

Tenant Handbook

**Woodstock Masonic Housing
Inc.**

**121 Bridge Street,
Woodstock, N.B.
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www.woodstockmasonichousing.ca

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Welcome to Woodstock Masonic Senior's Housing

You are living in one of the apartments owned and managed by Woodstock Masonic Housing Inc. Our objective is to ensure you have a safe and secure place to live and to support your needs to the best of our ability. To do this, we try to provide friendly and efficient service to our tenants. Woodstock Masons take pride in the condition of your home and we attempt to maintain its appearance as being clean and a warm place in which to live.

In this booklet you will find useful information about the Woodstock Masonic Senior's building and how it operates and answer some questions you might have on what is expected from the residents and the owners. If there are questions that have not been addressed in this booklet, please do not hesitate to contact a member of the Board of Directors.

A Brief History of Woodstock Masonic Housing Inc.

Woodstock Masonic Housing Inc., an incorporated Company, was formed in 1989. It resulted from the efforts of a concerned group of Masons who recognized the need for affordable housing for seniors and accepted the responsibility to purchase land, design a building that would address senior living requirements and complete the construction of this facility. With financial support of the federal, provincial and municipal governments and Woodstock Masonic Lodge #11, this

housing facility became a reality. The idea for this project started in 1987 and the official opening was in June 1990. Prior to final specifications and tendering the building construction, the Masonic building committee toured various senior residents around the Province to gather information and incorporate positive suggestions and ideas into the design of the building. Once completed, and with a limited budget, tenders were called for two types of construction; a wood frame building and a brick building. Twenty-one possible locations, all within the Town of Woodstock, were considered for the location of this building. The property was purchased from Alvin and Irene Keenan who were very supportive of the Woodstock Masonic Lodge decision to construct a senior facility. The architect was Soucy and Ellis Ltd. from Edmundston and the construction contract was awarded to Grand Falls Milling who submitted a price that permitted the construction of a brick building. Many local contractors were awarded sub-contracts during construction such as site preparation, plumbing, electrical, masonry, flooring, carpentry and painting. From the time the building was opened until present, the owners have attempted to keep the property clean and maintain the building in new condition. For example, new vinyl bay windows were installed in 2005, any concrete and wall cracks are immediately addressed, new flooring and painting has occurred over the years, a new steel roof to replace the deteriorating shingles was installed in 2009, the driveway and parking lot was repaved in 2013 and in July 2010, there was extensive work on the building to reduce the energy consumption required to maintain the building for both the owners and tenants. This included new energy efficient exterior windows and doors, additional insulation in the ceiling, installation of an efficient heating and cooling system, new thermostats and new interior and exterior lighting fixtures.

The project operates on revenues from resident rent payments and some financial support from government. The building Corporation is managed by a volunteer Board of Directors who receive no remuneration and are all members of Woodstock Masonic Lodge #11.

The Board is responsible for the management of the Company and their responsibility is to ensure all financial records are in order and that decisions made are for the safety of the tenants and building maintenance. Annually, the Company financial records are audited by an accounting firm not associated with Woodstock Masonic Lodge #11 and a copy is filed with the government. Periodically, government auditors meet with the Board of Directors, who are accountable for the decisions made, to review the financial records of the Company and address any corrective actions required to ensure safety of the tenants and operating procedures are being followed.

Woodstock Masonic Housing Inc. is a non-profit Company which means that the income received from various sources must cover all operating costs, such as building maintenance, insurance, utilities of water and electricity, security services, garbage removal, lawn care, snow-plowing, safety inspections, taxes and equipment repair or replacement. It is not uncommon for other Provincial organizations who are considering a similar building in their local community to tour the Woodstock Masonic Senior Complex to view construction and get ideas that should be incorporated into their facility. Woodstock Masons are extremely proud of the service being provided to seniors and the community with their housing complex.

Important Contacts / Phone Numbers

Robert Stokes President Woodstock Masonic Housing	328-8942
Building Maintenance – John Young	375-6078
If you are not able to contact the above two people:	
Peter Crocco Secretary-Treasurer of Masonic Housing	325-3331
Dr. Simon Clark	328-9893

Moving In

When you move in you become a tenant of the building. There are other members who live in the same building whom you will get to know very quickly and share a common atmosphere. To support all tenants we ask everyone to respect each other. Just prior to you moving in we will ask you to sign several forms: a key form and a copy of this document.

When you are provided your keys, you should do an inspection of your new home and report any corrective maintenance repairs. An inspection will also take place when you move out of the unit. Please be reminded when you move in, the satellite receiver, vertical blinds, refrigerator and stove are part of your new home and must remain when you vacate.

Fire Safety

Woodstock Masonic Housing Inc. annually arranges to have an inspection on all fire extinguishers and tests all fire alarms, smoke detectors and exit lights. The fire extinguishers are located throughout the building and each apartment. Please familiarize where these are located. When the fire alarm is activated, the fire hall is immediately informed. It is not necessary for you to telephone the Woodstock Fire Department. They are already coming to the building when the alarm is pulled or a heat detector is activated.

In the event of an electrical power failure, the emergency hallway and exit lights will automatically come on in the hallway. These are located near the ceiling and exit doors.

Storage of flammable materials or liquids such as gasoline, paint thinner or solvents in your apartment is not permitted. Recycle and dispose of your old newspapers and keep your apartment free of garbage. This can become a fire hazard if you accumulate this material.

Make sure you know the fire exit safety plan in your building. Make sure you know where the fire alarms and extinguishers are in the hallways. If you hear the fire alarm, vacate the building immediately. **Never assume it is a false alarm.**

Exiting the building in an emergency

When the fire alarm system is activated, leave the building from the closest exit and if possible, please report to the parking lot. When emergency personnel arrive, they will know the names of any persons not accounted and can check the apartments of those tenants not in the parking lot.

Do not lock your apartment door if the fire alarm sounds.

If you encounter smoke – keep low to the floor.

If you need assistance to leave the building

If you think you fall into this category, please advise the building owner.

If you cannot leave your unit

If you are in your apartment and there is smoke in the corridor or your door is hot, Do Not Open Your Door. Leave your door unlocked and exit through your bedroom window. The bedroom windows installed in the building are designed to permit you to exit safely.

Smoke detectors

Your apartment has a smoke and heat detector. If you think there is a problem with your detector, tell the building maintenance person.

Repairs

Tenants are **NOT** permitted to call outside repair companies for electrical, plumbing, painting carpentry, appliance repairs, etc. If this should occur, then the tenant will be responsible for the costs incurred, not Woodstock Masonic Housing Inc. The Company is responsible for authorizing the charge and paying for any repair or damage.

For **ALL** maintenance requests, please contact the maintenance person. If an emergency repair is required, please call Robert Stokes or John Young immediately.

Tenants are not responsible for repairs due to normal wear and tear. However, any damage you or your guests cause will be charged to you. If a tenant or your guest should damage a floor, break a window, cause drywall damage, burn a counter-top, etc. there may be costs incurred by the tenant.

Please report water stains that appear on the walls and ceiling.

Any modifications or changes you wish to perform in your apartment must be discussed with and approved by Woodstock Masonic Housing Inc. The vertical blinds and Shaw satellite TV receivers are owned by the building owners and must remain when you vacate your unit.

If you have a complaint

All complaints must be sent to the Board of Directors for Woodstock Masonic Housing Inc. in writing.

Security

In addition to having exterior security camera's, the building main entrance door is secure and no persons can enter the building unless a tenant has 'buzzed' the main entrance from their apartment and granted permission, or the door was left open. Tenants should only permit entrance into the building if the person is known to them. All other exterior doors such as those located at the end of the hallway, common room and garbage service area can only be opened with a key. When you are not in your apartment for an extended period of time, it would be prudent for you to close your exterior windows to prevent an outside person from entering your apartment.

Each unit has an emergency alarm system to assist you in the event you require assistance. The 'pull cords' are located in the bedroom and bathroom. When these are activated, an alarm will sound and a light will come on outside your door. Another tenant will call for assistance and attend to your needs. These should only be used for emergency situations such as a fall and you are not able to get up or you need immediate emergency assistance. In most cases, the other tenants will arrange for an ambulance to be dispatched when this alarm is activated.

In the event of an emergency and the ambulance is called, they can gain entrance by using a code provided to them on the touch pad which opens the entry door and also provides access to a key which will open your apartment.

Tenant Questions Often Asked

Guests

This is your home and very few rules will apply other than common sense in most cases. You are more than welcome to have friends and family visit however no other person may live in your apartment. Family members or a friend are permitted to stay overnight in your apartment for extended periods of time such as when you may be hospitalized for a few days. We ask you or the family member to notify either the custodian or a Board member if this should occur. We must be aware of who is staying in the building and we ask for your support. You will be responsible for the actions of children or your guests.

Keys

You will receive two sets of keys. Each set has an apartment key and an outside entrance door key. If you lose any of these keys, please report this immediately. Tenants are not permitted to change their locks. If you want to change your lock, we can do this for you and a fee will be charged to cover this cost. The building has a master key that will operate all doors in the building. The master keys are in the possession of Robert Stokes, John Young, Dr. Simon Clark and the Woodstock Fire Department. The garbage outside entrance door has a separate key which is used by the person responsible for garbage removal and will only open the outside door.

Parking

A parking spot is included for your convenience. Each unit has a designated outside electrical plug for parked vehicles in the winter months. The heater plug switch is located in the storage room of your apartment with a red toggle switch. The cost of this electricity is charged to the power meter associated with your apartment. If you wish to keep your car plugged in during the winter months you must use the post identifying your unit and turn on the apartment switch. If you do not wish for others using your electricity, keep the switch in the off position. In the winter, the parking area will be kept free of snow. May we ask you to support snow removal by moving your vehicle when necessary thus ensuring a clean driveway. Sanding will occur in the parking and walk area. Please do not store your car in the parking lot for the winter months. If you wish not to drive during this period, please arrange for an alternate location.

Satellite TV

Shaw Direct provides TV coverage to the building. Each apartment has a satellite receiver and a handheld remote. These remain with the apartment when you vacate the building. The cost of this service is added to the monthly rent you are charged for your apartment. You will not receive an invoice for this service from the building owner or Shaw Direct. If you wish to know the cost of this service, please contact the building owner. Additional channel coverage is available and the extra cost will be added to your rent. If you experience difficulty with the operation of your TV coverage, contact the building maintenance person.

Telephone

Each apartment has telephone jacks located in the living-room and bedroom areas. You must call Bell Aliant or Rogers to hook up your telephone service. You are responsible for providing your own personal telephone and payment of your monthly bill. There will be a charge from your service provider for hook up.

Mail

There is no mail delivery to the housing units. Mail service is provided at the local post-office.

Storage

In each apartment there is a storage area and the building has a heated storage room shared by all tenants. Please ensure your name is located on all boxes or items in this room. No flammable or combustible materials such as paints, fluids, etc. may be stored in this area.

Snow Removal and Lawn Care

Woodstock Masonic Housing Inc. provides this service to the tenants in the building. If you wish to have special outdoor flowers, please ensure they are in containers located on the outside patio areas. If you wish to have a garden, there is an area where you may plant your favourite plants. This area is on the west upper side of the building. You will be responsible for all upkeep with your garden. Please contact the building maintenance person who can direct you to the area. If you wish to have outside bird feeders this is acceptable.

Re-decorating

Before you start any decorating, such as painting, you must get permission from the building

owner. No wallpaper will be permitted. The vertical blinds belong to the apartment.

Installing ceiling fans or air conditioners

Any installation of ceiling fans, air conditioners or other electrical fixtures or wired-in appliances must be approved by the building owner.

Laundry Room

There is no charge for use of the laundry facilities. This service is provided to you and not family members. We ask for your cooperation to schedule with the other tenants an appropriate time for you to use the washer and dryer.

Insurance

Woodstock Masonic Housing Inc. is not responsible for your personal property. **It is recommended that you get tenant's contents insurance to protect your belongings against theft, fire or other damage.**

Pets

No tenants are permitted to have dogs, cats, gerbils, snakes, etc. as pets in the building. If you wish to have an aquarium, it must not exceed twenty gallons (90L) in size. If water damage results from the use of this aquarium, the tenant will be responsible for necessary repairs. Pet birds such as budgies and parakeets are permitted. If the building owner discovers the tenant has not abided by this requirement, the owner may evict the tenant.

Violence and Abuse – Drugs on Premises

Violence and abuse are criminal offences. If you witness either of these offences with another tenant or if you feel you are being abused by a relative or friend, call the police. Woodstock Masonic Housing Inc. is committed to creating and maintaining a high quality of life in the building and takes a hard stand against drug use and drug trafficking on the property. In most instances this criminal act is not from our tenants but from guests who visit. The Company works very closely with the police to keep drug use and trafficking out of our building. If you are aware either of these offences is occurring call the police or building owner. Any tenant found directly involved in illegal drug activity, or permitting illegal activity to occur in their apartment, will be served with immediate eviction proceedings. The landlord must protect the rights of all tenants in the building from unwanted activity. This is a non-smoking building. Smoking/vaping and production of marijuana will NOT be permitted on the premises. The use of medical marijuana is permitted.

Appliances

Regular cleaning and defrosting will keep your refrigerator in good shape and save energy. When cleaning the smooth surfaces of your appliances, use a mild soapy solution. Do not use rough cleansers because these will damage the surface of the appliance. Use a commercial oven cleaner for your oven.

Bathrooms

Please do not use rough cleansers like Comet, on bathtubs, sinks and toilets. They scratch the surface and make them harder to keep clean. A good soapy solution cleanser will prevent mildew from forming on tiles and porcelain. You are responsible for providing your own shower curtain.

Pests

If you see pests, such as mice, cockroaches, flour beetles, etc. please call the building maintenance person. Keeping your apartment clean will help keep pests away.

Garbage

Garbage should be taken to the refrigerated storage room for proper disposal. Make sure garbage bags are tied securely. Also be careful taking garbage through the hallway so that liquids do not drip on the floor. If this occurs, please clean up to prevent a fall or injury to another tenant. If you have a large item to be disposed, such as a piece of furniture, contact the building maintenance person who will arrange for the disposal of the item.

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 good alternate storage for grease. Hair and coffee grounds can also be death to a drain system.

Bathroom exhaust fans

Bathroom exhaust fans prevent mildew and excessive moisture from damaging your apartment. If the fan is not working properly, contact the building maintenance person who will arrange for the required repairs.

Air Exchanger

Each apartment has an air-exchanger located in the storage room. It is recommended this exchanger should be set to auto operation. The building maintenance person is responsible to keep the unit filters clean. Please report a noisy exchanger if this should occur.

Light bulbs

Supplying light bulbs in your apartment is your responsibility. However, if you have a physical disability that prevents you from changing the bulbs and cannot find a friend or relative to do this for you, please contact the building maintenance person when you need assistance. The building owners prefer you speak with the maintenance person to change your light bulbs. Never stand on a chair or ladder to perform this function.

Common Room

The common room is for everyone's enjoyment. It also serves as a room that can be used for family parties and special events. If you wish to have a family gathering or special event, notify the other tenants of your intended time and date of your function. This room may not be used by outside groups holding profit making meetings or ventures.

Sublet

Subletting means the tenant wishes to vacate the premises for a period of time and permit another person to live in their apartment. Woodstock Masonic Housing Inc. does not permit subletting.

Privacy - Noise Transmission

Tenants are reminded to respect your neighbour's right to privacy and enjoyment of their apartment by keeping noise at a low level. Excessive noise will not be tolerated and when it occurs the police are notified. Excessive noise is a cause for eviction, if there have been repeated offences.

Utilities

In addition to your rent, you are responsible for paying for the cost of electricity and telephone directly to NB Power and your telephone provider. Because you pay your own utilities, Woodstock Masonic Housing Inc. provides financial assistance toward the cost of your monthly rent to support you.

Accessing an Apartment

There will be times when the building owner must enter your apartment. In most cases, notice will be given to you such as times for annual inspections and repairs. There may be incidents that occur when sufficient notice cannot be provided such as when an outside contractor arrives to do a repair in your apartment (example: fix the refrigerator, stove or replace a leaking faucet). If the tenant has given notice they are vacating the building, the owner can enter the apartment, having given the tenant 8 hours notice, or mutually agreed, to show the premises to prospective tenants between the hours of 8:00 AM and 8:00 PM. The building owners are aware of your privacy and sensitive to these situations and we ask for your support and cooperation when they occur.

Annual inspections

We inspect all apartments annually. These inspections are necessary to assist Woodstock Masonic Housing Inc. in preparing its maintenance budget and to see if any repairs might be necessary not previously reported or noticed by the tenant such as a crack in a wall or a loose electrical outlet. The inspection also includes checking and cleaning the air exchanger, hot-water tank, plumbing and electrical inspection and security testing. Other inspections are performed to test and inspect the building emergency fire alarm system and the Provincial Fire Marshall's office may make an appearance to confirm the building has conducted inspections and the fire extinguishers are operable. In most cases, when we do inspections, notices are provided to each tenant well in advance.

Vandalism

If you see anyone damaging the building, you should phone the police immediately and call either Robert Stokes or John Young.

Building Cleanliness

It is Woodstock Masonic Housing Inc.'s responsibility to maintain the building and keep it clean, safe and secure. It is your responsibility to keep the inside of your apartment clean and safe. Collecting newspapers and not disposing of garbage properly is not safe and could lead to a fire or

pests. Most tenants take pride in their home and make an effort to keep hallways, laundry rooms and the common room clean and tidy. The building maintenance person is responsible to ensure the building is safe and clean and if situations occur that need to be addressed, the building owners will discuss the situation with the tenant.

Paying Your Rent

Annually the building owners will determine in consultation with the tenant the amount of rent for the apartment. It is preferred post-dated cheques made payable to, "Woodstock Masonic Housing Inc." be prepared. These cheques are kept on file with the Company Treasurer and on the first of each month, your cheque will be deposited into the Company account. This system is very manageable for the building owners. If a tenant decides to vacate their apartment, any cheques kept on file will be returned to the tenant or destroyed, whichever you prefer.

Late Rent Payments

Rent is considered late the day after it is due. The building owner can, at that point, issue a 20 day Notice to Vacate the premises. If the tenant pays within the next 7 days the notice is cancelled. An owner can also wait 10 days or more and then issue a 10 day Notice to Vacate. Failure to pay or leave will enable the landlord to request an Eviction Order. If the tenant fails to pay rent a second time, the landlord may issue a Final Notice to Vacate, and follow with an eviction request regardless of whether rent is paid.

Tenant Vacating the Building

Woodstock Masonic Housing Inc. requests two months notice be provided if a tenant decides to vacate the apartment. If the Company determines a tenant should vacate the building, a reason is required. Reasons such as safety or health of the tenant or other tenants and building security are some examples when the Company deems it necessary to request a tenant to leave. In such instances, one months notice will be given to the tenant. The Company may also request a tenant to vacate the building for "cause" such as rental arrears, conduct concerns and damage to property. The Board must ensure the safety of all tenants living in the building. If a situation should arise which the Board deems may be unsafe, the tenant will be contacted to discuss and a family member will be apprised. If the situation cannot be remedied the tenant will be asked to vacate the building.

Human Rights Commission

The section on the Human Rights Act (New Brunswick) is a good resource for tenants who feel that their rights may have been violated. The Act says that it is unlawful for a building owner or people working for the owner including fellow tenants to harass the tenants of a building. Harassment can be based on race, ancestry, place of origin, ethnic origin, colour, citizenship, religious beliefs, political beliefs, sex, sexual orientation, age, marital status, family status, physical and mental disability, or the receipt of social assistance.

Privacy, Harassment and Other Matters

Woodstock Masonic Housing Inc. takes very seriously its responsibility regarding the collection, use or disclosure of personal information on tenants. The Company has a process that ensures the information received is treated confidentially and is used for intended purposes only. For example, only necessary information can be collected; and no personal information can be shared with anyone, without permission, unless it is necessary for law enforcement proceedings, or on compelling health (to facilitate health or safety) or compassionate grounds (to contact next of kin or a friend). Tenants have the right to see all personal information on file and have the right to request a correction of any errors or to have additional clarifying information added to the file.

Harassment

If you feel you are being harassed and cannot resolve the situation with the offender, you should report the harassment to the Board of Directors of Woodstock Masonic Housing Inc. Do so in writing, if you can, and keep a copy for yourself. Write down every incident, including the place, date and time the harassment took place, and details of the harassment. When we receive a harassment complaint, Woodstock Masonic Housing Inc. will make every effort to correct it. You also have the option of taking your complaint to the Human Rights Commission or a lawyer at any time.

Forms

Woodstock Masonic Housing Inc. has available several forms for your use:

- Key Form - this is the form you signed when you rented the apartment and identifies the names of the persons having the keys to your apartment
- Work Request Form – this form should be completed and placed in the slot for the building maintenance person to identify any repair work you request

We welcome you to your new home and we will do our best to ensure you are comfortable and secure during your time with us.

I have read the above and agree to abide by the terms of this Tenant Handbook.

Date: _____

Signature of Tenant: _____

Signature of Woodstock Masonic Housing Inc. _____

A copy of this signed handbook will be provided to the tenant and a copy will be maintained with the Company records during the duration of time the tenant is a resident of Woodstock Masonic Housing Inc.