



CONNECTIVE

# Resident Handbook

A GUIDE FOR YOUR NEW HOME

# Emergencies

If you have any police/medical/fire emergencies, call **911** immediately.

## CONNECTIVE AFTER HOURS EMERGENCY LINE

After you call 911, call the Maintenance and Administrative Coordinator at 778-621-3036. If the Coordinator is away, calls will be forwarded to another team member.

Please use the after-hours emergency line only in an emergency that cannot be handled during regular business hours (weekdays 8:30am-4:30pm). Otherwise, please fill in a Request for Repair form (page 6) or email [rentals@connective.ca](mailto:rentals@connective.ca)

### When should you call the after-hours line?

- Flooding or leaking water pipes or hot water tanks
- Overflowing toilet, toilet not working (if you don't have a second toilet)
- Complete loss of electricity in your unit
  - Call BC Hydro 1 (800) 224-9376 to confirm its not also impacting the rest of your neighbourhood
- Leaking roof, broken windows, and sparking electricity
- Main door is not locking
  - If you lose your keys and need a locksmith, you will be responsible for the costs. You will also be asked for photo ID that includes your address to get new keys.
- No heat in the unit
  - Before you call, check your breaker and call BC Hydro 1 (800) 224-9376.

Anything else that is NOT on this list can wait and be taken care of during business hours (weekdays 8:30am- 4:30pm). Otherwise, please fill in a Request for Repair form (page 6) or email [rentals@connective.ca](mailto:rentals@connective.ca)

## FIRE EXIT PLAN AND ANNUAL FIRE ALARM TEST

### Familiarize yourself with the building's fire exit plan.

This fire exit plan is posted on each floor of the building, usually by the elevator or in common areas. Connective conducts an annual fire alarm test to make sure each alarm system works. You will be informed in advance of the date and time so you are aware.



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# Welcome Home

This handbook is your guide for your new home. It provides information about your community, how Connective operates, and the requirements and expectations for residents.

## ABOUT CONNECTIVE

Over the past 90 years, we've woven a strong social safety net that addresses the needs of all who walk through our doors. At Connective, we see a path forward for everyone, with opportunities to learn, grow, and develop—on their own terms and at their own pace.

We enable this through a continuum of innovative and dynamic housing, life-skills, outreach, employment, and community-based services, with the goal of assisting individuals to achieve greater independence. In us, people can find what they need to move forward and navigate challenging social systems.

### Our Vision

A safe, healthy, and inclusive community for all.

### Our Mission

We strengthen communities by supporting people experiencing barriers so they can achieve greater independence.

### Our Values

Inclusive  
Accountable  
Person-Centered  
Collaborative  
Determined

## CONTACT US

778-621-3036 | [rentals@connective.ca](mailto:rentals@connective.ca)

## ACKNOWLEDGING THE LAND WE LIVE ON

Connective is honoured to support people and communities across many ancestral, traditional, and unceded Indigenous territories in BC and the Yukon. As visitors on these lands, we do not take lightly the privilege and responsibility of providing culturally appropriate services.

We are committed to incorporating the wisdom and expertise of Indigenous Elders, Leadership, Knowledge Keepers, service users, and community groups in all that we do, to ensure our programs and services meet the distinct needs of all those we serve.



## OUR TEAM

### **Maintenance and Administrative Coordinator**

- The Maintenance and Administrative Coordinator will be your main contact during your tenancy with Connective. They are responsible for maintenance of the building and all common areas, collecting rent, turning over suites, and the overall upkeep of the building.
- Maintenance and Administrative Coordinators also are responsible for collecting Repair Requests, which can be emailed or filled in via the Repair Request Forms. All buildings will have a mailbox that you can access after hours. For more information about your specific building, please email [rentals@connective.ca](mailto:rentals@connective.ca).
- Normal working hours are Monday to Friday 8:30am to 4:30pm, and do not include evenings, weekends, or statutory holidays. Please be respectful when dealing with Connective staff.

### **Maintenance and Asset Manager**

- There is a Manager that oversees the affordable housing portfolio at Connective. They support the Coordinators, manage the capital plans and asset management for the buildings.

### **Finance Department**

- They oversee rent calculations and annual income reviews.

## PROVIDING FEEDBACK

Connective will send a paper feedback form surveys to each unit annually to elicit feedback from residents. This will be accompanied by a newsletter informing residents of the work anticipated to be completed that year on the property. Paper feedback forms are also available in the lobby/common areas to provide residents the opportunity to provide feedback anytime.



## Your Home

### CREATING A SAFE, HEALTHY, AND INCLUSIVE COMMUNITY

All residents have the right to a quiet and peaceful environment. Quiet hours are between 11pm to 9am, as outlined in your tenancy agreement. Please check your local city bylaws for any additional quiet time bylaws. You are responsible for making sure that your household members and guests don't create excessive noise and disturbance, especially during quiet hours. Not following these rules can lead to the end of your tenancy. This includes ensuring that children are not playing in the parking lot, hallway, or laundry room.

For complaints or conflict with your neighbours, try to talk to your neighbours in a polite and courteous manner to sort the problem out first. If that does not work, please provide a written complaint to the Maintenance and Administrative Coordinator. You will be responsible for working with the Maintenance and Administrative Coordinator and your neighbours to address the issue and follow any actions agreed upon by all parties.

Part of being a good neighbour is accepting that everyone is different. Please make an effort to create a positive neighbourhood and ensure that your activities are not disturbing others. Do not allow your guests to behave in anyway that would cause harm to your neighbours. Please also ensure that your suite is clean and tidy.

### Safety is Everyone's Responsibility

- Be mindful of your surroundings, do not let strangers into the building as you enter or exit
- Stop and wait for gates or doors to close completely before entering or exiting

## YOUR BUILDING, SAFETY, AND SECURITY

### Keys/Locks/Security

The Maintenance and Administrative Coordinator will give you a key to your unit, front door, and mailbox (if applicable). Your door lock will be rekeyed before you move in. If you misplace your keys, immediately let the Maintenance and Administrative Coordinator know to discuss whether rekeying is necessary.

Connective keeps master keys to all units in case of an emergency. Do not change any locks or add security devices without permission from staff. If you want to change your locks, or if you lose your keys, you will be responsible for the cost to replace them. If it is necessary for locks to be changed, please speak to the Maintenance and Administrative Coordinator.

### Insurance

Tenant insurance is required for each unit. You are responsible for having sufficient insurance to protect your property against loss, theft and damage. Tenant insurance can be purchased from most insurance agencies. Connective is responsible for restoring the building and its units, however, this does not cover any damage to personal belongings.

## **YOUR UNIT**

### **Decorations/Alterations**

Please get permission from the Maintenance and Asset Manager before you make any modifications to your unit. All modification requests must be in writing and given to the Maintenance and Asset Manager prior to any work being done.

Structural changes to your unit or exterior of the building are not allowed. No plumbing or electrical modifications are to be made to the unit by any resident. If you're not sure about what's allowed, please ask your Maintenance and Administrative Coordinator. Connective has the right to remove any structure or additions that were not approved. Any costs involved to remove these items will be your responsibility.

### **Pet Policy**

Certain pets are welcomed within specific parameters to ensure the health and safety of the community. Tenants with pets must adhere to the rules outlined in the pet policy, which is part of the tenancy agreement addendum. The policy defines acceptable pets, rules governing pet ownership, and clarifies that visiting pets are not permitted on the property. Tenants must also comply with municipal bylaws and the BC Wildlife Act. Failure to adhere to the rules in the policy may result in pet removal, lease termination, or liability for damages caused by a tenant's pet.

### **Guests**

Guests are allowed to stay a maximum 14 calendar nights per year. If you have a guest that resides in your unit for more than 14 calendar nights in a year, you will be in violation of your tenancy agreement. You are responsible for the actions and behaviour of your guests at all times.

### **Internet/Cable/Telephone/Utilities**

Internet, cable, and telephone services are not provided. You must arrange your own internet, cable and telephone services, including installation, maintenance, and any associated costs. For installation, you must make advance arrangements with the Maintenance and Administrative Coordinator to get access to the utility room if needed. In some buildings electricity or gas is not included in the rent. If electricity or gas is not included in your rent, you are responsible for setting up and paying your utilities directly. To activate these services, please contact:

- BC Hydro 1-800-224-9376
- FortisBC 1-888-224-2710

To confirm what utilities are included in your rent, please refer to your tenancy agreement.

### **Smoking/Vaping**

As stated in your tenancy agreement, smoking or vaping of any substance is not allowed within:

- Your unit
- Any common areas including patios, balconies, hallways, parking garages, electrical or mechanical rooms, stairs, or storage locker areas
- Six meters of a door, window, or air intake
- 25 meters from the playground areas and outdoor spaces

## **Bathrooms**

When cleaning, please use a gentle cleaner on bathtubs, sinks, and toilets. Make sure that you clean all tiles regularly. Never flush paper towels, feminine hygiene products, condoms, dental floss/picks, or wipes down the toilet. If any tiles are broken, toilets are running, water dripping or other repairs are needed, please fill out a Request for Repair form (see page 6), or email [rentals@connective.ca](mailto:rentals@connective.ca)

## **COMMON AREAS**

### **Parking**

Parking is available at some properties and designated parking areas are only for registered vehicles. Please make sure that your vehicle is in operating condition, registered, and has valid insurance. Guests should only use the designated visitor parking areas. Maintenance on your vehicle should not be done on the property, and your vehicle must be registered to get a parking spot. Any liquids that leak from your vehicle must be cleaned immediately. Please check with the Maintenance and Administrative Coordinator for additional parking provisions.

### **Storage**

All personal property that is on site is at risk for loss, theft, or damage from any and all causes. Please store your personal items in safe and designated storage areas. Attics, crawl spaces, parking stalls, balconies, or patios are not to be used for storage. Residents are required to check, understand, and follow municipal bylaws and fire department regulations for parking areas, storage areas, and yards. You should make sure at all times that your personal property and items are not blocking access to hot water tanks, electrical panels, and attic hatches. Flammable or dangerous materials must not be stored at, or near, the building at any time.

### **Appliance Tips**

- Do not use harmful cleaning products that may damage your appliances
- Clean and defrost the fridge in your unit regularly. Do not use knives or ice picks to scrape ice off because it can damage the freezer and you will be responsible for the repair costs
- Use the stove hood fan when cooking, boiling water or when using a rice cooker
- Use pot lids to reduce humidity and save energy
- Report any issues by completing a Request for Repair form as soon as possible

### **Garbage**

Garbage, waste boxes, paper, or other recyclable materials must not be placed or left in hallways, parking areas, driveways or patios, balconies, or any other common areas, except those areas designated for disposal. All garbage must be drained, bagged, or wrapped and tied securely. Garbage and recycling must be placed in the proper receptacles, not beside the receptacle. Furniture (mattresses, couches, tires, etc.) or electronics must not be left by the dumpster or anywhere on the property. You are responsible for organizing the removal of any large items that need to be thrown out. If you dump furniture or large household items incorrectly on the property, you will be responsible for paying for the cost of removal as well as for paying a dumping fine.





## MAINTENANCE AND REPAIRS

Request for Repair forms can usually be found in front of the Maintenance and Administrative Coordinator's office, in the lobby, or next to common areas. If you are not sure where to find one, please ask the Maintenance and Administrative Coordinator. When filling out a form, please write clearly and fill out the form completely. Once the form is completed, hand it to the Maintenance and Administrative Coordinator or leave it in the designated afterhours mail slot. The same information prompted on a Request for Repair form can also be sent via email to [rentals@connective.ca](mailto:rentals@connective.ca).

**If the issue is an emergency call: 778-621-3036**

Connective is responsible for making sure that your unit, the building, and the property are maintained and suitable for occupancy. Connective must follow health, safety, and housing standards required by law. You are responsible for maintaining reasonable health, cleanliness, and hygiene standards throughout your unit and common areas of the property. Connective is responsible for arranging for damages to be repaired, however, you are responsible for reporting any damages, as well as paying for the cost of damages. Normal wear and tear are not your responsibility.

## HEALTH AND SAFETY

Maintaining a healthy and safe environment is our highest priority. Connective will ensure it supports residents by providing a healthy and safe environment to reside in, however responsibility for health and safety is shared and the following is expected of all tenants:

- Harmful chemicals, solvent and/or motor oil must not be flushed down any drains. These items must be disposed of responsibly at an approved recycling depot.
- Pesticides must be stored securely and out of reach of children.
- No open fires are permitted within residential units or in common areas.
- Charcoal barbecues must be used with at least a 5-metre clearance from any building or structure. Charcoal barbecues must not be left unattended while coals are hot. Coals from barbecues must be cold before disposal.
- Propane Tanks and/or gas cans must be stored securely outside of the residential unit. Propane cylinder valves must be firmly closed between usage.
- Please drive with care around the property. Excessive speed will not be tolerated.

## RENT

### Payment of Rent

Rent is due on or before the first of every month by midnight. Connective's preference is for payment to be received electronically via Pre-Authorized Debit (PAD). If you are unable to sign up for PAD, rent may also be paid by cheque, certified cheque, or money order. Cash payments are not accepted for the protection of both parties. If rent is not paid by the second day of the month, you will receive a 10-day notice to end your tenancy by the Maintenance and Administrative Coordinator. This will be void only if rent is paid within five days. Paying your rent late three times will classify you as being regularly late. This is enough for your Maintenance and Administrative Coordinator to end your tenancy.

If you are unable to pay your rent on time or need more time to pay rent, you must contact your Maintenance and Asset Manager and explain your situation in writing. If there is an unpaid balance of rent, you may be requested to enter a repayment plan.

### Income Disclosure

Prior to signing a lease agreement, residents will be required to complete a Housing Income Testing Form. Residents' household income must be less than or equal to the Housing Income Limit of their region, as determined by BC Housing. It is dishonest to not declare all forms of income. Failure to do so could be considered fraud.

## RESIDENT CHECKLIST

- ☐ **Housing Income Testing Form:** Residents' household income must be less than or equal to the BC Housing Housing Income Limits (HILs) for their region to be eligible for affordable housing.
- ☐ **Emergency Contact:** Each household must provide an emergency contact for Connective to reach out to in the event of an emergency.
- ☐ **Pre-Authorized Debit Form:** Pre-authorized debit is the preferred method for Connective to collect rent. This form authorizes Connective to retrieve the rent amount directly from resident's bank account each month.

## RIGHTS AND RESPONSIBILITIES

### Residential Tenancy Act

The Residential Tenancy Act explains the rights and responsibilities of residents and landlords. The rules for rent increase only apply to those paying market rent. For more information on your rights and responsibilities, contact the **Residential Tenancy Branch at 604-660-1020 or 1-800-665-8779.**

### Tenancy Agreement

Before moving in, residents sign and receive a copy of the tenancy agreement. If this copy has been lost, contact the Maintenance and Administrative Coordinator to request a new one. If you have any questions or require clarification about the agreement, please contact the Coordinator.

### Human Rights and Confidentiality

Connective is committed to maintaining confidentiality and personal privacy.

- BC freedom of information and protection of privacy act: This act is responsible for protecting all personal information under its custody and control. Personal information is only used for tenancy purposes.
- Human Rights Code: This states that a person cannot discriminate against someone due to their race, colour, ancestry, origin, political belief, sexuality, religion, marital or family status, age, sexual orientation, gender identification or source of lawful income. If you feel you are being discriminated against, please contact the **BC Human Rights Tribunal at 604-775-2000.**

## MOVING OUT

### Ending Your Tenancy

If you decide that you want to move out, you must give the Maintenance and Administrative Coordinator written notice stating that you want to vacate the unit no later than the last day of the month, one month before you plan to move.

When you give your Notice to Vacate, the Maintenance and Administrative Coordinator will arrange a pre-move-out inspection. All residents will be given the chance to participate in the move out inspection. The Coordinator must check the condition of the unit before move out is complete. After this is complete, the Coordinator will determine:

- How much of your security deposit can be refunded back to you based on the state of your unit. You are given the opportunity to agree or disagree with the move out inspection report.
- What cleaning needs to be done before moving out.

Any damages to the unit are your responsibility, and the cost of repairs may be charged to you. Unless the Maintenance and Administrative Coordinator and resident otherwise agree, you must vacate the rental unit by 1pm on the day the tenancy agreement ends. You are responsible for giving the Coordinator all keys that are in your possession.

### Transfers

Only those that are eligible for a transfer to another Connective affordable housing property will be considered. You may be eligible for a transfer if:

- You have lived in the current unit for a minimum of one year
- Your tenancy is in good standing
- You have no outstanding debts, including chargebacks, rent or audit arrears
- You are still eligible for Connective tenancy
- You meet one of the following transfer reasons (medical need, unreasonable distance to school or work, social conflict, inappropriate unit size for household)

## Resources

Important Phone Numbers	Contact
If you are in an emergency	9-1-1
Health Link BC – Free of charge provincial health information	8-1-1
For the deaf and hard of hearing	7-1-1
BC Hydro	1-800-224-9376
Fortis BC	1-888-224-2710
Kid's Help Phone – speak to a professional counselor 24 hours a day	1-800-668-6868
BC Alcohol and Drug Information and Referral Service	1-800-663-1441 (toll free in BC) or 604-660-9382
Mental Health and Substance Use Services Administration	604-829-8657
Northern Vancouver Island Mental Health and Substance Use Services (Port Hardy)	250-902-6051
Campbell River Mental Health and Substance Use Services	250-850-2620
Cowichan Valley Mental Health and Substance Use (Duncan)	250-709-3045
Maple Ridge Mental Health and Substance Use Centre	604-476-7165
Child and Youth Mental Health Offices	604-927-2616
BC Mental Health & Addiction	604-953-4900
Developmental Disabilities Mental Health Services	604-918-7540
Tipping Point Consult and Counselling Services	778-251-6527
Vancouver Community Mental Health Services	604-675-3890
STAR: Supporting Children and Youth through Mental Health Crisis	604-585-5561
Vancouver & Lower Mainland Multicultural Family Support Services Society	604-436-1025

<b>Crisis Lines</b>	<b>Contact</b>
All Emergency Services	9-1-1
Police/Victim Services	1-877-869-0720
Chimo Crisis Line	604-279-7070
Crisis Intervention and Suicide Prevention Center of BC	604-872-3311
The Senior's Distress Line	604-872-1234
Mental Health Support	310-6789 (no area code)
Fraser Health Crisis Line	1-877-820-7444
Canadian Mental Health Association	604-516-8080
If you or someone you know is considering suicide	1-800-784-2433 or 1-833-456-4566
Online services for adults	<a href="https://crisiscentrechat.ca">crisiscentrechat.ca</a>
Online services for youth	<a href="https://youthinbc.com">youthinbc.com</a>
After Hours Emergency Children's Welfare	604-660-4927 or 1-800-663-9122
Bullying Hotline	1-877-352-4497
Canadian Red Cross	1-800-863-6582
Distress Services/BC Crisis Center	1-866-661-3311
BC Kids Help Line	310-1234 or text "connect" to 686868
Sexual Assault Crisis Line	1-877-392-7583
Victim Link (Abuse/Violence)	604-836-6381
BWSS (Battered Women's Crisis Line)	604-687-1867

<b>Food Resources</b>	<b>Contact</b>
Greater Vancouver Food Bank	604-876-3601
Campbell River Food Bank	250-286-3226
Cowichan Valley Basket Society (Duncan)	250-746-1566
Friends in Need Food Bank (Maple Ridge)	604-466-3663
Loaves and Fishes Community Food Bank (Port Hardy)	250-754-8347

<b>Resources for Seniors</b>	<b>Contact</b>
Seniors Abuse Hotline	1-866-437-1940
Seniors First BC	604-688-1927

<b>Legal Support</b>	<b>Contact</b>
Dial-A-Law	604-687-4680
Legal Services Society	604-498-2920
Legal Aid BC	1-866-577-2525 or 604-408-2172
CBA British Columbia Lawyer Referral Services	1-800-663-1919 or 604-687-3221
Residential Tenancy Branch Province of BC	1-800-665-8779 or 604-660-1020
TRAC – Tenant Resource and Advisory Centre	604-255-0546 or 1-800-665-1185
Family Law Pro Bono Clinic	604-687-1867
Access Pro Bono Society of BC	604-878-7400



<b>Resources for Problematic Substance Use</b>	<b>Contact</b>
BC Alcohol and Drug Information and Referral Service	1-800-663-1441 or 604-660-9382
Gamblers Anonymous	1-855-222-5542
Wellness Together Canada	1-866-585-0445

