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Saskatoon Housing Authority

# **Handbook for Senior Tenants**



# Welcome

Welcome to your new home.

The Saskatoon Housing Authority hopes you will enjoy living here and becoming a member of the community.

We have been entrusted the management of senior housing projects developed and owned by three levels of government: federal, provincial and city. Because the three levels of government subsidize operating costs for these programs, the Saskatoon Housing Authority is able to offer you quality housing at affordable rents.

The senior citizens' apartments, managed by the Saskatoon Housing Authority, offer comfortable, secure surroundings and companionship for many Saskatoon seniors. All buildings have libraries, recreation areas, common rooms, laundry and parking facilities.

This tenant handbook has been prepared to help you understand how we operate and to explain your responsibilities as a tenant.

We ask that you read it carefully and keep it handy for future reference.

Saskatoon Housing Authority staff members have your interests in mind. If you are unsure of the policies or procedures, or if you need other assistance, please call us.

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# IMPORTANT TELEPHONE NUMBERS

**Emergency .....911**

Non-Emergency (24 hour service)

Police .....975-8300

Fire .....975-3030

## **Hospitals**

City .....655-8000

St. Paul's .....655-5000

Royal University .....655-1000

## **Ambulance**

M.D. Ambulance Care .....975-8800

## **Doctor**

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**SENIORS' HIGH RISES  
MANAGED BY  
SASKATOON HOUSING AUTHORITY**

Clinkskill Manor  
115 - 19th Street East

Fifth Avenue Apartments  
425 Fifth Avenue North

Fifth Avenue Place  
439 Fifth Avenue North

King Edward Place  
530 - 25th Street East

Kiwanis Manor  
125 Avenue B North

Landa Court  
805 Avenue P North

McNaughton Place  
302 Sixth Avenue North

McAskill Manor  
2315 - 20th Street West

Riversdale House  
332 Avenue B South

Scott and Forget Towers  
2501 and 2503 Louise Street

Shepherd Apartments  
535 - 24th Street East

Sutherland House  
201 - 108th Street

# ALL ABOUT RENTING

Your apartment is your home; therefore, you are entitled to the same privacy as you expect in a private home. However, living in an apartment building gives residents added responsibilities. Courtesies such as quietness, observation of rules, care and maintenance of the facility, and respect for others are essential.

The Saskatoon Housing Authority makes basic rules as they relate to safety, cleanliness, and effective operation of the building.

## Your Lease . . .

The lease is a contract which lists in writing the responsibilities of both Saskatoon Housing Authority as the landlord and yourself as the tenant. PLEASE READ IT CAREFULLY.

## Your Rent . . .

Rent is based on income. A Graduated Rent Scale (GRS) is used to determine rent. All tenants pay rent based on their gross monthly income from all sources.

Income will include one or a combination of one or more of the following sources:

- Old Age Security and Supplement
- Canada Pension Plan
- Superannuation and/or Private Pension
- Disabled Persons Allowance
- War Veterans' Pension and/or Allowance



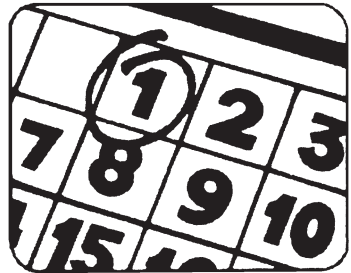
- Social Assistance
- Income derived from Assets — Bond Interest, Bank Interest, Stock Interest or any other interest you may be receiving
- Earned Income

Electricity, parking fees, and support services charges (if applicable) are added to the rent calculation.

Your income will be reviewed annually. **Written verification of income will be required.**

## Paying your Rent . . .

Rent **must** be paid on or before the first day of every month. If, for any reason you are unable to pay your rent, contact us immediately to discuss the situation.

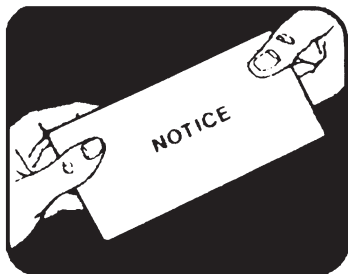


Although payment is acceptable by cash, money order, or personal cheque, we recommend you enroll in a pre-authorized payment plan. It is a safe and convenient method to ensure prompt rent payments.

## Transfer Request . . .

A transfer request must be in writing and are handled individually. The Saskatoon Housing Authority is under no obligation to transfer anyone at any time. A transfer fee may be charged to cover the extra cost involved.

## Giving Notice. . .



Your **written** notice must be received at our office at least one calendar month in advance. This means we must receive your notice on or before the last day of the month prior to the month in which you intend to move. If your notice is received even one day late, you may be responsible for the following month's rent.

Remember to leave your forwarding address with Canada Post and Saskatoon Housing Authority.

# YOUR RESPONSIBILITIES AS A TENANT

## Security . . .

Only let into the building those people you know. **Do not** automatically “buzz” people into the building. Be sure to keep your doors locked day and night.



## Keys . . .

New locks are installed before you move in. Two sets of keys are provided, but if you require additional keys, you may purchase them at any key-cutting outlet.

Neither you nor Saskatoon Housing Authority is allowed to change or install new locks without mutual consent.

## Insurance . . .

Saskatoon Housing Authority cannot provide you with any type of insurance coverage.

To protect yourself against a loss of your furnishings or belongings due to fire, theft or other damage, we encourage you to obtain your own insurance.

Check to make certain your insurance policy includes liability insurance.

### Remember:

Be sure to notify your  
insurance agent of changes  
to your policy.

## **Apartment Doors . . .**

Fire regulations stipulate apartment and hallway doors be kept closed. Apartment doors kept open in hot weather overload the air conditioning system which can result in a breakdown.

Keeping apartment doors closed also helps contain smoking and cooking odours.

## **Elevators . . .**

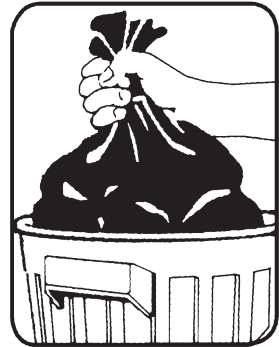
Delay elevators only if absolutely necessary.

## **Footwear . . .**

Clean your footwear upon entering the building to assist the Building Superintendents in the cleanliness of your building.

## **Garbage . . .**

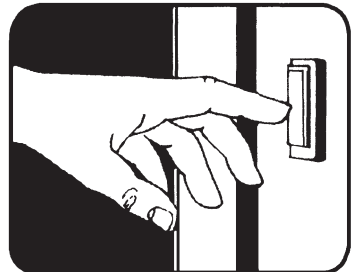
Wrap and securely tie your garbage in plastic bags before putting in the garbage disposal.



## **Guests . . .**

You are responsible for the behaviour and activities of your visitors. Any disturbances created by your guests will be considered a violation of your lease agreement.

Relatives and/or friends can stay for a reasonable time period. You must inform the Saskatoon Housing Authority of the temporary



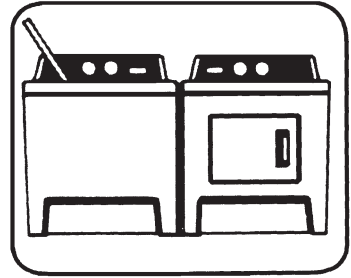
arrangement. Any other arrangement is a violation of your lease.

Students cannot live with you for a school term.

Dogs, cats or other animals cannot be brought in or kept in the premises.

## **Laundry . . .**

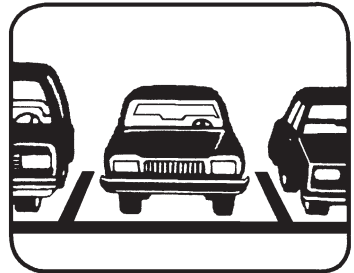
Clean washers, dryers and laundry rooms after you use them. Laundry appliances are for the use of tenants only.



## **Parking . . .**

Tenants having approved parking stalls must have a Saskatoon Housing Authority sticker on the window of the approved vehicle. There is no visitor parking available.

Parking stalls are for licensed, operable cars and must not be used for car maintenance. Parking lot plug-ins are for block heaters. An additional energy fee will be charged for interior car warmers.



“No parking” and “limited parking” zones are designated for easy access in case of emergencies. Please encourage your visitors to respect the signs surrounding your building.

## **Smoking . . .**

There is no smoking allowed in the common areas. Tenants may smoke in their apartments.

# WHAT YOU SHOULD KNOW ABOUT

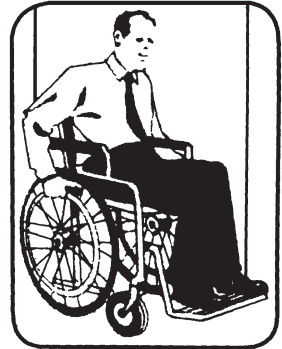
## Move-In Orientation . . .

To ensure your suite meets your standards and the standards of the Saskatoon Housing Authority, a move-in orientation will be completed shortly after you move into your suite. This orientation is completed to verify the condition of your unit when you move in, to answer your questions concerning maintenance, and to explain the proper operation and care of your appliances.

## Accessibility . . .

(Housing for People with Disabilities)

Saskatoon Housing Authority provides wheelchair-accessible rental units designed exclusively for people confined to wheelchairs. If you require a wheelchair-accessible unit, please call us.



## Alterations . . .

Extra television and telephone hook-ups must be properly installed at your own expense and only after obtaining a letter of consent from Saskatoon Housing Authority.

Written consent must be obtained from the Building Superintendent before alterations such as laying your own carpet or installing extra shelves can begin. All additions must remain upon vacancy unless their removal is requested by the Saskatoon Housing Authority.

Wallpaper is permitted as long as it is removed when you vacate.

Pictures can be hung on walls using small nail-on picture hangers only. (Stick-on picture hangers are not permitted.) Painting requests are investigated and assessed individually.

Doorknockers and viewers can be installed on your door at your own expense but must remain upon your vacancy.

## **Appliances . . .**

The Saskatoon Housing Authority keeps appliances in good. In case of mechanical or electrical failure, call your Building Superintendent or our Maintenance Department at 668-2727. (Tenants will be charged for damages due to negligence.)

Please do not use knives or kettles to defrost your refrigerator if it is a manual defrost refrigerator.

Please clean the lint filter on the dryer after each load.

Overloading the dryer lengthens drying time and causes wrinkles.

To preserve energy needed to heat water for your laundry, please use warm water wash and cold water rinse.

## **Requesting Repairs . . .**

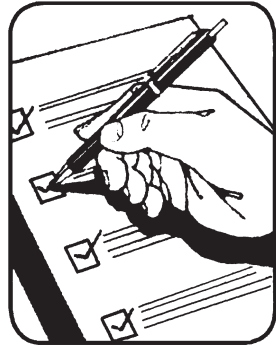
Saskatoon Housing Authority strives to maintain the housing units in the best possible condition. You are encouraged to call your Building Superintendent when repairs are needed.

When you call for repairs, permission to enter your home will be requested. When granted, steps will be taken to complete the repairs as quickly as possible. If you wish to be present when the repairs are done, you may schedule an appointment.



## Annual Maintenance Check . . .

To ensure high quality maintenance of your premises, your Building Superintendents will schedule a maintenance check with you once a year. They will notify you in advance. The maintenance check identifies the need for immediate repairs such as faulty plumbing and electrical fixtures as well as improvements needed in the future. Repairs will be done accordingly.



Questions are welcome. During the check, tell your Resident Superintendent of any maintenance problems.

## Other Things . . .

Fire alarms in your building are tested periodically. Listen for any announcements on the hallway intercom on your floor. Unless otherwise instructed, you will not be required to leave your suite.

If your apartment becomes overheated in the winter, turn down your thermostat. Avoid opening windows because cold air flows down the walls and can freeze pipes. (Tenants will be charged for damages due to negligence.)

Window cleaning is your responsibility. Information on window cleaners can be obtained from the Saskatoon Housing Authority office.

# ROLE OF YOUR BUILDING SUPERINTENDENT

The Building Superintendent is a vital member of the Saskatoon Housing Authority team. He or she represents and acts on behalf of the Saskatoon Housing Authority in your building. The Superintendent is expected to ensure security, safety, and quiet enjoyment of the building for the tenants. He or she is the “direct line” contact person to other members of the Saskatoon Housing Authority, and knows who to call when a problem arises.

The Superintendent is responsible for the caretaking duties in your building. He or she is responsible for all aspects of keeping your building and the grounds safe, clean and well maintained. The Superintendent also takes responsibility for the proper operation of the equipment, the heating plant and the mechanical systems.

The Superintendent has regular working hours from 8:30 a.m. to 4:30 p.m. Monday through Friday. He or she would appreciate you making your calls during these hours.

Occasionally, it may be necessary to make minor changes in their work hours or the nature of their responsibilities require them to be away from the building. Therefore, the best way to contact the Superintendent about a problem is to phone him or her and leave a message including your name and number on the telephone Message Manager.

The Building Superintendent will respond as soon as they receive your message. In case of a maintenance emergency or a serious problem after working hours, call **maintenance emergency . . . . . 668-2727.**

The Building Superintendents in your building have your interests in mind. They are committed to work with you to provide a safe, clean, secure and pleasant building for you to live.

# **“I’M OKAY” DOORKNOCKERS**

You will receive a doorknocker upon moving into your apartment. Please hang it on your outside door knob in the evening before going to bed. Remove it when you get up in the morning. If it remains on your door after 12:00 noon, we encourage neighbors to check on you or to contact your Building Superintendent. By the same token, we encourage you to check on your neighbors.

This “good neighbor” program can save lives. The Saskatoon Housing Authority strongly urges you to participate.

Additional doorknockers can be obtained by calling the Saskatoon Housing Authority office at 668-2700.

## **PROCEDURES IN THE EVENT OF THE DEATH OF A TENANT**

For the protection and in the interest of all concerned, the following steps are taken in the event of death of a tenant. The Saskatoon Housing Authority accepts responsibility for taking reasonable precautions to secure the contents of the suite of the deceased.

The procedures are as follows:

1. Upon the death of a tenant, a limited access lock may be installed on the suite door;
2. The executor and/or family members are allowed access into the suite upon signing a Saskatoon Housing Authority release form, assigning all responsibilities to the signee.

Please let your family members know about our procedures upon the death of a tenant.

We encourage you to have a will prepared. The task of your executor and/or family is easier if you have a will and a list of your valuables and other important information. Let your executor and/or your family know where your important information is located.

## **POLICY ON MOVING AFTER THE DEATH OF A SPOUSE**

The Saskatoon Housing Authority recognizes the need for time to adjust after the loss of a spouse.

Tenants are not required to move from a two bedroom apartment immediately after the death of their spouse. The waiting period will depend upon the availability of an apartment but is usually three months.

## **TENANT ASSOCIATION**

A tenant association is formed in individual buildings to provide social and recreational activities. Each tenant, upon moving into the building, automatically becomes a member of the tenant association. There is no membership fee and each member shall have voting rights.

The Saskatoon Housing Authority presents the tenant association with an annual operating grant upon its implementation of the bylaws. Copies of the tenant association bylaws can be obtained from the president of the tenant association or the Saskatoon Housing Authority office (668-2700).

The purpose of the tenant association is to provide information to all residents, and to promote recreational, social and

charitable activities for the enjoyment of the residents and the benefit of the community.

The Tenant Association strives to inform tenants of activities inside and outside the building. Check the bulletin boards for updates. Tenant associations are as successful as their membership makes them. The Saskatoon Housing Authority encourages your active participation for a healthier and happier life.

## **GUIDELINES FOR THE USE OF COMMON AREAS**

Common areas are the lounge and leisure rooms in seniors' buildings. These areas are the centres for recreational and social activities or for just a few moments of relaxation. The common areas are for all tenants to enjoy. Tenants are encouraged to take full advantage of the areas.

Schedules for the use of facilities, availability of common areas to outside groups, formation of groups and committees to perform certain activities, as well as rules regarding alcoholic beverages in common areas are decisions made by the tenants through the tenant association.

### **Role of the Saskatoon Housing Authority in Common Areas:**

The Saskatoon Housing Authority assumes full responsibility for the common areas. These responsibilities ensure:

- that the common areas are available for social activities and the quiet enjoyment of all tenants;
- that the common areas are clean, safe and well maintained.

Occasionally, the Saskatoon Housing Authority will require the use of the common areas. On these occasions, the tenant association will be informed well in advance of the date the area is required.

The Authority reserves the right to make the final decision pertaining to the use of the common areas.

## **Role of the Building Superintendents in the Common Areas:**

The Building Superintendents represent the Saskatoon Housing Authority in your building. They are expected to act on behalf of the Authority to ensure security, safety and quiet enjoyment of the building for all tenants.

Hours of activities and noise levels must be reasonable and the discretion of the Building Superintendents will be valid.

## **Groups Welcome to Use the Common Areas:**

- Saskatoon Housing Authority
- Tenant association and/or tenant activities
- Groups sharing an interest in seniors' lifestyles
- Community service groups
- Individual tenants

## **Requirements of Groups Using the Common Areas for Activities:**

1. Be responsible for damage
2. Leave the space in original tidy condition
3. Leave the space "broom" clean
4. Damp mop spills with clear water
5. Remove garbage
6. Supply a host/hostess at the door to allow entry to outside guests

## **Guidelines for Groups Using the Common Areas:**

To avoid conflicts, the tenant association schedules and monitors the use of the common areas.

The common areas do not replace public rooms for rent.

Tenants requesting the common areas for special occasions must seek permission from the Saskatoon Housing Authority and work in co-operation with the tenant association.

All tenants must be invited to special occasion functions. The common areas are part of each and every tenant's home.

## **PROCEDURES FOR INSTALLATION OF A WINDOW AIR CONDITIONER**

The hallways and common areas of the seniors' high rises have central air conditioning. Outside air is brought in and air is exchanged several times a day in each suite.

Individual tenants installing window air conditioning in their own suites are responsible to purchase the air conditioners at their own expense. However, to ensure the safety and comfort of our tenants, and to enhance the appearance of our buildings, the Saskatoon Housing Authority has developed standards for the installation of window air conditioners.

To install a window air conditioner, the following procedure applies:

1. For a first-time installation, obtain an application form from your Building Superintendent.

2. The Building Superintendent shall explain the procedures to follow for the installation.
3. It is your responsibility to have the air conditioner installed at your expense using a sample installation (within your building) which will be facilitated by the Building Superintendent.
4. Return your application form to your Building Superintendent when the installation is complete; an inspection will then be conducted by the Saskatoon Housing Authority.
5. There will be an extra charge for the energy the air conditioner uses each summer. (Those buildings having individual meters are excluded.)
6. If you want the air conditioner removed for the winter months, it is your responsibility to have it removed and re-installed to the Saskatoon Housing Authority standards at your expense. The Saskatoon Housing Authority must inspect the installation annually.

## **FIRE SAFETY PROCEDURES**

Since “high rise” buildings are of fire resistant construction and possess reliable enclosed stairways, fires are generally confined to individual rooms or apartments, furnishings, or possibly the contents of one floor.



Your home is equipped with a smoke detector to provide an early warning in the event of fire. It is important to understand that a fire in an apartment building is no cause for panic. The Fire Department responds to all apart-

ment building alarms with a heavy complement of firefighters experienced in rescue and fire control.

If you see, smell, hear or suspect a fire ... ACT QUICKLY. Here is what you should do:

**IF THE FIRE IS IN YOUR APARTMENT BUILDING BUT NOT NEAR YOU:**

1. Stay in your suite.
2. Listen for instructions on the intercom.

**IF THERE IS A FIRE OR SMOKE ON YOUR FLOOR BLOCKING YOUR EXIT:**

1. Feel the door before you open it. If it is hot, or if you see smoke seeping into your suite, **DO NOT OPEN THE DOOR.** A dangerous fire condition probably exists on the other side.
2. If a fire does exist in the hall and your access to fire exits is blocked, remain in your suite. **UNLOCK YOUR DOOR** so rescue crews can access your suite.
3. Seal off cracks and vents with damp towels and/or sheets to keep smoke out. Stay low to the floor where the air is clearest. Cover your nose with a damp cloth and take short breaths.
4. Go to a room with an outside window. Unlock (so rescue crews can easily gain access) and close all the doors as you go.



5. If there is no smoke passing your window, open the window and hand a white sheet out the window to signal help is needed. **DO NOT PANIC OR JUMP. Wait for the rescue help to arrive.**
6. If smoke will enter an open window, hang a sheet out and close the window on it.
7. Listen for instructions on the intercom.

### **IF THERE IS A FIRE IN YOUR SUITE:**

- Leave your suite immediately. **UNLOCK** and close all the doors behind you.
- Alert the tenants on your floor (pull the nearest fire alarm box) and proceed to the floor below by stairs. **DO NOT USE ELEVATORS** They will be used for emergency crews to carry out their duties.
- **CALL THE FIRE DEPARTMENT IMMEDIATELY (911 OR 975-3030)**
- If you are unable to negotiate the stairs, remain in a neighbor's suite, unlocking but closing the doors as you go. Hang a white sheet out the window to signal help is needed.
- Listen for instructions on the intercom.



Building Superintendent

Saskatoon

Housing Authority .

Monday - Friday

8:30 a.m. - 4:30 p.m.

**668-2700**

Emergency Maintenance  
(24-hour service)

**668-2727**

## **Emergency Procedures**

If an emergency requires police, fire personnel or an ambulance, please call them directly.

If a maintenance emergency arises after regular working hours, please call the 24-hour emergency maintenance number.

Be sure to give your name, address, the nature of the call and a phone number at which you can be reached. A member of the maintenance staff will return your call as soon as possible.

Allow about thirty minutes for maintenance personnel to reach the destination. Weather conditions, nature of the emergency and the number of calls demanding attention will determine the response time.

## **Emergency Number**

**Ambulance**

**Fire**

**Police**

**911**