

## Current Tenant Information – NFH

Welcome to the University of Toronto's Faculty Housing Co-operative.

This program was initiated in 1996 to help new faculty become acclimatized to the City of Toronto. The program is administered by the University's Residential Housing Ancillary and operates on a cost recovery basis with no subsidies.

The housing is offered through the University of Toronto Faculty Housing Co-operative Inc. The Co-operative is the corporate vehicle established by the University in order to enable it to finance renovations and capital improvements, and to limit the housing to eligible University of Toronto faculty members. A lease is the means by which the University ensures its property is protected and the housing program continues on-track with its original objectives. This housing offer is therefore an offer of membership in the co-operative. There are no costs attached to membership, and the property is and will continue to be managed by the University.

Members are invited to attend our **Annual General Meeting and General Members Meeting**, which is held early in the new year. This brief, yet important event is a combined Co-op Board of Directors and Annual General Membership meeting. There are actions that are required under the rules of the Co-operative Corporations Act and the by-laws of the Faculty Housing Co-operative, some of which will be voted on either by the Board or by the members of the Co-operative, or both.

**It is also a requirement that we have at least one resident member present to vote on behalf of all of our tenants.** If this interests you, you can let us know when you receive your invitation to attend.

### Important Information for Members

In reading through the following material you will notice that the language in some of the documentation can be proscriptive. This is a legal necessity, arising from the University's need to ensure that the housing program remains on course to meet its objectives, including the primary one of providing housing to newly or recently appointed faculty to ease their transition to Toronto.

#### **Articles of Incorporation**

These establish the co-operative as a corporation, set a size range for the Board, and establish conditions for membership. The principal condition for resident members is a full-time tenured or tenure-stream academic appointment with the University of Toronto, first appointed within the last four years.

#### **By-law Number 1**

This deals with how the co-operative is constituted, conducts its business, and fixes the size of the Board, and it reiterates the condition of members for both resident and non-resident members. The structure of the co-operative provides for election by the resident members of any one of their members to a seat on the Board.

#### **By-law Number 2 – Occupancy By-law**

This by-law sets out the terms of occupancy, akin to a lease. It is modeled on a standard co-operative occupancy by-law, modified where necessary to suit this particular co-operative. It includes as appendices various forms of documentation to be used by the co-operative where circumstances warrant.

## **Lease**

The University leases the co-operative housing units at the same rate which the co-operative charges its members. This lease is updated annually and is available upon request.

## **Length of Stay**

**You have accepted your apartment unit on a limited-term basis for up to four years from your year of first appointment, and not from when you move in.**

The limited term allows us to build up a revolving stock of housing for this purpose. You are not expected to commit for the full four-year term; in fact, the occupancy is scheduled on a year-to-year basis with the normal turnover date being July 31; however, we do hope that you will stay until the following July.

- Please note that we do not *extend* stays in New Faculty Housing.
- Transferring from one unit to another, for practical reasons, is not permitted.
- Subletting is not permitted under any circumstances.
- You are not eligible if you and/or your partner have previously stayed in Faculty Housing.

## **Notice of Departure**

**We require at least 90 days' advance written notice (or payment in lieu of notice) if you choose to leave prior to July 31.**

## **Housing and Parking Charges**

Your housing charge and parking fee is due on the 1<sup>st</sup> day of the month. Non-payment, or repeated late payment can result in eviction.

## **Method of Payment**

**We do not accept credit cards or cash.**

There are two ways to pay:

1. We accept personal cheques, certified cheques, bank drafts or money orders and only from those persons whose names appear as tenants on the lease. Please make it payable to:

“U. of T. New Faculty Housing Program”

Ensure that you submit your payment to the Property Manager's office before or on the first day of the month. If more convenient, you may instead submit post-dated cheques in advance.

2. You may also arrange for a *preauthorized debit* (PAD) schedule, in which your housing charge is deducted from your bank account on the first of every month. Please refer to the PAD form in your tenant package or contact the Faculty Housing Office for more details.

Please note that you are responsible at all times, for paying *any* bank administrative charges included with these transactions.

## **Property Management**

**Canlight Hall Corporation (formerly Samuel Property Management)** is appointed by the University of Toronto to provide property management services to our residential properties:

They maintain an on-site office at 375 Huron Street. The office is open from 9:00am to 5:00pm, Monday to Friday. You can reach the office by calling (416) 408-1019, or by emailing [facultyunits.repair.realestate@utoronto.ca](mailto:facultyunits.repair.realestate@utoronto.ca). or by using your Concierge Plus work order access. The office will respond to both emergency and *non-emergency* requests by Concierge Plus, email, telephone or walk-in, during business hours.

We have staff on call after hours, seven days a week, **for emergencies only**. You can reach them by calling **(647) 294-5741**. Emails and Concierge Plus requests will not be responded to after hours.

We have every confidence that you will receive appropriate service and attention. If, however, your needs are not being met, please feel free to contact the **Faculty Housing Office, at (416) 946-5671 or by email at [facultyadmissions.uhf@utoronto.ca](mailto:facultyadmissions.uhf@utoronto.ca)**.

## **Living in your Unit**

Tenants are required to maintain their own units and the common areas shared with other tenants, in good and clean condition. Tenants who are noted to be consistently messy in the common areas will be billed for clean-up.

- Please do not paint your units, or physically alter them in any way.
- Please refrain from letting your children draw, glue stickers or otherwise mark the walls/surfaces of your unit. It takes time and effort to clean this off and we do not want to have to pass the cost of doing so onto you.

Please note that **fire safety regulations** require that you cannot leave your personal items, eg. strollers, bicycles, shoes, out in the lobby or hallway of your building; to do so otherwise, risks immediate disposal of these items by our Property Management staff.

## **Be a Good Neighbour**

Please respect your neighbour's right to privacy and a peaceful and healthy home environment. Clutter, unsanitary habits, and activities that go above and beyond that found in a normal home environment will not be tolerated.

- **Noise** can sometimes travel from one suite to another. The sub-floors are not solid concrete as is common in high-rise apartment complexes. It is vital that you respect your neighbours and keep excessive noise and activity (eg. stereos, running, jumping and other forms of "horseplay") to a minimum.

## Smoking

Smoking, *of any kind* ( eg. cigarettes, cannabis, cigars, e-cigarettes (vapes), IQOS, pipes, shisha) is *not* allowed in the units or common areas, except as may be designated as a smoking area by the Co-operative.

## Guests

A guest is a non-member who is visiting with a Co-op member tenant for a *brief* period of time, only. Guests are required to follow the same policies and rules of conduct as Co-op members. They cannot pay or contribute to the monthly housing charge, cannot sublet from the member tenant or make use of our reserved parking. Requests for *extended stays* must be pre-approved by the Co-op's General Manager. If you have any questions concerning, this please contact the Faculty Housing office at (416) 946-5671 or [facultyadmissions.ufh@utoronto.ca](mailto:facultyadmissions.ufh@utoronto.ca).

## Supervising your Child

Parental supervision is expected and we ask that you never leave your children alone in the housing units, backyards, balconies, decks or in the Co-op's common areas

Please be aware where your children are playing; prohibited areas include common stairwells and hallways, as well as parking lots, laneways and roadways.

Children will be respectful of their neighbours, and to their surroundings. **While in your unit, please keep excessive noise and physical activities to a minimum.**

## Pets

Pets, in reasonable numbers, are welcome in our community.

Pet owners will remain vigilant that their charges not disturb their neighbours in any way, as this will not be tolerated (eg. aggressive behaviour, excessive barking).

Dogs and cats may not be left unattended in *any* backyard and while in the backyard are to be on leash with their human minder or tethered in all common areas, so as not to disturb the enjoyment of the yard by other tenants. Please familiarize yourself with nearby outdoor public spaces and designated dog parks so that your pet can safely partake in the socialization and exercise it requires.

Pets of any kind are not allowed in the communal laundry rooms. Accredited service animals, are accepted.

## Security

**All units are equipped with an alarm system. Our staff would be happy to explain how to use it. If you require a "refresher", please ask.**

If you are going to be away from home for *any* length of time, please also make sure your windows and doors are closed and locked. Notify us if you plan to be away for an extended period of time or on vacation.

If you keep personal property outside of your unit (eg bicycle, barbeque), please ensure that it is securely locked and to a solid and stationery object.

Know who your neighbours are. Any unusual or questionable activity in the neighbourhood, or with your unit, should be immediately reported to the Property Manager. If you see criminal activity in progress, call 911 immediately.

It is highly recommended that you take out **content insurance** for your unit as the University does not have a provision to cover this.

### **What is that? How does it work?**

Please take particular care with all of our **appliances**, and our **heating and cooling systems**.

### **Heating and Cooling**

**All of our houses have thermostats that are set and monitored by our Property Management staff and according to City of Toronto seasonal standards.** In addition, each unit is equipped with its own means of heating (radiator, baseboard or floor/wall vent) and air conditioning (central, ductless and/or, on occasion- a window mounted unit).

**It is imperative that you both know and understand how to make temperature adjustments within your own unit** and our staff would be happy to review this with you. If you are unsure on how to proceed, or if you feel that your means of heating or cooling is not working properly, please ask.

When running your unit's air conditioning system please **DO NOT** leave your windows open. To do otherwise will overburden the system until it breaks down. If you wish to cool your unit, close the windows and shut your doors.

If you are going to be away for an extended period, please do not adjust or turn down your heat, as this may adversely affect your neighbours.

If you are unsure about how to operate or use something in your unit, please speak to our Building Management staff as they would be happy to assist.

Tenants will be held financially responsible for any **damages** to university property.

### **Maintenance and Repair**

Property Management staff are responsible for building and yard maintenance, putting out garbage for pickup, and for clearing snow from sidewalks and driveways.

The Property Management Office is open from 9am to 5pm, Monday to Friday. **Concierge Plus** work order requests, phone messages and all other emails will be addressed and responded to during business hours.

### **Concierge Plus Online Non-Emergency Maintenance Request System**

**On arrival, all tenants are, by email message, given access to log onto the Concierge Plus work order system for non-emergency repair and maintenance issues:**

<http://www.uoftsamuelpm.com/login/?url=http://www.uoftsamuelpm.com/users>

If you cannot locate your access, please contact the Faculty Housing office at 416 946-5671 or email us at [facultyadmissions.ufh@utoronto.ca](mailto:facultyadmissions.ufh@utoronto.ca)

Requests for repairs and maintenance will be forwarded directly to the Property Manager. Please allow the Property Management Team access to your unit and a reasonable amount of time to assess the request, prioritize, and address the problem. All necessary repairs will be attended to either by our Team or by qualified contractors engaged by the Property Management Office. Please note that the timely completion of outside repairs and maintenance will be subject to weather conditions.

The Property Management team will monitor the quality of the repairs and maintenance completed. Please be sure to let our Management Team know if you believe these have been unsatisfactorily completed.

### **Emergencies**

For emergencies such as a lack of heat, water or hot water, pest infestation or flooding, please call the following for immediate assistance:

- **Ph (647) 294-5741**

### **Life Threatening Emergencies**

Should you experience a serious injury, fire, heavy smoke, carbon monoxide or be a victim of, or, observe a crime in progress, immediately call, in order:

- **911**
- **Campus Police (416) 978-2323**
- **Property Management Staff (647) 294-5741**

See also our separate section on **Personal Safety and Property**.

### **Pest Control**

It is important that our tenants maintain a sensible degree of order and cleanliness in their units.

Our neighbourhood is located in a heavily populated and mixed use neighbourhood, and can, from time to time, be subjected to the infiltration by unwelcome guests. These include rats, mice, squirrels, raccoons, possums, pigeons and insects.

Our Property Management Team and the Faculty Housing Office remain vigilant in their efforts to control and eradicate whenever possible, pests in our residences. If you should experience or suspect unwanted visitors to your unit, whether inside or out, please let us know at your earliest convenience. If you suspect an infestation of insects, please provide a description, and, if possible, an insect sample as this would be of great help to our Property Management Team in determining the best course of action.

We also ask that you make every effort to properly seal and store foodstuffs for both yourselves and your pets and to properly store and dispose of your garbage (bagged please). If you have any questions or require assistance concerning this, please contact our Property Management Office. See also our separate section on **Garbage and Recycling**.

## **Parking**

Subject to availability, reserved, uncovered surface parking can be housing chargeed on a monthly basis. The parking spots are assigned on a first-come-first-served basis and may not necessarily be located directly behind your unit, although we try to provide a parking space as close to your apartment as possible. Please contact the Faculty Housing Office for further information.

If you prefer covered parking, please contact the University of Toronto's St. George Campus Parking Services for further assistance:

Website: <http://transportation.utoronto.ca/>

By Telephone: 416-978-7275

By Facsimile: 416-978-1475

By Email: [transportation@utoronto.ca](mailto:transportation@utoronto.ca)

If you prefer to park on the street, you will require a parking permit from the City of Toronto. For more information, and to obtain a permit, please go to <http://www.toronto.ca/transportation/onstreet/index.htm>.

## **Visitor Parking**

We regret that we do not provide visitor parking and will ask that you pursue parking arrangements for your guests with the University of Toronto Parking Service or the City of Toronto's Parking Service.

## **Laundry**

There are three communal, faculty-only, (keyed entry) laundry facilities conveniently located for your use:

- 375 Huron Street (LR1) Basement, front or rear entrance
- 657 Spadina Avenue (LR2) Basement, rear entrance
- 45 Sussex Avenue (LR3) Basement, rear entrance

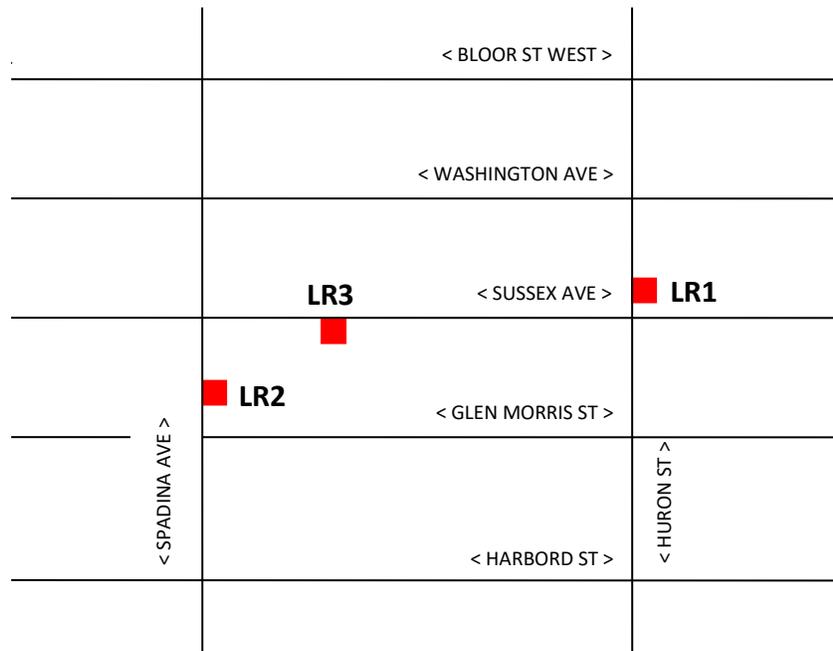
The coin operators on the machines are not activated, and so money is not required to operate the washers and dryers. Simply push in the coin operators to activate the machine.

You will be given a key that can access any one of the three laundry rooms. Please lock the laundry room doors behind you every time you enter and exit.

**Pets** of any kind, are not allowed in the laundry rooms.

While in use:

1. If your laundry is heavily soiled or covered with **pet hair**, be kind to our machines and to the next user by shaking or brushing out your laundry (outside) prior to placing it into the washing machine. There are some things that even our machines cannot expel or dissolve, and this debris will be left behind in the washing machine drum, leaving a mess and possibly hampering its operation.
2. Once you are finished using the dryer, **clean the lint screen**. Gently remove screen, remove and deposit lint into the nearest garbage receptacle; then gently replace the screen. If you have soiled the top of the machine, **wipe it clean**. **Paper towels and cloths are provided. Toss into receptacle when finished.**
3. Please monitor your laundry's progress and remove it from the machines as soon as it has been washed and/or dried. This prevents laundry traffic jams!



## Moving Out

If you leave before July 31, you are to provide 90 days' notice or payment in lieu.

Please confirm the date and approximate time of your departure with the Property Management Office, 416-408-1019 or [facultyunits.repair.realestate@utoronto.ca](mailto:facultyunits.repair.realestate@utoronto.ca). You can also arrange a time to return your keys.

Please ensure that any telephone, Internet, and cable television services you ordered are transferred to your new address. Please advise Canada Post and the University of Toronto of your address change as we cannot be responsible for your mail after you leave.

Before vacating your apartment, please be sure to lock all doors and windows and remove your belongings, including food items in the refrigerator and cupboards. The Property Manager will arrange to have the apartment thoroughly cleaned; however, if you have time to sweep up, vacuum, wipe out cupboards, and perform any other cleaning prior to your departure; it would be greatly appreciated by our cleaning staff. If you are aware of any maintenance or repair needed in your apartment, please bring it to the attention of the Property Manager so that it can be addressed prior to the next faculty member taking occupancy.