teams for fire and earthquake emergencies.
- Be cautious when smoking in the house, as it could be a fire hazard, especially near flammable furniture (e.g. bed, couch).
- Do not overload your power outlets, and unplug machines when you are not using them (e.g. toaster, hair dryer, computer).



## **Your Rights and Responsibilities**

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Knowing your rights and responsibilities as a tenant of Mole Hill will help ensure friendly and peaceful relations between you, your neighbours and the Property Management staff. Everyone must be treated with respect, and any instances of injustice or misconduct will be dealt with accordingly.

### **Right to Information**

You are entitled to information about how the Board of Directors operates and how it makes its decisions. You may ask for copies of the Society's constitution and by-laws and the Society Act.

### **Right to Complain**

You have the right to dispute decisions made by the Society. Refer to the Society Act and the Residential Tenancy Act for rules regarding landlord and tenant rights and responsibilities. Dissatisfaction with a Property Management decision should first be discussed directly with Property Management staff then with the Executive Director before lodging a complaint with the Board of Directors. If you believe you have been unfairly treated and the use of consultation and mediation failed to resolve the issue, you may appeal to the Board of Directors. Submit your concern in writing. If you do not receive a satisfactory response, the Tenant's Rights Action Coalition can provide you with further assistance or advice. Contact their hotline at 604-255-0546.

### **Right to Equality**

The Society promotes an environment free of discrimination on the basis of race, ethnicity, religion, gender, age, sexual preference, or economic status. We recognize the right of every individual to be treated with dignity and promise to deliver services in a way that is sensitive and responsive to the cultural differences among tenants. We encourage the participation of all individuals in tenant programs and activities in hopes of creating a cross-cultural understanding and respect for diversity.

### **Right to Physical and Mental Well-Being**

The employees of Mole Hill aim to help tenants and the community in every way possible. Please respect them and their jobs. Harassing staff members is not an acceptable way of getting their attention. Likewise, harassment of other tenants is unacceptable behaviour. Sexual, personal or psychological harassment will not be tolerated.

### **Inter-Tenant Relations**

While showing interest and concern in your neighbours' well-being is considerate, please remember to respect their privacy. If you are unhappy with the behaviour of a neighbour and attempts to settle the problem on your own have failed or you feel it is unsafe to approach the person alone, you may ask Property Management for assistance. Persistent difficulties should be referred to the Management Office by way of a formal complaint. You are encouraged to resolve disputes over the use of community resources and equipment on your own by applying fair house rules.

In an effort to maintain peaceful relations with your neighbours, ensure you tell them about any parties or events you have planned that might be noisy or disruptive. Noise levels should be kept to a minimum after 10pm on weekdays and 11:30pm on weekends. Tenants who do shift work may request other restrictions.

**Smoking at Mole Hill:** The City of Vancouver bylaw regarding smoking in public places states that "a person may not smoke within six meters measured on the ground from a point directly below any point of an opening into any building including any door or window that opens or any air intake." This bylaw applies to the front entranceways of Mole Hill, however we ask that you respect your neighbour's right to quiet enjoyment by being aware of second hand smoke in other areas of Mole Hill as well.

### **Guests and Visitors**

No permission is required for guests to stay at your home on a short-term basis, but we encourage you to introduce visiting family and friends to your neighbours so as not to cause undue alarm if they are seen around the community.

Any guest residing in your unit for more than 30 consecutive days is considered a tenant of Mole Hill and must be included in calculating your household's size and income. Exceptions may be made through written submission to the Board.

If you are away for an extended period of time, a guest may not stay in your home for longer than 15 days without written permission from the Society.

You are responsible for any damage or disturbance caused by your guests.

### **Home-Based Businesses**

If you have a home-based business, you must comply with all municipal and regional by-laws regulating home-based businesses. No business is allowed which causes you to breach the Tenancy Agreement or other rules, policies or the Society's Operating Agreement with its funding agency. Income from the business must be declared in any application for rent subsidy.

You may not advertise for "walk-in" customers or hang any signage anywhere on your unit or the Society's property. Your business must not generate significant additional traffic, and any pick-ups or deliveries should be limited and made only from the street (not the lane). Business activity must be inside the unit and may not cause disturbances for surrounding tenants.

## Internal Housing Transfers

Internal moves may be permitted under certain circumstances with the approval of the Property Management Office. Transfers between units are permitted only if your household is over- or under-housed or if there is a documented medical need.

The Society implements the national occupancy standards as follows:

- No more than two people per bedroom, and no less than one person.
- No more than one person per bachelor suite.
- Spouses or couples are expected to share a bedroom.
- Parents need not share a bedroom with their children.
- Dependents of the same gender aged 18 and older need not share a bedroom.
- Dependents of the opposite gender aged 5 and older need not share a bedroom.

If your household becomes over- or under-housed, you must alert the Property Management Office immediately and your household will be moved to a more appropriate sized unit when one becomes available. If you refuse placement in a suitable unit without a valid reason, the Society may issue an eviction notice.

## Pets

Pets are permitted as long as you follow all rules and policies pertaining to pet ownership. Pets must be registered with the Property Management Office immediately upon being adopted. Management has the right to refuse any pet it considers dangerous and to remove any pet that causes persistent noise, damage, or other problems.

You are permitted no more than *one* of the following options:

- 1 cat
- 1 dog
- Up to 2 contained pets (birds, gerbils, hamsters or guinea pig)
- Fish in an aquarium no larger than 1 x 0.5 x 0.5 meters

This means that you may not own a dog and two hamsters, or a bird and fish at the same time. Snakes, weasels, ferrets, iguanas and other exotic pets are not allowed.

All cats and dogs must be spayed or neutered, and proof of sterilization must be supplied to the Property Management Office at time of pet registration. A pet deposit is required for cats and dogs. Proof of insurance must be provided annually for aquariums.

All animals must be inside their unit. When outside, animals must wear identification tags, a leash or harness, and be under direct human supervision. Pets may not be tied up and left unattended on the property, and owners must immediately pick up any animal droppings left by their pet.



You are responsible for any damage caused by your pet or the pets of your visitors. Damage directly attributable to the animal will be deducted from the pet deposit.

## Your Departure

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It's always sad when someone leaves the community, but we hope you'll be happy wherever life takes you. When you decide to move out of Mole Hill, there are a few things you will need to do to ensure your unit will be ready for whoever moves in after you. Follow the checklist below, and don't hesitate to contact the Property Management Office if you have any questions.

- Provide the Society with a written notice of your departure no later than the last day of the month prior to the month you will vacate your unit.
- Report any routine repairs that need to be made to by the Society.
- Fix any damages beyond normal wear and tear. If you are unsure whether a maintenance item is routine, contact the Property Management Office at 604-687-1145.
- Ensure all light bulbs work; identify those that need to be replaced.
- If you have a cat or dog, hire a qualified pest-control service to spray the apartment for fleas. Proof will be required at the move-out inspection.
- Clean window blinds and ensure they are in good repair.
- Clean windows, tracks and frames on the inside of your unit.
- Clean stovetop, oven, elements and stove fan.
- Clean fridge and freezer inside and outside.
- Clean the bathroom fixtures.
- Wipe down walls and heaters to remove any dirt or scuffmarks.
- Sweep and wash all floors, and vacuum all carpets. Carpets must be steam-cleaned if there are any noticeable stains or if you have lived in your unit for over a year.
- Sweep patios, balconies and doorsteps.
- Remove all personal belongings from inside and outside the unit. Please correctly dispose of any unwanted items and garbage (do not put mattresses or furniture, etc. in the garbage bins).
- Contact Telus and Shaw to close your existing accounts.
- Contact Canada Post to have mail redirected to your new address.

### Move-Out Inspection

An initial inspection will be conducted at least two weeks prior to the move-out date to note any needed repairs or maintenance. A second inspection will be conducted on the actual move-out date to assess any damage or unfinished cleaning for which you are responsible. At this time, you can either sign an agreement that remaining repairs and cleaning will be deducted from your security deposit, or you can indicate your intention to dispute the deductions at a residential tenancy arbitration hearing.

At the time of the second inspection, you will be required to hand over all unit keys and any copies that you had made, as well as the receipts for flea fumigation if you own a pet.

Within 15 days of your departure from Mole Hill, you will receive an itemized list of any costs for damage and cleaning, along with the balance of your security deposit plus any accrued interest.

## Appendixes

The following are informational sheets that provide additional detail to what has been included in the handbook.

### Tips for Minimizing Noise Levels

- Oil hinges on doors and cabinets.
- Close doors and drawers gently; don't slam them.
- Wear socks or soft-soled slippers indoors, especially on hard-surfaced floors (a high-heeled shoe can exert in excess of 200 pounds per square inch of pressure and create a lot of noise on a hard floor).
- Put felt pads on the bottoms of chair legs used on hard-surfaced floors.
- Place rugs on high-traffic areas of hard-surfaced floors.
- Decorate with sound-absorbent materials, such as carpets, draperies, pillows, fabric wall hangings and upholstered furniture.
- Ensure that your television, stereo and computer volumes and bass levels are low enough that they will not disturb your neighbours.
- Place a rubber mat between electric kitchen appliances such as blenders, mixers or can openers and the counter top.
- Vacuum only during the daytime or early evening.
- Residents are encouraged to give advance notice to neighbours of parties and other events that may be noisy and to ask neighbours to let them know if the noise creates a problem.
- Getting to know our neighbours will go a long way toward eliminating these problems. Knowing our neighbours will help us understand how their schedules vary from ours and will make us more sympathetic towards them.



## PURPOSE

The aim of this pamphlet is to provide the general public and building owners with information on:

- 1) Identification of bed bugs
- 2) Prevention of bed bug infestation.
- 3) Control of bed bugs within your dwelling using an integrated pest management approach.
- 4) Information on pesticide safety.
- 5) Who to contact for further information.



## IDENTIFICATION

Bed bugs are small, brownish, flattened parasites (4-5 mm long) that feed on the blood of humans, birds, and other mammals.

- Bed bugs are flightless but can crawl quickly over floors, walls and ceilings.
- They can also suck blood or move around on clothing, furniture, papers and luggage.
- Females lay up to 5 eggs a day (200-500 in a lifetime). The eggs are tiny, whitish and barely visible (size of a dust speck).
- Bed bugs are very resilient. Nymphs can survive months without feeding and the adults for more than a year.

## SIGNS OF AN INFESTATION

Bed bugs generally hide in cracks and crevices during the day and come out to feed at night.

- Bed bugs do not have nests like ants or bees but tend to hide in clusters.
- Bed bugs prefer to hide close to where they feed and go back to the same hiding spot. They will clear more than 100 feet to obtain a blood meal.
- Most infestations start around beds and spread throughout a room and beyond.
- Bed bugs usually bite people at night while they are sleeping.
- The bites can occur on any exposed skin and the symptoms vary with the individual.
- Some people develop an itchy, welt or localized swelling, while others have little or no reaction.
- Blood stains (darkened spots of fecal material on upholstered furniture, sheets, pillows, mattress and box springs) are also signs of infestation.
- Unpleasant sweet musty odour may occur with a severe infestation.

During the early part of an infestation bed bugs are more likely to be found on bedspreads, upholstered furniture, mattresses and headboards. If allowed to multiply, they establish themselves behind headboards, window and door frames, pictures,

**Bed bugs are not associated with the transmission of human disease**

## CONTROL OF BED BUGS

Bed bugs are difficult to deal with and requires the combined efforts of the tenant, property owner and qualified pest control technician.

A combination of preparations prior to treatment, chemical treatment, pest proofing and monitoring is recommended to effectively control bed bugs.

1) Follow the preparation instructions that your landlord or pest control company provides you. They may include:

- Laundering clothes and items on hot settings. Temporarily seal bags to prevent spread of insects. Store clean items in sealed bags until chemical treatment is completed.
- Vacuum thoroughly, especially along carpet edges. Dispose of vacuum bag in a sealed plastic bag. Remove hair from irremediably.
- Remove all belongings from furniture, boxes, wardrobes, and covers to allow pest control technician to treat items. Store belongings as directed.
- Move furniture away from edges. Disassemble bed and other furniture.
- If heavy infestation some items worth salvaging. Furniture may have to be discarded.
- Remove jackets, electrical outlet covers from walls.
- Eliminate clutter. The more clutter, the harder it is to get rid of bed bugs.

2) Treatment:

- Multiple treatments must be by serviced by a verified pest control technician.
- Be prepared for more than one treatment.

3) Pest proofing work done by owner includes:

- Wash and caulk cracks and crevices in walls, ceiling and floors.
- Treat walls and ceilings where peels is peeling or chipped.
- Remove peeling wall paper.

4) A building owner/manager should regularly inspect public for bed bugs and make sure there is not too much clutter.

- The greater the bed bug problem, the greater the number of inspections needed.

## SACCUUM, SACCUUM, VACUUM

- It is easier to control a bed bug problem when numbers are low.

## SELF-CARE

Suggestions for the treatment of bites include:

- Feed the urge to scratch.
- Wash the bite areas with antiseptic soap to reduce the risk of infection.
- Apply an ice pack frequently to help reduce swelling.
- Creams or lotions can be applied to ease itching.
- See your doctor if the bite develops into an infection. Skin irritation, swelling or infection may be due to other medical conditions or insect bites other than bed bugs.

In rare cases people can have a serious allergic reaction to bed bug bites.

**Contact a professional pest control company if you suspect a bed bug problem**

# Residential Tenancy Act & Regulation

This brochure outlines just a few of the rights and responsibilities of both landlords and tenants. Please ask for a copy of "A Guide for Landlords and Tenants in British Columbia" for more detailed information on the Residential Tenancy Act.

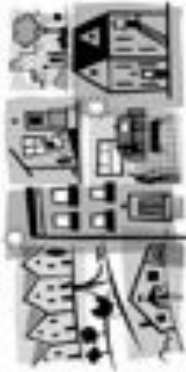
Visit [www.rta.bc.ca](http://www.rta.bc.ca) for the complete Residential Tenancy Act and Regulation, forms and publications, and dispute resolution proceedings.

For calls after 5:00 p.m. call our 24 Hour Recorded Information Line  
 Lower Mainland: 604-665-1020  
 Victoria: 250-387-1602  
 Elsewhere in BC: 1-800-665-4779

Visit the RTA office nearest you:  
 Burnaby: 480-5671 Kingsway  
 Victoria: 3rd Floor, 1076 Wharf Street  
 Kelowna: 305-478 Bernard Avenue

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

Residential Tenancy Branch  
 Ministry of Housing and Social Development



## What Every Landlord and Tenant Needs to Know

### A Glance at the Residential Tenancy Act and Regulation



#### BEGINNING OF THE TENANCY

##### Tenancy Agreement

A tenancy agreement must be made in writing.

A copy of the agreement must be given to the tenant within 21 days of entering into the agreement.

Changes to the tenancy agreement can only be made by mutual consent and should be documented in writing.

##### Security and Pet Damage Deposits

Neither the security deposit nor the pet damage deposit can be more than one-half a month's rent.

A landlord can only ask for one pet damage deposit no matter how many pets are allowed.

A pet damage deposit can be requested if written permission to have a pet is given after the start of the tenancy.



##### Moving In Condition Inspection

The landlord and tenant must do a condition inspection together before the tenant moves in or when a pet is allowed during the term of a tenancy.

They must both sign a condition inspection report listing all damages that exist when the tenant moves in.

The report will be used as a reference if a claim for damage is made at the end of a tenancy.

The landlord must give a copy of the condition inspection report to the tenant.

The landlord must provide clean premises with appliances in good working order at the time the tenant moves in.



##### Safety

If requested by the tenant, the landlord must change the locks when a tenancy starts.

The landlord must provide the tenant with a 24-hour emergency contact name and phone number.

The landlord and the tenant must not change the locks during the tenancy unless they both agree in writing or have an Order to do so.





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Thank you to all the people and organizations who helped put this book together.

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