

TENANT CODE OF CONDUCT

General Administration

INTRODUCTION

Prior to the start of a tenancy, tenants are required to sign a lease agreement. This is a legal agreement that sets out the rights and responsibilities for both the tenant and landlord.

The primary goal of London & Middlesex Housing Corporation (LMHC) is to provide safe affordable housing for qualifying applicants. This policy aims to clarify the Corporation's behavioral expectation of tenants to contribute to everyone's quiet enjoyment of their home in a safe environment. In the event that tenants do not comply with the lease agreement, inclusive of expectations discussed in this policy, the landlord will take legal action against the tenant, up to and including eviction.

PURPOSE

Living in a Pleasant Neighbourhood/Building

London & Middlesex Housing Corporation believes that tenants are entitled to live in well-managed homes where they feel good about themselves and their community. To achieve this, we strive to work in partnership with tenants, police and community service groups to reduce the level of crime, anti-social behaviour, neighbour nuisance and harassment, and to support victims. Also, we will take action against those who cause problems for their neighbours.

With the help of our partners, we use a combination of methods including prevention, education and enforcement. We will help tenants locate support and assistance if you are a victim of harassment, anti-social behaviour, noise and nuisance. Appropriate action will be taken by LMHC and other agencies when necessary.

POLICY STATEMENT

It is the policy of London & Middlesex Housing Corporation that tenants, members of the household and guests, not become involved in anti-social behaviour toward tenants, visitors, employees and the property of the Housing Corporation.

Anti-Social Behaviour could include but not be limited to:

- noise nuisance
- intimidation and harassment
- environmental quality issues (garbage litter, dog fouling, graffiti, and derelict vehicles)
- actual violence against people and destruction of property
- aggressive behaviour and threatening language
- hate behaviour that targets members of identified groups because of their perceived differences
- using housing accommodation to sell drugs, or for other unlawful purposes
- use of firearms, explosives, or any other weapons including, but not limited to, guns, starting pistols, restricted knives.

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How to Avoid an Eviction

When you signed your lease, you agreed to keep the rules governing the way you live in your home and on LMHC property. If any of these rules are broken, we will take legal action against those responsible to stop them from causing the problem. Some of the main rules included in your lease are:

- **Rent is due every month and you must pay it on time.** Your rent pays for the housing services you receive. It is important that everyone pays their rent on time, so we can afford to deliver those services you expect.
- **You must look after your home, keeping it in good condition** and making sure the fixtures and fittings are clean and do not present a health or fire risk for yourself and others.
- **If you have a garden/balcony, you should keep it tidy and not use it for storage.** If you want to put up a garden shed or a fence, you must get permission, **in writing**, from LMHC.
- We will sometimes have to carry out repairs and maintenance to your home. We will give you notice of when an approved contractor will need to enter the property. **You must allow our contractor into your home so that they can carry out repairs and maintenance to your home.** Should you refuse to let the contractor in, we will take legal action to gain entry to carry out the work and we will charge you for these costs.
- **Your lease allows you to rent space owned by London & Middlesex Housing Corporation as a private home. It should be used only for that purpose.** You must not use the property in any way that will cause a nuisance to any of your neighbours or their families. This includes running a business from your home. You cannot run a business from your home unless you have permission in writing from LMHC and you declare your income.

We want to make sure that all tenants are protected from crime where they live. **If any tenant, or anyone living with a tenant, or, any visitor is charged of using the property for illegal purposes or committing a criminal offence on London & Middlesex Housing's property, we will take action to protect your neighbours from future criminal activity by those people under the terms of the lease.**

Everyone has the right to live in an area that is clean, safe and pleasant. We are committed to helping you enjoy your home and your neighbourhood. It is your responsibility to:

- have respect and to show consideration for your neighbours
- value the different backgrounds, experiences and circumstances of people who live in your community

If your behaviour causes nuisance or harassment to neighbours, you are breaking the terms of your lease. We will take action against you if this behaviour continues. We will also take action if you, members of your household, or, your visitors assault, abuse or harass any of our staff or our contractors.

Any issues arising from this Policy will be dealt with, or approved by the General Manager and Chief Executive Officer or the acting incumbent in the position.

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Procedure to follow

- **All illegal acts must be reported to the Police and the London & Middlesex Housing Corporation.**
- As a tenant, if you witness an illegal act such as robbery, violent act, assault, or other illegal action, **please call 911 immediately.**
- If a fight breaks out on the Property of the London & Middlesex Housing Corporation, do not try to intervene, **please call 911 immediately.**
- When you feel safe, **call LMHC at 519-434-2765;** the Receptionist will direct you to the appropriate department.
- If you live in an apartment, and if the incident occurs after normal business hours, (that is, after 4:30 p.m., Monday to Friday or all day Saturday and Sunday) please notify your Resident Contact. If you live on a family site or you cannot contact your Resident Contact **call the after hours number at 519-640-2181.** The Manager On-Call will follow up with you as soon as possible.

If you feel victimized by others or wish to lodge a formal complaint about someone **call LMHC at 519-434-2765;** the Receptionist will direct you to the appropriate department.

Approved: LMHC Board of Directors, January 22, 2009