

PEERLESS TROUT FIRST NATION # 478
HOUSING AUTHORITY
HOUSING POLICY
2025

Adopted by Resolution of the Board on August 12, 2025



Table of Contents

SECTION 1: HOUSING GOVERNANCE POLICIES

POLICY NO. HG-1.1 Corporate Policy Manual 4

POLICY NO. HG-1.2 Policy Development Process..... 5

POLICY NO. HG-1.3 Vision, Mission and Mandate 6

POLICY NO. HG-1.4 Board Roles and Responsibilities 7

POLICY NO. HG-1.5 Board Member Roles and Responsibilities..... 8

POLICY NO. HG-1.6 Administration Roles and Expectations 9

POLICY NO. HG-1.7 Board Executive Structure 10

POLICY NO. HG-1.8 Committee Structure..... 11

POLICY NO. HG-1.9 Board Meetings 12

POLICY NO. HG-1.10 Terms of Office 13

POLICY NO. HG-1.11 Conflict of Interest..... 14

POLICY NO. HG-1.12 Disqualification of Board of Directors.....15

POLICY NO. HG-1.13 Code of Ethics..... 16

POLICY NO. HG-1.14 Board Member Honoraria and Expenses 17

SECTION 2: TENANT POLICIES.....

POLICY NO. T-2.1 Application/Eligibility for Accommodation..... 18

POLICY NO. T-2.2 Priorities for Placement..... 20

POLICY NO. T-2.3 Residency 21

POLICY NO. T-2.4 Tenant and Landlord Responsibilities 22

POLICY NO. T-2.5 Rental Lease Agreements 24

POLICY NO. T-2.6 Security Deposits..... 25

POLICY NO. T-2.7 Tenant Damages..... 26

POLICY NO. T-2.8 Collection of Rent 28

POLICY NO. T-2.9 Termination of Tenancy..... 29

POLICY NO. T-2.10 Bad Debt Collection 30

POLICY NO. T-2.11 Collection of Rental Payments..... 31

POLICY NO. T-2.12 Pets on Premises 33

POLICY NO. T-2.13 Smoking in Residences 34

POLICY NO. T-2.14 Noise, Nuisance and Disturbance 35

POLICY NO. T-2.15 Resident Concerns Resolution Protocol..... 36

POLICY NO. T-2.16 Sub-Leasing 37

SECTION 3: FINANCE and ADMINISTRATION

POLICY NO. A-3.1 Administrative Expectations 38

POLICY NO. A-3.2 Financial Management..... 39

POLICY NO. A-3.3 Regulatory Financial Reporting 41

POLICY NO. A-3.4 Collection of Accounts 42

POLICY NO. A-3.5 Bank Accounts 43

POLICY NO. A-3.6 Corporate Insurance 44

POLICY NO. A-3.7 Contract Administration 45

POLICY NO. A-3.8 Signing Authorities..... 46

POLICY NO. A-3.9 Communications 47

POLICY NO. A-3.10 Media Relations 49

POLICY NO. A-3.11 Information Management..... 50

SECTION 4: MAINTENANCE

POLICY NO. M-4.1 Planned Maintenance 51

POLICY NO. M-4.2 Preventative Maintenance..... 52

POLICY NO. M-4.3 Corrective Maintenance..... 53

POLICY NO. M-4.4 Notices..... 54

The following are the Schedules attached to and incorporated by reference into this Housing Policy.

SCHEDULES.....

SCHEDULE A Rules and Regulations.....56

SCHEDULE B PTFN Housing Authority Vehicular Policy and Procedures.....58

POLICY TYPE: HOUSING GOVERNANCE
TITLE: Housing Corporate Policy Manual
POLICY NO. HG-1.1 Housing Corporate Policy Manual

Purpose:

The Policy Manual provides guidance and direction for the operational management of the Housing Authority.

The manual:

- Reflects the policy direction of the Board of Directors of the Housing Authority (“the Board”) to guide administration for operations.
- Ensures consistent levels of service are provided and maintained by staff.
- Provides clear direction in matters of business.
- Serves as an orientation and teaching tool.

Policy Statement and Guidelines

The Policy Manual, its corporate policies and any subsequent policy revisions, are to be approved by the Board.

The Policy Manual will be updated on a continual basis, reflecting policy direction established by the Board.

The Board approves the policies. The Housing Director shall administer the policies approved by the Board.

POLICY TYPE: HOUSING GOVERNANCE
TITLE: Policy Development Process
POLICY NO. HG-1.2 Policy Development Process

Purpose:

To develop policy that provides effective guidelines for the Board and housing staff.

Policy Statement and Guidelines

1. Policies will be statements which address:
 - Board Governance - Develops, carries out and monitors its own tasks, represents Peerless Trout First Nation (“PTFN”), and provides strategic government leadership.
 - Board-Housing Director Relationship – The Board delegates authority, defines the relationship and monitors the Housing Director’s performance, and sets legal and ethical boundaries (which define the Housing Director’s activities, decisions and organizational activities).
2. When considering a policy, the Board will ensure that they are consistent with current policy, relevant legislation, regulations and bylaws.
3. In setting policy, the Board will first develop a broad, general statement of policy, then will develop progressively more specific policies until it is satisfied that it has achieved the degrees of definition necessary in the policy area under consideration.

Roles in Policy Implementation

- The Board is responsible for the implementation of Board Governance policies.
- The Board and the Housing Director share responsibility for implementation of policies.
- The Housing Director is responsible for the implementation of the operational policies.

Criteria for Policy Selection

- Are the Board and PTFN members likely to support the policy given their respective interests and values?
- At all times, there must be concern for the legality of all proposed policies and steps must be taken to ensure that no Provincial or Federal statutes and/or regulations, or program standards or agreements are contravened by the proposed policy.
- Implementation - Taking each of the above factors into consideration, can the policy be implemented once adopted by the Board?
- Consequences - What outcomes can be expected following the implementation of the policy?

POLICY TYPE: HOUSING GOVERNANCE
TITLE: Vision, Mission and Mandate
POLICY NO. HG-1.3 Vision, Mission and Mandate

Purpose:

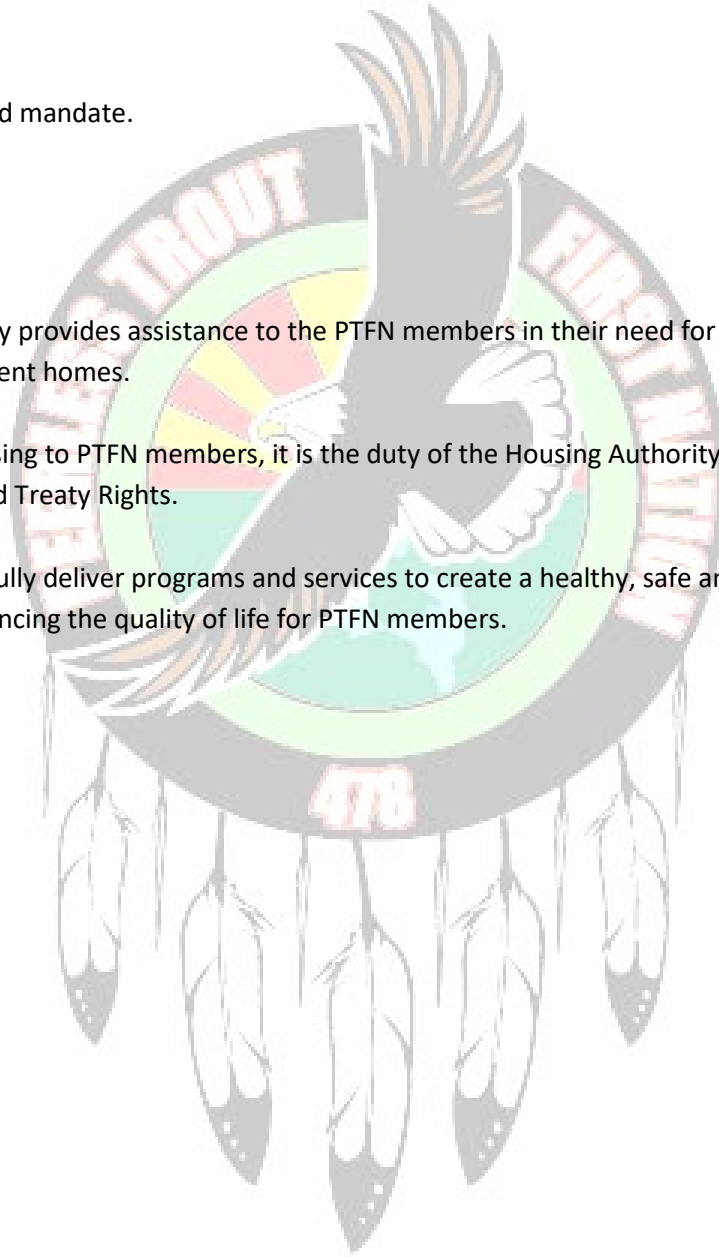
The vision mission and mandate.

Policy Statement:

The Housing Authority provides assistance to the PTFN members in their need for renovations, upgrades and care of their current homes.

When providing Housing to PTFN members, it is the duty of the Housing Authority to protect cultural values, way of life and Treaty Rights.

We strive to successfully deliver programs and services to create a healthy, safe and active environment with the goal of enhancing the quality of life for PTFN members.



POLICY TYPE: HOUSING GOVERNANCE

TITLE: Board Roles and Responsibilities

POLICY NO. HG-1.4 Board Roles and Responsibilities

Purpose:

To ensure the Board carries out the powers, duties and functions assigned to it.

Policy Statement and Guidelines

Board members are responsible for programs and assets they administer on behalf of the Housing Authority. Board members are required to carry out their housing policies and management consistent with all Provincial and Federal legislation.

The Board is responsible for:

1. The development of long-range plans and policies that ensure a financially sustainable operation of the Housing Authority.
2. The development of annual objectives for the Housing Authority.
3. The development, review and maintenance of management policies of the Housing Authority.
4. The development and implementation of a 3 to 5 Year Business Plan annually.
5. The direction of responsibilities and administrative matters to the Housing Director.
6. The review and approval of the annual budget for the Housing Authority.
7. The review of the Housing Director's monthly report on staff, housing operations, specific PTFN resident housing issues and decisions and any other housing matters of importance and to provide the Housing Director with guidance on these issues.
8. The appointment of the Housing Director, including completion of an annual performance evaluation and review and adjustment of compensation for the position of Housing Director.
9. The participation of new Board members in an orientation meeting.

POLICY TYPE: HOUSING GOVERNANCE

TITLE: Board Member Roles and Responsibilities

POLICY NO. HG-1.5 Board Member Roles and Responsibilities

Purpose:

To ensure Board Members understand their roles and carry out their responsibilities.

Policy Statement and Guidelines

Roles

Board Members must be informed of management operations to provide objective oversight. Board Members make business decisions that are in the best interests of the Housing Authority.

Responsibilities

A Board member is responsible for:

1. Studying distributed materials in advance of meetings.
2. Being prepared to respond to agenda items.
3. Confining remarks during meetings to the matter under consideration.
4. Stating positions clearly and concisely.
5. Strictly following the confidential nature of agenda items.
6. Attending and participating in Board meetings regularly. Absence from 3 consecutive meetings without authorization can result in removal from the Board.
7. Committing to vote on all matters at Board meetings, unless the member provides the Board with reasonable grounds to abstain from voting.
8. Supporting the Housing Director through policy, performance appraisals and salary review.
9. Hiring and terminating the Housing Director.
10. Declaring a conflict of interest in matters in which the Board Member, Employee or Immediate Family of the Board Member could benefit.
11. The definition of Immediate Family in this Housing Policy is as follows:

“Immediate Family” means spouse, including a common law partner or same sex partner, mother or father, stepmother or stepfather, children or stepchildren, adopted children, grandmother, grandfather, brother, sister, stepbrother, stepsister, mother in law, father in law and those individuals residing in the same dwelling as the Councillor”.

POLICY TYPE: HOUSING GOVERNANCE

TITLE: Administration Roles and Expectations

POLICY NO. HG-1.6 Administration Roles and Expectations

Purpose:

To provide guidelines on how the Housing Director must operate.

Policy Statement and Guidelines

The Board has ultimate responsibility for the operation of the Housing Authority.

The Board supports the principle of delegation to the Housing Director.

1. The Housing Director will develop, communicate and implement administrative and operational procedures to meet the intent of policy.
2. The Housing Director will develop administrative and operational procedures to include:
 - Planning procedures and systems.
 - Management of risk procedures and systems.
 - Financial management procedures and systems.
 - Human resource procedures and systems for the employees of the Housing Authority.
 - Information and communication procedures and systems.
 - Appeal procedures and systems.
 - Operations and maintenance procedures and systems.
 - Monitoring, evaluation and reporting procedures and systems.
 - Administrative procedures and systems.
3. The Housing Director will develop administrative and operational procedures to include: maintenance of assets, inspections of assets, Tenant relations, administration of the Housing Authority, adhering to Provincial and Federal policy and management of the day to day activities.
4. The Housing Director shall be responsible for the administration of Human Resources relating to employees of the Housing Authority.
5. The Housing Director shall also be responsible for communicating with funding agencies, applying for housing grants and loans, ensuring reporting on contribution agreements are up to date and making certain that the Housing Authority is in compliance with all grants and loans received from funders.

POLICY TYPE: HOUSING GOVERNANCE

TITLE: Board Executive Structure

POLICY NO. HG-1.7 Board Executive Structure

Purpose:

To provide guidelines for the selection of a President, Vice-President and Secretary-Treasurer, and to outline the responsibility for each position.

Policy Statement and Guidelines

1. The Board may review its executive structure and appointments at a special meeting called by the Board.
2. The term of office for the President, Vice-President and Secretary-Treasurer shall be two (2) years.
3. A Board Member shall cease to be a Board Member and Officer if he or she ceases to be a Member of Chief and Council.
4. Any officer may hold consecutive terms of office if the officer is a member of the Board.
5. If a vacancy occurs for the President position prior to the expiration of the term of office, the Vice-President will be deemed President. The Board will elect a Vice-President to complete the existing term.
6. The President will:
 - Preside over all meetings of the Board.
 - Call special meetings of the Board (if required).
 - Act as the spokesperson for the Board.
7. In the absence of the President, the Vice-President will preside over meetings and assume President responsibilities.
8. Responsibilities and functions of other officers of the Board will be identified as required and submitted to policy.

POLICY TYPE: HOUSING GOVERNANCE

TITLE: Committee Structure

POLICY NO. HG-1.8 Committee Structure

Purpose:

To establish Board committees and develop roles and responsibilities of those committees.

Policy Statement and Guidelines

1. Special function committees will make recommendations to the Board for final decision-making.
2. Standing committees may be appointed by the Board for frequent or recurring matters such as finance or maintenance.
3. Special function and Standing committees can have external members (e.g. accountant on the finance committee), but they have no voting authority.
4. All committees will be appointed by the Board.
5. All committees will have terms of references which will include the purpose, the time frame for task accomplishment and the responsibilities of the committee.
6. The Board President may participate in any committee meeting.

POLICY TYPE: HOUSING GOVERNANCE

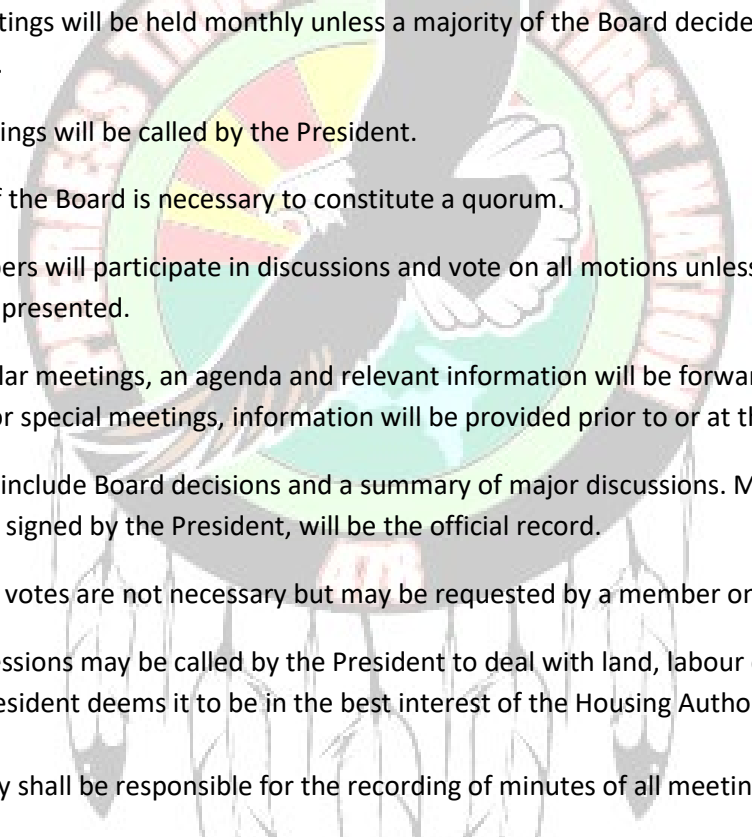
TITLE: Board Meetings

POLICY NO. HG-1.9 Board Meetings

Purpose:

To provide guidelines for calling and conducting Regular or Special Board meetings.

Policy Statement and Guidelines

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1. Regular meetings will be held monthly unless a majority of the Board decide the meeting is unnecessary.
 2. Special meetings will be called by the President.
 3. A majority of the Board is necessary to constitute a quorum.
 4. Board members will participate in discussions and vote on all motions unless a valid reason for abstaining is presented.
 5. Prior to regular meetings, an agenda and relevant information will be forwarded to Board members. For special meetings, information will be provided prior to or at the meeting.
 6. Minutes will include Board decisions and a summary of major discussions. Minutes, once adopted and signed by the President, will be the official record.
 7. Recording of votes are not necessary but may be requested by a member on any issue.
 8. In Camera sessions may be called by the President to deal with land, labour or legal issues and when the President deems it to be in the best interest of the Housing Authority.
 9. The Secretary shall be responsible for the recording of minutes of all meetings of the Board of Directors.

POLICY TYPE: HOUSING GOVERNANCE

TITLE: Terms of Office

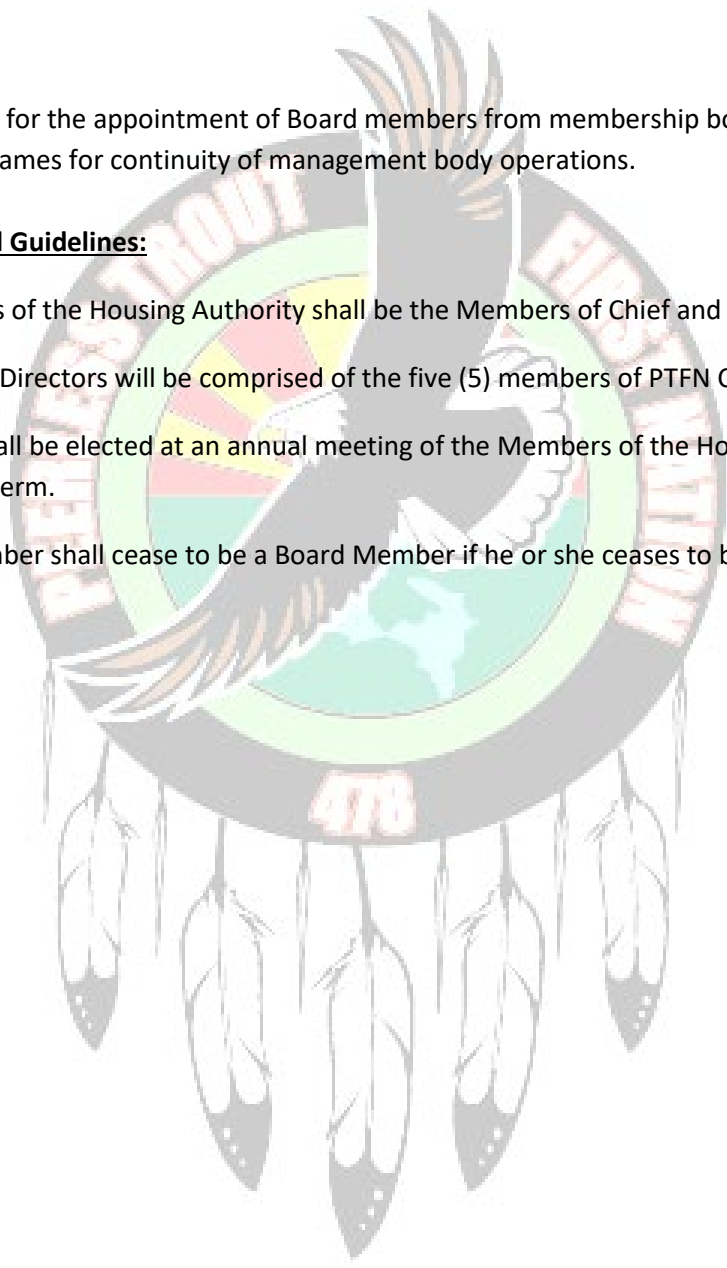
POLICY NO. HG-1.10 Terms of Office

Purpose:

To provide guidelines for the appointment of Board members from membership bodies and to provide term-of-office time frames for continuity of management body operations.

Policy Statement and Guidelines:

1. The Members of the Housing Authority shall be the Members of Chief and Council.
2. The Board of Directors will be comprised of the five (5) members of PTFN Chief and Council.
3. The Board shall be elected at an annual meeting of the Members of the Housing Authority for a two (2) year term.
4. A Board Member shall cease to be a Board Member if he or she ceases to be a member of Chief and Council.



POLICY TYPE: HOUSING GOVERNANCE

TITLE: Conflict of Interest

POLICY NO. HG-1.11 Conflict of Interest

Purpose:

To provide guidelines to Board members and administrative staff to identify and disclose any Immediate Family and/or financial (pecuniary) interests that may result from the operations of the Housing Authority to prevent an actual or perceived conflict between the private interests of Board members and its employees, the communities they serve and the clients of the Housing Authority.

Policy Statement and Guidelines

1. Immediate Family means spouse, including a common law partner or same sex partner, mother or father, stepmother or stepfather, children or stepchildren, adopted children, grandmother, grandfather, brother, sister, stepbrother, stepsister, mother in law, father in law and those individuals residing in the same dwelling as the Councillor.
2. Board members must declare a potential conflict of interest in any discussion and/or decision that would result in Immediate Family or personal financial (pecuniary) benefit.
3. Any Board member who has declared a conflict of interest on any issue shall immediately not participate in related Board discussions and decisions by leaving the room.
4. Financial/pecuniary interest is considered in the following situations:
 - a. Business where Board members are employees or Shareholders.
 - b. Partnerships or firms with which Board members are associated.
5. Immediate Family' interest is considered in the following situations:
 - a. Immediate Family with a financial/pecuniary interest.
 - b. Immediate Family as clients or tenants of the Housing Authority.
6. Failure to disclose Immediate Family or personal financial interest may result in disqualification from the Housing Board. This decision shall be made by the Housing Authority members.

POLICY TYPE: HOUSING GOVERNANCE

TITLE: Disqualification of Board of Director

POLICY NO. HG-1.12 Disqualification of Board of Director

Purpose:

To provide guidelines for expulsion and replacement of Board of Directors that are in a conflict of interest, are not contributing to the operations or are not ensuring effective community representation.

Policy Statement and Responsibilities

To ensure responsible participation and representation by appointed Board of Directors:

1. A Board of Director is disqualified from the Board if:

- The Director is absence from 3 consecutive regular meetings, unless authorized by the Board in advance;
- The Director is convicted of an indictable offence;
- The Director does not vote on a matter at a board meeting at which the member is present, unless the member is required or is permitted to abstain from voting under this policy or any other enactment;
- The Director discloses information the member is required to keep in confidence under this or any other enactment;
- The Director contravenes disclosure of pecuniary interest in a matter related to the Housing Authority;
- The Director uses information obtained through being on the Board to gain a pecuniary benefit in respect of any matter;

The Director becomes an employee of the Housing Authority without the written approval of the Board;

POLICY TYPE: HOUSING GOVERNANCE

TITLE: Code of Ethics

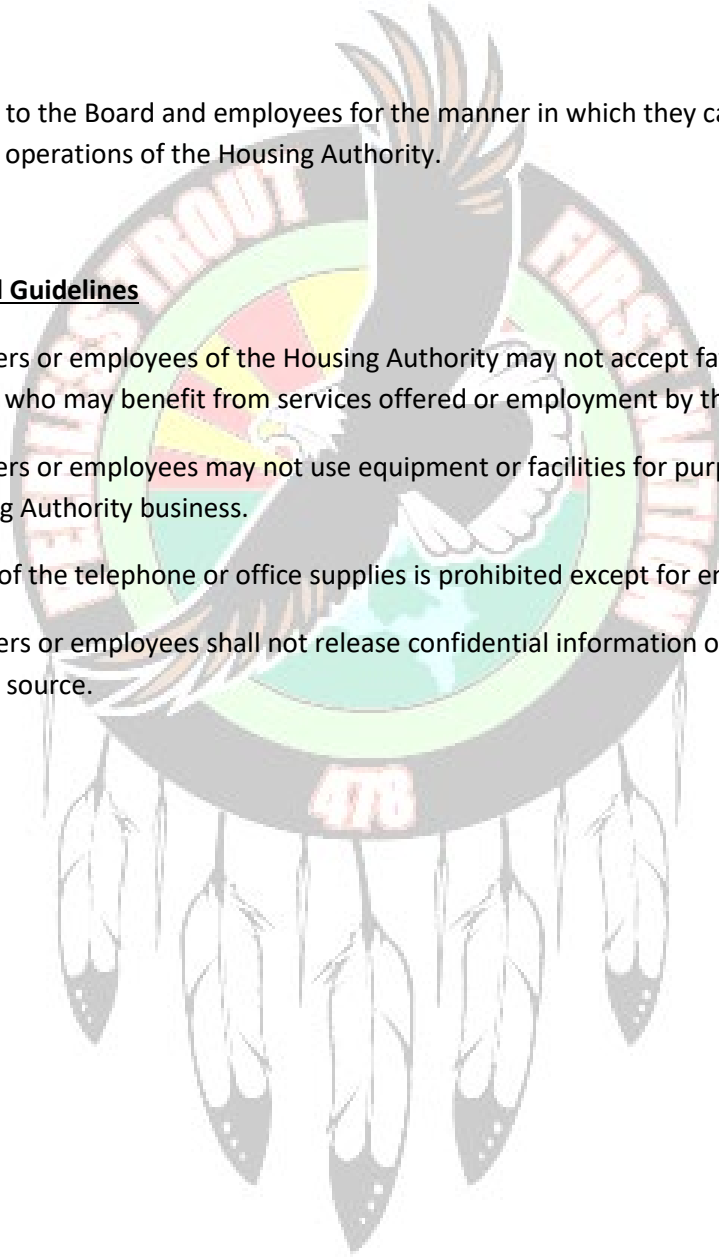
POLICY NO. HG-1.13 Code of Ethics

Purpose:

To provide guidelines to the Board and employees for the manner in which they carry out their roles and responsibilities in the operations of the Housing Authority.

Policy Statement and Guidelines

1. Board members or employees of the Housing Authority may not accept favours, gifts or services from persons who may benefit from services offered or employment by the Housing Authority.
2. Board members or employees may not use equipment or facilities for purposes other than that of the Housing Authority business.
3. Personal use of the telephone or office supplies is prohibited except for emergencies.
4. Board members or employees shall not release confidential information or documents to any unauthorized source.



POLICY TYPE: HOUSING GOVERNANCE
TITLE: Board Member Honoraria and Expenses
POLICY NO. HG-1.14 Board Member Honoraria and Expenses

Purpose:

To provide guidelines for the reimbursement of time and out-of-pocket expenses for Board members.

Policy Statement and Guidelines

1. An honorarium of \$200.00 for all programs per meeting (regular or special) may be claimed by those Board members who do not receive reimbursement from their appointing organizations.
2. Travel expense fee per kilometre may be claimed by those who are required to travel more than 20 kilometres to attend a Board meeting and are not reimbursed by their appointing organization. The Travel expense fee guidelines shall be set by the Board.
3. Any Board member that receives reimbursement of expenses or honoraria for meeting attendance from another source is NOT eligible for the above claims.
4. Where a Board member is absent for more than half of any Board meeting without reasonable excuse, the honorarium paid for that meeting shall be reduced by 50%.
5. Where a meeting is cancelled prior to its commencement because of a lack of quorum, in accordance to policy, those Board members in attendance prior to meeting cancellation will be paid honorarium and expenses as though the meeting was held.

POLICY TYPE: TENANT
TITLE: Application/Eligibility for Accommodation
POLICY NO. T-2.1 Application/Eligibility for Accommodation

Purpose:

To ensure that all applicants are eligible for housing assistance in accordance with the Housing Accommodation Regulation.

Policy Guidelines

Applicants must be Peerless Trout First Nation Members.

Applicants are required to fill out an application form for housing and submit to Housing Authority. Once the information has completed, it must be signed and witnessed by the applicant or by a legally appointed representative of the Applicant.

All applicants will be required to provide tenant history and references from past landlords. Other references may be accepted if the applicant does not have a tenant history.

Applicants with past debts to PTFN owned entities will not be accepted until the debts have been paid in full.

The Housing Accommodation Regulation defines eligibility criteria for housing that includes the following:

- Must respect the tenancy agreement rules and regulations.
- Applicants are required to verify their income, usually by providing a copy of their Notice of Assessment or current paystubs and/or Letter of employment.
- Assets are considered in determining eligibility.

Reasons why an applicant may not be considered include but not limited to previous debts, evictions, or falsifying information in the application and/or bad history with previous landlords.

Once the application has been reviewed and is accepted, the applicant is advised to stay in contact with the Housing Authority on a monthly basis. If the Housing Authority does not hear from the applicant for more than six months, the file is closed. The applicant may be required to re-apply.

Income verification and eligibility shall be consistent with the Provincial Guidelines for all successful applicants to adhere by.

Applicants that have been evicted from PTFN Housing Authority Units shall not be eligible to apply for housing for a period of five (5) years from the date of eviction and shall have paid all outstanding debts owing to PTFN Housing Authority.

PTFN members who have received a house from the PTFN Housing Authority must maintain custody of their children while occupying the house. If the children of a PTFN Member occupying a PTFN Housing Authority House are apprehended by the Child Care Services or move out to live with another Immediate Family, then PTFN Housing Authority shall have the right to terminate the Tenancy Agreement by providing fourteen (14) days' written notice of termination of the Tenancy Agreement to the tenant(s).



POLICY TYPE: TENANT
TITLE: Priorities for Placement
POLICY NO. T-2.2 Priorities for Placement

Purpose:

To ensure that applicants in greatest need receive priority access to housing.

Policy Guidelines

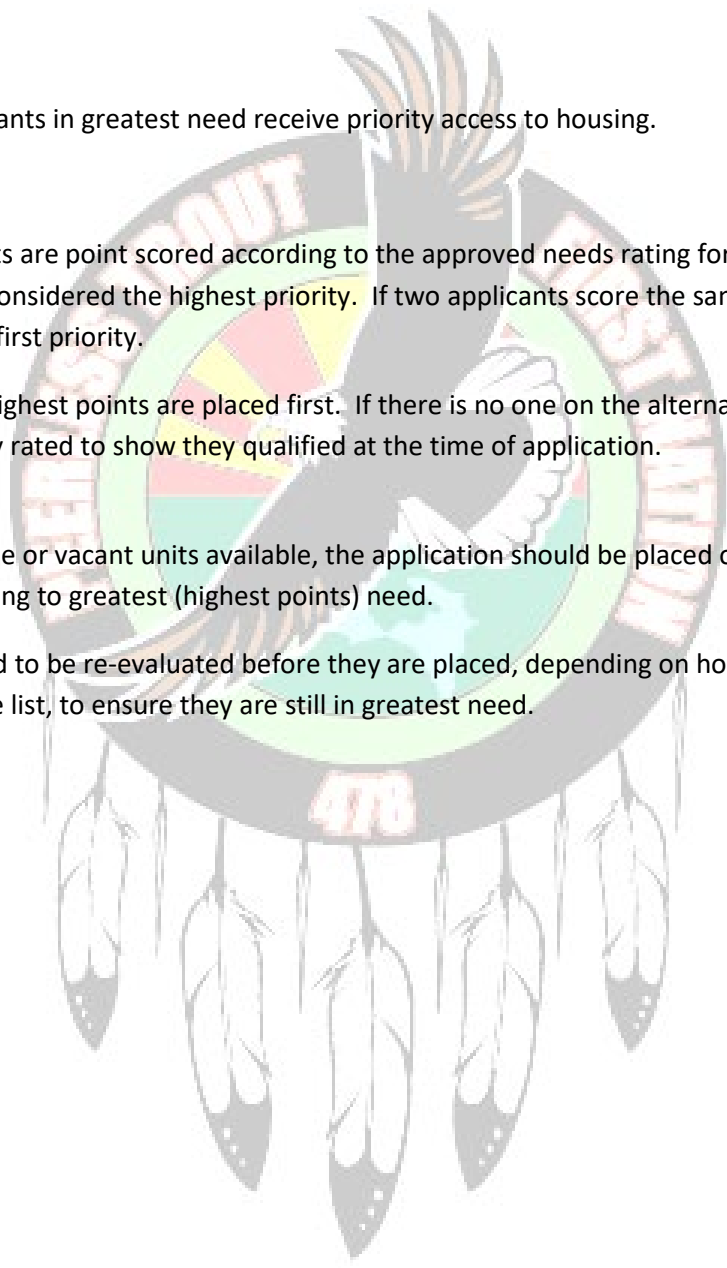
All qualified applicants are point scored according to the approved needs rating form. Applicants with the most points are considered the highest priority. If two applicants score the same, the application received earliest has first priority.

Applicants with the highest points are placed first. If there is no one on the alternate list, applicants should still be priority rated to show they qualified at the time of application.

Alternate List

If there are no suitable or vacant units available, the application should be placed on an alternate list that is ranked according to greatest (highest points) need.

Households may need to be re-evaluated before they are placed, depending on how long they have been on the alternate list, to ensure they are still in greatest need.



POLICY TYPE: TENANT
TITLE: Residency
POLICY NO. T-2.3 Residency

Purpose:

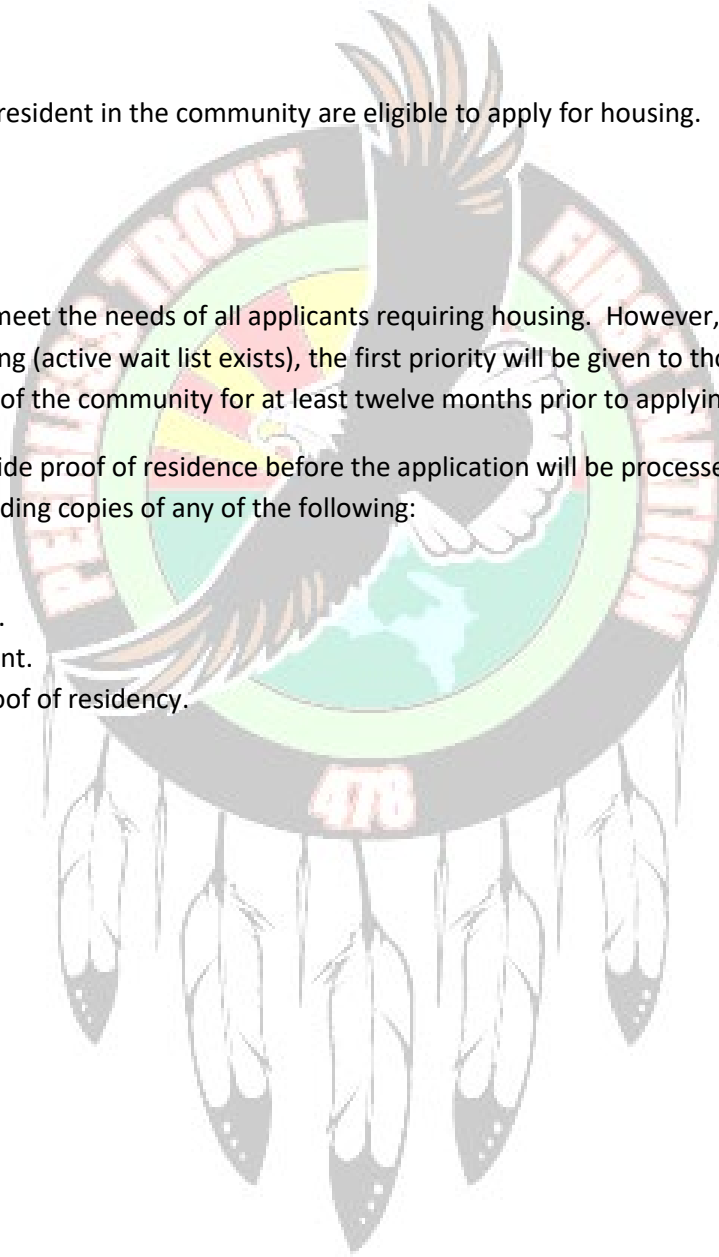
Only PTFN Members resident in the community are eligible to apply for housing.

Policy Guidelines

The Board strives to meet the needs of all applicants requiring housing. However, at a time when there is a shortage of housing (active wait list exists), the first priority will be given to those applicants who have been a resident of the community for at least twelve months prior to applying.

Applicants must provide proof of residence before the application will be processed. Proof of residency can be made by providing copies of any of the following:

- Utility bills.
- Rent receipts.
- Tax assessment.
- Any other proof of residency.



POLICY TYPE: TENANT

TITLE: Tenant and Landlord Responsibilities

POLICY NO. T-2.4 Tenant and Landlord Responsibilities

Purpose:

To ensure all Tenants have a clear understanding of their responsibilities and the Housing Authority's responsibilities.

Policy Guidelines

1. Tenant Responsibilities

a. Care of the Unit:

The Tenant will be responsible for any repairs caused by damage or loss by the Tenant or any other persons allowed on the premises by the Tenant. The Tenant shall promptly report to the landlord any accident, break or defect in the water, heating or electrical systems, or any other loss or damage to the premises.

b. Utilities and Services:

It is the responsibility of the tenant to pay for the electricity, gas, telephone, and cable.

c. Insurance:

The Tenant will be responsible for obtaining insurance on their personal property and/or contents of the rental unit and to provide the Housing Authority with proof of insurance.

d. Yard Maintenance:

The yard and grounds will be maintained by the Tenant.

The lands on which the premises are situated shall be maintained by the Tenant free of debris.

Tenants must:

- pay rent on time
- be considerate of the landlord and other tenants
- not endanger other tenants
- not perform illegal acts
- not conduct illegal business on the rental premises
- keep the rental premises reasonably clean
- prevent damage to the rental premises
- move out when the rental agreement ends
- not create excessive noise

- follow the terms and conditions in the Residential Tenancy Agreement signed with the Housing Authority and shall keep the premises and the lands on which the premises are situated, free of debris.
- Failure of the Tenant to follow the above guidelines may result in termination of the Residential Tenancy Agreement.

2. Landlord Responsibilities

- a. Care of the Unit:
 - Perform routine annual maintenance inspections
 - Make repairs that are related to the normal wear and tear, and not damage sustained by misuse and neglect by the Tenant.
- b. Insurance:
Housing Authority will insure its property (the rental unit).

Landlords must:

- make the rental premises available on the date the residential tenancy agreement takes effect
 - not disturb the Tenant's peaceful enjoyment of the rental premises (for example, not to bother the Tenant beyond what is necessary to do the landlord's business)
 - ensure the rental premises are habitable at the beginning and throughout the Tenancy
- habitable means the rental premises meet the Minimum Housing and Health Standards under the [Province of Alberta legislation](#).

A tenant education program shall be in place and offered to help tenants understand their rights and responsibilities under the Residential Tenancies Act (RTA). Other benefits such as useful methods to help Tenants meet their obligations to the Housing Authority will be included in the program.

POLICY TYPE: TENANT
TITLE: Rental/Lease Agreements
POLICY NO. T-2.5 Rental/Lease Agreements

Purpose:

All Tenants must sign a Residential Tenancy Agreement and adhere to the terms and conditions outlined in the Agreement.

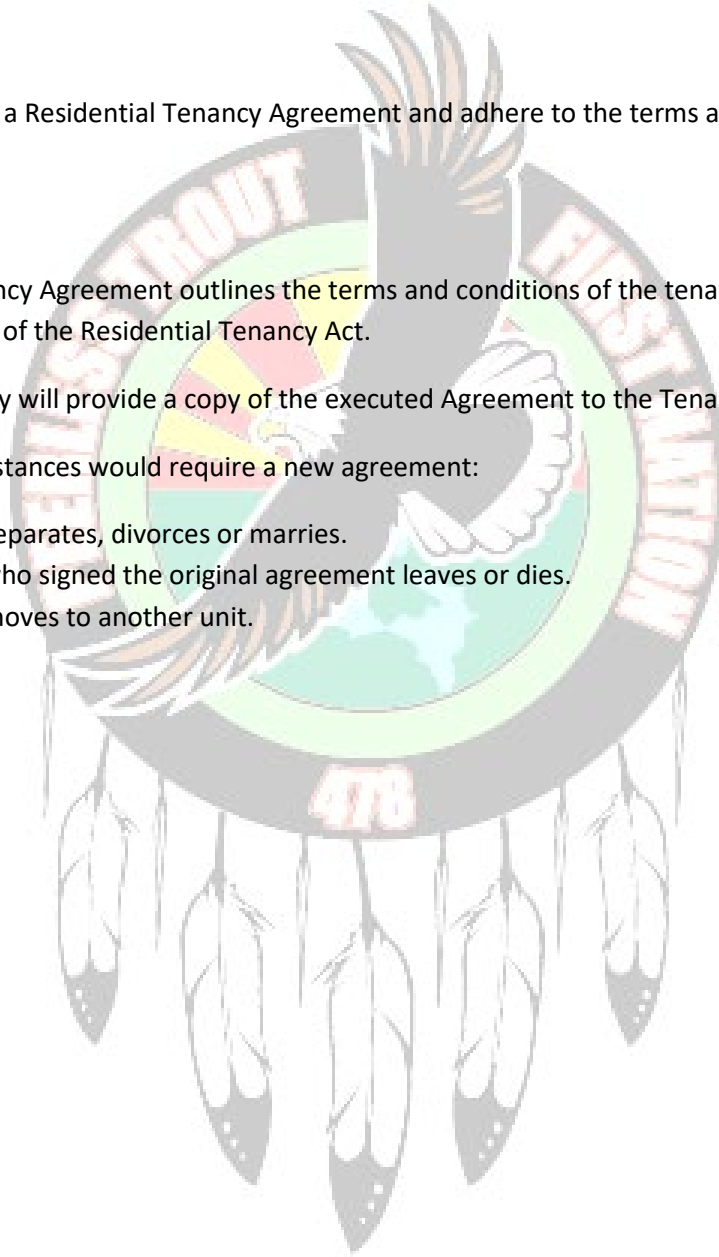
Policy Guidelines

The Residential Tenancy Agreement outlines the terms and conditions of the tenancy and adheres to the terms and conditions of the Residential Tenancy Act.

The Housing Authority will provide a copy of the executed Agreement to the Tenant.

The following circumstances would require a new agreement:

- The Tenant separates, divorces or marries.
- The person who signed the original agreement leaves or dies.
- The Tenant moves to another unit.



POLICY TYPE: TENANT
TITLE: Security Deposits
POLICY NO. T-2.6 Security Deposits/Interest

Purpose:

To provide the Housing Authority with the means to recover Tenant obligations and liabilities, such as unpaid utilities, damages, cleaning costs and rental arrears at the end of a tenancy.

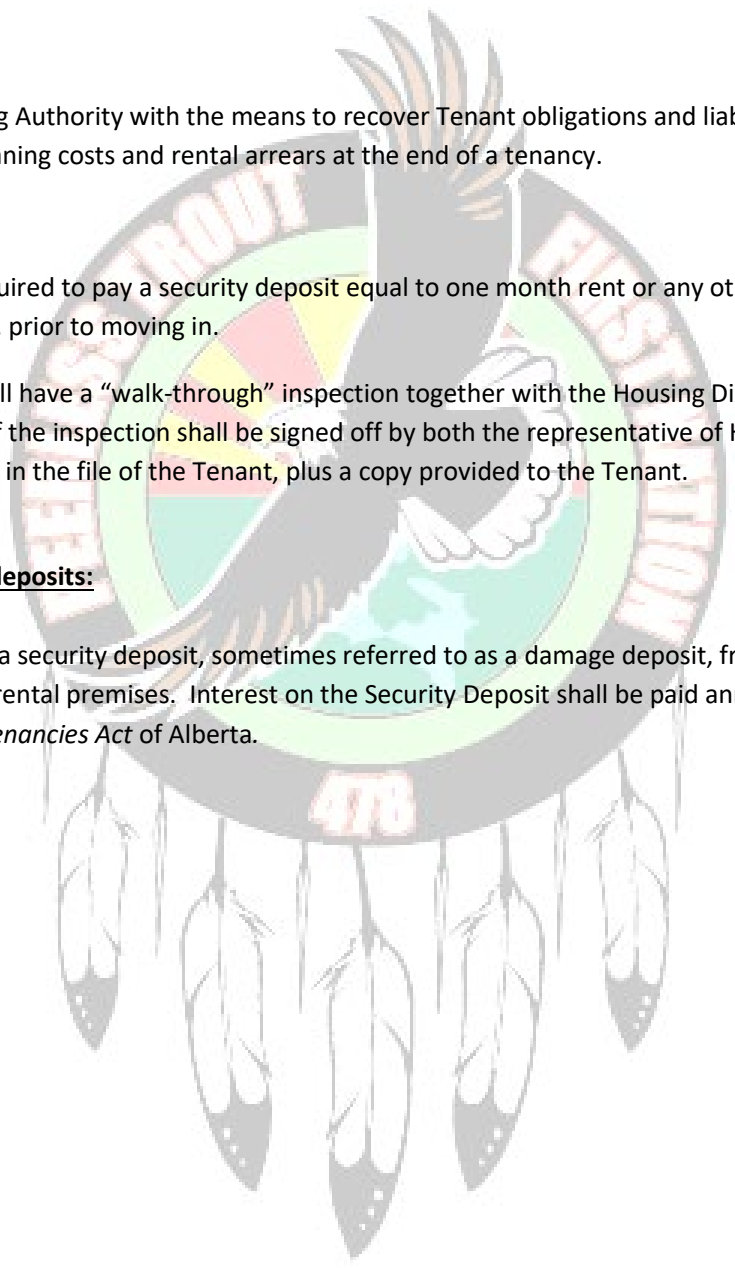
Policy Guidelines:

All Tenants will be required to pay a security deposit equal to one month rent or any other amount fixed by the Housing Authority, prior to moving in.

A first-time tenant shall have a “walk-through” inspection together with the Housing Director or his/her delegate and a copy of the inspection shall be signed off by both the representative of Housing Director and the Tenant and placed in the file of the Tenant, plus a copy provided to the Tenant.

Interests on security deposits:

Landlords can require a security deposit, sometimes referred to as a damage deposit, from their tenants when they move into rental premises. Interest on the Security Deposit shall be paid annually in accordance with the *Residential Tenancies Act* of Alberta.



POLICY TYPE: TENANT
TITLE: Tenant Damages
POLICY NO. T-2.7 Tenant Damages

Purpose:

To establish guidelines to address the issue of Tenants who wilfully damage rental housing units.

Policy Guidelines

Damage caused to housing units is the sole responsibility of the Tenant to repair or bear the cost of repairs that must be completed to the satisfaction of the Housing Authority.

Inspections:

- Each unit will be inspected annually for damage. If damage is noted, it is determined whether it is normal wear and tear or damage that was wilfully caused by the Tenant. Damage that is determined to be normal wear and tear will be repaired by the Housing Authority at no cost to the Tenant.
- Where warranted, inspections will be done more frequently.
- All damage not considered wear and tear must be documented & photographed in detail.

Tenant Damage:

- Damage caused by the Tenant will be noted and documented on the home inspection reports. An estimate of the cost to repair will be placed on the file and a letter will be written to the Tenant identifying in detail:
 - The specific damage.
 - What must be done.
 - The cost estimate to repair.
- Tenants will have 30 days to repair damages once the home inspection report has been completed.
- The cost estimate for the repairs will be the actual costs for materials and if a contractor is brought into repair, the actual cost for that contractor. If maintenance staff are able to & can repair the damage, labour will be billed out at \$60.00 per hour per person.

30 days after the home inspection report has been completed, and if repairs are not complete, maintenance staff will enter the premises to complete the repairs and the Tenant will be responsible and invoiced to pay for the repairs within 30 days of the completed repairs.

- Tenants will have thirty days to reimburse the Housing Authority for the repairs, unless an alternative payment plan is approved by the Housing Director.
- Tenants who do not pay their repair bills within the thirty days or do not sign an alternate payment plan will be evicted immediately, even if their rent is paid and current.
- Tenants who do not pay their bill and are evicted or leave the housing Board with an outstanding debt will not be eligible to apply for any future housing until the arrears are paid in full and five (5) years has passed since the debt was repaid.
- If the Tenant has caused substantial damage then the Housing Authority in their sole discretion shall have the right to terminate the Residential Tenancy Agreement.

Wear and Tear

Normal wear and tear are defined in the RTA as deterioration that takes place over time from the use of the residential premises, even when the Tenant provides reasonable care and maintenance. Some examples of damages to the physical condition of rental premises for which deductions can be made (when inspection reports are properly completed) are:

- Steam cleaning of rugs with obvious dirt, soil, oil or urine stains or holes
- Holes in walls, doors or cupboards
- Damaged door panels and/or door frames
- Food, dirt or nicotine smoke stains on walls, cupboards and/or appliances
- Damaged faucets/fixtures in bathrooms/kitchen
- Broken windows or storm doors
- Damaged window screens
- Floor tiles/Linoleum damages
- Floorboards damages
- Damaged and/or missing exterior siding, soffits, fascia, gutters or roofing

POLICY TYPE: TENANT
TITLE: Collection of Rent
POLICY NO. T-2.8 Collection of Rent

Purpose:

To establish guidelines for collecting monthly rent payments.

Policy Guidelines

Rent payments are due on the first day of the month and are considered a late payment thereafter.

Tenants will receive a First notice letter regarding late payment due on the first of the month on the 7th day of the month, indicating full payment required or eviction proceeding will be initiated.

Tenants will receive a Second notice letter regarding late payment due on the first of the month on the 14th day of the month, indicating full payment required or eviction proceeding will be initiated.

Tenants who have not paid after 21 days receive a letter from the Housing Director indicating that if they do not submit the full payment within one week, eviction proceedings may be initiated.

Tenants who have not made any arrangement to settle their rental account after 30 days will receive a final notice of eviction and legal proceedings in the process to have the Tenant removed if they will not vacate the rental unit.

Evictions:

Reasons for eviction

The most common reason for an eviction is when a Tenant fails to pay rent. Tenants cannot withhold rent to force the Housing Authority to do something, such as making repairs. The landlord is legally entitled to have the rent paid in full when it is due.

If the Tenant cannot pay the rent and lets the Housing Authority know beforehand, the Housing Authority, at its sole discretion, may let the Tenant stay and pay rent later or over time. However, the Housing Authority is under no obligation to do this.

Other reasons for eviction include:

- Breach of Residential Tenancy Agreement.
- damaging the rental premises.
- disturbing or endangering others in the rental premises.

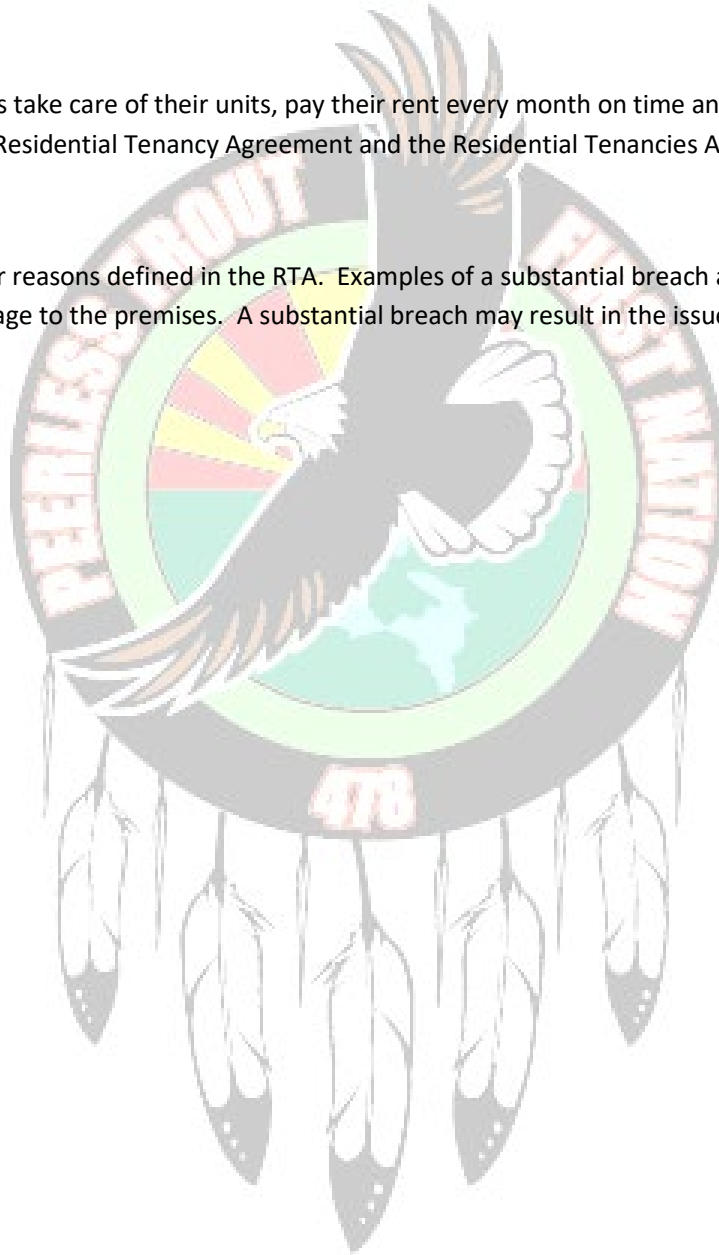
POLICY TYPE: TENANT
TITLE: Termination of Tenancy
POLICY NO. T-2.9 Termination of Tenancy

Purpose:

To ensure that Tenants take care of their units, pay their rent every month on time and adhere to the terms and conditions of the Residential Tenancy Agreement and the Residential Tenancies Act (RTA).

Policy Guidelines

Evictions are issued for reasons defined in the RTA. Examples of a substantial breach are failure to pay the rent on time and damage to the premises. A substantial breach may result in the issue of 14-day eviction notice.



POLICY TYPE: TENANT
TITLE: Bad Debt Collection
POLICY NO. T-2.10 Bad Debt Collection

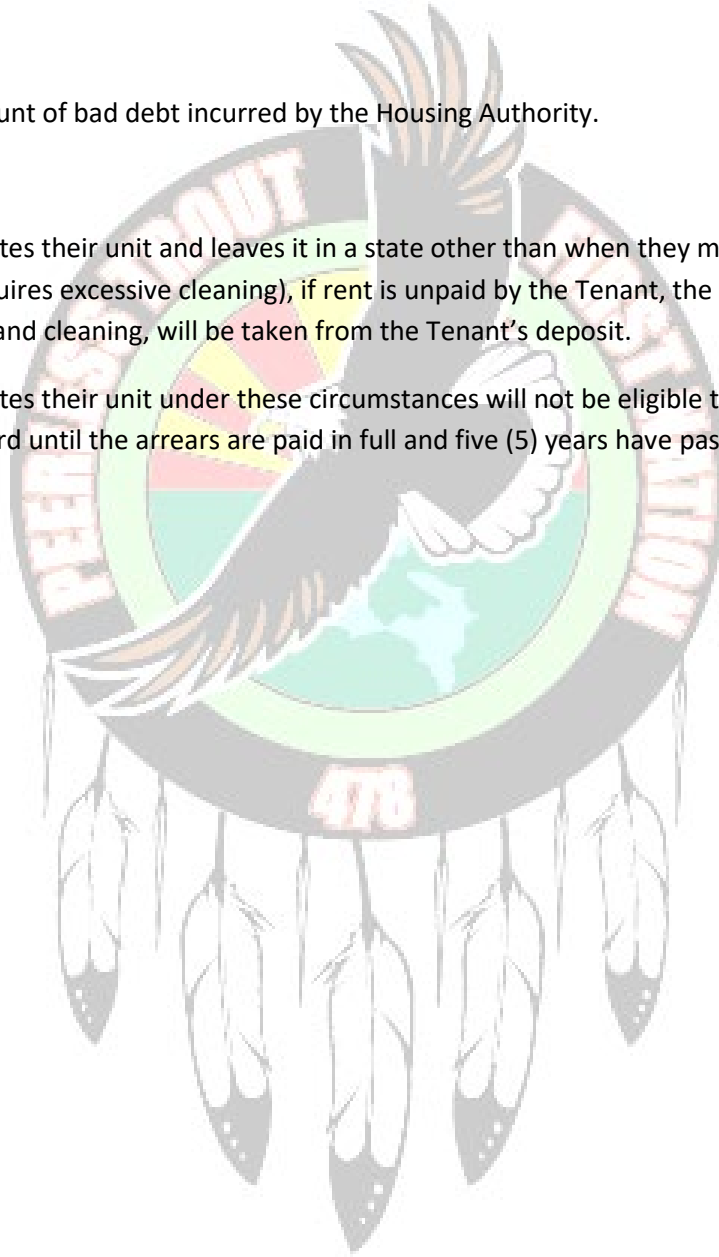
Purpose:

To minimize the amount of bad debt incurred by the Housing Authority.

Policy Guidelines

Any Tenant who vacates their unit and leaves it in a state other than when they moved in (e.g. damages, garbage, the unit requires excessive cleaning), if rent is unpaid by the Tenant, the outstanding debt after any required repairs and cleaning, will be taken from the Tenant's deposit.

Any Tenant who vacates their unit under these circumstances will not be eligible to apply for any future housing with the Board until the arrears are paid in full and five (5) years have passed since the debt was paid.



POLICY TYPE: TENANT

TITLE: Collection of Rental Payments

POLICY NO. T-2.11 Collection of Rental Payments

Purpose:

To provide a fair and effective system of the collection of arrears and the course of action in the event of a failure to collect payment as per the Residential Tenancy Agreement. This policy will address default in payment, Tenant arrears, insurance and legal fees.

The purpose of this policy is to:

1. Establish a process in the collection of arrears.
2. Ensure that the collection of arrears is done in a legal and fair manner.

Policy Guidelines

1. DEFINITIONS

For purposes of this policy, the following definitions will apply:

- a. **Agreement:** Agreement means Residential Tenancy Agreement
- b. **Arrears:** The accumulation of non-payment of rent in accordance with the Residential Tenancy Agreement. The payment is due on the first of the month and will be considered to be in arrears if there is a failure to pay on the first of the month.
- c. **Breach:** Failure to meet any legal obligation in the Residential Tenancy Agreement, or a failure to meet the obligations set out in this policy.
- d. **Tenant:** The person who has agreed to lease the housing unit from the Housing Authority.
- e. **Arrears Payment Agreement:** A payment option of arrears agreed to by the Housing Authority and the Tenant.

2. PROCESS

STEP 1 First Letter

A letter along with the statement detailing the arrears amount shall be sent to the tenant requesting payment of the arrears within 2 weeks from the date notice is given to the Tenant in accordance with the Notice Requirements in this Policy.

(copy of the letter is filed in the tenants file).

STEP 2 Second Letter

If full payment of arrears has not been paid within 2 weeks of the first letter, a second letter will be sent to the Tenant in accordance with the Notice Requirements in this Policy requesting the Tenant to, within two (2) weeks from the date of notice, make full payment of arrears or attend at a meeting at the Housing Authority office to discuss payment options. If the Tenant and Housing Authority agree on a repayment plan, then a Repayment Agreement shall be signed.

(Copy of the letter will be filed in the tenants file).

STEP 3 Notice to Terminate Agreement

If the Tenant, after notice of the second letter does not make repayment in full of the arrears or sign a Repayment Agreement, then the Housing Authority shall proceed with termination of the Residential Tenancy Agreement.

(Copies of all letters will be filed in the tenants file).

3. REMEDIES

a. Arrears Repayment Agreement

The Arrears Repayment Agreement only addresses the arrears on the Tenant's account. The monthly amount payable which includes the regular monthly payment and the arrears repayment to the Housing Authority must remain current.

b. Future Breach of Arrears Repayment Agreement

When the Tenant breaches the Arrears Repayment Agreement, a notice to terminate the agreement will be sent to the Tenant. The Tenant has to pay the payments due and the Arrears Repayment Agreement amount in full before the 15th of the month in which the notice was sent or if the notice was sent after the 15th day of the month, then the due date is the 15th of the following month.

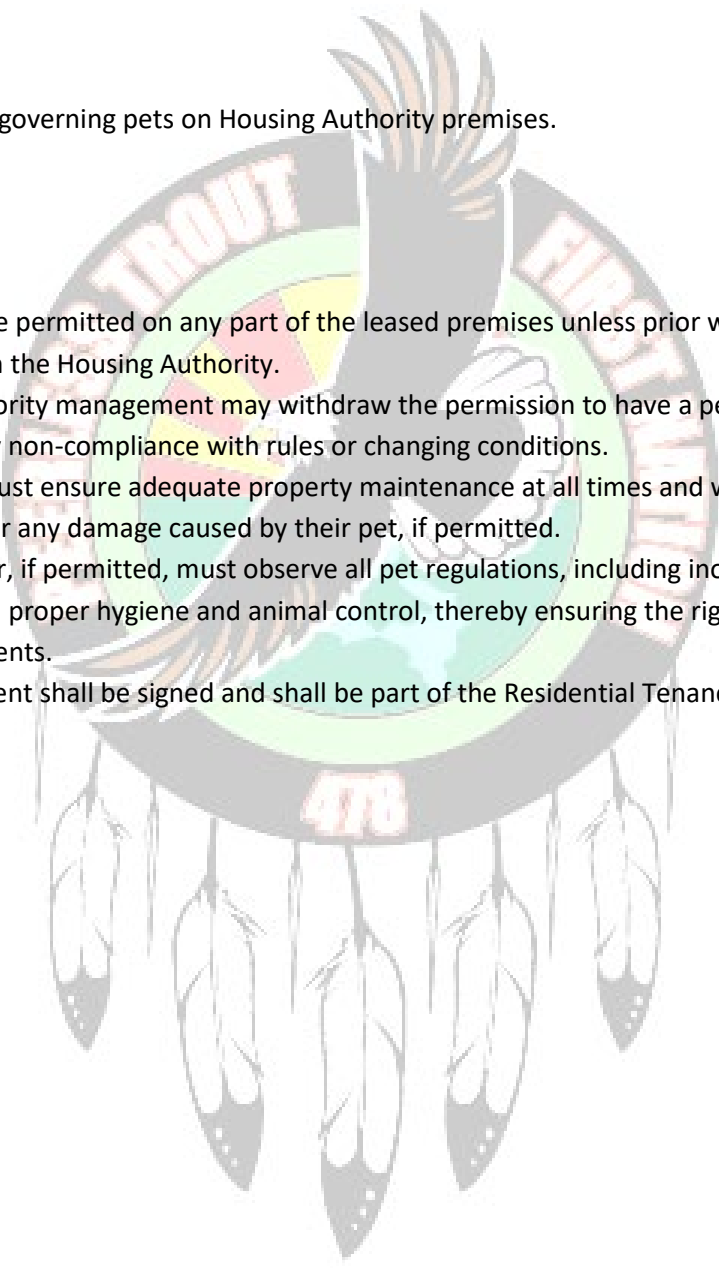
POLICY TYPE: TENANT
TITLE: Pets on Premises
POLICY NO. T-2.12 Pets on Premises

Purpose:

To provide guidelines governing pets on Housing Authority premises.

Policy Guidelines

1. No pets will be permitted on any part of the leased premises unless prior written approval is obtained from the Housing Authority.
2. Housing Authority management may withdraw the permission to have a pet on the premises as a result of any non-compliance with rules or changing conditions.
3. Pet owners must ensure adequate property maintenance at all times and will be directly responsible for any damage caused by their pet, if permitted.
4. The pet owner, if permitted, must observe all pet regulations, including inoculation and license requirements, proper hygiene and animal control, thereby ensuring the rights, health and safety of other residents.
5. A pet agreement shall be signed and shall be part of the Residential Tenancy Agreement.



POLICY TYPE: TENANT
TITLE: Smoking in Residences
POLICY NO. T-2.13 Smoking in Residences

Purpose:

To provide guidelines governing smoking in residences.

Policy Guidelines:

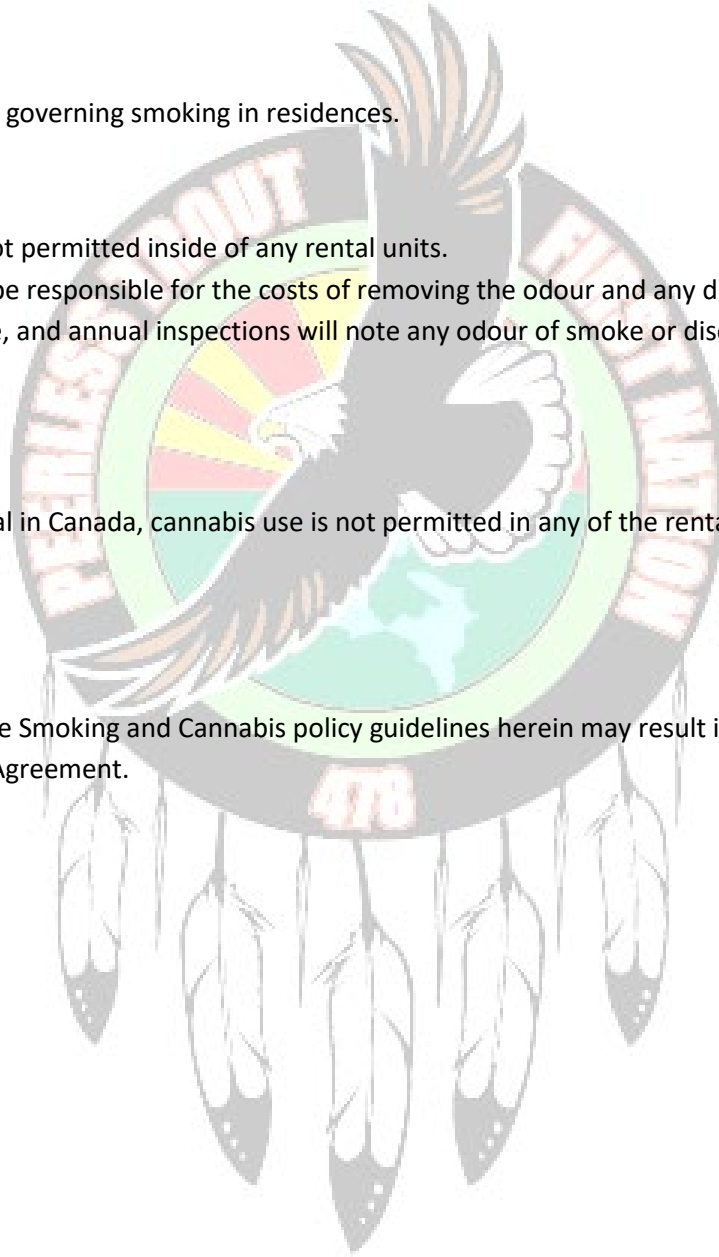
1. Smoking is not permitted inside of any rental units.
2. Tenants will be responsible for the costs of removing the odour and any discoloring on the walls due to smoke, and annual inspections will note any odour of smoke or discoloration on walls.

Cannabis use:

While cannabis is legal in Canada, cannabis use is not permitted in any of the rental units of the Housing Authority.

Breach:

Failure to abide by the Smoking and Cannabis policy guidelines herein may result in termination of the Residential Tenancy Agreement.



POLICY TYPE: TENANT

TITLE: Noise, Nuisance, Disturbance in Residences

POLICY NO. T-2.14 Noise, Nuisance, Disturbance in Residences

Purpose:

To provide guidelines governing noise, nuisance and disturbances in residences.

Policy Guidelines

Tenants do not have the right to interfere with the rights of other Tenants. Interfering with the rights of the other Tenants is a substantial breach of the Residential Tenancy Act (RTA) and is subject to eviction (see policy T-2.7: Termination of Tenancy). This includes making excessive noise, being a nuisance to the other Tenants, and creating a general disturbance included but not limited to drinking and partying.

It is the Housing Authority's responsibility to take action if a Tenant is causing problems for other Tenants through activities that are not in the normal course of everyday living, such as excessive noise. Such activities by a Tenant may result in a termination of the Residential Tenancy Agreement.

Peaceful Enjoyment:

It is the right of the Tenant **not** to be significantly disturbed while living in the residential premises so long as they meet their obligations under the residential tenancy agreement.

'Peaceful enjoyment' means that your landlord will not interfere with your ability to live in and enjoy the property provided that the Tenant is in compliance with the Residential Tenancy Act and the provisions of this Housing Policy Agreement.

Note: the Landlord may enter the residential premises as per Notice of Entry requirements, providing the frequency does not significantly disturb the Tenant's peaceful enjoyment of the premises.

POLICY TYPE: TENANT

TITLE: Resident Concerns Resolution Protocol

POLICY NO. T-2.15 Resident Concerns Resolution Protocol

Purpose

To ensure that concerns and complaints are dealt with in a timely, consistent and fair manner by all staff who are providing administration of housing services for the Housing Authority Board.

Policy Guidelines

Procedures shall be in place to ensure that every Tenant is familiar with the process and uses it accordingly. Tenants must be able to report concerns and complaints in an environment where they know they will be treated fairly.

The procedures should address the following:

1. Raising a Concern/Complaint must be done in writing. (letter submitted)
2. Directing a Concern/Complaint (all concerns and complaints are directed to the Housing Director)
3. Responding to a Complaint (letter will be sent to the concerned individual)
4. Resolving Concerns/Complaints
 - Level 1 Resolution: Front Line Staff
 - Level 2 Resolution: Formal Complaints (Housing Director)
 - Level 3 Resolution: Board of Directors

Basic principles of investigation will be employed to ensure that a proper and thorough examination is undertaken. The results will be communicated directly with the complainant.

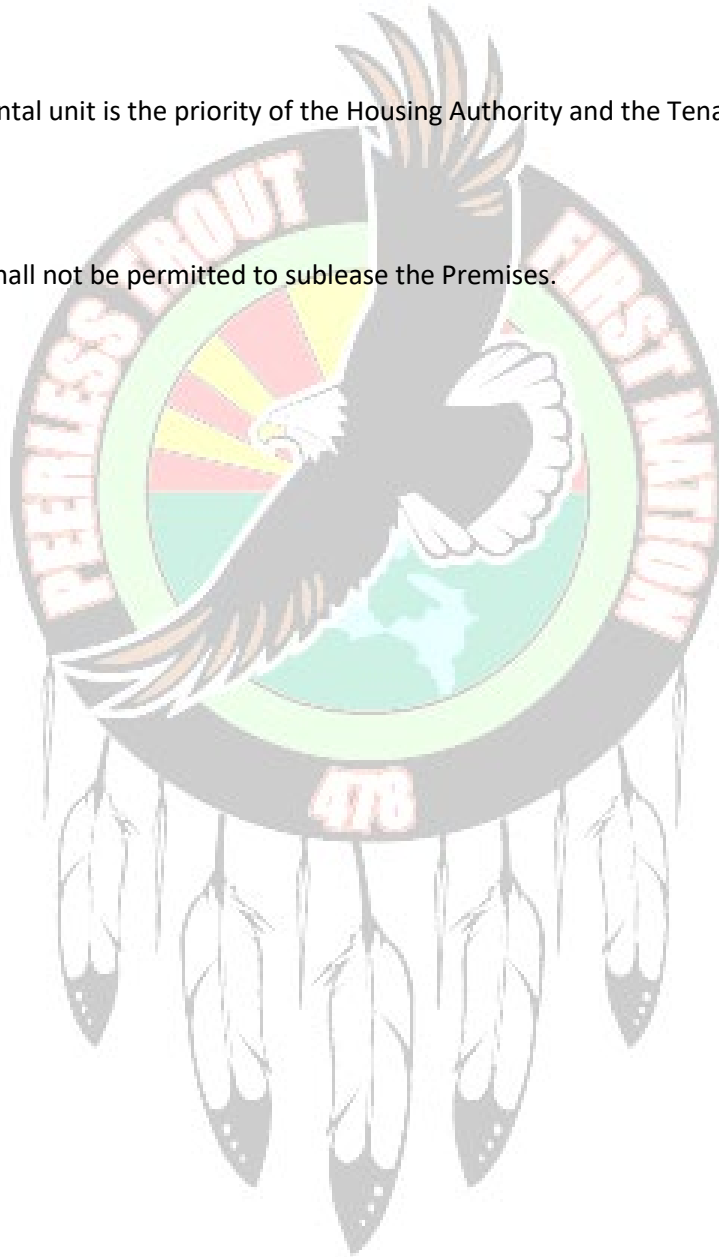
POLICY TYPE: TENANT
TITLE: SUB-LEASING
POLICY NO. T-2.16 Sub-leasing

Purpose:

To ensure that the rental unit is the priority of the Housing Authority and the Tenant.

Policy:

- (1) The Tenant shall not be permitted to sublease the Premises.



POLICY TYPE: FINANCE and ADMINISTRATION

TITLE: Administrative Expectations

POLICY NO. A-3.1 Administrative Expectations

Purpose:

To set the parameters by which the Housing Director must operate.

Policy Statement and Guidelines

The Housing Authority Board has ultimate responsibility for the operation of the organization.

The Board supports the principle of delegation to the Housing Director. The Housing Director may delegate acting reasonably responsibilities to the Housing staff.

The Housing Director and the Housing staff will develop, communicate and implement administrative and operational policies and procedures. The development of administrative policies should include:

- Planning Systems.
- Management of Risk Systems.
- Fiscal Management Systems.
- Human Resource Systems.
- Information and Communication Systems.
- Appeal Systems.
- Operating Systems.
- Monitoring and evaluating Reporting Systems.
- Administrative Systems.

POLICY TYPE: FINANCE and ADMINISTRATION

TITLE: Financial Management

POLICY NO. A-3.2 Financial Management

Purpose:

To provide financial reporting, budgeting and purchasing guidelines to the Housing Director so as to protect the financial integrity of the Housing Authority.

Policy Statement

To ensure that the Housing Authority is operated in a sound and prudent fiscal manner and that the Board's financial management directions are followed.

Responsibilities

Housing Board:

The Housing Authority will:

1. Approve an annual operating budget.
2. Approve a prioritized capital purchase list.
3. Monitor the budget by reviewing financial statements monthly.
4. Set a monetary amount by which the Housing Director can purchase without prior Board approval.
5. Ensure that controls on the receipt and disbursement of funds are sufficient to meet generally accepted accounting principles.
6. Ensure that budget realignment between programs have Board approval.
7. Ensure that any funds disbursed have Board authorization through policy.
8. Ensure procedures are in place to not allow any one individual to have complete authority over a financial transaction.

Administration:

The Housing Director will operate the organization in a sound and prudent fiscal manner. The Housing Director may not cause or allow the financial integrity of the organization to be damaged.

Accordingly, the Housing Director will:

1. Operate with a feasible strategy and plan, approved by the Board, within the allocated budget.

2. Ensure the actual expenditures do not deviate significantly from the budget priorities approved by the Board.
3. Present a financial update to the Board on a monthly basis.
4. Ensure the Housing Director's own authority for any single non-budgeted capital purchase does not exceed \$5,000. Such expenditures will be identified in regular financial reports.
5. Ensure that controls on the receipt and disbursement of funds are sufficient to meet generally accepted accounting principles.
6. Ensure that the disbursement of any non-budget items can be recovered from within the same budgeted program. Such items will be identified in regular financial reports.
7. Ensure any budget realignment between programs have the Board approval.
8. Ensure that any funds disbursed to the manager have Board authorization.
9. Provide information to the Board to enable it to make assessments on "value for money".
10. Ensure that the Board receives sufficient, timely information related to financial expenditures to reflect significant impacts on previously approved Board budget priorities.
11. Provide information on new methods of delivering services.
12. Seek out opportunities for cooperative, collaborative relationships with stakeholders to optimize budget allocations.
13. Not allow one individual to have complete authority over a financial transaction.
14. Full Capital Asset Listing shall be maintained complete with original value and depreciated value.
15. All Capital Assets in a Lease to Purchase Agreement shall be reported to the Board annually with original Lease to Purchase amount, amount paid and amount owing by tenant and unit.
16. A Capital Asset land listing shall be provided to the Board annually.
17. A recommended Capital Asset disposal list shall be provided to the Board annually.

POLICY TYPE: FINANCE and ADMINISTRATION

TITLE: Regulatory Financial Reporting

POLICY NO. A-3.3 Regulatory Financial Reporting

Purpose:

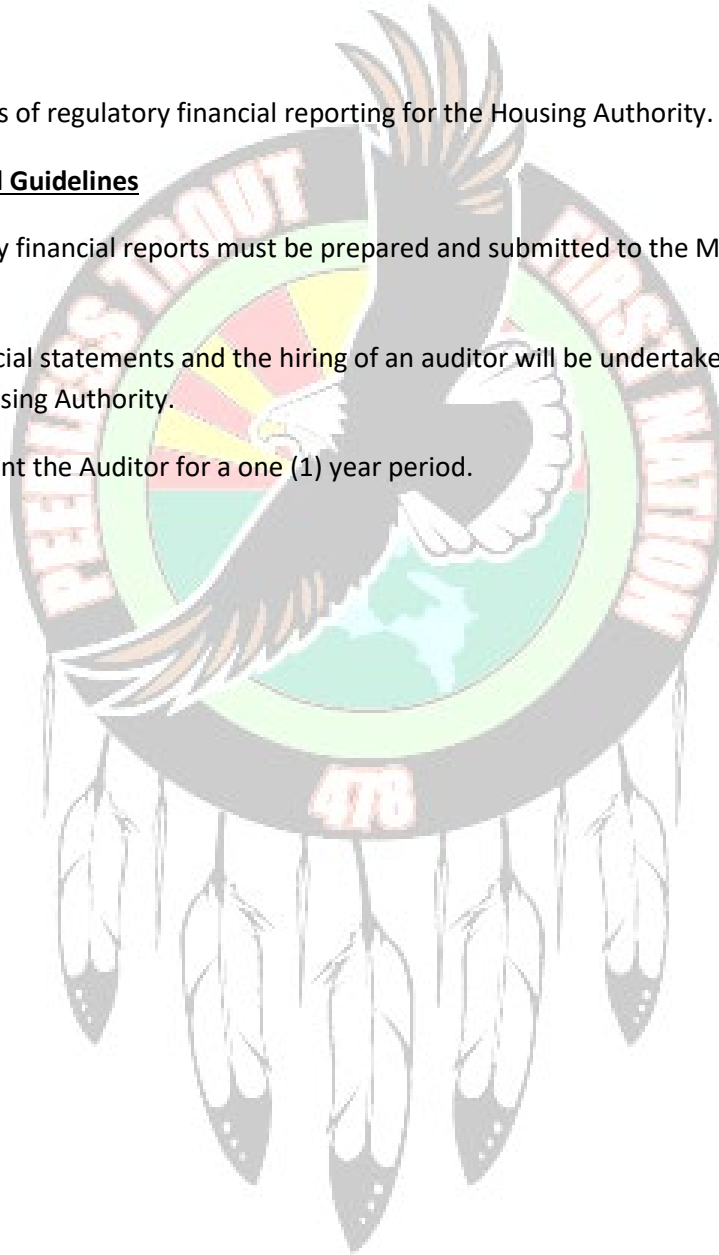
To outline the process of regulatory financial reporting for the Housing Authority.

Policy Statement and Guidelines

Year-to-year quarterly financial reports must be prepared and submitted to the Members of the Housing Authority.

Annual audited financial statements and the hiring of an auditor will be undertaken and must be submitted to the Housing Authority.

The Board shall appoint the Auditor for a one (1) year period.



POLICY TYPE: FINANCE and ADMINISTRATION

TITLE: Collection of Accounts

POLICY NO. A-3.4 Collection of Accounts

Purpose:

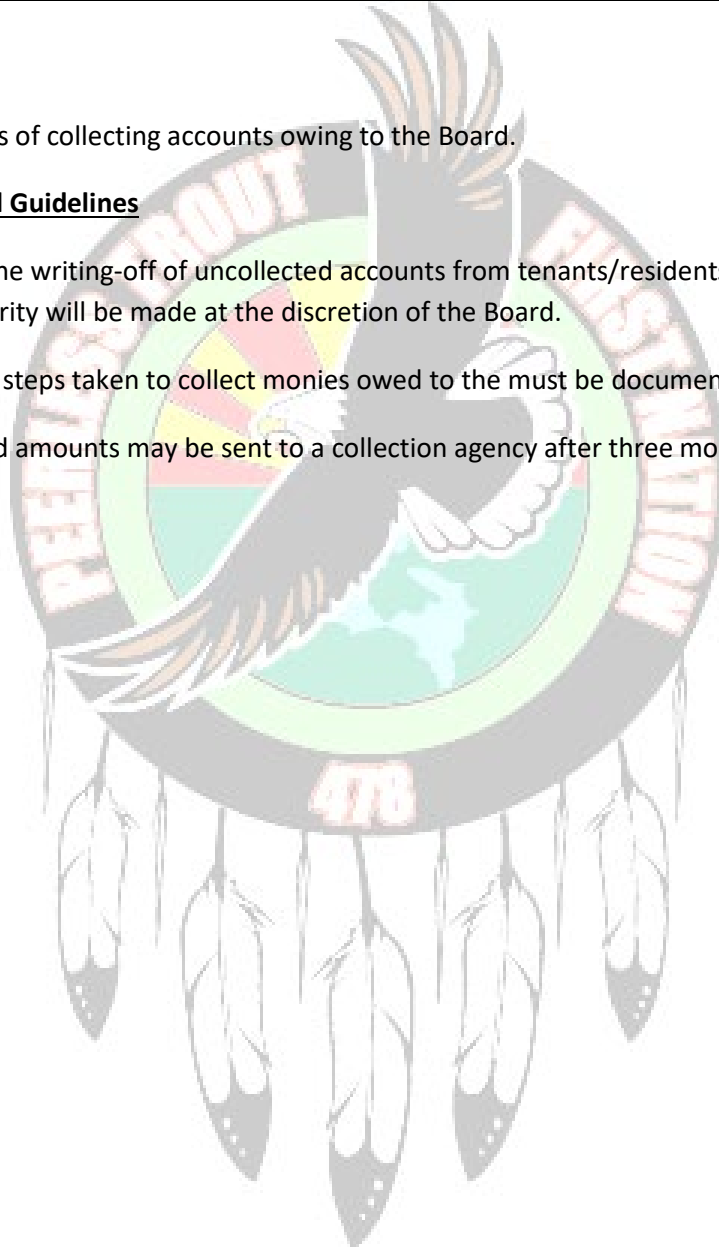
To outline the process of collecting accounts owing to the Board.

Policy Statement and Guidelines

Decisions regarding the writing-off of uncollected accounts from tenants/residents or third parties owed to the Housing Authority will be made at the discretion of the Board.

Records detailing the steps taken to collect monies owed to the must be documented.

Arrears of uncollected amounts may be sent to a collection agency after three months if the board decide to do so.



POLICY TYPE: FINANCE and ADMINISTRATION

TITLE: Bank Accounts

POLICY NO. A-3.5 Bank Accounts

Purpose:

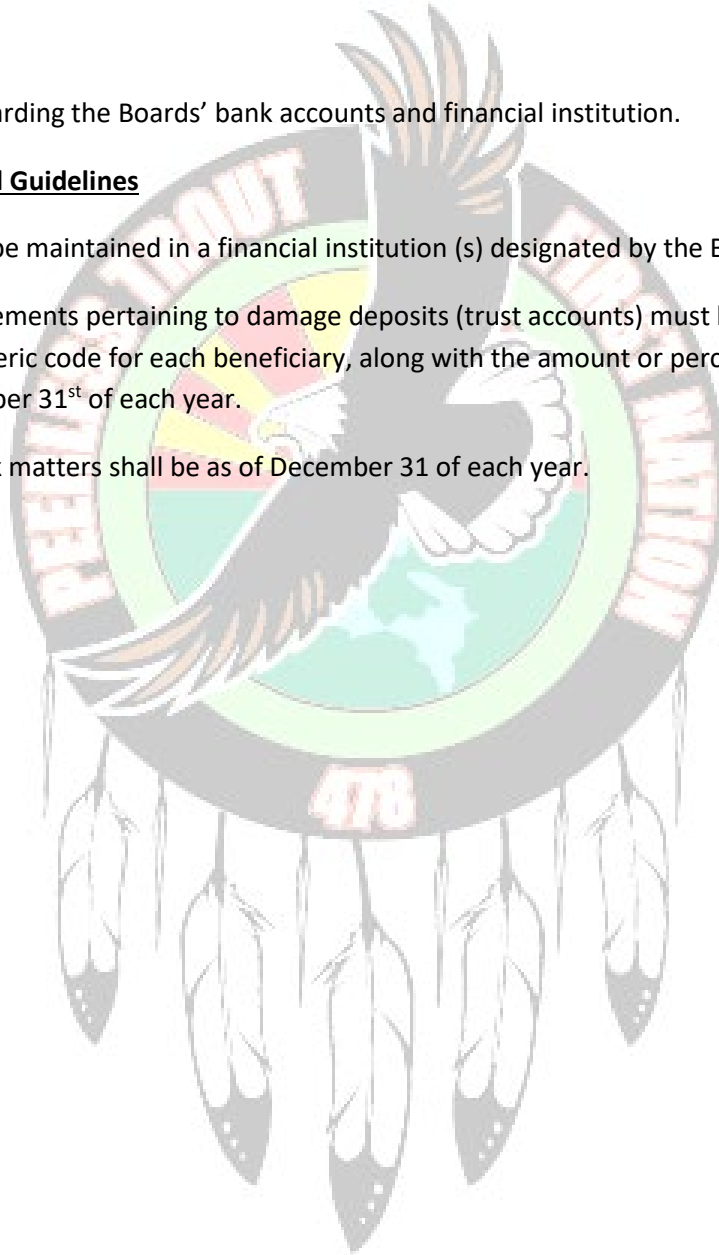
To set guidelines regarding the Boards' bank accounts and financial institution.

Policy Statement and Guidelines

Bank accounts must be maintained in a financial institution (s) designated by the Board.

Information and statements pertaining to damage deposits (trust accounts) must be made available and include an alphanumeric code for each beneficiary, along with the amount or percentage of interest accrued as of December 31st of each year.

Year-end and all bank matters shall be as of December 31 of each year.



POLICY TYPE: FINANCE and ADMINISTRATION

TITLE: Corporate Insurance

POLICY NO. A-3.6 Corporate Insurance

Purpose:

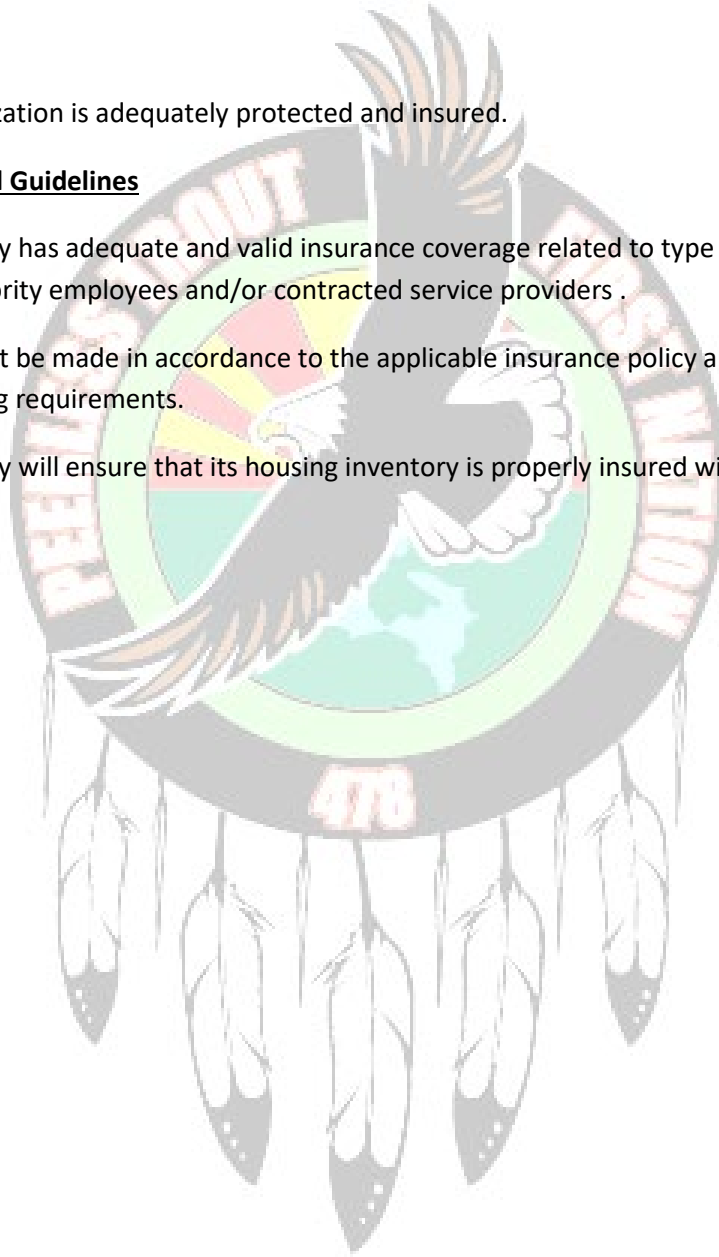
To ensure the organization is adequately protected and insured.

Policy Statement and Guidelines

The Housing Authority has adequate and valid insurance coverage related to type of services provided by the Housing Authority employees and/or contracted service providers .

Insurance claims must be made in accordance to the applicable insurance policy and meet the government reporting requirements.

The Housing Authority will ensure that its housing inventory is properly insured with adequate coverage.



POLICY TYPE: FINANCE and ADMINISTRATION

TITLE: Contract Administration

POLICY NO. A-3.7 Contract Administration

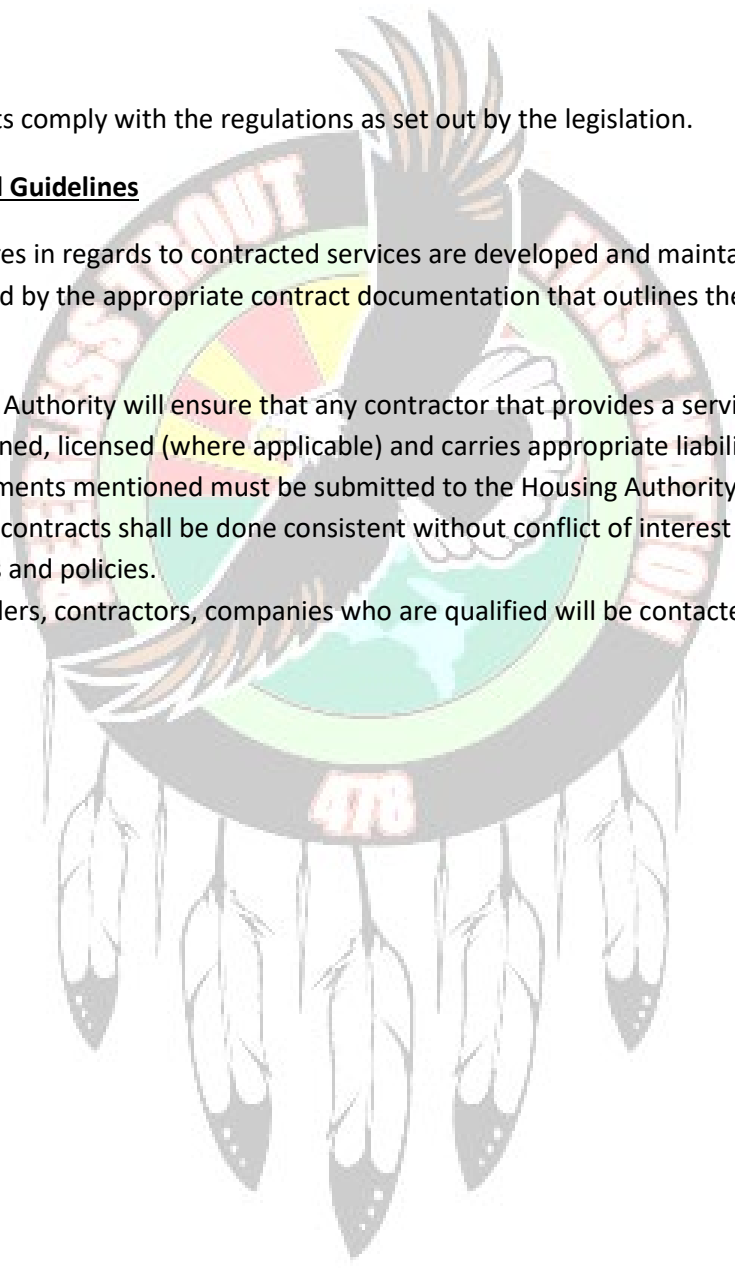
Purpose:

To ensure all contracts comply with the regulations as set out by the legislation.

Policy Statement and Guidelines

Policies and procedures in regards to contracted services are developed and maintained. Contract services are supported by the appropriate contract documentation that outlines the services to be provided.

1. The Housing Authority will ensure that any contractor that provides a service is qualified, properly trained, licensed (where applicable) and carries appropriate liability insurance.
2. All the documents mentioned must be submitted to the Housing Authority and verified.
3. Awarding of contracts shall be done consistent without conflict of interest and pecuniary interest laws and policies.
4. A list of venders, contractors, companies who are qualified will be contacted for work.



POLICY TYPE: FINANCE and ADMINISTRATION

TITLE: Signing Authorities

POLICY NO. A-3.8 Signing Authorities

Purpose:

To establish signing authorities for all documents, contracts, and financial instruments.

Policy Statement and Guidelines

This policy designates signing authorities for the Housing Authority.

The legal signing officers for the Housing Authority are:

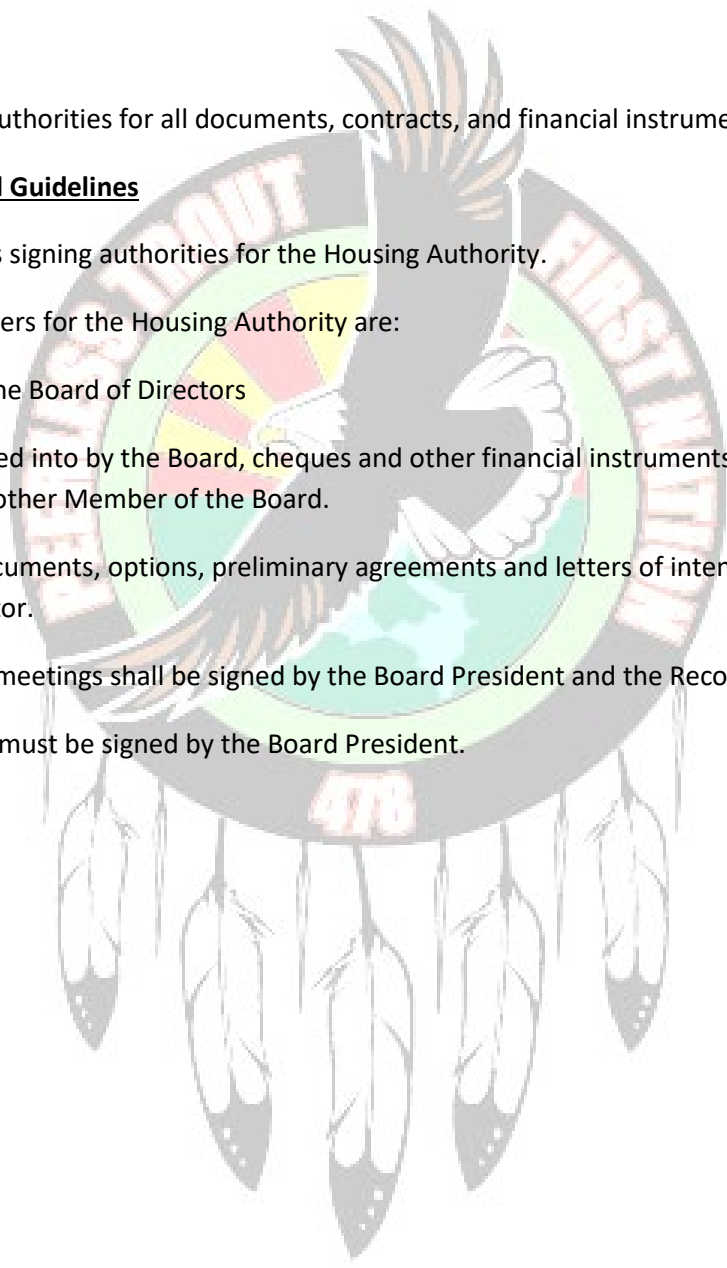
1. Each of the Board of Directors

All agreements entered into by the Board, cheques and other financial instruments shall be signed by the President and another Member of the Board.

All other financial documents, options, preliminary agreements and letters of intent may be signed off by the Housing Director.

All minutes of Board meetings shall be signed by the Board President and the Recording Secretary.

All approved policies must be signed by the Board President.



POLICY TYPE: FINANCE and ADMINISTRATION

TITLE: Communications

POLICY NO. A-3.9 Communications

Purpose:

To ensure the Board's policies and directions are communicated.

Policy Guidelines

Communication and Advice to the Board

When providing information and counsel to the Board, the Housing Director shall not intentionally cause or allow the Board to be uninformed or misinformed. The Housing Director will:

1. Make the Board aware of the impacts of services, relevant trends, future opportunities, public events of the organization, and significant external and internal changes. In particular, the Housing Director will inform the Board of any changes in the assumptions upon which the Board policy has previously been established.
2. Inform the Board of project or services proposals.
3. Submit the required monitoring and evaluation data in a timely, accurate and understandable fashion and that directly addresses the monitoring of provisions of Board policies.
4. Gather points of view, issues, opinions and information on current practices from internal and external sources as needed for fully informed Board choices.
5. Present information in a clear and concise form.

Communication with Tenants

The Housing Director will:

1. Operate with a Communications Plan in line with the Board's policies.
2. Operate with mechanisms to address community concerns.
3. Follow communications channels or procedures described by the Board in its communications policies.
4. Develop and implement operational procedures using a plan for consultation.

Communication with Residents/Tenants

A Tenant Education Program will be developed to help Tenants under their responsibilities according to the Residential Tenancies Act (RTA). All Tenants will be required to participate in the Tenant education program as a condition of their tenancy with the Housing Authority. New Tenants will be required to take the program before or shortly after occupying a unit. Existing Tenants with arrears will also be required to take the program.



POLICY TYPE: FINANCE and ADMINISTRATION

TITLE: Media Relations

POLICY NO. A-3.10 Media Relations

Purpose:

To ensure that messages to and through the media are accurate and consistent.

Policy Statement and Guidelines

The Board President and Housing Director, or designates, are the only persons authorized to speak for the organization. Each has the authority to issue press releases and respond to the media on behalf of the Housing Authority.

Relations with the media in matters relating to policy and major political issues is the responsibility of the President and relations with the media relating to operations is the responsibility of the Housing Director.

The Board's designated spokesperson (s) will speak for the Board through news releases or press conferences.

The Board will respond to unsolicited inquiries from the media on a timely basis. The Board will consult with representative Government communications specialists.

Technical and legal questions will be responded to in writing.



POLICY TYPE: FINANCE and ADMINISTRATION

TITLE: Information Management

POLICY NO. A-3.11 Information Management

Purpose:

To ensure a well-organized records management system is in place and in compliance with the Freedom of Information and Protection of Privacy Act (FOIP).

Policy Statement and Guidelines

Policies and procedures that ensure the protection of personal information are developed and maintained.

- File Maintenance - Files need to be maintained (up to date) and accessible.
- Housing will ensure that privacy and personal information of clients is protected at all times.
- All management body records are subject to the Freedom of Information and Protection of Privacy Act (FOIP).
- Records Retention - Management bodies are required to retain certain records from before the management body was formed, for an indefinite period of time. These include:
 - ✓ Agreements
 - ✓ Contracts
 - ✓ Leases (land)
 - ✓ Ministerial Orders,
 - ✓ Constitutions and bylaws
 - ✓ General ledgers
 - ✓ Minutes of Board meetings

Records created after the management body was formed must be retained for an average of seven years.

- Disposal of records - Records created after the management body was formed may be disposed of after they have been retained for the minimum time required.
- Return of Government Records - All government records must be returned to the government after the 7 years minimum retention and if the documents are no longer required by the management body. There is a process in place that can be arranged through the Portfolio Advisor assigned to the management body.

POLICY TYPE: MAINTENANCE
TITLE: Planned Maintenance
POLICY NO. M-4.1 Planned Maintenance

Purpose:

To extend the life of all assets and avoid major repairs.

Policy Statement

Maintenance activities will be based on a planned maintenance program and will include:

- Regular inspections;
- Coordinated repairs;
- Recording of maintenance related duties.

Specific planned maintenance programs will assist the Board in providing a safe environment for the Tenants, maintaining the assets to an acceptable standard and protecting the asset.

Inspection Guidelines

Housing Authority will conduct an annual inspection to identify items to include in the upcoming budget. The inspection will provide information that will:

- Identify fire hazards;
- Ensure no fixture or equipment is missing;
- Ensure Tenants are taking proper care of the unit;
- Check for unauthorized alterations or additions, and;
- Provide Tenant feedback on work they feel is required.

Items identified as requiring attention will be documented for inclusion in the project budget. Life Safety and Planned Maintenance Log Books are an effective tool for planned and preventative maintenance programs. (Blue Book for Self-Contained Seniors Projects are available from the Queen's Printer.)

POLICY TYPE: MAINTENANCE
TITLE: Preventative Maintenance
POLICY NO. M-4.2 Preventative Maintenance

Purpose:

To preserve the life and maximum efficiency of all assets and their mechanical, electrical and life-safety systems.

Policy Statement

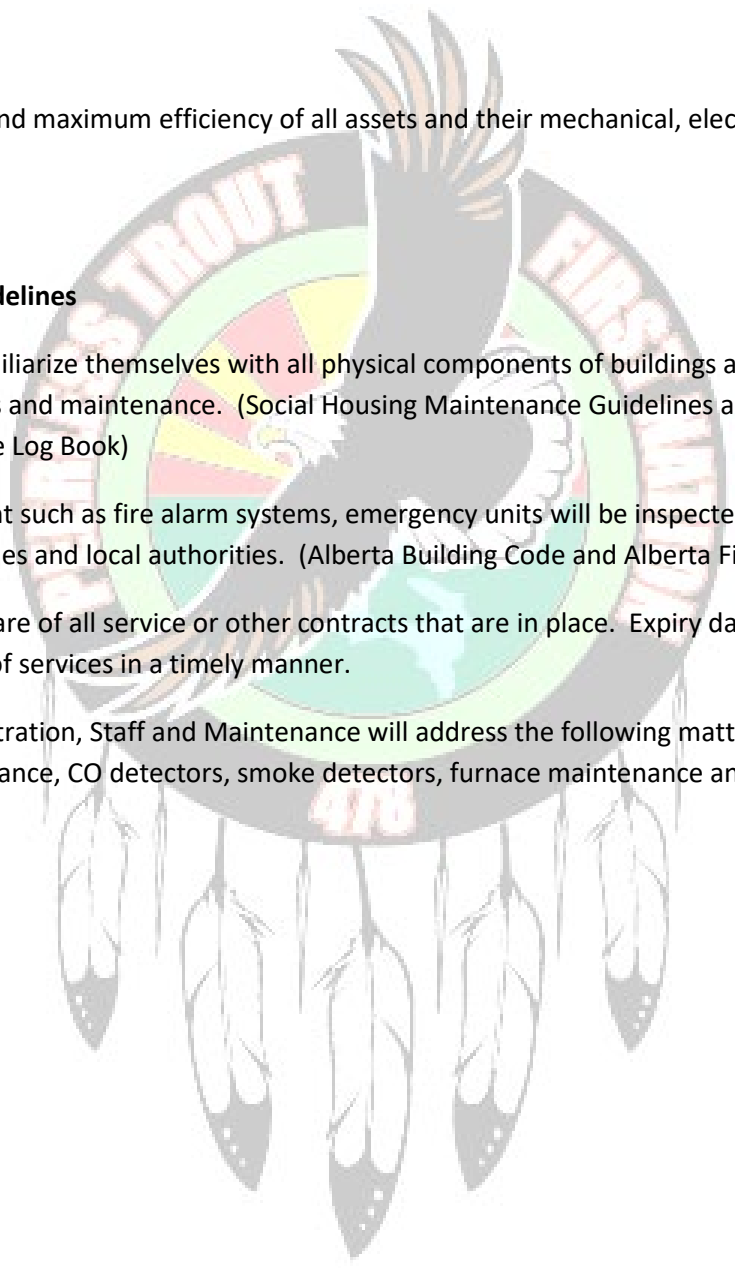
Implementation Guidelines

Housing staff will familiarize themselves with all physical components of buildings and develop a routine of regular inspections and maintenance. (Social Housing Maintenance Guidelines and Life Safety and Planned Maintenance Log Book)

Specialized equipment such as fire alarm systems, emergency units will be inspected at regular intervals as determined by codes and local authorities. (Alberta Building Code and Alberta Fire Code)

The Board will be aware of all service or other contracts that are in place. Expiry dates will be noted to arrange for renewal of services in a timely manner.

The Housing Administration, Staff and Maintenance will address the following matters annually: fire extinguisher maintenance, CO detectors, smoke detectors, furnace maintenance and air duct cleaning.



POLICY TYPE: MAINTENANCE
TITLE: Corrective Maintenance
POLICY NO. M-4.3 Corrective Maintenance

Purpose:

To respond to any maintenance deficiencies, including emergency situations, in a timely manner.

Policy

Examples of emergencies are situations which endanger life, cause possible harm, create a health hazard, threaten property, or result in the loss of essential services.

Housing staff will assess the situation and after taking corrective action, document pertinent details (e.g. date, time reported/discovered, action taken including timing) which may be important in the event of an insurance or legal claim. (Section 7 of the Regulation and Section 3.3 of the Management Body Handbook)

Non-emergency matters will be addressed in a timely manner and within Board approved funds.

Housing Authority shall continue to upgrade and add “senior-friendly” devices on an ongoing basis when appropriate to the senior rentals. (This shall include senior-friendly door handles, wider door openings, toilet design, bathtub and shower designs, ramps and water tap levers).

A record of all maintenance on all units shall be recorded in each unit’s file.

A record of all maintenance on all units will also be logged on a maintenance log book and submitted monthly on a reporting basis.

POLICY TYPE: **NOTICES**

TITLE: **Delivery of Notices**

POLICY NO. **M-4.4 Notices**

Notices

Any notice, designation, communication, request, demand or other document, required or permitted to be given or sent or delivered in the Housing Policy to any party hereto shall be in writing and shall be sufficiently given or sent or delivered if it is:

- delivered personally to an officer or director of such party;
- sent to the party entitled to receive it by Canadian registered mail; or
- sent by email transmission.

Notices shall be sent to the following addresses or email addresses:

In the case of the Tenant _____:

In the case of the Landlord, Peerless Trout First Nation Housing Authority:

or to such other address or electronic mail address as the party entitled to or receiving such notice, designation, communication, request, demand or other document shall, by a notice given in accordance with this section, have communicated to the party giving or sending or delivering such notice, designation, communication, request, demand or other document.

Any notice, designation, communication, request, demand or other document given or sent or delivered as aforesaid shall:

- if delivered as aforesaid, be deemed to have been given, sent, delivered and received on the date of delivery;

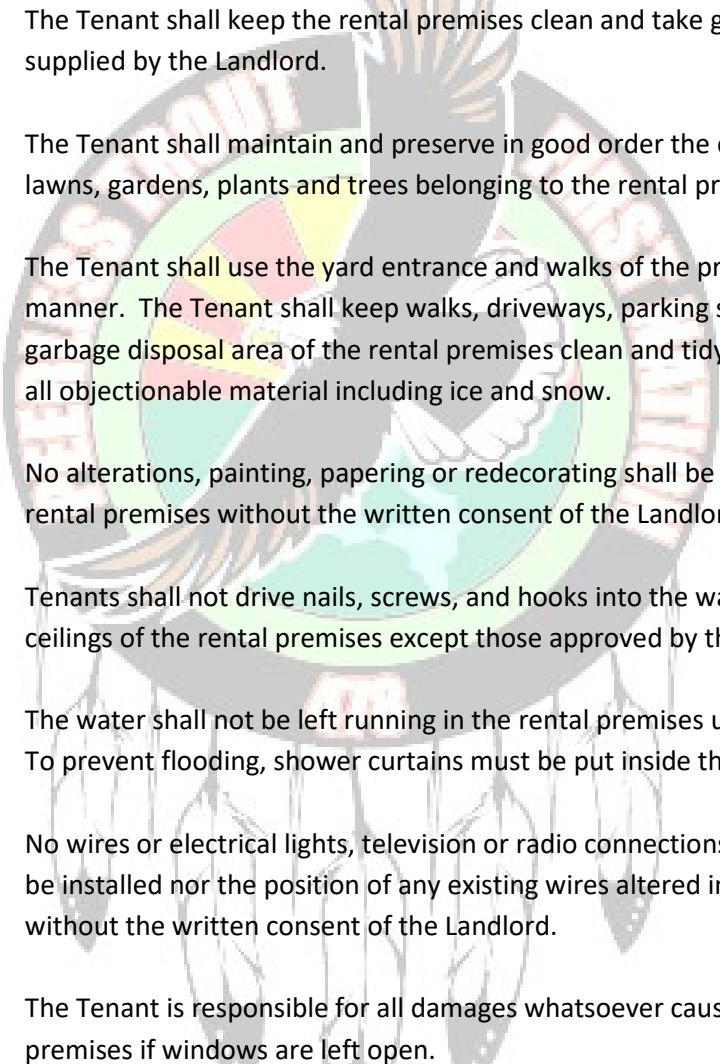
- if sent by registered mail as aforesaid, be deemed to have been given, sent, delivered and received (but not actually received) on the fourth Business Day following the date of mailing, unless at any time between the date of mailing and the fourth Business Day thereafter there is a discontinuance or interruption of regular postal service, whether due to strike or lockout or work slowdown, affecting postal service at the point of dispatch or delivery or any intermediate point, in which case the same shall be deemed to have been given, sent, delivered and received in the ordinary course of the mails, allowing for such discontinuance or interruption of regular postal service; and
- if sent by email transmission, be deemed to have been given, sent, delivered and received on the date sent if such transmission is successful.



SCHEDULE "A"

RULES AND REGULATIONS

These Rules and Regulations are applicable to Tenants and individuals, agents, invitees and licensees who occupy the rental premises and failure to follow these Rules and Regulations may result in a termination of the Residential Tenancy Agreement.



CLEAN CONDITION	The Tenant shall keep the rental premises clean and take good care of the items supplied by the Landlord.
LAWNS AND GARDENS	The Tenant shall maintain and preserve in good order the condition of the lawns, gardens, plants and trees belonging to the rental premises.
WALKS	The Tenant shall use the yard entrance and walks of the premises in the proper manner. The Tenant shall keep walks, driveways, parking space, yards and garbage disposal area of the rental premises clean and tidy at all times, free of all objectionable material including ice and snow.
ALTERATIONS	No alterations, painting, papering or redecorating shall be done by Tenant in the rental premises without the written consent of the Landlord.
WALLS	Tenants shall not drive nails, screws, and hooks into the walls, floors, and ceilings of the rental premises except those approved by the Landlord.
WATER	The water shall not be left running in the rental premises unless in actual use. To prevent flooding, shower curtains must be put inside the bathtub.
WIRING	No wires or electrical lights, television or radio connections or otherwise are to be installed nor the position of any existing wires altered in the rental premises without the written consent of the Landlord.
WEATHER	The Tenant is responsible for all damages whatsoever caused to the rental premises if windows are left open.
REPORT DAMAGES	The Tenant acknowledges he/she will report immediately to the Landlord any and all damages to the rental premises.
SAFETY	The Tenant shall ensure that the rental premises comply with standards of health sanitation, fire, housing, police and safety as required by law.

COMBUSTIBLES

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

PETS

Pets will only be permitted in the rental premises with the written approval of the Landlord. Such written approval may be withdrawn if the pet interferes with the rights and enjoyment of other Tenants or neighbors. Tenants harboring unauthorized pets will be considered in breach of this Tenancy Agreement. The Tenant accepts liability for any and all claims and actions for personal injury or damage, property or otherwise arising from the keeping of a pet in or about the rental premises by the Tenant, a permitted occupant or by an invitee or guest of any of them.

VEHICLES

The Tenant agrees not to allow any inoperable or unlicensed vehicle(s) on the Rental Premises. The Tenant acknowledges and agrees that any inoperable or unlicensed vehicle(s) on the Premises shall be removed by the Landlord at the Tenants expense and the Tenant agrees to reimburse and indemnify the Landlord for all expenses the Landlord may incur in removing any unauthorized vehicle(s).

SIGNS

The Tenant shall not place or expose or allow to be placed or exposed, anywhere in the rental premises within or without, any placard notice or sign for advertising purposes, nor shall the Tenant affix to the premises or erect hereof, any radio or T.V. antenna or towers, without written consent of the Landlord.

NOISES AND DISTURBANCES

The Tenant will not do or permit to be done in the rental premises, anything **that is likely to disturb or be a nuisance to the other Tenants or neighbors.** In particular the Tenant shall not allow the noise of a radio, T.V., musical instruments, car(s) or guests to disturb other Tenants during the day or night. Upon request to discontinue any offensive activity that is brought to the Tenant's attention by the Landlord, its agents or any other person the Tenant shall immediately cease and desist from the conduct or activity giving rise to the noise or activity.

FURNACE FILTER

The Tenant shall keep furnace filters clean so as to maintain good and proper airflow and lack of contamination.

OTHER RULES

The Landlord shall have the right to amend the rules and regulations and make from time to time such additional reasonable rules and regulations as in its sole judgement, may be needed for the safety, care and cleanliness of the premises and such rules and regulations shall be observed by the Tenant.



**PTFN-HOUSING AUTHORITY
VEHICULAR POLICY & PROCEDURES**

TABLE OF CONTENTS

Subject	Page	BCR#
Section A: Background	2	required
<ul style="list-style-type: none">• Introduction• Objectives• Definitions• Regulations		
Section B: Types of Transportation	4	required
<ul style="list-style-type: none">• Usage• Responsibilities• Company Vehicles		
Section C: Insurance and Registration	6	required
Section D: Accidents, Vandalism & Other Losses and Report	7	required
Section E: Log Books, Maintenance, and Servicing	8	required
Section F: Appendix	12	required
<ul style="list-style-type: none">• Vehicular Travel Agreement• Vehicular Logbook		

SECTION A: BACKGROUND

INTRODUCTION

Peerless Trout First Nation Housing Authority requires staff and employees to travel and carry out the responsibilities of their positions and the activities of the organization. As a result, there is the need to have policies to ensure that those who are required to travel to conduct company business use the most appropriate and cost-effective mode of transportation available.

PTFNHA vehicles may also be used to help with transporting new housing appliances, employment initiatives, and the Nation's social/community engagement events (Transporting boxed goods).

POLICY OBJECTIVE

As PTFNHA owns and operates vehicles for the benefit of its department and operational efficiency.

This policy sets out the way company owned vehicles shall be used and operated for PTFNHA.

All PTFNHA employees are to understand that the use of vehicles is a privilege and not a right and certain duties and responsibilities are required to be fulfilled for an employee to maintain that privilege.

Further, these policies are intended to provide a basic framework governing the use of company vehicles, and, as such, may contain procedures governing every situation that might arise.

Members of council, Managers, and Employees seeking clarification of or exemption from the provisions of this policy should contact the PTFNHA Manager who will provide such clarification and may authorize exceptions to the policy under mitigating circumstances.

DEFINITIONS

For the purposes of this policy and procedures "vehicle" shall mean a car, van, SUV, truck or other apparatus owned by PTFNHA for transporting employees who are required to travel to fulfill their daily tasks and duties.

REGULATIONS

All PTFNHA vehicles shall be identified with the First Nation's name and logo clearly visible.

No employee of PTFNHA can take vehicles home except in the following special circumstances:

1. When on route to/from home to buy equipment, attending conferences or similar circumstances, delegated to do so by the manager of PTFNHA.
2. When the employee is on call and the vehicle is equipped with special tools, equipment, materials, etc., provided that the home location permits the employee to respond within an appropriately prompt timeframe.
3. Under no circumstances should the vehicle be used for personal use nor to transport family members.

PTFNHA vehicles, not in use, shall always be parked at the PTFNHA Band Office.

All staff and employees authorized by PTFNHA to use company vehicles shall be the sole person authorized to use that vehicle, and such persons shall not allow unauthorized individuals to operate or access the vehicle at any time.

Employees will not be reimbursed for commuting between their homes and offices or other regular work locations when operating a company vehicle. Any person operating a company vehicle must always be mindful of the First Nation's public image and maintain courteous behavior and proper customer service.

Failure to comply with all provisions of this policy may result in disciplinary action up to and including removal of vehicle privileges, suspension, and/or termination of employment.

SECTION B: TYPES OF TRANSPORTATION

Common types of transportation include company owned or leased vehicles and rental vehicles.

1. USAGE

All staff and employees that are required to travel to perform PTFNHA business must first have read and signed the VEHICULAR TRAVEL AGREEMENT. (See Appendix)

All staff and employees who are required to travel to the same business function are encouraged to travel as a group in the same vehicle if they are required to use a company vehicle and not personal vehicles for any business or nations' function.

2. RESPONSIBILITIES

2.1 Driver Responsibility

- All drivers must hold a valid driver's license. PTFNHA reserves the right to require driver's license abstract at any time, annually if required.
- All Motor Vehicle Act violations while using company vehicles are the responsibility of the driver.
- All local ordinance violations (example – parking tickets) are the responsibility of the driver.
- Driving under the influence of drugs or alcohol is not permitted and will result in disciplinary action and/or immediate termination of employment.
- Drivers and all passengers must always wear seat belts when the vehicle is in motion.
- Employees must drive according to road conditions, especially during inclement weather conditions.
- Drivers are required to use hands-free cell phone devices while operating PTFNHA vehicles. Otherwise, NO cell phone use (phone, text, data, etc.) is permitted while the vehicle is in operation.

2.2 Authorization

- All Staff or Employee must obtain a written approval from the manager before using company owned vehicles for company business. (see appendix)

2.3 Reimbursement

- All Staff and Employees that are traveling for company business purposes to be reimbursed for meals and overtime purposes.
- All other reimbursement related items shall be made in accordance with PTFN Financial Management Policies.

3. COMPANY VEHICLES

3.1 Driver Responsibility

- All drivers must hold a valid driver's license. PTFNHA reserves the right to require driver's license abstract at any time, annually if required.
- All drivers must notify their immediate supervisors within 24 hours of receiving notice that their license will be revoked or suspended.
- The authorized driver must record all activities in the approved Logbook, for company use only.
- No personal usage of company vehicles will be permitted. Any person found to be guilty of personal usage may be subject to disciplinary action and/or termination of employment.
- Driving under the influence of drugs or alcohol is not permitted & will result in a disciplinary action and/or immediate termination of employment.
- Drivers shall not operate PTFNHA vehicles when they are required to take medication which may impair their ability to safely operate a moving vehicle. (including machinery) Drivers must also report any restrictions and limitations to their supervisor when taking such medication.
- The misuse and/or unauthorized use of a company vehicle is not permitted and will result in disciplinary action and/or termination of employment.
- Drivers are required to use hands-free cell phone devices while operating PTFNHA vehicles. Otherwise, NO cell phone use (phone, text, data, etc.) is permitted while the vehicle is in operation.
- All Motor Vehicle Act violations are the responsibility of the driver.
- All local ordinance violations (example – parking/speeding tickets) are the responsibility of the driver.
- Upon receiving notice of violation of the Motor Vehicle Act or local ordinance violations, the driver is responsible to notify PTFNHA of the offence. (such offences shall be recorded in the employees' file)
- Any photoradar violations that are charged against the registration PTFNHA shall be levied against the driver in the care of the vehicle at the time of the violation. PTFNHA reserves the right to invoice or deduct any future payments to the driver to recover the outstanding invoice.
- Penalties are defined as revoked driving privileges, full reimbursement of misuse or improper use of the vehicle, and/or possible termination.
- All drivers should plan vehicle routes and combine several trips into one to increase vehicle efficiency.
- When travelling the vehicle must be parked in a safe and secure location and locked with all windows closed. Employees must take prudent measures to protect all company assets in their possession. Items of value are to be removed and secured.
- Drivers and all passengers must always wear seat belts when the vehicle is in motion.
- Drivers must drive according to road conditions, especially during inclement weather conditions.
- Ensure that the vehicles are returned for future usage with a full tank of fuel.
- Drivers are responsible for the fuel cards for the company vehicle and should submit all and any fuel receipts on a weekly basis.

3.2 Accessibility of Company Vehicles

- All PTFNHA vehicles are to be made available for operational use during normal business hours and will be shared with other staff and/or employees when required.
- Reassignment of vehicles may be necessary if excessive kilometers are placed on a single vehicle.
- PTFNHA will maintain suitable recording systems so vehicle availability, location, and driver can be readily determined.



3.3 Disciplinary Consequences

- All misconduct, violations and offenses will be subject to disciplinary action and/or termination of employment pending the seriousness of the offence while in possession of a company vehicle.

SECTION C: INSURANCE AND REGISTRATION

4. COMPANY OWNED VEHICLES

- All company vehicles will be insured at the appropriate levels required through the current provider and registered with the government of Alberta.
- All appropriate documentation shall be provided in each company vehicle.
- No company vehicle shall leave company premises without proper current documentation.
- PTFNHA will oversee the acquisition and disposal process to ensure addition and removal of fleet vehicles assets is recorded correctly.

SECTION D: ACCIDENTS, VANDALISM, OTHER LOSSES AND REPORTING

5. COMPANY OWNED VEHICLES

- All accidents shall be reported to the police.
- Protect the scene of the accident. Do not move the involved vehicle or disturb the scene until told to do so by law enforcement authority.
- Do not make any statements to anyone except the supervisor and the law enforcement authority on the scene.
- At the scene of an accident, drivers should provide and receive name and address of driver, insurance provider and policy number, registration number, vehicle make and model, time and place of accident, any damage, and witness or police information.
- No leaving of the accident shall occur until the above first two points are resolved.
- If the vehicle is disabled, contact the Manager for instructions.
- All accidents must be reported to the Manager or their substitute immediately.
- PTFNHA (Manager) will contact the insurance provider to report the accident and oversee the resolution process.
- Any driver involved in an accident must complete the appropriate accident report as soon as the accident is cleared. If the driver is injured and unable to complete the necessary report, the report must be completed by the supervisor.

Section E: LOGBOOKS, MAINTENANCE AND SERVICING

6. LOGBOOKS

- Each employee is required to maintain the LOGBOOK of PTFNHA vehicles.
- The LOGBOOK must have the name of the driver, date, and the number of kilometers driven

To ensure each entry is recorded and submitted for review by the manager.

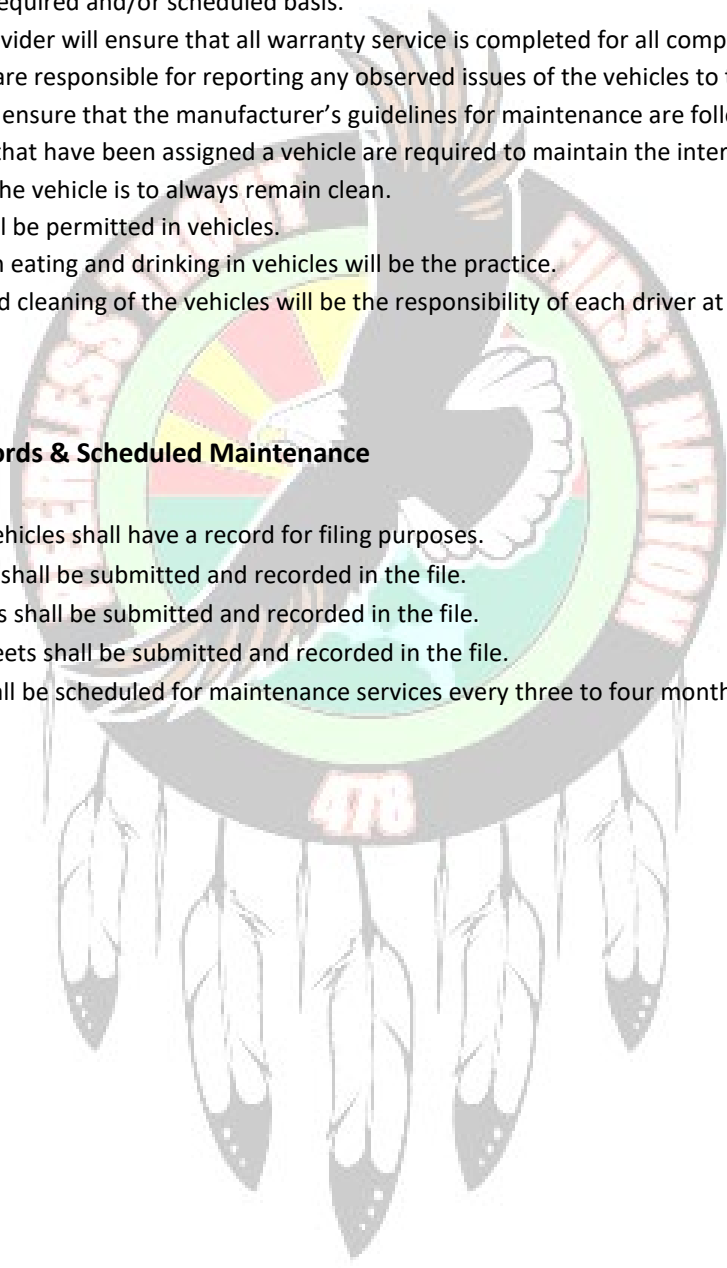
7. MAINTENANCE AND SERVICING

7.1.

- PTFNHA Staff will contact the appropriate service provider for all maintenance and service of company vehicles when required and/or scheduled basis.
- The service provider will ensure that all warranty service is completed for all company vehicles.
- All employees are responsible for reporting any observed issues of the vehicles to the Manager.
- Employees will ensure that the manufacturer's guidelines for maintenance are followed.
- All employees that have been assigned a vehicle are required to maintain the interior in a clean manner. The interior of the vehicle is to always remain clean.
- No smoking will be permitted in vehicles.
- Refraining from eating and drinking in vehicles will be the practice.
- Any spillage and cleaning of the vehicles will be the responsibility of each driver at the end of usage of the vehicle.

7.2. Vehicle Records & Scheduled Maintenance

- All company vehicles shall have a record for filing purposes.
- All documents shall be submitted and recorded in the file.
- All fuel receipts shall be submitted and recorded in the file.
- All logbook sheets shall be submitted and recorded in the file.
- All vehicles shall be scheduled for maintenance services every three to four months.



PTFN-HOUSING AUTHORITY
APPENDIX VEHICULAR TRAVEL AGREEMENT

This Agreement has been established to provide consistency in the management of and usage of Peerless Trout First Nation Housing Authority company vehicles.

1. I acknowledge I possess a current and valid government issued driver's license (Copy attached).
2. I will submit to PTFNHA a current and valid driver's abstract on an annual basis.
3. All travel for business will be documented in the approved LOGBOOKS.
4. I will make sure the vehicle maintenance schedule is followed, and the vehicle is maintained in a mechanically sound, roadworthy, safe and presentable condition while in my care.
5. I will ensure proper authorization is received and documented prior to the use of any method of company transportation used.
6. I will report any violations or offences immediately to my supervisor or manager.
7. I acknowledge that I am responsible for all violations and offences while using company vehicles.
8. I will abide by all traffic laws relating to all aspects of motor vehicle operation.
9. I will take prudent measures to protect all company assets in my possession.
10. I will ensure that I use the most cost-effective method of transportation that is available when I am required to travel to conduct company business.
11. I will report on any maintenance needs and/or accidents/damage immediately to my manager.
12. I fully understand and acknowledge that by no means is the company vehicle to be utilized for personal use during my possession.

I have read the PTFNHA Vehicular Policies and understand all my responsibilities as outlines and will always abide by them.

Employee Name

Employee Signature

Date

Manager



