

A white chalk-style illustration on a grey background shows a hand holding a key. The hand is on the left, and the key is held between the thumb and index finger, pointing towards the right. The key has a simple, notched head and a long shaft.

Tenant Handbook

A white chalk-style illustration of a house is positioned to the right of the title. The house has a gabled roof, a chimney on the right side, and two rectangular windows. The lines are simple and hand-drawn.A white chalk-style illustration of a sun with rays is in the top right corner. To its left is a simple, wavy line representing a cloud.

Important Contacts

WHITEHORSE ONLY

Call 911 if you need ambulance, fire department or police

YOUR COMMUNITY

- Ambulance _____
- Fire Department _____
- Royal Canadian Mounted Police _____
- Community Health Centre _____
- Security _____

YUKON HOUSING CORPORATION

Community Offices

- Carcross 867-821-4281 Mayo/Pelly 867-996-2358
- Carmacks 867-863-6411 Ross River 867-969-2347
- Dawson City 867-993-5478 Teslin 867-390-2024
- Faro..... 867-994-3113 Watson Lake 867-536-7304
- Haines Junction 867-634-2202 Whitehorse..... 867-667-5712

- Emergency Repairs (after hours) _____
- Tenant Relations Officer/
Housing Manager _____
- Housing Advisory Committee _____

OTHER CONTACTS

- Yukon HealthLine... 811
- School _____

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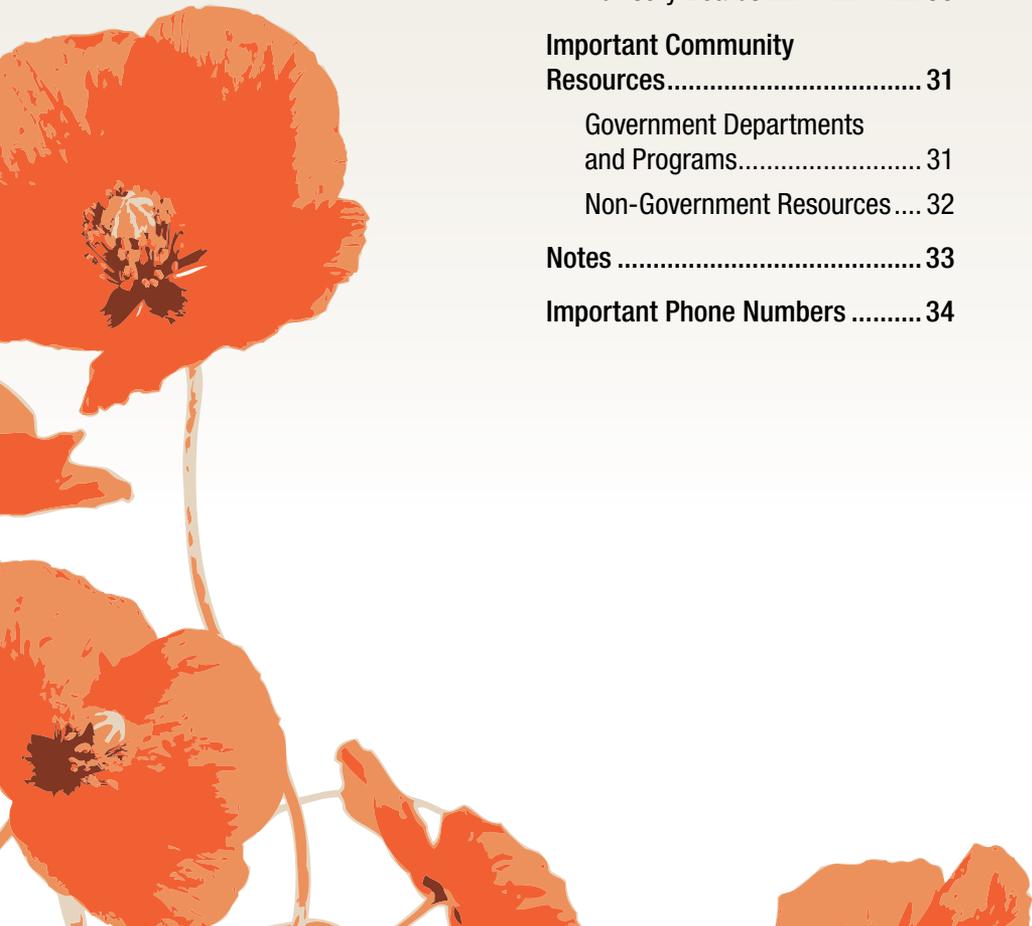
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Welcome to Yukon Housing Corporation

The Tenant Handbook contains important information about your home and the Yukon Housing Corporation (YHC) housing community. Please read it from cover to cover; understanding how YHC works and what is expected of you will help ensure you have a positive experience in YHC housing.

You will find answers to many common questions about living in YHC housing in the pages that follow. Keep this handbook in a convenient place, and refer to it often.

Do not hesitate to contact us if you have any additional questions. We are here to help!



WELCOME

Moving In to Your Home

MOVE-IN INSPECTION

Once you have accepted a unit, your Yukon Housing Corporation (YHC) Housing Manager or Tenant Relations Officer will arrange for a time to complete a Move-In Inspection Report with you and ask you to sign it. The Move-In Inspection records the condition of your home prior to your moving in and provides a baseline that future inspections will be compared against.

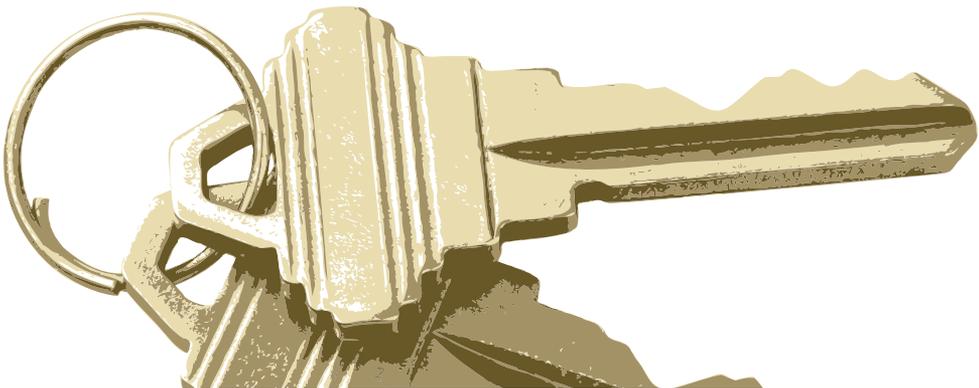
YOUR TENANCY AGREEMENT

Before you moved into your housing unit, you signed a Tenancy Agreement with YHC and you should have received a copy. The agreement sets out the terms and conditions of your housing arrangement.

MOVING IN

At your appointment with the local YHC representative, they will collect the first month's rent and ensure the power is connected in your name (if applicable). You will sign your Tenancy Agreement at this time.

Advise your housing officer if there are any changes in the condition of the unit when you move in. Double check that light and plumbing fixtures, smoke detectors, CO detectors, appliances and electrical outlets are working.



KEYS AND LOCKS

You will be provided with a set of keys. You may not change the locks without permission from YHC, and YHC may not change the locks without your permission.

If you lose your keys, your local YHC office will provide a replacement at a cost of \$5 per key and \$10 per fob. Do not copy your keys.

If you are locked out at night, call the YHC emergency maintenance phone number you have noted at the front of this booklet and we will send someone to let you in. You will be billed for the call-out cost of the after-hours locksmith services.

INSURANCE

YHC does not insure tenants' belongings. We strongly recommend that you obtain contents insurance for your personal belongings, as well as liability insurance to protect you in the event of damages or injuries to others on the property.

Please be aware that YHC is not responsible for your personal belongings in the event of theft, flood, fire or for other reasons.

PARKING

Some units come with designated parking. Parked vehicles must be licensed and in working order. If your vehicle is non-operational or unlicensed, we will contact you to remove the vehicle. Abandoned vehicles will be towed at your expense.

If your building does not have assigned parking, please contact your local office to discuss options. Note that some buildings — such as seniors' buildings in Whitehorse — have very limited parking. In most seniors' buildings parking is allocated by lottery or by greatest need related to mobility.

Do not park large recreational vehicles, boats, trailers, snowmobiles, ATVs or other vehicles on lawns or in non-designated parking areas. You may need to arrange for off-site storage at your own expense.

Do not park in loading zones or in places that are designated for emergency vehicles. It is important that ambulances and emergency vehicles can access the building at all times.

DECORATING

This is your home, and we encourage you to make it comfortable and beautiful. If you decide to decorate, you should know that:

1.) Permanent changes are not allowed — please do not paint, varnish or put up wallpaper. Changes to the interior structure, walls, floors, ceilings, light fixtures or woodwork are not allowed. If you have questions, contact us and we'd be happy to advise on what is permitted.

2.) Walls should not be damaged — do not drive nails, screws or hooks into the walls. You may use sticky picture hooks, pins, tacks or fasteners within reason. If you aren't sure, questions please contact us.

3.) You may hang seasonal decorations on the exterior of the building using fasteners that do not perforate the exterior walls, but please remove them within a reasonable time after the holiday (30 days). If you have questions, call us.

MAKING ALTERATIONS OR CHANGES

You may not alter your housing unit without getting permission from Yukon Housing.

Please do not:

- Install radio or television antennas
- Install satellite dish or tower
- Post signs of any kind on the exterior of the unit
- Construct outbuildings such as sheds
- Construct arctic entrances or additions of any kind to your unit
- Perforate the exterior walls in any way



Your Rent

HOW YOUR RENT IS CALCULATED

Social Housing Tenants

All Yukon Housing Corporation (YHC) social housing tenants pay rent that is geared to their household's income. Rent Geared to Income (RGI) assistance is set at 25% of the household's total monthly income. RGI means that:

- When your income goes up or down, your rent changes too.
- Families with the same income will pay the same rent, whether they live in a house or apartment.

Rent is assessed annually based on your Notice of Assessment from Revenue Canada for the previous tax year. For example, if you earned \$12,000 last year, you would pay 25% of \$12,000 / 12 months, or \$250 per month in rent, less any extra deductions and plus any additional charges.

In some cases your income can be assessed monthly (i.e. job loss or other life event that means you cannot afford rent based on last year's income). Contact us if you have questions.

If your income source is supplemented by any type of social assistance (SA), your rent will be based on current shelter rates for SA.

Staff Tenants

Staff rents are determined by the Yukon government's Staff Housing Policy. Contact your local YHC office for more information. Generally, staff housing tenants pay for heat and electricity over and above their rent — refer to your Tenancy Agreement for the specifics.



PAYING YOUR RENT

Rent is due on or before the first day of the month for which rent is owed.

If you currently receive Social Assistance benefits in any form, you must bring in your Budget Sheet or Data Decision Sheet each month.

You can pay your rent by cash, debit card, cheque or money order.

In most cases, you may pay your rent using a pre-authorized payment plan. Please ask us for more information.

You are responsible for:

- Ensuring you can adhere to the terms of any agreements entered into with YHC.
- Understanding and abiding by the terms of your Tenancy Agreement.
- Making every effort to pay rent and arrears according to your Agreement to Pay.
- Budgeting your income to ensure payment of rent or arrears.
- Promptly advising your local housing manager or tenant relations officer of changes to your financial situation, particularly changes that may impact your ability to pay rent.



LATE OR NON-PAYMENT OF RENT

Non-payment of rent — also known as rental arrears — is taken seriously by YHC and could lead to a termination of your Tenancy Agreement. That said, YHC wants to help you keep your family in your home. If you are having trouble paying your rent, contact your Housing Manager or Tenant Relations Officer as soon as possible.

Depending on your situation, YHC may be able to adjust your rent or rental arrears owing in a way that can work for you. The Agreement to Pay becomes a binding contract between yourself and YHC, just like the Tenancy Agreement.

WHAT IF YOU ARE LATE PAYING RENT?

If full payment of all rent owing is not received on or before the due date and you have not made a payment arrangement, you will be in rental arrears.

Three instances of late payment of rent within a six month period will constitute a repeated rental arrears offence and may result in termination of your Tenancy Agreement.

Failure to contact YHC with payment or an acceptable payment arrangement after the third written notification, will result in the termination of the Tenancy Agreement.

Termination of a Tenancy Agreement is a last resort, reserved for situations in which no satisfactory arrangement for the active repayment of arrears can be reached.

AGREEMENTS TO PAY

Where YHC deems that a tenant is in arrears and that these are under “special circumstances”, the tenant may be able to enter into an Agreement to Pay with YHC.

Note: Special are circumstances beyond a tenant’s control (as determined by YHC staff) that have significantly contributed to accumulation of charge backs or rent arrears.

Agreements to Pay are meant to provide you with a reasonable time frame to repay rents or other debts owed to the YHC on a regular payment schedule. A tenant can only have one active Agreement to Pay at a time. Failure to pay an Agreement to Pay means that you are in arrears and your tenancy agreement may be terminated.



Your Responsibilities

ABSENCES

If you plan to be away from your unit for more than 24 hours in the winter months between October 1 and April 30, you must arrange for your unit to be inspected daily by a competent caretaker.

A caretaker is someone who is reliable, responsible and able to check your unit daily. Your designated caretaker must monitor your unit daily during your absence and is not permitted to reside in the unit.

If you plan to be away for a long period of time please notify YHC so we know the unit has not been abandoned.

During an absence you are still responsible for rent for the period you are away, and you may be responsible for any damages that occur as a result of an absence — such as freeze up or other circumstances.

Absences for Respite Care

If you are absent from your unit due to a stay in a Yukon continuing care facility, YHC will pro-rate your rent so that you do not pay rent for the days you were in care. You will need to submit proof of your stay to YHC to receive rent relief. If a tenant moves into long-term care beyond the usual term of respite (up to six weeks), they will need to arrange to vacate the unit. Please contact us for more information.



CHANGES TO YOUR HOUSEHOLD

Your family composition may change for a variety of reasons — birth, adoption, new relationship, death or the break-up of a relationship or family. It is important that you let YHC know as soon as the number of people in your household changes. This will allow us to ensure that you are properly housed and paying the appropriate rent.

GUESTS

You are allowed to have guests stay for up to two weeks in a calendar year. You must obtain permission in writing from YHC for longer stays.

A guest who stays for longer than two weeks is an unauthorized tenant and you will be asked to do one of the following:

1. Ask the unauthorized tenant to move out
2. End your Tenancy Agreement and make plans to vacate your unit
3. Help the unauthorized tenant to apply for social housing. They may be added to your lease if your unit is big enough, as long as the person meets the eligibility requirements for social housing, signs onto your Tenancy Agreement and pays rent to YHC.

RELOCATING BETWEEN UNITS

YHC may consider transferring you from one unit to another under certain circumstances. These include the following:

- Your family size changes and your unit is too big or too small
- Your current housing situation is negatively impacting your health and your doctor can confirm it
- Your current housing situation poses risks to your safety and a professional (RCMP officer, doctor, support worker, etc.) can confirm it
- You need to be closer to work, other family members or your doctor

If you would like to relocate to another unit, you will need to fill out a Tenant Relocation Application form (available at any YHC Housing Office). Applications are placed on a waiting list and considered along with new applications when new units become available.

Please note that relocations between different communities are not permitted because each community has its own waiting lists. If you're moving, you'll need to submit a new application at the YHC office in that community.

If you are a victim of violence or you need to move communities to be close to medical care, special policies will apply to your relocation. Contact YHC for more information.

YHC occasionally needs to relocate tenants so that maintenance can be carried out on a unit or a more suitable unit can be found for families that have changed in size or composition. YHC will try their best to minimize the inconvenience for you and your family.



DAMAGES, VANDALISM AND CHARGEBACKS

YHC will provide tenants with a property that meets YHC standards of maintenance. Tenants are expected to take good care of their property, keep it reasonably clean and are responsible for damages beyond normal wear and tear due to negligence, willful intent or damages by guests.

Damage should be reported to your Housing Manager or Tenant Relations Officer.

If damages are discovered in annual inspections or upon move-out, the tenant may be responsible for the costs of repairs, depending on the circumstances. Please keep the lines of communication open with YHC to avoid any surprises.

The following types of damage are typical of incidents where the tenant may be responsible:

- Broken windows
- Holes in cabinet doors and walls
- Burns, stains or other damage to flooring that cannot be considered regular wear and tear
- Broken and damaged clotheslines
- Broken locks
- Damaged doors and security screens
- Damage to toilets and sinks
- Clogged toilets caused by items flushed down the toilet, such as sanitary pads, baby wipes or other items
- Abandoned personal items, furniture or vehicles at the end of the tenancy

The tenant has the right to accept or dispute liability for costs associated with damages (see Appeals on page 14). If the tenant disputes the assumption of liability, YHC will suspend the cost recovery process until the appeal is concluded.

YOUR RIGHTS

LANDLORD ACCESS

YHC has the right to access your unit to complete inspections, repairs or for other reasonable purposes. YHC will provide sufficient notice before entering your home. This right of access also applies if YHC believes that your unit has been abandoned or in the event of an emergency. In certain situations: (such as emergencies) notice may not be provided.

LANDLORD AND TENANT LAWS

Your rights as a tenant are protected under Yukon's landlord and tenant laws. The legislation sets out the rights and responsibilities of both landlords and tenants in Yukon. As your landlord, it is YHC's responsibility to ensure that you have a safe, secure and functional home. As a tenant, you are responsible for following the conditions of your Tenancy Agreement and keeping the unit in good condition.

Find out more by contacting the Yukon government's Residential Tenancies Office.

COMPLAINTS

While we hope that your housing experience with YHC will be a positive one, problems may occasionally occur. We encourage you to try and solve problems between neighbours on your own, however there may be cases where you need YHC to intervene.

You may submit a confidential complaint to your Housing Manager or Tenant Relations Officer by phone, email, letter or in person. You may remain anonymous if you wish, but YHC's ability to take action will be limited. It is best you provide your name and as much detail about the incident as possible. We recommend that you provide your complaint in writing.

Please remember that YHC is not a law enforcement agency. If there is an emergency or criminal activity, call your local emergency responders or the RCMP. Please report all incidents to YHC. RCMP do not report incidents to YHC.

Where YHC has security services in place, call security if there is unreasonable noise, smoking or other related non-emergency issues.

For after-hours maintenance emergencies, call the after-hours maintenance emergency phone number for assistance.

APPEALS

YHC has a process in place that allows you to appeal any decision made by YHC that affects your housing situation. Your appeal letter should clearly state the reason for your appeal and explain the situation from your point of view.

Please follow the timelines and instructions that are provided in your correspondence from YHC.

The details of how to appeal will be included in official letters from YHC regarding infractions of your tenancy agreement. Please ask us if you have any questions.



PRIVACY

YHC respects the confidentiality and privacy of its tenants. We collect tenant personal information for the purpose of running housing programs according to the *Access to Information and Protection of Privacy Act* (ATIPP).

We protect your personal information and do not share information with other agencies unless you have provided written consent to share information for a specific purpose. We have safeguards in place to ensure we can do so successfully.

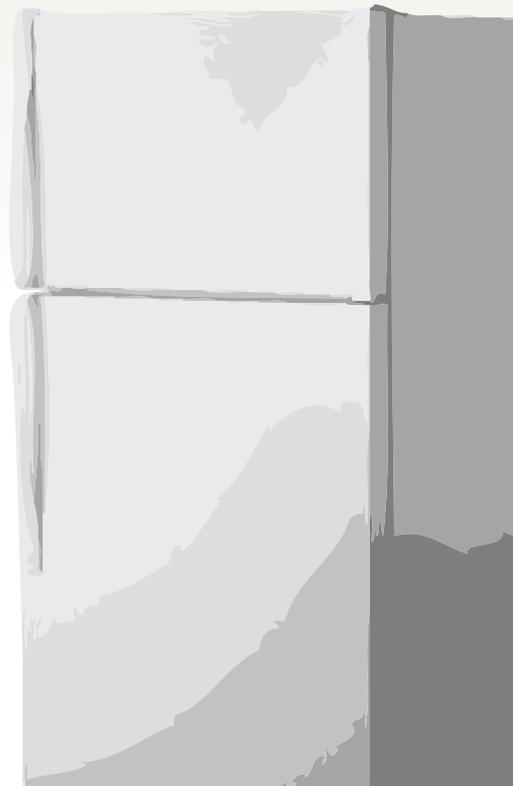


About Your Home

APPLIANCES

Every unit comes equipped with a fridge and stove. Selected units may also have a washer and dryer. Your Tenant Relations Officer or Housing Manager will demonstrate how to use the appliances when you move in.

Fridges and stoves work best if you clean them regularly. If you have questions about how to clean an appliance, do not hesitate to call us.



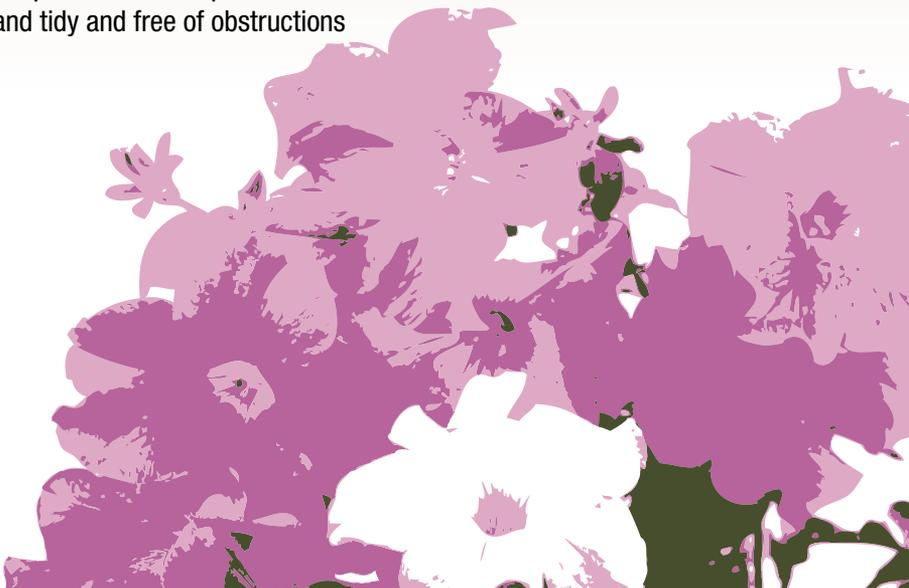
BALCONIES AND UNIT EXTERIORS

We want you to enjoy your balcony or patio, and ask that you follow a few simple rules.

- Limit of one gas or electric grill (with a lid) — no charcoal or wood grills allowed
- Please clean your potted plants out at the end of the growing season
- If you hang seasonal or holiday decorations, take them down within 30 days after the holiday
- If you have a bicycle, do not store it on the balcony
- Limit the size of outdoor storage containers to no more than 3' x 3' in size
- Keep balconies and patios clean and tidy and free of obstructions

Please do not:

- Shake, clean or hang laundry, rugs, mats, clothes, bedding or similar items from balconies or landings
- Use balconies for general storage of appliances, boxes or other items
- Be careless with ashtrays (ensure they are non-combustible and covered when not in use and never discard butts from a balcony/patio) — this is a real fire hazard



BASEMENTS

There may be a basement in your building or house. Do not allow any family members to sleep in these areas unless there is a designated bedroom — most basements do not have proper fire exits or air circulation for use as a bedroom. Ensure that you are prepared for an accidental basement flood as well — store your valuables and keepsakes off the floor.

BUILDING STORAGE AREAS

Some of YHC's apartment buildings include storage lockers designated for your unit. Please keep these areas clean and secure. These lockers are for your use only and are intended for storage of items that you do not have room for in your apartment. Remember to get content insurance for all of your belongings, including the items that you are storing in lockers.

CABLE, PHONE AND INTERNET

Most YHC buildings have individual cable, phone, and Internet hook ups. You can arrange for these services through local providers at your expense. Please note that YHC does not permit satellite dishes to be attached to a house or apartment, but some apartment buildings already have them installed for you to connect through your local satellite TV provider. If you have questions please contact us for more information.



COMMON AREAS

Most YHC buildings have common areas. These include hallways, elevators, lounges, decks, kitchens, bathrooms and laundry rooms. Please do not store your personal items in common areas without permission from YHC. Hallways in particular need to be kept clear of personal items for safety reasons (i.e. fire escape, emergency access).

Common and multi-purpose areas are for everyone's enjoyment. Please do not store your personal items in these rooms or restrict access to other tenants. Please contact YHC if you have any questions about the use of common space.

SMOKE FREE BUILDINGS

YHC has a strict **NO SMOKING** policy. No one — including tenants, family, visitors or guests — may smoke cigarettes, cigars or any other product indoors. Smoking is prohibited in all YHC buildings. Smoking is only permitted in designated smoking areas. These include private balconies, off-site outdoor areas and at least five meters from shared entrance areas.

Smoking is grounds for eviction. YHC will provide two written warnings prior to terminating a tenancy. Indoor smoking is a health and safety concern.



GARBAGE AND RECYCLING

Regardless of what type of unit you live in, you are responsible for disposing of garbage and recycling properly:

- Tie up your garbage bags securely before you dispose of them down the chute (for some apartments) or in the building's garbage bin (for some apartments and smaller multi-unit buildings)
- Double-bag kitty litter and diapers
- Place garbage directly inside the bin or garbage chute and close the lid — do not leave it on the ground next to the bin or chute
- Do not put glass, aerosol cans or large items down apartment chutes

We encourage you to participate in your community's recycling program.

LAUNDRY AREAS

Many buildings have common laundry rooms. Buildings with laundry rooms are only to be used by registered tenants. Check for a laundry room schedule and any rules about hours of use — both will be posted.

Do your part to keep laundry facilities in good working order by cleaning the washing machine drum and removing lint from the dryer lint screen after each use. Laundry machines are only to be used for clothing and linens. Do not overfill the machines or add extra water.



PETS

You are allowed to have one pet live in your YHC unit, but you must register it before it enters your unit. Here are some of the rules:

- You must clean up your pet's waste and dispose of it properly
- Pets over six months of age must be spayed or neutered
- Pets cannot not disturb the enjoyment, health, safety or rights of other tenants
- Keep your pets out of any common areas such as laundry rooms or lounges
- A pet must be immediately removed from the unit if it bites, claws, or harms a person or another pet
- Exotic pets, reptiles, snakes, wild animals, rodents, dangerous dogs and domestic animals crossbred with wild animals are NOT allowed

Please note that a dog is only allowed in a unit with direct access to an outdoor yard, and that in some apartment buildings you may only have a dog if you live on the first floor.

Contact your local YHC office for more information.



WINDOWS

Please do not leave your windows open during the winter. This can freeze pipes, cause ventilation issues within the building and waste energy. You will be asked to close your windows if they are seen open in the winter.

Please do not install thermo-film or plastic on windows as it can damage paint and cause a buildup of condensation and mould.

Window screens should be left in windows. Damaged screens are the responsibility of the tenant.



Safety and Security

You and your family's safety and well-being is our first priority. Help us keep our buildings safe for everyone by reading through this section carefully.

CARBON MONOXIDE AND SMOKE ALARMS

All YHC rental units have Canadian Standards Association (CSA) approved carbon monoxide detectors and smoke alarms. We maintain and inspect the devices on an annual basis. Do not remove or tamper with these devices.

In many cases the carbon monoxide detectors and smoke alarms are hard wired into your electrical panel. Test the device monthly to ensure it is working.

Do not ignore a carbon monoxide detector's alarm if it sounds. Treat each alarm as serious. If you hear an alarm, immediately evacuate all family members and pets from the home. After evacuating the unit, call 911 (in Whitehorse) or your local Fire Department.

WHAT IS CARBON MONOXIDE?

Carbon monoxide (CO) is an odorless, colourless and tasteless gas that can deprive the blood of oxygen when inhaled. Exposure to CO may result in illness or death. CO build up is caused by blocked or dirty chimneys and furnaces, as well as improper ventilation of burning fireplaces or woodstoves. Stay safe by following these safety tips:

- Never operate a gas-powered engine, kerosene stove or charcoal grill in a closed space
- Never use a barbeque grill indoors
- Check clothes dryer vents that open outside the house for lint

To find out more about carbon monoxide prevention visit www.seriouslysimple.ca.

EMERGENCIES

It is a good idea to be prepared for a major emergency such as an extended power outage or natural disaster. Keep a 72-hour emergency supply kit on hand that includes the following items:

- Two litres of water per person per day
- Food that doesn't require cooking and won't spoil (canned or dried food, energy bars)
- First Aid kit
- Battery powered flashlight and radio
- Extra batteries
- Any medications
- Cash in smaller bills

Find out more at www.community.gov.ylc.ca/emo/planning.html.

FIRE SAFETY

Accidental fires are one of the most common and serious household emergencies. In most cases, fires can be prevented with some basic safety guidelines:

- Do not burn candles
- Do not leave stove unattended
- Test your smoke alarm regularly
- Have an evacuation plan
- Make sure you and all your family members know what to do in case of fire. If you live in an apartment building, you will find fire safety and evacuation information posted. Know at least two routes out of the building in case one is blocked by fire
- If a fire occurs, evacuate your home first and then call the fire department



Safe Cooking Tips

Kitchen fires often start from cooking oil or grease igniting on the stovetop or in the oven at high temperatures.

- Use an electric skillet or deep fat fryer to safely deep fry foods.
- Keep a pan lid or cookie sheet handy in case grease or oil ignites. Smother the fire — never attempt to move a flaming pot or pan away from the stove!
- If you are broiling, place the rack five to eight centimetres from the broiler element and place a drip pan beneath the rack to catch the fat drippings. Do NOT use aluminum foil for this purpose.
- Keep your stove, oven, and toaster clean.
- Use the exhaust fan when cooking to reduce the possibility of false alarms.
- Do not put tin foil or any other metal objects in a microwave.

Appliances And Electricity Safety

- Do not overload power outlets. Invest in a power bar with a shut-off feature to protect your electrical appliances.
- Check for cords that are broken, frayed, damaged, or knotted.



HAZARDOUS MATERIALS

You are not allowed to store flammable or combustible liquids in or around the housing unit, except in small amounts. 15 litres is the maximum volume of flammable liquid allowed in the housing unit and 30 litres is the maximum allowed in garages or sheds attached to the housing unit. This includes gas, kerosene, paint thinners, etc. Please dispose of hazardous materials at the landfill.

PERSONAL SECURITY

You can help to keep your home and housing community safe by following some simple steps:

- Close and lock your unit and building doors at all times
- Keep your home uncluttered
- Do not let anyone you don't know into the building (ask them to contact the person they are visiting by intercom)
- Keep hallways and other common areas clear of items
- Know who to call in an emergency
- Report suspicious behaviour to security, RCMP or YHC



Moving Out

PROVIDING NOTICE

You may terminate your Tenancy Agreement agreement with YHC by providing at least one month's written notice. The Housing Manager or Tenant Relations Officer must receive notice no later than the last day of the month preceding the month you plan to move out. For example, if you want to move out for November 1st, you must provide notice by September 30th.

MOVE-OUT INSPECTION

You will be expected to thoroughly clean the unit before moving out. A thorough cleaning includes walls and floors (please steam clean carpets), appliances, bathrooms, windows and window sills, and any balconies and/or patios. You will be billed for cleaning expenses if YHC determines that your unit's condition at the time of move-out is not similar to its condition when you moved in.

Your Housing Manager or Tenant Relations Officer will attempt to arrange a convenient time for the move-out inspection. It is important that your belongings (including furniture) have been removed from the unit and the yard in time for the inspection. You and the YHC representative will go through the unit and note any differences between its conditions at the time of move-in versus move-out.

Please return your keys at the move-out inspection.



DAMAGES AND CHARGEBACKS

Minor wear and tear can be expected to occur during the course of day-to-day living in a home, but damages are different - even if they were caused by accident. You will be advised if there are any charges for the cost of removing any of your personal items remaining in the unit, repairing any damage to the unit or replacing missing keys and/or other items that originally belonged to the unit. If there are charges and you cannot pay the full amount, you can ask to enter into an Agreement to Pay the arrears in more manageable monthly payments.

EVICTION

Eviction is always a last resort, but YHC may end a tenancy if there is a substantial breach of the Tenancy Agreement. Your tenancy may be terminated for:

- Not paying rent
- Repeated late payment of rent
- Allowing an unreasonable number of occupants in the unit
- Housing unauthorized tenants
- Seriously interfering with the rights of the landlord or other tenants (noise, etc.)
- Carrying out illegal activity in or around the property
- Putting people or property in danger
- Damaging property
- “Subletting” without written consent
- Failing to provide income documentation
- Smoking
- Other Tenancy Agreement breaches



About Yukon Housing Corporation

Thank you for working with Yukon Housing Corporation to make your tenancy a positive one. We encourage you to contact us if you have any questions and welcome any comments on this handbook or any other YHC publications.

Yukon Housing Corporation (YHC) owns and operates many social housing units and staff units reserved for Yukon government employees in rural Yukon communities.

In addition to managing social and staff rental housing, YHC runs a range of loan programs such as the homeowners mortgage and the Down Payment Assistance Program. YHC also provides training to industry and the general public on building innovation and building sciences. Contact us for more information on home ownership.

YHC is accountable to the citizens of Yukon through its Board of Directors and Minister. Every community with a YHC office also has a local Housing Advisory Committee that provides advice to YHC and plays a role in helping to support the social housing program.

YHC's mission:

We work to resolve existing and emerging housing challenges in Yukon by providing social, senior and staff housing, as well as other programs to assist Yukoners to build, purchase, upgrade, and repair their homes.



TENANT RELATIONS

YHC's Housing Operations Branch manages social and staff housing throughout the Yukon. In Whitehorse, Tenant Relations Officers assist applicants and tenants through the Whitehorse Housing Office. Housing Managers are the point of contact for applicants and tenants in nine Community Housing Offices.

Tenant Relations Officers and Housing Managers work directly with YHC clients and are supported by a number of managerial and administrative staff.

TENANT ENGAGEMENT

YHC sends notices and information to tenants at different times of the year and arranges meetings in buildings to keep you informed. Please contact YHC if you have any questions about the information provided by YHC.

LOCAL HOUSING ADVISORY COMMITTEES

There are Housing Advisory Committees in most Yukon communities that have YHC housing. The role of these committees is to advocate for tenants and provide advice on the social housing program. Committees decide which applicants are most in need of housing using a point rating system that ensures each application is evaluated in a fair and consistent manner.

Typically, a local Housing Advisory Committee includes tenant representatives and members of the community. All are appointed by the Minister responsible for Yukon Housing. Keep an eye out for advertisements seeking committee members and apply if you are interested in representing tenant interests.

Important Community Resources

GOVERNMENT DEPARTMENTS AND PROGRAMS

Alcohol and Drug Services

1-800-661-0408, extension 5777
www.hss.gov.yk.ca/ads.php

Provides a range of treatment and support for individuals and families struggling with substance abuse.

Family and Children's Services

(867) 667-3002
www.hss.gov.yk.ca/family_children.php

Promotes, strengthens and sustains effective parenting and positive family functioning and ensures that children are protected from abuse and neglect.

Mental Health Services

(867) 667-8346
Offers assessment and treatment services for individuals with a diagnosable mental illness.

Senior's Services

1-800-661-0408, extension 3496
www.hss.gov.yk.ca/seniorservices.php

Provides a range of counseling and support services to senior citizens, including housing, continuing care, health services, financial planning, and income.

Social Assistance Whitehorse Office

(867) 667-5674
www.hss.gov.yk.ca/sa.php

Provides financial assistance to people who do not have enough money to live on. Social Assistance is a last resort after all other possible sources of income have been explored.

NON-GOVERNMENT RESOURCES

Alanon-Family Groups

(867) 667-7412

www.bcyukon-al-anon.org/

Provides counseling and support for families living with alcohol addiction.

Alcoholics Anonymous

(867) 668-5878

www.bcyukonaa.org/

Provides counseling and support for individuals living with alcohol addiction.

Hospice Yukon Society

(867) 667-7429

www.hospiceyukon.net

Offers compassionate support to individuals and families facing life threatening illness and/or experiencing grief from the loss of a loved one.

Kid's Help Phone

1-800-668-6868

Provides confidential telephone counseling, information and referral services to children ages 4–19 needing help on a variety of problems, issues and concerns.

Many Rivers Counseling and Support Services

(867) 667-2790

Offers counseling to individuals, families, couples and groups throughout the Yukon.

Victoria Faulkner Women's Centre

(867) 667-2693

A safe and respectful space where women connect with each other, access support and services and work together to create positive change for women and the community.

