



2020

tenant handbook

AVEN RIDGE & AVEN COURT

OPERATED BY AVENS – A COMMUNITY FOR SENIORS

welcome to
AVENS

Please use the following map below to navigate the AVENS campus. If there are any outstanding questions or concerns in regard to navigating the area please do not hesitate to contact us via telephone or email.



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We gratefully acknowledge that we reside on Chief Drygeese Territory in the Akaitcho region, the traditional territory of the Yellowknives Dene First Nation.

AVENS
A Community for Seniors
 INDEPENDENT SENIORS HOUSING

AVENS vision, mission and values



AVENS vision:

Seniors have access to a safe and caring community for life.

AVENS mission:

Avens delivers quality services in a safe and respectful manner to support residential living choices for seniors.

AVENS values:

Have been refined and updated to express the most strongly held beliefs within the organizational culture of AVENS and its operations as a whole:

Respect: We treat everyone in a way that values their worth regardless of background, abilities or beliefs. We show due regard for the feelings, wishes and rights of others. We do not walk past, accept or create situations that we know are belittling or harmful to others.

Dignity: We recognize that every member of our community has something to contribute. We support and empower our seniors' right to choose wherever possible.

Collaboration: We work together with each other and our tenants, community and stakeholders to achieve the best result possible. We share ideas, resources and best practices to make our work environment a place we can all be proud of. We support and encourage each other when we are struggling and we ask for help when we need to.

Accountability: We admit when we are wrong, we make amends and we learn from it. We do what we say we are going to do and we fulfill our responsibilities.

Integrity: We do the right thing even when it's hard, or when no one is watching.

welcome to your new home!



Aven Court

Built in 1992, Aven Court is an independent seniors housing complex consisting of six fourplex units for a total of 24 units. Each unit is a fully contained one bedroom residence, plus a den.

Aven Court Unit numbers go from 1A to 1D through to 6A to 6D.



Aven Ridge

Built in 2007, Aven Ridge is an independent seniors housing complex consisting of four duplex units for a total of eight units. Each unit is a fully contained two bedroom residence.

Aven Ridge Unit numbers go from 7A-7B through to 10A-10B.



The Tenant Handbook is intended to be a quick source of information for current and new tenants. We are excited to have you join or continue to be part of the AVENS family.

The information in this handbook may change over time or may become dated. The housing committee will endeavor to provide updated information to all tenants in a timely manner when possible. If there is a discrepancy between the contents of this handbook and any laws in Canada (federal, provincial, or otherwise), or any AVENS policy, procedure, or guideline, then the law, policy, procedure, or guideline will prevail.

general information



contacting us:

MAIN PHONE NUMBER for AVENS Administration is:
(867) 920-2443

FOR INQUIRIES via email please contact us through one of the following addresses:
reception@avensseniors.com OR ea@avensseniors.com

AFTER HOURS EMERGENCY MAINTENANCE ISSUES ONLY

Maintenance Supervisor (867) 920-2443

Refer to back cover for the Emergency Maintenance Chart

MAIL DELIVERY:

Mail to tenants should be addressed as follows:

Name of Occupant
Aven Court or Aven Ridge
Unit # _____
5710 – 50TH Avenue
Yellowknife, NT
X1A 1G1

move in or move out inspection



1 NOTICE: AVENS will notify a new tenant of the move-in date. This date will correspond with the date on the Tenancy Agreement and becomes effective on that date. If an earlier move in date is desired, an Early Move-In Rental Agreement may be put in place. Tenants will be charged \$40 for NSF cheques. After two NSF cheques, AVENS will accept PAD, cash or debit payments only. Rent is due in full on the first of every month.

2 KEYS: AVENS will release two sets of keys to new tenants after the Tenancy Agreement has been signed, AVENS has received the first month's rent, and the security deposit or first instalment of the security deposit has been received. Tenants may not make duplicate keys themselves but may request additional keys from AVENS Administration, at a cost to the tenant.

3 INSPECTION: Prior to moving in and following move-out, an inspection of the unit will be arranged. An Inspection Report will be completed. Both the tenant and AVENS will sign the Inspection Report and both parties will receive a copy of the report.



LOCKED OUT?

IF A TENANT LOCKS THEMSELVES OUT of their unit they may get a temporary spare key to unlock their unit from AVENS administration during business hours or from Aven Manor after hours. The spare key must be returned within 24 hrs of borrowing.

To access this key the Tenant must be able to complete one of the following:

BRING a piece of photo identification to present to the AVENS staff member

VOLUNTARILY participate in AVENS Court/Ridge photo identification program. (Call AVENS Administration for more information on this program)

TENANTS MUST return all keys when moving out. AVENS will deduct any costs from the security deposit incurred to replace keys if not returned at time of move-out.

tenants code of conduct



The purpose of the code of conduct is to establish a standard that meets the expected level of behavior that is associated with AVENS - A Community for Seniors. AVENS mission is to provide quality services in a safe and respectful manner to support residential living choices for seniors. In addition, AVENS will promote and requires ethical conduct from its tenants. This ethical conduct includes the following (and is not limited to):

- Maintain honesty and integrity
- Comply with all applicable rules and regulations
- Act in good faith, responsibly, with due care and diligence

AVENS will not become involved in minor tenant disputes, nor monitor tenants' social habits.

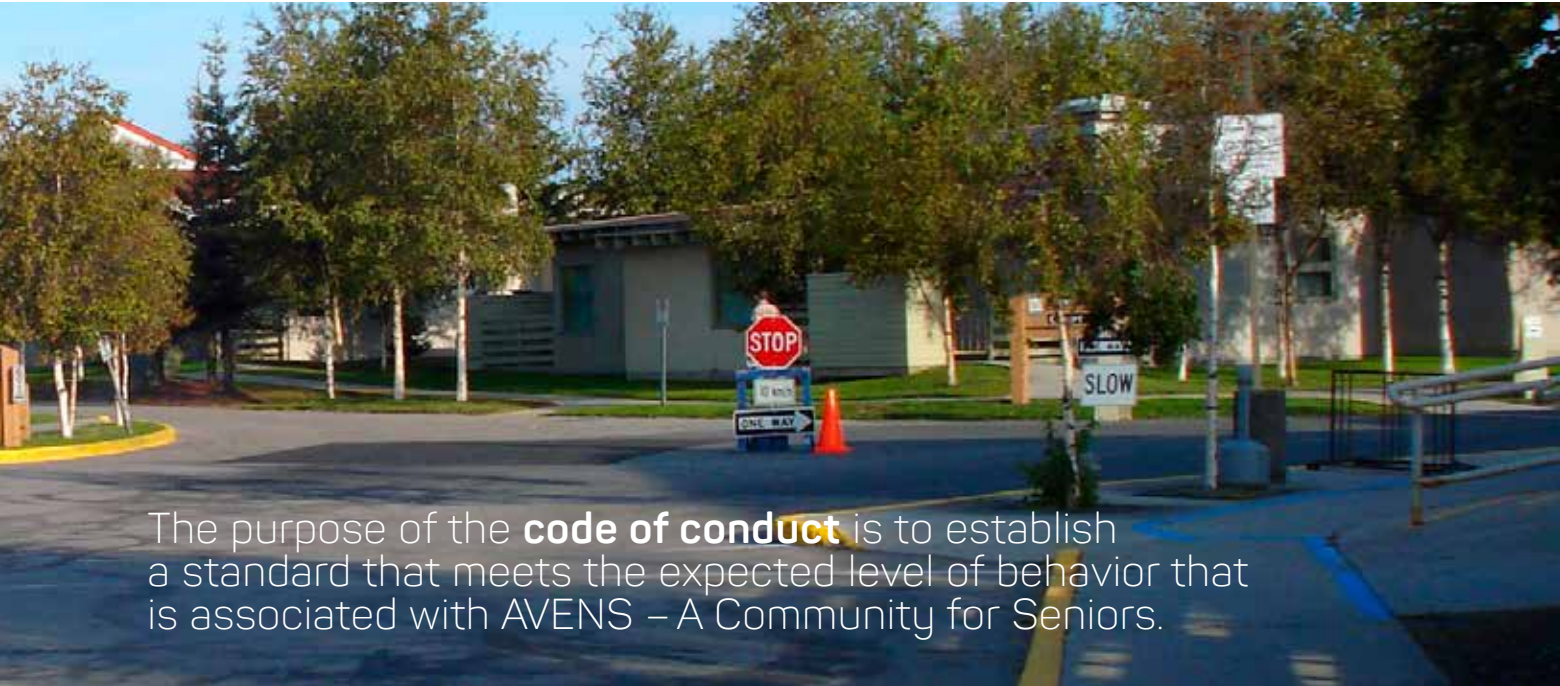
AVENS will only become involved when the safety of the tenants, any AVENS employee, or contractor is in jeopardy.

The following constitutes a breach in the code of conduct:

1. Unacceptable Behaviour: Where a tenant's habits or practices affect, or have the potential to affect, the safety of that tenant or other tenants, cause excessive noise or other disturbances, create damage, or intimidate other tenants, AVENS will intervene. Unacceptable behaviour also includes smoking inside the housing units.

2. Abuse: Where AVENS has grounds to suspect any type of abuse, the matter will be immediately reported to the appropriate authorities.

3. Damage: Tenants are responsible for any damage to AVENS property regardless of whether the damage was created by the tenants themselves or their visitors. Tenant insurance is a requirement against loss should damage occur.



The purpose of the **code of conduct** is to establish a standard that meets the expected level of behavior that is associated with AVENS – A Community for Seniors.

4. Criminal Activity: Where AVENS has the grounds to suspect illegal activity of any kind, appropriate authorities will be contacted immediately.

5. Unauthorized Occupancy: Only those persons whose names appear on the Tenancy Agreement are entitled to live in the unit.

Unauthorized occupants will be required to follow one of the following two options:

a. require their name added to the Tenancy Agreement and make any necessary rental adjustments; or

b. vacate the rental unit within 24 hours.

AVENS will meet with tenants involved in any perceived breach of acceptable conduct in an effort to resolve an issue. If an issue has not been resolved, written notice from AVENS will be delivered to the tenant. Failure to comply with any of the Tenant Regulations or Code of Conduct could result in eviction procedures initiated as per the Residential Tenancies Act. AVENS reserves the right to begin eviction procedures immediately against any tenant whose behaviour creates a serious safety risk.



**IN CASE OF
EMERGENCY DIAL**

911

rules and responsibilities



tenant related (to be observed in conjunction with Lease)

- 1.** Tenants must notify AVENS immediately of any damages to the unit regardless of the cause.
- 2.** Tenants may not undertake any property repairs (either inside or outside the unit) on their own, or with the use of a friend or contractor, unless the work and the repair person are first approved by AVENS.
- 3.** Tenants may not make any alterations, improvements, construction or installations on the outside of the leased premises without the prior written consent of the Landlord. This includes but not limited to hanging/mounting items/signs on outdoor walls, fences, trees, light posts, plug in posts or the placing of any item in the parking area (such as cones, barriers, chairs).
- 4.** Tenants are responsible for any items placed on their patios and they should be clutter free at all times for emergency access. Tenants are responsible for the removal of snow inside their patio area.
- 5.** Use of barbeques shall be permitted on the conditions that it is propane only, located two feet away from the rental unit when in use, and that the barbeque will be inspected yearly by the City of Yellowknife (arranged by AVENS).
- 6.** Changing of the locks is prohibited.
- 7.** Tenant's unit should be kept clean and in good condition. Tenants will be required to have their units inspected annually. All doorways and patios should be free of clutter for ease of entry/exit.
- 8.** The utility room, or any other room in the unit with the exception of the allotted bedroom(s), cannot be used as sleeping quarters or a bedroom for any person.
- 9.** Waterbeds are not permitted in the rental unit.
- 10.** Overnight visitors are permitted for 14 consecutive days in any 60 day period. Longer stays must be pre-authorized by AVENS.



11. Tenants may have a maximum of 2 overnight visitors at one time.

12. One tenant vehicle per unit is permitted and parking fees are subject to change from time to time at the discretion of AVENS. All tenant parking stalls have power. Tenants must maintain vehicle insurance and registration and provide their vehicle's information to the AVENS administration. Tenants are not permitted to repair or wash their vehicle on AVENS property. Tenants are required to move their vehicles to a designated location on the occasions when the Maintenance Department undertakes snow removal from the entire property. 24 hrs advance notice will be provided.

13. Tenants are responsible for maintaining their own garbage and recycling. Garbage must be placed in garbage bags prior to being placed in the bin provided by the City of Yellowknife. Cardboard boxes must be broken

down before being placed in proper "cardboard only" dumpsters. Garbage bins must be kept in your assigned location on non-pick up days. On pick up days, it is the tenant's responsibility to move garbage bins to their designated pick up area. All garbage bins must be returned to your assigned location after pick up.

14. Tenants are prohibited from feeding wildlife and are required to keep their garbage covered at all times.

15. Smoking is strictly prohibited inside the housing unit and is only allowed in designated areas on campus.

16. Tenants must refrain from practices that create or have the potential to create a disturbance to other tenants, safety risks, or to create damage to the Landlord's property. The City of Yellowknife noise control bylaw will be enforced (11:00pm to 7:00am).

rules and responsibilities



tenant related (to be observed in conjunction with Lease)

17. Tenant income will be reviewed on an annual basis using the tenant's Canada Revenue Agency Notice of Assessment (NOA). Tenants are required to submit the current year's NOA by May 31st each year and rent adjustments will be made accordingly, effective July 1st of each year. Additional information may be requested by the landlord to verify or validate the total family income of the tenant.

18. Evidence of the Tenant's ability to meet the independence requirement, as defined by a medical doctor or nurse practitioner, may be requested by AVENS.

19. Tenants must have tenant liability insurance for their unit and must provide proof of insurance annually. Failure to provide the proof of tenant liability insurance will result in a violation of the lease agreement and could lead to eviction from the unit.

20. Vehicles such as motorhomes, trailers, snow machines and boats (recreation vehicles) must be stored off site. Tenants may store other items in the storage shed on their patio but not elsewhere on AVENS property unless approved by the CEO.

21. Tenants are required to contact the Maintenance Supervisor at (867) 920-2443 immediately if they accidentally set off the fire alarm. The fire department will be called if no contact is made from the tenant.

22. For **non-emergent** maintenance issues, tenants should call, email, or complete a maintenance request form and submit to AVENS Administration during operating hours (Monday-Friday 8am-4pm).

See Appendix D: Emergency Maintenance Chart.

23. For **emergency** maintenance issues contact the Maintenance Supervisor at (867) 920-2443. Emergency maintenance includes, but is not limited to, no heat during winter months, no running water from any tap, or flooding.

See Appendix D: Emergency Maintenance Chart.



landlord related

AVENS will maintain the property of Aven Court/Ridge through regular preventative maintenance and repair schedules. The following are included in maintenance items:

- A. Necessary interior or exterior repairs to the unit caused by structural defects, shift of the foundation or from normal wear and tear
- B. Servicing the plumbing and heating systems on a regular basis
- C. Maintenance of the grounds in common areas
- D. Repair of appliances owned by AVENS
- E. Snow removal from roads, parking stalls, sidewalks and the walkway between the sidewalk and tenants gate
- F. Assigning parking
- G. Property signage and lighting on the grounds
- H. Authorizing qualified contractors
- I. Maintenance of the fire alarm system, fire extinguishers, and security system
- J. Pest control
- K. Exterior and interior painting
- L. Annual inspections of all units for maintenance and upkeep requirements



Should a tenant initiate a non-emergent **Call Event** to the maintenance supervisor that falsely triggers after hours support, third party call out, or any other costs associated with the initiation of a non-emergent **Call Event**, the tenant will be responsible for any or all costs associated with such **Call Event**.

pets at AVENS



AVENS understands the important therapeutic role that pets play in the lives of seniors and families. Tenants (new and existing) at AVENS Court/Ridge who have a pet, will be required to complete a Pet Authorization/Acknowledgement Form and provide a photo of the pet(s).

This form will provide details on the rules and regulations for all AVENS pet owners. Pets that will be considered are defined as a dog, cat, fish, rabbit or birds. Restricted or exotic animals will be prohibited. The final approval for pet allowance will be granted by the Housing Committee. The Pet Policy does not apply to recognized service animals.

Pet owners must observe all local municipal regulations including inoculations, license requirements, animal control, and waste removal, thereby respecting the rights, health and safety of other tenants.

Tenants are responsible for the pet of a visiting guest at their unit and such pets are subject to the same rules and regulations as

resident pets. No pet(s) of guests can stay in the unit for more than 14 consecutive days in any 60-day period without prior written permission from the Housing Committee.

Any tenant or AVENS employee observing an infraction of any rules or regulations shall discuss the infraction in a neighbourly fashion with the pet owner. If the complaint is not resolved, it must be put in writing, signed and presented to the Housing Committee for further action.

A pet damage deposit will be applicable.

*Need help
with your chores or
daily living?*

Please see AVENS Administration for a brochure with contact information on various service providers including Home Care.

new to residents in 2020



the greenhouse



AVENS Growing Cooperative (AGCO) is a newly established cooperative at AVENS. AGCO will facilitate gardening activities for AVENS residents, tenants, and members of the Yellowknife Seniors Society in the newly constructed

greenhouse located on the AVENS campus.

Tenants of Aven Court and Aven Ridge can become members of AGCO and request a plot in the greenhouse each year. If any plots are not assigned, a non-AVENS Senior's resident, in good standing with the Yellowknife Seniors Society, can apply. Plots allocated are to be used for personal gardening and there will be no annual fee. Members will be expected to donate a minimum of 25% of their produce and participate in various site maintenance duties and a fall wrap-up meeting .

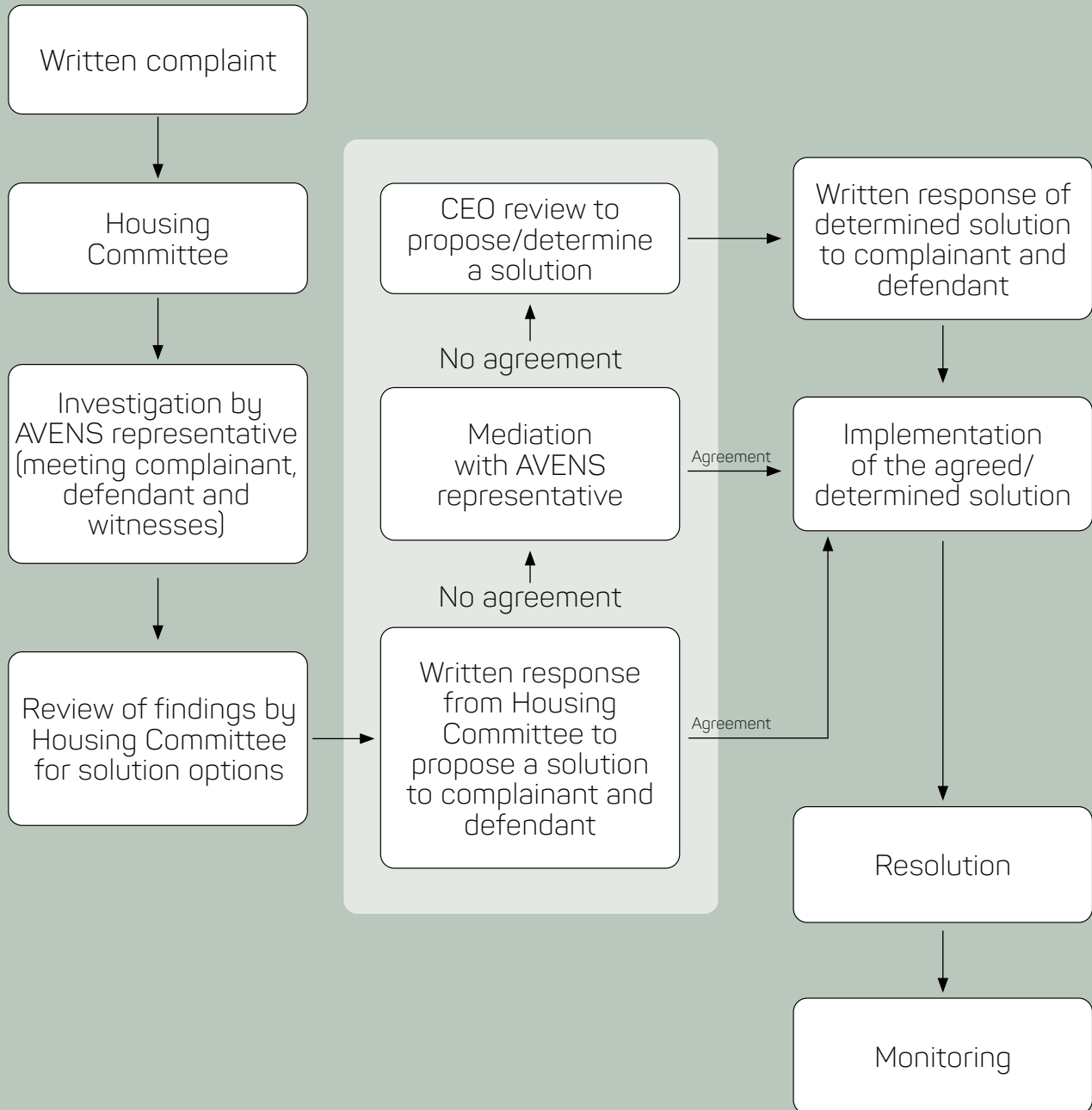
Please see AVENS Administration for more information.



appendix A

complaint resolution process:

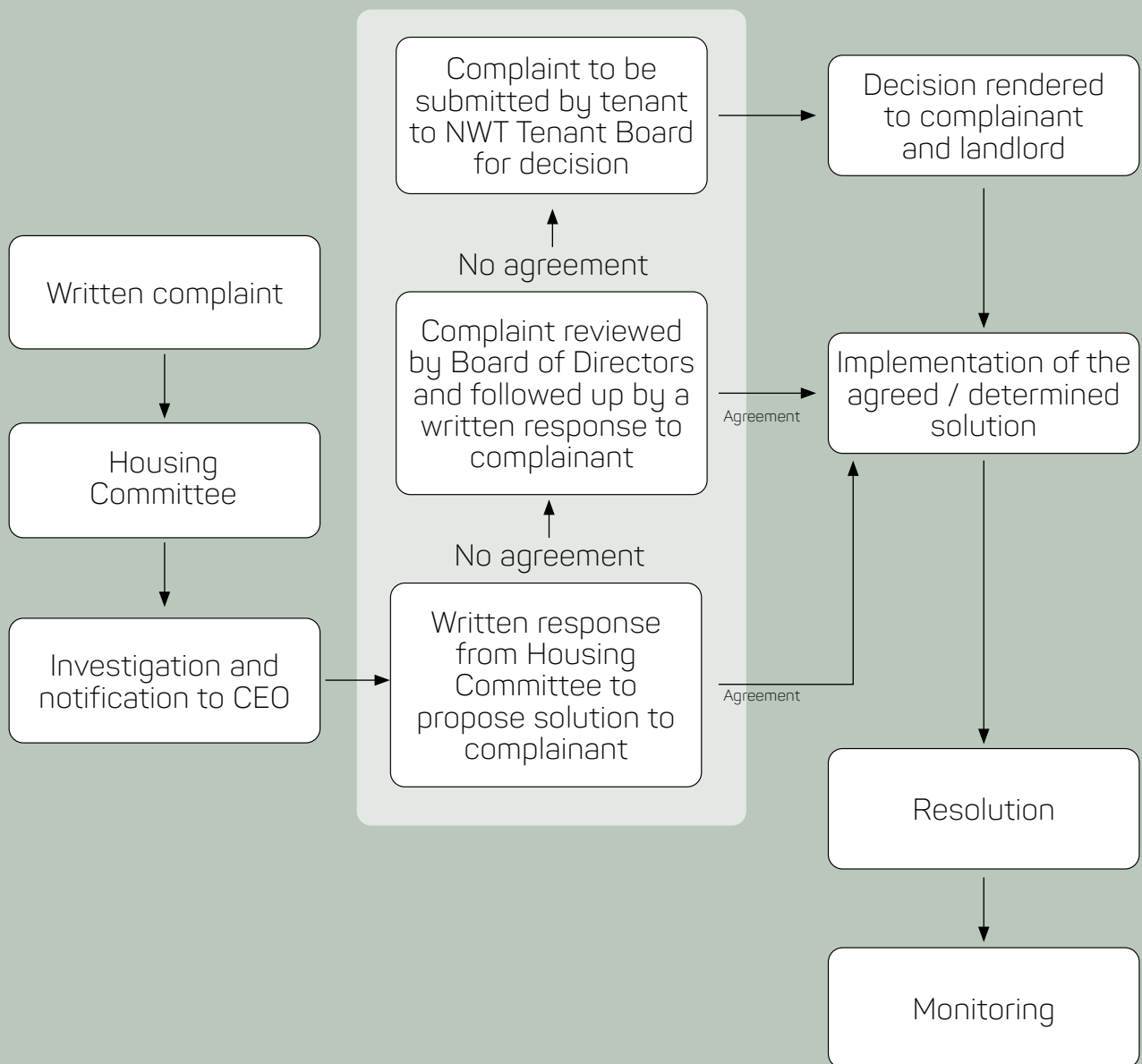
tenant vs. tenant



appendix B

complaint resolution process:

tenant vs. landlord



appendix C

maintenance request form

MAINTENANCE REQUEST FORM

(See Appendix D – Emergency Maintenance Chart)

NON-EMERGENT ISSUE – AVEN COURT AND AVEN RIDGE

Definition of a **non-emergent** issue

Any issue that is not compromising your health and safety and the integrity of the building.

Report to AVENS Administration by completing the form, emailing or calling AVENS reception.

Definition of a **maintenance emergency**

Any issue that compromises your health and safety and the integrity of the building.

Example: No heat during winter months, flooding, or no water running from any taps.

Report immediately to Maintenance Supervisor **(867) 920-2443**

Name:

Date:

Unit #:

Detailed description of the issue:

Signature:

Once your request has been received, your concern will be reported to the Maintenance Supervisor who will contact you to set up an appointment.

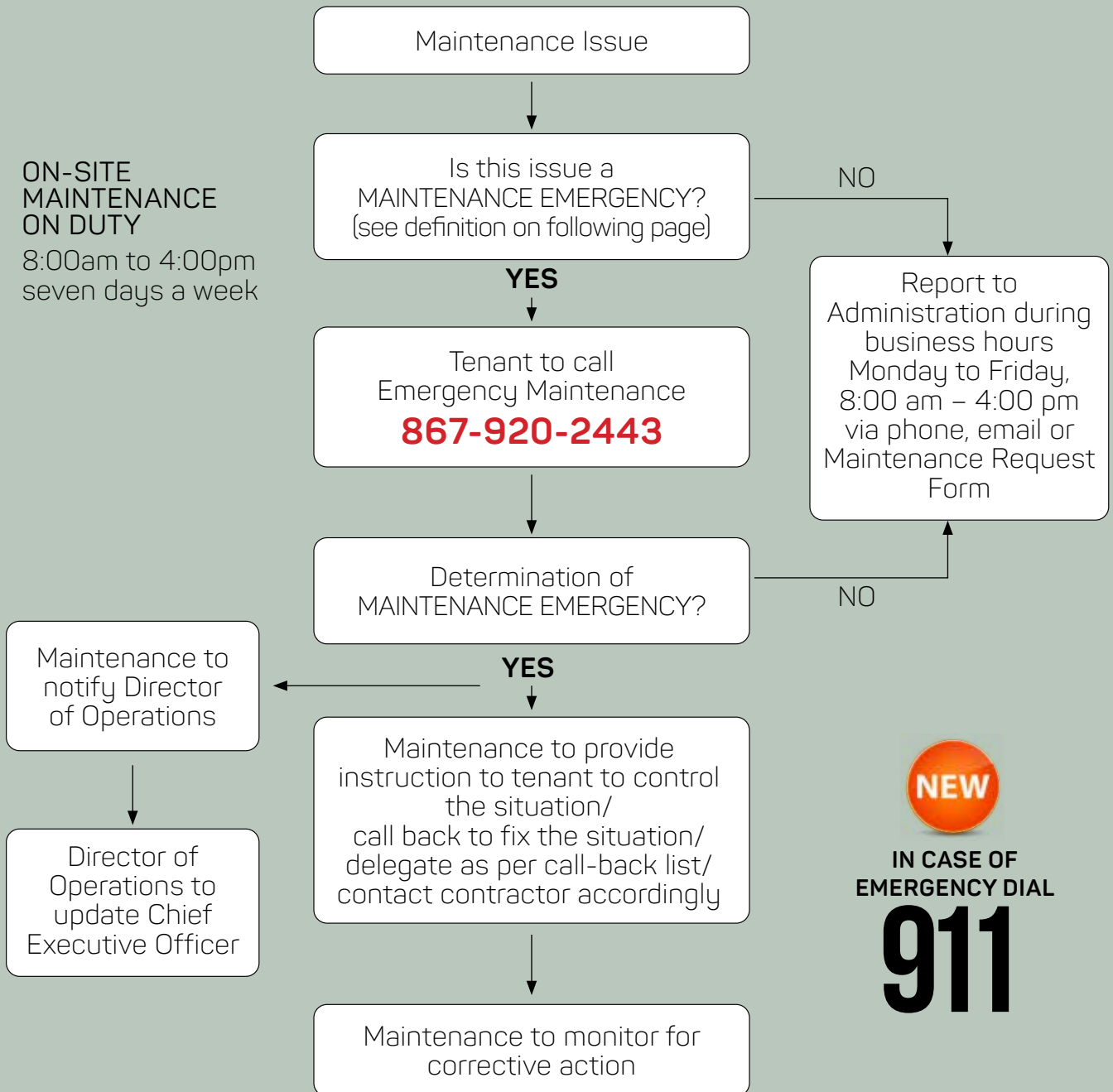
appendix D

emergency maintenance chart

reporting maintenance issue

Aven Court and Aven Ridge

**ON-SITE
MAINTENANCE
ON DUTY**
8:00am to 4:00pm
seven days a week



NEW
**IN CASE OF
EMERGENCY DIAL**
911

definitions

maintenance emergency

Emergent request:

Emergent matter requiring immediate attention.

Any issue that compromises health, safety and/or security and/or the integrity of the building.

Non-Emergent request:

Request that can wait until the next morning without major impact.

Any issue that is not compromising your health and safety and the integrity of the building.

Maintenance Emergency: 867-920-2443

Examples of Potential Maintenance Issues	EMERGENCY?	
	YES	NO
Electrical / Heating/Air Conditioning		
Burned out light bulb		X
No power in unit and unsure if it is a service provider issue	X	
No power from an outlet or in part of the unit.		X
No heat in unit	X	
Too hot in winter		X
Too hot in summer (above 26°C and can't be controlled with fans)	X	
Alarms		
Smoke detector in alarm	X	
Strong odours / carbon monoxide	X	
Plumbing		
No water at all	X	
No hot water		X
Plugged toilet (only toilet available / e.g. Aven Court and Aven Ridge)	X	
Bath, shower, sink with slow drain		X
Water leak / pipe, ceiling, roof, tap, sink, etc. (drops)		X
Water leak / pipe, ceiling, roof, tap, sink, etc. (causing flooding)	X	
Sprinkler head / faulty, broken, spraying	X	
Sewage backup	X	
Miscellaneous		
Cracked window		X
Broken window (e.g. whole window)	X	
Wild life (e.g. squirrel in attic, fox on property, etc.)		X
Insects inside unit (bed bugs, cockroaches, ants, spiders, etc.)		X
Aven Court and Aven Ridge Specific		
Appliance complaint		X
Noise complaint		X
Lost key / tenant requesting other key / lock change request		X
Hot water tank leaking / flooding	X	
Parking complaint		X
Unit locked tenant can't get in (faulty lock)	X	

Tenants are responsible for issues related to their TV, internet or computer, moving furniture, or repairs to personal items.