

## Current Tenant Information – NFH

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

The housing is offered through the University of Toronto Faculty Housing Co-operative Inc; the corporate vehicle established by the University in order to enable it to limit the housing to eligible University of Toronto faculty members, and to finance renovations and capital improvement. The University leases the co-operative housing units and the lease is the means by which the University ensures its property is protected and the housing program continues on-track with its original objectives. The program operates on a cost recovery basis with no subsidies.

Your 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 (mid-February). 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 prescriptive. 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.**

## **Property Management**

The University of Toronto Faculty Housing office oversees this program, which includes all rental enquiries:

- **Address:** 371 Bloor Street West, Room 329 (3<sup>rd</sup> floor ,west side of building)
- **Hours:** 9:00am to 5:00pm, Monday to Friday
- **Phone:** (416) 946-5671
- **Email:** [facultyadmissions.ugh@utoronto.ca](mailto:facultyadmissions.ugh@utoronto.ca)

## **Richmond Advisory Services Inc.(RAS)**

**RAS is a Property Management & Facility Services company, and has been engaged to provide property management and maintenance services to the residential properties in the northwest quadrant of the St. George campus.**

- **Address:** 375 Huron Street, main floor
- **Hours:** 8 am – 4pm, Monday – Friday
- **Property Manager:** 24 hour/7 days a week bilingual call centre 1-866-548-4019
- **Onsite Superintendent:** Phone: 437-215-5734 or the 24 hour/7 days a week bilingual call centre 1-866-548-4019
- **Email:** [uot@richmond-team.com](mailto:uot@richmond-team.com)

Requests for repairs and maintenance should be in writing and directed to the property manager. Please allow the property manager a reasonable amount of time to assess the request, prioritize, and address the problem. All necessary repairs will be attended to either by RAS staff or by qualified contractors engaged by RAS. We rely on the delivery of property management services provided by RAS and 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.

## **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.

### **Initial Payment to confirm Booking:**

This will be made through the Faculty Housing Office. We accept e-transfers if you have a Canadian bank account. Otherwise we accept wire transfers. Please note that there is an additional fee of \$17.50 CAD and which is not included as part of the housing charge.

### **Once in Housing:**

We do not accept credit cards or cash.

**RAS** collects monthly housing charges on behalf of the University. Please ensure you're set up to pay rent using one of the following payment options offered by RAS:

1. **Cheques, Money Orders, and Bank Drafts:** should be made payable to The University of Toronto and delivered to the Property Management Office at 375 Huron. We kindly ask that you add your apartment address/unit to the memo line to ensure the cheque is credited to your account and only from those persons whose names appear as tenants on the lease. If more convenient, you may instead submit post-dated cheques in advance.
2. **Pre-authorized Debit:** can be completed through RAS's online secure payment portal *Rent Cafe*. Information on how to register and login to Rent Cafe will be provided by RAS by email. As an alternative, printed forms are available for completion and submission to the Property Management Office at 375 Huron or by reaching out to the RAS team.
3. **Email Transfer Payments:** can be made to [ufh@richmond-team.com](mailto:ufh@richmond-team.com). Please contact the 24 hour/7 days a week bilingual call centre at 1-866-548-4019 to obtain the mandatory security question and answer.

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

## **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.

#### **Common Areas: Vestibules, Hallways, main entrances- keep them clutter free**

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; these egress areas are not considered an extension of your living space.

To do so otherwise, risks immediate disposal of these items by our Property Management staff.

#### **Content insurance**

It is highly recommended that you take out **content insurance** for your unit as the University does not have a provision to cover this. Tenants will be held financially responsible for any **damages** to university property. For more information <https://www.facultyrelocation.utoronto.ca/moving/insurance/>

#### **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, barbecue), 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.

#### **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.

### **Maintenance and Repair**

Property Management staff are responsible for building and yard maintenance and for clearing snow from sidewalks and driveways.

### **Work Orders**

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.

#### **For non-urgent requests please contact:**

By Email: [uot@richmond-team.com](mailto:uot@richmond-team.com)

By phone: Ph 437-788-7157, or their 24 hour/7 days a week bilingual call centre at 1-866-548-4019.

### **Emergencies**

For urgent maintenance requests such as:

- Floods (other than those a resident can stop)
- Loss of electrical power
- Loss of heat
- Loss of hot water

Please contact:

By Email: [uot@richmond-team.com](mailto:uot@richmond-team.com)

By phone: Ph 437-788-7157, or their 24 hour/7 days a week bilingual call centre at 1-866-548-4019.

## **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:

- **Emergency (police, fire, or EMS- paramedics) at 911**
- **Campus Police (416) 978-2222**
- **Property Management Staff** By phone: Ph 437 215 5734, or their 24 hour/7 days a week bilingual call centre at 1-866-548-4019.

## **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 charged 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 at [facultyadmissions.ugh@utoronto.ca](mailto:facultyadmissions.ugh@utoronto.ca)

If you prefer covered parking, please contact the University of Toronto's St. George Campus Parking Services for further assistance contact: Website: <http://www.parking.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 <https://www.toronto.ca/services-payments/streets-parking-transportation/applying-for-a-parking-permit/>

## **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**

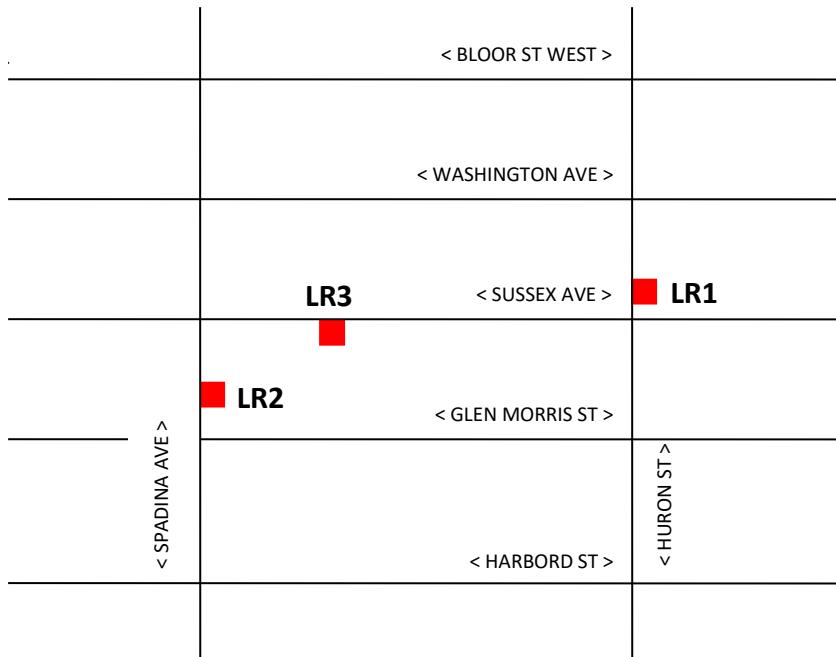
There are three communal, faculty-only, (keyed entry) laundry facilities conveniently located for your use: You will be given a key that can access any one of the three laundry rooms. Please lock the laundry room doors behind you every time you enter and exit. **Pets** of any kind, are not allowed in the laundry rooms.

- 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.

### **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. Please try to avoid washing items in the machines that may “explode” or fall apart such as pillows, carpets etc. They can leave a mess which you will be responsible to clean up.
3. 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 or inside the machine, wipe it clean. Paper towels and cloths are provided. Toss into receptacle when finished.
4. 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 and 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 ALL of 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.