

CITY OF ST. JOHN'S NON PROFIT HOUSING



A RESIDENT'S HANDBOOK

ST. JOHN'S
NEWFOUNDLAND AND LABRADOR, CANADA

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WHAT YOU SHOULD KNOW ABOUT LIVING IN NON PROFIT HOUSING:

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. We are bound by certain sections of the Act and incorporate the statutory conditions in our lease. Please review the Act if you have any questions concerning your tenancy.

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 replaced or repaired, if necessary.



Keys

You will receive two keys to your new home during the move-in inspection. Please remember to carry a key with you when you go out. 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 (9:00 a.m. – 4:30 p.m., Monday to Friday). Please ensure that you use the deadbolts on your entry doors.



Cars and Parking

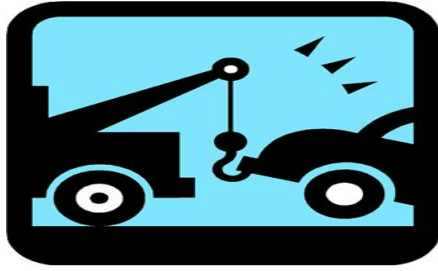
Please remember to park your vehicle properly in parking areas, driveways or streets where it is legal to do so. Make sure your parking permit is visible at all times.

(See Parking Permits)

Parking facilities are provided for roadworthy and licensed vehicles. 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.



In the interest of keeping your neighbourhood looking clean and attractive, the Non Profit Housing Division will not tolerate parking on landscaped areas or carrying out repairs to your vehicle in your driveway. Any tenant found carrying out repairs or parking on landscaped areas will be issued a letter and if the practice continues, further action may be taken.

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.

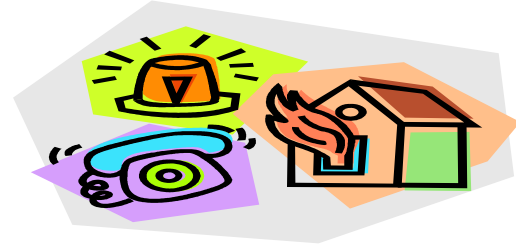
If you do not own a car and you have an assigned space, you are responsible for purchasing a **Visitor Permit** for use by your guests.



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. You are encouraged to insure your personal property against fire or other damage. The cost for insuring your belongings are reasonable and certainly worth it. Contact any insurance company for further information on a tenant's package of insurance.



Pets

The City of St. John's Municipal Council has adopted a policy to allow pets to be housed in specific non profit housing areas. Please check with the staff of Non Profit Housing to ascertain if your particular area has been included. As a responsible pet owner, please ensure that dog fecal matter is removed regularly and promptly. Upon move out, if our Maintenance staff is required to remove dog feces a charge will be levied and 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.

Boarders & Lodgers

Your new home is meant to accommodate only you and your family. Similarly, your house has been designed to provide comfortable living space for a fixed number of residents. 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.



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. If specific problems, such as poor health are affecting the proper upkeep of your home, contact the staff at Non Profit Housing for referral to community agencies that can offer assistance.



Moving Out

If you plan to move, your written notice must be received by the Non Profit Housing Division at 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 at 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. Cupboards, walls and floors should be washed and if there are carpets, they should be cleaned. The fridge should be emptied and cleaned. The stove should be clean inside the oven and under the burners. You will be sent a list of your responsibilities prior to move out and the costs charged to you if our maintenance division has to carry out any of the duties that are listed as your responsibility.



A move out inspection will be carried out with you along with representatives of Non Profit Housing. 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 and the City's Non Profit Housing Division so that mail can be forwarded to you.

We will not be held responsible for lost or missing mail should you fail to notify Canada Post.



Your Heating Subsidy

The heating subsidy is provided in the Rent Geared to Income units only and is presently cost shared between the Federal and Provincial Governments. Due to the costs involved in providing this subsidy, we encourage you to do your utmost to conserve energy by reading the information provided in the home care section on thermostats and heat exchangers. Your heat consumption is monitored on a monthly basis to ensure that this subsidy is being used properly. If we feel that it isn't being utilized properly, we will contact you. For example, in cold weather keep your doors and windows closed; in warm weather keep the heaters turned off.

Housing Programs & Your Rent

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

Lower End of Market Units (LEM)

The City of St. John's operates 268 units which fall into this category. Tenants in this type of housing pay the lower end of market rent as determined annually. Certain eligibility requirements are in place for the LEMs. Rents in these units vary depending on bedroom size. A percentage of the tenants in the LEMs are subsidized and subsidy depends on the availability of funds.

Usually 15% of the units in each housing project receive a subsidy at any given time. Utility costs in the LEMs are the responsibility of the tenant.

Rents in the LEM units are reviewed annually and you will be given three (3) months notice of any rental increase on October 1st of each year.

If you are subsidized, a rental review will be carried out in September of each year. You will be notified by mail and requested to submit written verification of your income plus Certified Income Tax.



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 at individuals and families of low income. Rents in these units are based strictly on 25% of net income.

In the rent geared to income (RGI) units, rent is calculated in different ways. If you are employed full time, your rent is calculated based on net income (after Income Tax, Employment Insurance and Canada Pension are deducted). If you are a senior, your rent is based on 25% of your total income. A surcharge for lights is added to your rent and your heat is included with the rent.

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.



Paying Your Rent

Rent for your home is paid by way of pre authorized payments through your bank account. Your rent is due on the first of each month so funds should be 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 5:00 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 some 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.

2. MAINTENANCE/REPAIRS

Inspection(s)

Inspections on your home are carried out on

a regular basis. We will notify you in advance of this inspection. The carrying out of inspections ensures that your home is kept in good condition. We are committed to preventative maintenance and in this way small problems can be corrected before they become big problems. Usually, your first inspection takes place after six (6) months of tenancy.



Requests for Repairs

If you require maintenance or repairs, please contact the Non Profit Housing Division, outlining the problem and giving permission for the maintenance person to enter your home if you are not there. 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 at home on the day the service is expected to take place. The maintenance phone number is 576-8196 (Monday to Friday, 9:00 a.m. to 4:30 p.m.). After hours emergency maintenance or repair phone number is 311.



311

Definition of Emergency

Emergencies include fire, flood, sewer back-up, no hot water, lost keys, 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, 9:00 a.m. to 4:30 p.m.



Plumbing Fixtures & Drains

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

Crystal drain cleaners should not be used on clogged toilets.

The following is a home made 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.

Electrical Heating

Your home is electricity heated; remember to keep heaters clean and free of dust. For safety and heating efficiency, do not place furniture or drapes against electric heaters.

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 and when you are not at home helps to conserve energy.

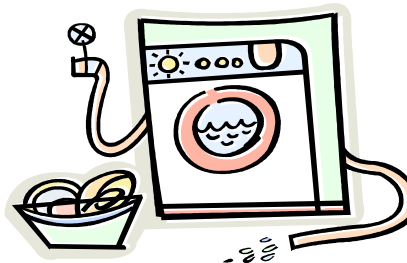


Hot Water Tanks

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 fridges and stoves, and some others contain washers and dryers. Please ensure that they are cleaned regularly.



Other Appliances

Connections for the proper installation of electric automatic washing machines and dryers 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.

The installation of ceiling fans requires the explicit permission of Non Profit Housing and must be installed by a qualified electrician.

When exchanging a City fixture with one of your own choosing, the City's fixture must be stored in a safe place and replaced upon move out.

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.

Beauty Care Appliances



If using two or more beauty care appliances (hair dryer, curling iron, strengtheners, etc) on a bedroom or bathroom 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. If left unattended or forgotten these appliances can become very hot and may cause a fire. If power cannot be restored, an electrician can be called to address the problem.



Windows and Ventilation

Well vented 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 air to air exchangers, then it isn't necessary to open your windows, as the exchanger will keep the air fresh at all times. Please remember to keep it set at approximately 35° and 40°.

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 damage caused due to tenant carelessness.

Painted Walls and Woodwork

As a tenant you are permitted to paint and wallpaper. You are not permitted to feather paint the walls, use stick on picture hangers, mirror tile or apply mactac/decals on any surface, including appliances and bathroom fixtures. If you do paint and 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. These charges can be expensive if excessive labor is required to correct the problem. 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. An inspection will be carried out to determine the amount of paint that is necessary.

Alterations

Under specific circumstances you may be permitted to make alterations or changes to your home but you must obtain prior written approval from the landlord. For example, planting shrubs, trees, small garden pool, and outdoor light posts. Interior alterations are not permitted under any circumstances.



Flooring

If a tenant plans to change any flooring in the home the 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.



Pest Control

Tenants are responsible for pest control services in their units.

Mice poison is ineffective if they have access to pet food, primarily cat food. If you leave out dishes of pet food and have a mice problem, it may be that they are eating the pet food. Pet food contains an ingredient which acts as an antidote to mice poison. A solution of soapy water (small amount of dish detergent with water in a spray bottle) can help control earwigs. Spraying this along baseboards etc in your house has proven to work. The solution actually smothers them almost instantly.



Moisture in your Home

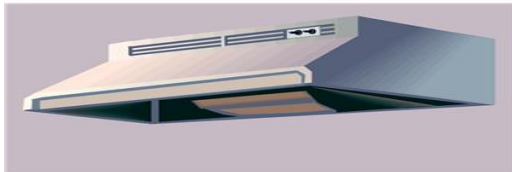
Because the air can hold so much water, too much moisture in the air may cause damage. Help avoid or minimize the problems caused by excessive moisture by remembering the following:

Close your bathroom door when using the shower/bath tub and turn on the bathroom

fan. Leave the bathroom fan running at least 15 minutes after showering.

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.



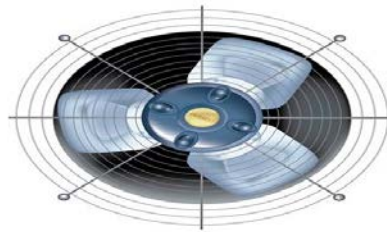
During the daytime, do not close up rooms – keep doors open and if weather permits, open a window for air circulation within your home. When possible, keep blinds and drapes open to allow air circulation around windows.

Air Exchangers

Air exchangers are another way moisture can be controlled in your home. If your home is equipped with an air exchanger, you should still use fans in the kitchen and bathroom to control moisture at the source, and let the air exchanger do the rest.

Air exchangers are usually located in the basement or the attic, and are designed to operate automatically. The air exchanger 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 at approximately 35° to 40°. When the moisture level rises above this level the air exchanger will start up and lower the level to 35° to 40°. Because moist air is much more expensive to heat than dry air, there is

very little cost, if any, to operate your air exchanger. An Air Exchanger can use 0.168 kwatt @ current rate 8.935¢ which equals 1.5¢ plus HST per hour of usage.



Fences

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

If a fence has been erected around your home it is there to protect you and provide some measure of privacy. Please keep it in good repair.



3. MAINTENANCE OF SHARED AREAS

Garbage Disposal

Garbage is a serious problem. 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. Make sure your garbage is securely and compactly wrapped so that it does not spill. Avoid jamming garbage chutes with oddly shaped bundles.



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 and glass must be clearly marked so as to prevent injury.

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

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. Each year we provide lawn mowers and rakes for the use of our tenants. Please contact the maintenance office for more information.



Our semi annual newsletter (Spring /Summer issue) lists the names of tenants in your area who hold the lawn equipment. You are required to sign the ledger when borrowing lawn equipment. Please be advised that City policy does not allow children to have access to any power equipment. This policy is for the protection of your children and your full cooperation is expected.

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

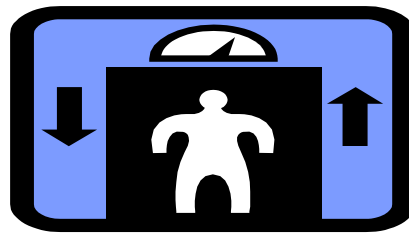
Derelict & Unlicensed Vehicles

For the safety of residents, abandoned, unlicensed or derelict 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 car will then be towed away and the towing fee charged back to the tenant.

Elevators

Elevators are an essential part of apartment living. Unfortunately, they are easy to break, expensive to repair, and can be dangerous if tampered with.

Here are a few ways you can keep your elevator in good working order:



Learn the rules of elevator safety:

- 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 Non Profit Housing office from 9:00 a.m. to 4:30 p.m. After hours, please call 311.

FOR STORAGE

Storage Rooms/Lockers/Cages

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, or if upon move out a tenant neglects to remove his belongings.***

4. SAFETY & FIRE PREVENTION

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

Please take special precautions to prevent any fire from starting in your home.

- Do not use kerosene heaters in your home or store kerosene in storage.
- Real Christmas trees are not permitted in apartment buildings.
- Keep electric heaters and water boilers clear of debris, boxes, clothing or any type of clutter. Do not store oily rags and paints.
- Do not use gasoline or solvents inside your home.



Preventing Cooking Fires

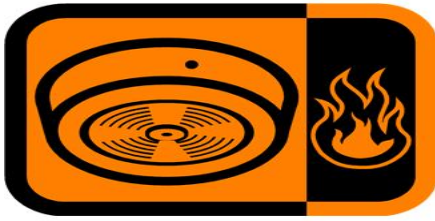
Fat fires are one of the leading causes of fire in the home. To avoid a fat fire, the best solution is to avoid cooking with fat or oil in an open pot on a stove burner. Grease and fat are very flammable and flames from such a fire spread quickly.

Here are some tips you should follow to help avoid a fire or to properly handle one if one should start:

- ❖ Never leave a pan of grease or oil unattended on the stove.
- ❖ Always use an approved deep fat fryer.
- ❖ 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/burn 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 every one is out of the house and call the Fire Department at 911 – then notify the Non Profit Housing Division.

Remember to be careful when cooking with oil or fat. Teach your children the dangers of a hot stove and cooking with an open pot of fat or oil. The best solution is to avoid cooking with fat or oil entirely. There are approved deep fryers available at most local stores ranging in price from \$30 upward – a lot cheaper than running the risk of fire!



Smoke Detectors

A smoke detector is an alarm that warns you when there is a fire in your home. Please do not tamper with or disconnect any smoke detectors in your home.

They are very sensitive devices designed to warn you of fire and have been put there for your safety. Please ensure that they are working. If they are battery operated, change batteries at regular intervals. Your smoke detector is inspected once a year by a qualified contractor.

A smoke detector could save your life once a fire has started. But it can't stop you from smoking in bed or using appliances in poor repair.



BASIC FIRE PREVENTION RULES ARE STILL IMPORTANT

Plan an escape route for your family. See last page for sample escape route plan.

Fire Extinguishers

Inspections carried out annually. Prior notice is given to tenants that an inspection will be carried out. It is not necessary for a tenant to be home for this inspection. The Non Profit Housing representative and an inspector will enter via our master key.

It is suggested that pets be kept in a confined area while this inspection is being carried out.

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.

Vandalism

Vandalism is everybody's business. Broken outdoor lights and broken glass in and around your home and playground create hazardous conditions for you and your family.



Ignoring theft and vandalism won't help. Report these activities to local police and the Non Profit Housing Division. This will help make your neighbourhood a better and safer place to live.

5. POLICIES:

Pet Policy

The rules and regulations for the pet policy noted above are as follows:

Definitions:

Pet – for the purpose of these rules and regulations, the term “pet” shall mean cat or dog.



Dwelling Unit – is the apartment or house referenced in the lease immediately under the control of the tenant(s) named in the lease.

Amenity Space – is the land available on the exterior of the building(s) for the recreational enjoyment of all tenants and shall not be under the control of a single tenant.

Rear Yard – shall mean the space at the rear of the building either enclosed or not, which is clearly defined and is meant to be under the control of a single tenant.

Joint Rear Yard – shall be considered jointly shared when it is intended to serve more than one tenant. This situation is most common to infill housing.

Tethered – shall mean securely fastened by way of lease and collar to an immovable object for the purpose of restricting roaming.

- ☞ Pets shall only be kept in properties identified as acceptable.
- ☞ All pets shall be registered with the Non Profit Housing Management

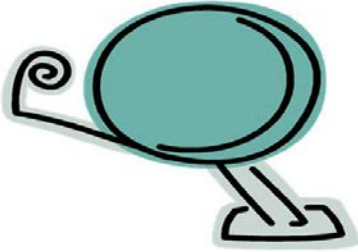
office and shall be licensed by the City of St. John’s.

- ☞ Dog tags are available at Access St. John’s, first floor, City Hall for a nominal fee.



- ☞ 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.
- ☞ All animal waste shall be removed promptly from all outside areas and disposed of in a sanitary manner.
- ☞ There shall not be no more than one pet per household.
- ☞ 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 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, as defined herein shall not allow pets to go unsupervised.
- ☞ Tenants occupying units with open rear yards must ensure that unsupervised pets are tethered.
- ☞ 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.

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.



Satellite Dish Policy

A written request must be made to Non Profit Housing by the tenant indicating their wish to have a satellite dish installed. A copy of the Policy will be sent to the tenant for their signature and returned to our office. The tenant is required to engage a professional installer who is experienced in the installation of satellite dishes, preferably a representative from the cable company (Aliant, Star, Rogers, Express VU, etc.). The following guidelines must be adhered to:

- 👉 Whenever possible the dish should be installed at the rear of the unit.
- 👉 The smallest dish size which can receive the proper signals should be used.
- 👉 The dish may be installed on the following approved surfaces: wood siding, brick (which is in good condition), pole or railing.
- 👉 The surface area must be able to support the weight of the dish.
- 👉 Dishes are not permitted on roof surfaces including canopies and overhangs. There shall be only one point of entry through the exterior wall.

Upon move out, the tenant is responsible for the removal of the dish. If the dish is not removed, there will be a minimum charge of \$50 levied and deducted from the damage deposit.

NO SMOKING

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.



IMPORTANT PHONE NUMERS

Senior Housing Officer	576-8317
Tenant Relations Officer	576-8318
Maintenance Line	576-8196
Fax Line	576-8078
Emergency/Call Centre	311

E-MAIL
housing@stjohns.ca

ESCAPE ROUTE:

1. Install smoke detectors



2. Discuss escape plans with your family.



3. Mark escape routes on a floor plan. Know two ways out of every room especially bedrooms.



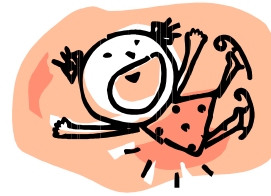
4. When you hear the alarm, roll out of bed to the floor. Get down on your hands and knees. Cleaner air is nearer to the floor.



5. Crawl to the door – touch it. If it is COOL – open it just a crack – check for smoke. If door feels HOT – DO NOT OPEN. Use your alternative exit.



6. IF your clothes catch fire – STOP, DROP, ROLL!!!! Do not run. Running will only increase the flames.



7. Gather at a pre-determined place well away from the building and take a head count. Once outside, stay outside.



8. After you've all met outside, send someone to go to a neighbour's house and phone the fire department.

