



Can-Am Urban Native Homes



Tenant Handbook

2010

Welcome to Can-Am Urban Native Homes.

We hope your life here will be an enjoyable one. This handbook will give you lots of information on what to expect living here, what your rights are and what we expect from you.

More detailed information is written in your tenancy agreement. The tenancy agreement is a legal document and you should be sure to familiarize with what it says.

Can-Am Homes has a comprehensive set of policies which govern how we run our properties. If you would like to have information on a particular policy you do not find in this manual please call the Tenant Liaison.

Our homes are designed to assist lower income Aboriginal families and/or individuals to obtain adequate, affordable and geared to income housing.

Can-Am Homes employees;

Executive Director: Margaret Messenger

Tenant Liaison: Elayne Isaacs

Bookkeeper: Gail Grinage

Maintenance Coordinator: Ross John

Can-Am Homes contact information;

Address: 180 Tecumseh Rd. E.
Windsor, Ont. N8X 2P8

Phone: (519) 977-7782

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Email: canamhomes@kelcom.igs.net

Website: www.caunh.ca

Business Hours: Monday to Friday 9 a.m.- 5 p.m.



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Important Phone Numbers



After business hours, an answering service will only be available.

Can-Am Homes	519-977-7782
Fire, Police, Ambulance	9-1-1
Enwin Utilities	519-255-2727
Union Energy Reliance Home Comfort	866-735-4262
Union Gas (Gas Emergencies)	877-969-0999
Poison Treatment Centre	800-268-9017
Community Crisis Centre	519-973-4435
Aboriginal Child Resource Centre, Aboriginal Pre-Natal Nutrition Program	519-252-9183
Aboriginal Student Services, St. Clair College	519-972-2727 ext 4734
Crime Stoppers	800-222-8477
Hiatus House (Domestic Assault Shelter)	519-252-7781
Life Long Care Program	519-977-0439
Métis Nation of Ontario-Windsor	519-974-0860
Ontario Rental Housing Tribunal	888-332-3234
Ska:Na Family Learning Centre Daycare, Healthy Babies Healthy Children	519-948-8115
Social Services Windsor	519-255-5200
TeleHealth Ontario	800-267-7270
University of Windsor, Turtle Island House	519-253-3000 ext 3465
Windsor-Essex County Health Unit	519-258-2146
Windsor Police Headquarters	519-255-6700

211 provides a full range of non-emergency community, social, health and federal, provincial and municipal government service information.

311 provides non-emergency municipal information and services.





Who Does What

Executive Director

Oversees the day-to-day management of our homes and reports to Can-Am Urban Native Homes Board of Directors.

Tenant Liaison

Works with tenants to assist them in understanding and fulfilling their housing responsibilities. This includes advice on home maintenance, repairs and referrals to other programs and services.

Bookkeeper

Oversees the financial position of Can-Am Homes and collects rent.

Maintenance Coordinator

Coordinates day-to-day maintenance on the homes and prepares vacant units for move-in.

Maintenance Crew

Assists the Maintenance Coordinator in day-to-day maintenance on the homes and prepares vacant units for move-in.

Board of Directors

Can-Am Urban Native Homes is governed by a board of directors with seven community members. All of the directors volunteer their time to be on the board. The Board approves Can-Am Urban Native Homes policies and legal contracts.

Office Hours

Can-Am Urban Native Homes office hours are 9:00 a.m. to 5:00 p.m. Monday to Friday. There is a 24-hour service available for emergencies. We are closed for mandatory holidays.



Can-Am Urban Native Homes Responsibilities



Can-Am Homes is committed to provide safe, adequate and affordable homes to Aboriginal families living in the Windsor area.

Some of our responsibilities are as follows;

Property Insurance

Can-Am Urban Homes is responsible to provide fire and liability insurance for the building and property. This insurance does not cover the tenant's contents or personal belongings of the occupants.

Please note: Can-Am Homes is not responsible to arrange for and/or cover the costs of alternate accommodations while the building is being restored. Tenants are responsible for all of their personal belongings on the premises. **It is strongly recommended that tenants obtain basic renter's insurance coverage.**

Condition of the Home

Can-Am Homes is responsible for ensuring the home meets minimum health and safety standards.

Can-Am Homes will strive to keep the home in good condition by making sure required repairs are done as soon as possible.

Confidentiality

Can-Am Homes ensures confidentiality of all tenant files and records. No personal information will be released without the consent of the tenant, unless required to do so by law. Can-Am Homes will strive to give tenants proper notice, wherever possible, of any staff visit unless it is deemed an emergency.





Tenant Responsibilities

As a tenant of Can-Am Homes you have agreed to accept certain responsibilities regarding the house you are renting. Some of these responsibilities are listed below. Feel free to discuss and ask questions about these matters with the Tenant Liaison.

Financial Responsibilities

Can-Am Urban Homes had to mortgage the home you rent in order to provide safe and affordable housing under the Urban Native Housing Program. This money must be repaid. The Government of Canada subsidizes the difference between the actual cost of repaying the loan and what you pay each month. Your share of the cost is in the rent you pay and we depend on this rent as part of our budget.

Verification of Household Income

All occupants residing in the rental home must declare their income annually or if your income changes or if the household status changes. You will be required to sign a Tenant/Applicant Consent to release information form. This form provides your consent for Can-Am Homes to obtain verification of income from your employer, social worker or other related agency. Monthly rent will be set and will remain in effect for one year unless there is a change in the amount you receive. The change must be reported immediately.

There is an annual income verification when all tenants report their income, result in not forwarding your income will change your rent amount to the market value.

Rent Reductions

If your household income is reduced any time during the year you may be eligible to have your monthly rent reduced to reflect the lower income. You must provide Can-Am Homes with written verification or proof of income and a new declaration of income form. If the change in income results in a rent reduction of ten dollars (\$10.00) per month or more, Can-Am will adjust your monthly rent.

Rent Due Date

Remember your rent must be paid by the first day of every month. Your rent payment is a primary source of revenue which supports the operation of Can-Am Homes, it is essential rent is paid on time every month.

Privacy – Noise Transmission

Residents are reminded to respect their neighbours' right to privacy and enjoyment



of their homes by keeping noise at a low level. Excessive noise is contrary to the terms of your tenancy agreement.

Eviction

Termination of tenancy can occur for the following reasons: current rent not paid, the tenant or their guests have committed an illegal act; the tenant has misrepresented their income or that of family member living in the house; disturbing others (including keeping animals or pets or for major repairs or renovations.

Last Month's Rent

Upon signing the lease, you will be required to pay first and last month's rent before you will be allowed to move-in. When you move-out the last month's rent may be paid to you if the following conditions have been met:

- Two month's advanced written notice has been provided and
- There are no outstanding or unpaid rent payments from your tenancy.

You will receive six per cent compounded interest on your LMR deposit as required under the Tenant Protection Act. A portion of, or the full amount of the rent deposit and/or interest incurred on LMR deposit may be kept by Can-Am Homes to cover any loss from you vacating the house without sufficient notice or any other costs owed.

Move-Out

Tenants cannot sublease the house they are renting. Should you decide to leave, you must send a letter at least 60 days in advance to Can-Am Homes confirming you will be leaving. Notice should be made effective on the last day of the month.

Pets

Upon move-in the tenant will receive a copy of our pet policy. **Keep in mind you are responsible for all damages caused by your pet.**

It's the tenant's responsibility to ensure to:

- Abide by the City of Windsor pet by-law.
- Pets, especially dogs are kept on a leash at all times when outside the house.
- Maintain and clean up after pets, both inside and outside.
- Keep your pet(s) placed in a room or area not used and be sure to notify Can-Am Homes of the situation when a contractor or Can-Am Homes employee is scheduled to visit the home.



Guests

Tenants may invite guests into their unit for up to one month's stay without gaining the non-profits' permission. If tenants wish a guest to stay for longer than one month, they must write to the non-profit office, stating the length of time the guest would like to stay. Guests who are approved to stay longer than 60 days are considered permanent occupants and a revision to the lease is required. A verification of income will be required from the new occupant and the total household income and monthly rent will be adjusted. You are not allowed to charge your guest for room and board.

Utility Costs

Tenants are responsible to pay and maintain all utilities of the home. Some of these utilities are: Union Gas, Enwin Utilities, Union Energy (hot water rental), telephone and cable. Satellite dishes are not to be attached to the home. A separate entity must be installed to handle the satellite dish.

Air Conditioners and Space Heaters

The installation of window air conditioners must be approved by the office as to how the installation will be handled. Damage to windows will result in a tenant charge back. As well as space heaters, these are considered high energy appliances and must be approved by the office prior to use so it will not overload the circuit.

Insurance

As a tenant, you are not required to have insurance on the building or property. This is provided by Can-Am Homes. You are encouraged to have insurance on your furniture, clothing and other personal belongings to protect yourself in case of fire or other damages or loss such as theft. Can-Am Homes is not responsible to reimburse costs related to such losses. If the home is not in liveable condition, the tenant is also responsible for alternate accommodations until the home is suitable for the tenant to move back in.

Smoke Detectors

Each house is equipped with smoke detectors. Always ensure the smoke detectors are functioning properly at all times. Remember to change the batteries every six months and test the smoke detectors on a regular basis. Removal of the smoke detectors or failure to replace the batteries jeopardizes the lives of your family and neighbours plus it is against the law.

Can-Am Homes will inspect smoke detectors annually and you will be required to sign a form verifying the smoke detectors are working properly.



Property Maintenance and Snow Removal

Can-Am Urban Homes chose single family homes in neighbourhoods to remove the stigma of social housing and tenants are expected to keep the exterior of the home in keeping with the neighbourhoods where our homes are located. Tenants are responsible for snow clearing and lawn maintenance. This means trimming existing hedges, along fences and removing any trees growing where they shouldn't be. It is important to keep your home well maintained. **A fee will be charged if the maintenance crew have to come out and work on any exterior work including cutting your grass.** Please assist Can-Am Homes by taking pride in your home.

Move-ins

Upon signing the lease the Tenant Liaison will make an appointment for a move-in inspection with the occupant and the Maintenance Coordinator. The purpose of the inspection is to ensure both the tenant and Can-Am Homes are aware and agree on the condition of the home at the time the tenant moves in. A move-in inspection report will be completed and signed by both the tenant and the inspector. When the tenant moves out of the unit, the information on the condition of the house at move-in will be compared against the condition on move-out.

Upon inspection the tenant will be shown the location of the gas and water main shut-off valves, electrical panels, operating instructions for thermostats and any special features in the house.

Keys

At move-in, Can-Am Homes will provide the tenant with one set of keys to the house. Can-Am Homes recommends you have an extra set of keys available in the event you are un-expectantly locked-out of the house. The tenant is responsible to cover the cost of extra keys.

Lock-outs

Can-Am Homes holds one set of keys to each house. In the event that you are locked-out, you can arrange to pick up the key during regular business hours in order to have a new key cut at your own expense. Can-Am Homes' key must be returned the same day during regular business hours.

In the event the lock-out occurs after business hours, you should contact the after hours emergency service and you will be responsible to pay the cost of unlocking the door by a locksmith.

Parking



Transfers

Please contact the Tenant Liaison if you are interested in transferring to another unit. Transfer tenants are based on special priority and necessity only.

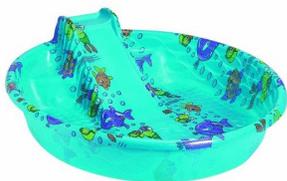
Swimming Pool By-Law

In the lease tenants sign it states "The tenant must not make any alterations to the Leased Premises without first obtaining written consent of the Landlord. Any alterations must meet health, safety and other standards required by law or municipal standards."

As to Can-Am Homes' liability insurance the tenant is responsible for the pool and related liability. If a lawsuit is initiated by a third party in relation to the pool and Can-Am Homes were named in the lawsuit our policy would only respond to our organization. Of course we don't want any lawsuits because of someone's recreation. The City of Windsor by-law is very precise about the containment of pools with fencing and our homes are not equipped with proper fencing to contain pools.

The only pools allowed must be less than two feet deep. Any pools above this depth must be dismantled immediately.

Acceptable



*** Please remember to dump water after each day's use. Standing water is dangerous to your children.***

Not- Acceptable



Grievance Procedure

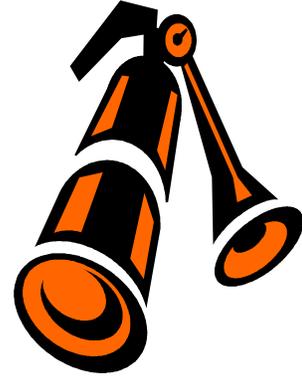
If you have a concern or a complaint and wish to file a grievance, please contact the Tenant Liaison by phone. It is recommended you follow up your telephone call with a letter outlining your complaint or concern in detail. Keep a copy of the letter for your records. The Can-Am Homes staff will respond to tenant complaints and every effort will be made to resolve the issue.

Should the Tenant Liaison not be successful in resolving the matter to your satisfaction, your next step will be to send a letter to the Tenant Committee outlining the grievance.



Fire Prevention: Fire Safety

One of your responsibilities is to practice health and safety precautions in the house. Accidents will happen but the majority of them can be prevented. The most common causes of fire is careless smoking, children playing with matches or unattended cooking.



Follow these simple precautions to prevent fires;

- Keep matches and lighters out of reach of children.
- Store gas and other highly flammable products in airtight containers which meet safety standards. Keep these materials away from furnaces and heating systems.
- Keep areas near furnace clean and safe from fire hazards.
- Avoid placing anything on or near baseboard and portable electric heaters.
- Never use flammable substances (e.g. gasoline) inside the house.
- Consider purchasing a fire extinguisher and keeping it in a central location.
- Keep the stove and surrounding areas free of grease to reduce the risk of grease fires.
- Fire escape routes should be kept clear at all times.
- Ensure gas valves, electric panels and water shut-off valves can be easily accessed in case they need to be turned off in an emergency.

Smoke Detectors

Please ensure your smoke alarms are functioning at all times. Smoke detectors have been proven to save lives. Remember to change the batteries every six months and test the smoke detector on a regular basis. Removal of smoke detectors or failure to replace the batteries jeopardizes the lives of family and neighbors plus it is against the law.

Emergency Escape Plan

Every household should prepare an emergency escape plan. Work with all household members and develop a plan to assist you and your family in escaping from every room in your house. Make sure you can open windows easily, especially in freezing weather, or you have something available so you can break them out. Pick a designated meeting place away from the house. If you have small children, Elderly family members or someone requiring special assistance, prearrange someone to assist them during the escape. Make fire drills a family affair. Be sure everyone knows what to do.

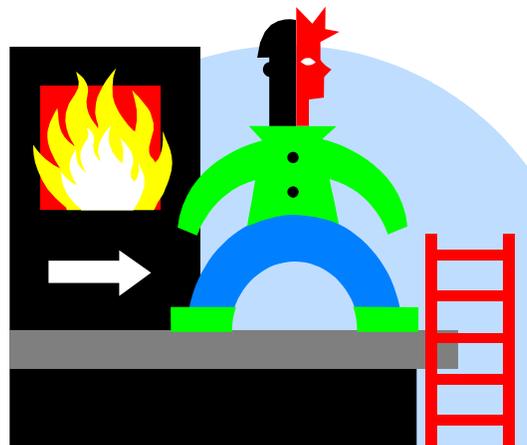


What to do in case of fire;

- If a fire starts, don't try and put it out unless it is small and manageable and you are certain you can handle it. Use a fire extinguisher to fight a fire only if you are not in danger and the fire is limited to a small area.
- Don't waste time getting dressed or packing any personal belongings.
- Shout "FIRE" to alert anyone around if you see a fire, smell smoke or gas. If you believe a fire is in a room, a cupboard or in the basement, keep the doors closed. Before vacating the house, shut any doors or windows but don't lock them. This will help to confine the fire, cut down the draft and prevent the spread of deadly gases. This will give you and others more time to escape.
- If you have to go upstairs or away from exits to rescue children and you are unable to return to the ground floor, and you become trapped, get to a room with a window; quickly shut the door between you and the fire. Make your way to the window and shout for help.
- Summon the fire department as soon as possible, by telephone from the neighbors.
- Never re-enter the house until the fire department confirms it is safe to do so.
- During a fire, smoke and poisonous gases rise with the heat. The air is cleaner on the floor. Crawl on your hands and knees keeping your head 30 to 60 centimeters above the floor.
- If your clothes catch fire, don't run. Stop where you are, drop to the ground, cover your face with your hands and roll over and over to smother the flames.

What to do if you are burned;

Run cool water over a burn for 10 to 15 minutes. Never apply ice. It is dangerous to put butter or any other grease on a burn because it seals in the heat and can damage the tissue further. If the burned skin blisters or is chaffed, see a doctor immediately.





Can-Am Homes' Maintenance and Repair Responsibilities

Can-Am Homes is responsible to maintain the property and ensure it continues to be a safe and healthy environment for the tenants.

Can-Am has the right to inspect the home and will do so from time to time. You will be provided with 24 hours notice and a representative will come to your home at a reasonable hour. We inspect all the units annually. Notices will be sent out before the inspection will take place.

Electrical, plumbing, sanitation, heating, ventilation and other appliance repairs requested by the tenant shall be scheduled with a contractor and will be acted upon as soon as possible. Priority will be given to those repairs believed to be hazardous to the tenant's health or safety, or those repairs, if left unattended could result in further damage to the home/property.

For all maintenance requests other than emergencies please fill out a maintenance request form available in our office or email a request to canamhomes@kelsom.igs.net There is no charge for repair due to normal wear and tear. However, damage you, your visitors or your children cause will be charged to you such as broken windows, torn screens, etc.

In emergency situations, Can-Am has the right to enter the house, without permission e.g. fire, flood, etc.

Tenant Maintenance Repair and Responsibilities

Tenants are responsible to keep the inside and outside of the house and property in good condition and free from health and safety hazards. Tenants are responsible to inform Can-Am Homes of any and all required repairs such as leaking taps, minor maintenance defects and major repairs e.g foundation wall is cracked or leaking.

The Can-Am Homes office hours are 9:00 a.m. to 5:00 p.m. Maintenance and repairs must be reported during these hours. Can-Am Homes will respond to your request as soon as possible.

Emergency On-Call

After business hours, an answering service will only be available. You may leave a message and we will respond within the next business day or the after hours service will direct your call in case of a housing emergency.



Minor Do-it-Yourself Repairs

Screens

Here is a guide to replace/fix a screen doors or windows.

	<p>The black rubber strip (called a spline) holds the screen into the frame. Use a screwdriver to pry up the end.</p>	
	<p>Once the spline is pried up, simply pulled it out of the groove. This screen has four spring-loaded catches that hold the frame into the door. Use a scratch-awl to pick at the end and pry it up.</p>	
	<p>Most window screens don't have these little catch mechanisms.</p>	
	<p>The metal pins were removed. The old screen was simply pulled up from the frame.</p>	





Buy a 25 foot roll of fiberglass screening. Smaller rolls are available at not much of a savings. Unroll the new screening next to the old piece, and cut the mesh about 1/2 inch longer.



The spline roller looks like a double-ended pizza cutter. One roller has a groove. This end is used the most. This tool costs about \$2.50 at Home Depot.



After the first corner is anchored, the opposite end of the screening is pulled out to prevent waviness in the finished job.



The spline is laid out along the first groove and then pushed into place with the roller. Use two hands on the roller. It takes a fair amount of force to push the spline into the groove.

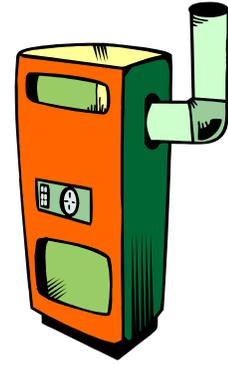


	<p>At the end of the first stretch, use a flat screwdriver to push the spline into the corner.</p>	
	<p>The pizza roller is used to finish inserting the spline. Notice the slight warp to the long side of the frame. The tightness of the screen may have flexed the frame into an hour-glass shape.</p>	
	<p>Ignore the warped frame and continue. The excess is trimmed off with a sharp knife. The finished product.</p>	
	<p>The little plastic sleeve is pressed onto the pin. The spline is pressed back in place with a screwdriver.</p>	

	<p>The screen frame fits tight at the top, but in the middle it is too narrow! The gap is just a bit too big to keep out bugs.</p>	
	<p>Now the screen is pulled across the frame and held in place (with my knee) while the spline is pressed in place.</p>	
	<p>The spline is in place on all four sides. A sharp knife is used to cut the spline.</p>	
	<p>Take the screen back out and remove only the two pieces of spline in the middle of the long frame rails. (Because of the cuts made for the hold-in pins, the spline is now in segments.) Carefully straighten the aluminum frame tubing. Whew! There was just enough screen to fit. The frame was about 1/2" narrower in the middle than the top or bottom.</p>	
	<p>The splines were re-installed, with a lot less tightness to the screening material. The frame ended up being about 1/8" narrower in the middle. The finished product looks much better than before. Total time was under an hour.</p>	

Furnace Filters

Clean air filters are as essential on your furnace as they are on your car. They can filter out pollen and dust and need to be cleaned or replaced as recommended by the furnace manufacturer. Filters should be checked monthly during the heating season and the cooling season if you have air conditioning.



How to inspect;

Hold the filter up to light and check to see how much light passes through. If it is a paper or fiberglass filter and is dirty, replace it.

If the filter is a dry foam type filter you can wash it out or vacuum it clean.



How To Fix a Leaky Faucet

What You'll Need;

Screwdriver

Penetrating oil

Slip-joint pliers or adjustable wrench

The first thing to do when fixing a faucet drip is to turn off the water supply. You should be able to turn off the supply at a nearby shutoff, but if your house is not equipped with shutoffs for individual fixtures, you'll have to go to the main shutoff and turn off the entire water supply to your home. What follows are ways to address a drip in a compression-type faucet.

No matter what a compression-type faucet looks like, whether it has separate handles for hot and cold water or just one that operates both hot and cold, it operates according to certain basic principles.



Here's how to disassemble a compression-type faucet and stop a drip:

Step 1: Shut off water supply, and remove faucet handle held to main body of faucet by unscrewing tiny screw on top or at back of handle. Some screws are hidden by metal or plastic button or disc that snaps out or is threaded. Once you get button out, you'll see top-mounted handle screw. If necessary, use penetrating oil, such as WD-40, to help loosen it.

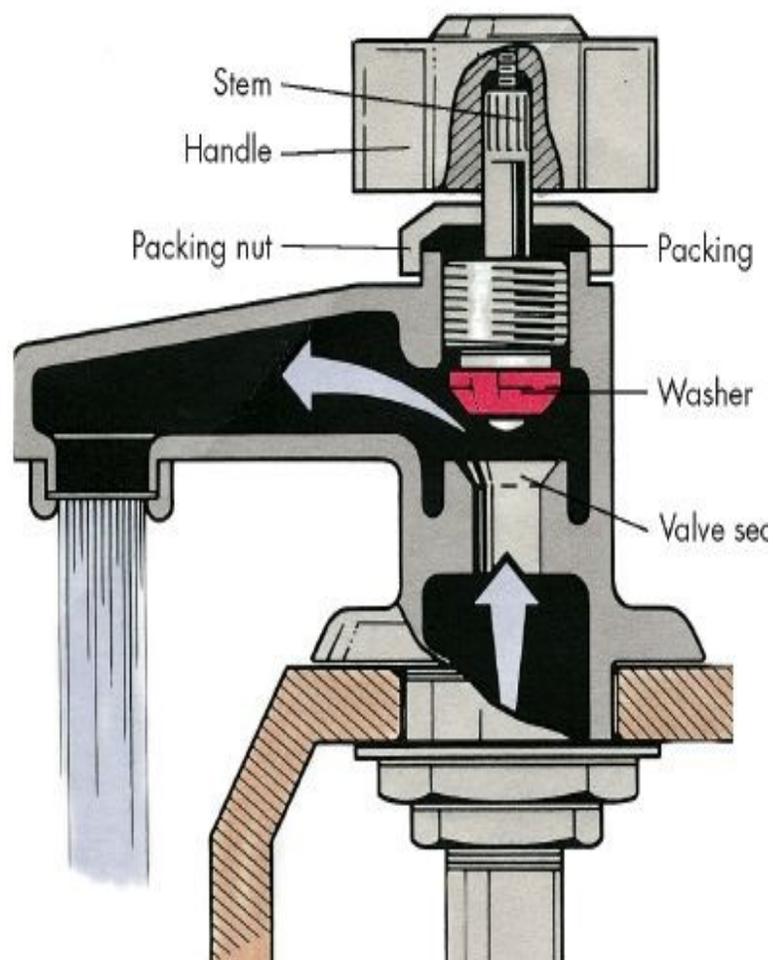
Step 2: Remove handle, and look at faucet assembly. Remove packing nut with large pair of slip-joint pliers or adjustable wrench, being careful not to scar metal. Twist out stem or spindle by turning it in the same direction you would to turn on faucet.

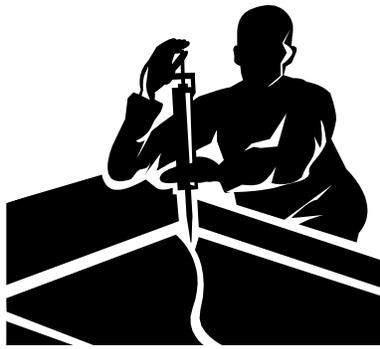
Step 3: Remove screw that holds washer. Use penetrating oil, if necessary, to loosen screw. Examine screw and stem, replacing if damaged.

Step 4: Replace old washer with an exact replacement. Washers that almost fit will almost stop the drip. Also note whether old washer is beveled or flat, and replace it with one that is identical. Washers designed only for cold water expand greatly when they get hot, thereby closing the opening and slowing the flow of hot water. Some washers will work for either, but you should make sure the ones you buy are exact replacements.

Step 5: Fasten new washer to the stem, and reinstall assembly in faucet. Turn stem clockwise. With stem in place, put packing nut back on. Be careful not to scar metal with wrench.

Step 6: Reinstall handle and replace button or disc. Turn water supply back on, and check for leaks.





Caulking

Caulking a bathroom sink may *sound* like difficult work, but it's a relatively simple do-it-yourself repair that can save you thousands of dollars on worn areas, flaws or holes in your bathroom sink. Caulking can allow moisture from your faucet to seep into your cabinets and woodwork. Moisture breeds mold, which then spreads and creates a dangerous environment for you and your family. And ridding your house of mold is no easy. Needless to say, it's well worth the small amount of time and money spent in caulking your bathroom sink to prevent these problems.

The Tools You'll Need;

Tube(s) of Caulking or Caulking Gun with Caulking Cartridge

Masking Tape or Caulk Smoother (optional)

Latex Gloves (optional)

Razor blade in holder or large flathead screwdriver (for removal of old caulk)

All-purpose cleaner and/or soap scum remover

Depending on the amount of caulking work that needs to be done, you can choose to apply the caulk with either a caulking gun and cartridges or a squeeze tube. Find a bathroom or tile caulking for extra moisture resistance. If you're touching up your current caulking, then a squeeze tube will do; however, the best way to repair faulty caulking is to remove and reapply the caulking, as patching will only fix the problem temporarily. If you choose to purchase a caulk cartridge and caulking gun, the two will probably run you between \$10 - \$15 combined. Squeeze tubes of caulking usually cost between \$3 - \$5; the number of tubes you'll need depends upon the size of the project.

Step 1: Prepare The Work Area

Before doing anything, you'll need to clean the area that needs caulking or re-caulking. An all-purpose cleaner works well for this purpose - make sure you get dirt and debris out of cracks in the caulking to avoid sealing them in. Use a soap scum remover for hard-to-remove fixture and tile stains. Once you've prepared the area, you're ready for Step 2. If you are not removing the old caulking, and are only patching problem areas in the current caulking, then skip to Step 3.



Step 2: Removing Old Caulk

For removing old caulking, a razor blade in holder or large flathead screwdriver should work. Remember to hold the tool level to the original surface to avoid damage to the sinktop or fixtures. Work slowly and steadily. Once you have loosened enough of it, you may be able to peel it off, depending upon the type of caulking originally used.

Step 3: Applying Caulk

To avoid uneven, ugly caulking, you will need to use masking tape to guide the new caulk and prevent messes. Place the tape on either side of the area needing to be caulked, leaving a gap sized to the strip of caulking you want to use. Once the tape is laid, apply the caulking slowly and evenly down the line. Smooth the caulk with your finger or a caulking tool, pushing excess caulking onto the tape. Once you are done, slowly remove the tape.

Step 4: Allow It To Dry

This step supercedes all others - if you don't allow the caulking to set correctly, it will allow moisture in and completely defeat the purpose. Be aware caulking a specific area will, in most cases, require you not use it for 24 - 48. Follow the time advertisements on the packaging for specifics.

Regardless of whether you patch or reapply your caulking, it will save you time and money later on. Once your caulking job is complete, you can rest easy knowing dangerous moisture is not seeping into the cracks and crevices of your home when you bathe, shower or wash your hands.





Household Tips

It is Can-Am Homes' responsibility to maintain buildings and keep them safe and secure **BUT** it is your responsibility to keep the inside of your home clean and safe.

Pests

If you see cockroaches or other pests such as mice please call the office. Keeping your home clean will help keep pests away.

Boric Acid;

- Kills cockroaches on contact.
- Is sprinkled under kitchen cabinets, stoves and refrigerators.
- Must be kept away from food, children and animals.
- Can be found in drug stores.
- **Be aware, boric acid is poisonous and should be handled cautiously. Keep away from children and animals. Dispose of any leftover not used.**

To control mice and rats, keep garbage and food in tightly closed containers, block any holes in porches or foundations, trim grass and shrubs near the building, keep basement drains covered. Peanut butter and raisins make good bait for mousetraps.

Sinks

Please do not pour grease down the sink. It coats the inside of the pipe and eventually plugs it up completely. Metal coffee cans make a good alternative storage for grease. Hair and coffee grounds can also cause damage/plug your drain system.

Bathroom Exhaust Fans

Please turn the bathroom exhaust fans on when you shower. The moisture from the shower can cause mildew and damage to your drywall if it is not vented.

Light Bulbs

Supplying and changing light bulbs in your unit is your responsibility. However, if you have a physical disability preventing you from changing your light bulbs and you can not find a friend or relative to do this for you, please contact the office when you need assistance.



Water & Energy Efficient Tips

Using excess water or having leaks can cost you hundreds of dollars a year in wasted water. A simple toilet leak can use 50 extra gallons of water a day and a faucet leak can waste up to 5,000 gallons a year. We've got some tips for keeping that water bill down.



Saving Water Indoors

- Think you might have a leak? Check by reading your water meter before and after a two hour period when water hasn't been run in your home. If the reading isn't exactly the same, you've got a leak.
- Find out if the toilet is leaking by putting a few drops of food coloring into the toilet tank. If the color leaks into the bowl, replace the flapper.
- Get those dripping faucets repaired. Usually it's a simple matter of replacing worn washers. Check all the washers in the house and replace them all at once.
- Replace "sticky" toilet handles.
- Make sure the flapper ball in the tank seats correctly.
- Don't use the toilet as a wastebasket or ashtray. Avoid unnecessary flushing.
- Rinse vegetables over a large bowl and reuse what would have gone down the drain to water plants.
- Keep drinking water in the refrigerator to avoid letting water run until it gets cool enough to drink.
- Defrost foods in the microwave instead of under running water.
- Insulate water heater and water pipes. (65% of the water you use is hot water.)

Saving Water in the Bathroom

- Don't let the water run when you are shaving, brushing your teeth, etc.
- Shower instead of bathe.
- Install low-flow showerheads that reduce water use up to half but still give a great feeling shower.
- Get a showerhead with a "shower off" button to conserve water while you lather.
- Take shorter showers. Five-minute showers per day for a four-member family use about 28,000 gallons of water per year.

Saving Water in Cleaning

- Older standard washing machines use up to 50 gallons of water per load, newer models use only 11-30 gallons.
- Don't wash half loads, and if you do, adjust the water level.
- Presoaking prevents having to re-wash heavily soiled clothes.
- Soak dirty dishes instead of rinsing each dish separately.
- If you're washing dishes in a double sink, wash them all at once and rinse them all at once.



Saving Water Outdoors

- Landscape with plants that need less water.
- Don't overwater. Buy a gauge to measure the rain your lawn gets.
- Water lawns during the time of day when temperature and wind speed are lowest to reduce evaporation.
- Put a timer on your sprinklers so you don't forget to turn them off.
- Over-fertilization increases your lawn's need for watering. Don't over feed.
- Use a soaker hose instead of a sprinkler system to better target the water to your plants.
- Mulch plants well to retain moisture.
- Make sure your sprinkler system isn't watering the sidewalk, driveway or street.
- Set your lawnmower blades to three inches or higher to encourage your lawn to grow deeper roots and hold moisture better.

An energy-efficient home is not only more economical, it's also healthier. Causes of poor air quality such as humidity, drafts, cold windows in the winter or hot windows in the summer, are all lessened by improvements in energy-efficiency. Here are some more tips on keeping your home efficient and healthy.

- Lower your thermostat to 16 C at night and when you are not home.
- Use a microwave oven, toaster oven or slow cooker to cook small portions.
- Remember it takes only 10 minutes for your stove to reach 350 F.
- Keep seals around refrigerator, microwave and freezer doors clean and in good repair.
- Consider switching to energy efficient light bulbs.
- Turn off all lights when they are not needed.
- Consider switching your shower head to an energy efficient one.
- Take showers instead of baths.
- Use an electric kettle or coffee maker instead of a stove-top burner.
- Ensure the heating units in your apartment are clean and there is nothing in front of them.
- Wash your clothes in warm or cold water and rinse in cold. Wait until you have a full load or use small loads setting on the washing machine.
- Keep windows closed in the winter, both the inside and outside storm windows.

If you have condensation problems such as water running down your window on cold days;

- Vent moisture out of your home using the bathroom or kitchen fan.
- Keep the window open a crack.
- Buy a dehumidifier.
- Make sure to vent the bathroom with the fan while you shower and leave the fan running at least 10 minutes after you shower.



Please keep and store this handbook for your reference.
It will become handy.

If you have any more questions or concerns from this
handbook, please call the office during normal business
hours.

Monday to Friday 9:00 a.m. - 5:00 p.m.
5519-977-7782

Miigwetch (Thank-You) and Welcome to
Can-Am Urban Native Homes, Windsor.

