

Non-Profit Housing Resident Handbook

ST. JOHN'S

Welcome

On behalf of the City of St. John's Non-Profit Housing Division, I want to welcome you to your new home.

We take great pride in our units and strive to ensure that they are something we are proud to own and you can be proud to live in. To help ensure our units are the best they can be, we have created this handbook to answer any questions you may have and provide you with guidance as to when you need to contact us to have an issue addressed.

St. John's is a wonderful place to live, learn, work and play. We hope that you and your new home will help add to the great city that is St. John's.

So, please take a few moments to read this handbook and if you have any questions, do not hesitate to give your Tenant Relations Officer a call.

Again, welcome and I hope this is the beginning of a wonderful chapter in your life.



Judy Tobin
Manager, Non-Profit Housing Division
Department of Community Services

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Important Contacts:

Manager 576-8317

Tenant Relations Officer 576-8318
or 576-8190

Maintenance Line 576-8196

Fax Line 576-8078

Emergency/Access St. John's 311

Email: housing@stjohns.ca

Questions? Concerns?

... 4 easy ways to reach the City

- 
- Download our new app
 - Call 311 or 754-CITY
 - Submit online at stjohns.ca
 - Visit Access St. John's at City Hall



www.stjohns.ca/access-311

ST. JOHN'S

Your Lease and Rent

Your Lease

The lease is a contract which sets out, in writing, the responsibilities of the City of St. John's Non-Profit Housing Division as the landlord and you as the tenant. It is important that you read your lease carefully and if you have any questions, please contact the staff of Non-Profit Housing. They will be happy to explain any of the terms or conditions that you do not understand.

Residential Tenancies Act

The Non-Profit Housing Division provides a copy of the Residential Tenancies Act to the tenant when the lease is signed. Please review the Act if you have any questions concerning your tenancy.

Paying Your Rent

Your rent is due on the first of each month so it is your responsibility to ensure funds are in your bank account at this time. If for some reason, you do not have the necessary funds in the bank, or are late in depositing your money; your cheque will be returned to the City NSF (non-sufficient funds). The bank will charge you for this returned cheque.

If this happens you are asked to make your payment directly to the Citizen Service Centre, City Hall, from 8:30 a.m. to 5 p.m., Monday to Friday. Staff of Non-Profit Housing or any employee of the City of St. John's, other than the cashier, are not permitted to accept payment.

If you are having difficulty paying your rent on the first of each month, please contact the staff of Non-Profit Housing to discuss your situation and make alternate arrangements. It is very important to avoid rental arrears which can be grounds for terminating tenancy.



Housing Programs & Your Rent

Housing provided by the City falls into three distinct categories - Lower End of Market (LEM), Rent Geared to Income (RGI) and Affordable Housing.

Lower End of Market Units (LEM)

- The City of St. John's operates 268 units which fall into this category.
- Certain eligibility requirements are in place for the LEMs.
- Rents in these units are a minimum set rent or are based on 25% of the household income; whichever is greater.
- Utility costs in the LEMs are the responsibility of the tenant.
- Rents in the LEM units are reviewed annually and you will be given adequate notice of any rental increase.

Rent Geared to Income Units (RGI)

- The City of St. John's operates 156 housing units which fall into this category.
- The RGI units are targeted specifically to individuals and families with low income. Rents in these units are based on 25% of income and include heat and light.
- Rent in the RGI units is established once a year but you should contact our offices immediately if your income changes so that we can adjust your rent accordingly.

Affordable Housing (AF)

- Affordable Housing (AF) is a set rent upon move-in and you pay your own utilities.
- Upon move in, tenants must have an annual family income of \$32,500 or less.

What You Should Know

Inspections

Inspections on your home are carried out on a regular basis. We will notify you in advance of this inspection.

Requests for Repairs

If you require maintenance or repairs, please call 576-8196 (Monday to Friday 9 a.m. to 4:30 p.m.) outlining the problem. There is a document you signed when you signed your lease indicating whether or not it is OK for City staff to enter your property for maintenance purposes when you are not home. In the case of maintenance/repair to appliances or plumbing the tenant is required to be at home or to have a representative of the tenant, over the age of 16, at home on the day the service is expected to take place. For emergency maintenance or repairs after hours and weekends, call 311.

What is an “Emergency”?

Emergencies include fire, flood, sewer back-up, loss of hot water, lost keys, inability to secure the home (break-in), broken glass, no heat or frozen water lines. The after-hours emergency number 311 is in operation 24 hours a day, seven days a week. If you do not have an emergency please wait for regular working hours, Monday to Friday, 9 a.m. to 4:30 p.m.



Insurance

The Non-Profit Housing Division does not provide you with any type of insurance coverage under the lease agreement and will not be held responsible for loss or damage to your furniture or belongings however caused. You are encouraged to purchase tenant insurance to insure your personal property against fire or other damage. Contact any insurance company for further information on a tenant's package of insurance.

Moving in

Please be extremely careful when moving your belongings to prevent damage to the property. Prior to moving into your new home, you and a staff member from Non-Profit Housing will conduct a move-in inspection to ensure that everything is in working order. If something is missing or does not work, then it will be noted and either repaired or replaced, if necessary.



Moving Out

When you plan to move out, your written notice must be received by the Non-Profit Housing Division on the first of the month. For example, if you plan to move at the end of November, then your written notice must be received by October 31st or November 1st at the latest. Failure to give a 30 day written notice on the first of the month will result in your account being charged one month's rent.

The home you are vacating must be left clean and in reasonable condition. The home should reflect the move in report.

You will be sent a list of your responsibilities prior to move out. If our maintenance division has to carry out any of the duties that are listed as your responsibility, you will be charged for materials and labour.

You must contact your Tenant Relations Officer at least three business days before your scheduled move out to book a time that is mutually acceptable to complete your move out inspection.

You can return your keys at this time. Any damages will be noted on the inspection and a damage report will be completed by the Maintenance Foreman with costs, if applicable.

Remember to arrange for the cancellation of utility services.

Don't forget to leave your new address with Canada Post so that mail can be forwarded to you.

We are not responsible for lost or missing mail.



Keys/Locks

You will receive two sets of keys to your new home during the move-in inspection. You are not permitted to change the lock system or add another lock. The City has a master key system to ensure entry into our units in the event of an emergency. If we cannot get into the unit either for maintenance or emergency purposes, you will be charged for any actions we must take to gain entry.

Do not invite theft or vandalism by leaving your home unlocked. In the event that you are locked out of your home, arrangements can be made to let you in but there will be a charge for this service if it occurs after normal working hours (9 a.m. to 4:30 p.m., Monday to Friday). Please ensure that you use the deadbolts on your entry doors.



Cars and Parking

Please remember to park your vehicle properly in parking areas, driveways or streets where it is legal to do so. Make sure your parking permit is visible at all times. (See Parking Permits)

Parking facilities are provided for roadworthy and licensed vehicles only. Light panel trucks will also be permitted if they are owned by the tenant, but full size trucks and commercial vehicles are not allowed.

If you park your car for long periods during the winter, you are responsible for moving it so our snow clearing contractor can clean the parking lots. If your car is not licensed or roadworthy it can be towed at the owner's expense.



The Non-Profit Housing Division will not tolerate parking on landscaped areas or carrying out of repairs in your driveway. Any tenant found carrying out repairs or parking on landscaped areas will be issued a letter and if the practice continues, then a Notice to Vacate the premises will be issued. Please review Section 16 (“Damage to Vehicles”) of your lease.

Parking Permits

All tenants in Non Profit Housing (designated areas) are responsible for purchasing a parking permit at the Citizen Service Centre, 1st floor, City Hall for a yearly fee. If you do not own a car and you have an assigned space, you are responsible for purchasing a visitor permit for use by your guests where applicable.

Pest Control

Tenants are responsible for pest control in their units. Tips to protect yourself from unwanted pests:

- 1) Always keep doors closed and only open windows with screens. This prevents rodents and insects from getting into your home.
- 2) If you see mice in your unit, set traps and bait. However, be aware that they will eat the most easily accessed food source so keep food off counters, and place scraps and waste in a covered garbage container.
- 3) Cat food contains a natural antidote to mouse poison, so remove all cat food to prevent an alternate food source.
- 4) Never throw garbage (even in bags) outside your home. Place it in a securely covered container until your next collection day.
- 5) If you see earwigs in your unit, a solution of a small amount of dish detergent mixed with water in a spray bottle is very effective. Spray around doors and baseboards to prevent them from coming in.
- 6) Bedbugs: If you see or suspect there are bedbugs in your unit, contact our office immediately. This is something the City will address.

Signs & Notices

No business signs, advertisements or notices are to be displayed in windows of your home. Your home is for residential use only.

Cleanliness

It is your responsibility to maintain your home in a clean and orderly manner.

It is a requirement of the National Building Code that stairways and hallways be a minimum of 86 mm (34 inches) wide. You should ensure that nothing is stored on stairs, landings or in hallways that could affect your safety or that of first responders.

Plumbing Fixtures & Drains

When cleaning your sink, toilet, basin, bath or laundry tub, use cleaning materials that are free of harsh abrasives. Lye will ruin porcelain and may cause plugged drains and should not be used. It is your responsibility to keep drains from becoming clogged with things like hair, grease, coffee and tea leaves, paper towels, tissues, baby wipes, sanitary napkins, tampons, and disposable diapers. Put such items in the garbage and not down the drain or toilet. If damage occurs due to these or other items, you will be held responsible for the cost of repairs.

Crystal drain cleaners should not be used on clogged toilets. The following is a homemade drain cleaner which has proven to work in many cases:

Home Made Drain Cleaner

- 1 cup baking soda (250 ml)
- 1 cup table salt (250 ml)
- ¼ cup cream of tartar (50 ml)

Mix dry ingredients in a bowl. Store in a clean jar/tin and label clearly. To use: Put about ¼ cup of mixture into the drain and add one cup of water. The mixture will fizz and bubble. When bubbling stops, run clear water through the drain.

Sinks and Toilets

Sometimes it is necessary to turn off the water flow to your sink or toilet. If your toilet or sink won't stop filling, one way to prevent water from getting on the floor and causing damage is to shut off the water supply. Photo 1 shows the water shut off to your taps in either your kitchen or bathroom sink. Photo 2 shows you where to locate the water shut off to your toilet.



Moisture in your Home

Air holds water and too much moisture in the air may cause damage. Help avoid or minimize the problems caused by excessive moisture by doing the following:

- Close your bathroom door when using the shower or bath tub and turn on the bathroom fan. Leave the bathroom fan running at least 15 minutes after showering or bathing.
- Do not dry wet clothes, bath mats or towels in the bathroom or any other area of the house; instead hang them outside or use a vented electric dryer.
- When cooking, use the kitchen fan (range hood fan) so steam and moisture can escape.
- During the daytime, do not close up rooms – keep doors open and if weather permits, open a window for air circulation within your home. When possible, keep blinds and drapes open to allow air circulation around windows.

Heat Recovery Ventilator (HRV)

HRV's are another way moisture can be controlled in your home. If your home is equipped with a HRV, you should still use fans in the kitchen and bathroom to control moisture at the source, and let the HRV do the rest. HRV's are designed to operate automatically. The HRV is controlled by a humidistat and is similar to a thermostat in appearance but instead of controlling the heat it operates on changes in humidity.



The humidistat is usually located in the hall or living room and should be set in the comfort zone or at approximately 35% to 40%. When the moisture level rises above this amount the HRV will start up and lower the level to 35% to 40%. Moist air is much more expensive to heat than dry air so there is very little cost, if any, to operate your HRV.

Windows and Ventilation

Well ventilated rooms are easier to heat and keep clean. Fresh air, which can help provide the necessary ventilation for your home, is available to you just by opening windows, so it is a good idea to use this method at least once a day and freshen the air in your home. However, expensive damage can occur if you open windows when it is raining or snowing.

If your home is equipped with a HRV, then it isn't necessary to open your windows, as the HRV will keep the air fresh at all times. Please remember to keep your HRV set in the comfort zone. As with electric heaters, your HRV will only cut in when needed and does not burn excess electricity so it is not necessary to turn it on and off.

If your unit is not equipped with a HRV, you can improve air flow and quality simply by opening a window on warm days. If it is raining or snowing, opening a window will only add to the moisture in the air thereby defeating the purpose. So only open your windows in good weather.

Window Screens

The screens have been installed for your comfort and should only be removed for cleaning purposes and put back immediately. If your screens are damaged, please report it to the maintenance number. We will repair damage due to normal wear and tear but you will be expected to pay for any other damage.

Electrical Heating

Your home is electrically heated; remember to keep heaters clean and free of dust. For safety and heating efficiency, do not place furniture or drapes against electric heaters. Keep curtains at least one foot above heaters. For units that have heat and light included please do not be wasteful of the energy consumption.

Thermostats

The thermostats located in your home control the heating in your home. Normal daylight settings should be between 20 C to 21 C (68 F to 70 F). Turning your thermostats down during the night or when you are not at home helps to conserve energy.

Hot Water Tanks

The temperature on the hot water tank in your home has been set to deliver sufficient hot water for normal requirements. If you plan to be away from your apartment for any length of time (vacation, hospital stay) it is suggested you turn off your hot water tank.

Appliances

All City owned Non-Profit Housing units contain refrigerators and stoves. Please ensure that they are cleaned regularly.

Connections for the washer and dryer hook up are provided in your home. Please remember that dryers must be hooked up to the proper outside ventilation systems and not vented into the home as the moisture may affect your health as well as the condition of your home.

Portable washer/spin dryer units must only be used in well ventilated rooms because they contribute seriously to household moisture and mildew problems. Portable washer/spin dryers are not permitted in apartment buildings.

If using personal care appliances (hair dryer, curling iron, straighteners, etc.) please do not leave them unattended when plugged in. These appliances can become very hot and may cause a fire.



Boarders & Lodgers

Your new home is meant to accommodate only those identified in the lease agreement. Therefore, you are NOT permitted to have boarders or lodgers under any circumstances. Nor can you sublet your home.

Visitors

You are responsible for the behaviour and activities of your visitors. Disturbances created by your guests will be considered a violation of your lease agreement and you as leaseholder will be held responsible.

Pets

The City of St. John's Municipal Council has adopted a policy to allow pets in specific non-profit housing areas. Please check with the staff of Non-Profit Housing to determine if your area has been included. As a responsible pet owner, please ensure that you clean up animal waste regularly and promptly. Upon move out, if our maintenance staff are required to remove animal waste you will be charged for it and it will be included in the Damage Report. For easy reference, the City of St. John's Non-Profit Housing Pet Policy is located at the back of this handbook.

Alterations

Under specific circumstances you may be permitted to make alterations or changes to the interior or exterior of your home but you must obtain prior written approval from the landlord. Some examples of alterations include planting shrubs, trees, or changing light fixtures.

Fences

If you wish to build a fence around your home, permission must first be obtained from Non-Profit Housing. A building permit is also required and can be obtained from the Access Centre, 1st floor, City Hall.

If you have erected a fence it is up to you to keep it in good repair.

Painted Walls and Woodwork

As a tenant you are permitted to paint and wallpaper. You are not permitted to use stick on picture hangers, mirror tile or apply mactac/decals on any surface, including appliances and bathroom fixtures. If you change the colour of the paint and/or wallpaper, you should be aware that when you move out, the unit has to be returned to the original condition. A charge will be applied if we have to remove wallpaper and repaint. The Non-Profit Housing Division will provide paint to you at regular intervals, usually every three (3) years to assist in keeping your home in good condition. Please contact maintenance to discuss your specific painting needs.

Flooring

If a tenant wishes to change any flooring in the home prior permission from our maintenance division is necessary. If the flooring is changed without permission, the tenant will be charged to return it to the original flooring.

Stick-on floor tiles are not allowed in your units. These tiles cause damage to the original flooring and are extremely costly to remove. The cost of removal will be charged back to the tenant.

Light Fixtures

If you change the light fixtures in your unit this must be done by a qualified electrician and the City's fixtures must be put back in place when you move out. Please store these fixtures carefully. If they are not reinstalled when you move out you will be charged for this work.

The installation of **ceiling fans** requires prior permission of Non-Profit Housing and must be installed by a qualified electrician.

Shared Areas

Garbage Disposal

We take garbage seriously. All residents must cooperate to ensure a healthy and safe living environment. With a little care and attention most garbage collection problems can be avoided.

If you have a garbage chute or a garbage room where you put your garbage, make sure your garbage is securely and compactly wrapped so that it does not spill. Avoid jamming garbage chutes with oddly shaped bundles. Always put glass, needles and other sharp items in a solid container (i.e. a pop bottle and put the cap back on) or in a box and mark the box to identify the contents. This action on your part can help prevent our collectors from being injured.

Garbage for curb side pickup should be covered and placed outside on pick up day only – no earlier than 6:30 a.m. and not later than 8:00 a.m. Items such as needles, glass, kitty litter, and dog feces should be placed in secured containers. Wood must have all nails either removed or bent down to prevent injury to the garbage collector.

New rules and regulations concerning garbage collection are available upon request.

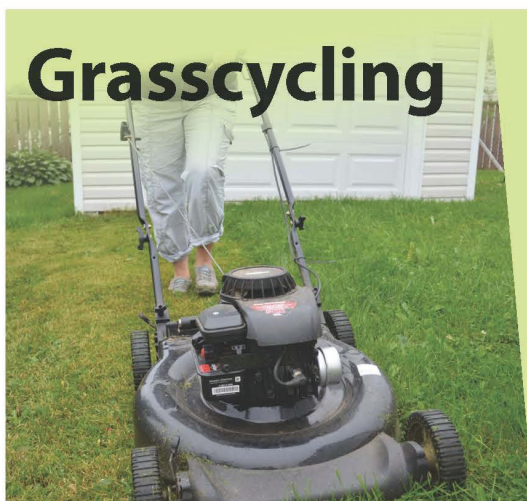
In some City of St. John's Non-Profit Housing areas, recycling bins are available for the recycling of newspaper, aluminum cans and plastic containers. Please participate in recycling programs by using blue bags and placing them in appropriate bins.

Lawns and Driveways

You can help keep your neighbourhood neat and attractive by making sure you take good care of both the inside and outside of your home.

If you have your own lawn and/or yard, you are responsible for cutting the grass.

During winter, residents in houses are responsible for clearing snow from their walkways and driveways (when necessary).



Grasscycling

Do you 'Mow and Go'? You should – there are many benefits! Grasscycling is using your lawn mower to mulch the grass clippings when you mow your lawn. Instead of removing them, keep the clippings on the lawn.

How to Grasscycle:

- Use a sharp blade.
- Keep your mower height at 6.5 centimetres (2.5 inches).
- Cut only one third of the grass blade at a time.
- Cut your lawn often - once or twice a week depending on the growth.
- Mow grass when it's dry to prevent clippings from clumping together.
- Any mower should be able to be used. If you'd like, you can purchase a mulching blade retrofit kit at any hardware store.

Abandoned & Unlicensed Vehicles

For the safety of residents, abandoned, unlicensed or non-roadworthy vehicles are strictly prohibited. A twenty-four (24) hour tow notice will be given and if there is no response or action by the tenant, the vehicle will be towed away at your cost.

Storage Rooms/Lockers/Cages

Please use only the locker assigned to you. There are limited lockers at each location. Keep a clear path to the storage room for the safety of yourself, and others using the storage room. Storage lockers and cages must be kept clutter free in the interest of fire safety. You may install a security lock on your storage locker/cage for the protection of your belongings. The Non-Profit Housing Division will not be held responsible for lost or stolen property. If upon move out a tenant neglects to remove his/her belongings, you will be charged for removal and disposal. Flammable items are not permitted to be stored in City storage units and include but are not limited to tires, batteries, gasoline or other petroleum based products. Do not move to another locker without prior approval of Non-Profit Housing. If you occupy a locker other than the one assigned to you, you will be required to remove the items immediately.

Elevators

Elevators are an essential part of apartment living. Here are a few ways you can keep your elevator in good working order:

- Don't hold doors open for long periods of time.
- If the elevator stalls between floors, do not panic. Press the emergency button to call for help. Do not try to leave the elevator.
- Do not try to force open the doors.
- If the elevator has been damaged or some defect is noted, please call the 576-8196 9 a.m. to 4:30 p.m. on regular business days. After hours please call 311.



Fire Prevention and Safety

Causes of Fire

The three most common causes of fire are:

1. Careless smoking
2. Unattended cooking on stove
3. Children playing with matches and lighters

Do:

- Keep electric heaters and water boilers clear of debris, boxes, clothing or any type of clutter.
- Keep curtains at least one foot above the top of your heaters.
- Combustibles (i.e. towels, papers, curtains, etc.) should be kept away from cooking areas, heaters, lamps or other electrical equipment.
- Medical cylinders, if needed, should be secured upright and/or outdoors if possible. Never store cylinders in basements or storage spaces with electrical meters/equipment.
- Use candles/tea lights only in proper holders on a heat resistant surface and never leave them unattended.
- Replace all extension cords with CSA approved surge-protected power bars.
- Keep all hallway, stairwell, and laundry room doors closed at all times to help prevent the spread of smoke and fire.
- Check and clear dryer lint traps before and after every use.

Don't:

- Use kerosene, oil or propane heaters in your home or store flammables inside.
- Erect a real Christmas tree in apartment buildings.
- Store oily rags and paints.
- Use gasoline or solvents inside your home.
- Store propane, kerosene or oil inside your home.
- Leave lit cigarettes unattended. Ensure ashtrays are on a stable surface. Never smoke in bed, and make sure cigarette butts are fully extinguished before disposing of them.
- Hang items from sprinkler heads.

Many fire departments are experiencing serious fires, injuries, and deaths as the result of compulsive hoarding behaviour. The St. John's Regional Fire Department reminds residents that the excessive accumulation of materials in homes can block access for firefighters, intensify the amount of heat and flame in a fire or even make a building collapse earlier under the weight of the clutter, trapping or seriously injuring occupants or firefighters.

Smoke Detectors

Please do not tamper with or disconnect any smoke detectors in your home. Tampering with a safety device could be grounds for eviction. They are very sensitive devices designed to warn you of fire and have been installed for your safety. If they are battery operated, change batteries at regular intervals – a good reminder is to change your batteries when the clocks change twice a year. Your smoke detector is inspected once a year by a qualified contractor. A working smoke detector could save your life once a fire has started.

Fire Extinguishers

Inspections of fire extinguishers and smoke detectors are carried out annually. Prior notice is given to tenants that an inspection will be carried out. It is not necessary to be home for this inspection. The Non-Profit Housing representative and an inspector will enter using our master key. It is suggested that pets be kept in a confined area while this inspection is being carried out.

Keep your fire extinguisher in an area where it is easily accessible. Do not store it where you'll have to cross the path of the fire (i.e. your stove) in order to access it. Also, don't put it in cupboards where it can become buried by other things.

Never let the fire get between you and your way out.

If you must use your fire extinguisher, call 911 and have the fire department respond to ensure the fire is totally out. Please call 576-8196 to have your fire extinguisher replaced after it is used.



Preventing Cooking Fire

Fat fires are one of the leading causes of fire in the home. To avoid these types of fires, the City only permits deep fat frying in CSA approved deep fat fryers. Fat frying on the stovetop is not permitted. Here are some tips you should follow to help avoid a fire or to properly handle one if one should start:

- Never use water to put out a fat fire.
- If the fire has not spread from the pan cover the pan with a lid to smother the flame and turn off the burner.
- Never attempt to carry a burning pan! Fire can catch to your clothes and the hot fat can scald you.
- If the fire has spread over the top of the stove, throw salt or baking soda on the flames.
- If the fire is out of control, make sure everyone is out of the house and call the Fire Department at 911 – then notify the Non-Profit Housing Division.

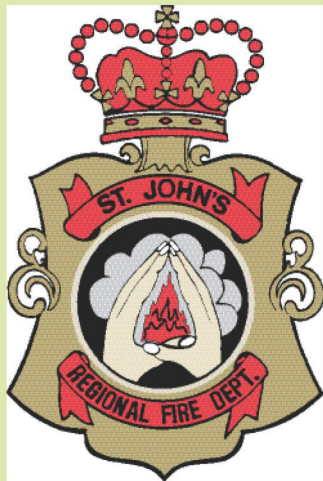
Electricity

Check your electrical appliances periodically for broken or frayed cords, or deteriorated plug-ins. Do not make any additions or changes to any of the existing wiring or heating units in your home. Don't overload electrical circuits; try to arrange your electrical appliances to avoid overloading. If you must use a power cord, use one that is CSA/UL approved and that has a grounded (3rd) plug.

Sometimes, when you plug in more than one item to an outlet simultaneously, it is quite possible you may overload and trip a branch circuit breaker. A tripped breaker can be identified by the on/off handle of the tripped breaker being directly in the middle position.

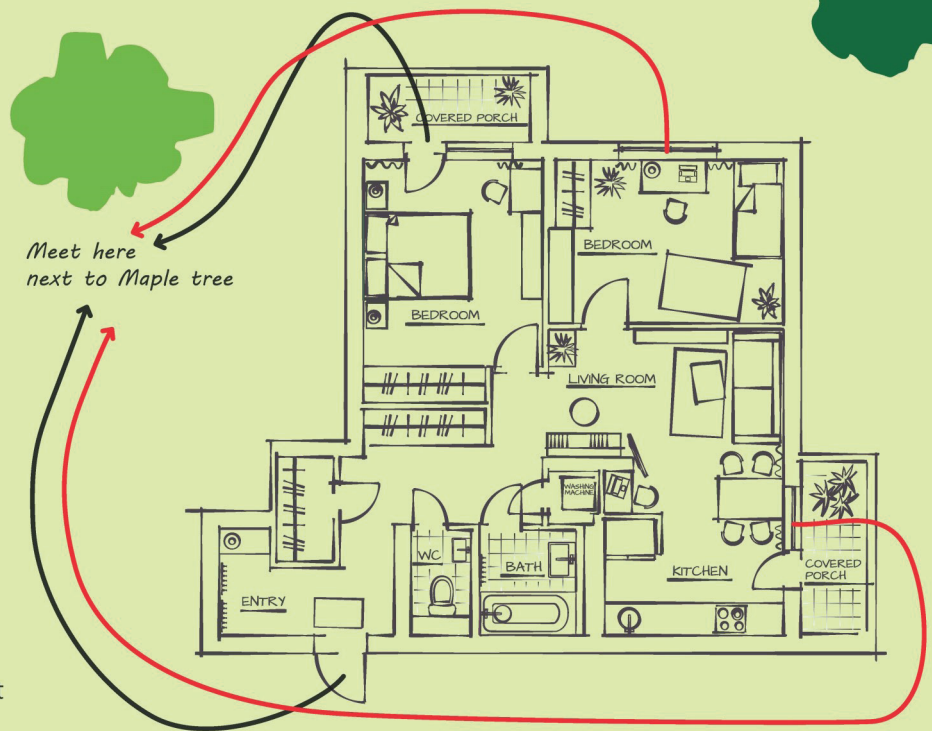
The breaker can be reset by turning the handle of the tripped breaker completely to the off position and then to the on position. Be sure to have all appliances off and unplugged before resetting the breaker.

Plan an escape route.



Plan Your Escape

- Draw a floor plan of your home.
- Know at least two ways out of every room.
- Teach children how to escape on their own.
- Task someone in your family to assist those who need help.
- Designate an outside meeting place.



Hard of Hearing or Deaf?

Many people who have hearing loss are not able to hear a conventional fire alarm because of the alarm's pitch. Fire alert systems use light and vibration instead of sound to signal a fire.

You may be eligible for a free visual/vibration fire alert system through the Provincial Fire Alert Project. To qualify, you must reside in the province, have a net household income of under \$59,000 and proof of hearing loss or deafness.

For information contact the Canadian Hard of Hearing Association: Phone/TTY: 753-3224 Text: (709) 725-3224 Email: kpbaker@chha-nl.ca



Vandalism

Vandalism is everybody's business. Damaged outdoor lights and broken glass in and around your home, street, and playground create hazardous conditions for you and your family. Ignoring graffiti and vandalism won't help, in fact, it can make the issue worse.

The Non-Profit Housing Division and the police are working together to reduce vandalism but they need your help. Keep your neighbourhood safe - report vandalism and graffiti to the police by calling 729-8000 and the Non-Profit Housing Division. This will help make your neighbourhood a safer place to live for everyone.

The City also encourages our tenants to become involved in Neighborhood Watch.

Neighbourhood Watch

Neighbourhood Watch is a community based crime prevention program that involves neighbours working together, being alert to suspicious activities, and looking out for one another to help create a safer environment for everyone. This program is not about being nosy or invasive, it is about banding together to keep your eyes open to anything that looks out-of-the-ordinary, and alerting the police to help prevent crime in our neighbourhoods.

Neighbourhood Watch is a safe program that does not require you to patrol your street or take on the responsibilities of the police. Let's Connect and Protect - together, we do make a difference.

Interested in getting Neighbourhood Watch in your neighbourhood, or just want more information? Call City of St. John's Neighbourhood Watch at 726-0180 or email neighbourhoodwatch@stjohns.ca.

Neighbourhood Watch



Neighbourhood Watch is a community-based crime prevention program – run by neighbours, for neighbours.

Neighbourhood Watch **doesn't mean:**

- you live in a high crime area – it means you live in a community that cares
- you have to do foot patrols or take on the role of police – just be alert for anything that looks out of the ordinary and report it to the police
- you have to be nosy or spy on your neighbours – instead you will end up connecting with your neighbours and together build a stronger community

Neighbourhood Watch staff and the Royal Newfoundland Constabulary can host an information session if you and your neighbours want to start a group.

Email: neighbourhoodwatch@stjohns.ca
Call: 726-0180



Policies

No Smoking Policy

All Non-Profit Buildings are smoke free buildings at all times. Buildings are defined as a unit with 4 or more apartments with shared hallways and common spaces.

For single units, smoking is permitted however, the City of St. John's Occupational Health and Safety Committee has adopted a No Smoking Policy in all units when staff/maintenance workers for the City are working in a tenant's unit. Please refrain from smoking while a City worker and/or contractor is on site. Both City staff and contractors have the right to refuse work in units where tenants are smoking during their visit.



Smoking is defined as:

The inhalation of:

1. smoke from the burning of tobacco and or cannabis, or any similar products or derivatives thereof,
and/or;
2. vapor or smoke from any device designed to vaporize liquids, oils, solids, including but not limited to tobacco and or cannabis, or derivatives thereof.

Cable Connection

Many of our tenants wish to have cable TV and internet. These services are provided by private companies who require that the resident supply them with confirmation from the owner that it is permissible to install the necessary wires etc.

If you wish to have cable installed in your home, please contact your Tenant Relations Officer who will supply you with a letter outlining the City's requirements in our units.

Pet Policy

It is agreed and understood that a violation of these rules and regulations is a direct violation of the lease, and as such, may result in an action on the part of the City of St. John's which could adversely affect tenancy. The rules and regulations for the pet policy (cat or dog) are as follows:

- All pets shall be licensed by the City of St. John's.
- Dog tags are available at the Cashier's Office, City Hall for a nominal fee.
- All animal waste shall be removed promptly from all outside areas and disposed of in a sanitary manner.
- There shall be no more than one pet per household.
- Pets shall not be allowed to roam.
- Pets shall not interfere with the quiet enjoyment of other tenants.
- Pets shall not be kept in pens or kennels at any Non-Profit Housing site.
- Pets shall not be tethered in the front of any property nor shall any pet be kept in the front yard of any property where so provided. Tethered means securely fastened by way of leash and collar to an immovable object for the purpose restricting roaming. Choke chains shall not be used to tether an animal and the tether should be 5 times the length of the animal.
- Damage to landscaped areas or building components shall be the responsibility of the pet owner and shall be rectified immediately. Common areas shall be cleaned immediately of all animal waste.
- Tenants occupying units with enclosed rear yards (under the control of a single tenant) may allow pets to run free within the confines of the yard provided the animal is restricted from escaping and the action of the pet, such as excessive barking, does not disturb neighbouring properties.
- Tenants occupying units with joint rear yards (intended to serve more than one tenant, as in infill housing), as defined herein shall ensure pets are tethered and will not allow pets to go unsupervised.
- Tenants occupying units with open rear yards must ensure that unsupervised pets are tethered.
- Any tether used must be 5 times the length of the dog and shall not be attached to a choke chain.



Humane Services

ST. JOHN'S

The City of St. John's Animal Care and Adoption Centre is located at 81 Higgins Line (adjacent to the Howley Building).

The Centre can house up to 65 cats and 20 dogs at any given time. The goal of the Centre is to provide for the needs of an animal until it is reclaimed by its owner or placed in a new home.

Controlling the Pet Population

Spaying and neutering is very important to control the pet population and for your pets health and well being. It can also reduce medical and behavioural problems. The City has a subsidized spay/neuter program for residents of St. John's needing financial assistance. Applications are available on the City website.

Pet Safekeeping Program

Did you know...

59% of abuse victims who have animals delay leaving out of concern for their animals?

For many victims of intimate partner violence, their relationship to their pet is the strongest positive connection with another living being.

You can help...

Humane Services is looking for individuals able to provide loving and caring foster homes for pets of residents who find themselves in an emergency situation. If you feel you are able to be a foster parent to a dog in need, contact us for details!

Did You Know?

Residents of St. John's are required to have their pets licensed. Benefits include helping to reunite owners and their lost pets.

