



# Public Housing Tenant Information Booklet

Yellowknives Dene First Nation

Housing Division

Ph: (867) 920-4403 Fx: (867) 873-3563

902A Sikyea Tili Yellowknife, NT X1A 0A7

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## INTRODUCTION:



Welcome to Public Housing!

Although the unit you are renting is owned/leased by the Northwest Territories Housing Corporation please be advised that it is administered and managed by the Local Housing Organization who acts as the agent of the Corporation. The Yellowknives Dene First Nation (YKDFN) Housing Division therefore represents the Landlord and is your point of contact for all inquiries regarding your tenancy.

This booklet is intended to inform you and be a quick guide to what is expected of all Public Housing tenants upon move-in and move-out and inform you in general of your responsibilities as a tenant.

The lease you have signed spells out your obligations as well as the Landlord's obligations. You should review it thoroughly and keep your signed copy in a safe location. The main obligations of the tenant contained in the lease are:

- To pay damage deposit
- To pay rent
- To pay power
- To carry appropriate tenant's insurance
- To keep the premises clean and in good condition
- To not make alterations or additions to the unit or carry out repairs to the unit
- To not assign or sublet
- To use the premises as a residence only
- To pay all costs for necessary repairs resulting from tenant's damage
- To notify the Landlord of heating equipment failure, water leaks, electrical problems or other general maintenance issues with the unit
- To maintain smoke detectors by not disabling them
- To comply with the Landlord's Rules and Regulations (attached to the lease as Schedule "A")

If you have any questions about the lease or interpretation of Any of the lease clauses, please contact our Office.

If you have any questions about the lease and the Residential Tenancies Act, the Rental Office is available to you as a resource of information (867-920-8047 or Toll Free 1-800-661-0760).





## MOVING-IN:



### On Move-in:

Ndilo Tenants – Are required to sign transfer form and put bill in their name. Pay security deposit Northland Utilities.

Dettah Tenants – Are required to sign transfer form and put bill in their name. Pay security deposit to NWT Power Corporation.

In all cases damage deposit must be paid prior to moving in, first month's rent due before month end. You may make payment by one of the following:

1. Dettah Band Office – cash only
2. Cash
3. Debit
4. Cheque, money order
5. Email Money Transfer to Housing Manager
6. Payroll Deduction
7. Pre-Authorized Debit

Water, Sewage, Garbage and Fuel are included in Rent.

Market Rental – Tenants are responsible for all utilities

This tenant information booklet includes a checklist attached as Appendix “A” you may use to assist you on move-in.



## **Maintenance/Cleaning/Tenant Damage:**

Your move-in inspection documents the condition of the unit. When you move-out, this document is used to detail changes in the unit that may either be normal wear and tear or which may be considered tenant damage. It is important to keep this document and follow-up with the Landlord on any damage or repairs identified as being a result of a previous tenancy.

It is important to note that you are responsible for all guests who enter the unit while it is your rental unit. Damages inside and outside the unit are what you or your guests actually damage (accidentally or otherwise) or that cause other damage, such as a broken window or a hole in the wall or flooding from a tap left running. It also includes any damages that may occur when you are away from the rental unit (e.g. vandalism).

As you are responsible for what happens to the rental unit when you are away it is important that you make arrangements to have a responsible adult checking your unit when you are gone.

The following are examples of repairs/maintenance of the unit generally considered tenant damages:

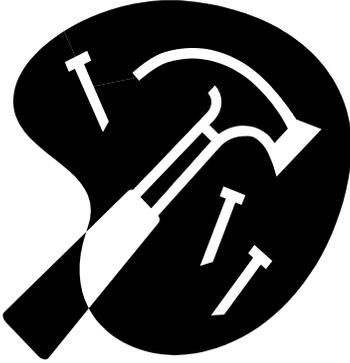
1. Cleaning (walls, floors, carpets, cupboards, fixtures, appliances) if left undone by you on move-out;
2. Holes in walls from doorknobs or furniture impact on move-in or move-out and general use including accidental;
3. Plugged toilets/sinks/tubs drains;
4. Cracked glass and/or stripped crank handles from forcing windows open;

5. Dents and/or broken or missing supports/shelves/drawers/oven racks in appliances from misuse or mishandling or accident;
6. Cracked door frames/latches/locks from forcing doors open from misuse or mishandling or accident or vandalism;
7. Fuel tanks run dry (*if tenant responsible for filling*) causing heating system to cease working, freeze-up of unit and requires servicing to restore heating system and/or frozen water lines

### Household Tips

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- *Use Baking Soda to remove stubborn stains and clean without scratching!*
  - *Use Vinegar and Water to clean mirrors and window glass!*
  - *Use Vinegar and Baking Soda followed by hot water to keep drains clear and fresh!*
  - *A small dish of Dry Coffee Grounds will keep your cupboards fresh!*
  - *Always keep a plunger handy!*
  - *Use SOS pads for stubborn stains on floor tiles*
  - *Use Magic Eraser for stains/marks on walls*
  - *Vacuum heat registers and wash covers at least once a year throughout unit to ensure maximum performance*
  - *During summer months to eliminate the amount of insects that enter your unit spray a can of raid on the exterior of the entrances*
  - *Putting down some salt will help for ants*
-



## Landlord Maintenance:

The YKDFN Housing Office provides preventative maintenance such as cleaning and servicing of your water tank and furnace. Our office is also your contact for emergency repairs and any maintenance issues. Although we are the contact Deton Cho is responsible for Sikyea Apartment tenants.

Your lease contains the contact name and telephone number for emergency maintenance during regular working hours and for after hours.

The following are examples of repairs/maintenance of the unit that is carried out or arranged by us:

- Annual Condition Ratings (for planning necessary upgrades/replacements)
- Repair or replacement of leaking plumbing fixtures or cracked fixtures that are a result of normal wear and tear
- Repair or replacement of fridge and stove
- Repair or replacement of heating supply equipment, fittings, switches, thermostats, circulating pumps, water heaters and electrical components as necessary

Although Housing carries out inspections and repair of furnaces, boilers, water heaters, electrical, smoke detectors, fire extinguishers, foundations, roof shingles and structural defects in accordance with planned maintenance tasks on a frequency that may be monthly, semi-annually or annually, things do break down unexpectedly. In consideration of this, it is important to report all maintenance issues as soon as you are aware of them.

An item that requires immediate attention because it is adversely affecting the health or safety of tenants or, an item if left unattended will cause damage to the structure or its components is an emergency repair. Examples would include:

- No heat
- Frozen water lines/sewage tanks
- Plugged drain lines of toilet/Kitchen sink
- Broken/cracked water lines
- No fuel supply
- Refrigerator/electric range not working
- Complete loss of electrical power
- Smashed windows or broken exterior doors

It is therefore, important that Housing be contacted immediately to address the emergency issues and minimize further damage.

## **On Move-out:**

The general rule of thumb is - are you leaving the unit in the same condition as when you moved-in?

When a tenant intends on ending their lease, the process is called a "Tenant Notice to Vacate". In order to begin the process of ending your tenancy, a "Tenant Notice to Vacate" must be in writing and given to Housing at least 30-days in advance of your lease ending. A standard fill-in-the-blanks "Notice to Vacate" is attached to this booklet as Appendix "B" that you may use.

Additionally, this tenant information booklet includes a checklist attached as Appendix "C" you may use to assist you to make your move-out a smooth one:

All items on the checklist attached must be completed prior to your check-out appointment so contact Housing as soon as you can to ensure that sufficient notice is given. Please be advised that the Unit Inspection will take place whether or not you are in attendance. Any items on the checklist that are not complete may result in a direct chargeback to you.

Your security deposit plus applicable interest less any tenant damages (the total of which is based upon the results of the check out inspection) will not be refunded on the same day as your move out inspection. It is important that you notify us of your forwarding address. If no forwarding address is given we are unable to refund your security deposit to you.

Damages to the unit and failure to leave the rental premises in a normal state of cleanliness is considered tenant damage and will be deducted from your security deposit once the cost of repairing the damage is complete or an estimate has been provided. In the event that the costs of tenant damages exceed the security deposit the outstanding balance is immediately due and payable to Housing. Please ensure that payment arrangements are made prior to your leaving. Should you leave without making repayment arrangements all legal action will be pursued to satisfy your debt to Housing and ultimately the NWT Housing Corporation.

Appendix "A"



MOVE-IN CHECKLIST



- Reviewed and signed Lease with Housing
- Provide proof of income to determine Rent Subsidy eligibility
- Paid rent and security deposit to Housing and received keys
- Attended, reviewed and signed move-in inspection report with Housing
- Contacted power company, confirmed new service/billing address and signed change of responsibility forms
- Contacted local fuel service provider, confirmed new service/billing address and arranged for continued delivery of fuel
- Contacted water delivery service provider for trucked water, confirmed new service/billing address and arranged for delivery of water as needed
- Contacted municipality for garbage pick-up, confirmed new service/billing address and arranged for continued municipal garbage pick-up



## Yellowknives Dene First Nation

### HOUSING DIVISION

#### Appendix "B"

|                                   |                                   |
|-----------------------------------|-----------------------------------|
| TO: (Landlord's name and address) | From: (Tenant's name and address) |
| Address of Rental Unit:           |                                   |

#### **Termination Date**

I am giving you notice that I am terminating my tenancy. The last day of my tenancy will be \_\_\_\_\_.

\_\_\_\_\_ I will move out of the rental unit on or before this date.

(day/month/year)

#### **Forwarding Address**

Street Address: \_\_\_\_\_

City/Province: \_\_\_\_\_

Postal Code: \_\_\_\_\_

#### **Important Information**

1. The tenant must give Housing at least 30 days notice
2. This notice applies to both tenant's vacating the premises before their lease is up for renewal and tenant's whose lease terms are expiring and are vacating
3. The tenant must move out of the rental unit and remove all personal possessions on or before the date specified in this notice. If the tenant moves out according to this notice but does not remove all their possessions, the tenant will have given up all rights to these possessions and the landlord will be allowed to dispose of them and the cost of disposition from the tenant's security deposit.
4. If no forwarding address is supplied by the tenant the security deposit cannot be refunded. Security deposits are refunded after the check-out report has been reviewed by the landlord and if any, the cost(s) of tenant damages and arrears have been determined.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Appendix "C"

MOVE-OUT CHECK-LIST

General:

- All nails, plugs, hooks, etc removed from walls
- All walls and trim washed and free of stains
- All painted, varnished, plasticized doors, trim and woodwork washed
- All air vents vacuumed and washed – also lift out and clean debris in register duct wells
- All burnt out light bulbs and florescent tubes replaced
- All light globes and shades cleaned
- All windows and screens washed inside and outside (weather permitting)
- All window sills and tracks washed
- Bathroom fixtures and tiles thoroughly cleaned – free of dust, mould/mildew, mineral build up and/or soap scum
- All mirrors cleaned
- All cupboards cleaned inside and out
- All shelf lining removed
- Closets cleaned thoroughly and wiped of all stains and scuff marks
- Countertops and backsplash cleaned thoroughly and wiped of all stains, grease, surface grit and prints
- Clean refrigerator (inside and out) – be sure to defrost. The fridge should be pulled out and cleaned behind as well as underneath the appliance, coils vacuumed in back. No decals or stickers. Please ensure fridge is plugged back in and turned on once complete
- Stove: Oven, drawer, rings, drip trays and exterior surfaces cleaned
- Range Hood: cleaned inside and out, including fan filter. Range hood free of grease and dust
- Sinks and porcelain cleaned including around taps & faucets – free of stains, water marks, mineral deposits and soap scum
- Laundry Room – cleaned dryer lint trap
- All floor throughout unit
- Carpet vacuumed and professionally steam cleaned
- All debris from basements and crawl spaces removed
- Exterior of unit cleaned. Yard free of debris

Utilities (If applicable)

- Power – payment of final bill arrangements have been made. Notice of disconnection given
- Water/Sewer – payment of final bill arrangements have been made. Notice given
- Fuel – tank must be filled to full on move out. Payment of final bill arrangements has been made. Notice given

Other:

- Please ensure the unit is vacant of all your belongings, inside and out
- Turn all keys into Housing

Thank you for your cooperation! We hope your stay was a pleasant one!



SIGNATURES

I have read fully and/or had it explained to me and understand these house rules and agree to abide by these rules.

Signed: \_\_\_\_\_  
Tenant Signature (Applicant) Print Name

\_\_\_\_\_  
Tenant Signature (Co - Applicant) Print Name

\_\_\_\_\_  
(YKDFN Housing Division) Print Name

Dated \_\_\_\_\_ at Ndilo/Dettah