

Stride Place Tenant Handbook

Property Managed by Burnaby Association for Community Inclusion

Welcome to Your New Home!!

We hope you will find the information in this handbook helpful and provide answers to some commonly asked questions.

The office, located next to the amenity room, is typically open between 9am and 12pm Monday to Friday. However, the property manager is also responsible for other properties and may be away from the property. Current office hours will be posted on the door to the office. The caretaker is to be contacted after hours between 3-5pm and 7-9pm. The office phone number is **604-515-7510**. After hours emergencies can be reported to Dean Renning at **604-339-5750**.

Information About Moving In

The property manager will let you know what day you may move into your new home. When you go to the building to pick up your keys, the property manager will complete a move-in inspection with you.

Please contact the property manager at 604-515-7510 to arrange a time for your move in. This allows building staff to schedule other moves that day so that the elevators and hallways will not be too busy at any one time.

Move-in hours are from 8am until 4 pm.

Keys and Locks

We will install a new lock on your door before you move in and give you keys for your unit, the front door of the building, your mailbox, the bike storage room and the garage (as necessary).

Please note that we have to charge a replacement fee if you lose any of your keys (minimum cost of front door key and garage card are \$50). We keep master keys to all units to ensure your safety in the event of an emergency.



You must not change your locks or add security devices without prior written approval from BACI. If you need your lock changed, please ask your building manager/site representative. If you are locked out of your building, you can contact your building manager/site representative to let you in during regular office hours. Please note that we may charge a fee for these services. If it is after hours, you will need to contact a locksmith and will be responsible for all charges.



Parking

Secured tenant parking is available at Stride.

Vehicles must be registered at the office, be in running order and be insured. Vehicles may be stored for a short time, 3 months, in the assigned parking stall.

Owners must provide a copy of the storage insurance and the vehicle cannot be stored on blocks. Vehicles that are not insured or are stored for more than 3 months, will be towed.

Tenants may only park in the stall that was assigned to them and may not use visitor parking spots, which are clearly marked. Owners are responsible to clean up any oil leaks/stains their vehicle causes. Parking stalls cannot be used for storage. There are to be no organics, flammables, or liquids in the parking stalls. At no time can mechanical repairs to vehicles be done on the property.

Insurance

BACI only insures its buildings, **not your belongings**. Although you are not required to purchase content insurance, we recommend that you do so to protect your belongings in case of fire, theft, earthquake or other damage. Please note that you are required to have liability insurance if you have a waterbed and provide a copy to the property manager for your file.

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Hydro

Tenants are responsible for paying for their own hydro. Your property manager will provide a hydro application form for you to complete during your sign-up meeting.

Cable and Telephone

Each unit has their own cable and phone hook ups. Tenants are responsible for contacting their local cable and telephone companies to arrange for connection and payment. Additional service outlets must be approved by BACI in writing and installed at your expense. Satellite dishes cannot be attached to the building or fences.



Pets

The pet ownership rules provided with your **tenancy agreement** outline the types of pets that are and are not permitted (for example, certain dog breeds and certain exotic pets) and describe your responsibilities as a pet owner. Tenants are allowed 1 dog or 1 cat or 1 bird; reptiles are not allowed. Cats and



dogs must be spayed/neutered. Please remember that **pets must be on a leash** in all common areas and with a responsible person when not inside their units. **Pets are not allowed in the courtyard or garden areas.** Pets are not to urinate or defecate on the grounds as it presents a health hazard for children.

If you wish to get a pet, you must get prior approval from the property manager and fill out a form prior to moving the pet in. Pets must be registered and registration forms are available from your building manager/site representative or regional office. If you violate the pet ownership rules, your tenancy may be at risk. All pets require a pet damage deposit which is ½ a month's rent.

How Tenant Rent Contributions are Calculated for Subsidized Units:

Stride place has some units that are available for people with lower incomes and their rent is geared to their income. This is something you would discuss with the property manager when you applied for a unit or if your situation changes while living at Stride. There are a limited number of units available and there is a waitlist procedure that is followed. Rental subsidies are ultimately approved by BC Housing.



For tenants who pay rent geared to income, your monthly rent is 30 per cent of your adjusted total gross (before tax) household income. This means 30 per cent of the gross income from anyone 19 and over living in your home. If your income is very low, you will be required to pay a minimum rent based on your family size. If you are receiving ministry assistance, your rent is calculated on a flat rate table based on the number of occupants in the household.

We look at income, source of income, assets, family size and whether someone is a student when we assess the amount of your rent. For example, student scholarships are not included as a source of income while wages and provincial income assistance are.

Check with your property manager for more information on what types of income are and/or are not included, and for details on the rent calculation process and what is required in terms of proof of income.

Should a change to your family size or significant income change occur (for example, if your source of income changes from employment, employment insurance, income assistance or any change in the amount of income), you must contact your property manager and you may be required to complete the Declaration

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of Assets and Income form. The property manager will advise whether your rent will be adjusted at that time. Should any of your income come from income assistance, you will be charged a flat rent rate based on your family size.

Please note that for those tenants who are paying rent geared to income, you will need to go through an income review annually and/or when your situation changes.

Paying Your Rent



Rent is due each month on the **first day of the month.**

BACI collects rents through pre-authorized debit from your bank account and you will be provided with a form to set this up when you move in.

Please note that if your rent payment is returned due to insufficient funds (NSF) you will be charged a fee by BACI, in addition to any fees your bank may charge. If you have more than one NSF payment, you will be required to pay your rent via money order. All money orders must be received in the office by noon on the first of the month or the rent will be considered to be late. Repeated non-payment or late payment of rent will result in the tenant being issued a Notice to End Tenancy. This is the start of the eviction process. (Please refer to your tenancy agreement.)

For tenants who receive their income from the Ministry, you can arrange to have the payments sent directly to BACI each month. If you choose to have your rent paid this way, please connect with the property manager to discuss this.

Annual Review Process for Rent Subsidies:

You will need to complete a Declaration of Income & Assets (DIA) form at least once a year. The Property manager will either deliver this to you or mail it to you. You will need to provide

your current financial and household information and attach copies of any documents that provide proof of your stated income and assets for the past three months. Documentation for your income and asset review must be current and verifiable. It may include items such as paycheques, letters from employers, tax records, bank statements, and government benefits statements. Each person 19 and over living in your unit must sign the DIA and provide proof of income.



The Proof of Income and Assets information guide will be included in the annual Declaration of Income and Assets package. This information will be kept in your rental file and will be shared with BC Housing as requested.

Under the terms of your tenancy agreement, you are responsible for paying the rent established for your unit, which is based on the information provided in your declaration form.

It is important that you fill out this form and have it signed by all members of the household 19 and over.

Failure to do so means that you could lose your rent subsidy and be issued a Notice to End Tenancy. This is the start of the eviction process. (Please refer to your tenancy agreement for more information.)

If you have any questions or need help filling out the declaration form, please contact the property manager during office hours, which are posted on the door, or leave a message at the office number: **604-515-7510.**

Privacy Policy

BACI is committed to maintaining each tenants confidentiality, respecting personal privacy, and complies with current legislation regarding protection of personal information.

When you applied for housing, we collected only the personal information required to administer our housing

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programs. We will only use this information to support you in your tenancy.

Your personal information will only be used by authorized staff to fulfill the purpose for which it was originally collected, or for a use consistent with that purpose. We do not disclose your personal information to other public bodies or individuals except as authorized by legislation or through your consent. We only keep your personal information for the length of time governed by our records retention schedules and other legislative requirements. Records are then destroyed.

To obtain access to your records or to request a correction to a record, you must make a written request. Please contact the Property Manager for further information.

Tenancy Agreement

Before moving into your unit, you signed a tenancy agreement and did a walk through inspection with the property manager. A copy of this report is given to you and another is kept on your rental file.

BACI is responsible for all major repairs needed in your unit (such as water leaks), however, you are responsible to care for your unit and keep it in good repair.

Tips and Policies on Caring for Your Unit

Care of Your Unit:

It is your responsibility to keep your home clean and well maintained. Protect walls and floors when moving in/out to prevent tearing of linoleum or holes in walls.

Please ensure you use picture hooks, rather than nails, screws or tape, to hang any wall decorations. **Tenants must put a request in writing for any alterations, renovations or painting in the unit, which must be approved in advance by your property manager in writing and you will be expected to**



return the unit to its original condition when you move out. Failure to do so will result in repainting costs to be taken out of your damage deposit.

Please contact your building manager if repairs are required.

Tenants must receive authorization from the property manager before proceeding with repairing tenant caused damage in the unit to ensure repairs will meet our standards and that all contractors have appropriate coverage through WorkSafe BC.

Do not carry out alterations or renovations to your unit without prior written consent and contact your building manager/site representative if repairs are required.

Renovations and alterations include painting, wallpapering, changing the flooring, installing a satellite dish, and making structural changes.

Tenants are required to attempt to plunge any plugged sinks or toilets prior to calling the property manager for repairs. Your toilet is an environmental water saver and sometimes requires to be flushed twice.

Tenants are responsible for replacing light bulbs in their units.

All fridges are frost free so they do not need to be defrosted. Ovens are self-cleaning so they only require soap and water for cleaning. Avoid using any abrasive cleaners as surfaces may be damaged. If the appliances do not seem to be functioning properly please check the following before you call the Property Manager:

- Ensure appliance is plugged in
- Ensure fuses for the stove are plugged in
- Check that fuses in the fuse box are not blown
- Check the owners manual
- If none of those fix the issue, please contact the property manager

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Your unit comes equipped with smoke and heat detectors that are quite sensitive. If alarm goes off, Do Not Disconnect! Open a window of the sliding glass door and fan smoke away from the detector with dishcloth or newspaper and until alarm ceases. Your unit will also be equipped with a sprinkler system. Do not hang anything off of or attach anything to sprinkler heads as they can break easily.



Never block or attach anything to sprinkler heads as it may prevent them from functioning as required in the event of a fire.

If your unit is cold ensure that thermostats, located in the living room, are turned ON. Note that the type of heating system in this building requires longer to warm up than standard heating systems.

Dehumidistats are provided in each unit. They look like heat thermostats and are located on the wall inside the hall closets. When activated, the dehumidistat will start the fan in the bathroom. It circulates the air when the humidity in the unit is too high. The settings on the dehumidistat should be experimented with until a comfortable level is found.

The following procedure is recommended to assist with the setting of the dehumidistat.

1. Open the bathroom door and turn off the bathroom fan.
2. Turn the dehumidistat dial to the off position.
3. Slowly increase the dehumidistat dial until the fan in the bathroom turns on.
4. Adjust the dial back slightly until the bathroom fan turns off. It may be necessary to adjust the dehumidistat from time to time.

Please contact the property manager to report any deficiencies or repairs that are needed in your suite.

Proper care of the window coverings is required. The living room vertical blinds should be vacuumed regularly or wiped with a

damp cloth. Blinds cannot be put in the tub or washing machine as this will ruin them. If you feel they need a deeper cleaning please obtain from the office the name of a professional cleaner. The mini blinds in the bedrooms require the same care.

Tenants are required to return the unit to move in condition when they move out. This includes having carpets and blinds professionally cleaned.

Additional Facilities

Bike Storage

Bike storage is available in the parking area downstairs. If you have bikes to store, please ensure you register with the property manager and you will be issued a key. This room is designated for bike storage only and is not to be used for the storage of anything except bikes. Bikes are not to be stored on balconies. The bike storage room will be cleared of excess items twice a year.



Yard Area, Common Areas and Balconies

Stride Place has an enclosed back yard with garden area's and a play area for children. Young children (children under 12) are to be supervised by an adult when they are playing outside. Toys must go back to your unit when you are finished playing and not stored in the common yard area. Maintenance is provided for the common yard area.



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Children and pets should not play in stairwells or hallways in the building. Please ensure hallways, walkways and stairwells are kept clear of clutter at all times. Items such as mats, strollers, toys, shoes, bikes cannot be stored in hallways and must be stored either in your unit, your storage unit or the bike room downstairs.

BACI staff will shovel snow from the city sidewalks and/or put ice melt down on walkways and ensure the driveway is cleared of snow.

Balconies must not be used for storage at any time. Barbecues, whether charcoal or propane, are not permitted on balconies as the fumes and burning coals are a potential health and fire hazard. Propane tanks of any size cannot be stored on balconies or storage rooms. In the winter, you should clear any snow from your balcony because accumulated melting snow could leak under the door into your home.

Household Garbage & Recycling



The garbage and recycling room can be found in the basement. Bins are clearly marked as to what materials can be placed inside. Please ensure you are familiar with the city of Burnaby guidelines around recycling (<http://www.burnaby.ca/City-Services/Garbage---Recycling.html>).

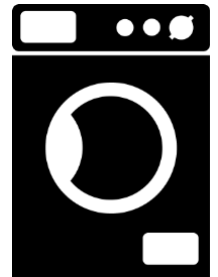
Disposal of furniture, electronics, appliances or other large items in the garbage room or any other area of the apartment is not permitted. Tenants must arrange for removal of these items at their own expense. Please contact your property manager if you require assistance.

Amenity Room

The amenity room at Stride Place is available for tenants to use for meetings or social functions. Your property manager can let you know about the availability or use of the common space in your building. It is your responsibility to ensure safe and reasonable use of all common areas by household members and guests. A deposit of \$50 is required for private use and tenants are responsible to ensure the room is clean and garbage removed after use. If the room is left unclean, the deposit will not be returned.

Laundry Room

All units in the building have washer and dryer hook ups for those tenants who have or which to purchase their own washers and dryers. The building also has a common laundry room located on the first floor, close to the office and amenities room. Laundry room is for tenant use only.



Laundry machines run on card system.

Cards can be obtained from the property manager and can be reloaded with cash on the machine in the amenity room.

To help be energy efficient, please turn off all lights when you are leaving the laundry room and it is empty. Ensure you take all laundry with you when you leave and clean up any spills or messes.

Remember to clean out the lint trap after you use the dryer to reduce drying time and prevent fires. Report any washers/dryers that are not working to the property manager.

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Building Tips and Policies

Tips to be Energy Efficient:

To help the building be more energy efficient, we ask that tenants consider washing clothes in cold water rather than hot water and wash full loads. If there is no one in common areas, such as the laundry room and amenity room, please turn out the lights on your way out. When it is cold out, keep the temperature at 20 degrees Celsius. Please do not turn the temperature down past 15 degrees Celsius in the winter even if you will be away for a long period of time

Remember to turn your thermostat down when you leave your home or open windows. Keep your refrigerator on a medium or low setting.

In order to be energy efficient and conserve energy, we keep the heat at moderate temperatures in stairwells and we put weather stripping around doorways and windows to reduce drafts.

Renovations and Alterations

BACI upgrades units and the building as required. We try to plan ahead for this type of work and let you know well in advance of any renovations planned in your building. Tenants must ask permission to change paint colour, install drapery, or make alterations to unit.



Pest Control

Please report the first sign of pests in your unit to the property manager immediately. Pests include (but are not limited to) rodents, cockroaches, ants, silverfish, and bedbugs. Treatments will be scheduled to avoid further infestations.

You can reduce pests by:

- keeping your dry goods (flours, cereals, sugars, etc.) in glass, metal or hard plastic containers with tight-fitting lids
- Keeping your garbage, including recyclables, in tight-closing hard containers or take to the garbage and recycling bins often
- Report holes in your deck or around water pipes in your kitchen and bathroom so that they can be blocked
- Keeping the screen door closed on your patio if you live on a ground floor
- Stuffing steel wool into holes around water pipes that can be found in the kitchen and bathroom
- **If you notice pests of any kind in your unit, please report it to the property manager immediately so the appropriate steps can be taken to remedy it**

To avoid the spread of bedbugs, it is important that you do not bring any furniture or household items into your unit from dumpsters or second-hand stores. Should you discover bedbugs in your unit, notify the property manager immediately. They will give you further instructions on what is required to prepare your unit for effective treatment. If spraying or heat treatment is necessary, you will receive a notice that explains what must be done before any treatment can be completed.

Guests

No permission is required for guests that are staying with you. Any guest that stays for 14 days or longer will be considered a resident and will be considered in the calculation of household size and income. Guests may not stay in a tenants unit for longer than 7 days without the tenant there, except with written permission of the property manager.

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Smoking

Smoking is not permitted in any common areas inside the building and all suites are non-smoking. Smoking is permitted on your balcony or if smoking in outside common areas, you must be three metres away from exterior entrances, windows, and intake fans. Tenants are required to ensure cigarette butts are disposed of safely and not left on the ground outside or dropped to balconies below them. If you or a guest is a smoker and staff must come to your unit, please do not smoke in your home for one hour before they arrive and while they are present (as per WorkSafeBC regulations).



Noise and Quiet Hours

You and your neighbours are entitled to privacy and quiet enjoyment of your homes. **Please respect the building quiet hours which are 10pm on weekdays and 11pm on weekends.** If you are having guest and feel it may get loud, it would be a good idea to let your neighbours know. Try to place items such as speakers and musical instruments on inside walls to reduce noise carrying to neighbouring apartments.

Conflict and Complaints

If you are involved in a conflict with another tenant, try to resolve the issue with them before seeking help. If you are unable to resolve an issue as it relates to your tenancy, contact the property manager in writing. Written complaints must be dated and signed and should state facts (who, what, when, where) rather than personal judgments, opinions or conclusions. If you disagree with a decision the property manager has made any further appeals must follow the Burnaby Association's Conflict Resolution Policy. (available at www.gobaci.com).

Maintenance and Repairs

BACI is committed to providing safe housing for its tenants.

From time-to-time staff may need to conduct repairs and preventative maintenance in your unit. BACI will make every reasonable effort to minimize the disruption while repairs and maintenance are underway.

Please inform the property manager of a maintenance problem by filling out a maintenance request form. This form can be found in the wall hanger outside the office door. You must complete and sign the form before repair work can be scheduled as this allows repair personnel to enter your suite. If there are no forms, please call the property manager to get one.

Tenants are to inform the office ASAP regarding any of the following: pests, repairs, theft, heating/hot water. In case of these issues, the tenant is to call the office and leave a message, then write a request and put it in the office mail slot, or call the emergency number if it is an urgent safety issue.

After Hours Emergencies

If you have a serious problem after hours, phone Dean Renning at the after hours emergency number, **604-339-5750**. This number is intended for maintenance emergencies only such as: a flood, an elevator breakdown, power or heat system failure, a broken window, a leaking roof or underground parking gates not working. **The number is posted on the door to the office.**

If you have lost your key and cannot enter your suite, it is your responsibility to contact a locksmith to be let in. The tenant is responsible for this cost and must report this to the property manager. Call Westcoast Mobile Locksmith at **604-291-0444**.

Transfers

Time to time situations arise that may require you to need a different kind of unit. If this occurs, please contact the property manager to discuss your new needs and put a request in for a different type of unit. Transfer requests will be accepted if the tenant and all members of their household

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still meet the basic eligibility requirements for housing and all of the basic transfer eligibility criteria outlined below.

Basic transfer eligibility criteria:

- The tenant(s) have lived in their current unit for a minimum of one year
- Their tenancy is in good standing;
- They have no outstanding debts including chargebacks, rent arrears or audit arrears
- A change to your household size or composition requires a different size unit (over-housed tenants are required to move to an appropriately sized unit
- You or a family member has experienced a decrease in mobility that makes your current unit inaccessible

There are no guarantees as to when a unit that is more suitable will become available, however, if the above criteria are met, units that become available will be offered to tenants requesting a transfer prior to applicants on the waitlist.

Emergency Preparedness

Protecting Yourself and Your Home

There are several things you can do to help keep yourself and other tenants safe in the building.

1. Do not let strangers follow you into the building as you enter or let people in via the intercom if you don't know them. Your guest should use the intercom, either at the front of the building or in the parking garage. Dial "9" on your phone to let them in. The property manager will meet any workers on site, so there is no need to let repair personnel in, unless you have contacted them to come to your suite.
2. If you see strangers loitering around the building, please contact the property manager or the police directly. If you observe suspected criminal activity, do not attempt to intervene but phone the police immediately.

3. If your safety or someone else's safety is at risk, call 911 immediately.

Earthquakes

Keep an emergency supply kit with a minimum 72 hour supply of water, food (especially food that do not require cooking such as energy bars and crackers), and clothing. Also include a first-aid kit, flashlight, extra batteries, a portable battery-operated radio and any required medications. As we live in an area where an earthquake could happen, you can prepare your family ahead of time.

Know the safe places in your home and ensure all family members know. Know that dangerous areas are near windows, mirrors, hanging pictures or plants, tall furniture and ceiling fixtures.

If there is an earthquake and you are at home, you should:

- Take cover by getting under a sturdy desk or table; and, hold on to the legs until the shaking stops.
- Remain calm. After the shaking stops, wait 30 to 60 seconds before moving
- Be prepared for aftershocks
- Check yourself and your family for injuries.
- Listen to the radio for information and instructions.
- Remain inside unless the structure is unsafe
- Be aware of overhead dangers when you go outside.
- Assist neighbours wherever possible.

BACI staff are trained in how to respond during an earthquake. If there is an earthquake, they will be able to assess any damage to the building. They may need your help if you are able to assist them.



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For further information on how to plan for an emergency, please visit the following websites:

<http://embc.gov.bc.ca/em/index.html>

<http://www.getprepared.gc.ca/>

<http://www.burnaby.ca/City-Services/Public-Safety/Emergency-Program/Resources-and-Links.html>

<http://www.burnaby.ca/City-Services/Public-Safety/Emergency-Program/Individual-and-Family-Preparedness.html>

<http://www.burnaby.ca/City-Services/Public-Safety/Emergency-Program/Pet-Preparedness.html>

In the event of a major disaster, BACI will work to ensure building services are restored to tenants as soon as possible.

Fire Safety

Here are some tips to protect you and your family:

- Do not store flammable materials such as paint thinner, solvents, propane tanks or gasoline inside your home, on your balcony or in your storage unit.
- Regularly recycle old newspapers as they are a fire hazard if you let them stack up.
- Make sure you know what to do in case of fire. **You will find fire safety and evacuation information posted on each floor.** You can also obtain fire safety information from the building manager.
- Become familiar with all exits on your floor as well as the one closest to you. If your exit route is blocked, return to your apartment, place rolled up towels along the bottom of the door, carry a phone with you and go onto your balcony.
- Plan these escape routes with all household members and practice them regularly so everyone knows how to exit the building safely. Ensure everyone knows where the meeting place is outside, in case you get separated.

- If you or a family member have special needs that would need to be addressed during an emergency evacuation, please contact the property manager who can add this information to the fire safety manual.
- If you hear a fire alarm, always leave the building right away and follow your fire escape plan. **Do NOT assume it is a false alarm.**
- If a fire occurs in your unit, evacuate to safety, activate the fire alarm, and **call 911** for the fire department. Only attempt to put out the fire if it is small enough.
- Call your building manager/site representative if the smoke alarm in your home goes off frequently. The alarm is hard wired, so there is no battery to replace. **Do not remove or disable the alarm.**
- All smoke alarms are inspected on an annual basis. We inspect the smoke alarm and test it regularly.
- Keeping your stove, oven and toaster clean so they don't smoke, can help prevent setting your smoke alarm off. Also, use the exhaust fan when cooking to reduce the possibility of false alarms. Never leave cooking food unattended.
- Advise your building manager/site representative immediately if you become aware of any fire hazards in your unit or the building, for example, accumulations of combustibles, flammable liquids or blocked exit routes.
- Only use a fire extinguisher if you have been trained. If you want to learn how to use a fire extinguisher, contact your local fire department.



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- Do not prop open fire doors or disable automatic door closers, as you could place both yourself and your neighbours in danger in the event of a fire
- Do not overload power outlets or use damaged, old or frayed power cords. A power bar with a shut-off feature can protect your electrical appliances.

Throughout the year, BACI will provide opportunities for tenants to engage in emergency preparedness drills, may bring in outside groups to provide training (such as the fire department) and provide updated safety information as it becomes available.

Crime Free Multi-housing

BACI works in partnership with local police to ensure a crime free, safe living environment for all tenants. Any tenant or occupant of the tenant's household or any person invited onto the property by the tenant, shall not engage in any criminal activity on the property.

These can include, but are not limited to:

- Any drug-related criminal activity;
- Solicitation (sex-trade workers and related nuisance activity);
- Street gang activity;
- Assault or threatened assault;
- Unlawful use of a firearm;
- Any criminal activity that threatens the health, safety or welfare of the landlord, other tenants or persons on the property

Any tenant, occupant of the tenant's household or any person invited onto the property by the tenant who engages in illegal activity on the property will risk eviction as well as criminal charges.

Vandalism

Vandalism to elevators, stairwells and hallways can result in costly repairs. Graffiti on brickwork is difficult to remove and is unsightly. We ask that you call the police right away and tell your property manager if you see anyone damaging BACI property.

Moving Out and Committees

Moving Out

When you decide to move out, you need to give the property manager written notice. This notice must be received by the last day of the month, one month before you plan to move. For example, if you were planning to move out on April 30, you would need to notify your property manager by 4:30 p.m. on March 31.

The property manager will make an appointment with you to inspect your unit before you leave and will give you a list of the cleaning you have to do before moving out. You must leave the unit as clean as it was when you moved in. Except for normal wear and tear, any damage to your unit is your responsibility. You may be charged with repairs. **You must be moved out by 1 p.m. on the last day of the month.** It is your responsibility to return all keys and your laundry card, and to sign the move-out inspection form before you leave.

Committees

BACI welcomes feedback and input from tenants on issues that affect their home. Committees may be struck, as determined necessary, to address issues. Currently BACI has a Building Improvement Committee. Committee terms will be one year and the commitment required would be 3 to 4 meetings per year, for approximately 2 hours. The Building Improvement Committee meets to discuss and review:

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upkeep/maintenance of the building and property, prioritize repair list and review completed items and outstanding items.

If you need to use Handydart and you are not a previous user, you will need to fill out an application form which can be found at:

<http://www.translink.ca/en/Rider-Guide/Accessible-Transit/HandyDART.aspx>



Local Contact Information

In Your Neighbourhood:

Edmonds Community Center

7433 Edmonds Street, Burnaby, BC, V3N 1B1
604-297-4838

<http://www.burnaby.ca/Things-To-Do/Community-Centres/Edmonds-Community-Centre.html>

Burnaby Public Library

Tommy Douglas Branch
7311 Kingsway
Burnaby BC V5E 1G8
604-522-3971

<http://www.bpl.bc.ca/locations-hours/tommy-douglas>

Busses:

The following busses stop close to the building: 112, 128, 101 and C5. All busses also connect to Edmonds skytrain station. For further information about bus routes, contact Translink at **604-953-333** or on the internet at <http://www.translink.ca/>

Handydart (accessible transit):

For information call: **778-452-2860**

To book or cancel a trip call: **604-575-6600**

Community Resource Guide

This is a handy guide to local amenities such as recreation centres, grocery stores, and Medical Clinics, as well as events and group activities in your area.

http://burnabycommunityconnections.com/pdfs/Bby_CRG%202016_final%20proof2-web.pdf

Medical Clinics

Highgate Medical Centre **604-777-9101**
103-7188 Kingsway, Burnaby

Metrohealth Clinic **604-433-8888**
www.metrohealthclinic.ca
4879 Kingsway, Burnaby

Middlegate Medical Clinic **604-522-1886**
7018 Kingsway, Burnaby

Stride Place Tenant Handbook

Property Managed by Burnaby Association for Community Inclusion



Final Note

This handbook is provided only as a guide; your legal rights and responsibilities are described in your residential **Tenancy Agreement**.

For more information on your rights and responsibilities as a tenant, phone the residential Tenancy office at **604-660-1020** (outside the Lower Mainland: **1-800-665-8779**) or online at www.rto.gov.bc.ca