30 & 35 Charles Street Student Family Housing
Residents’ Handbook
Charles Street Student Family Housing
Important Telephone Numbers

Charles Street Family Housing Residence Office  416-978-8304
Office Hours:  September to June: Monday to Friday: 9 am – 4:45pm
               July & August Monday to Friday 9:00am-4:15pm
               (Office is closed on Statutory Holidays)

Maintenance Technicians  Pager: 416-501-2966
Maintenance Hours:  Monday to Friday: 7 am – 9 am, 5 pm – 11:30 pm
                    Saturday to Sunday: 7 am – 11:30 pm
                    (Maintenance Techs are not on duty on Statutory Holidays)

Security  416-729-1592
Secondary contact no. 416-779-1683
Security Hours: 24 Hours, 7 days per week

U of T Campus Police 416-978-2323

Emergency: Fire, Ambulance, Police  911

Student Family Housing Admissions  416-978-8049
Office Hours:  September to June: Monday to Friday: 9:00 am – 5:00 pm
               July & August: 9:00 am – 4:15 pm
               (Office is closed on Statutory Holidays)

Residence Life Office

Residence Life Coordinator, Community & Recreation 416-946-7348
Residence Life Coordinator, Education & Communication 416-978-1273

*These buildings are a University of Toronto Residence - we welcome families of all backgrounds, regardless of :
- Colour,
- Creed,
- Language,
- Sexual orientation,
- Country of origin,
- Disabilities, etc.

Residence must treat staff and other families with courtesy and respect and abide by the guidelines in the Lease, the Resident Handbook, University of Toronto Policy (including the Student Code of Conduct) and Ontario Human Rights Code.
WELCOME TO CHARLES ST. STUDENT FAMILY HOUSING!

This Resident Handbook has been designed to help with many of the questions facing new residents of the University of Toronto Charles Street Student Family Housing, which go either unanswered or, worse still, unasked. We hope that, by making your new apartment, neighbourhood, and city seem a little more familiar, you'll more quickly feel at home.

This Handbook probably contains more information than you'll care to digest in a single sitting, so bookmark the webpage for future reference. It has been divided into three convenient sections: Your Apartment, Your Building, and Your Neighbourhood. An alphabetical Index appears at the back of the book, where you'll also find a quick-reference to important telephone numbers.

All information is updated periodically and is as correct as possible at time of latest update. Please check with the appropriate office if you have any questions that this booklet fails to answer.

Your Student Family Housing Staff Team:

Student Family Housing Admissions
35 Charles St W, Suite 101
Toronto, ON M4Y 1R6
Tel. 416-978-8049; Fax 416-946-5466
Victoria Orr, Manager
Christine Donaldson, Assistant to Manager
Jo-Anne Wurster, Residence Admissions & Communications Assistant
Penny Wilson, Business Officer

Student Family Housing Residence Office
(Building & Maintenance Issues)
35 Charles Street, Suite 102
Toronto, ON M4Y 1R6
Tel. 416-978-8304; Fax 416-978-8480
Gloria Cuneo, Director, Faculty, Residential & Student Family Housing
Apostolo Zeno, Assistant Director, Faculty, Residential & Student Family Housing
Michael Kaev, Senior Property Operations Coordinator
Omar Syed, Junior Property Coordinator
Brijesh Parekh, Junior Property Coordinator
John Companion, Building Operations Manager
Lucy Sullivan, Front Desk Residence Assistant
Bushra Ahmed, Residence Assistant
Natalie Ryan, Residence Assistant

Residence Life Office
35 Charles Street West, Suite 209
Toronto ON M4Y 1R6
Maureen Lynch, Residence Life Coordinator, Community & Recreation, 416-946-7348
Helen Reddy Katz, Residence Life Coordinator, Education & Communication, 416-978-1273

Office of Ancillary Services
(Financial Services)
229 College Street, Suite 215
Toronto ON M5T 1R4
Tel: 416-978-8444
Anne Macdonald, Director
Russell Smith, Manager
Welcome to Student Family Housing on the St. George Campus!

This complex consists of two high-rise apartment buildings located in the downtown core of the city, on the northeast side of the St. George Campus. It takes less than 5 minutes to walk to St. Michael's College and Victoria College, and 15 minutes to walk from Charles Street to St George St.

The buildings house approximately two thousand women, men and children. There are several hundred children, and roughly sixty percent of the students are international - hailing from sixty different countries.

A Joint Committee comprised of representation from the University of Toronto and the Tenants' Association Executive meets bi-monthly to discuss current issues.

Housing is a very important part of the student experience and my colleagues, Christine Donaldson, Jo-Anne Wurster and I consider ourselves fortunate to be part of that experience. If you have any questions regarding continuing eligibility please contact this office at 978-8049 or via e-mail at apply.familyhousing@utoronto.ca.

This handbook contains very valuable information - particularly for students new to Toronto. We hope it will assist new residents to get to know how the buildings operate and acquaint them with the surrounding area. My office updates the Handbook on an annual basis. I am very interested in feedback from you about the information in this publication. If you are aware of information that needs updating or that you feel would benefit residents, particularly residents who are new to Toronto, please contact my office at apply.familyhousing@utoronto.ca.

Sincerely,

Victoria Orr
Manager
At U of T’s Student Family Housing on the St. George Campus, we strive to create a vibrant community - a place where students and their families can get to know one another in a supportive, inviting environment.

In 2001, the University appointed a Community Development Coordinator for the buildings, which has enabled us to offer programs and events that give student families, adults and children, an opportunity to get to know their neighbours in a variety of activities. We encourage all of our residents to become involved and share the wealth of our rich, diverse community.

In 2016, The Community Development office and Residence Communications Office merged together into Residence Life.

Residence Life offers a variety of recreational programs, and events during the year, for example: yoga, dance, yoga for children, arts & crafts, drama classes for children, Environment Day, movies for children, Halloween event, ping pong matches, Annual Residents’ Party, and many others. We are excited about these activities, because they provide students and their families with opportunities to develop friendships and build the community. There are seven Residence Advisors who live in the community and organize many educationally-focussed programs for adults and for families.

The heart of Residence Life is the Drop-in Centre where parents and their children enjoy a wide range of play opportunities, including arts & crafts, storytelling and circle time. Holiday parties, celebrations, outings and birthdays are special events at the Centre. The Drop-in Centre is located on the 3rd Floor of 30 CSW, and is open Monday to Friday, 10:00 am – 1:00 pm.

We have been fortunate to have residents come to us with ideas for events and classes. In many cases these residents have volunteered their time to teach such activities as cooking lessons and Tae Kwan-Do classes. All these events have been well attended and enjoyed by their neighbours. Other residents have volunteered their suggestions for events and activities within the community at Charles Street.

Student Family Housing was one of the first multi-dwelling buildings in Toronto to have a recycling program on each floor. The program has been very successful and is well received by residents. Volunteer floor monitors play an important in the program. Being a monitor is an opportunity to help our environment and build community. You will find more information on the buildings’ recycling program in this booklet.

If you have an interest, talent, or idea you would like to share, please contact the Residence Life Coordinator, Community & Recreation, at 416-946-7348, com.dev@utoronto.ca, or in room 209 in 35 Charles St. W.
Dear Residents,

The Charles Street Student Family Housing Residence Office is located at the back of the main floor of 35 Charles Street West. Our main purpose is to maintain the building and apartments, as well as to collect rental payments and charges from the residents at 30 and 35 Charles Street West. The office staff consist of the Building Operations Manager, Residence Manager, Residence Administrator, Residence Life Coordinators — Community & Recreation Office, and Education and Communication — Residence Advisors, and Office Assistant. We are supported by Maintenance and Caretaking staff who help us ensure that proper building and apartment standards are met.

During this period, since U of T has taken on the role of Property Management for the buildings, our work is especially challenging as we are trying to make improvements to our buildings, in the apartments, understand the needs of our residents and community, and improve office standards. The rapport we hope to establish with residents is one of communication, understanding and improved student services.

The information contained in this handbook is valuable to every resident living at the Charles Student Family Housing Residences. Please take some time to read through this document and keep it handy as a reference tool, as much of the information pertains to making your time in the residences as pleasurable as possible. If you have questions, please stop by the Residence Office and the staff will be happy to answer your inquiry or pass your question to someone who is able to properly answer your question.

We look forward to working with you to make our community a safe and healthy environment to live and play.

Sincerely,

Building Operations Manager
CONDUCT / BEHAVIOUR IN RESIDENCE
& PERSONAL SAFETY

We expect that all residents will behave politely and respectfully to other members of the community, including other residents, their guests, staff, maintenance, cleaners and other contractors.

We likewise expect that you will be treated politely and with respect.

If at any time you are threatened with or experience assault, verbal assault, or sexual assault, please immediately contact Security or Campus Police for assistance. You may also wish to go online to www.safety.utoronto.ca for an extensive list of resources available.
ABOUT THE U OF T STUDENT FAMILY HOUSING TENANTS’ ASSOCIATION

Composition of the Tenants' Association (TA)
All residents at family housing are members of the Tenants’ Association. The TA is lead by an executive board, the Tenants’ Executive (TE), which is elected at an annual general meeting of the residents. The TE is open to any adult residents of family housing, whether they are U of T students or partners of students.

Role of the Tenants Executive (TE)
The TE aims to work cooperatively with management while advocating for resident interests such as affordable rent, building safety, and Residence Life. The TE holds quarterly meetings with the rest of the Tenants Association to encourage residents to raise their concerns and suggestions. The TE meets with Management at least every other month to raise those resident concerns. Management informs the TE of major developments and upcoming projects in the buildings. The TE communicates this information to residents and gathers feedback for management.

Major Initiatives of the Past, Present, Future
- In the past, the TE has advocated strongly against significant rent increases proposed by the university. While a 2009 opposition to a 3% increase was unsuccessful, the TE was successful in opposing a 6% increase a few years earlier.
- In 2007, the TE actively opposed the Blu condo development behind 30 CSW. Although this was unsuccessful, a relationship was established with the construction company which allows the TE to communicate with the crew about tenants’ concerns regarding working hours, noise levels, and other disruptions.
- In 2008, the TE organized an official noise complaint to the city against night-time deliveries to Rabba’s, Manulife, and Shoppers Drug Mart. In that year the TE also created the Family Housing Facebook site to encourage resident interaction.
- In 2009, the TE worked with concerned resident parents and management to improve the playground behind 35 CSW. The TE is also increasing their participation in the community by volunteering for Residence Life events.

How to get in touch with your Tenants’ Association Executives:
1. Join the Facebook group. There are currently over 150 members participating in this Facebook group. Members of the group are sharing tips regarding pest control, child care, and noise complaints, among other things. The TA executive members regularly check in on the group and respond to questions and concerns.
2. Send an email to tenantsassociation.utsfu@gmail.com. TA executive members check this email on a regular basis and make every effort to respond to your questions and concerns as promptly as possible.
3. Watch the bulletin boards between the elevators in the lobbies of 30 and 35 CSW. The TE posts information regarding upcoming meetings and activities, as well as issues that may affect you as a resident of CSW.
4. Attend one of the TA meetings. These meetings are held quarterly and are advertised through the Facebook group and posters in the elevators and on the bulletin boards.
YOUR APARTMENT

General Introduction

The Charles Street Student Family Housing are two twenty-storey apartment buildings located at 30 and 35 Charles Street West (CSW) in the heart of Toronto, one block southwest of the Yonge and Bloor intersection, on the north-east side of the St. George campus. The buildings provide accommodation in 712 units for student families. The apartments consist of 32 studio/bachelor, 412 one-bedroom, and 268 two-bedroom unfurnished units, all including a stove and refrigerator.

The University of Toronto purchased the buildings in September 2001. The buildings were originally built for the University by the Ontario Government, which owned and operated them on a non-profit basis from 1969 to 2001. The Student Family Housing Service functions as the Admissions Office, and verifies continuing eligibility of residents as well as running Residence Life programs. In January 2004, the University took over responsibility for the buildings’ property management from Greenwin Property Management. The day-to-day operations of the buildings are now overseen by the Student Family Housing Residence office. The street-level commercial establishments at 30 and 35 CSW, and the 2nd/3rd floor offices at 30 CSW, are managed by independent property management companies.

The buildings are “full-recovery” in that resident rents pay for all expenses. As a result, the Residents’ Association is given information and provides resident feedback regarding the budgetary process, to help determine how your money is spent.

If your or your partner’s student status changes, or if you have any concerns about your eligibility to remain at Student Family Housing, please contact the Student Family Housing Service at 416-978-8049. If you have any maintenance issues or other building-related concerns, your first approach should always be to contact the Family Housing Residence Office (located in room 102 on the ground floor of 35 CSW). If you are unsatisfied with their response to the problem, you may email the Director at gloria.cuneo@utoronto.ca. If you think you have a problem that concerns many residents (i.e. a building-wide issue), you are invited to contact the Tenants’ Association for help, who will represent your interests with the University.

Rent Payments

- Rent is due on the 1st day of each month at the Residence Office, located on the Main Floor of 35 Charles Street West.
- Rent cheques are to be made payable to “University of Toronto”.
- There is a $20.00 charge for Not Sufficient Funds (NSF) rent cheques, and all subsequent rent payments must be paid by certified cheque or money order.
- Please ensure your address, including apartment number, and both resident partners’ names are printed on all rental cheques.
- If you fail to pay your rent on time, staff will circulate two reminder notices, and a notice of termination will be mailed to you. Paying your rent late will also disqualify you from getting a transfer.

Sample Cheque:
Post-Dated Cheques
It is recommended that you provide the Residence Office with post-dated cheques submitted in advance to simplify the process of rental payments for both you and the Management staff, and to ensure that your rent is received on time each month.

Pre-Authorized Debit (PAD)
You can pay your monthly rent by Pre-Authorized Debit (PAD), authorizing the University of Toronto to automatically deduct your rent and parking from your bank account on a monthly basis. You can sign up for this at the Residence Office. Note that NSF from PAD’s will have a $30 fee charged to the Resident.

Rent Increases
Rent is increased once a year for all residents on September 1st. Residents are given ninety days notice in writing of the amount of the increase. In September 2019, the rent increase was 3.5%.

Signing Your Lease
All residents must accept their online lease and sign a hard copy of the lease as well as N11 form before moving in to their apartment; these signing and information sessions normally take about 45 minutes. Both the resident and resident’s partner must be present to sign the lease. Note that student’s eligibility documentation, i.e. student status, financial status, their marriage or common-law status, their partner/spouse’s visa status, and/or child verification, in addition to receiving the deposit, must be approved prior to signing the lease.

Moving In
Residents take possession of their apartments after an apartment-renovation period of 1 month. This gives the Family Housing Residence staff time to clean, repair, treat with pest control, repaint, and refinish the floors of your apartment if deemed necessary.

Keys
Keys can be picked up at the Residence Office at 35 Charles Street West on your Move-In day after 10:00 am. If your move in date is a Saturday or Sunday, or after business hours, please contact the Residence staff at 416-978-8304 to determine what your key pick up date will be.

Please note:
• Photo I.D. is required in order to receive your keys.
• Residents must submit their 1st and last month’s rent payment by certified cheque or money order before the apartment will be confirmed for you. The first and last month’s rent cheque is submitted to the Student Family Housing office when residents accept their offer of admission to Student Family Housing. If you have not paid and signed the lease, you cannot get keys to an apartment you were offered.

Lose your keys/Locked out?
If you lose your keys or are locked out of your apartment, please go down to the Residence Office, or if it is after hours, contact Security at 416-729-1592. You will be asked to produce photo I.D. to prove you are the resident of the apartment that you require keys for.

There will be a $225.50 cost for a new high security key to be cut if you lose a key because for security purposes the whole lock will have to be replaced, as well as the key itself. If you break your key and bring in the pieces, a $45 fee instead will be required to cut new key.
Elevator Service
The elevator schedule is limited, so call the Residence Office as soon as possible to improve your chances of getting the elevator when you want it (the earlier, the better). **IF YOU DO NOT BOOK IT, YOU CANNOT MOVE!**

- To book the elevator, call the Residence Office at 416-978-8304
- **2-hour limit:** The Residence office will only book the elevator for *two hours per apartment*, due to the large number of residents moving in and out each month.
- **Hours Elevators are available:** between 10:00 am to 10:00 pm, not including the hour from 5:00 pm to 6:00 pm.
- **Please be on time.** Often, the elevators are booked back-to-back all day long. Please try to make your moving process as rapid as possible: if someone has the elevator booked after you and you are an hour late, you will only have one hour to use the elevator!
- **Placing the elevator “on service”:** When the time that you have booked the elevator has arrived, please go to the Residence office to have the elevator put “on service”. This means that an elevator will be reserved for your use only during the two hours that you have reserved it. If you are moving in after 5 pm or on a weekend, please contact maintenance or Security to have the elevator put on service.

Parking While Moving
When moving your personal belongings, there are parking restrictions around both buildings and you should discuss your concerns with the Residence office. Limited access to 35 Charles Street West is available, however, there is none for 30 Charles Street West. Charles Street West, from Yonge Street to Balmuto Street, operates one-way westbound. Parking is prohibited at any time on the south side of Charles Street West from Yonge Street to Bay Street, and on the north side of Charles Street in the section from Yonge Street to Balmuto Street from 8:00 am to 6:00 pm, Monday to Friday. Parking, where allowed in that section is permitted to a maximum of one hour from 6:00 pm to 8:00 am. Parking is also prohibited at anytime on the east side of Balmuto Street, directly adjacent to 30 Charles St. W. If a vehicle is left unattended, and accordingly appears to be illegally parked, it is subject to tagging and/or towing.

**We recommend to those moving in/out of 30 CSW that they do the following:**
1. Leave a friend or worker in the vehicle who can move it at a moment’s notice should the Parking Enforcement Police arrive.
2. Leave a note in the windshield of the vehicle explaining that you are in the process of moving and will be moving shortly, e.g. “Moving in or out of Apt #---, 30 Charles St. W."

**The University of Toronto will not pay any parking tickets incurred during your move-in/out.**

Move-In Standards
The following standards for the condition of your apartment at the time you take possession are a guideline. All necessary repairs to plaster, flooring, and cupboards should have been completed before you moved in (keeping in mind that the buildings are old and so plaster quality is unfortunately not ideal):

- Missing or damaged drapery track should have been replaced.
- Light bulbs and fuses should have been installed.
- Your smoke detector should have been inspected.
- All rubbish and debris shall be removed from the unit.
- All doors, electrical and plumbing fixtures should be in working order, and a basic level of cleaning will occur (although many new residents will choose to clean further upon taking possession).
- Your unit should also have been treated for pests, and if necessary the floors should have been refinished.
• The walls should have been repainted, if necessary.
• Your windows have integrated stops which allow adults to bypass the child safety stops each time the window is opened and they reset on closing.

The Move-In Standards should have been met before you moved into your new apartment. You will, however, be given a "Move-in Inspection" sheet. Please complete this form and return it to the Family Housing Residence Office, located on the Main Floor of 35 Charles Street West, room 102, with your comments and requests for work to be completed, should there be anything outstanding. It is also important to make note of any minor cosmetic damage that is already present when you move in.

Please be advised that you are expected to take possession and pay rent for your unit on or after your unit's available date, even if there are outstanding repairs that the Residence Office must complete after this date.

As part of your lease agreement, all incoming residents are required to sign a form entitled “Academic Penalty for Damages to Premises and Outstanding Financial Obligations” authorising the University of Toronto to withhold transcripts, registration, or impose other sanctions in accordance with the policy on academic sanctions for financial obligations, if there is damage, neglect, or if there are outstanding financial obligations for rent, cost of repairs for damage done to the property, or other monies owing of any kind or for any reason during your tenancy. This form was signed at the Student Family Housing Service when you completed your Lease. At that time, you were advised to complete the Move-In Inspection Report and to retain a copy of this report for your records.

**Damage/Replacement/Repair Charges**
The resident is responsible for maintenance or repair costs if she/he or anyone permitted on the premises causes damage either wilfully or through neglect. For example:

<table>
<thead>
<tr>
<th>Item</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unreturned Apartment Medeco Metal Keys</td>
<td>$225.50</td>
</tr>
<tr>
<td>Unreturned Access Key Tags</td>
<td>$15.00 each</td>
</tr>
<tr>
<td>Unreturned Laundry Card</td>
<td>$20.00</td>
</tr>
<tr>
<td>Apartment Door Closer /Front Door Damage</td>
<td>Quote by Contractor</td>
</tr>
<tr>
<td>Missing Closet Door</td>
<td>Quote by Contractor</td>
</tr>
<tr>
<td>Wall Graffiti &amp; Wall Cleaning</td>
<td>$20/ per room</td>
</tr>
<tr>
<td>Painting Colors (2 coats of primer required)</td>
<td>$80/ per room</td>
</tr>
<tr>
<td>Organic Food Bin (if missing/broken upon move out)</td>
<td>$20 each</td>
</tr>
<tr>
<td>Item Removal</td>
<td>$10/ per unit</td>
</tr>
<tr>
<td>Glass Replacement</td>
<td>Priced per size</td>
</tr>
<tr>
<td>Screen Replacement</td>
<td>Priced per size</td>
</tr>
<tr>
<td>Missing Energy Saving Bulbs</td>
<td>$5.00 each</td>
</tr>
<tr>
<td>(***if missing upon final inspection)</td>
<td></td>
</tr>
<tr>
<td>Missing Light Shade or Smoke Detector</td>
<td>$10 each</td>
</tr>
<tr>
<td>A/C Removal by Contractor Please schedule work with office immediately**</td>
<td>$51.70 **Price subject to possible increase.</td>
</tr>
<tr>
<td>A/C Installation by Contractor Please schedule work with office immediately**</td>
<td>$77.56 **Price subject to possible increase.</td>
</tr>
</tbody>
</table>

**All charges are subject to periodic review and increase.**
Please Note:

Personal items such as curtains, mac tac paper in kitchen cabinets, posters, stickers, graffiti, shelving units, additional light fixtures and items stored on the balcony must be removed before vacating or removal charges will be applied upon closing of your file.

* Please note charges may change: the Residence Office will advise you if there are any changes.

- Do not pay cash for any of these charge back items. You will be invoiced directly by the University.

<table>
<thead>
<tr>
<th>Item</th>
<th>Cleaning Charge</th>
<th>Replacement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fridge</td>
<td>$30</td>
<td></td>
</tr>
<tr>
<td>Stove</td>
<td>$30</td>
<td></td>
</tr>
<tr>
<td>Kitchen Cupboards</td>
<td>$50</td>
<td>Quote by contractor</td>
</tr>
<tr>
<td>Kitchen Counters/Sink</td>
<td>$30</td>
<td>Quote by contractor</td>
</tr>
<tr>
<td>Kitchen Floor</td>
<td>$80</td>
<td>Quote by contractor</td>
</tr>
<tr>
<td>Corridor Floor</td>
<td>$40</td>
<td>Quote by contractor</td>
</tr>
<tr>
<td>Bathroom Floor</td>
<td>$20</td>
<td>Quote by contractor</td>
</tr>
<tr>
<td>Toilet &amp; Sink</td>
<td>$20</td>
<td></td>
</tr>
<tr>
<td>Bathroom Vent</td>
<td>$10</td>
<td>Quote by contractor</td>
</tr>
<tr>
<td>Tub &amp; Tub Surround</td>
<td>$30</td>
<td></td>
</tr>
<tr>
<td>Medicine Cabinet</td>
<td>$10</td>
<td></td>
</tr>
<tr>
<td>Hardwood Floors</td>
<td>$50/room</td>
<td>Quote by contractor</td>
</tr>
<tr>
<td>Garbage Removal</td>
<td>$50 &amp; Up</td>
<td></td>
</tr>
<tr>
<td>Balcony Cleaning</td>
<td>$40 &amp; Up</td>
<td>Balcony items</td>
</tr>
<tr>
<td>Locker Cleanout</td>
<td>$50 &amp; Up</td>
<td>If applicable</td>
</tr>
<tr>
<td>Heating Covers</td>
<td>$30/room</td>
<td></td>
</tr>
</tbody>
</table>
MAINTENANCE & REPAIRS

Your lease obliges you to maintain your apartment in a good state of repair and cleanliness over the entire course of your tenancy. From time to time, plumbing, appliances, or electrical hardware in your apartment may need repair. When this happens, you must inform the Residence Office of the required maintenance as soon as possible, by filling out a Work Order form at the Student Family Housing Residence Office or go online at https://starportal.utoronto.ca.

Work Order Forms
On the Work Order form, you will detail the repairs that need to be done. Repairs are normally completed within 48 hours of submitting the form (between 9:00 am and 5:00 pm), provided the parts are available. If you are uncomfortable giving our maintenance staff blanket permission to enter your apartment to make repairs, the Federation of Metro Residents’ Association (FMTA) recommends that you request to arrange a specific time be in the form of a signed, dated letter – or include that information on the Work Order form – and keep a copy for your records. Please note special arrangements may result in a delay in the work being completed.

Please note: If our maintenance staff cannot carry out repairs, more time may be needed to contract with outside trades people (e.g. plasterer, plumber, electrician, etc.) to carry out the necessary work. Also, outdoor repairs may be delayed due to weather conditions (e.g. too cold in the winter months).

Work Order Follow-Up
All work orders will be followed up with a phone call from the Residence Office to monitor the quality of the repairs completed. Please contact the Family Housing Residence Office if you feel that urgent or important work has been completed unsatisfactorily.

Emergency Repairs
Maintenance emergencies are dealt with on a 24-hour basis.
- During regular office hours, please call 416-978-8304 or go directly to the Family Housing Residence office, room 102 in 35 Charles Street West.
- After 5:00 pm, please call 416-978-2323 (for emergency calls only).

The following is a list of what are deemed to be emergency maintenance calls:
- Floods (other than those a resident can stop)
- Total loss of power or heat in a unit
- Parking garage door malfunction

Fire: In case of a fire, activate the red pull station located at every entrance/exit in the building, and call 911.
LIGHTBULBS & OTHER ELECTRICAL ISSUES

All electricity (hydro) costs are included in your rent. Light bulbs should be in place when you move in, and you are asked to leave them in place when you leave.

Please Note: Replacement light bulbs can be obtained from the Residence Office. Please bring your old bulb with you to exchange it for a replacement energy efficient CFL bulb. Note: If the old bulb has been damaged by the tenant, rather than simply burning-out, a fee will apply equal to the cost of the replacement bulb.

Your apartment electrical power “fuse” panel is concealed behind a small metal door, which is usually located in the wall of your hall closet, storage room or kitchen.

BREAKER PANEL - We no longer have fuse boxes, as these have been replaced by the breaker panels. This version has small black switches which can 'Trip' when they become overloaded. If a breaker 'trips' it must be reset simply by switching it back to the on position, much like a light switch.

Have you suddenly discovered a power loss in one or more areas of your apartment?

Most likely a breaker has "tripped". This is especially likely if you have been using two or more appliances simultaneously (e.g. hair dryer, toaster, frying pan, etc.). In this case, you will need to stop using multiple appliances and reset the breaker.

Energy Conservation

Electricity is the second greatest recurring annual expense at Student Family Housing. Any increase in the cost of electricity is paid for by residents, reflected in rent increases, so it is in the interest of residents to keep electricity costs to a minimum. Apart from the added bonus of keeping rent rates down, energy conservation helps our environment. Canada is one of the highest energy consumers in the world.

Some recommendations for reducing energy costs are:

- Turn off lights in rooms not in use
- Turn off computers not in use
- Turn off televisions that are not being watched
- Do not leave air-conditioners on when you are out of the home (air-conditioners can be very costly because they consume a lot of energy)
- Report water loss such as a leaky tap to the Residence Office — a dripping tap wastes huge amounts every day!

Air Conditioners

Window air conditioner units are strictly required to be installed only by our certified contractor. This contractor is equipped to safely and securely install the air conditioner to avoid any mishaps or damage to the apartment. During the summer months the contractor is usually on site twice a week.

Residents must schedule the air conditioner installation and/or removal work with the Residence Office staff. You will have to pay to have the work completed: the Residence Office will advise you of the rates which are set out by the contractor. It is mandatory that our contractor do this work for you as individuals have installed their own units in the past and accidents have occurred as a result. We all want to ensure that everyone is safe from air conditioners falling out of the apartment windows, and you do not want to be responsible if something goes wrong.

Window air conditioner units and portable/moveable units must be installed only in the living room electrical receptacle located under the window. This is the only receptacle in the unit that can maintain the electrical capacity required to run the unit correctly. Please speak to the Management staff to schedule this. The maximum size of air conditioner units is 23” wide x17” high, in order to fit in the windows of the apartment, electrical 120V, and cooling capacity is max 8,000-10,000 btu.
Floor standing portable air-conditioner units are permitted and do not need to be installed by the residence contractor. It is the responsibility of the resident to ensure the proper installation and maintenance of this unit as per the manufacturers’ instructions. The resident will be responsible to pay for any damage caused to the floors, walls, window or frame that may be caused by the unit. The floor standing portable air conditioner unit (1 unit per apartment is permitted) is to be placed only in the living room and plugged into the receptacle located under the window sill as this is the only receptacle in the unit that can maintain the electrical capacity required to run the unit correctly.

APPLIANCES

Taking Care of Your Stove and Fridge
Your apartment is unfurnished, but includes a kitchen stove and refrigerator. Both major appliances require some regular cleaning and maintenance for which you are responsible.

Your oven should be cleaned regularly with a cleaner as described in the "Canadian Green Consumer Guide" or a commercial oven cleaner. If grease splatters on the walls or ceiling, please clean it! Grease and other food particles attract cockroaches, and smoke and possible fire can also result. Also, stovetop elements and rings are removable and can be successfully cleaned with oven cleaner.

Many refrigerators in these buildings are not frost-free models. This means that you will have to defrost your fridge monthly to ensure that it continues to operate properly. (More often in the summer, less often in the winter - if snow or ice builds up around the freezer compartment, or frozen goods begin to thaw, it is time to defrost!)

How to Defrost Your Fridge
- Turn the thermostat to the OFF position.
- Remove all the contents of the fridge and freezer.
- Leave the fridge door open so that the frost can melt. If you are impatient, or have perishable goods, you can place a pot of hot water in the freezer (so long as the pot is metal and not plastic) to speed the de-frost process.

- Do not ever use a sharp object to crack the ice -- if you puncture the wall of the freezer you will be held responsible for its replacement, which can be very costly. Refer to the section under Residents’ Insurance listed in the index.

Prohibited Appliances
The conditions of your lease state that you are STRICTLY prohibited from installing:
- additional heating units (e.g. baseboard heaters, space heaters),
- dishwashers,
- washing machines,
- or dryers.

The building water system cannot safely handle the load from washers and dishwashing machines. The use of these machines in your apartment creates a hazard to you and your neighbours from potential flooding of dirty water. If you are found to be storing one of these appliances in your apartment, please note that you are breaking the terms of your lease and risk termination of your tenancy. You will also be charged for any plumbing or other repair costs if your appliance is found to be causing flooding or other property damage.
There are a number of common plumbing problems which you will doubtless experience at some point:

**Water** is a fundamental service, and if you experience problems with either hot or cold water supply from any faucet, the Residence Office should be contacted. If you get no water from a faucet, or hot water from the cold tap, management will see that the problem is repaired. Despite many plumbing improvements, you may find hot water to be in short supply at peak periods of the day.

If one of your **water faucets is dripping or leaking**, report the problem to the Family Housing Residence Office immediately, and complete a **work order form**. Often the replacement of a rubber washer will solve the problem. This problem can be prevented in future by turning the faucets only as far as is necessary to stop the flow of water. Dripping faucets generally are caused by over tightening the tap.

Plumbing is one of the areas in which residents may be responsible for maintenance expenses if negligence or deliberate damage can be demonstrated. If you have a plugged toilet or drain, you should purchase a plunger to attempt to rectify the problem, but **if a plumber has to be called to repair damage you created, you will be charged the full repair bill**. Such charges can be partially avoided by insuring that nothing but human waste is flushed down the toilet, and by **regularly cleaning kitchen and bathroom drains with a tablespoon of baking soda** in the drain followed by a cup of hot water to wash it down. Please note that harsh chemicals may cause damage to the drainpipes.

It is important to **report any plumbing issues** to the Residence Office - water dripping through the ceiling, or puddles in unusual locations can often be early warning signs of a flood. A recent flood was caused by a resident attempting to dispose of kitty litter in the toilet! Floods in the past have caused considerable damage, spilling through dozens of floors and damaging plaster, plumbing, furniture, and personal belongings. You are required to purchase **resident insurance** to protect yourself in such an event, as the University is not responsible for any such loss or damage (as indicated in Section 19 of your Lease).

**Keep Your Drains Clear**

Please do not put any food waste, food scraps or cooking grease or oil down the kitchen sink drain. Food waste and scraps can be put into the organic “kitchen catchers” that have been distributed to each apartment. Grease and oil should be put into a sealable container and disposed of via the garbage chute. Flammable oils and paints can be disposed of with your local hazardous waste depot. Please visit https://www.toronto.ca/services-payments/recycling-organics-garbage/household-hazardous-waste/. Unfortunately, Charles Street experiences a high number of blocked sinks and drain lines in the apartment units, often leading to flooding. Many of the floods are caused by food waste and grease in the drains. Maintenance staff suggest that residents pour a kettle of boiling water down the kitchen sink once a week to help keep the drain lines clean.

The University spends substantial sums of money clearing drains, sinks etc. If we discover a resident’s plumbing is blocked due to food or grease, we may apply the cost of repairs to the resident responsible.
Ventilation

Your apartment has ventilator grills in the kitchen and bathroom, which are designed to pull steam, smoke, and odours out of your apartment and to draw heat from your heating radiators. One of the grills is on the wall near the ceiling in the kitchen and the other is on the ceiling of the bathroom. They often become clogged with dust and grease. **Clean them to improve the circulation of air and heat in your apartment.** Do not tamper with these grills: blocking them will result in increased humidity, leading to heavy winter condensation on window frames, and damage to plaster and paint and a colder apartment during the winter. **Blocking your washroom vents may cause build up of mould and mildew.** Inadequate ventilation will also cause your smoke detector/alarm to respond to minor kitchen steam.

The design of the ventilation systems in the buildings is such that fresh air is pumped in from the outdoors 24 hours per day, heated (in winter), and pumped into the building corridors. As air is removed from your apartment through the ventilator grills, fresh air will replace it by passing under and around your apartment door.

Some residents feel a draft around their door and therefore **weather strip** the cracks, thereby destroying all ventilation to their apartment, cutting off the supply of fresh air, and often causing damage to plaster and paint. The draft at your door is warm and necessary: **drafts at your windows should be reported to the Residence Office for repair.**

Safety

**Smoke Detector/Alarm**

Your apartment is equipped with a smoke detector/alarm, near the entry hall in a central location. It is electrically powered and has a separate fuse in your fuse box. **Under no circumstances tamper with the smoke detector or its fuse or the fire alarm speakers:** they are required by fire regulations and most fire insurance policies. The property management will inspect your smoke detector annually. If your smoke detector seems too sensitive to cooking odours, try cleaning the kitchen ventilator grill or closing the kitchen doors. Contact the Residence Office if the problem persists.

Balcony and Windows

- No articles of any description shall be hung from the windows, door, or balconies.
- Nothing shall be stored on the balconies.
- Barbeques are prohibited from use of storage in the apartment or on the balcony.
- The Resident shall not throw any article from a window or balcony or remove any window screen or pane. Not only is it illegal, but also it could seriously injure anyone who happens to be below.
- **Never** remove a window guard. If you need air, please open your balcony door instead. Also, please be careful that children do not play near the living room windows. Window restrictors have been installed on your windows to ensure that they open no more than four inches. If window guards are not present, request them at the Residence office.

*Parents:* Be aware that children have fallen to their death from apartment balconies in Toronto.
Elevators

The elevator "crash bars" (safety edges) are designed to stop the doors from closing on someone or something between them. However, the doors are extremely heavy and close quite rapidly so children’s hands should always be kept away from the doors.

Hallways

Children’s toys and other objects must never block corridors or stairwells. Do not place floor mats, baby strollers, tricycles, or bicycles outside your apartment doors. These create difficulties for the cleaners, a safety hazard for children, and a fire hazard for all (not to mention the fact that they often are stolen). If left in the hallway, staff will remove these items. Hallways are also not meant to be a playground for children. Please be considerate of other apartments that may have residents sleeping or studying.

Note: Parents should also child-proof their kitchen & bathroom cupboards within reach of children. All electrical outlets should be covered with plastic plug-ins that can be purchased in most stores selling hardware to prevent electrical shock. All curtain and window blind cords should be kept well above the reach of children.

Apartment Security

In any situation requiring immediate police, fire or ambulance response, please call 911. For any other security concern, such as trespassers, parking problems, vandalism, minor neighbour disputes, noise complaints, etc. Please call the Residence Office during regular office hours or Security (416-729-1592) after hours.

Security Contact Numbers:

Building Security (Primary Response) 416-729-1592
U of T Campus Police 416-978-2323
Family Housing Residence Office 416-978-8304

Safety Precautions

The following section outlines the precautions you can take to avoid potential security problems:

- **Lock your door** whenever you are in your apartment and when you leave your apartment, even if you are just going down the hallway to the garbage chute.
- **Store any valuable items in a safety deposit box** that can be rented at any bank. Burglars tend to take portable, valuable items such as money, credit cards, jewellery, computer and camera equipment.
Safety Precautions continued

- **Get to know your neighbours**, and tell only someone you trust whenever you’re going to be away for a weekend or longer. Cancel your newspaper delivery or have a neighbour pick it up so they won’t give burglars any hints. Keep your eyes open for suspicious door-to-door salesmen or vagrants and report them to Residence Office (416-978-8304) or Security (416-729-1592) and listen for suspicious noises. Although it is unusual in our buildings, when an apartment has been thoroughly burglarised, neighbours have said that they thought someone was moving out!

- **Don't open your apartment door to strangers**, even those claiming to be the police, unless you can verify their identification by telephone. If you have an *answering machine* for your telephone, make sure that the message does not state that you are not at home, and certainly do not say that you are away on holidays.

- Be especially cautious if you have received mysterious or suspicious telephone calls. Some thieves try to "case out" potential apartments. Report any suspicious noises or activity to the Family Housing Residence Office and/or the police - you might just be able to prevent a crime from occurring.

- If your apartment has been burglarized, be sure to **report the theft as soon as possible to the police**. Phone 911 if you think the burglars are still in the building, otherwise contact Campus Police at their emergency line 416-978-2222. If it is during business hours, please contact the Family Housing Residence Office as well.

- **Never enter an apartment if you think it has been illegally entered** because most burglars are armed and you would be blocking their only exit; call the police from a neighbour's apartment instead.

**Everyday Security Precautions**

- Please take an interest in the people that are entering our buildings. When you are in the lobby, **don't open the door to people if you are not sure that they are residents**. Let them produce a key tag to let themselves in. You are not being impolite: you may be protecting your safety and the safety of your neighbours.

- During winter, vagrants have occasionally come in to sleep in the stairwells. To prevent assaults, litter, and other problems, contact security (416-729-1592) or Campus Police (416-978-2323) to have the person(s) removed. You are not being unkind. There are shelters for the homeless other than your stairwells and our first concern must be to protect the safety of the children and families living in our buildings.

**Key/Door Security**

The University is prohibited from giving subcontractors a master key to the building. In case of an emergency, only the Property Manager and the Fire Department have access to a master key. All public area locks, including those on the entrances to the buildings and the parking garage, consist of a key tag access system. Each key tag has a unique access code that will be cancelled when residents move out. As any security expert will tell you, however, no lock is burglar-proof, so it still pays to take precautions. **There is a significant charge to replace lost or stolen access key tags.**

**People delivering advertising leaflets** and **door-to-door sales people** are prohibited from entering the building and this is indicated on signs posted in the lobbies of both buildings. This policy was established to prevent potential thieves from posing as delivery or salespeople, and because flyers stuck in a mail slot indicate that no one is at home. If you see someone in the building delivering flyers or soliciting door-to-door, ask them to leave and if they refuse, call the Residence Office, Security (416-729-1592), or Campus Police (416-978-2323).
Even though our buildings are relatively safe, personal property left unattended in the public areas of the building is sometimes stolen. This includes laundry and laundry carts or baskets in the laundry rooms, furniture left in the hallways or the lobby during moving, and baby strollers and bicycles left in hallways outside the apartment doors. It is wise not to leave any of your belongings unattended in public areas. This may also be a fire hazard.

How to use the Intercom System

The directory lists names alphabetically by first name and visitors can reach a tenant by using one of the following methods:

- Press “List” and scroll up and down the tenant directory. Note: you may hold the up and down arrows to browse the directory faster.
- Directly entering the tenant’s ID code (if known)
- Press “Find” and enter the first letter of the tenant’s name. Note: Pressing a key once will display the tenant names beginning with one of the key’s letters. Pressing a second key will sort the resulting list according to the names’ second letter. Pressing a third key will sort the resulting list according to the names’ third letter and so on. Numbers are entered normally by depressing the corresponding key once.

Tenants can grant access to the building to a visitor by pressing the number 9 on their phone keypad. Tenants are also able to deny access to a visitor by pressing *. This will end the call and advise the visitor that access has been denied.

30 Charles St. West users must step towards the automatic sliding doors, once access has been granted for the doors to open.

Visitors and Delivery Companies must use the Intercom System to gain access to the building. Security will not grant access otherwise. Residents are responsible for making these arrangements.

Street-Proofing Your Children

It is a good idea to take some precautions to ensure the safety of you and your family. One of these is to be sure never to leave children unattended. If children are approached by strangers, or someone indecently exposes themselves to them, report it to the police and security immediately.

We recommend that all parents teach their children to go to the Residence Office if they are lost or hurt and require help.

The Toronto Police offer a seminar on street-proofing children, and the following is a summary of their major recommendations:

- Let your older child take you for a walk to show you her/his usual hangouts, play areas, routes and shortcuts, so that you know where you can go first to search for your child if s/he should ever go missing.
- Don’t leave young children alone at home. If s/he should be in the house by themselves, teach them to say, "My parents are busy right now, can I take a message?" instead of "My parents are not at home".
- Show your older child how to get around in the city once they are of an age to be independent: how to cross the street, where and how to get a bus or subway, who to turn to for help if lost, the use of the emergency alarm on the subway, where s/he can go and where s/he cannot go. There are many establishments on Yonge Street that you may not wish to permit your child to enter or where they are not legally allowed. You may suggest that your child sit near the driver on the bus or subway so that help can be readily available when needed.
- Set up a "password" system with your child. If a stranger tries to pick him/her up, s/he should not go with anyone who does not know the keyword. Teach the child to scream and run for safety if ever confronted by a menacing stranger. The child should seek assistance from an adult.
Tell your child who is a safe adult for them to turn to among your family, friends, and neighbours. Anyone else has to be verified by you, the parent.

Teach your child about his/her right to privacy and control over their body. Any part of the child’s body covered by a swimsuit is his/her private part(s). Aside from changing diapers and bathing very young children, children’s private parts should not be touched by anyone, including parents. Doctors and dentists should be supervised by a parent during any check up.

Communication between parents and children is vital. Do you know where your child is at a given time? Do you have a phone number at which you can contact him/her if needed? Does your child know the same about you? Inform each other, in writing if possible, where you are going, how long you will be, where you can be reached, and the contact number.

Know your caregiver. Under the Privacy Act (Charter of Rights and Freedoms), it is nearly impossible for a private citizen to investigate the criminal record of any individual (e.g. your child’s teacher, babysitter). In most cases, the offender is someone the child knows in some capacity. If you should have any serious concern about the credibility of a given individual in regard to the safety of your child, you may contact the Crime Prevention Office of 52 Division, by calling the non-emergency line 416-808-2222.

If your child is missing, report it to the police immediately. The 24-hour limit placed on the report of a missing person applies only when the missing person is 18 or older. Police will also respond immediately to a report of a missing adult of any age when there is a serious concern about suspicious disappearance.

Three major tactics used to abduct children are the following:
1) Pretending to need information about the whereabouts of a building or street, and asking the child to accompany him/her to the location.
2) Pressure tactics and promises of fun and surprises: e.g., "I have a cute puppy in my car; come and see it." or "Your mother is in the hospital, you must come with me at once."
3) Flattering the child and winning her/his trust: "Oh your dress is so pretty!" or "You have such a wonderful voice!"

Further information on street-proofing is contained in the book, A Parents' Guide to Street Proofing Your Children, by authors M. Gunten and R. Bosich.

Babysitter Contact List
The University of Toronto’s Family Care Office (FCO), http://familycare.utoronto.ca/childcare/, has information on hiring and training a babysitter, and maintains a Babysitters Bulletin Board at their office in the Koffler Student Services Centre, 214 College St.

FIRE PREVENTION

This is a critical section that all family members must be made aware of—if your family does not speak English, please translate for them.

Each apartment is equipped with a smoke detector that emits a loud sound when it detects smoke. It is inspected annually. If it is not working, call the Family Housing Residence Office to have it repaired. Many of the smoke detectors have a test button that you can press to see if the power is connected.
In compliance with mandatory Fire Safety Codes for high-rise buildings, automatic door closures have been installed on all individual unit entrance doors at 30 and 35 Charles Street West. If there is a fire in the unit and the resident leaves without closing the door, the door will automatically close, therefore containing the fire in a single unit and preventing the spread of fire to other parts of the building.

The greatest cause of fires in apartment buildings is cooking fires. To prevent these, take precautions in the kitchen:

- Keep the stovetop and oven clean and free of grease
- Keep combustibles away from a heat source
- Turn pot handles inwards so that they can't be tipped over
- Keep a close watch on food cooking on the stove or in the oven
- Never leave your apartment while the oven or stove is on.

Make sure to turn off all electrical appliances when leaving the apartment or going to sleep. Check electrical cords and plugs for wear, and don't run electrical cords under rugs. Also, don't store flammable liquids in your apartment or storage room.

Other precautions include making sure garbage placed in the garbage chute does not include flammable liquids, matches or lit cigarettes. In the garbage room, don't clutter the floor with garbage, paper or bottles.

The stairwell doors, including the ones in our underground parking, are fire doors meant to isolate fire areas from sources of oxygen, so don't prop them open.

If you detect a fire, pull the fire alarm at one of the two pull stations found on each floor and leave the fire area.

In the event that a small fire in an apartment cannot be extinguished, be sure to close the door to the area to contain the fire.

IF YOU HEAR A FIRE ALARM call 911 and report the alarm to the fire department – the alarm system is not connected to the fire department, and you should not assume that someone else has called.

Wait for an announcement from Security — this may take a few minutes because security may not be in the building of the alarm when it goes off - they will announce an advisory whether it is a false alarm, a test of the system, etc. They will notify you if you should evacuate, but otherwise your apartment is your safest place.

Our buildings also get alarms from the businesses located on the ground floors, especially from the restaurant at 30 CSW. These alarms should be treated as if they occurred in the residential areas of the building.
A fire in an apartment building should be treated differently than one in a single-family house:

- Whatever you do, **do not use the elevators**
- The firefighters will always first evacuate apartments that are in danger.
- It may not be safe to leave your apartment if the hallways and stairwells are full of smoke. You may not be able to descend the stairs because they may be full of people. Remember, **most deaths and injuries in fires are due to smoke inhalation**, often in the stairwells.
- If the fire is not on your floor it may be better to **stay in your apartment** so as to avoid getting trapped in a smoky stairwell. You can await the instructions of fire fighters there.
- If you decide to stay in your apartment because the hallways are full of smoke, put wet towels under the door to prevent smoke from entering the apartment. Crouch low to the floor if smoke enters the room.
- Unlock your apartment door for the possible entry of the fire fighters.
- Call **911** and inform the fire department of your location.
- Move to the balcony or most protected room and partially open the window for air (close the window if smoke comes in).

**Some final tips about fire safety:**

- **Familiarize yourself with the fire instructions on the back of the apartment door.**
- Contact the Management Office if the instructions are not on the back of your door.
- Please also listen for announcements over the fire alarm speaker system during a fire alarm.
- People with **physical disabilities (temporary or long-term)** should inform Management of their apartment location so that the Residence staff on duty can inform fire fighters of their location in case evacuation is necessary.
- **FALSE ALARMS:** the Fire Department charges a large fine for all false alarms. Residents will be forwarded the bill for any false alarms that they, their children, or their guests set off.
Resident’s Insurance

A resident's (tenant’s) contents insurance package is mandatory.

Under Ontario law, the University has no legal responsibility to cover repairs or replacement of your personal belongings. Resident's insurance covers your personal property such as furniture, wardrobe, sports equipment, sound system, musical instruments, camera, computer, etc. It can provide you not only with protection against theft and fire, but against water damage from plumbing break-downs, which are a real threat in buildings of this age.

Remember that property is very expensive to replace, especially your computer and textbooks. A resident’s insurance package can also cover you in the event that you are found liable for loss of life or property because of negligence on your part, or for accidental loss or damage of jewellery or other property outside your premises.

Resident insurance is available from a wide variety of insurance companies that are listed online. Make sure to have the contents of your apartment covered for their replacement cost and not a depreciated value. One company quoted a rate of $300 per year (which can be paid in one lump sum, or in monthly payments—approximately $25/month), for $30,000 coverage. Also, make sure that the contents of your locker, if you have one, are covered. Some plans do not cover flooding, or have a low ceiling for total damages due to flooding, so shop around.

For more information and rates, talk with an insurance agent or broker, or visit the Insurance Bureau of Canada’s Web site, http://www.ibc.ca/on/home/rental-properties.

Insurance Tips

- Take photographs of valuable items such as furniture, appliances, computers, or books and to store these photos outside of the apartment in case you have to make an insurance claim. To cover camera equipment, a list of the equipment and serial numbers usually has to be provided to the insurance company.
- Keep all the receipts you possibly can to prove what you own and what you paid for it. Valuable items such as camera equipment, computers, and jewellery are often insured only up to a set maximum (often about $1000; camera equipment and jewellery usually have separate totals).
- The policy may also set a maximum amount of coverage for individual pieces (often about $500). If the total value of all the camera equipment, computers, or pieces of jewellery exceeds the maximum total coverage or if you have pieces that exceed the maximum coverage for individual items, it would be worth the expense of having them individually insured. Jewellery may have to be appraised for this coverage.
- Individually insured pieces are covered not only against fire, theft, and floods, but against loss and damage. It costs approximately $30 extra per year to individually insure about $1,000 worth of goods (not including the cost of appraisal).
KEEPPING PESTS OUT OF YOUR HOME

Cockroaches
The current pest control method is an effective Integrated Pest Management system. If you have cockroaches in your apartment, you can reduce or eliminate them by following a few simple steps.

Prevention
One cockroach in your home is one too many! Cockroaches can breed very quickly. The key to reducing cockroaches is early treatment and good housekeeping practices. Keeping cockroaches out of your home also involves being a good neighbour by helping to keep these pests out of the building in general and limiting their ability to spread. Here are some good tips on prevention:

Keep the kitchen as clean as possible:
- Keep your stove and fridge clean and periodically move and clean behind appliances. The fridge is a favorite place for roaches to hide behind.
- Wipe your stove, counters, cupboards, and ceiling immediately after use - cockroaches love grease.
- Store food in sealed containers. Never leave food, crumbs, or trash uncovered anywhere in your home.
- If you must leave dirty dishes out overnight, put them in the sink and cover them with soapy water. Do not leave uneaten pet food out overnight.

Keep your garbage area clean and dispose of your garbage regularly:
- Use a garbage can with a tight lid.
- Do not keep garbage under the kitchen sink or in the apartment more than a day - tie up in a garbage bag or in double shopping bags and place into a garbage chute daily.
- Rinse beverage and food containers before you recycle or throw them away.
- Always throw garbage down the garbage chute - do not leave garbage bags on the floor in the garbage chute room.

Don’t give roaches water:
- Keep bathroom dampness to a minimum - this also helps keep the bathroom free of mildew.
- Report any leaking or dripping faucets or pipes to management office - this provides roaches with a source of moisture, which they need to thrive.
- Sealing cracks and pipe passages in kitchen and bathroom is helpful.

Reduce the number of places roaches can hide:
- Keep hallways and other common areas clean.
- Remove old boxes and papers.
- When shopping, if you must use cardboard boxes, inspect these first and shake out before using as roaches may be nesting there (it is better to not bring boxes into your apartment if you can avoid it). Recycle the boxes right away.
- Do not cover or seal kitchen cabinets, shelves, stove, refrigerator, walls with adhesive shelf paper, aluminum foil, plastic wrap, paper, etc. They create a breeding habitat for cockroaches as well as increasing the risk of fire.
Residence’s Building-Wide Pest Control Program

To address and eliminate cockroach infestations, Residence staff follow a multi-level program:

1. Regular building-wide and targeted-area treatments, which include:
   - Garbage rooms
   - Compactor rooms
   - Garbage chutes

2. Specific apartment treatments as needed:
   - Gel treatment
   - Spray treatment

Treating Your Apartment

To request a treatment, please contact the Residence Office. Before the pest control company comes into your apartment to do a treatment, you must sign a Permission to Enter form (available in the Residence Office). You may be charged for the cost of the appointment if staff are unable to enter your home at the scheduled time, or if you have not adequately or properly prepared your home for treatment.

Getting the Best Possible Job from the Pest Control Treatment

- Prepare your apartment for the spray/gel treatment, as recommended by the Residence office. (Remember: the better the preparation, the better the result).
- Vacuum up any roaches you see and throw out vacuum bags using two (doubled) plastic grocery bags. Make sure that the garbage bags are placed inside the garbage chute or are taken to a the garbage containers. DO NOT leave these garbage bags inside the garbage chute rooms!

Product Safety

Good safety precautions are very important. Material is applied in out-of-reach locations and in cracks and crevices at placement points in kitchen cupboards and elsewhere. Children should not have access to lower kitchen cupboards where the material is applied.

Spray Treatment: If any individual in the unit is pregnant, is under the age of one year old, or has respiratory problems, they must vacate the unit for a period of 24 hours. If none of the above mentioned is applicable, then individuals must vacate the unit for a period of 4 hours. Any animals/pets must also vacate the unit.

Gel Treatment: The product used for treatment is considered very safe and has no effect on those who suffer from allergies or respiratory problems.

Treatment Results

It will take about three weeks for treatment to start to have maximum effect. The bait gel product will continue to work for about six months. However, if you keep seeing roaches four to six weeks after the treatment, call the Residence Office for a follow up treatment.
**Pigeons**

Pigeons may nest on balconies. If you find that they are beginning to land on your balcony and start to build a nest (starting with a few twigs), it is recommended that you shoo them off and sweep up the nesting material. If you find eggs, it is recommended that these be destroyed. It is best to remove the eggs and put them in a cool location (in a bag in the fridge) over night and then put them in the organic waste disposal.

To discourage pigeons from making your balcony a permanent nesting site:
- You must be persistent in shooing them away, particularly in the early stages of attempting to nest.
- Keep your balcony tidy and free of waste.
- Do not keep food on your balcony. It should not be used as a fridge.
- Do not feed the pigeons or drop food over the balcony, as this encourages them to keep coming back and to nest.

If you find that the problem is persistent, contact the Residence Office so this can be investigated. Some residents may choose to solve this problem on their own, however it is still important to let the office know about this problem so that any source can be eliminated.

**Rodents**

If you find evidence of mice in your apartment or storage room (droppings or food damages or sightings), put in a request to the Residence Office to arrange rodent control services to your apartment. Contractors will place glue board bait in tamper proof stations and mouse snap traps. You can control them yourself with the provided snap traps baited with peanut butter (the smell attracts them). This is a very effective way of getting rid of them. You should wear disposable gloves when handling traps. Holes around pipes, particularly around the radiators, should be plugged with steel wool if necessary to prevent new mice from entering the apartment. The Management Office may supply you with glue traps in advance of the pest control treatment.

**Pest Problems in General**

There are trained specialists who work in all communities to ensure that the pest control program is working well. Management may call on their help in solving problems. Residents also have the opportunity to comment on the pest control problem by mailing in the questionnaire that is part of the Preparation Permission to Enter form.
HEAT

The cost of all apartment heating is included in your rent. As mentioned earlier, the fresh air supply is heated on being introduced to the corridors, but by hot water radiators beneath the living room and bedroom windows supply most apartment heat. Report any leaks in valves or fittings to the management promptly. However, residents often find they have cool apartments even when their radiators are functioning properly.

In accordance Toronto municipal by-laws, U of T is required to maintain an ambient temperature of 70 degrees Fahrenheit (21 Celsius) three feet from exterior walls from September 15 until June 1. If you call the Residence office to about the temperature, they will first ask if you are blocking the radiators with long curtains or heavy furniture. Move any such objects away from the radiators. Also, be sure that your ventilation grills are clean. When the ventilation grills are clean, warm air from the radiators is drawn across the apartment by the ventilation system. These grills are often left plugged up by previous residents. Make sure that the air spaces around your apartment door are clear so that the ventilation system can draw warm air from the corridors. If it is still cool after addressing these items, ask the Residence Office to correct the problem. If you are experiencing a direct draft through your windows, Residence staff should repair it.

You will probably find that your living room is generally cooler than your bedroom(s) at night, because of heat loss through the windows. Heavy curtains can help cut this heat loss as long as they do not block heat radiators, but will increase the condensation and frost on the inside of your windows, and may cause damage to plaster and wood in the area. Some residents cover their windows with plastic in winter to reduce heat loss and cool drafts.

Be sure to report any heating difficulties to the Residence Office immediately. If you are unsatisfied with their response, contact the Residents' Association Executive or Ancillary Services. If the problem is not rectified, call the City of Toronto building inspector at 416-338-0700. Remember that the winter months are very cold in Toronto. Most homeowners experience similar heating problems, and compensate by wearing warmer clothing and socks/slippers.

NOISE COMPLAINTS

A certain level of outside noise is to be expected because of the central uptown location of the buildings: traffic, sirens, horns, etc. are a part of daily life in downtown Toronto, but are often particularly bothersome late Friday and Saturday nights.

Municipal bylaws prohibit noisy construction work outside the hours of 7:00 am to 6:00 pm Monday to Saturday and 9:00 am to 6:00 pm Sunday and Holidays (except for emergency repairs). Private garbage collection (i.e. other than the Dept. of Public Works) is restricted to the hours of 7:00 am and 9:00 pm only. You can report excessive outside noise to the Department of Public Works at 416-392-0791 (8:30 am - 4:30 pm), particularly if it is caused by heavy equipment.

Excessive inside noise (i.e. from neighbours or their pets) should first be reported to the Residence Office. The Residential Tenancies Act requires the landlord to provide residents with reasonable enjoyment of their premises, so it is the management's job to answer a complaint about a noisy resident by contacting that resident. This will prevent you from risking retaliation or harassment by approaching the noisy resident yourself. On-site security is available for such issues outside of regular Residence Office hours, at 416-729-1592. If it is outside of normal security hours, contact Campus Police at (416) 978-2323. Please note: some noise is to be expected, especially in a housing complex with children. Excessive noise should not be ongoing between 11 pm – 7 am.

Lastly, please be considerate of other residents. Children are not allowed to play in the hallway, and please keep dogs from barking, particularly when you are bringing them in or out of your apartment. There are no acoustic tiles or carpets in the hallways, and noise tends to disrupt studying and thesis work. Remember, many of the students in these buildings do not have an office or carrel at school in which they can work and must study at home.
Decorating

As a resident, you have the right to decorate your apartment to your own taste. You must bear in mind, however, that unless you obtain the written consent of the Residence Office for any alterations, your lease makes you liable for the removal of paint, wallpaper, or any other "improvements" you may have made. If you have added permanent fixtures, such as lighting, you must restore the premises to the original condition or these become the property of the Residence when you leave your apartment. Residents will be charged for any alterations made to the unit.

All of this may sound intimidating, but it is still possible to redecorate your apartment. Rather than wallpaper, consider hanging paintings or pictures, either from a picture hook if framed, or with some form of adhesive which will not do excessive damage to the paint underneath (be sure to drive nails in at a 45 degree angle, and be careful not to crack the plaster). The walls of your apartment are concrete, covered with plaster and finally paint. Short nails can be driven into the plaster without causing much damage. The ceilings are another matter: they are virtually solid concrete and are extremely difficult to drill, even with a tungsten-carbide masonry bit. Hanging plants or mounting window blinds can be quite difficult as a result.

The floors of your apartment are also solid concrete, covered by linoleum tiles and wooden parquet flooring, depending upon the room. Because the floors are hard and usually quite cold, many residents want area rugs in their apartments. Curtain rods and eyelets should be present on all your windows -- if not, request them from the Family Housing Management Office upon move-in. Blinds and curtains can often be bought second-hand from residents who are moving out (check the notice boards or the Free Store). Please be aware that Maintenance staff are not here to hang curtains or pictures, install shelves, or move furniture.

Pets

Residents in Ontario have the right to keep pets, but the laws governing this include exceptions and conditions. In fact, many residents in our buildings happily keep pets. Residents are responsible for proper disposal of kitty litter and other pet droppings by double bagging and securely tying the bag and dropping it down the garbage chute. Residents are also responsible for any damage caused by their pet. If a pet causes problems for other residents, then the owner is in trouble. For example, if a pet makes excessive noise, the Residence is obliged by the Residential Tenancies Act to provide reasonable enjoyment to other residents of their premises. A pet that continues to make noise could be grounds for the owner's eviction. If you have any questions, call the Federation of Metro Residents’ Association (416-921-9494).

Toronto has stoop and scoop bylaws, and if you fail to clean up behind your pet you may be billed by Management or fined by the City. Please do not use the fenced in green space at 35 CSW for dog walking. Ringworm and hookworm can be contracted from soil where feces drop, and none of us want our children exposed. Additionally, you should not take your dog into the children's playground area. You may use the designated dog run area or other local parks where dogs are allowed. The closest leash-free park is Cawthra Square, at 519 Church Street, just north of Wellesley St. For a complete list of leash-free parks, visit the website: http://www.city.toronto.on.ca/parks/dogs.htm.
Please remember to **keep your dog on a leash at all times in the buildings’ common areas** such as hallways, elevators, lobbies etc.

Not only do we have residents who are afraid of dogs, some residents are highly allergic to them. Upon entering Canada, dogs and cats over three months old will require a documented rabies vaccination within the preceding 36 months. According to the Toronto Municipal Code, **dogs must be licensed** and **cats must be registered**; contact the animal control department at **416-392-6767**. You do not have to license cats, but tagging them is a wise safety precaution. Contact the **Toronto Humane Society** for further information at **416-392-2273**.

**Local Animal Hospitals/Veterinarians:**

**Downtown Animal Hospital**  
579 Church Street  
(Just south of Isabella St.)  
416-966-5122

**Davenport Road Animal Hospital**  
303 Davenport Rd  
(Davenport, just west of Bedford Ave.)  
416-927-1015

**Veterinary Emergency Clinic**  
920 Yonge St., Suite 117  
(North of Davenport)  
416-920-2002

**Media & Communications Telephones**  
Toronto has the largest free calling area in Canada: more than two million phones. Most apartments already have telephone jacks in every room, but there are some exceptions. It is your responsibility to arrange telephone service hook-up, should you desire it. The closest Bell Phone Centre store is at Cumberland Terrace, 2 Bloor Street West. You can pick up a rental phone there, or you can call 416-928-2079 to arrange for service. Currently, the basic service charge is approx. $42.00 a month, but long-distance charges can add up if you are a long way from friends or relatives. You can purchase a telephone from a number of stores including The Bay and Canadian Tire. Currently there are several competitive companies providing long distance services as well as Bell Canada (e.g. Sprint, Primus, AT&T, Vonage, Rogers, and others).

**Building Entrance Buzzer System**  
The main telephone jack in your kitchen or living room connects to the Buzzer System at the entrance to your building, from which visitors call up to your apartment.

**Television Cable**  
Depending on the location of your apartment in the buildings, you may find that your television's antenna will receive between two and ten channels. If you want better quality or quantity of reception, you can consider subscribing to cable service from companies such as Rogers Cable TV, Bell Media or Look TV. The apartments already have outlet jacks; please contact your service provider set up your television installation.

**Internet Connection**  
Internet connection is not included in the services we provide. You must arrange internet service through a private company, either by:

- **Phone line @ Bell**: 416-310-7873, [www.service.bell.ca/internet](http://www.service.bell.ca/internet); or
- **Cable line (High Speed) @ Rogers Cable**: 1-888-288-4663, [www.rogers.com](http://www.rogers.com)
YOUR LEASE

Your lease is the legal agreement between yourself (as resident) and the University (your landlord). As such, it gives both you and the University certain rights and certain obligations. This section of the Handbook attempts to discuss many items that are part of your lease, but the lease alone has legal authority, and it is still mandatory to read the fine print because you will be held accountable for breaking the policies and terms specified in the lease. The lease outlines your rights to basic services (e.g. heat, water, and electricity) and your responsibility abide by the policies, to maintain standards of cleanliness, follow certain guidelines, and inform the Residence Office of necessary repairs.

Eligibility

The Residents' Association took part in lengthy discussions with the Student Family Housing Service in order to formulate the policy governing the eligibility for entrance and continued tenancy in our buildings. Eligibility is granted based on student status: the lease is valid for the length of the student's full-time program, assuming the student is living there full time with their spouse and/or children and is fulfilling all clauses of the Lease and Eligibility Policy.

No Subletting/ No Unauthorized Occupants

Only the people listed on the first page of the lease are legal residents. No one else can occupy the apartment or live there—not friends, family members, or persons not otherwise specified. This includes a non-dependent sibling, a non-dependent parent, cousins or friends who are coming to Toronto for a period of time and want to stay with you (even free of charge) until they complete their course or get themselves settled with a job and an apartment of their own. Residents also cannot rent out a room or the apartment for any period of time. The University is obligated and entitled to ensure that only the student, their partner/spouse and/or their dependents are living with them.

If you are having valid VISITORS, i.e. guests who are genuinely coming to spend a short period of time with you and not for other purposes, you MUST REPORT THEM TO THE RESIDENCE OFFICE if they will be staying overnight more than 2-3 days. We need to know who is visiting and for how long.

VACATING YOUR APARTMENT / TERMINATING YOUR LEASE

The lease will remain in effect until you vacate the building. By law, you must give written notice to vacate, completing the forms at the Residence Office and signed by the person(s) whose signatures appear on the lease. These must be submitted to the Residence Office at least 60 days in advance (two full calendar months) of the last day of your tenancy.

Your official move-out date must fall on the last day of the month. The Notice to Vacate must be given during office hours (9 am to 5 pm). The notice is date stamped; you will receive a copy for your records. As an example, if you wish to move out anytime in the month of June or by June 30th, you must give written notice no later than April 30th. You would then be responsible for paying the rent until May 31 as your last month’s rent deposit would be applied for June.

If you are no longer a student, and your partner does not meet the eligibility criteria, you must vacate your apartment and follow the procedure outlined above. The Student Family Housing service verifies the student status of residents regularly.
TRANSFERS WITHIN THE BUILDING

It is the desire of Student Family Housing to meet the changing needs of our residents; however, transfers involve considerable expense and are not an automatic right of the resident. The current policy is that Residents may request a transfer if your family is or about to be bigger than it was when you moved in. We do not transfer between units of the same size - not for noise, or esthetic reasons (like from a north apartment to a south unit), to a higher floor, to manage a pest problem, etc.

Additionally, a current resident must meet the following conditions to be eligible for transfer:

- have or be expecting a child or children;
- have lived in his/her current apartment for at least 12 months prior to applying for transfer;
- have a consistent rent history of paying in full by the first of each month — you should consider submitting post-dated cheques to avoid losing out on a transfer because of paying rent late;
- have maintained their apartment in good condition, requesting repairs and pest control as needed;
- have not caused disruption to the peace and quiet enjoyment of the community;
- they must also pass a housekeeping inspection that will be arranged a few months prior to offering the transfer. The apartment will be expected to be of a high standard of cleanliness.

Transfers are not done during the very busy months of July, August, and September. The waiting period for a transfer is currently 12 months.

To apply for a transfer, fill out and submit an Application for Change of Apartment form at the Residence Office. If your application meets the eligibility criteria, the Residence will do a housekeeping inspection of your apartment to ensure that it is being properly maintained. If good housekeeping standards are not met, your unit is infested, damages beyond normal wear and tear are found, and/or you have a history of late rent payments or arrears, your transfer request will be cancelled.

After meeting applicant eligibility and inspection of your unit (as specified above) your transfer will be approved. You will be offered a maximum of 2 apartments. If you accept one of the two apartments you must complete a notice to vacate and follow proper vacating procedures. Any damages beyond normal wear and tear must be paid or the offer to transfer is withdrawn. If you choose not to take either of the apartments, your name will be removed from the waiting list.

The Student Family Housing office will implement transfers on a first-come basis, while weighing the needs of current residents with those of incoming applicants.

Move-Out Inspections

Prior to your move out, the Residence Office will conduct an inspection of the unit. Residents are encouraged to be present during the inspection. A copy of the move-out inspection report will be given to you. In the case of damage or neglect, the residents will have an opportunity to rectify the situation, or make payment for damage or neglect. If the resident fails to do so, the University will have the option to apply a penalty onto the student’s academic record.
GUIDELINES FOR THE MOVE-OUT INSPECTIONS

A move-out inspection will be carried out prior to the date you vacate your apartment, and again after you move out. According to the terms of the lease, your apartment must be left in "clean and good condition":

- Floors should be swept and mopped (use Mr Clean, Pine Sol or a similar product).
- Kitchens should be cleaned to remove grease and food from cabinets, shelves, counters, sink, and faucets (e.g. Fantastic Multipurpose spray cleaner, Formula 409).
- Garbage must be disposed of properly — drop bags down the garbage chutes or bring large items down to the large garbage bins located on the ground floor of each building. Do not leave any garbage or large items in the recycling room or next to the garbage chute.
- Refrigerator needs to be cleaned inside and out. The freezer must be defrosted to remove ice build up. Do not use any objects to break or pry off the ice. If the freezer unit of your refrigerator is damaged by puncturing the unit with a sharp object while defrosting, you will be charged for repairs.
- Stove - outside and inside must be clean and free of grease. To clean your stove, use a stove and oven cleaner, e.g. Easy-Off or Mr. Muscle.
- Bathroom walls, toilet (inside and out), sink, fan, and floor must be clean. Use cleaners such as Vim gel on toilet, sink, bath, tub surround tiles, kitchen sink. Scrub Free is also good bathroom product. Use products like Sani-flush ONLY in the toilet bowl. To remove mould and mildew, use liquid mildew remover (e.g. Tilex) or make a paste of baking soda and cool water. Apply the paste to the surface, let stand a few hours, and then scrub and rinse with warm water.

MOVERS
Information on moving truck rentals and movers can be found on the Housing Services website (http://www.studentlife.utoronto.ca/hs/housing-search) or by emailing housing.services@utoronto.ca.

FORWARDING ADDRESS FOR MAIL
When you give your notice to move out of the building, please provide the Residence Office with your new address and notify Canada Post so they can forward mail to your new address, https://www.canadapost.ca/cpc/en/personal/receiving/manage-mail/mail-forwarding.page.

GARBAGE DISPOSAL
The rule for garbage disposal is that all garbage is to be bagged, tied, and thrown down the chute located across from the --10 apartments in 30 CSW and the --09 apartments in 35 CSW. In consideration for the residents who live near the chute, do not use the chute between the hours of 10 pm and 7 am. Paint cans and aerosol tins, etc. should be taken to the garbage bins.
YOUR BUILDING

DISPOSING OF LARGER ARTICLES, such as Christmas trees, furniture, etc., must be taken directly to the garbage bins. At 30 CSW these are located in the garbage room, north-west of the lobby. Follow the signs along the winding corridor to your right as you get off the elevators, and you can't miss it. (The lobby door locks after you, so don't forget your FOB to get back in!) At 35 CSW the garbage bins are located in the driveway on the south side of the building.

RECYCLING

Society is becoming increasingly concerned about the extreme shortage of landfill sites and about sustainable use of the earth’s resources. Fortunately, everyone can do their part to recycle materials to preserve land and resources.

Charles Street Student Family Housing was one of the first apartment buildings in Toronto to have recycling boxes on each floor, and the program has been a great success. The bins are located in close proximity to the elevators for your convenience. The following are some very good suggestions made by a resident:

- **Do recycle!** Every piece of paper/glass/metal recycled is important. In this way, the quantity of garbage is reduced and the costs of garbage are therefore reduced. In addition, we save trees that help clean our air.

- **Recycling bins are NOT garbage bins.** There are signs posted to tell residents what they can and cannot put in the bins. Pots, chairs, and other items that are functional can be taken to the Free Store on the 3rd floor in 30 Charles. If you have big furniture that is unusable it can be brought to the East side of the 30 building on Balmuto St., or the South side of 35 bldg.

- **Bring your own bag to the store!** - Reduce waste & save space in your kitchen.

- **Waste Watch for Apartments** is a publication that should be read by everyone! The best education and - best of all - for free! [http://www.city.toronto.on.ca/garbage/wastew_index.htm](http://www.city.toronto.on.ca/garbage/wastew_index.htm)

- **More info on Climate Change:** [https://www.canada.ca/en/services/environment/weather/climatechange/climate-action.html](https://www.canada.ca/en/services/environment/weather/climatechange/climate-action.html)

- **Recycle your used furniture:** If you have used furniture (in good condition) that you no longer can use, drop it off to the Free Store on the 3rd Floor of Charles Street, or call Furniture Bank at 416-934-1229.
LAUNDRY ROOMS

The laundry rooms are open from **8:00 am to 12 Midnight** daily.
- At 30 CSW, you'll find the laundry room on the 3rd floor just west of the elevators (there are no apartments on this floor, just locker rooms and the Drop-in-Centre).
- At 35 CSW the laundry room is on the 2nd floor at the end of the west corridor.

You'll need your access key tag to open the laundry room doors, and if you are alone you should keep the door closed for your own safety. The Residence Office will issue you a laundry “debit” card that you may use with the washers and dryers instead of coins.

Residents have long identified inoperative machines by tying used dryer fabric-softener sheets to one of the knobs or putting a sign on the machine. We have also provided signs you can hang on machines needing repair. If you find that a machine malfunctions, indicate the problem for other laundry users, and report the problem to the building management. Instructions for the washing machines appear on the underside of their lids, but in addition you should be careful not to overload the machines or use too much detergent – the result will be poorly cleaned clothes and perhaps a flood on the floor.

Out of courtesy for your fellow residents, please clean up any spills you make. If your load has finished its cycle and you are not there to move the clothes, other residents are entitled to remove your clothes to free up a machine. Don't use any kind of dye in the washing machines, or try to wash floor mats or rugs. At peak periods there is often a shortage of machines, so please be polite and share with your neighbours. You'll usually find the laundry rooms quiet early on weekday mornings. Some residents choose to leave their laundry going while they return to their apartments -- particularly in the heat of the summer. A number of residents have reported thefts of their laundry, however, and it may be wisest to keep an eye on your clothes in the laundry room.

LOBBIES, HALLWAYS & STAIRWELLS

If you are aware of problems such as broken locks on the front doors, garbage or spills in the stairwells or general disrepair in the public areas, do not assume that the Family Housing Management Office is aware of these problems. Please report any and all maintenance concerns to the Management Office.

RECREATION ROOM

The Recreation Room at 35 CSW and a Meeting Room at 30 CSW are available for use by residents. Many programs are run for residents in these rooms through Student Family Housing Residence Life. The Recreation and Meeting Rooms can also be booked for birthday parties for children aged 13 and under, or for orderly adult gatherings. Bookings are made through the Residence Office, and residents are restricted from making multiple bookings at a time in order that everyone has an opportunity to use the facilities.

RESIDENCE LIFE CENTRE

In addition to the new recreation room and lounge, we have a beautiful new Residence Life Centre, located on the 2nd floor of 35 Charles Street. Drop by most weekdays to say hello to our two Residence Life Coordinators, or come and chat with the Residence Advisors every evening from 5:00 — 9:00 pm. These offices are shared by the Residence Life staff as well as our new Building Operations Coordinator.
PLAYGROUND
A playground and parkette are located south of 35 CSW on St. Mary's Street, beside the garage entrance. This is a great place to meet your neighbours, and for kids to make new friends. Please don't litter - help to keep the playground clean. For the safety of all children, please see that the driveway gate remains locked. Please also note that dogs are not permitted in the fenced-in areas and the playground area.

THE DROP-IN CENTRE
The Drop-In-Centre is located on the 3rd floor of 30 CSW, just to your left as you leave the elevators. The Centre is staffed by a supervisor trained in Early Childhood Education (ECE), work/study students, volunteers, and parents. It provides parents and/or guardians of Student Family Housing and their children, from birth to five years a place to meet and socialize. At the Drop-In Centre, children have an opportunity to play together in a safe and creative environment. The program includes arts and crafts, a "dress-up" and creative play area, circle time, and free play as well as a second room for large motor skills. Light snacks are provided. Parents/caregivers are expected to stay and participate in the various activities and playtime. The program is FREE and is restricted to children of student families living at Charles Street.

THE RESIDENCE LOUNGE
The Residence Lounge is located directly across from the laundry rooms on the 2nd floor of 35 Charles Street. It's a bright and cheerful space, a wonderful spot to relax in while your laundry is being done, to meet with a couple of friends and chat, or maybe read a book or study. This room is open every day from 8:00 am to 12:00 am, the same hours as the laundry room, and does not need to be booked. This lounge is a shared space available for all residence to use. You are very welcome to bring your children to the lounge, but please note that children must be accompanied and supervised by an adult at all times.

For more information, the Residence Life Coordinator, Community & Recreation, at com.dev@utoronto.ca.

ELEVATORS
To ensure that the elevators in your building work well, you can help by contacting the Residence Office as soon as you are aware of any problems such as: doors not opening and closing; scraping noises when the elevator is ascending or descending; doors banging. Please do not assume that the Residence Office has been informed of any problems. Call the Residence Office at 978-8304 during office hours. If you experience an elevator emergency after hours, contact Maintenance (416-501-2966) or Security (416-729-1592).

AFTER HOURS MAINTENANCE
TEL# 416-501-2966
HOURS:
   Monday to Friday: 7 am – 9 am, 5 pm – 11:30 pm;
   Saturday & Sunday: 7 am – 11:30 pm

SECURITY
TEL #: 416-729-1592
SECONDARY TEL #: 416-779-1683
HOURS: 24 Hours, 7 days per week
BULLETIN BOARDS
Bulletin Boards are located in the lobbies of both buildings and in the laundry rooms. Posting notices on the bulletin boards is a very good way of selling something you no longer need, as well as advertising that you want to buy something or when you are looking for, or offering childcare. They can also be used to advertise events. Please note: Sharing your apartment and subletting is absolutely not allowed under any circumstances and is grounds for eviction! All notices must be approved and date-stamped by the Residence Office. These notices will be removed weekly.

A Bulletin Board maintained by Residence Life is also located in the lobby of both buildings. The boards are dedicated to information about events happening both on and off campus and will be of particular interest to residents who do not have time to read the many publications in circulation. There is information on seminars, workshops and community and social events, with emphasis on those that are inexpensive or free. For more information, email the Residence Life Coordinators at sfh.reslife@utoronto.ca.

CAR PARKING
Parking spaces are currently available to residents of both buildings in the underground garage beneath 35 CSW (the garage under 30 CSW is commercially operated and so not used by residents). A charge of $94 per month for each parking space will be added to your monthly rent. You are required to sign a parking agreement which indicates that you must give the Residence Office 60 days notice from the last day of the month if you would like to cancel your parking agreement.

Parking is available to visiting friends and family in the underground garage at 35 Charles Street West. The resident must use their fob to enable the car to go in and out of the garage, the spaces are on the "C" level, and they use a Pay & Display system.

The parking spaces, as your lease states, are for roadworthy vehicles only, and must not be used for storage of any other materials (i.e., spare tires, tool kits, boats, etc. must be kept in your apartment or locker). Unauthorized vehicles and vehicles with expired license plates will be towed away. Motorcycles require an additional parking spot - you will not be permitted to park it with your car. Parking charges will cease on the last day of the month in which you cancel, but only if you have returned your garage access key tag. Please park in your designated parking space. If your space is occupied, please contact the Residence Office at 416-978-8304; if it is after office hours please contact Security at 416-729-1592.

Car Security
The following steps have been taken to insure that the garage is secure:
• Garage Access key tags must be used when entering and exiting the parking garage.
• The garage is patrolled daily.

The garage's lighting meets municipal standards and is fairly well lit, but since it often empty of other residents, women especially are wise to take some precautions. You may want to drive around your level to spot intruders before you park the car. For security purposes, do not allow cars to follow you into the garage - drive slowly. Do not assume the door will stay open for your car when entering or exiting after another resident. Use your key tag at all times to gain access.

Lastly, check the back seat of your car before getting into it and lock up once you are in the vehicle. These precautions are not intended to alarm you, but merely alert you to good basic common sense to protect yourself and your property.
(Car Security Continued)

Please be aware that underground garages offer concealed access to residents' most valuable moveable assets. Many cars have been broken into or vandalized - breaking the window and tearing out the dashboard can take very little time, and at 4:00 am, no one's likely to hear a thing. Never leave valuables visible from the outside. Good car stereos almost certainly will be stolen, so you should either buy one that is less valuable, or ask at local audio stores for a plastic "dummy mask" with which you can disguise your radio to look like a cheap stock one.

Storage Lockers
Storage lockers are available free of charge only to residents who rent bachelor suites or standard one-bedroom apartments that do not come equipped with a walk-in closet. The lockers are the size of a large closet, and are located in a number of rooms on the third floor of 30 CSW, and the second floor of 35 CSW.

The lockers are essentially chicken-wire coops, which offer moderate security only. The current policy is that residents can only access the lockers accompanied by Residence staff or Security. It is wise not to store anything valuable in the lockers. Although you can supply your own padlock for the door, lockers have sometimes been vandalised and burglarised in the past; flooding has occurred in locker rooms, and roaches and mice are present. When residents vacate their apartment without removing the contents of a locker, Residence removes contents and a storage charge is incurred and applied to your university account. These items are disposed of after 6 months.

Resident’s Free Store
The Free Store, as it is popularly known, is a place where residents can pick up re-useable books, clothing, furniture, toys and household items for free. It is also the place to drop off things not needed anymore, which is particularly useful when moving. The Free Store is located on the 3rd floor of 30 Charles Street West, to the right of the elevators. The Free Store is currently open twice a week, on Wednesday and Saturdays, but you should check the sign for any changes or additions.

One of the three "R's" of sustainable use of our environment is "Reuse". When you move or do your spring-cleaning, think of the Free Store. Call the contact person listed on the notice boards in the lobby or in news letters for instructions regarding donations to the Free Store.

The Free Store donates the "surplus" items to the Goodwill and the Salvation Army, to ensure that your donation will be useful to the needy of the city, if not to a neighbouring resident. In past years, the Free Store has been asked to help in emergencies such as earthquakes in foreign countries. The Free Store donated clothes and shoes to people in Turkey, Mexico, and Chile.
BICYCLES
There are over 900,000 cyclists in the city of Toronto. The Toronto Cycling Committee has calculated that **a distance of 6 kilometres or less in the City of Toronto is most quickly traversed by bicycle**. Persons under the age of 18 are required by law to wear a helmet, and it is recommended for all cyclists. It is also a good idea to avoid some of the busier streets, and particularly those with streetcar tracks, if you are not an experience city cyclist.

Bicycles can be taken on the TTC in off-peak hours. Residents can also purchase second-hand bicycles through the newspaper classifieds, the lobby bulletin boards, and second-hand shops, or rent them on Toronto's islands or at the Harbourfront Centre.

The number of bikes stolen in Toronto currently exceeds that stolen in New York City (absolute number, not per capita) and the police don't bother investigating bike thefts, no matter how expensive the bike, so make sure your bike is secure when it is not in use. Use a U-shaped lock when parking your bike outside and reinforce your u-lock with a "plumber's T" (a T-shaped pipe joint).

BIKE PARKING
Indoor bicycle parking is available at 35 CSW. One bike storage space for reserved parking is located behind the Residence Office at the southwest end of the main floor at 35 Charles St West, adjacent to the garage entrance. The second is located on the A level of the underground garage at 35 Charles Street West. This will be opening April 2017, and is unreserved bike parking accessed on a first come, first served basis, and is Not for Long Term Storage.

Residents who wish to use the reserved bike parking should go to the Residence Office to add their names to a list. Only those whose names are on the lease can request space in the bike parking enclosure, and will have to provide two pieces of identification such as Social Insurance Card or driver's licence, or signed copy of the lease. Please note that there is **a limit of one bicycle rack per household, assigned on a first come basis**.
THE ELLEN GILES ROOFTOP GARDEN AT 30 CSW

A rooftop garden located on the 3rd floor terrace at 30 Charles is available for the use and enjoyment of the residents of Student Family Housing. The garden can be accessed from the main door in the 3rd floor hallway. There is also a door from the laundry room out to the garden. The garden contains benches and a few picnic tables. It also features a children’s learning garden located just outside the Drop-In Centre, where there is a special place for kids to plant seeds and flowers and help them grow.

This garden has been named in honour of the first Coordinator of Community Development and former Director of Student Family Housing, Ellen Giles, to recognize the immense impact her vision and dedication had on the well being of the student families. Without Ellen, there would be no Drop In Centre, no Rooftop Garden, no classes, activities, or trips for both adults and children in our buildings.

Please note the following Garden Rules:
1. For health & safety reasons, no dogs are permitted at any time.
2. No smoking.
3. Respect the plants - do not step in garden beds.
4. Do not place litter in the garden beds.
5. Please help to keep the garden clean for everyone's enjoyment.
6. Children under the age of 12 must be accompanied by an adult.
7. No roller blades, skateboarding or bicycling permitted on the terrace.
8. Please do not feed the pigeons.

Additional Safety Concerns
- For the safety of those who are in the garden, please do not throw anything off your balconies, including cigarette butts.
- Please ensure that there is nothing on your balconies that might fly off and land on the people below.
- Please report anything suspicious or unsafe that you see occurring on the rooftop garden to the Management Office or Security.

Environmental Benefits of the Rooftop Garden
Rooftop gardens help to cool city temperatures, improve air quality, and reduce energy consumption. It also reduces what is known as stormwater runoff because vegetated roofs absorb and reuse rainwater for plant life. Stormwater runoff is the large volume of rainwater and melted snow that runs off paved surfaces and roofs and into sewage drains. It is a major environmental issue in cities because so much of the ground surface is paved and cannot absorb water. Rain then turns from a valuable resource into a pollutant that can overwhelm the sewage system, especially during large storms. The rain picks up biological and chemical pollutants as it runs over roads and surfaces. Stormwater runoff enters our rivers and streams in very large volumes, creating serious impacts on water quality for humans and for wildlife. Replacing hard surfaces and roofs with vegetation is a simple but effective way to reduce stormwater runoff.
THE UNIVERSITY OF TORONTO

The Charles Street Student Family Housing buildings are located on the northeast side of the St. George Campus. At academic registration students will receive information packages and pamphlets describing the many services and facilities available to them through the University, but the following summary will mention those of particular relevance to residents here.

ATHLETICS
U of T Centre 416-978-3437 http://www.athletics.utoronto.ca/
Hart House 416-978-2452 http://www.harthouse.ca
The downtown campus (St. George Campus) offers a number of fine athletic facilities, including the Athletic Centre on Harbord Street, between Huron Street and Spadina Avenue, and the athletic facilities located at Hart House, located on the west side of Queen’s Park. For more information on Hart House’s athletics facilities and programs, visit the web site above. U of T’s Athletic Centre offers swimming pools, saunas, squash and racquetball courts, weight-training, an indoor track, and a number of gymnasia, as well as family-friendly activities. All University of Toronto students are members of the Athletic Centre and Hart House. Reduced membership rates are available for a student’s partner/spouse.

CAMPUS CHAPLAINS
https://www.studentlife.utoronto.ca/mf/denominations
Telephone: 416-946-3120
The Campus Chaplains are a multi-faith organization reflecting the multi-ethnic/ multi-faith complexion of the University of Toronto. They are committed to helping people (students, staff and faculty) to grow to wholeness through a search for meaning in life, an exploration of spiritualties and an examination of moral and ethical issues. Student group activities are also organised by the Association.

CAREER CENTRE
www.studentlife.utoronto.ca/cc
Telephone: 416-978-8000
The Career Centre provides a job registry, career counseling, career library, graduate dossier service, resume critiques, and other career and employment services exclusively to U of T students and recent graduates. It is located in the Koffler Student Life Centre, 214 College Street.
COUNSELLING
https://studentlife.utoronto.ca/department/health-wellness/
Telephone: 416-978-7970
The Health & Wellness Centre provides students with professional counselling for personal concerns. These include difficulties adjusting to university life, anxiety, depression, shyness, relationship problems, addictions, sex and gender concerns, disturbances resulting from abuse and assault, prolonged stress, and other difficulties. The experienced professional counsellors are sensitive to gender, race, and other sources of bias, and respect the person's confidence.

FAMILY CARE OFFICE
http://familycare.utoronto.ca
Telephone: 416-978-0951
The University of Toronto is committed to fostering a family-friendly learning environment. The Family Care Office (FCO) provides information, guidance, referral services, advocacy and educational programming to students and their partners who require childcare (facilities, programs, or subsidies), elder care, and assistance with other family matters. Additional services consist of a student parent mentorship program, support groups such as the Parents’ Group at the SFH Drop-in Centre on Thursdays from 3:30 to 5 pm, a series of workshops on topics that include pregnancy, childcare, parenting, relationships and elder care, and family events. The Family Care Office maintains a resource lending library containing items on family issues ranging from pregnancy and infant care to lesbian and gay and trans parenting and caring for elderly family members; students and their partner/spouse are welcome to borrow those books.

Please contact the FCO by phone or email or just drop-in. The FCO is located on the main floor of the Koffler Student Centre (214 College St, Room 103). Office hours are Monday to Friday from 9-5 and until 6 pm on Tuesday evenings. The Family Care Office can be reached at 416-978-0951. You can meet a FCO Advisor at the lobby at 35 Charles St. W. on Thursdays from 2 to 3 pm for most of the year.

Check our website | Sign up for our newsletter | connect with us through | Twitter | Facebook and if you are a parent check our second Facebook page U of T Parents Exchange: Buy/ Sell, Donate Children Items!

FINANCIAL AID
https://www.future.utoronto.ca/finances/financial-aid
Telephone: 416-978-2190
On this web site, you will find information that could be of financial assistance to you while you are a U of T student, including financial counselling, emergency assistance, budgeting tips and the Work-Study program. You will also find information about U of T’s awards program and the various Canadian and US government student financial assistance programs.

FOOD & CLOTHING BANK
https://www.utsu.ca/services/food-bank/
Telephone: 416-978-8201
Open Fridays 12pm - 3pm (year-round)
U of T’s Food & Clothing Bank is located at New College, Wetmore Hall, 11 Classic Avenue, Room #50 (Just south of the Athletic Centre, in the Party Room located in the basement). Wheelchair access. Please bring your own bags. Please call the number listed above for further details.
HART HOUSE
http://harthouse.ca/
Telephone: 416-978-2452
Said to be a place for the mind, body, and soul on campus.
Hart House is a unique recreational, social and cultural center on campus. It offers clubs, hobbies and activities to interest just about everyone. Located at 7 Hart House Circle.

CENTRE FOR INTERNATIONAL EXPERIENCE (CIE)
https://studentlife.utoronto.ca/department/centre-for-international-experience/
Telephone: 416-978-2564
The Centre for International Experience (CIE) is located at 33 St. George St., across the street from the Koffler Student Services Centre. All members of the U of T student community are invited to use the facilities and services and to take part in programs there.

Specialized services for international students are available, in addition to cultural events and study abroad opportunities for all students. Recognized U of T groups may reserve rooms at CIE for their events. The Centre’s ground floor rooms are also open to students for casual use.

Events are regularly updated at https://www.studentlife.utoronto.ca/cie/event-listing.

CIE Building Hours:
Sept—June: Mon – Fri, 9 am—8 pm
July-August: Mon – Fri, 9 am—4:30 pm
Hours subject to change without notice. Please phone to confirm hours. General inquires can be directed to cie.information@utoronto.ca.

Some programs offered by the CIE:
- Language Learning Community Programs: On-going conversation circles and events
- Intercultural Learning Workshops and Events (https://www.studentlife.utoronto.ca/cie/ilp)
- Newsletter: All registered international students receive the “9 new things that you might not know (International Edition)” newsletter, which highlights events and programs happening on the St. George campus each week.
- International Opportunities: Students interested in completing coursework or conducting research abroad as part of their degree can contact CIE (https://www.studentlife.utoronto.ca/cie/international-opportunities)
- Orientation events for International Students: In August and September, the CIE provides an extensive program of orientation events for new students (https://www.studentlife.utoronto.ca/cie/orientation)
- Throughout the year, an immigration advisor is available to assist with temporary residence immigration questions (study permits, work permits, entry visas). (www.uoft.me/immigration)
- International Transition Advisors can help address other concerns (health insurance, taxes, questions about Canada, cultural and academic adjustment, etc.).
- A transition advisor also holds advising hours at 35 Charles Street West in the building lobby. Visit www.uoft.me/transitionaladvising for days and hours.
- The University Health Insurance Plan is a mandatory health insurance plan for all international and exchange students at U of T (https://www.studentlife.utoronto.ca/cie/uhip)
To obtain a Social Insurance Number (SIN), eligible students can go to a Service Canada office (or visit a SIN Clinic at CIE) with the appropriate documentation. Visit https://www.studentlife.utoronto.ca/cie/working-canada for more information.

MEDIATION
https://www.utsu.ca/services/food-bank/
Mediation is a way of resolving disputes. It provides a forum in which people can work through conflict, with the assistance of an impartial third party. The U of T Mediation Project is offered in partnership with St. Stephen’s Community House and is free to all U of T community members. Four out of five mediation cases result in an agreement. Call St. Stephen’s Community House at 416-926-0221 or pick up a brochure at the Student Housing Service in the Koffler Centre.

MULTI-FAITH PRAYER SPACES ON CAMPUS
https://www.utsu.ca/services/food-bank/
staff and faculty, the University of Toronto has designated a number of facilities across the St. George Campus for use by groups and individuals of all faiths to conduct prayers, meditation or other practices. Space is available at the Sussex Club House, Hart House, and OISE/UT.

SAFETY.UTORONTO.CA
http://www.safety.utoronto.ca/
Several U of T offices have created this website that acts as the first door to other resources and services, both on and off-campus.

The site provides student, staff and faculty with information on a number of tri-campus resources relating to safety programs and services, as well as emergency resources for those requiring immediate assistance.

Listed services and resources include:
Campus Police
Community Safety Office
24-hour Off Campus Crisis Resources
Emergency Housing Services
Work Alone Program
Assault Counselling
Safety Abroad Program
U of T Health & Wellness Services
Sexual Harassment Office
WalkSafer Programs
Self Defence Programs

The website also holds information on the Presidential & Provostial Advisory Committee for the Prevention & Response to Sexual Violence such as updates on the committee work, membership, and resources for victims of sexual assault and guidance for those that may be supporting a disclosure of sexual violence.
SEXUAL HARASSMENT OFFICE
https://safety.utoronto.ca/sexual-violence-sexual-harassment/
Telephone: 416-595-9618
The University’s Sexual Harassment Office is located at 40 Sussex Avenue, 3rd Floor. The office is open Monday through Friday 8:30 am to 4:30 p.m. They provide information, referrals to resources and offices, mediation services, and education on sexual harassment.

STUDENT HOUSING SERVICE
https://studentlife.utoronto.ca/department/housing/
Telephone: 416-978-8045
The main Housing Service office is located in the Koffler Student Services Centre (214 College St.) From September to June inclusive, the office is open Monday – Friday from 9:00 a.m. to 5:00 p.m. During July and August, the office is open Monday – Friday from 9:00 a.m. – 4:30 p.m.

A number of publications and information sheets are available in office.

Off-Campus Housing Advertisements
Housing Services maintains a current registry of rental housing and is the place to go if you need to begin a search for rental housing in Toronto. The advertisements are available online at https://studentlife.utoronto.ca/department/housing/ and can be accessed by using your UTORid. Please note: off-campus housing is usually advertised one or two months before it is available.

Emergency Housing
Telephone: 416-978-8045 ext. 0
Housing Services also provides assistance to students who are experiencing a temporary housing crisis, which might involve domestic violence, financial difficulties, eviction, or family/relationship problems.

SWAP SHOP
http://www.fs.utoronto.ca/building-services-trades/recycling-services/swap/
The Swap Shop is free to U of T community members - Desks, chairs, tables, filing cabinets, computers, bookcases, etc. Open Wednesdays from 12:00 noon to 2:00 pm, it is located at the northeast corner of Spadina and Russell Streets in the basement of South Borden Building, 487 Spadina Avenue. If you have any surplus equipment or furniture in reasonable condition, call the Waste Reduction and Recycling Hotline at 416-978-7080. Remember – it’s not waste until you WASTE it.

WOMEN AND TRANS PEOPLE’S CENTRE
https://www.ulife.utoronto.ca/organizations/view/id/126302
Telephone: 416 287-7024
The University Women and Trans People’s Centre is located at 563 Spadina Ave., and is open 1:00 pm to 6:00 pm Monday to Friday. The Centre is open to all women with any association with the University (including the wives of students), and acts as a resource and referral centre, drop-in centre, and communication network. They also run a food bank and give away some clothing. Call 416-978-8201 for further information.

SMOKING BY-LAWS
Smoking is not permitted in any of the public areas of 30 & 35 Charles Street West, including the main lobby, elevators, hallways, and stairwells. If you moved in after January 2013, you are living in a non-smoking apartment. It is also not permitted in other public areas of the university, classrooms, libraries, labs, offices, etc. The term “smoking” means inhaling, exhaling, burning or carrying any lighted cigar, cigarette, e-cigarette, vapourizer, bong, joint, smoking tobacco, cannabis, or any drug in any form is prohibited in any manner or in any form.
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