

Tenant Issues

Civida is committed to eviction prevention and will work with tenants as much as possible to manage problematic behaviours and educate about tenant responsibilities and the rules tenants must follow to avoid eviction.

All tenants have the right to peaceful enjoyment of their homes. That means that all tenants must behave respectfully and responsibly in their home. Civida will investigate complaints about tenant disputes and social issues, including but not limited to: neighbour relations, nuisance behaviours, and noise disturbances.

Tenants are required to maintain some responsibilities and rules as part of their tenancy. These rules and responsibilities can be found in:

- Section 21 of *The Residential Tenancies Act*

Tenant Responsibilities and Rules

- Section 4(2) of the *Housing Accommodation Tenancies Regulation* (Community Housing tenants only)
- Section 2 of the *Subsidized Public Housing Regulation* (for Near Market and Mixed RGI tenants only)
- *Social Housing Accommodation Regulation* (Community Housing tenants only)

- The residential tenancy agreement (lease)
- Any applicable addendums and signed agreements -Civida tenant policies (on our website and in hard copy in your move in package)

Lease Signing

At the time of lease signing, the Housing Clerk and Investigator will go over these rules and responsibilities, including but not limited to:

- Rent payment;
- Tenant parking;
- Utilities;
- Annual income review;
- Changes to household composition;
- Smoking policy;
- Cannabis policy;
- Medical Cannabis policy;
- Pet policy;
- Service Dog policy
- Absences;
- Guests and Visitors;
- Additional bedrooms;
- Outdoor spaces;
- Condition of unit;
- Pest control; and
- Crime Free Multi-Housing Program policy and addendum.

What happens if I am non-compliant?

Civida will work with the tenant to address the problematic behavior and ensure all tenants are aware of their responsibilities and rules that tenants must follow.

Depending on the severity and frequency of the tenant dispute, social issue or non-compliance, Civida may issue a warning, a fine, or a Notice to Terminate.

If a tenant or any guest of a tenant breaches any of the items listed in section 21 of the Residential Tenancies Act, this will be considered a substantial breach and will result in a Notice to Terminate.

Notice to Terminate

A written document that the landlord or tenant serves on the other party to end the tenancy. There are different kinds of notices that Civida tenants may encounter:

14 Day Notice

If a tenant commits a substantial breach of the tenancy agreement, the tenant may be served a 14-day notice to terminate the tenancy (*Residential Tenancies Act*, section 29 (1)).

24 Hour Notice

If a tenant significantly damages their home or the common area of the building, or physically assaults or threatens to assault the landlord or another tenant, Civida may serve a 24-hour notice to terminate the tenancy.

90 Day Notice

If a tenant is no longer eligible for subsidized public housing or misreports or fails to report income on other information required under their tenancy agreement, the tenant may be served a 90-day notice to terminate the tenancy (*Subsidized Public Housing Regulation*, section 2 and *Residential Tenancies Act*, section 8 (1)(b)).

If the Notice to Terminate is for non-pay of rent only and the rent is paid before the 14th day of the month, the notice will become void.

If tenants have questions about their responsibilities, the rules of their tenancy, or concerns about another tenant's behaviour, contact Civida.