



TENANT HANDBOOK



Office Hours at 9th Floor Provincial Building: 8:30AM – 4:00PM

By Phone Contact Hours: 8:30AM – 4:30PM

Phone Number 24/7: 780-799-4050

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WELCOME TO WOOD BUFFALO HOUSING

Dear Tenant,

It is our pleasure to welcome you as tenants with Wood Buffalo Housing (WBH).

Please refer to this handbook for general information about your tenancy. If you require more detailed information about a particular item, please contact our Administration Office at 780-799-4050. The Property Administrator is available to help you with any concerns you may have about the maintenance of your unit during regular offices hours – Monday to Friday 8:30 a.m. to 4:30 p.m.

Thank you for choosing WBH. We hope you will enjoy living with us.

OUR PROGRAMS

WBH is a not-for-profit, arm's-length, Part 9 subsidiary of the Regional Municipality of Wood Buffalo (RMWB). We collaborate with numerous stakeholders in the region, including tenants, community groups, non-profits, industry and government to pursue safe and sustainable housing solutions for all tenants of our community.

WBH currently provides **1325 units** of housing across the RWMB which includes Fort McMurray, Anzac, Conklin, Janvier, and Fort Chipewyan.

We have numerous programs available to tenants of Wood Buffalo, including:

- **Community Housing** – social housing units, deficit-funded by Province.
- **Next to Market Housing** –. This portfolio accounts for approximately 90% of WBH's portfolio and consists of 1191 units, spread over 16 properties and units in Fort McMurray, Conklin and Janvier and Fort Chipewyan
- **Seniors Self-Contained** – independent living for seniors', deficit-funded by the province.
- **Seniors Lodge** – licensed supportive living facility with 24-hour non-medical staffing, deficit-funded by the province.
- **Rent Supplement** – a rental subsidy provided by the province under two programs:
 - Rent Assistance Benefit (RAB);
 - Temporary Rent Assistance Benefit (TRAB).
 - Households can use this benefit at any rental property from any landlord throughout the RMWB.

MOVING IN

Move-in Date

If the lease begins on the first of the month, tenants may move in up to five working days before the first without additional charges provided:

- The tenants have signed their lease, paid their rent and security deposit and provided a copy of their

- tenant insurance;
- The rental premises is ready for occupancy and does not require any cleaning or repairs.

Proof of Insurance

- The tenant must purchase tenant's insurance before they can move-in, and they will provide this to the Property Administrator. It is the responsibility of the tenant to ensure their insurance remains valid and does not expire during their tenancy with WBH. If an incident occurs in the unit and the tenant is deemed responsible, the tenant must pay for all damages. Insurance is essential in these instances.

Check-in Inspection

New tenants must arrange an appointment to do their check-in inspection. The Tenant and the Property Administrator will go through the rental premises together and note the condition on the **Accommodation Inspection Report** which is signed by both the Tenant and the Property Administrator.

It is very important that tenants make sure any required cleaning and/or repairs are written on the **Accommodation Inspection Report**. If cleaning and/or repairs are needed, but are not recorded, the tenant could be held financially responsible for these items at some point during their tenancy or when they vacate.

If the tenant does not agree with the move in accommodation inspection report as completed by the Property Administrator, they should notify the Administration Office, in writing, within five (5) days at info@wbhousing.ca.

The tenant will receive the pink copy of the report for their files.

When a tenant moves in Wood Buffalo Housing will provide the following:

1. Keys
2. Mail box information
3. Parking Stall
4. Laundry Cards or Key
5. Intercom Code

Keys

Tenants receive keys to their rental premises and to their mailbox for tenants living in apartments when they complete the move in. For those tenants moving into a one bedroom at 115 Riverstone Ridge, they will also receive keys to a storage locker if required.

Mailbox Keys for Apartment Buildings

Tenants moving into apartments will receive a mailbox key and provided the mailbox number associated with their unit number.

Mailbox Keys for Townhouses

Tenants moving into townhouses will be required to take their lease to Canada Post to receive their keys.

Parking Stall

The Property Administrator will assign a parking stall at the move in appointment and a parking pass will be issued. Parking costs \$25/month per stall.

Laundry

Tenants will be required to pay a monthly fee for laundry at Shores - 210 Millennium Gate to access the laundry facilities.

Tenants will be provided with reloadable laundry cards on move in for the following properties:

- 257 and 261 Siltstone Place
- 115A and 115B Riverstone Ridge

On request, tenants will be provided with laundry cards for the following properties:

- 100A and 100C Gordon White Ave
- 204B and 204C Sandpiper Place
- 103B and 103C Powder Drive
- 185A and 185B Parsons Creek Drive

Laundry card replacement is \$10 per laundry card.

Intercom Code

Tenants living in apartment buildings will be provided with an intercom code. When someone buzzes through to the unit using this code, the tenant will press “9” on their phone. These codes are associated with the phone number provided by the tenant. There can only be one phone number assigned to the intercom code.

MOVING OUT

Rental Notice

Tenants must give notice they are moving out in accordance with the terms of their lease.

Giving Notice to Move

Notices to move out must be in writing. The Notice may be hand delivered at the Administration Office, emailed to info@wbhousing.ca or faxed to 780-799-4026.

Cleaning List

A Checklist for Vacating Residence is included in **Appendix A – Notice to Vacating Tenants** of this document. This list can be used to determine what needs to be cleaned or repaired before the tenant vacates.

Move-out Inspection

Tenants must contact the Administration Office to arrange a time to complete a move- out inspection. They will go through the rental premises together and note the condition on the **Accommodation Inspection Report**. Any needed cleaning and/or repairs will be recorded. Tenants also return their keys, laundry cards and parking pass at this time.

Charge-back for repairs

The tenant is responsible to pay for any damage that is a result of their own actions/behaviours. The unit should be returned to the landlord in the same condition under which was stated in the accommodation inspection report. Costing for the chargeback for repairs is included in **Appendix B – Tenant Chargeback List for Repair**.

Security Deposit Refund

After a tenant moves out, the security deposit will be returned, with interest if:

- The rent is paid up-to-date, in full;
- There are no charges on the move-out Accommodation Inspection Report for cleaning and/or repairs;
- There are no unpaid charges on the tenant's account for rent, maintenance, parking and/or utilities;
- Keys, parking pass and laundry cards are returned
- There are no other outstanding charges.

A security deposit refund or a statement of account is sent to the tenant within ten (10) days after they vacate. Tenants are asked to provide WBH with their forwarding address to ensure they receive their refund promptly.

MAINTENANCE

Landlord Responsibilities

Normal Maintenance

WBH is responsible for maintenance of the premises. If you have a maintenance issue, a Maintenance Request should be completed either online through the tenant portal at www.wbhousing.ca, via phone at 780-799-4050 or through email to maint-support@wbhousing.ca. A detailed description of the problem should be sent as well as giving your permission to enter your unit in your absence. Maintenance is categorized as follows:

Low – response time within two – four weeks – this would include:

- Repair screens
- Repair or reinstall closet doors
- One burner on stove not working
- Kitchen cabinet doors/hardware needs repair/replacement

Medium maintenance – response time within one - two weeks – this would include:

- Outlet not working
- Toilet seat

High maintenance – response time within 1-5 business days – this would include:

- Stove not working
- Fridge not staying cold
- Windows not closing properly

Urgent maintenance – response time within 24 hours – this would include:

- Clogged toilet
- Leaks and plumbing
- No heat
- Fridge not working at all
- Door locks not working
- Smoke detector not working

We try our best to meet these service levels, but this will be conditional on staff resources and priority.

Emergency Maintenance

Emergency maintenance issues include items such as:

- Fire
- Flood
- Broken pipes (NOT clogged toilets where there is more than one bathroom in the unit)
- Electrical short circuits
- Life Safety

Make sure the issue being reported is an EMERGENCY before contacting Wood Buffalo Housing. If an Emergency is after hours, call 780-799-4050. The Answering Service will ask you for your name, phone number and a detailed description of the problem. If it is deemed an emergency, the Answering Service will take the necessary action. If it is not an emergency, the Answering Service will ask you to call the office on the next business day.

Tenant Responsibilities

Tenants are responsible for the upkeep of their unit. They are expected to keep their home clean and in reasonable state of repair. If tenants or their guests cause damage, the tenants are required to pay for the repairs. Tenants failing to report maintenance concerns to their Property Administrator (i.e. leaky taps, running toilets) will be charged for any damage to their unit caused by unreported maintenance concerns and any damages to other units affected by these concerns for example leaks.

Charges are as follows:

- Repairs by WBH Maintenance - \$50.00 per hour plus GST
Minimum charge is 1 hour.
- Removal of Garbage from steps/exterior of premises - \$50.00 per bag plus GST
- Removal of snow and ice from sidewalks & parking stall - \$50.00 per hour plus GST
- Repairs or snow/garbage removal by Contractor(s) - determined based on the work completed and rates charged by the contractor(s)

Air Conditioners

Window-type air conditioners are **NOT** permitted. If you require an air conditioner WBH recommends you purchase a floor model type that cannot be seen or cause damage to the exterior of the building.

Alterations

NO alterations such as painting, wallpapering or redecoration, installation of carpet, finishing the basement, adding fencing or installing a shed, may be done without the written consent of the Landlord.

The tenant will reimburse WBH the cost of any repairs to return the property to the original state or condition, which are a direct result of alterations made by the tenant. All repairs will be professionally completed. WBH will charge the tenant the cost of repair which will include, parts, labor, material, and any contractor fees. Any administrative costs associated with this repair may be charged to the Tenant at the discretion of the Landlord.

Balconies

Balconies are to be kept clean and free of garbage. Tenants are not permitted to sweep or throw objects from their balcony. You may not store boxes or other belongings (other than seasonal furniture and barbeques) on the balcony. With prior approval, you will be able to store your tires on the balcony if there is no other storage space on the property. Household furniture, satellite radio and TV systems are not permitted on

balconies and items may not be placed or hung over the balconies.

Barbeques and Smokers

Due to the increase in BBQ incidents, the Fire Department will be charging the owner of a building (WBH) a “cost recovery fee” of \$1,500 for any incident found to be the result of a BBQ installed in contravention of the Fire Safety Code. This fee will then be passed on to the tenant of the unit responsible for the incident.

The Safety Code states BBQs must:

- Be equipped with a **maximum** of one (1) 20 lb. propane canister per installation;
- Be one (1) meter (3 feet) from building openings such as doors and windows;
- Be three (3) meters (10 feet) from any source of ignition; and
- Be one (1) meter (3 feet) away from any combustible surfaces unless otherwise directed by the appliance manufacturer’s instructions.

Apartment Tenants - when taking a propane canister to your unit, you **must** ensure there are no other passengers in the elevator.

Charcoal BBQs and smokers are **NOT** permitted on the properties.

Breakers

A circuit breaker is located:

- Apartments – in the storage area of your unit
- Townhouses – either in the storage area or basement of your unit

“Breaker” is another word for fuse. Some people are uncomfortable with breakers and fuse replacement. As all circuits are grounded, there is little or no danger. If you are uncomfortable or do not understand what to do, contact the Administration Office.

The breaker is a switch located in the main electrical panel. On occasion, a fuse in the kitchen range may blow but actually the breaker has been tripped. Prior to calling the Administration Office, the breaker should be checked. If the breaker trips, it must be reset like a light switch – flipped off and on. Some breakers do not flip all the way over when they trip, and it is difficult to determine whether they have tripped or not. It is best to turn all breakers to “off” and then turn them all “on” again.

If a breaker will not reset, it may be a result of:

- an overload still on the lines,
- faulty kitchen or another appliance is still plugged in (It is best to disconnect small appliances before trying to re-set the breaker),
- or a weak breaker. If this is the case, contact your Site Office.

If, during the winter months, your outside plug-in does not work, it may be because water (or melted ice) has entered the plug-in and tripped the breaker. If the breaker has tripped, try resetting it and plugging your vehicle in again. If the breaker continues to trip, contact the Administration Office.

Ceiling Fans

Tenants must request written permission from Wood Buffalo Housing to replace light fixtures with ceiling fans. Ceiling fans must be installed by a qualified electrician and tenants must provide verification to Wood Buffalo Housing that a qualified electrician did complete the installation.

Christmas Trees

Because a live Christmas tree is considered a potential fire hazard, tenants are prohibited from having a live Christmas tree in their unit. Tenants are permitted artificial trees.

Combustibles

No combustible material or flammable liquids shall be kept on the premises except in small quantities and in containers approved for this purpose.

Common Areas

Common-use areas (those areas not directly associated with your unit) are the responsibility of WBH. Your assistance in helping us keep those areas as clean as possible is appreciated. If you see acts of vandalism or where other tenants are not cleaning up after themselves, please report it. With your cooperation, the entire property will benefit.

If tenants or their guests cause damage or keep the property unclean, the tenant will be responsible for all charges associated with the cleanup.

Children are not permitted to play in the common areas of the building or in the parking lot. There are playgrounds on the property or in close proximity. If children are found playing in the common areas, tenant's will be given warnings and this continued behaviour can lead to an eviction.

Decorating

The tenant will not drive nails, screws, hooks, etc. into or otherwise damage the walls, floors, ceiling or woodwork of the premise.

Holiday outdoor decorations are permitted as long as the tenant does not drive nails, screws, hooks, etc. into or otherwise damage the exterior or interior of the property. All decorations must be removed within two weeks of the end of the holiday. Any decorations remaining will be removed by Wood Buffalo Housing at the tenant's expense.

Exercise Equipment

Due to their weight which can result in damage to the unit's flooring, tenants are not permitted to bring free weights or fitness equipment machines such rowers, elliptical machines, treadmills into their units.

Flooring

Tile Flooring - To maintain the tile floors in your unit, the following should be used as a guide:

- Normal daily cleaning is recommended;
- Never use harsh detergents, dyes or solvents — hot (not boiling) water and dish liquid works great;
- Never use scouring pads;
- Never use excessive amounts of water or let water sit on the floor for long periods of time;
- Use a good quality floor finish or wax following the directions on the container. Suppliers of flooring products will assist you in choosing the best product to use.
- Use casters or coasters under heavy furniture.
- If you have tiles that are lifting or need repair, please contact the Administration Office.

Carpeting - You are expected to vacuum the carpet on a regular basis. When moving out you must have the carpet professionally steam cleaned. If not, Wood Buffalo Housing will arrange to have it professionally steam cleaned with the cost charged back to the tenant.

Fire Pits and Propane Fireplaces

Fire pits are not permitted on the balconies of any of our buildings, as well as propane fireplaces. Propane fireplaces are permitted in a backyard of a townhouse.

Furnace - Townhouses

Townhouses - You are responsible for changing the filter in your furnace on a regular basis. It is recommended that you do so at least once per month in the winter. The furnace in your home is a high efficiency unit and air-tight. Clogged filters will cause damage and may result in failure. Should a technician identify a clogged filter to be the cause of the failure, you will be assessed the cost of the repair. Immediately report any noise coming from the furnace or loss of heat to the Administration Office.

Garbage and Recyclables

You are responsible to dispose of your garbage properly. Please obey the following rules:

- Do not store garbage in your unit for prolonged periods of time. This will result in unpleasant odors.
- Do not store recyclables in your unit or on your balcony. This will attract unwanted pests.
- Garbage bins are located on the corner of the parking lot.
- All garbage must be bagged before it is placed in the collection bin.
- Pick up overflow refuse.
- Garbage bags found in common areas or outside the waste container will be searched and a \$50.00 + GST fee will be charged to the owner, plus a \$15.00 administration fee.
- Do not depend on the garbage removal service to dispose of large items such as mattresses, couches, batteries, tires and miscellaneous car parts. **Removal of these items is your responsibility. If Wood Buffalo Housing has to remove these items, it will be charged back to the tenant.**
- If children take the garbage out, they must be shown where to place the bags. They should not leave the bags on the ground beside the garbage bin.
- Garbage or recyclables may not be left on the balcony, around the doors or patio, in the yard or in the parking stall.

Hazardous Conditions

Tenants must tell the Administration Office immediately if they know of or find any hazardous or dangerous conditions on or in the vicinity of the rental property.

Keys

Duplication by the tenant of keys provided by the Landlord allowing access to any portion of the building which the unit forms a part of and/or distribution of such keys to any other person is strictly prohibited. The tenant will reimburse the Landlord any costs associated with the changing of locks due to duplication of keys by the tenant. The cost to replace lost or stolen keys will be charged to the tenant.

Key replacement is \$25 per key. Lock change is \$200 per replacement.

Kitchen Range

The kitchen range provided is a standard model and requires certain care and attention by you.

- Do not attempt to clean the appliance with steel wool or a strong scouring powder. This will scratch the surface enamel.
- Do not overheat. Use only the temperature required for cooking your food.
- Clean the oven on a regular basis.
- Do not use tin foil or aluminum in the oven to protect it from grease. The heat balance will be disturbed, and food will not cook properly.
- Use caution when removing the burners to clean the pans. They can be damaged if treated roughly.
- **IMPORTANT: The oven will not operate if the oven timer has been left on "automatic".** The timer must be turned off **automatic** before the oven will come on when turned to normal. If a maintenance call is placed and the problem is due to the timer being set to automatic, you will be charged a \$50.00 service fee + GST.
- The range hood must be cleaned, and the filter changed regularly.

Kitchen Range Fuses

The kitchen range has a row of fuses built into it. These fuses are located in three basic locations depending on the make and model of your range.

- Type I: Fuses are located just above the rear burners and can be seen if the plate is removed. The two screws at the bottom of the console (raised back) are removed. If a fuse is blown, you will require a screw-type fuse. A blown fuse will need to be replaced with the IDENTICAL type i.e. 15-watt, 20 watt etc. If the fuse blows again within a short time, please notify your Site Office.
- Type II: Fuses are located immediately above the pot-and-pan drawer.
- Type III: Fuses are located at the top of the console (raised back) and can be located by removing the chrome cover. These tend to be difficult to get at the first time.
- **REPLACEMENT OF FUSES IS THE TENANT'S RESPONSIBILITY.**

Locks

Tenants may not change the locks or place extra locks on the doors. If a tenant does happen to lock themselves out of their unit, they will be required to call a locksmith. Due to safety concerns, maintenance staff are not permitted to unlock unit doors after hours as they are not able to verify your occupancy status.

Outside Taps

Tenants in townhouse units are required to shut off the water to the outside taps and drain the lines for the winter season.

Parking Stalls

- Parking stalls are assigned when the tenant moves in and shall park their vehicle in the space assigned.
- Tenants acknowledge that any vehicle stored in their parking stall, they do so at their own risk.
- Tenants are not permitted to perform repairs or maintenance to vehicles in their parking stall or anywhere on the landlord's property.
- Parking stalls are not to be used for parking campers, travel trailers, quads or RV's. Any such vehicles parked or left on the premises will be removed at the tenant's expense. Any tenant parking their vehicle in an unauthorized area will have their vehicle removed at their expense.
- Unlicensed, unregistered and/or inoperable vehicles are not permitted. Vehicles with flat tires, broken windows, mirrors or lights, leaking fluids, detached or hanging bumpers or any damage that is deemed dangerous, are not permitted. If the tenant does not rectify the problem or does not remove the vehicle, **it will be towed at the owner's expense.**
- Visitors and guests may use visitor parking. They may not park in other tenants' parking stalls unless they have permission to do so.
- Tenants are asked to try to keep their vehicle parked in the center of their stall.
- During the winter months, tenants are responsible for the removal of snow from their parking stall.

Wood Buffalo Housing provides courtesy snow removals in wintertime for parking lot and the tenant's stall. A notice will be provided prior to snow removal. It is the tenant's responsibility to ensure their vehicle will be removed. If your vehicle has not been removed and is towed from your stall any damage to the vehicle during towing, please contact your Insurance company to start a claim. If there are any charges associated with towing the vehicle will be the tenant's responsibility.

Payment Options

A tenant can make payment at the Administration Office or online. Available options to pay online are:

- Rent Café – Online Tenant Portal (See **Appendix C - Instructions To Set Up Online Payments** on how to sign up to the tenant portal).
- Debit Card through the Online Tenant Portal
- Bill Payments available through most major financial institutions
- Credit Card through the Online Tenant Portal

- Electronic Fund Transfer – Form is included in **Appendix D – Tenant’s PAD Agreement**

Available options to pay at the Administration Office are:

- Debit Card
- Cheques
- Money Order
- Draft
- Cash but this is only in exceptional circumstances. We do not recommend cash payments.

Refrigerator

- The refrigerator provided is a standard frost-free model and requires certain care. There is no need to defrost the unit.
- **Never chip the ice out of the freezer compartment with a sharp object.** A punctured evaporator is expensive, and the cost is charged back to the tenant.
- The dials should be set at (4) and (3) which are normal settings.
- **Never** use steel wool or strong scouring powders to clean the exterior or interior surfaces.
- **Do not use force** to close the freezer compartment door.
- **Never** leave the doors closed when the refrigerator is turned off.
- **Do not** overload the refrigerator. It needs proper air circulation to work effectively.
- **Do not** place hot items in the refrigerator. Let food cool to room temperature before placing it in the refrigerator.
- **Do not** load the refrigerator with a lot of items and expect them to cool immediately. The refrigerator cannot handle large loads suddenly.
- The refrigerator **MUST** be pulled out and the coils on the back thoroughly vacuumed on a regular basis. Report any problems beyond your control to your Site Office.

Repairs to Rental Premises

Tenants can do some minor repairs themselves including changing light bulbs and furnace filters.

Tenants may be charged for call-outs and repairs in the following situations:

- the tenants, or people allowed on the premises by them, caused the problem;
- the contractor determined there was nothing wrong.

Satellite Dishes, Radios and TV Antenna and Towers

Satellite dishes, telephone, radio or TV antenna and towers may not be erected, installed or attached to the building or fence.

Signs/Advertising

Tenants may not place signs, placards or notice plates for advertising purposes anywhere in the rental premises or on or about the property.

Smoking/Marijuana

Smoking is not permitted in your unit, in the building or on the balconies. This includes marijuana. Smoking is only permitted in designated smoking areas and not within 10 feet of entrances/exits.

Tenant are not permitted to grow marijuana plants on the property.

Snow Removal/Parking Lot Sweeps

Townhouse tenants must keep their sidewalks, steps and parking stall free and clear of ice and snow. WBH is responsible for all walkways in the common areas.

Thermostat

The thermostat in your unit should be set in the 70 degree Fahrenheit (20 degree Celsius) and 72 degree Fahrenheit (22 degree Celsius) range.

Toilets

Tenants should have a good toilet plunger and should use it if the toilet becomes plugged or backs up. Tenants will be charged the full cost of the service call if a plumber is called out and only need to plunge the toilet to clear it. The minimum cost is \$150.

Water

Water must not be left running unless in actual use. To prevent flooding, shower curtains must be left inside the tub.

Windows

The Tenant will use the window coverings supplied by the Landlord. The tenant is permitted to hang curtains in the unit as long as they are acceptable to the landlord. The tenant is not permitted to hang any other coverings like sheets, blankets, tarps or foil on the windows. If windows are left open, you will be responsible for any damage caused to the plumbing due to freezing or damage to walls and floors due to rain.

Wiring

No wires or electric lights, television or radio connections are to be added to the premises. The position of the existing wires must not be altered. The telephone must remain at the location provided in the premises.

Yards

Townhouse tenants are required to keep both the front and back yards clean and tidy. Laundry, rugs, mats, clothing and bedding must not be hung from the fence. During the summer season tenants must cut and water their grass and lawns. Flowers, hanging plants or other objects may not be placed on the fence.

INSURANCE

All tenants must obtain insurance on their personal property as well as maintaining adequate general liability insurance to cover legal claims against the tenant or members of the tenant's household. Tenants must provide Wood Buffalo Housing with a copy of their current insurance policy annually.

APARTMENT FIRE SAFETY

Fire Alarm System

Apartments - Your unit has a professionally installed strobe and bell designed for the fire alarm system. Should this alarm go off, you may silence it, but the light will continue to flash. If there is not a fire in your unit and you cannot determine why the system is alerting you, contact the Administration Office. This system is not to be tampered with under **any** circumstances and **is not to be used to hang pictures etc.** The strobe and bell were installed for **your** safety and we ask that you treat it with care and respect.

You also have a smoke detector in your unit. The smoke detector is there to warn you. It will automatically sound the main fire alarm and the Fire Department will respond. You must be prepared to act on your own to protect yourself. **Fire drills are performed every six months.**

Smoke Detectors - Your unit is equipped with a smoke detector, which is designed to give you warning of a fire or smoke build up. When the alarm sounds, it will continue until the situation ceases. It will automatically sound the main fire alarm and the Fire Department will respond. You must be prepared to act on your own to protect yourself. **Fire drills are performed every six months. The Smoke Detector MUST NOT be tampered with.**

Reasons your Smoke Detector may alarm

- fire;
- mechanical failure in the smoke detector;
- excessive smoke caused by several people smoking in your unit;
- food burned by a kitchen range, toaster or other electrical appliance;
- tampering with the unit or accidentally hitting it;
- inadequate maintenance/cleaning of the unit;
- other abnormal conditions.

Action to be taken if the Alarm sounds:

- Immediately check to see if there is a fire in your unit. If so, evacuate everyone immediately. **CLOSE YOUR UNIT DOOR BEHIND YOU!**
- If you decide to go to the balcony, get a wet towel beforehand and place it on the floor under the balcony door. The Fire Department will get you from the balcony.
- Call the Fire Department immediately by calling **9-1-1**.
- If there is no fire, try to determine the cause of the alarm.
- To silence the alarm, open a window and the front door to clear the air. The alarm should then reset itself.
- **If Awoken from a Sleep** evacuate everyone from your dwelling immediately. **DO NOT WAIT. GET OUT.** Once out, close the door behind you and call the fire department immediately. **DO NOT TAKE ANY CHANCES.**
- A fire evacuation route has been given to you.

BASEMENTS - TOWNHOUSES

The basement is not to be used for sleeping purposes. The windows and/or window wells (if any) do not meet the minimum housing and health standards to permit bedrooms in the basement.

Basements may be used for storage purposes at the tenant's own risk. In the event of a flood or sewer back-up, the tenant is liable for damages to their personal property. It is recommended that all stored items be placed on shelving elevated from the floor.

ELECTRICITY/GAS/WATER

Tenants are required to pay for electricity, water and gas to their unit, unless an alternate arrangement is specified in their lease agreement.

EXTENDED ABSENCES

On occasion tenants need to be absent from their premises for extended periods of time. Before leaving, tenants must contact Wood Buffalo Housing to report their absence and to provide a plan for monitoring in their absence. The tenant must arrange for someone to check on their rental unit daily during their extended absence and provide, in writing, the individual's name, address and contact phone number(s) to the Property Administrator. The individual appointed must also be approved by Wood Buffalo Housing, so it is important to let your site Property Administrator know of an upcoming extended absence as soon as possible.

FAMILY MEMBERS

Tenants must submit a written request to the site Property Administrator to add or remove any family member(s) or other occupants to or from their lease agreement. A [Change of Information Form](#) is required to add or remove persons to or from the premises and must be signed by both parties. The form must be submitted to the Property Administrator before the last day of the month in which the change occurred.

In the case of removing a lease signer from the agreement, both parties named on the lease must sign a [Tenantial Tenancy Change Agreement](#). There must be no rental arrears or outstanding debts to the Landlord and the tenant's insurance must be updated.

HOME-OPERATED BUSINESSES

To operate a home business, tenants must first obtain written permission from Wood Buffalo Housing. Tenants must submit a letter outlining the type of business, indicating whether there will be increased traffic to the rental property, and advising whether products and flammable or dangerous goods will be stored at the rental property. If approved, tenants must have business insurance in place and must abide by the regulations in their lease agreement and by any applicable municipal bylaws.

INJURY

Tenants must notify their site Property Administrator immediately if anyone, including the tenant, a family member, or a guest is injured on or in the vicinity of the rental unit.

PERSONAL INFORMATION

Personal information, including information about gross household income, income of each member of the household, assets of the household and characteristics and composition of the household is required to assess eligibility for the various housing programs to determine rent, and the type and size of housing unit required. Information is protected by the privacy provision of the *Freedom of Information and Protection of Privacy Act*.

PETS

All our units are pet friendly, within reason exercised by the Wood Buffalo Housing. For example, we will not permit a tenant living in a one-bedroom unit to have multiple large breed dogs. There is a separate pet application that tenants must complete prior to moving a pet into their unit. Fish tanks, 5 gallons or less, is permitted.

The pet fee is \$25 per month per pet. It is important that tenants make Wood Buffalo Housing aware prior to acquiring a pet to ensure that they are acceptable to be housed with us and to ensure the safety of our staff, especially maintenance staff who would be entering the unit to complete any repairs. All pets must be on leash when leaving the apartment. Tenants will be charged a fee and can be evicted if the pets are found to be off leash in the common areas.

To ensure the enjoyment of the property for all that use it, pet owners must pick up after their pet. Tenant's will be charged for the clean up after their pet. Minimum charge is \$100.

TENANT RELATIONS

Tenants live in rental units with families from a variety of backgrounds. Ideas about acceptable behavior will vary.

Rules and Regulations

It is expected that tenants will follow the rules and regulations of their lease agreement and the *Tenential Tenancies Act*, ensuring they do not interfere with the rights of their neighbours. From time to time, problems do occur. They often involve concerns around noise, parties and parking stalls.

Resolving Issues

If tenants are unable to resolve the issues themselves, they are welcome to contact Wood Buffalo Housing for assistance. The Property Administrators are available to help.

Written Statements

When reporting problems, tenants are asked to submit written statements to Wood Buffalo Housing. The letters should include information about what the tenant knows or what they saw, and the names and address of the people involved in the problem. The letters should be dated and signed. The information is confidential.

SECURITY DEPOSIT

Tenants pay a security deposit before they move in. The security deposit is, at most, the same amount as the first month's rent. The Landlord can deduct money from the security deposit for items the tenant is liable for at the end of the tenancy. This can include rent arrears, cost of repairs for damage caused by the tenant and cost of cleaning for items that are beyond normal wear and tear. The security deposit goes into a trust account until the tenant moves out. Interest is compounded annually and paid out at the end of the lease agreement.

The new interest rate starts January 1st and stays the same for the year. The Security Deposit Interest Rate Regulation includes a formula that sets the yearly interest rate at 3% below the interest rate on November 1st of the previous year for cashable one-year guaranteed investment certificates from ATB Financial.

The interest rate can be found <https://www.servicealberta.ca/interest-chart.cfm>

Return of Security Deposit

After a tenant moves out, the security deposit will be returned, with and applicable interest if:

- the rent is paid up to date, in full;
- there are no charges on the move-out **Accommodation Inspection Report** for cleaning and/or repairs.
- there are no unpaid charges on the tenant's account for rent, maintenance, parking and/or utilities;
- there are no other outstanding charges.

It is important for tenants to give Wood Buffalo Housing their forwarding address when they move so that any refunds can be returned.

UNDER-HOUSED TENANTS

From time-to-time tenants may find themselves living in a unit with less bedrooms than required for the size of their family. In circumstances where the tenants are under housed, WBH requires them to transfer to a more suitably sized accommodation.

The maximum number of occupants per bedroom is 2.

UNIT INSPECTIONS

The Landlord will complete a minimum of two (2) unit inspections per year to ensure the property is being kept in its original state.

WATER BEDS

Tenants are not permitted to bring onto or use in the premises a waterbed.

CONTACTS

Main Administration Office:

9915 Franklin Avenue

Suite 9011

Fort McMurray, AB T9H 2K4

Telephone: (780) 799-4050 or (888) 799-4050

Fax: (780) 799-4025

Email: info@wbhousing.ca

The administration office is open to the public from **8:30AM – 4:00PM**.

Working hours:

8:30 a.m. to 4:30 p.m.

Monday - Friday

Applications Office:

Email: applications@wbhousing.ca

Suite or building related maintenance concerns:

Flooding, power outage, suite repair

Phone: (780) 799-4050

After hours requests:

Phone: (780) 799-4050

Emergency Contact Information:

Fire, police, ambulance: call immediately

Phone: 911



APPENDIX A - NOTICE TO VACATING TENANTS

1. Unit is to be vacant by 12:00 noon on the last day of tenancy.
2. Forwarding address must be given to a Wood Buffalo Housing representative during or prior to the checkout inspection.
3. Please contact your Wood Buffalo Housing office at least 2 working days prior to vacating to arrange an appointment for a checkout inspection. Inspections are made during office hours only, from Monday to Friday. If you wish to waive your right for an inspection, please do so in writing. All attempts to make an appointment will be documented.
4. All extra items installed by you, must be removed. However, sometimes it causes more damage to remove these items than to leave them. Please do **not** attempt to fill holes in walls or repaint. If you are in doubt, please check with the office.
5. It is your responsibility to notify our office if you are unable to dispose of large pieces of furniture. The Security Deposit you paid can assist in disposal of these items. Please refer to the tenant charge back list for cost associated.
6. If vacating in winter, leave thermostat at 15 degrees to prevent freeze-ups.
7. Leave all cable outlets intact. Vacating tenants will be charged for missing cable attachments.
8. Leave all cable, internet boxes and remote controls. For those tenants in units where cable and internet are supplied, vacating tenants will be charged if these items are missing.
9. Return **ALL** keys to the Administration Office. Rent will be charged until all keys have been returned.
10. If vacating a furnished unit, please ensure that **ALL** furniture is in the same condition as when you moved in. If Furniture is damaged, you will be charged accordingly. Please remove pillows from bedroom, as they will be replaced.

PLEASE NOTE:

- All items belonging to the Tenant(s) must be removed from the unit.
- If there are items that you would like Wood Buffalo Housing to dispose of there is a cost associated to this. Please connect with the Property Administrator for the Tenant charge back list.

- The unit must be thoroughly cleaned.
- Any garbage or items left by the Tenant and removed by Wood Buffalo Housing will result in the tenant being charged.
- See attached Cleaning Checklist for Vacating Tenants

CLEANING CHECKLIST FOR VACATING TENANTS

In order to leave the premises in good condition, please clean the following items thoroughly. As vacating tenant(s), Wood Buffalo Housing encourages you to meet “above standards” in cleaning. This will minimize any charges that may occur. You will be charged if Wood Buffalo Housing needs to complete any of the following cleaning:

- Countertops and cupboards
 - cupboards should be completely emptied and washed inside and out
- Linoleum floors and stairwells
 - wash, including under range and fridge
 - wash baseboards
- All doors (both sides)
- All light fixtures – replacement cost is \$50.00
 - replace any broken or burnt-out light bulbs
- Walls
 - washed and left clean - without streaks (including behind fridge and range)
 - remove any wallpaper
 - wash curtain rods
 - painting cost would be a minimum of \$2000.00 based on occupancy of unit

- Professionally steam-clean carpets
 - rental machines are discouraged
 - if not completed, please note the cost for the following size units:
 - 1 bedroom \$65.00; 2 bedrooms \$130.00; 3 bedrooms \$260.00; 4 bedrooms \$325.00
 - If the carpets are stained or damaged, there could be a cost of a minimum of \$2200.0 to replace the flooring.

- Windows
 - clean inside and out
 - vacuum and wash tracks
 - were curtain rods and/or blinds – repair \$150.00 per window
 - screen replacement - \$75.00
 - blind replacement - \$75.00

- All closet shelves washed (top and bottom)

- Stove
 - clean oven, range hood and filter, burner pans, rings and trays under burners
 - pull out from space, wash sides and walls behind appliances
 - lightbulb to be replaced by tenant

- Refrigerator
 - wash racks, drawers and shelves
 - clean freezer
 - pull out from space, wash sides and walls behind appliances
 - leave plugged in, running and door closed
 - lightbulb to be replaced by tenant

- Bathrooms
 - toilet, tub, tiles, sink, mirrors, fixtures, fans and vanity
 - replace any missing sink or tub stoppers

- ☐ Basement
 - wash floor
 - wipe down furnace and hot water tank
 - replace furnace filter - \$75.00 replacement cost
 - install new furnace filter
 - large pieces of furniture and/or appliances – Removal cost \$450.00 or \$50.00 per item

- ☐ Outdoors
 - clean patio area and ensure free of debris/garbage
 - grass mowed (summer)
 - walks shoveled (winter)
 - animal waste removed (minimum \$100 but up to \$500 depending on the extent of the debris)

- ☐ Furnished Units
 - Please wipe down all Furniture
 - Wash all dishes (pots and pans, all silverware, and dishes)
 - Remove pillows from bedroom, as they will be replaced
 - Wash all dish cloths and towels
 - Remove toilet brush
 - Wash shower curtain and put back up

When you leave your unit and the cleaning is not completed, Wood Buffalo Housing will charge back following to the tenant.

- 1 Bedroom Apartment - minimum of \$175.00 to a maximum of \$325.00
- 2 Bedroom Apartment - minimum of \$250.00 to a maximum of \$425.00
- 3 Bedroom Apartment - minimum of \$280.00 to a maximum of \$450.00
- Townhouse - minimum of \$350.00 to a maximum of \$750.00

Removal of garbage or furniture from the unit will be charged back to the tenant as follows:

- Garbage per bag \$50.00
- Removal of furniture in a 1 Bedroom Apartment \$400.00
- Removal of furniture in a 2 Bedroom Apartment \$500.00
- Removal of furniture in a 3 Bedroom Apartment \$600.00
- Removal of furniture in a Townhouse \$800.00

APPENDIX B - TENANT CHARGEBACK LIST FOR REPAIR

*Note that all charges include material, labor, and administrative cost. Some prices are subject to change depending upon the extent of damage caused.

Not all possible damages are noted but the list below includes the most common ones. We will inform you if there are other damages and the associated charges on move out.

Doors and Locks	
Key Replacement	\$25.00 per key
Mailbox Lock Change	\$68.00
Unit Lock Change	\$200.00 per door
Interior Door Replacement	\$255.00
Closet Door Replacement	\$155.00
Exterior Doors	Starting at \$600.00
Windows	
Window Screen Replacement	Starting at \$55.00
Windowpane Replacement	Starting at \$305.00
Curtain Rod	\$48.00
Window Crank	\$48.00
Bathroom	
Toilet Replacement	Starting at \$300.00
Toilet Seat	\$52.00
Faucet	\$190.00
Shower Rod	\$42.00
Towel Bar	\$42.00
Toilet Paper Holder	\$38.00
Kitchen	
Faucet	\$255.00
Cabinet Door/Drawer	\$180.00 each
Stove	\$775.00
Fridge	\$850.00
Painting	
Paint	\$125.00 per wall
Full unit paint	Starting at \$1900.00
Flooring	
Floor Vents	\$60.00
Carpet Steam Clean	Starting at \$200.00
Tile replacement	\$37.00 per tile
Cleaning	
Light Clean	Starting at \$230.00
Full Clean	Starting at \$330.00
Dirty Clean	Starting at \$430.00
Garbage Removal/Disposal	Can vary based upon extent of work
Other	
Laundry Card	\$10.00
Parking Pass	\$10.00

APPENDIX C - INSTRUCTIONS TO SET UP ONLINE PAYMENTS

**** Please note: your email address must be registered in Yardi before you can create the account. Contact your Property Administrator if you have any questions by calling 780-799-4050.**

Online Options:

1. Rent Café

- Pay from bank account
- Pay from credit card

2. Online Banking

- Set up Wood Buffalo Housing as a payee

To register and start using the RentCafé portal, please follow these steps:

- Go to www.wbhousing.ca and click on the Tenant Portal tab located at the top right-hand corner
- Click on "Tenant Portal"
- Click on "Click here to register"
- Enter your unique Tenant ID number, which is an eight-digit alphanumeric code beginning with the letter 't' that can be found at the top right-hand corner of a recent WBH receipt, next to the "Account"
- For Older receipts, it can be found next to the "Customer Code"
- If you cannot locate your Tenant ID, please contact our Administration Office at 780-799-4050
- Please note that the system is case-sensitive

The system will then ask you to enter your email address and create a password. It will also require you to complete all necessary security steps to confirm your registration. Your email address must be current to receive community updates and other online activity confirmations. Should your email address change, you must login to your account and update your Tenant Portal account profile.

The Tenant Portal provides you with access to:

- Check your own account ledger "live" and make payments
- Submit and track online maintenance request
- Receive building announcements
- View and print the Tenant Guide and the WBH quarterly newsletter
- Access the Tenant Portal on any device by downloading the RentCafé Tenant Portal App and much more, 24 hours a day, 7 days a week from the comfort of your home or office

To make a payment online, whether it be a full payment or partial, please note that you are required to check all or uncheck the items listed on your screen. Making sure that you have the amount you are paying indicated at the bottom of this page. All payments will have to be made via the Tenant Portal, through your financial Institution's online banking.



APPENDIX D - TENANT'S PAD AGREEMENT

Personal Pre-Authorized Debit Plan

Authorization of the Tenant to Wood Buffalo Housing & Development Corporation ("WBH")

INSTRUCTIONS:

1. Please complete all sections in order to instruct your financial institution to make payments directly from your account.
2. Please see the Terms and Conditions on Page 2 of this document.
3. Return the completed form, with a blank cheque marked "VOID", to WBH at your property's Administration Office.
4. If you have any questions, please call WBH 780-799-4050

TENANT INFORMATION (please print clearly)

_____ Tenant's Name		_____ Tenant's Name	
_____ Address		_____ Address	
(_____) _____ Telephone Number		(_____) _____ Telephone Number	
_____ / ____ / 20____ Signature Date		_____ / ____ / 20____ Signature Date	

TENANT'S FINANCIAL INSTITUTION/BANKING INFORMATION (please print clearly)

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
Branch No.				Institution No.				Account No.											
_____ Name of Financial Institution												_____ Branch							
_____ Branch Address						_____ City			_____ Province			_____ Postal Code							

WBH INFORMATION

Wood Buffalo Housing
 9011 – 9915 Franklin Avenue
 Fort McMurray, AB T9H 2K4
 Telephone: (780) 799-4050 Fax: (780) 799-4026

Start Date

Affix Bank Stamp here

PAYMENT INFORMATION

Specify whether the payment is a:

- Rent \$ _____
- Laundry \$ _____
- Other Expense
- Utilities Electrical \$ _____ Gas \$ _____
- parking \$ _____
- water \$ _____
- pets \$ _____
- late fee/NSF \$ _____

Variable Amount: If variable, specify whether there is a maximum amount or indicate N/A if there is not maximum amount: \$ _____

Occurring at: *(please check one)*

- Set Intervals weekly bi-weekly monthly
- Sporadic Intervals _____

Type of Service? (check one) Personal

Business

Are top-ups or adjustments permissible?(check one) Yes No

**TENANT’S PAD AGREEMENT
Personal Pre-Authorization Debit Plan
Terms & Conditions**

1. In this Agreement, “I”, “me” and “my” refers to each Account Holder who signs below.
2. I agree to participate in this Pre-Authorization Debit Plan for personal/household or consumer purposes and I authorize WBH and any successor or assign of WBH to draw a debt in paper, electronic or other form for the purpose of making payment for consumer goods or services (a “Personal PAD”) on my account indicated on the first page hereof (the “Account”) at the financial institution indicated on the first page hereof (the “Financial Institution”) and I authorize the Financial Institution to honor and pay such debits. This Agreement and my authorization are provided for the benefit of the WBH and my Financial Institution agreeing to process debits against my Account in accordance with the Rules of the Canadian Payment Association. I agree that any direction I may provide to draw a Personal PAD drawn in accordance with this Agreement, shall be binding on me as if signed by me, and, in the case of paper debits, as if they were cheques signed by me.
3. I make revoke or cancel this Agreement at any time upon notice being provided by me either in writing or orally. This notification must be received at least ten (10) business days before the next debit is scheduled at the address provided below. This Agreement applies only to the method of payment and I agree that revocation or cancellation of this Agreement does not terminate or otherwise have any bearing on any contract that exists between me and WBH.
4. I agree that my Financial Institution is not required to verify that any Personal PAD has been drawn in accordance with this Agreement, including the amount, frequency and fulfillment of any purpose of any Personal PAD.
5. I agree that delivery of this Agreement to the Payee constitutes delivery by me to my Financial Institution. I agree that WBH may deliver this Agreement to WBH’s financial institution and agree to the disclosure of any personal information which may be contained in this Agreement to such financial institution.

6. (a) I understand that with respect to:

- (i) Fixed amount Personal PADs occurring at set intervals, I shall receive written notice from WBH of the amount to be debited and the due date(s) of debiting, at least ten (10) calendar days before the due date of the first Personal PAD, and such notice shall be received every time there is a change in the amount or payment date(s);
- (ii) Variable amount Personal PADs occurring at set intervals, I shall receive written notice from WBH of the amount to be debited and the due date(s) of debiting, at least ten (10) calendar days before the due date of every Personal PAD; and
- (iii) Fixed amount and variable amount Personal PADs occurring at set intervals, where the Personal PAD Plan provides for a change in the amount of such fixed and variable amount PADs as a result of my direct action (such as, but not limited to, a telephone instruction) requesting WBH to change the amount of a PAD, no pre-notification of such change is required.

Delete either 6(a) or 6(b) as applicable

OR

- (b) I agree to either waive the pre-notification requirements in section 6(a) of this Agreement or to abide by any modification to the pre-notification requirements as agreed to with WBH.

If Payor agrees to waive pre-notification, Payor must sign where indicated

Signature of Payor

7. I agree that with respect to Personal PADs, where the payment frequency is sporadic, a password or secret code or other signature equivalent will be issued and shall constitute valid authorization for WBH or its agent to debit my account.
8. I may dispute a Personal PAD by providing a signed declaration to my Financial Institution under the following conditions:
 - (a) The Personal PAD was not drawn in accordance with this Agreement;
 - (b) This Agreement was revoked or cancelled; or
 - (c) Any pre-notification required by section 6(a) was not received by me.I acknowledge that in order to obtain reimbursement from my Financial Institution for the amount of a disputed Personal PAD, I must sign a declaration to the effect that either (a), (b) or (c) about took place and present it to my Financial Institution up to and including but not later than ninety (90) calendar days after the date on which the disputed Personal PAD was posted to my Account. I acknowledge that, after this ninety (90) day period, I shall resolve any dispute regarding a Personal PAD solely with WBH, and that my Financial Institution shall have no liability to me respecting any such disputed Personal PAD.
9. I certify that all information provided with respect to the Account is accurate and I agree to inform WBH, in writing, of any change in the Account information provided in this Agreement at least ten (10) business days prior to the next due date of a Personal PAD. In the event of any such change, this Agreement shall continue in respect of any new account to be used for Personal PADs.
10. I warrant and guarantee that all persons whose signatures are required to sign on the Account have signed this Agreement below. In addition I warrant and guarantee, where applicable, that I have the authority to electronically agree to commit to this Agreement by secure electronic signature and that my secure electronic signature conforms to the requirements of Rule H1.
11. I understand and agree to the foregoing terms and conditions.
12. I agree to comply with the Rules of the Canadian Payments Association or any other rules or regulations which may affect the services described herein, as may be introduced in the future or are currently in effect and I agree to execute any further documentation which may be prescribed from time to time by the Canadian Payments Association in respect of the services described herein.
13. You have certain recourse rights if any debit does not comply with this agreement. For example, you have the right to receive reimbursement for any PAD that is not authorized or is not consistent with this PAD Agreement. To obtain a form for a Reimbursement Claim or for more information on your recourse rights, you may contact your financial institution or visit www.cdnpay.ca.