Peel Living

Tenant handbook

October 2026





Our mission

Provide housing options that are affordable, sustainable, resilient, and well maintained, as well as access to supports and services within the community.

Important numbers

Emergency contact

Ambulance, Fire, Paramedics	**9-1-1**

Non-emergency

Fire prevention	**905-874-2740**
Municipal Services	**3-1-1**
Police	**905-453-3311**
Security	**416-760-0000** or **1-800-387-0000**
Social Services	**2-1-1**

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Welcome

Our mission is to provide safe, secure and affordable housing to families, seniors, singles and persons with special needs. Our residents are representative of the population in the Peel community.

This is your Peel Living resident guide. It has details about your rights and responsibilities as a tenant. It also has information about how to make your home a great place to live.

Who we are

Peel Living is the Region of Peel's non-profit housing company. Also known as Peel Housing Corporation, it operates as an independent Corporation of the Region of Peel and is administered by the Region's Human Services department. Peel Living is a recognized leader in creating innovative housing solutions. It is the largest landlord in the Region of Peel and the third largest housing provider in Ontario. Peel Living provides homes to over 17,000 residents in our 70 sites.

Peel Living's hallmark approach to building stronger communities is based on mixing tenancies with varying income levels and a commitment to providing safe, well-maintained living environments in each of it's thousands of apartments and townhouse units.



1

The Peel Living team

Our team

Customer Contact Centre

Our **Customer Contact Centre (905-790-7335)** is an easy and convenient way for you to report timely service.

Available Monday to Friday between 8:30 a.m. to 4:30 p.m., you can call to speak with a Customer Service Representative (CSR), who will address your maintenance concerns, create work orders and handle all maintenance related requests. The CSR will ask you to provide your name, address, unit number, phone number, the details of the maintenance request, and they will help redirect you call to the appropriate staff member for any other concerns.

All after hours calls are answered by a CSR in the After Hours Call Centre.

Superintendent

Your Superintendent works in your building or complex. They look after the day-to-day maintenance and complete service requests received from the **Customer Contact Centre**.

Superintendents work Monday to Friday between 8 a.m. to 5 p.m.

Tenancy Support Agent

The **Tenancy Support Agents (TSA)** are responsible for renting out units, meeting with tenants, lease signing, processing income and household changes, assisting in completing **Tenant Annual Review (TAR)**, and calculating rent upon move in. In addition, they initiate actions for lease infractions and follow up on complaints and other tenancy matters. TSAs can be reached by phone and may be available on site.

Property Manager

The Property Manager oversees the daily management of the building's physical state, cleaners, and the Superintendents.

They manage the teams that work in your buildings and support the co-ordination of repairs.

Tenant rights and responsibilities

As a tenant of Peel Living you have rights and responsibilities under the **Residential Tenancies Act (RTA)**, which you can view at: **ontario.ca/laws/statute/06r17**.

If you are eligible for **Rent-Geared-to-Income (RGI)**, you also have responsibilities under the **Housing Services Act (HSA)**, which you can view at: **ontario.ca/laws/statute/11h06**.

Your lease also outlines additional rights and responsibilities.

Peel Living encourages you to review your lease carefully and keep a copy for your records.

You have the right to:

Security of tenancy

Your tenancy remains secure as long as you comply with the terms of your lease agreement and maintain your tenancy in good standing.

Notice before entry

The landlord (Peel Living) must provide written notice 24 hours before entering your unit—unless there is an emergency (e.g. flood or life threatening event)—or you have provided consent at the time of entry. A Peel Living staff or representative who enters your unit must have a reason for entering that complies with the **Residential Tenancies Act** or, have an agreement to end the tenancy. Although notice is not required if your tenancy agreement has ended, the landlord must try to notify you before entering when showing the unit to potential new tenants.

You and anyone living with you must comply with the responsibilities of your lease

This includes, but is not limited to, the following responsibilities:

- Paying your rent on the first of each month
- Keeping your home clean
- Reporting maintenance, pest and repair issues in a timely manner
- Being responsible for your actions and the actions of other members of your household, visitors and pets
- Reporting any changes to your household composition
- Reporting any income changes if you are in receipt of subsidy
- Providing 60 days' notice if you plan to move out
- Following Peel Living policies and all applicable legislations

Peel Living's responsibilities

As your landlord, Peel Living is responsible for:

- Providing essential services in apartment buildings
- Keeping apartment buildings and townhouse complexes in good repair
- Complying with local health, safety and property standards/by-laws
- Providing you with a receipt for any payments you make when requested
- Processing your annual or biennial income review if you pay RGI
- Providing 24 hours notice of entry, unless it is an emergency
- Providing accessible customer service to persons with disabilities

Peel Region Code of Conduct

As employees of Peel Region, Peel Living staff cannot:

- Accept tips, money or gifts from residents at any time
- Sell items or services to residents
- Buy or take property or personal belongings from residents, their families or their estates, or use property for personal gain
- Accept gifts or other items from residents in return for service
- Accept payment for service during or after work hours
- Borrow money or any item from residents
- Come to work in poor condition due to alcohol or drug use
- Engage in verbal or physical abuse toward tenants, staff, service agency representatives, or any other individuals in the workplace

Human rights

Peel Region is made up of many peoples and cultures. Peel Living embraces this diversity and is committed to providing an inclusive housing and working

environment where everyone is valued and treated fairly. Tenants, visitors, guests, staff and other Peel Living representatives have the right to live and work in a safe environment of mutual respect, free from discrimination and harassment in any form in accordance with the **Human Rights Code 1981** (**ontario.ca/laws/statute/90h19**).

Peel Living complaint process

Our goal is to provide good service for residents and we care about your concerns and complaints.

You can express your concerns to your TSA in writing via email or paper format. Please ensure you identify yourself by including your client identification number, name, and unit number.



2

Your home

Information for successful living

Accessible accommodation

Peel Living can accommodate residents with physical disabilities through upgrades to units (e.g. installing grab bars) and common areas in buildings and in some cases, transferring to a more suitable unit.

To learn more about how to get help, speak with your TSA.

Air conditioners and satellite dishes

Tenants must obtain written approval from the landlord before installing any floor-mounted air conditioner or satellite dish. Unauthorized installations will result in charges for removal and any necessary repairs.

For safety reasons, window-mounted air conditioners are strictly prohibited.

Additional guidelines regarding air conditioners and satellite dishes will be provided at the time of lease signing.

Annual unit inspections

Once a year, Peel Living staff will inspect your unit to ensure:

- Smoke alarms (and carbon monoxide alarms, if applicable) are working
- Window screens are not damaged and window locks are secure and have not been altered
- Appliances are clean and working
- There are no fire hazards or excessive clutter
- There are no major repairs needed

The annual unit inspection is a time to check for capital repair needs and compliance with municipal licensing standards.

Appliances

Your unit comes with a fridge and stove. They should be cleaned regularly to ensure they function properly. If your fridge or stove needs to be repaired, contact the **Customer Contact Centre** at **905-790-7335**.

Many buildings have common laundry rooms with set hours. Tenants are not permitted to install a washing machine, dryer or dishwasher in their home—unless you reside in a townhouse. Installing these machines in your home can damage the plumbing in your building, cause floods, loss of water for you and your neighbours, or other problems. If you install appliances without written consent they will be removed and you will be charged for any required repairs by the landlord.

Balconies

Never leave children or pets alone on your balcony. Additionally, pets are not permitted to use balconies as a bathroom.

Carpets and barbeques are not allowed on your balcony. Wet carpets can damage concrete and wood, and barbeques are a fire hazard.

Do not use your balcony as a clothesline. Instead, use a drying rack to dry clothes. Your balcony is also not for storage as it creates a fire hazard. You will be asked to clean your balcony.

Never throw anything off your balcony as you can seriously injure people below and cause property damage.

Decorating

Your unit is your home. Enjoy making it comfortable to suit your style.

Please note, under the terms of your lease **permanent changes are not allowed** when decorating. If you do make permanent changes, you will be charged for the cost of returning your unit to its previous condition.

- Flooring cannot be changed. Outer facing drapes and/or sheers are required to be white or off-white.
- Doors, cabinets, plumbing and light fixtures cannot be removed
- Only sticky picture hooks that will not damage walls should be used—nails or hooks cannot be used for hanging

If you have questions about decorating rules or are unsure if something is allowed, speak to your TSA or call the **Customer Contact Centre** at **905-790-7335**.

Elevators and deliveries

At lease signing, your TSA can book the elevator for you. You can also contact the **Customer Contact Centre** at **905-790-7335** and the OTA will book the elevator for you. If you are having small or large items such as furniture delivered to the building, your Superintendent will explain how deliveries to the building are managed.

Garbage, organic waste and recycling

Rules about garbage disposal may vary by property. Check signs at the property or speak to your Superintendent.

- All household garbage must be bagged, tied, and put down the garbage chutes or taken outside to the garbage bins
- Large items should be placed in the outside garbage bin
- Avoid putting glass, aerosol cans or large items down the garbage chute
- All recyclables must be placed in the outside bins
- All cardboard boxes must be flattened and placed in the recycle bins outside the building
- Garbage bags should not be left in the hallway or on the garbage room floor as this will attract pests



- Your unit is equipped with a kitchen container, and you are required to separate organic waste from regular garbage and dispose of it in the designated area.

You may be charged for improperly disposing of garbage.

Heating

The temperature in each building is monitored. According to by-laws, building temperatures should be at least 20 degrees from September 15 to June 1. We use this by-law to decide when to turn the heat on or off. If you are concerned about the temperature inside your unit call the **Customer Contact Centre** at **905-790-7335**.

Insurance

You are responsible under your lease agreement for getting insurance for your belongings. This type of insurance is usually called contents insurance or renter's insurance.

If your unit is damaged by flood, fire or any other incident, insurance can help you pay to replace your belongings. It may also help you pay for legal costs if your actions cause a fire, for example, or cover the cost of a hotel stay or a replacement unit if you have to leave your unit for a period of time because of the damage or emergency.

Peel Living will not pay to replace your belongings if something such as fire, flood or other emergency causes damage to your unit.

If you have questions about what kind of insurance is right for you, call the **Insurance Bureau of Canada** (ibc.ca) at **416-362-2031** or **1-844-227-5422** Monday to Friday from 8 a.m. to 5 p.m.

Keys and fobs

You will receive keys and/or fobs for your unit and mailbox. If you need extra copies of your keys or have lost your keys and need to have your locks changed, speak to your Superintendent or call the **Customer Contact Centre** at **905-790-7335**.

You are not allowed to add or change locks. Adding or changing locks is a violation of your lease agreement. If your lock has to be broken to enter your unit, you will be charged for the repairs.

Do not give copies of your keys or fobs to people who are not part of your household. This puts everyone's safety at risk and violates your lease agreement.

When you move out, all keys and fobs must be returned to your Superintendent. You will be charged for replacements if you do not return these items.

Maintenance and repair

When repairs are required, you can help Peel Living keep your unit in good condition by reporting it immediately. For emergency repairs call **Customer Contact Center** at **905-790-7335** and non-emergency requests can be reported through the Tenant Portal.

Moving in

Before you move in your home is cleaned, repaired, and inspected. Your Superintendent will do a move in inspection with you and go through the types of changes you can and cannot make to your home. They will also note any repairs that you point out.

Noise

Respect your neighbours' right to privacy and enjoyment of their home by keeping noise at a reasonable level at all times.

Pet care

We provide a pet-friendly environment. You are responsible for the behaviour of your pet(s) and any visiting pet(s). This includes excessive noise and picking up any messes made by pets.

If you or your guests have a pet, you must follow the below guidelines:

- Keep your pet on a leash in common areas, e.g. when you leave your unit and when you are going outdoors
- Be sure that your pet does not damage property or the belongings of others, is not a nuisance and does not create unreasonable disturbance, as stated in your lease



- Never leave pet alone on your balcony
- Stoop, scoop, bag and dispose of your pet's waste responsibly every time

To find out if you need a license for your pet or for other rules about pets including how many pets are allowed in a household, call **311** or visit **brampton.ca**, **mississauga.ca** , or **caledon.ca**

If your neighbours' dog barks excessively, they fail to pick up after their pet or you have other pet complaints, contact **311**.

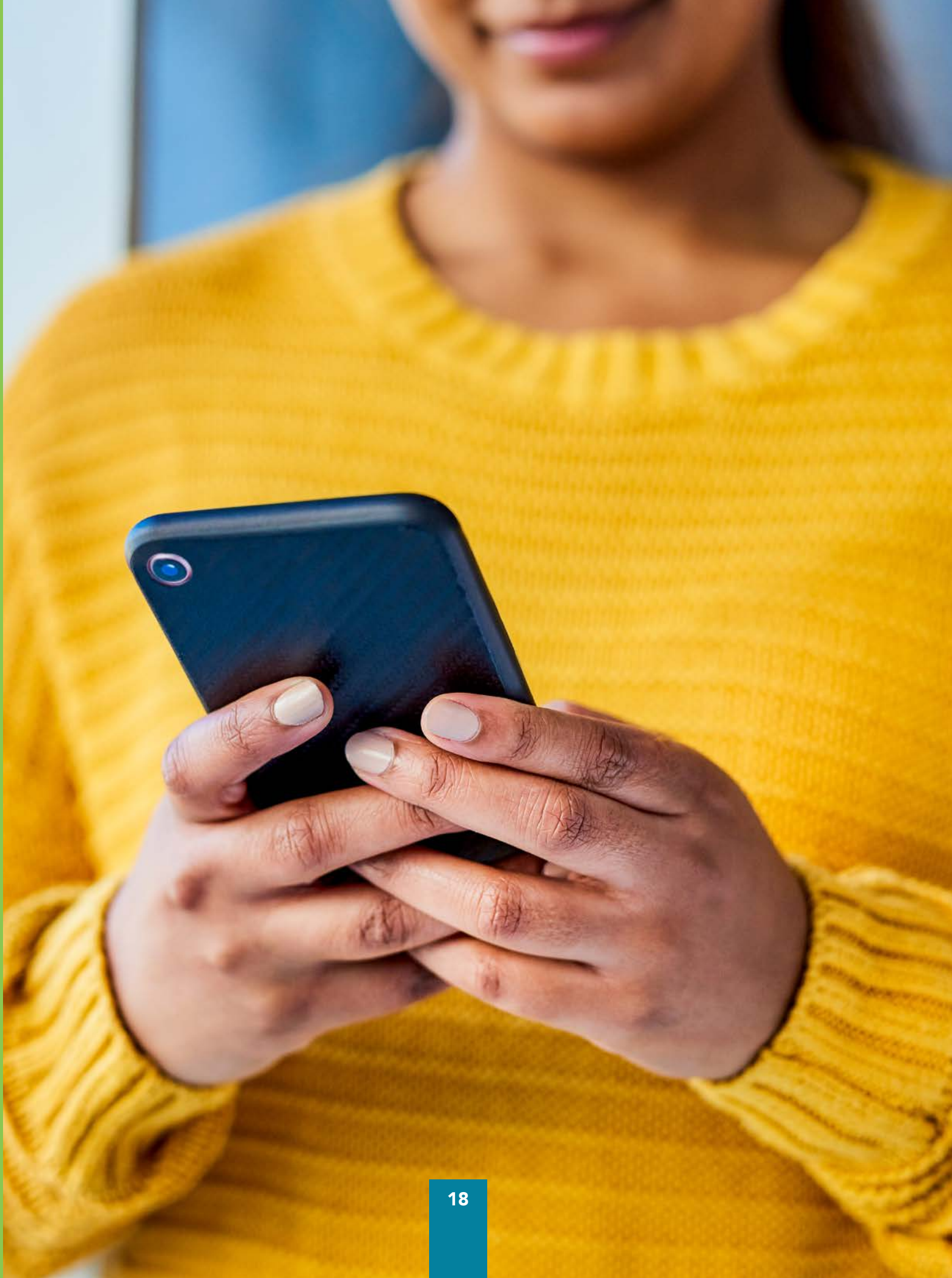
Always contact **311** prior to contacting Peel Living regarding complaints about neighbours' pets.

Pest control

Unfortunately, cockroaches, bedbugs, mice and other pests can sometimes get into homes. They are harder to control in places that are cluttered and overcrowded.

You can help us control pests at your property by:

- Keeping your unit clean and clutter-free
- Not picking up furniture that others have thrown away, as it could be infested
- Not putting any garbage in hallways or on the floor of chute rooms, as this contributes to infestation



Bed bugs are a problem in many cities in North America. The only way to control them is to treat infested units right away.

If you throw out pest-infested furniture or mattresses, ask your Superintendent before taking them out of your unit. Never leave anything in the hallway.

Report pests by calling the **Customer Contact Centre** at **905-790-7335**. There is no charge for pest control treatment, unless you fail to prepare your unit or refuse to let the contractor in.

Phone, cable, internet

Phone, cable and internet are not included in your rent. You can choose any of the companies providing services in Peel.

Smoking

All leases effective on or after **November 1, 2018** will be smoke-free unit leases. This means you and your guests cannot smoke inside your home or balcony.

A survey of Peel Living households (2017) showed most households are non-smoking and there is support for smoke-free buildings. However, Peel Living buildings will not be completely smoke-free for several years. The reason for this is because leases signed before the smoke-free policy (2018) implementation did not contain a no-smoking clause. Some households will remain as smoking households until tenants who have signed a new lease move in.

In Ontario, it is against the law to smoke in common areas of apartment buildings. Common areas include elevators, stairwells, hallways, parking garages, laundry rooms, lobbies, garage or recycling rooms, and party rooms. If you or someone in your household is caught smoking in a common area, you could face a fine of up to **$5000** from the Peel Region.

It is against the law to smoke within nine meters (about 30 steps, or the length of a small bus) of any entrance or exit of a public building.

Utilities

The TSA will advise you which utilities are included in your rent and which you are responsible for paying directly.

For any utilities not included in your rent, it is your responsibility to establish an account with the appropriate utility provider and ensure the service is transferred into your name as of your move-in date. Failure to do so may result in service disruption or additional charges.

Washroom exhaust fan

A select number of Peel Living washrooms are equipped with occupancy and humidity sensors. The automated sensors turn the fan on for approximately 30 minutes and turn off automatically as the room condition changes. If a labelled switch is present in your washroom, please leave the fan on at all times.

Window safety

Window safety stops are used in apartment buildings to protect people and pets from falling through window screens.

Window safety stops are there to keep you safe. Please do not damage, tamper with or remove window stops in your unit; doing so will put the safety of children or pets in your home at risk. Tampering with these items also violates the terms of your lease and you may be charged for repairs.

Please report any window locks or screens that need repair by calling the **Customer Contact Centre** at **905-790-7335**.

Ventilation

A primary fan is included in select units to provide air circulation in the living room space. If a labelled switch is present in your unit, turn the switch on to ventilate the living space as needed.



3

Our common areas

Information for common areas

Sharing the air

Products like hair gel, soap, perfume, and lotion contain chemicals and scents that may affect other people's health and may make them feel sick. Never use aerosol sprays or powders in common hallways. Please consider using "scent free" products in common areas. Your choices affect your neighbours.

Common rooms

Tenants and tenant groups can book party rooms for meetings, parties, or other events. If you have arrears, you may not be able to rent out the room. There is a rental fee applied. You will be required to complete a common room application and provide the fee to secure the room.

Rooms are booked on a first come, first serve basis and are not available during the December holiday period.

Your request must be received 10 business days before your event.

To learn more or book a common room, call the **Customer Contact Centre** at **905-790-7335** or visit **peelregion.ca/services/peel-living-tenant-services**

Hallways

All hallways in Peel Living must be kept free from items such as furniture, carpets, scooters, bicycles, strollers, walkers, or items you have to throw in the garbage. Bring household waste and large garbage items to the designated areas of your property. Never leave items in the hallway, as this is a fire hazard.

If you have questions about how and where to throw away old furniture or large items ask your Superintendent or call the **Customer Contact Centre** at **905-790-7335**.

Parking

To qualify for a parking space, tenants must register their vehicle and have a designated parking spot assigned. Parking spaces are limited at certain locations and are subject to availability.

Additional information regarding parking registration and assignment will be provided at the time of lease signing.

To learn more or or apply for parking, call the **Customer Contact Centre** at **905-790-7335** or visit **peelregion.ca/services/peel-living-tenant-services**

Visitor parking

There are two types of visitor parking:

- **Pay and display:** This means all visitors are required to pay for on-site parking. Visitor parking is available 24 hours a day, seven days a week. Permits can be conveniently obtained from the pay-and-display machine.
- **Visitor parking:** All overnight visitors requiring parking must register with Peel Living security. Additional information is available at each site.



4

Your tenancy

Your rent

Your rent is due in full on the first day of each month.

Types of rent

Affordable rent

Affordable rent means your housing costs are kept at a level that is reasonable compared to typical rents in the area. Each year, tenants in affordable housing may need to complete an income review by sharing proof of income and letting us know about any changes in the household.

Rent-Geared-to-Income (RGI)

This is rent paid for subsidized housing. It is usually 30 per cent of gross monthly household income (income before deductions). Under the rules for social housing in Ontario, the amount paid is reviewed every year.

If you pay RGI and you have income or household changes at any time during the year; you must report the change to Peel Living within 30 days.

Market rent

It is the same or slightly lower than rents charged by private landlords. Market rent is updated once a year on the anniversary of your tenancy. You will receive a notification when any changes occur.

If you are a market tenant and would like to apply for RGI, you can call to complete the housing screening at **905-453-1300** or submit online at **peelregion.ca/housing-social-support/housing-subsidy/applying-housing-subsidy**

Please note: there is a waiting list and it could be several years before you are offered a RGI subsidy.

Your total rent may include charges for things such as parking or utilities.

Payment options

You can pay your rent using the following options:

Pre-Authorized Payment (PAP)

For your convenience, automatic rent payments can be arranged by contacting the **Customer Contact Centre** at **905-790-7335**. You must complete a PAP application form and submit with a void cheque attached to participate in PAP.

Certified cheque or money order

Certified cheques and money orders are accepted in person at:

Peel Living, 10 Peel Centre Dr.
Suite B, 2nd floor
Brampton, ON L6T 0E7

Peel Living, 7120 Hurontario St.
Main Floor, Human Services
Mississauga, ON L5W 1N4

Office hours are **Monday to Friday, 8:30 a.m. to 4:30 p.m.**

There is a drop box available after hours. Include your name, address and client I.D. on the payment, as well as reason for the payment e.g. rent, cash or personal cheques are not accepted.

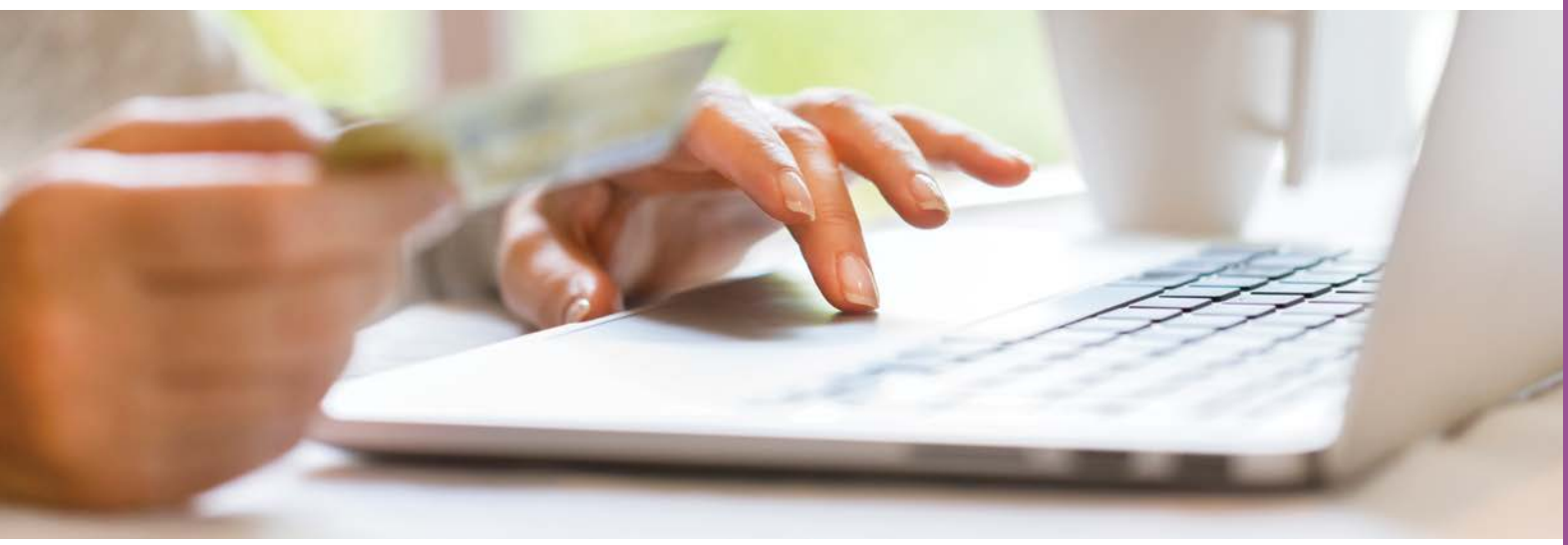
Online banking, telephone banking and Automated Teller Machine (ATM)

Peel Living has partnered with the following financial institutions to accept your rent payments using online banking, telephone banking, and ATM machines:

- Bank of Montreal (BMO)
- Bank of Nova Scotia (Scotiabank)
- Canadian Imperial Bank of Commerce (CIBC)
- RBC Financial Group
- TD Canada Trust

Your 'Peel Living Client Identification' number will be your Payee Account number. If you do not know your identification number, please call the **Customer Contact Centre** at **905-790-7335** and speak to a Customer Service Representative to obtain it.

We want to help you keep your home. If you miss rent payments, you will be in arrears and you will be violating the terms of your lease agreement. Speak with your TSA if you think you might miss or be late with a rent payment.



Tenant Insurance: Frequently asked questions

Is tenant insurance required for Peel Living tenants?
Yes, it has always been a lease requirement. All tenants need to provide proof of tenant insurance, content insurance, or renter's insurance during the lease signing, and throughout the duration of the lease agreement.

Are exceptions provided to tenants receiving support from Ontario Disability Support Program (ODSP) or Ontario Works (OW)?
Tenants receiving support from ODSP or OW may be able to include insurance fees as part of their shelter allowance. Tenants receiving ODSP or OW can connect with their dedicated workers to find out if they meet the qualification criteria.

What do I need to share as proof of tenant insurance?
Tenants will need to provide a printed copy of the policy, or a printed copy of the declaration page.

How does tenant insurance help?
Peel Living does not pay to replace tenant personal belongings in the event of flood, fire or other loss or damage which affects your property or unit, Tenant insurance will:

- Cover the cost to replace tenant belongings and the daily use items like clothes, toiletries and electronics.
- Pay extra expenses that may arise from a loss. This can include hotel bills, meals, and moving costs if you are not able to remain in your home after a loss covered by your insurance policy.
- Protection and compensation for accidental injury.

Why do tenants have to obtain tenant insurance?
Tenants are required to follow the terms of their lease agreement with Peel Living. This provides tenants with personal property protection. The lease agreement clause clearly states: "All risk personal property coverage, of sufficient limit, to indemnify the Tenant for the loss of or damage to their contents and betterments and improvements; Additional living expense of sufficient limit; and Liability insurance, including tenant legal liability, with a limit of not less than $1,000,000."



How much does tenant insurance cost?
Tenant insurance fees can vary depending on the selected provider. Tenants who have car insurance can work with their car insurance providers to bundle and save on insurance costs.

How do I purchase tenant insurance?
Many major banking institutions offer tenant insurance, content insurance, or renter's insurance policy packages. Tenant insurance can also be purchased from any registered insurance company.

Contact your local bank or insurance agency to review packages and policies.

For more information, please visit **peelregion.ca/peel-living-forms**

Your lease and Rent-Geared-to-Income

Reporting changes to your income or changes to your household

Peel Region and the Province of Ontario set the rules for RGI subsidies. If you have changes, you must report the change in writing to your TSA within 30 days. If you have any questions, speak with your TSA.

Annual income review

The information will be used to calculate your RGI rent and your continued eligibility for subsidized rental housing in accordance with the **Housing Services Act**. You must complete and return the TAR package by the due date or you could lose your RGI subsidy.

Contact your TSA if you have any questions.

Adding or removing someone from your Rent-Geared-to-Income household

If someone moves in or moves out of your unit, you must let your TSA know within 30 days.

If your request to add someone is approved you may need to sign a new lease and your rent will be recalculated based on your new household income.

Some conditions must be met before another person can be added to your household.

Over-housed

If you are living in a unit that is too large for your household, you will be added to the Peel Living internal transfer waitlist. Your TSA will work with you to find a unit as per Occupancy Standards.

Requesting a transfer

You can request a transfer to another unit. However, priority is given to tenants who urgently need a different unit for health reasons and those who are over-housed. Speak with your TSA to determine whether or not you qualify for a transfer.

Visitor and guest policy

Guests may stay with you for up to **14 consecutive days** without written approval from Peel Living.

If you wish to have your guest(s) stay longer than 14 days, you must make the request in writing to your TSA. The TSA will review your request and inform you in writing if your request has been approved.

Absence of 60 days or more while paying Rent-Geared-to-Income

As per legislation, all members of an RGI household may be absent from the unit for a maximum of 60 consecutive days or 90 cumulative days within a 12-month period while continuing to receive subsidy. Exceeding this limit may result in loss of eligibility for the subsidy.

Exceptions include extenuating circumstances or meeting the criteria for medical exception. Speak to your TSA if you know you may be absent from your unit for 60 consecutive days.

Disclosure of personal information

There are strict laws that protect your right to privacy. Landlords must follow these rules when collecting, using and sharing your personal information.

If you are paying RGI, Peel Living is required to collect personal information about your household to determine if you are eligible for RGI subsidy and to calculate your rent.

Your Tenant Portal

The Tenant Portal is a convenient, secure online resource designed to make managing non-emergency maintenance issues during your tenancy easier. **Non-emergency maintenance** requests include all issues that affect comfort, convenience, or the condition of the unit but **do not** pose an immediate threat to health, safety, or property.

When submitting your request, you must provide as much information as possible. Clear details help the maintenance team understand the issue and ensure the right resources are sent to resolve the issue. It will be important for you to share:

- The location of the issue
- Description of the issue
- When you noticed the issue

To submit your non-emergency maintenance requests online visit **peelregion.ca/peel-living-maintenance-requests**



Eviction

Under the Residential Tenancies Act, there are reasons you can be evicted. Reasons for eviction include the following:

- Not paying your rent
- Having more people living in your unit than is allowed by safety standards
- Having people not listed on your lease living in your unit
- Willfully causing serious damage to your unit or the building
- Not reporting your income or the income of anyone else living with you while paying RGI
- Acting in a way that interferes with the reasonable enjoyment of other residents
- Threatening the safety of another resident
- Violating the terms of your lease
- Committing an illegal act on the property

Peel Living will work with tenants who fall behind in their rent payments to help them meet their responsibilities and when possible keep their housing. Eviction is always a last resort.

Move-out procedures

Giving notice

When you are ready to move out, you must give notice in writing to your TSA, no less than 60 days prior to the termination and it must be effective on the last day of the month as per the **Residential Tenancies Act**. Letters will be accepted in person or by email at **vacancy@peelregion.ca**

Returning keys and fobs

You must return all unit keys, including mailbox keys fobs, parking permits etc. before you leave. You will be charged for replacements if you do not return these items.

Rent and other charges

You are charged rent up to the end of the month that your tenancy ends. For example, if you gave written notice on March 1, 2025, you will pay rent for March and April and will be responsible for your unit until April 30, 2025.

You are responsible for the cost of repairing any damage you caused to the unit or for cleaning your unit if it is not cleaned when you leave.

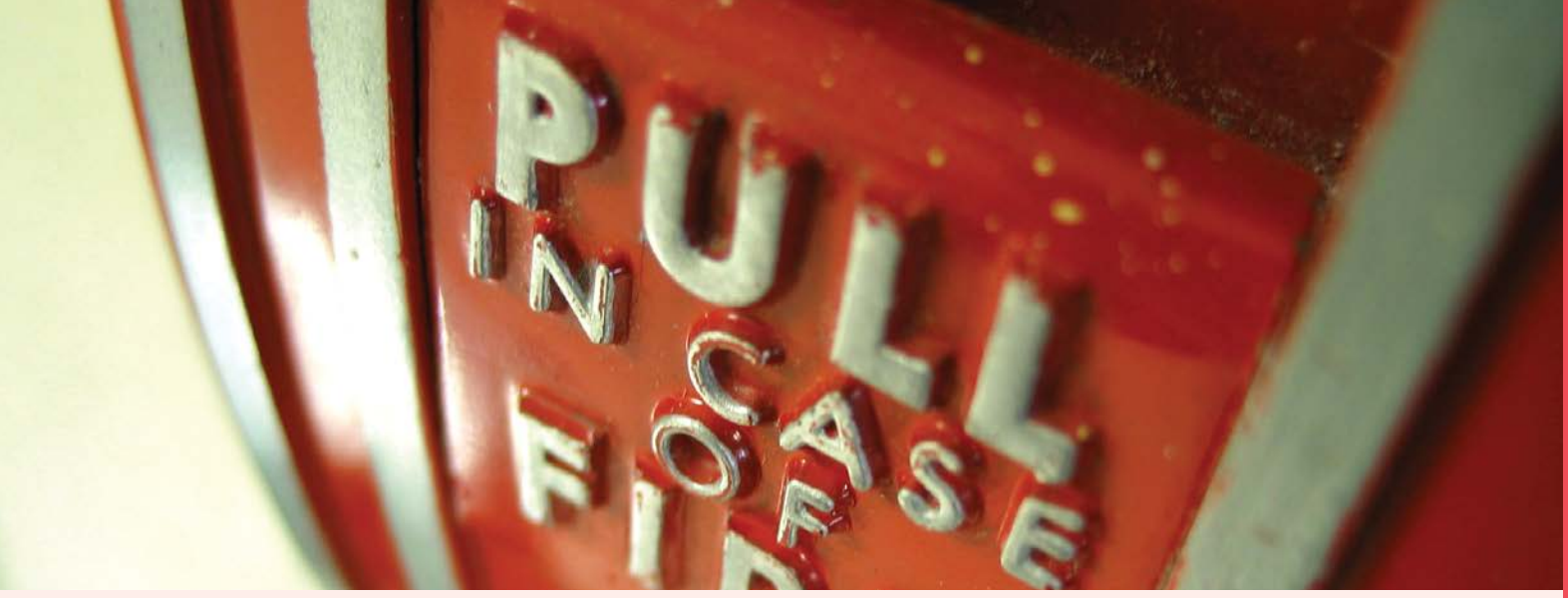
Inspection

The Superintendent will schedule an appointment with you to complete a pre-move out inspection shortly after you give notice.

Another inspection will be completed after you move out. Your unit should be in its original condition. You will be charged for any damage or repairs to your unit, beyond normal wear and tear.

Exit survey

When Peel Living receives a notice to vacate, an acknowledgement letter is sent with an exit survey to fill out and return in the self-addressed stamped envelope provided. This survey gives Peel Living valuable feedback on how we are doing our job as a landlord.



5

Your safety

Peel Living cares

Emergency situations

If you are experiencing a life-threatening situation, call **911**.

Non-emergency situations

For non-life threatening situations between the hours of **8:30 a.m. to 4:30 p.m.**, contact the **Customer Contact Centre** at **905-790-7335**.

For non-life threatening situations **after 5 p.m.** and on weekends, call **Peel Living Security** at **416-760-0000** or **1-800-387-0000**.

Examples of non-life threatening situations:

- Security and safety issues
- Disputes, kids running in the hallways
- Reports of illegal activity (e.g. loitering, vandalism, etc.)
- Disruptive behaviors such as excessive noise

Safety in your community

To create a healthy and safe community, tenants should be mindful of the following standards:

1. We (staff and tenants) treat each other with respect and courtesy and value the diversity in our communities
2. We promote peaceful, healthy and safe communities
3. We are responsible for our actions and the actions of our children, family members, guests, visitors, and pets
4. We respect all property in our communities, including rental units, personal property, common places, and offices
5. We respect and uphold Peel Living policies, lease agreements, and all laws

Fire and life safety equipment and systems

Smoke alarms

Smoke alarms will warn you of a fire within your unit by sounding an alarm. Every Peel Living unit has a smoke alarm. Never tamper with or remove the smoke alarm. If you disable or remove it, you are putting yourself, your family and neighbours at risk. It is in violation of your lease agreement and the Ontario Fire Code to tamper with or remove any Fire Safety devices.

Carbon monoxide alarms

Carbon monoxide alarms will warn you if the level of carbon monoxide (an odorless gas), is too high within your unit. Your unit may be equipped with a carbon monoxide alarm.

Fire alarm indicating devices

Fire alarm indicating devices (bells, horns, speakers and strobes) will warn you of a fire within the building through the sounding of an alarm. Most Peel Living Units within apartment buildings and walk-ups will have an in-suite fire alarm indicating device. Never remove, tamper with, or obstruct a fire alarm indicating device. To do so is in violation of your tenancy agreement.

Fire alarm initiating devices

Fire alarm initiating devices (i.e. heat detectors, smoke detectors and manual pull stations) activate the buildings fire alarm system. Most Peel Living units within apartment buildings and walk-ups will have an in-suite heat detector in addition to smoke detectors and manual pull stations in common areas. Never remove, tamper with or obstruct a fire alarm initiating device. To do so is in violation of your tenancy agreement. In addition, the intentional activation of the fire alarm when not warranted is a criminal offence.

Fire extinguishers

Although fire extinguishers are provided throughout your building to extinguish small fires, only an experienced person familiar with fire extinguisher operation should attempt to put out a small fire.

This is a voluntary act.

Fire prevention and emergency preparedness

Fire prevention tips

Good fire prevention is an effective method for implementing fire safety in the building. The following tips are provided for your safety:

- Avoid careless smoking, use ashtrays and never smoke in bed
- Never smoke near flammable materials or in hazardous locations such as storage and mechanical areas
- Never put cigarettes or ashes directly into garbage chutes
- Never dispose of flammable liquids or aerosols via garbage chutes
- Never force materials into the chute as it may become blocked
- Avoid unsafe cooking practices such as deep frying fat, using too much heat, leaving the stove unattended, and loosely hanging sleeves
- Never vent cooking smoke into common corridors/hallways. Instead use mechanical (stove and bathroom exhaust fans) and natural (exterior windows and balcony doors) as methods of ventilation
- Keep building fire doors closed at all times
- Never use unsafe electrical appliances, frayed extension cords, over-loaded outlets, or lamp wire for permanent wiring
- Keep areas around baseboard heaters, space heaters, furnaces, and hot water tanks clear of all items
- Prepare and practice a personal fire/escape plan with your family

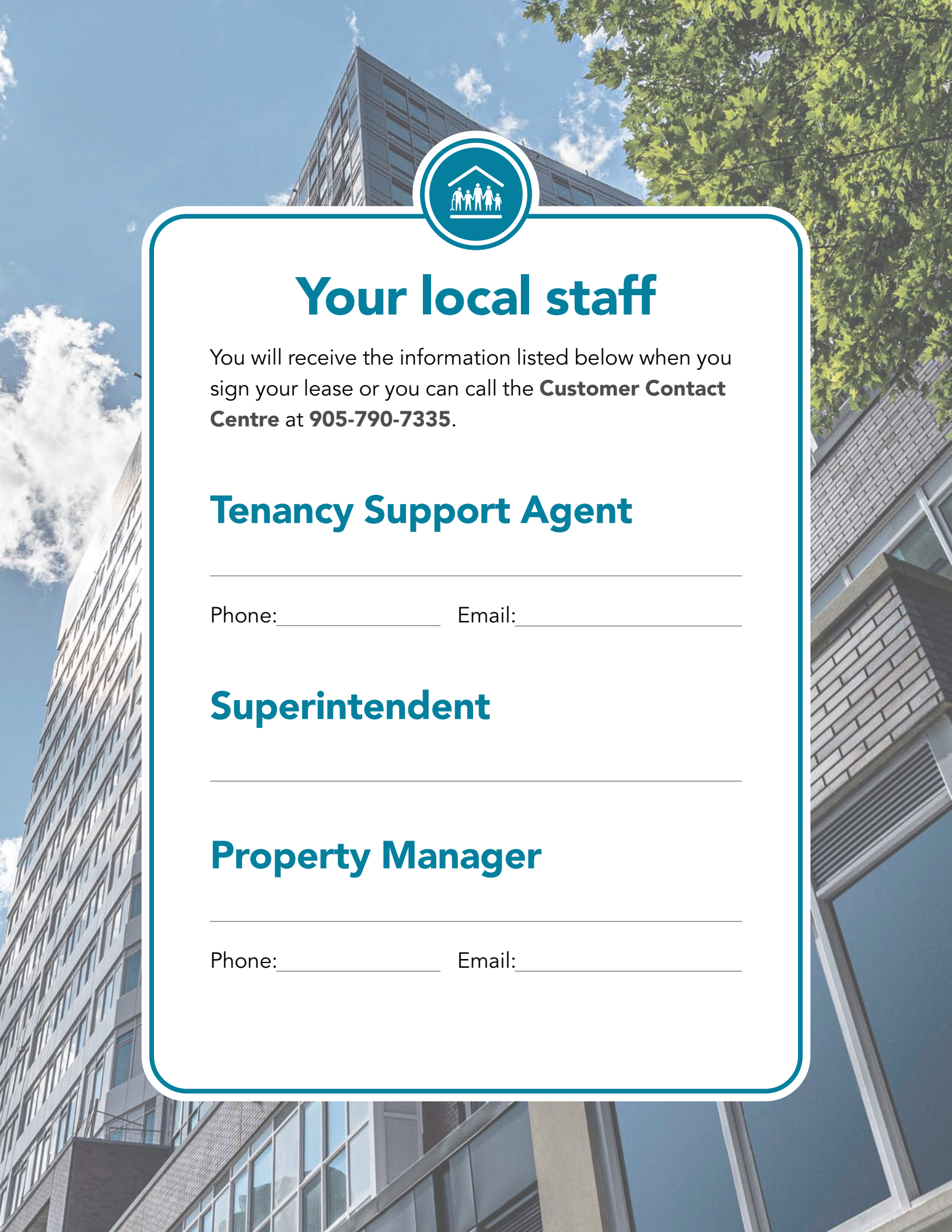
Being prepared for an emergency

Have a plan so that you and your family know what to do in an emergency. Practice how you will leave your home safely, especially if you have children, and become familiar with alternative exits/escape routes. Create an emergency kit (including a list of important contacts, medications, etc.) and have content insurance to help protect your family and belongings.

An Evacuation Assistance Form is completed at the time of lease signing. It is used to identify individuals who require assistance evacuating the building. Please ensure this is updated if your circumstances should change.



Notes



Your local staff

You will receive the information listed below when you sign your lease or you can call the **Customer Contact Centre** at **905-790-7335**.

Tenancy Support Agent

_____

Phone:_____ Email:_____

Superintendent

_____

Property Manager

_____

Phone:_____ Email:_____

Peel Living

Customer Contact Centre

905-790-7335

Tenancy support

905-453-2500

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