

KIKÉKYELC

A PLACE OF BELONGING



TENANT HANDBOOK

KIKÉKYELC: A PLACE OF BELONGING
975 SINGH ST.
KAMLOOPS, B.C.
V2B 5C9

T: 250 312 5118
F: 250 312 5124

LMOFCS.CA/KIKÉKYELC

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BINVINU! WELCOME!

Welcome to your new home! We are so happy to have you! We want to make sure that while you are living here at Kikékyelc, you feel safe and supported. We want you to know how important each of you is to us and that we are dedicated to making sure your time here will be happy and successful. We honour you as Indigenous people and know that if you can settle in, take care of your suite and follow the rules of the building, your time here will be filled with happy memories and opportunities for you to thrive and learn more about what it means to be a healthy, successful, Indigenous adult.

Keep this handbook in a convenient place for future reference.

LII MICHIF OTIPEMISIWAK FAMILY & COMMUNITY SERVICES

Kikékyelc is owned and operated by Lii Michif Otipemisiwak Family & Community Services (LMO). The things that are important to us at LMO are also important to us at Kikékyelc. This means that the building will be run by staff members who are committed to ensuring you have access to your culture, your language, and your personal support network at all times.

This is your home. It is also home for all of the other residents who live here. There is no room for discrimination of any kind. We expect this to be a safe home that honours your spiritual, physical, mental, emotional, and social integrity as Indigenous Youth. In our home we offer cultural programming and support, and our team includes resident Elders, who are available to provide you with advice, guidance and mentorship. All of the Elders who live here at Kikékyelc have chosen Kikékyelc because they want to support all of you. They are dedicated to helping you grow as strong Indigenous young adults.

WHO DO I CALL?

NON-EMERGENCIES

There is at least one staff member in the building Monday-Friday 8:00am-4:30pm and then from 8:30pm-8:30am seven days a week. There is, however, no longer a staff member onsite from 8:30am-8:30pm on Saturday and Sunday or statutory holidays. If you need help, during office times, someone is here to help you. You can call the office or go to the office in person. If you require help during the off-office hours, please connect with your “Wakohtowin” (or natural network).

- Staffed Monday -Friday
8:30am-8:30pm
- Staffed by Nightwatch Person Everyday
8:30pm-8:30am
- Not Staffed Saturday and Sunday, and Statutory Holidays
8:30am-8:30pm

Some things that may come up:

- ⊗ Another tenant is being too noisy;
- ⊗ You are short on your rent;
- ⊗ Something in your suite isn't working properly;
- ⊗ You smell marijuana; or,
- ⊗ Your suite requires a minor repair.

These are non-emergency issues. There are lots of other examples, but these ones are probably more common.

If you have non-emergency, **call the office (250-312-5118)**, find a staff member. They will keep your concerns private from other tenants, so you don't need to worry about angering another tenant.

EMERGENCIES

If you are having a personal emergency or there is a fire in your suite, **call 911**.

If something is going wrong in your suite or anywhere in the building such as:

- ⊗ Flood;
- ⊗ Water coming from anywhere it shouldn't be – even if you wouldn't call it a “flood”;
- ⊗ You notice bed bugs or other pests (mice, ants, silverfish, etc.);
- ⊗ You can hear fighting;
- ⊗ Another tenant is in distress;
- ⊗ You can see or smell drugs or alcohol in the building; or
- ⊗ You are in distress or need emergency help.

YOU MUST CONTACT ANY STAFF MEMBER IMMEDIATELY.

YOUR OBLIGATIONS

All tenants at Kikékyelc will have an assigned Kikékyelc Youth Social Worker, and/or a Youth Worker, an Elder if there is a role for them, and you are required to work with them. The work will be different for each tenant, but the main goal will always be to encourage a tenant's development into a strong, independent adult.

The rent at Kikékyelc is very low and not like the rent that you will have to pay when you move out of Kikékyelc. We will work with you to make sure you are ready to move out when you are ready (or by the time you turn 27), and into a place that you can afford. We want to make sure that you are healthy and well connected to your culture, community, and a personal support network so that your next steps are successful ones.

- ⊗ As you work towards your goals, your workers will want to meet with you in your suite. We expect you to allow this so that your worker will know how well you are maintaining your suite and what supports you need.
- ⊗ Your workers might want to meet with you in other places too. You are expected to work on the plans you create with your KKC Worker.
- ⊗ The plan for your independence is your plan. If you feel it needs to be adjusted, your Worker will help you fix it, so it works best for you. It is however a requirement to live at KKC that you agree to work on a plan with your worker.
- ⊗ It also may be required from time to time that your worker connects with any outside worker (example a social worker from another office or CLBC facilitator) that you may have. This is a requirement of living at KKC as everyone wants to be able to support you in a good way, and this requires everyone to be on the same page. You will be required to sign a *Communication and Information Sharing Waiver* form (this is non-negotiable).
- ⊗ Once a year you will need to sign a refresher of the rules of KKC. We know that there is a lot of information being provided to you in your first weeks at KKC so we want to make sure that everyone is aware of the rules so that no misunderstandings occur.
- ⊗ You are expected to participate in activities that occur in the building as often as possible. This is part of every tenant's plan. In order to learn how to be part of a community, you need to join in.
- ⊗ You are expected to help the Elders in the building when they need help. They might need help carrying groceries, getting around or out to their cars in the snow. It is your job to help them when they need it. It is part of our Indigenous identity to be helpful, but especially when it comes to Elders.
- ⊗ Be respectful. You won't always like all the other tenants in the building. That's part of life. Kikékyelc is not just your home. It is home for everyone who lives here; so be kind and keep any negative opinions to yourself. Gossiping with other tenants is **not** considered respectful behaviour.
- ⊗ Your obligations may change from time to time, and you need to be flexible. As everyone settles in, new rules may be needed, and you need to follow them.

RULES OF THE BUILDING

- ⊗ 11:00 P.M. to 7:00 A.M. is quiet time inside the building;
- ⊗ 10:00 P.M. to 7:00 A.M. is quiet time outside the building;
- ⊗ No alcohol, drugs or weapons are allowed in the building or on the property;
- ⊗ No drug paraphernalia is allowed in the building or on the property;
- ⊗ Violence is not allowed. This includes physical violence, name calling or threatening, intimidating actions, etc.;
- ⊗ No pets are allowed to live in the building;
- ⊗ No destruction of property is permitted, and this includes defacing walls/doors with tags or stickers;
- ⊗ No business activity is allowed in your suite;
- ⊗ No illegal activity is allowed in the building or on the property. This includes but is not limited to sex trade activity, drug dealing or gang activity;
- ⊗ No transphobic or homophobic conduct is permitted;
- ⊗ There will be unit inspections (suite checks), and you will know about them in advance. You must allow staff in for scheduled unit inspections;
- ⊗ You may be added to a regular room check list because your suite has been found to have drugs, alcohol, or weapons in it, or because it is not maintained to a reasonable standard of cleanliness. If you are added to this regular room check list, staff may enter your suite one or two times a day to ensure you are not breaking these rules;
- ⊗ Staff may enter your suite at any time, without notice, if there are reasonable grounds to believe that there are drugs, alcohol or weapons in the suite;
- ⊗ Speak to each other, Elders, and all staff with respect at all times;
- ⊗ No unapproved Guests are permitted in the building or on the property;
- ⊗ Do not lend out your keys or fob to anyone, for any reason, including to other tenants in the building. If another tenant has lost their key or fob, they can ask staff for help.

BUILDING SECURITY

The main entrance door is a permanently locked entry, and you will need to use your Fob to enter.

- ⊗ In you arrive home after 11:00 P.M., you will need to have the staff member let you in. The Fob will not work between 11:00 P.M. and 8:00 A.M.
- ⊗ The south door is alarmed (the door at the end of the bottom floor, out towards the basketball court). An alarm will sound if you open this door. This door is for staff use only, not for tenant use.

LAUNDRY ROOM HOURS

Hours are from 8:00 A.M. to 10:00 P.M.

COMMON AREAS

- ⊗ The common areas of the building include the kitchen, the Kekuli, the front lobby, all outdoor spaces and the laundry rooms.
- ⊗ Tenants are required to follow the rules in all common areas and shared spaces.
- ⊗ The Kekuli and the kitchen are closed every night at 8:30P.M. unless there is a special event taking place.
- ⊗ Tenants should not need access to the kitchen as each tenant has their own kitchen in their suite.

GUESTS

- ⊗ A “guest” is anyone who you want to come onto the property, into the building or into your suite who does not live at Kikékyelc.
- ⊗ All guests must be on the “Approved Guest List” before they will be allowed onto the property. If you want to add a guest to the Approved Guest List, ask your Worker to help you. It is up to the Manager of Operations whether or not a person is added to the list. The Manager of Operations may put a cap on the number of Approved Guests any one tenant may have. The Manager of Operations may refuse to add any person to the Approved Guest List for any reason.
- ⊗ Guests are required to follow all building rules, or they will be asked to leave.
- ⊗ If a Guest breaks the rules of the building or is causing problems for other tenants, and the office is receiving complaints, then the Guest will be removed from the Approved Guest List and no longer allowed in the building.
- ⊗ Guests are required to leave the building by 11:00 P.M. daily. If they require taking a bus, then they need to leave by 10:00pm to ensure they do not miss the last bus. Under **no circumstances** will they be allowed to stay overnight.
- ⊗ Guests can only be let into the building by the tenant who invited them.
- ⊗ Overnight guests are not permitted without the written consent of the Manager of Operations, and this **very rarely** happens.
- ⊗ The rules for Guests are different for Elder residents than they are for youth tenants.
- ⊗ All guests must sign in and out at the front desk in the lobby.

SMOKING

- ⊗ Tenants are permitted to smoke in the designated smoking areas only.
- ⊗ Do not throw cigarette butts on the ground. Put your butts out in the ashtrays provided outside the building.

CRIME-FREE POLICY

Kikékyelc is your home, and we are committed to making sure you are safe and happy in your home and on Kikékyelc property. It is important that you are also committed to making this a safe place for all of the other tenants in the building, including the Elders who live here. Therefore, you must agree that you will not engage in any criminal activity or allow any of your Approved Guests to engage in criminal activity on Kikékyelc property.

We consider the following things to be examples of criminal activity, and they are not allowed:

- ⊗ Any drug-related activity;
- ⊗ Sex trade work;
- ⊗ Gang activity;
- ⊗ Assault or threatened assault;
- ⊗ Possession or use of a firearm; or,
- ⊗ Any activity that threatens the health, safety or welfare of the staff, other tenants, or anyone at Kikékyelc.

Any criminal activity puts all other tenants at risk. Kikékyelc is a community of people who agree to live together and to be supportive of each other. It is extremely important that each tenant is committed to making Kikékyelc a crime free space. If any tenant does engage in criminal activity on Kikékyelc property, they may be evicted.

WARNINGS AND EVICTIONS

Sometimes, a warning is needed to keep tenants on the right path. You may receive a warning from the Manager of Operations if you have broken a rule or you have engaged in conduct that has or could have caused harm to someone or something.

The process looks like this:

- 1 The first time a tenant has broken a rule, they will be issued a “Verbal Warning”.
- 2 If a tenant breaks the same rule a second time, they will be given a first “Written Warning”.
- 3 If a tenant breaks the same rule a third time, they will be given a second and final “Written Warning”.
- 4 If a tenant breaks the same rule a fourth time, they will be given an **Eviction Notice**.

If you receive an Eviction Notice, you can appeal it by requesting a meeting with the **Kikékyelc Housing Committee**. At this meeting you will be asked “What will be different, if we remove the eviction?” You will need to explain what actions you will take to ensure that you do not break the rules again.

Housing in Kamloops is hard to find and even harder for young people. Landlords are able to be very choosy about who they rent to and if you don't have a long rental history, or have a history of causing problems in your rental suite, you may struggle to find another permanent residence. Please keep this in mind when making decisions about whether or not to follow the rules. We want you here and we want you to be safe and successful. We cannot keep you here, though, if your conduct violates the rules or interferes with other tenants' peaceful enjoyment of the building and their suites, you may receive an Eviction Notice.

If you are evicted because of your conduct, you will be given an Eviction Notice, which provides you with *30 days from the date of the Notice*, to move out of your suite. During those 30 days, your Kikéyelc Worker will be working with you closely to try and find a new place for you.

THE WARNINGS DO NOT NEED TO BE ISSUED IN THE ORDER LISTED ABOVE. YOU CAN BE GIVEN A FINAL WARNING WITHOUT EVER RECEIVING ANY PRIOR WARNINGS.

Some conduct is just more serious and more dangerous than other conduct, and if you engage in violent or destructive behaviours, the consequence will be tailored to the action.

You may be evicted without ever having received a warning.

It is possible for you to appeal an eviction or even a warning. See the "Appeal" or "Complaint" section in this guide for instructions.

INSPECTIONS

We will be performing suite inspections to check on the condition of each suite (at a very minimum, once a month) and to see if there are any safety issues. Staff will make sure you know when your suite is due to be inspected by giving you a "Notice of Entry" which will set out the date and time of the inspection. Tenants are still always responsible for notifying staff about anything that seems to be wrong inside their suite. Don't just wait for your suite inspection – if something seems wrong, tell a staff member right away.

Sometimes, repairs will need to be done inside your suite. When repairs are necessary, we will arrange repair times with you that are as convenient as possible, to allow maintenance into your suite to make the necessary repairs.

During suite inspections, staff will be looking for things like:

- ⊗ Plumbing is working well and there are no leaks;
- ⊗ Electrical systems are working properly (light switches, plugs, etc.);
- ⊗ Doors, windows, appliances, etc., are working properly;
- ⊗ Whether paint is needed, blinds are in good condition, door and cabinet knobs are on, etc.;
- ⊗ Smoke detectors, CO2 detectors are functioning properly: and
- ⊗ To replace filters, and batteries etc. that need replacement.

Inspections will also give staff a chance to see whether or not you are maintaining your suite – keeping it clean, not damaging anything, etc. If it seems like you might not be keeping your suite in good condition, this will be

brought to your Worker's attention, and you will be required to fix the problems. You might have to clean more often or repair damages that you have caused.

If you do not repair damages you have caused, then you could be charged for them.

PAYING YOUR RENT

- ⊗ All rent must be paid in full on or before the **1st day of each month.**
- ⊗ If you receive Income Assistance or Disability Assistance (PWD), you **MUST** submit an Intent to Rent Form (HR3037) to the Ministry **BEFORE** you move into Kikékyelc. Your Worker or the Housing Manager will help you with this form if needed.

LATE OR UNPAID RENT

If your rent is not paid by the 1st day of the month, or if you have not paid your Damage Deposit in full, you will be given a "5 & 10 Day Notice". This notice gives you five days to pay your arrears, failing which, you have 10 days to vacate your suite.

Life happens and sometimes money is tight. If you know that you are going to be late paying your rent *please* let your Kikékyelc Worker know right away so we can help you with a payment arrangement. It will be easier for you to deal with if you let someone know as soon as possible.

EVICITION FOR NOT PAYING RENT: NOTICE TO END TENANCY

If you don't pay your rent and don't make any payment arrangements to get your missed rent caught up, we will start the eviction process. If this happens, you will receive the "5 & 10 day Notice to End Tenancy". We want to make sure we never have to evict anyone for not paying rent so if you get this Notice, please come and see a staff member immediately.

FIRE SAFETY

We always want to ensure that all our Tenants are safe. We have fire safety plans in different places in the building, and we want you to read these, so you know what to do if a fire breaks out. We will also have fire drills (we will let you know before they happen) so we can practice what to do in case of a fire.

FIRE SAFETY TIPS

Here are some fire safety tips to protect yourself and your property:

- ⊗ Have a fire extinguisher and know how to use it;
- ⊗ Do not store flammable materials such as paint thinner, solvents, propane tanks or gasoline inside your suite;
- ⊗ Regularly recycle old newspapers because they are a fire hazard if you let them stack up;
- ⊗ Space heaters are the number one cause of house fires, so use them safely (or put on a sweater);
- ⊗ Call a staff member if the smoke detector in your suite is not working properly. **Do not** remove or disable the smoke detector;
- ⊗ Plan an escape route to exit your suite safely and practice it regularly. If you hear a fire alarm you should always leave the suite right away;
- ⊗ Keep your stove, oven and toaster clean so they do not smoke when you are cooking, which will prevent the fire alarm from going off. Also, use the exhaust fan when cooking to reduce the possibility of “false alarms”. **Never leave cooking food unattended;**
- ⊗ Do not overload power outlets. A power bar with a shut-off feature can protect your electrical appliances;
- ⊗ **Do not** hang anything from your sprinklers in your suite;
- ⊗ If a fire occurs in your suite, evacuate to safety, and call 911.

COMPLAINT PROCEDURE

Living together is not always easy. There may be another tenant or a staff member that you don't get along with very well. This by itself is not a reason to complain. However, if another tenant or a staff member does something that you feel is harmful or a violation of the rules, you have the right to make a complaint.

Your first step should always be to try and resolve issues yourself. Talk to the other person involved and see if you can manage the issue yourself. That is an adult skill, and this is a safe place for you to practice it.

If you can't resolve an issue, we are committed to helping you feel heard. This process allows us to review complaints and take proper steps to address each one. Tenants are always welcome to take complaints to the Residential Tenancy Board, and no tenant is required to go through the steps set out in this guide. However, we have tried to create a process that is fast and easy for everyone so that complaints can hopefully be resolved as quickly as possible. This process is not intended to replace any legal process that might be available to a tenant.

PROCEDURE STEP ONE

- ✿ Fill out a Complaint Form which is available in the lobby. The Complaint Form is above the white and black mailboxes on the wall beside the bulletin board. Once you have completed it you can place it in the white mailbox labeled Complaints. If you need help filling out the form, ask your Worker or any other Kikékyelc staff member. Your Complaint Form will be kept as confidential as possible. There may be instances when, in the process of investigating the complaint, (if it is about a person) the person may feel they know who made the complaint. However, at no time should there be any retaliation to a complaint. If this happens you need to notify a staff member immediately;
- ✿ The Manager of Operations checks the box weekly;
- ✿ The Manager of Operations will meet with you regarding the complaint;
- ✿ The Manager of Operations will attempt to mediate complaints as they come up so that no further steps need to be taken;

PROCEDURE STEP TWO

- ✿ If a tenant is not happy with the outcome reached by the Manager of Operations, then they can ask for a formal process. This process will be handled by the Kikékyelc Housing Committee.

The process is:

- 1 The tenant asks for their original Complaint Form to be given to the Housing Committee;
- 2 The tenant may add any additional information to the Complaint Form;

- 3 The Complaint Form, together with any additions, will be given to the Housing Committee by the Manager of Operations;
- 4 The tenant will receive a date and time for a Housing Committee meeting, which shall occur within 10 days of the Housing Committee receiving the Complaint Form;
- 5 The Housing Committee will assess the complaint, review any attempts to mediate a solution along with any “Letter of Understanding” which may have been generated;
- 6 The Housing Committee will hear from the tenant and any other people named in the complaint;
- 7 After the Housing Committee has heard from everyone involved, the Committee will issue its decision;
- 8 The decision of the Housing Committee will set out any steps that must be taken to address the tenant’s concerns, and the decision will set out next steps in a “Letter of Expectations.”
- 9 The Housing Committee’s decision will be final.

If housing staff notices that one tenant is getting a lot of complaints, the Manager of Operations will determine when and if there will be more intrusive action taken up to and including a Notice of Eviction.

The Manager of Operations will always try to support all tenants so that no one is evicted. Every effort will be made to ensure that tenants are successful. The Manager of Operations will consult with tenants’ Workers to help build plans that include successful tenancies.

Tenants are always able to contact the Residential Tenancy Board to address any issue, at any time.

APPEAL PROCESS

The Appeal Process can be used to dispute a Warning or an Eviction Notice.

Tenants are always welcome to take action through the Residential Tenancy Board, and no tenant is required to go through the appeal process set out in this guide. However, we have tried to create a process that is fast and easy for everyone so that Appeals can hopefully be resolved as quickly as possible. This process is not intended to replace any legal process that might be available to a tenant.

STEP ONE

- ⊗ Fill out an Appeal Form which is available at the KKC office, and which can be returned to any staff member in the office. If you need help filling out the form, ask your Worker or any other Kikékyelc staff member;
- ⊗ Your Appeal Form will be forwarded to the Manager of Operations. The Manager of Operations will give you a letter to confirm that the Appeal has been received and is under review;

STEP TWO

- ⊗ The Housing Committee will convene to decide whether or not the Eviction should be enforced, waived or waived with conditions.

The process is:

- 1 The Appeal Form, together with any supporting documents, will be given to the Housing Committee by the Manager of Operations;
- 2 The tenant will receive a date and time for a Housing Committee meeting, which shall occur within 10 days of the Housing Committee receiving the Appeal Form;
- 3 The Housing Committee will assess the appeal, review all related documents and information, and hear from the tenant and any supports for the tenant;
- 4 After the Housing Committee has heard from everyone involved, the Committee will issue its decision;
- 5 The decision of the Housing Committee will set out whether the Eviction stands, and if it is varied, any steps that must be taken to address the Manager of Operation's concerns;
- 6 The decision along with any next steps or conditions will be set out in a "Letter of Expectations";
- 7 The Housing Committee decision will be final.

The Manager of Operations will always try to support all tenants so that no one is evicted. Every effort will be made to ensure(s) that tenants are successful. The Manger of Operations will consult with tenants' Kikékyelc Worker(s) to help build plans that include successful tenancies. Tenants are always able to contact the Residential Tenancy Board to address any issue, at any time.

VEHICLES AND PARKING

- ⊗ Vehicles must be licensed, insured and in running condition at all times.
- ⊗ Tenants are required to provide staff with vehicle details including vehicle make, model and license plate number so that staff know if the vehicle is allowed to be in our parking lot;
- ⊗ Vehicles that are not identified to staff or belonging to a tenant will be towed;
- ⊗ Vehicle repairs are not permitted anywhere on the property. Examples of vehicle repairs include oil changes, body repairs, etc.

ALTERATIONS AND DECORATING

We want your suite to be your home. We encourage you to decorate your suite with pictures and decorations that make it feel homey and safe for you. We do have to put some limits on what you can do, however, because it is expensive for us to do things like re-paint or repair damage caused by major changes inside the suites.

We have the following rules for making changes inside your suite:

- ⊗ You can use your own drapes or blinds, if they are true drapes or blinds. Blankets, posters, towels, etc., are not acceptable window coverings because they prevent air from circulating which can cause mold. If you want to change your blinds you must arrange for our maintenance worker to do this for you.
- ⊗ If you are hanging pictures, use proper picture hooks. Ask a staff member for help if you are unsure.
- ⊗ You may not alter the landscaping.
- ⊗ No standing water is permitted on site (fish tanks, bird baths, decorative fountains, etc.)
- ⊗ String lights (example LED) that use sticky adhesive or many nails to hang are not permitted.

The following are examples of approved decorations:

- ⊗ Posters (on interior walls)
- ⊗ Tapestries (on interior walls)
- ⊗ Incense
- ⊗ Pictures

The following are examples of unapproved decorations:

- ⊗ Swords
- ⊗ Decorative weapons
- ⊗ Burning candles
- ⊗ Stickers
- ⊗ Any permanent adhesive
- ⊗ Wallpaper

There are other examples of both approved and unapproved decorations. If you are unsure, ask the Manager of Operations.

GARBAGE AND RECYCLING

When garbage sits around for too long inside your suite, it can cause big problems. It is smelly and attracts all kinds of unwanted pests. Please bag your garbage properly and take it to the garbage bin located in the parking lot. Do not leave it outside your door or sitting just inside your door.

Make sure you close the lid on the outside garbage bin to avoid attracting animals and to prevent people from going through the bin. Also please make sure that you are closing the doors to the garbage bin site as the wind can catch the doors causing damage which is expensive to repair.

Old furniture, mattresses, tires or other unwanted items are your responsibility. If you need help getting rid of these items, please contact your Kikéyelc Worker(s) or the Manager of Operations for assistance.

Recycling bins are available. If you are unclear about where to dispose of recycling, please ask for help. Items you can recycle may include:

-  Newspaper
-  Clean paper
-  Cardboard
-  Tin cans (washed)

PEST CONTROL

Pests, particularly insects, may become a problem in your unit. If you discover any bugs (other than the occasional common insect or spider) in your unit, contact the Manager of Operations or your Kikéyelc Worker(s) immediately so the unit can be inspected and treated as soon as possible.

You can reduce the chance of attracting pests by taking your garbage out frequently and by keeping dry food stored in glass, metal or hard plastic containers with tight-fitting lids. We recommend that you clean behind and under the fridge and stove every six months.

If you think you have bedbugs, please contact the Manager of Operations immediately. The sooner treatment is carried out the less likelihood there will be a building infestation. You will not be judged or evicted by working with us to get rid of bedbugs.

BEDBUGS

Bedbug problems have become quite common and are found in hotels, libraries, and all kinds of places. You can easily get bedbugs from the following:

-  Secondhand items or free items such as furniture, beds/mattresses, alarm clocks, radios, any electronic devices, clothing and miscellaneous items;
-  Bags and boxes used to transport secondhand items;

- ⊗ Movement of items between hotels, residences, or businesses allows bedbugs to travel from one location to the next;
- ⊗ Spending time in a place that has bedbugs which can then be carried in/on your clothing to your next location.

Bedbugs do not fly. They must either crawl into, or more commonly, be transported into your home. They can also crawl between rooms or apartments using wall voids, pipes or wiring as their pathway.

If you bring home secondhand goods, be sure to throw away the packaging they came in (bags, boxes, etc.) and ensure you give everything a thorough inspection for bedbugs.

MOVING OUT

When you decide to move out, you need to give written notice. This notice must be received by the last day of the month before your last desired month of tenancy; for example, if you would like to move out at the end of June, you must give written notice no later than May 31.

The Manager of Operations will make an appointment with you to inspect your suite approximately two weeks before the end of your tenancy. At this appointment, you will be given a “pre move-out” Condition Report which will:

- ⊗ List items that require repair;
- ⊗ List items that need to be cleaned;
- ⊗ Provides a clear checklist of expectations that you will be expected to complete prior to moving out to avoid being charged.

You must leave your suite as clean as it was when you moved in. You will be required to pay for any damage that you caused and if you leave your suite dirty, you will also be charged for us to pay to have it cleaned.

A final move-out inspection will be completed on the last day of your tenancy, and it will outline all of the charges for damages and cleaning that have not been done (to the best of our ability). We may need time to tally the actual cost of repairs if there are any. We will take the cost of repairs and cleaning out of your Damage Deposit and prepare the remainder for you to be paid by cheque. If the cost exceeds your Damage Deposit amount, you will receive a bill for the balance left owing.

You must be moved out by 1:00 P.M. on the last day of the month.

You must return the suite key, building fob, mail key, and sign the move-out Inspection Form.

CLEANING

Keeping your suite clean is going to be part of every tenant's plan. Cleaning is not something everyone enjoys doing; however, it is part of being healthy and we want all of you to be as healthy as possible. It is also important to remember that our ancestors would have kept their homes very clean. The modern conveniences we now enjoy were not present in their lives and so they worked hard to ensure their spaces were clean and tidy to keep themselves healthy, and to keep animals and other pests away.

Here are some helpful tips on keeping your home clean:

APPLIANCES

Most refrigerators are frost-free and do not need to be defrosted. If your fridge is not, we suggest you clean *and* defrost it regularly to keep it in good condition and save energy.

- ⊗ Do not use knives or ice picks to scrape the ice off because they will damage the freezer and you will be charged repair costs.
- ⊗ Do not put a kettle or pot filled with boiling water in the freezer to melt the ice because the heat can melt the plastic parts.

Use a mild soapy solution to clean the smooth surface of appliances. For grease and dirt, try a paste made from baking soda and water. Please do not use abrasive cleaning products because they will damage the surfaces of your appliances.

Before you use any oven cleaner, please make sure you talk to a staff member, show them your product and review how you are going to use it. ***Oven cleaner is very toxic and can cause a lot of damage if you use it incorrectly.***

BATHROOMS

Use a gentle non-abrasive cleaner on showers, sinks and toilets. A rough cleaner will scratch the surface and make the fixtures harder to keep clean.

Talk to a staff member if you have any of the following:

- ⊗ Condensation (water) on the fixtures, windows or walls;
- ⊗ Mold and mildew between ceramic tiles, in the corners of the shower stall or on the ceiling;
- ⊗ Peeling paint;
- ⊗ Rotting, blackened window sills;
- ⊗ Damaged drywall under windows;
- ⊗ Curling floor tiles;
- ⊗ Musty smells; or,
- ⊗ Water dripping from vents.

Make sure you always do the following:

- ⊗ Turn on the bathroom fan when you are showering. Be sure to keep it running for a minimum of 2 hours after a shower;
- ⊗ Keep the kitchen (stove) fan on or a window open while cooking and washing dishes.

TIPS FOR SAVING ENERGY

- ⊗ It costs less to heat dry air than wet air, so keeping a window slightly open or the fan running will result in smaller hydro bills for you.
- ⊗ When it's cold out, keep the temperature at 20 degrees Celsius. You can set it even lower when you are not home; however, do not turn the heat off during the winter as this can cause pipes to freeze and burst and the cost of repairs will be charged to you;
- ⊗ Turn the lights off in the rooms that are not being used, and whenever you leave a room;
- ⊗ Use energy efficient light bulbs – if you aren't sure about the light bulbs you are using, ask a staff member;
- ⊗ Keep your fridge on a medium or low setting;
- ⊗ Unplug electronic devices and chargers when not in use;
- ⊗ Plug the sink or rinse dishes in a dishpan with clean rinse water rather than under hot running water;
- ⊗ Report leaky taps and toilets to staff; and,
- ⊗ Use cold water to wash your clothes

TENANT INSURANCE/RENTERS INSURANCE

Tenant insurance (also called renter's insurance) is type of insurance that helps protect you and your belongings while you are renting an apartment or house. Even though the building you live in will be insured by the landlord or housing provider, that insurance does **NOT** cover your personal belongings.

Renter's insurance covers your belongings from things like:

- Fire or smoke
- Water damage
- Theft of break-ins
- Vandalism

This can include items like:

- Clothes and shoes
- Phone, laptop, television, or electronics
- Furniture and personal items

They may sometimes also cover personal liability, for example if someone was hurt while visiting your suite.

Tenant insurance is not mandatory, and it is up to you to weigh the pros and cons of getting it. When you move-in, as part of the paperwork you will be doing, you will be signing a form to acknowledge that you were told about tenant insurance and will therefore be able to make your own informed decision.

WELCOME HOME!

Once again, we want to welcome you to your home. This is a safe place for you to live and learn. We want it to be a place you look forward to coming home to. If there is anything you need, please ask any staff member and we will all do our best to help you.

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**LII MICHIF OTIPIMISIWAK
FAMILY AND COMMUNITY SERVICES**

707 TRANQUILLE RD
KAMLOOPS, B.C.
V2B 3J3

T: 250 554 9486
F: 250 554 9487

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