



Leasing Package Checklist

Shaded section to be completed by Tenant Services Coordinator:

Unit Address: _____	Unit # _____
Unit Size: _____	
Tenant Name: _____	

✓ Please indicate that all of the following documents have been given to the tenant as part of the leasing package:

- Copy of Signed Lease
- Rent Calculation Worksheet
- Rent Payment Options Information Sheet
- Pre-Authorized Debit Agreement
- Tenant Handbook
- EasyTrac Brochure
- Residential Tenancies Act Brochure
- SOHO Insurance Brochure
- Kidde Smoke Alarm User Guide
- Recycling Information
- Operating Unit Contact Information Sheet
- Move-in Checklist - Tenant
- Move-in Terms & Conditions

I _____ confirm that I have received all of the
(Tenants name)
documents listed above along with this checklist when I signed my lease with Toronto Community Housing. I understand these documents are important and contain information that could affect my tenancy. I agree to review the content or have someone explain it to me.

I _____ have viewed the Video: A Guide to your
(Tenants name)
Toronto Community Housing Lease in my selected language and was told that the video is available for viewing on the Toronto Community Housing website at www.torontohousing.ca

Tenant(s) Signature: _____

Date: _____

Tenant Services Coordinator Signature: _____

Tenant Services Coordinator Name: _____

PAYMENT OPTIONS INFORMATION SHEET

PLEASE NOTE: Whichever option you choose, you must ensure that your rent is received by Toronto Community Housing on or before the 1st of every month.

Pre-Authorized Payment

PAP is the easiest and most convenient option for paying your rent. Your rent is automatically deducted from your bank account on the 1st business day of each month. Ask the office for the PAP application form to enroll.

At The Bank

You can pay your rent with a teller at any major Canadian bank and most financial institutions. You must bring your Rent Payment Slip, pay your rent and have the teller stamp the tenant copy as your receipt. Please remember the following:

- If you are paying by cheque, you can only pay at your own branch.
- If you are paying by cash or money order, you can pay at most financial institutions even if you do not have a bank account.

Bank Machine (ATM)

At the bank machine (ATM), you will be able to pay directly from your account. Ask your bank to register for this service. Be sure to have a Rent Payment Slip with you when you visit your bank to register. Keep the bank machine receipt (if available) for your records.

Every time you make a payment you will need:

- A bank account and access card;
- If required, the bottom portion of your Rent Payment Slip to put in the bank machine with your payment (or it will not be processed); and
- To keep the bank machine receipt (if available) for your records

Telephone Banking

By using a telephone, you can pay rent from just about anywhere. It's very easy. Ask your bank for details. During the set-up, you will need to tell your bank who the payments go to – TCHC and your Toronto Community Housing Corporation account number, which is on the Rent Payment Slip. Every time you make a payment, you will be prompted by a recorded message which is very straight forward. Be sure to make the correct selections and write down the confirmation/verification number as your proof of payment.

You will need – a bank account and access card and a touch-tone phone.

Internet Banking

Pay on-line, using a personal computer with internet access. Ask your bank how to register. Every time you make a payment, be sure you key in the required information accurately and record the confirmation/verification number as your proof of payment

You will need – a bank account and access card and a personal computer with internet service.

Debit

You can pay at the Operating Unit office using your debit card. Please ensure you provide your client account number to OU staff and keep your receipt as proof of payment.



Toronto Community Housing Corporation

Pre-Authorized Debit (PAD) Agreement - Personal

Part 1 - Authorization by the Payor/s

 Tenant's Full Name

 Co-Tenant's Full Name (if applicable)

 TCHC Address of Tenancy

 Phone Number

I/We authorize **Toronto Community Housing Corp.** to withdraw from my/our bank account below an amount (currently \$_____) every month in accordance with the lease agreement ("lease"). I/We understand that this amount may change in the future subject to the terms and conditions of the said lease and in accordance with the applicable laws and regulations in Ontario governing residential tenancies including the *Residential Tenancies Act 2006, S.O. 2006, ch. 17* and the *Housing Services Act, 2011*.

This authorization is effective and the first withdrawal will take place on 01____20__ and will continue every 1st business day of each succeeding month. I/We may cancel this authorization at any time subject to a 30-day written notification to you, by completing a PAD cancellation form. I/We have certain recourse rights if any debit does not comply with this agreement. For example, I/we have the right to receive reimbursement for any debit that is not authorized or is not consistent with this PAD Agreement by completing a Reimbursement Form. To obtain a sample of a PAD cancellation form and a Reimbursement Form and for more information of our recourse rights, I/we may contact my/our financial institution or visit www.cdnpay.ca

The signatures appearing below are the same signatures authorized to operate the bank account.

Signature: _____

Signature: _____

Printed Name: _____

Printed Name: _____

Date Signed: _____

Date Signed: _____

Note: If rent is paid by payor/s other than the tenant or co-tenant (e.g., trustee or next-of-kin), the above signatures and the banking information are for account from which the withdrawals will be made.

Part 2 - Bank Account Information

If chequing account, simply attach a voided cheque here.

If savings account, please have your bank complete the information below.

 Bank's Name and Location

 Institution Number

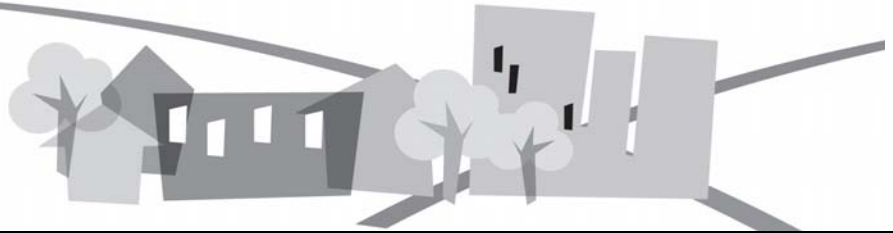
 Transit Number

 Account Number

Upon completion, please send to:
(keep a copy for your file)

Toronto Community Housing Corporation
OU Address: _____
Phone Number: 416-981-5500





Information for New Tenants

Landlords must provide this information to new tenants on or before the date the tenancy begins.

The Law

Most residential tenancies are covered by the *Residential Tenancies Act* (the Act). This law:

- gives landlords and tenants specific rights and responsibilities,
- provides rules for increasing the rent and for evicting a tenant, and
- creates the Landlord and Tenant Board (the Board).

The role of the Landlord and Tenant Board is to:

- inform landlords and tenants about their rights and responsibilities under the Act, and
- resolve disputes between landlords and tenants through **mediation** or **adjudication**, or by providing information.

Tenant Rights and Responsibilities

You have the right to:

- **security of tenancy** - You can continue to live in your rental unit until you give your landlord proper notice that you intend to move out, you and your landlord agree that you can move, or your landlord gives you a notice to end your tenancy for a reason allowed by the Act.

Important: If your landlord gives you a notice to end your tenancy, you do not have to move out. Your landlord must apply to the Board to get an order to evict you and you will have the right to go to a hearing and explain why your tenancy should not end.

- **privacy** – Your landlord can only enter your rental unit for the reasons allowed by the Act. In most cases, before entering your unit, your landlord must give you 24 hours written notice. There are some exceptions, however, such as in the case of an emergency or if you agree to allow the landlord to enter.

You are responsible for:

- **paying your rent** on time.
- **keeping your unit clean**, up to the standard that most people would consider ordinary or normal cleanliness.
- **repairing any damage** to the rental property caused by you or your guests – whether on purpose or by not being careful enough.

You are not allowed to:

- **change the locking system** on a door that gives entry to your rental unit unless you get your landlord's permission.

Landlord Rights and Responsibilities

Your landlord has the right to:

- **collect a rent deposit** – It cannot be more than one month's rent, or if rent is paid weekly, one week's rent. This deposit must be used as the rent payment for the last month or week of your tenancy. It cannot be used for any other reason, such as to pay for damages. A landlord must pay interest on the deposit every year.
- **increase the rent** – There are special rules that limit how often your landlord can increase the rent and by how much. In most cases, a landlord can increase the rent only once a year by the guideline that is set by the Minister of Municipal Affairs and Housing. A landlord must give a tenant at least 90 days notice in writing of any rent increase and this notice must be on the proper form. **Exceptions:** New units, non-profit and public housing units, residences at schools, colleges and universities, and certain other accommodation are not covered by all the rent rules.

Your landlord is responsible for:

- **keeping the rental property in a good state of repair** and obeying health, safety and maintenance standards.
- **providing you with a copy of your written tenancy agreement** within 21 days after the day you signed it and gave it to your landlord. If your tenancy agreement is not in writing, your landlord must give you written notice of their legal name and address within 21 days after your tenancy begins.

Your landlord is not allowed to:

- **shut off or deliberately interfere with the supply of a vital service** (heat, electricity, fuel, gas, or hot or cold water), care service or food that your landlord must provide under your tenancy agreement. However, your landlord is allowed to shut-off services **temporarily** if this is necessary to make repairs.
- **take your personal property** if you don't pay your rent and you are still living in your rental unit.
- **lock you out of your rental unit** unless your landlord has an eviction order from the Board and the Sheriff comes to your rental unit to enforce it.
- **insist that you pay your rent by post-dated cheque or automatic debit.** These ways of paying your rent can be suggested, but you cannot be refused a rental unit or evicted for refusing to give them.

For More Information

Contact the Landlord and Tenant Board

This brochure provides you with some general information about the rights and responsibilities of landlords and tenants. For more detailed information about your rights and responsibilities or how to resolve a dispute with your landlord, you may:

- visit the Landlord and Tenant Board's website at www.LTB.gov.on.ca or the Landlord and Tenant Board office in your area.
- call the Board at **(416) 645-8080** or toll-free at **1-888-332-3234**. You can get information from these numbers 24 hours a day. You can talk to a Customer Service Representative, Monday to Friday, from 8:30 a.m. to 5:00 p.m.



What TCHC Decisions Can I Comment On?

New provincial rules give you the right to comment when TCHC makes a decision that affects your RGI status or household. This opportunity to comment allows you to add or correct information that was used to make the decision.

You can comment on information that is used to make decisions about:

- your rent
- the size of your unit
- your eligibility for RGI
- your eligibility for special needs housing.

How Do I Give TCHC My Comments?

- You will receive a letter from TCHC with the decision. It will tell you what information was used to make the decision. It will also tell you that you may comment on the information used.
- You have **30 days** to provide your comments about the information. Your comments must be in writing. Comments must be sent to your CHU office.
- TCHC will review your comments.
- TCHC will send you the decision.

What Happens If I Still Do Not Agree with the Decision?

If you are still not satisfied with the decision, you have the right to ask for an internal review of the decision. An internal review is a review of the decision by the CHU manager to make sure the rules were followed correctly.

How Do I Ask for an Internal Review?

- In the letter TCHC sends you with the decision, it will tell you that you can request a review of the decision.
- You will be given 10 days to request a review.
- You must write a letter to your CHU office asking for a review.
- The CHU Manager will do the review. The staff person who made the original decision will not do the review.
- TCHC will tell you the result of the review within 15 days of receiving your request.

More Information about the Changes

Toronto Community Housing shares many of your concerns about how some of the SHRA's new rules affect you.

Through the summer and into the fall we will hold information sessions to talk with you about those concerns and keep you informed of what we are doing.

We hope to see you there.

If you have any questions, or would like more information about how these changes under the Social Housing Reform Act, 2000 affect you, please contact your CHU office.

Changes to Housing Rules!



The Government of Ontario has made some changes that may affect your housing. These changes have been made under a law called the Social Housing Reform Act, 2000 and apply to all rent-geared-to-income tenants in Ontario.

These changes will go into effect at Toronto Community Housing on September 1, 2003.

Important Information for RGI Tenants - Please Read Carefully

If your rent is geared-to-income (RGI), the information in this brochure applies to you and your household. The following are some of the major changes that will affect your rent and the unit size for your household. Please read the following information carefully. More detailed information about the changes that have been made under the Act will be available this fall.

Report Any Change or You May Lose Your RGI

The province has strict new reporting rules if your rent is based on your income. You must follow the rules or you will lose your RGI.

What You Must Report

You **MUST** tell your Community Housing Unit (CHU) office if anyone in your household has a change in:

- **income** (such as a raise, a new job) You are not required to report a decrease in income, but it may reduce your rent if you do.
- **assets** (such as an inheritance, a new retirement savings plan)
- **citizenship**

You must also report if:

- there is a change in who is in your household (such as a new baby, someone leaving)
- **everyone in your unit is going away for 120 days or longer.** You will lose your RGI if you do not have a valid medical reason for being away from your unit for 120 days or longer.

How Do I Report the Changes?

Whenever you report a change, and at your annual review, you must show your CHU office the documents that prove the change happened or prove your current income, or you risk losing your RGI.

When Do I Report the Changes?

Changes must be reported to your CHU office within **30 days** of the change taking place, or you will lose your RGI.

What Happens if I Lose My RGI?

If you lose your RGI:

- you will have to pay the market rent for your unit;
- you will have to apply to Social Housing Connections if you want RGI again. You will be put at the bottom of the waiting list;
- you will have to pay market rent for your unit until you are offered another RGI unit. This is likely to take many years.

Size of Unit for your Household

There are also new rules about the size of unit or number of bedrooms for your household. The new rules are based on who is living in your household.

What are the New Rules?

The new rules are:

- two children of the same sex must share a bedroom, no matter how old they are;
- no more than two people can share a bedroom;
- Spouses or same-sex partners may request a bachelor or one bedroom (The waiting list is shorter for bachelor apartments).

Do the New Rules Apply to Me?

The new rules apply to you **only** if:

- there is a change in who is in your household. (**Note:** you must tell your Community Housing Unit office if there is any change in the people who make up your household within **30 days** of the change);
- you are on the transfer list; or
- you apply for a transfer.

How Do the New Rules Apply to People on the Transfer List?

If you are on TCHC's transfer list now, TCHC will review your request using the new rules. You will be contacted if the new rules change the unit size you can have.

Disagreeing with TCHC Decisions

If you do not agree with a TCHC decision, you can comment and ask for a review.

— CHOOSE THE PLAN THAT WORKS BEST FOR YOU —

OPTION 1:

Up to \$10,000 for your personal possessions. Plus, get up to \$2,000 for additional living expenses if your residence is uninhabitable due to a covered claim. There is a \$300 deductible per occurrence.

You will also be covered up to \$500,000 for legal liability, including your defence costs, if you are sued as a result of a negligent act or omission on your part.

6 Months: \$93.31 (\$86.40 + 8% tax)	1 Year: \$155.52 (\$144.00 + 8% tax)
---	---

OPTION 2:

Up to \$20,000 for your personal possessions. Plus, get up to \$4,000 for additional living expenses if your residence is uninhabitable due to a covered claim. There is a \$300 deductible per occurrence.

You will also be covered up to \$1,000,000 for legal liability, including your defence costs, if you are sued as a result of a negligent act or omission on your part.

6 Months: \$124.42 (\$115.20 + 8% tax)	1 Year: \$207.36 (\$192.00 + 8% tax)
---	---

Contents coverage is paid on an Actual-Cash-Value basis (this is the value of your contents at the time of the loss, NOT the cost to purchase new items to replace old). Additional living expenses are for a maximum of 14 days.

Monthly payment plans are available for the one year plans.

If you are an Ontario Works client or you receive Ontario disability benefits, your shelter allowance may cover the cost of this insurance. Please contact your caseworker for more information about this.

If you are interested in receiving more information on how to purchase tenant insurance, please email: tenant@sohoinsurance.ca, visit www.sohoinsurance.ca or contact your landlord.

For the full policy wording, please visit our website.

SoHo Insurance Inc. 390 Bay Street, Suite 705, Toronto, ON M5H 2Y2
T: 416.360.0761 TF: 1.866.440.2492 F: 416.360.3711
E: tenant@sohoinsurance.ca W: www.sohoinsurance.ca

— PROTECT YOURSELF WITH —

TENANT INSURANCE

Your housing provider's insurance only covers damage to the building or property owned by the landlord. But it won't cover your belongings - your furniture, clothes, TV, bedding, and dishes - in fact, anything you bring into your home.

Group Insurance Plan

SoHo Tenant Insurance is a group insurance plan designed exclusively for the tenants of social housing, giving you access to insurance coverage at competitive group rates. This tenant insurance plan offers you an exceptionally competitive price because we have negotiated the pricing for you as a group rather than as individual tenants.

Tenant insurance protects you in two ways:

Property Coverage - protects you from loss or damage to your personal property from fire, theft, water damage, and pays for additional living expenses if you are forced to leave your home because of a covered loss.

Liability Coverage - protects you from the costs of claims made against you for accidental injury and for damage to other people's property caused by your negligent actions.

For full details of this insurance coverage, please refer to the complete policy wording available on our website at www.sohoinsurance.ca



Visit www.sohoinsurance.ca for more details.



SoHo Insurance Inc.
 390 Bay Street, Suite 705
 Toronto, Ontario M5H 2Y2
 Tel: 416-360-0761
 Toll Free: 1-866-440-2492
 Fax: 416-360-3711
 www.sohoinsurance.ca

APPLICATION FOR TENANT INSURANCE

* Mail completed form with your payment to SoHo Insurance Inc.

1st Applicant's Name:

Last Name	First Name

2nd Applicant's Name:

Last Name	First Name

Address:

Unit #	Street Name / #
City	Postal Code

Telephone:

Home	Cellular	Business

Name of Social Housing Provider:

--

Email:

--

* I want my insurance to be effective:

--

NOTE: Effective date cannot pre-date the application. Insurance will not be effective until your payment is cleared.

(dd/mm/yyyy)

I wish to purchase the following Tenant Insurance Package (Please check appropriate box):

Option 1		
Property (Contents) Limits	\$10,000 Deductible: \$300	
Liability Limits	\$500,000	
Term Options: Select one	<input type="checkbox"/> 1 Year: \$155.52 (\$144.00 + 8% tax)	<input type="checkbox"/> 6 Months: \$93.31 (\$86.40 + 8% tax)

Option 2		
Property (Contents) Limits	\$20,000 Deductible: \$300	
Liability Limits	\$1,000,000	
Term Options: Select one	<input type="checkbox"/> 1 Year: \$207.36 (\$192.00 + 8% tax)	<input type="checkbox"/> 6 Months: \$124.42 (\$115.20 + 8% tax)

Amount Paid:

--

Please make payment to: SoHo Insurance Inc.

NOTE: This application will not be processed if payment for the appropriate amount is not attached. Insurance will not be effective until your payment is cleared.

I/We give my/our consent to SoHo Insurance Inc. to provide to my/our landlord a copy of my/our Certificate of Insurance if my/our landlord requires one as a requirement of my/our lease agreement. In the event a third party has paid or will pay my/our insurance premium, I/we give my/our consent to SoHo Insurance Inc. to provide that third party with a copy of my/our Certificate of Insurance. I/We also give my/our consent to SoHo Insurance Inc. to discuss my/our insurance coverage with the afore-mentioned parties.

1st Applicant's Signature: _____ Date: _____

2nd Applicant's Signature: _____ Date: _____



SoHo Insurance Inc. 390 Bay Street, Suite 705 Toronto, ON M5H 2Y2
 T: 416-360-0761 TF: 1-866-440-2492 F: 416-360-3711 W: www.sohoinsurance.ca

Tenant Insurance Monthly Payment Plan Agreement

Applicant's Name (Borrower)

Certificate Number

5076859

Address

Master Policy Number

Chartis Insurance Company of Canada

Phone Number

Insurance Company

I agree to purchase the following Tenant Insurance package from SoHo Insurance Inc. and wish to pay the premium monthly (please check one):

OPTION 1:

- \$10,000 personal possessions
- \$2,000 additional living expenses
- \$500,000 liability coverage limit
- \$300 deductible

OPTION 2:

- \$20,000 personal possessions
- \$4,000 additional living expenses
- \$1,000,000 liability coverage limit
- \$300 deductible

Total Premium (including PST):	\$155.52
Administration Fee:	\$25.33
Total Charge:	\$180.85
Deposit:	\$40.00
Balance Owed:	\$140.85
Payments:	\$40 Deposit
	Nine (9) Monthly Payments
	Each Payment: \$15.65
First Payment Due:	
Last Payment Due:	
Annual Percentage Rate:	38.8% <i>(cost of credit as a yearly rate)</i>

Total Premium (including PST):	\$207.36
Administration Fee:	\$26.14
Total Charge:	\$233.50
Deposit:	\$40.00
Balance Owed:	\$193.50
Payments:	\$40 Deposit
	Nine (9) Monthly Payments
	Each Payment: \$21.50
First Payment Due:	
Last Payment Due:	
Annual Percentage Rate:	29.2% <i>(cost of credit as a yearly rate)</i>

1. I want to enter into a monthly payment plan arrangement with SoHo Insurance Inc. (terms and conditions on the back of this form).
2. I have attached a deposit cheque or money order of \$40.00 to this application.
3. I have attached a VOID cheque to this application to allow SoHo Insurance Inc. to withdraw the monthly payment amount directly from my bank account on the first day of each month starting on the date indicated in the chart above.
4. I will let SoHo Insurance Inc. know if my banking information changes.
5. I agree that if any of my payments are returned for insufficient funds or because the account has been closed, SoHo Insurance Inc. will cancel my insurance coverage and I will no longer be eligible to participate in a monthly payment plan.

Applicant's Name (Borrower)

Signature

Date

Agreement of Applicant

In this Agreement, "Policy" or "Policies" means the Certificate assigned under the policy listed above, "I" or "me" or "my" means the Applicant requesting the monthly payment plan. "Insurance Company" means Chartis Insurance Company of Canada and "SoHo" means SoHo Insurance Inc.

I HEREBY:

1. Promise to pay to SoHo the Total Charge as set out in the payment schedule above.
2. Assign to SoHo all unearned premiums and all sales tax or other refunds and agree to immediately pay to SoHo any such amounts that I receive.
3. Irrevocably appoint SoHo my attorney with full authority to cancel the Policy if I fail to make the payments set out in this Agreement and to receive all sums that I assign to SoHo and to endorse on my behalf in favour of SoHo any cheque made payable to me and to SoHo jointly.
4. Agree that if I do not make a payment when it is due or I am otherwise in default under this Agreement, SoHo may cancel the Policy and direct the Insurance Company to pay all sums assigned to SoHo and SoHo may act in my place with regard to the policies.
5. Agree that before SoHo cancels the Policy, SoHo will mail a written Notice of Intent to Cancel to me at my last address as shown on its records. If I do not make any overdue payment within ten (10) days of the date it is due, SoHo will send a Notice of Cancellation to the Insurance Company and to me canceling the Policy effective immediately.
6. Agree that if SoHo receives a payment after sending me a Notice of Cancellation, it may apply the payment to what I owe.
7. Agree that after any Policy is cancelled, SoHo will have the right to receive all refunds of unearned premiums and to apply them against the unpaid balance of the Total Charge together with all other amounts I owe under this Agreement ("Total Debt"). If the refund is more than I owe, SoHo will return to me what is left after the Total Debt is paid in full. If the refund is less than the total I owe, I will immediately pay SoHo the amount still owing. SoHo may act in my place to do whatever is necessary to collect such refunds. The Insurance Companies may rely on whatever SoHo tells them regarding the Policies and the refunds and do not have to get proof from me.
8. Agree that the deposit of \$40 is due on the date the insurance is to become effective and that coverage will not become effective until the payment clears the bank and agree that the finance charge begins to run on the effective date of the Policy.
9. Agree that if the policy becomes effective in the first 10 days of any month, including the 10th day, the first monthly payment will be due on the first day of the next month (e.g. Insurance is effective on January 1-10, the first monthly payment is due February 1). If the policy becomes effective after the 10th day of the month, on the 11th day to the 31st day, the first monthly payment will be due on the first day of the following month (e.g. Insurance is effective on January 11-31, the first monthly payment is due March 1).
10. Agree to pay a charge in the amount of \$10.00 for each dishonoured cheque.
11. Agree to provide to SoHo at least thirty (30) days' written notice of any change in my name, address or bank or any other change related to the Policy under this Agreement.
12. Agree that I will be in default if any of the following happens: a payment is not made when it is due; a proceeding in bankruptcy, receivership, insolvency or similar proceeding is started by or against me; the Policy is cancelled or I fail to keep any promise I make in this Agreement.
13. Agree that at any time after I am in default, SoHo has the right to demand that I immediately pay the Total Debt.
14. Acknowledge that I may at any time pay the whole amount of the Total Debt that is still unpaid without paying any penalty or receiving any bonus.
15. Agree that all of SoHo's rights shall continue for the benefit of its successors and assigns. My obligations are binding on my heirs, executors, successors, administrators and assigns.
16. Agree to pay any costs, fees and expenses SoHo incurs to collect any monies I owe under this Agreement including legal fees and all such amounts shall be included in the Total Debt.
17. Agree that if the Certificate of Insurance number has not been assigned at the time this Agreement is signed, SoHo will insert the Certificate number and the due date of the first and last payment. I also agree that during the term of this Agreement the Total Premium, Administration Fee, Total Charge, Deposit, Balance Owed, Annual Percentage Rate, Amount of Each Payment, and Payment Frequency and Schedule may be amended by SoHo (1) to reflect any changes in the principal balance or otherwise for any reason whatsoever, (2) to ensure that this Agreement is consistent with the original finance quotation provided to SoHo and correctly sets out the details of the Policies. I agree to be bound by all such amendments. SoHo will advise me in writing of any such changes.
18. Agree this agreement will not go into effect and funding by SoHo will not occur until this agreement is accepted by SoHo by issuing the Certificate of Insurance.
19. Agree that where a third party has made the payment or payments on my behalf that SoHo may disclose financial information about the status of the account, including payment information and policy status when requested by the party that paid the premium.
20. Acknowledge that I have signed this agreement and have received a signed copy of the Agreement.



Smoke Alarm

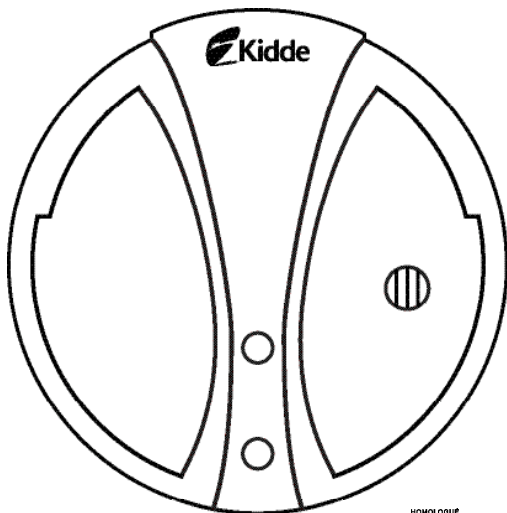
Manual

For alarm models:

1235CA

1275CA

PE120CA



Manual P/N 1235-7219-02



SINGLE AND/OR MULTIPLE STATION
SMOKE ALARM

Contents

Introduction	1
Installation	2-12
Operation	13-14
Maintenance	15-16
Fire Safety	17-20
Warranty	21



130 Esna Park Drive, Markham ON L3R 1E3
Consumer Hotline: 1-800-880-6788
www.kidde.ca

Made in China. Patents Pending

Introduction

Models

1235CA, 1275CA and PE120CA

Thank you for purchasing this smoke alarm. It is an important part of your family's home safety plan. You can trust this product to provide the highest quality safety protection. We know you expect nothing less when the lives of your family are at stake.

Please take a few minutes to thoroughly read this alarm manual, and save it for future reference. Teach children how to respond to the alarms, and that they should never play with the unit.

If you have any questions about the operation or installation of your alarm, please call our toll free Consumer Hotline at 1-800-880-6788.

Image 1C will help you determine the correct location of safety products that will help make your home a safer place.

IMPORTANT: Read all instructions before installation and keep this manual near the alarm for future reference. Do not try to repair the smoke alarm yourself. Refer to the instructions in Warranty section for service.

Installation

This unit is suitable as a Single Station and/or Multiple Station alarm (interconnects with up to 24 devices), and has a five-year limited warranty.

IMPORTANT: Kidde alarms and accessories CAN ONLY BE interconnect with other Kidde alarms and accessories as well as specified brands and models of interconnect compatible alarms. Connection of Kidde products to a non-specified manufacturer's interconnect system, or connection with non-specified equipment from another manufacturer into an existing Kidde system could result in nuisance alarming, failure to alarm, or damage to one or all of the devices in the interconnect system. Refer to the User's Guide supplied with each Kidde product for interconnect compatible models, brands, and devices.

This alarm is interconnect compatible with the following alarms and accessories:

Smoke alarms:

1235CA, 1275CA, 1276CA, 1285CA, PE120CA, PE1200CA

Smoke/CO alarms: KN-COSM-IBCA, KN-COSM-ICA

CO alarms: KN-COB-ICB-CA, KN-COB-IC-CA

Relay modules: 120X, SM120X, CO120X

Heat alarm: HD135FCA

Strobe Light: SL1771

Refer to respective manuals for specific application information.

Models **1235CA** and **1275CA** are designed to detect products of combustion using the ionization technique. They contain 0.9 microcurie of Americium 241, a radioactive material. Distributed under U.S. NRC License No. 32-23858-01E. Manufactured in compliance with U.S. NRC safety criteria in 10 CFR 32.27. The purchaser is exempt from any regulatory requirements. Do not try to repair the smoke alarm yourself. Refer to the instructions in **Warranty** section for service.

WARNING: Removal of the smoke alarm battery and disconnecting or loss of AC power will render the smoke alarm inoperative.

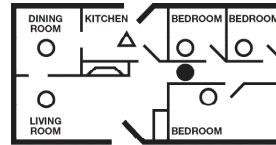
ELECTRICAL RATING: 120 V AC, 60 HZ, 80 mA maximum per alarm (maximum 80 mA for originating unit with 24 devices interconnected).

Installation

Recommended Locations

- Locate the first alarm in the immediate area of the bedrooms. Try to protect the exit path, as the bedrooms are usually farthest from the exit. If more than one sleeping area exists, locate additional alarms in each sleeping area (Image 1A).
- Locate additional alarms to protect any stairway as stairways act like chimneys for smoke and heat.
- Locate at least one alarm on every floor level (Image 1B).
- Locate an alarm in every bedroom.
- Locate an alarm in every room where electrical appliances are operated (i.e. portable heaters or humidifiers).
- Locate an alarm in every room where someone sleeps with the door closed. The closed door may prevent the alarm from waking the sleeper.
- Smoke, heat, and combustion products rise to the ceiling and spread horizontally. Mounting the smoke alarm on the ceiling in the center of the room places it closest to all points in the room. Ceiling mounting is preferred in ordinary residential construction.
- When mounting an alarm on the ceiling, locate it at a minimum of 10 cm (4") from the side wall (Image 2A).
- When mounting the alarm on the wall, use an inside wall with the top edge of the alarm at a minimum of 10 cm (4") and a maximum of 30.5 cm (12") below the ceiling (Image 2A).
- Put smoke alarms at both ends of a bedroom hallway or large room if the hallway or room is more than 9.1 m (30') long.
- For mobile home installation, select locations carefully to avoid thermal barriers that may form at the ceiling. For more details, see **Mobile Homes**.

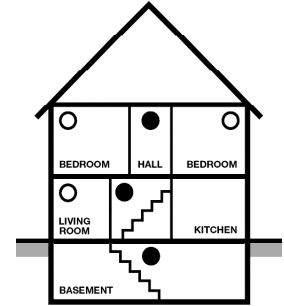
Installation



- Smoke Alarms for Minimum Protection
- Smoke Alarms for Additional Protection
- ▲ Ionization Type Smoke Alarm with Hush® Control or Photoelectric Type

SINGLE FLOOR PLAN

IMAGE 1A



MULTIPLE FLOOR PLAN

IMAGE 1B

- Install smoke alarms on sloped, peaked or cathedral ceilings at or within 0.9 m (3') of the highest point (measured horizontally). NFPA Standard 72 states: "Smoke alarms in rooms with ceiling slopes greater than 0.3 m in 2.4 m (1 foot in 8 feet) horizontally shall be located on the high side of the room." NFPA Standard 72 states: "A row of detectors shall be spaced and located within 0.9 m (3') of the peak of the ceiling measured horizontally" (Image 2B).

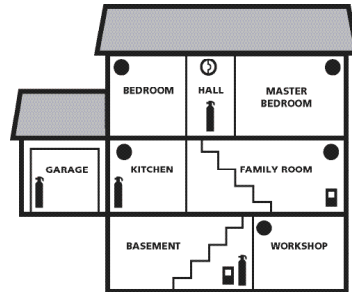


IMAGE 1C

TOTAL HOME PROTECTION

- 🔥 FIRE EXTINGUISHERS
- SMOKE ALARMS
- 📱 CARBON MONOXIDE ALARMS
- 🗣️ TALKING SMOKE/CO ALARM

Installation

Locations to Avoid

- Do not install within 0.9 m (3') of the following: The door to a kitchen, or a bathroom that contains a tub or shower, forced air ducts used for heating or cooling, ceiling or other house ventilating fans, or other high air-flow areas.
- Do not place the alarm where drapes or other objects will block the sensor. Smoke must be able to reach the sensor to accurately detect conditions.
- Do not install in peaks of vaulted ceilings, "A" frame ceilings or gabled roofs. (Less than 10 cm (4") from the peak of an "A" frame type ceiling.)
- Install at least 30.5 cm (12") away from fluorescent lights as electronic noise may cause nuisance alarms.
- Keep out of insect infested areas. Avoid excessively dusty, dirty or greasy areas. Dust particles may cause nuisance alarms or failure to alarm.
- Extreme temperatures may effect the sensitivity of the alarm. Do not install in areas where the temperature is colder than 4.4°C (40°F) or hotter than 37.8°C (100°F).
- Do not install in areas where the relative humidity (RH) is greater than 85%. Very humid areas, with moisture or steam, can cause nuisance alarms.
- Avoid placing ionization smoke alarms in kitchen areas. Normal cooking may cause nuisance alarms. If a kitchen alarm is desired, it should have an alarm silence feature or be a photoelectric type.
- Do not place in the garage. Particles of combustion are present when you start your automobile.
- Smoke alarms are not to be used with detector guard unless the combination (alarm and guard) has been evaluated and found suitable for that purpose.

Installation

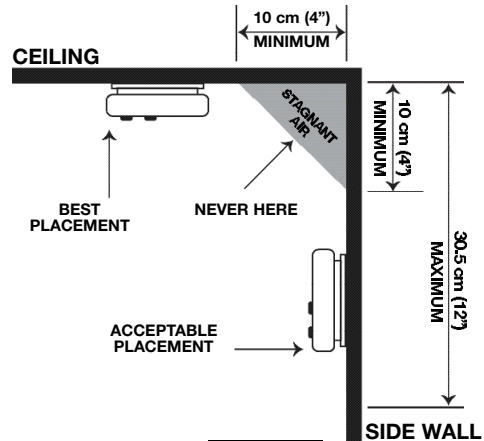
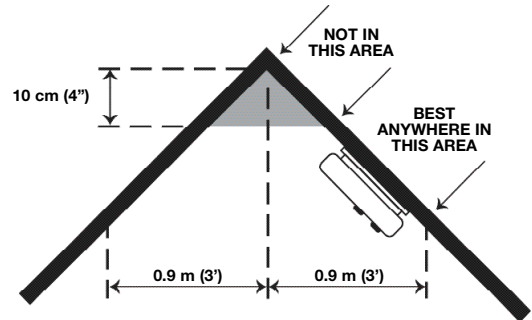


IMAGE 2A



HORIZONTAL DISTANCE FROM PEAK

IMAGE 2B

Installation

Mobile Homes

Mobile homes built in the past five to seven years have been designed to be energy efficient. Install smoke alarms as recommended in **Recommended Locations** and Image 2A.

In mobile homes that are not well insulated compared to present standards, extreme heat or cold can be transferred from the outside to the inside through poorly insulated walls and roof. This may create a thermal barrier that can prevent the smoke from reaching an alarm mounted on the ceiling. In such units, install the smoke alarm on an inside wall with the top edge of the alarm at a minimum of 10 cm (4") and a maximum of 30.5 cm (12") below the ceiling (Image 2A).

If you are not sure about the insulation in your mobile home, or if you notice that the outer walls and ceiling are either hot or cold, install the alarm on an inside wall. For minimum protection, install at least one alarm close to the bedrooms. For additional protection, see Image 1A.

WARNING: Test your smoke alarm operation after R.V. or mobile home vehicle has been in storage, before each trip and at least once a week during use.

Wiring

CAUTION: Turn off the main power to the circuit before wiring the alarm.

- This smoke alarm should be installed on a CSA listed or recognized junction box. All connections should be made by a qualified electrician and must conform to article 760 of the U.S. National Electrical Code, NFPA 72 and/or any other codes having jurisdiction in your area.
- The appropriate power source is 120 Volt AC Single Phase supplied from a non-switchable circuit which is not protected by a ground fault interrupter.
- The alarm should not be operated on power derived from a square wave or modified square wave inverter. These power sources produce high peak voltages that will damage the alarm.

Installation

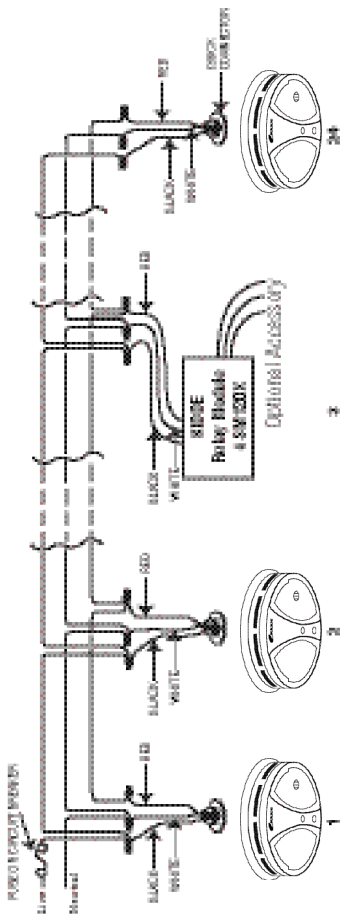
- For alarms that are used as single station, DO NOT CONNECT THE RED WIRE TO ANYTHING. Leave the red wire insulating cap in place to make certain that the red wire cannot contact any metal parts or the electrical box.
- When alarms are interconnected, all interconnected units must be powered from a single circuit.
- A maximum of 24 Kidde devices may be interconnected in a multiple station arrangement. The interconnect system should not exceed the NFPA interconnect limit of 12 smoke alarms and/or 18 alarms total (smoke, heat, carbon monoxide, etc.) With 18 alarms interconnected, it is still possible to interconnect to a total of 6 remote signaling devices and/or relay modules.

IMPORTANT: Kidde alarms and accessories CAN ONLY BE interconnected with other Kidde alarms and accessories as well as specified brands and models of interconnect compatible alarms. Connection of Kidde products to a non-specified manufacturer's interconnect system, or connection with non-specified equipment from another manufacturer into an existing Kidde system could result in nuisance alarming, failure to alarm, or damage to one or all of the devices in the interconnect system. Refer to the User's Guide supplied with each Kidde product for interconnect compatible models, brands, and devices.

- When mixing models which have battery backup with models without battery backup, be advised that the models without battery backup will not respond during an AC power failure.
- For more information about compatible interconnect units and their functionality in an interconnect system, visit our web site at: www.kidde.ca
- The maximum wire run distance between the first and last unit in an interconnected system is 305 m (1000').
- Image 3 illustrates interconnection wiring. Improper connection will result in damage to the alarm, failure to operate, or a shock hazard.
- Make certain alarms are wired to a continuous (non-switched) power line. NOTE: Use standard CSA listed household wire (18 gauge or larger as required by local codes) available at all electrical supply stores and most hardware stores.

Installation

IMAGE 3 INTERCONNECT WIRING



WIRES ON ALARM HARNESS

- Black Connected to hot side of AC line.
- White Connected to neutral side of AC line.
- Red Connected to interconnect lines (red wires) of other units in a multiple station set-up.

Installation

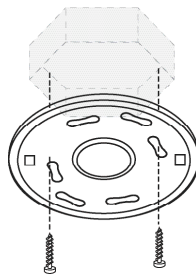
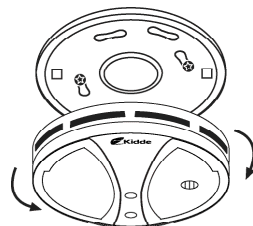
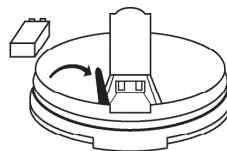


IMAGE 4A



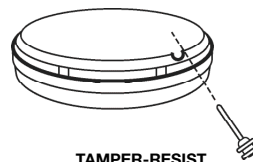
ROTATE TO MOUNT OR TO REMOVE

IMAGE 4B



BATTERY REMINDER TAB

IMAGE 4C



TAMPER-RESIST LOCKING PIN

IMAGE 4D

Installation

Mounting

CAUTION: This unit is sealed. The cover is not removable!

- Pull the AC Quick-Connect wire harness through the centre hole in the mounting plate and secure the plate, making sure that the mounting screws are positioned in the small ends of the keyholes before tightening (Image 4A).
- (For models **1275CA** and **PE120CA**) Press the battery reminder tab down into the battery compartment while inserting the battery (Image 4C).

CAUTION: If the battery reminder tab is not held down in the battery compartment by the battery, the battery door will not close and the unit will not attach to the mounting plate.

- Plug the AC Quick-Connect wire harness into the back of the alarm (Image 5), making sure that the locks on the connector snap into place. Push the excess wire back into the electrical box through the hole in the center of the mounting plate.



ATTACHING THE AC QUICK-CONNECT WIRE HARNESS

IMAGE 5

- Alignment marks are provided on the edge of the mounting plate and the alarm. After installing the mounting plate, place the alarm onto the mounting plate, making sure the alignment marks are lined up. Twist the alarm in the direction indicated by the “ON” arrow on the alarm cover (Image 4B) until it locks in place.

Installation

Battery Backup

Models **1275CA** and **PE120CA** with battery backup will not function without a properly installed battery. They are equipped with a battery lockout feature which prevents the battery door from closing if a battery is not installed correctly. See **Maintenance** section for additional information concerning battery installation.

Testing

- To ensure proper operation of models **1275CA** and **PE120CA** with battery backup, press the Test button (without the AC power connected). All interconnected, battery backed-up alarms, should respond.

CAUTION: Due to the loudness (85 decibels) of the alarm, always stand an arms-length away from the unit when testing.

- Turn on the AC power. The green LED power indicator should be lit when the alarm is operating from AC power.
- For all models: Confirm unit operation by pressing the Test button again.

The smoke alarm is operating once AC power is applied, a fresh battery is installed (only for battery backup models **1275CA** and **PE120CA**) and testing is complete. When the smoke alarm ionization sensor chamber senses products of combustion, the horn will sound a loud (85db) alarm until the sensing chamber is cleared of smoke particles.

Alarm Tamper Resist Feature

- To make the smoke alarm tamper-resistant, a locking pin has been provided in the bag with the screws and anchors. Using this pin will deter children and others from removing the alarm from the mounting plate. To use the pin, insert it into the hole in the side of the alarm after the alarm has been installed on the mounting plate (Image 4D).

NOTE: The tamper-resistant pin will have to be removed in order to change the battery (models **1275CA** and **PE120CA**). Use long nose pliers to pull the pin out of the hole. It is now possible to remove the alarm from the mounting plate.

Operation

Hush® Control Feature

Model **1275CA** only:

Smoke alarms are designed to minimize nuisance alarms. Cigarette smoke will not normally set off the alarm, unless the smoke is blown directly into the alarm. Combustion particles from cooking may set off the alarm if the alarm is located close to the cooking area. Large quantities of combustible particles are generated from spills or when broiling. Using the fan on a range hood that vents to the outside (non-recirculating type) will also help remove these combustible particles from the kitchen. The Hush® button is extremely useful in a kitchen area or other areas prone to nuisance alarms.

The Hush® feature has the capability of temporarily desensitizing the smoke alarm circuit for about 7 minutes. This feature is to be used only when a known alarm condition, such as smoke from cooking, activates the alarm.

If the alarm does sound, check for fires first. If a fire is discovered, get out and call the fire department. If no fire is present, check to see if one of the reasons listed in **Locations to Avoid** may have caused the alarm.

The smoke alarm is desensitized by pushing the Hush® button on the smoke alarm cover. If the smoke is not too dense, the alarm will silence immediately and “chirp” every 30-40 seconds for approximately 7 minutes. This indicates that the alarm is in a temporarily desensitized condition. The smoke alarm will automatically reset after approximately 7 minutes. If after this period particles of combustion are still present, the alarm will sound again.

NOTE: Dense smoke will override the Hush® control feature and sound a continuous alarm.

CAUTION: Before using the alarm Hush® feature, identify the source of the smoke and be certain a safe condition exists.

Operation

LED Indicators

This alarm is equipped with red and green LED indicators:

Red LED - Flashing every 30-40 seconds: Indicates that the smoke alarm is operating properly.

Red LED - Flashing Rapidly: When the smoke alarm senses particles of combustion and goes into alarm (constant pulsating sound), the red LED will flash rapidly (one flash per second). The rapid flashing LED and pulsating alarm will continue until the air is cleared. When interconnected, only the red LED's of the alarms that are sensing smoke or are being tested will flash rapidly (originating alarms). All other units in the interconnect system will sound an alarm, but their red LED's will NOT flash rapidly.

Green LED - Constantly On: Indicates that the unit is receiving 120 V AC power.

Maintenance

Testing

NOTE: WEEKLY TESTING IS REQUIRED!

CAUTION: Due to the loudness (85 decibels) of the alarm, always stand an arms length away from the unit when testing.

Test by pushing the Test button on the cover and hold it down for a minimum of 2 seconds. This will sound the alarm if all the electronic circuitry, horn and battery are working. If no alarm sounds, check the fuse or circuit breaker supplying power to the alarm circuit. If the alarm still does not sound, the unit has a defective battery or some other failure. DO NOT use an open flame to test your alarm, you could damage the alarm or ignite combustible materials and start a fire.

Test the alarm weekly to ensure proper operation. Erratic or low sound coming from your alarm may indicate a defective alarm, and it should be returned for service (see Warranty section).

Alarms failing an alarm test, or not operating normally, must be replaced with a new alarm. Similarly, alarms more than 10 years old must be replaced.

Alarm Removal

If the smoke alarm tamper resist feature has been activated, refer to the Alarm Tamper Resist Feature section for removal instructions.

To remove the alarm from the mounting plate, rotate the alarm in the direction of the "OFF" arrow on the cover. To disconnect the AC Quick-Connect wire harness, squeeze the locking arms on the sides of the Quick Connector while pulling the connector away from the bottom of the alarm (see Image 5).

Maintenance

Battery Replacement

Models **1275CA** and **PE120CA**

These alarms have a low/missing battery monitor circuit which will cause the alarm to "chirp" approximately every 30-40 seconds for a minimum of seven (7) days when the battery gets low. Replace the battery when this condition occurs.

Models **1275CA** and **PE120CA** use a 9 V carbon zinc battery (alkaline and lithium batteries may also be used). A fresh battery should last for one year under normal operating conditions.

Use only the following 9 volt batteries for replacement:

Carbon-Zinc Type	Eveready 216 or 1222 Gold Peak 1604P or 1604S
Alkaline Type	Energyizer 522 Duracell MN1604 or MX1604 Gold Peak 1604A
Lithium Type	Ultralife U9VLJ

These batteries can be purchased at your local retailer.

WARNING! Use only the batteries specified above. Use of different batteries than the recommended ones, may have a detrimental effect on the smoke alarm. A good safety measure is to replace the battery at least once a year, or at the same time you change your clocks for daylight saving time. Be sure to follow the battery installation instructions printed on the back of the alarm.

NOTE: WEEKLY TESTING IS REQUIRED!

NOTE: For model **1275CA**, if after battery replacement the unit continues to chirp, wait for approximately 7 minutes. The Hush[®] feature may have been activated accidentally while changing the battery and will reset automatically.

Fire Safety

WARNING: Please read carefully and thoroughly.

- NFPA Standard 72 states: Life safety from fire in residential occupancies is based primarily on early notification to occupants of the need to escape, followed by the appropriate egress actions by those occupants. Fire warning systems for dwelling units are capable of protecting about half of the occupants in potentially fatal fires. Victims are often intimate with the fire, too old or young, or physically or mentally impaired such that they cannot escape even when warned early enough that escape should be possible. For these people, other strategies such as protection-in-place or assisted escape or rescue are necessary.
- Smoke alarms are devices that can provide early warning of possible fires at a reasonable cost; however, alarms have sensing limitations. Ionization type alarms offer a broad range of fire sensing capabilities but are better at detecting fast flaming fires than slow smoldering fires. Photoelectric alarms sense smoldering fires better than flaming fires. Home fires develop in different ways and are often unpredictable. Neither type of alarm (photoelectric or ionization) is always best, and a given alarm may not always provide warning of a fire.
- A battery powered alarm must have a battery of the specified type, in good condition and installed properly.
- AC powered alarms (without battery backup) will not operate if the AC power has been cut off, such as by an electrical fire or an open fuse.
- Smoke alarms must be tested regularly to make sure the batteries and the alarm circuits are in good operating condition.
- Smoke alarms cannot provide an alarm if smoke does not reach the alarm. Therefore, smoke alarms may not sense fires starting in chimneys, walls, on roofs, on the other side of a closed door or on a different floor.

Fire Safety

- If the alarm is located outside the bedroom or on a different floor, it may not wake up a sound sleeper.
- The use of alcohol or drugs may also impair one's ability to hear the smoke alarm. For maximum protection, a smoke alarm should be installed in each sleeping area on every level of a home.
- Although smoke alarms can help save lives by providing an early warning of a fire, they are not a substitute for an insurance policy. Home owners, landlords and tenants should have adequate insurance to protect their lives and property.

Good Safety Habits

Develop and practice a plan of escape!

- Install and maintain Fire extinguishers on every level of the home and in the kitchen, basement and garage. Know how to use a fire extinguisher prior to an emergency.
- Make a floor plan indicating all doors and windows and at least two (2) escape routes from each room. Second story windows may need an escape ladder.
- Have a family meeting and discuss your escape plan, showing everyone what to do in case of fire.
- Determine a place outside your home where you all can meet if a fire occurs.
- Familiarize everyone with the sound of the smoke alarm and train them to leave your home when they hear it.
- Practice a fire drill at least every six months, including fire drills at night. Ensure that small children hear the alarm and wake when it sounds. They must wake up in order to execute the escape plan. Practice allows all occupants to test your plan before an emergency. You may not be able to reach your children. It is important they know what to do.

Fire Safety

Alarm Exit Procedure

- Alert small children in the home.
- Leave immediately by your escape plan. Every second counts, so don't waste time getting dressed or picking up valuables.
- In leaving, don't open any inside door without first feeling its surface. If hot, or if you see smoke seeping through cracks, don't open that door! Instead, use your alternate exit. If the inside of the door is cool, place your shoulder against it, open it slightly and be ready to slam it shut if heat and smoke rush in.
- Stay close to the floor if the air is smoky. If possible do not breathe too deeply to avoid smoke inhalation. Breathe through a cloth (preferably wet) if possible.
- Once outside, go to your selected meeting place and make sure everyone is there.
- Call the fire department from your neighbor's home - not from yours!
- Don't return to your home until the fire officials say that it is all right to do so.
- There are situations where a smoke alarm may not be effective to protect against fire as stated in the NFPA Standard 72. For instance:
 - smoking in bed;
 - leaving children unsupervised;
 - cleaning with flammable liquids, such as gasoline.

NRC Information

Ionization type smoke alarms use a very small amount of a radioactive element in the sensing chamber to enable detection of visible and invisible combustion products. The radioactive element is safely contained in the chamber and requires no adjustments or maintenance. This smoke alarm meets or exceeds all government standards. It is manufactured and distributed under license from the U.S. Nuclear Regulatory Commission.

Fire Safety

Additional Recommendations

The National Fire Protection Association's Standard 72 provides the following information:

Smoke alarms shall be installed outside each separate sleeping area in the immediate vicinity of the bedrooms and on each additional story of the family living unit, including basements and excluding crawl spaces and unfinished attics. In new construction, a smoke alarm also shall be installed in each sleeping room.

Smoke Detection - Are More Smoke Alarms Desirable?

Required number of smoke alarms (as shown in Image 1A and Image 1B): The required number of smoke alarms might not provide reliable early warning protection for those areas separated by a door from the areas protected by the required smoke alarms. For this reason, it is recommended that the householder consider the use of additional smoke alarms for those areas for increased protection.

The additional areas include the basement, bedrooms, dining room, furnace room, utility room, and hallways not protected by the required smoke alarms. The installation of the smoke alarms in the kitchen, attic (finished or unfinished), or garage is normally not recommended, as these locations occasionally experience conditions that can result in improper operation.

Alarms should be installed in accordance with the National Fire Protection Association's Standard 72 (NFPA, Batterymarch Park, Quincy, MA 02269).

Notify your local fire department and insurance company of your smoke alarm installation.

Warranty

If after reviewing this manual you feel that your smoke alarm is defective in any way, do not tamper with the unit. In many cases, the quickest way to exchange your alarm is to return it to the original place of purchase. Alternatively, you may return it for servicing to Kidde. If you have questions, call Kidde Customer Service at 1-800-880-6788.

5 Year Limited Warranty

Kidde warrants to the original purchaser that this smoke alarm (but not the battery) will be free from defects in material and workmanship or design under normal use and service for a period of five years from the date of purchase. The obligation of Kidde under this warranty is limited to repairing or replacing this smoke alarm or any part which we find to be defective in material, workmanship or design, free of charge to the customer, upon sending this smoke alarm with proof of date of purchase, postage and return postage prepaid, to Pyrene Corporation (a Kidde company), Customer Service Department, 130 Esna Park Drive, Markham, ON L3R 1E3. 1-800-880-6788.

This warranty shall not apply to this smoke alarm if it has been damaged, modified, abused or altered after the date of purchase or if it fails to operate due to improper maintenance or inadequate AC or DC electrical power.

The liability of Kidde or any of its parent or subsidiary corporations arising from the sale of this smoke alarm or under the terms of this limited warranty shall not in any case exceed the cost of replacement of this smoke alarm and, in no case, shall Kidde or any of its parent or subsidiary corporations be liable for consequential loss or damages resulting from the failure of this smoke alarm or for breach of this or any other warranty, express or implied, even if the loss or damage is caused by the company's negligence or fault.

Since some provinces do not allow limitations on the duration of an implied warranty or do not allow the exclusion or limitation of incidental or consequential damages, the above limitations or exclusions may not apply to you. While this warranty gives you specific legal rights, you may also have other rights which vary from province to province.

Also, Kidde makes no warranty, express or implied, written or oral, including that of merchantability or fitness for any particular purpose, with respect to the battery.

The above warranty may not be altered except in writing signed by both parties hereto.

Put Waste in its Place

Recycling

Containers

Rinse to remove residue



Plastic bottles, jugs (water, pop, juice, dish and laundry detergent, shampoo; lids on)



Plastic food jars, tubs, lids (cottage cheese, dips, ice cream, margarine, yogurt)



Milk, juice, soup cartons and boxes (flatten)



Glass bottles, jars (clear or coloured; metal lids are garbage)



Metal, cardboard food and beverage containers (place lid inside can and pinch closed)



Aluminium trays, pie plates, roasting pans



Foam polystyrene (drinking cups, egg cartons, meat trays, takeout containers, electronics packaging)



Plastic retail shopping bags without drawstrings, metal detailing or hard plastic handles (put bags in one bag and tie handles together)

Paper

Not contaminated with food or chemicals



Boxboard (cereal, detergent, tissue, egg cartons – flatten; remove liners, plastic windows and put in garbage)



Corrugated cardboard (flatten)



Fine paper (bags, rolls, junk mail, writing and computer paper, envelopes, window envelopes)



Newspapers, flyers



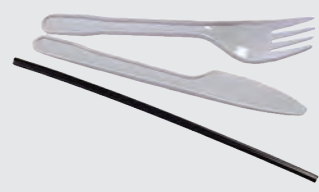
Magazines



Books (soft/hardcover books, telephone directories)

Garbage

Please do not contaminate recycling or the Green Bin with these items; these belong in garbage.



Plastic cutlery, stir sticks



Plastic over-wrap, bubble wrap



Baggies, liner bags (cereal, cookies, crackers)



Clear plastic "clam shell" containers



Black and clear plastic takeout containers



Straws, plastic lids



Coffee cups, lids, sleeves



Juice drink pouches



Dryer and disposable mop sheets, baby wipes, make-up pads, cotton tipped swabs, dental floss



Cigarette butts and ashes



Plastic or foil bags, wrap, trays



Popsicle sticks, toothpicks, wood chips, pencil shavings



Gum packages, blister packs



Light bulbs (not CFLs), dishes, drinking glasses



Hair, pet hair, feathers, nail clippings, dryer lint



Candles, candle wax

Green Bin

This program is being introduced to apartments and condos across the city. If your building is not on the Green Bin Program, these items are garbage.

If you are on the program:

- Do not use biodegradable bags.
- Take food items out of plastic bags/wrap; too much plastic causes problems.



Bread, toast, cereal, baked goods, pizza



Fruit



Cake, cookies, pie, muffins, candies



Coffee grounds, filters, tea bags



Dairy products, eggs and shells



Pasta, couscous, potatoes, rice, oatmeal, flour, grains



Meat, fish, shellfish



Nuts, nutshells



Vegetables, corn cobs and husks, pumpkins, salads



House plants



Diapers, sanitary products



Paper napkins, paper towels, facial tissues (not soiled with chemicals or make-up)



Tips

- This poster is a quick reference. Not everything that goes in recycling or garbage is listed here.
- Not sure where something goes? Check: Toronto Recycling Guide or WASTE WIZARD (toronto.ca/recycle) • Call 311.
 - Our website translates information into different languages (toronto.ca/recycle).

Thanks for doing it right!

Credit: Halton Region concept and selected photos

For Office Use Only:

Date Stamped: _____

Received by: _____

Signature: _____

Toronto
Community
Housing

Move In Check List

Important Document – Please Read Carefully

Welcome to your new home. Your address is: _____
Part of your responsibility is to check the condition of your new home as you move in. Please take the time to check the following areas throughout your new unit.

Inspection Items	Checks	Status (Please circle)	Deficiencies & Completion Date
Floors	<ul style="list-style-type: none"> • Are they clean (free of dirt, stains, etc.)? • Are the heating registers in place? 	Yes / No Yes / No	
Walls	<ul style="list-style-type: none"> • Are they clean (free of dirt, stains, etc.)? • Are there holes in the walls? 	Yes / No Yes / No	
Light Fixtures & Plugs	<ul style="list-style-type: none"> • Are all fixtures, globes, shades & bulbs in place? • Are all switches & cover plates in place? • Do all the switches and plugs work? • Do you know where the Fuse Panel / Breaker Box is and how it works? 	Yes / No Yes / No Yes / No Yes / No	
Windows	<ul style="list-style-type: none"> • Are all curtain rods in place? • Are screens, frames & locks in place? • Are there any broken or cracked windows? 	Yes / No Yes / No Yes / No	
Plumbing / Taps / Drains	<ul style="list-style-type: none"> • Do all the taps work? • Do any of them drip? • Does the toilet flush? • Do all the drains run freely? 	Yes / No Yes / No Yes / No Yes / No	
Kitchen Cupboards	<ul style="list-style-type: none"> • Do the doors and drawers work? • Is there any damage to the counter top? 	Yes / No Yes / No	

Move In Check List
Important Document – Please Read Carefully

Welcome to your new home. Your address is: _____
Part of your responsibility is to check the condition of your new home as you move in. Please take the time to check the following areas throughout your new unit.

Inspection Items	Checks	Status (Please circle)	Deficiencies & Completion Date
Interior & Exterior Doors	<ul style="list-style-type: none"> • Are all frames in good condition? • Are door closures, latches, locks & handles in place? • Are screens missing or torn? • Do all doors operate properly? 	<p>Yes / No</p> <p>Yes / No</p> <p>Yes / No</p> <p>Yes / No</p>	
Appliances	<ul style="list-style-type: none"> • Are the appliances clean inside & out? • Are the burners working properly on the stove? • Is the range hood clean? 	<p>Yes / No</p> <p>Yes / No</p> <p>Yes / No</p>	
Yards / Balconies / Basements	<ul style="list-style-type: none"> • Is the lawn cut? • Is the balcony/lawn free of furniture, garbage & pigeon droppings? • Is the basement clean? 	<p>Yes / No</p> <p>Yes / No</p> <p>Yes / No</p>	
Insects / Mice	<ul style="list-style-type: none"> • Is your unit free of pests (mice, cockroaches, etc.)? 	<p>Yes / No</p>	
Fire Instruction Decals	<ul style="list-style-type: none"> • Is there one on the back of the unit door? • Is it in readable/good condition? 	<p>Yes / No</p> <p>Yes / No</p>	
Smoke Detectors / Alarm Horns / C.O. Detectors	<ul style="list-style-type: none"> • Are they working? • Are they in place? 	<p>Yes / No</p> <p>Yes / No</p>	
Other	<ul style="list-style-type: none"> • 	<p>Yes / No</p>	

PLEASE RETURN THIS FORM TO YOUR SUPERINTENDENT.

I, _____ acknowledge that I have inspected my unit and verify the only outstanding deficiencies have been documented in this checklist.

Tenant Signature: _____ Date: _____

Superintendent Signature _____ Date: _____

We thank you for your co-operation in this matter and welcome you to Toronto Community Housing.

Move-In Terms & Conditions

Important Document – Please Read Carefully



Welcome to your new home. Your address is: _____

IMPORTANT SAFETY NOTE: Your Building may have an electronic locking device installed on the front lobby door. This device has been installed for security reasons and will unlock automatically when the fire alarm system is activated. A pull station may have been installed near this exit door and is signed “**Emergency Exit Unlocked By Fire Alarm.**” In an Emergency; if you discover the door locked, activate the pull station beside the door and the lock will release. Exit to the exterior of the building.

Please note the following rules that may affect your tenancy:

- If you damage, tamper with or remove a smoke detector and/or C.O. detector in your unit, you may be charged for the repair(s) and/or replacement, and fined up to **\$50,000** as per the Ontario Fire Code.
- If you damage, tamper with or remove a window lock or screen in your unit, you may be charged for the repair(s) and/or replacement.
- If you install wall-to-wall carpet, ensure the carpet is not installed with glue or nails.
- Do not install peel & stick tiles in any room.
- If you install wallpaper or mirror tiles, you are required to remove them and repair walls before you move out.
- If you install your own fixtures (lights, fans etc.), you will need to reinstall the original fixtures before you move out or you may be charged for the replacement.
- Before you install an air conditioner, you must get permission from the Operating Unit Manager. It must be an energy efficient unit and installed properly according to safety standards.
- Before you install a satellite dish, you must get permission from the Operating Unit Manager. You will be required to provide proof of purchase from a CRTC approved vendor, insurance and a vendor letter requesting permission to install.
- If you have your own appliances, please arrange to have them stored and use the appliances supplied in your unit.
- You may not make any structural changes to your home. Do not modify or install any walls, floors etc. in the unit or basement.
- You may not have a washer/ dryer / dishwasher in your home. Townhouses may be the exception, with permission from the Operating Unit Manager.

Remember that you have received the unit in clean condition; please leave it in the same way. You will be charged for any items if they are damaged or not in clean condition when you leave. Normal wear and tear will not be charged to you.

I, _____ understand and will comply with the terms and conditions and have read and fully understand my Lease.

Tenant Signature: _____ Date: _____

Tenant Services Coordinator Signature _____ Date: _____

We thank you for your co-operation in this matter and welcome you to Toronto Community Housing.



Eviction Prevention Policy for Non-payment of Rent (Arrears)

Policy Owner: Operations

Date Approved: September, 2002

Type: Policy

Approved By: Board

Last Reviewed: August 2011

Policy Summary

This is a policy on eviction prevention related to the non-payment of rent. Tenants are responsible for paying their full rent on the first of every month and reporting changes in income or household composition so that their rent is calculated properly.

Toronto Community Housing is committed to working with tenants so that they meet these responsibilities and, wherever possible, prevent tenants from losing their housing

Policy Statement

Toronto Community Housing is committed to keeping evictions for not paying rent to a minimum.

Toronto Community Housing will work with tenants and external support or service agencies where possible, to keep tenants housed and

to ensure that rent is paid and eviction is the very last resort.

The policy is established within the context of the Shareholder Direction from the City of Toronto, the Social Housing Reform Act, 2000 and the Residential Tenancies Act 2006.

Purpose

The purpose of the policy is to ensure rent is collected as required and to evict as few tenants as possible for not paying their rent.

A comprehensive set of Eviction Prevention Operating Guidelines complements the Eviction Prevention Policy for Non-Payment of Rent. The Guidelines outline the detailed procedures and protocols that guide staff in applying the policy consistently across Toronto Community Housing.

Scope

This policy applies to:

- the non-payment of rent. Tenants can be evicted for other reasons. These will be described in a separate policy.
- all residential tenants, including rent-geared-to-income (RGI) and market tenants, and tenants living in contract managed buildings.

Values

Toronto Community Housing is committed to supporting successful tenancies and ensuring that tenants meet their rental responsibilities. We will:

- Recognize tenants as responsible and able participants in maintaining their own tenancy and paying their rent;
- Work with tenants to try to identify solutions, recognizing that tenants sometimes face barriers to maintaining their tenancy through lack of support or access to services;
- Ensure all procedures regarding tenancies at risk are fair, open and equitable (procedural fairness);
- Recognize the right of each individual to be treated fairly, with respect and without discrimination;
- Collect rent on time, because lost revenue means there is less

money for building maintenances and other services for all tenants.

Standards

1. Tenants must pay their rent each month. Eviction prevention cannot be an incentive not to pay rent on time and in full.
2. Staff are required to make every reasonable effort to achieve direct personal contact with tenants facing likely eviction for unpaid rent, at a minimum:
 - upon recognition that rent has not been paid
 - prior to making an application to evict with the Landlord and Tenant Board; and
 - after an eviction order has been issued;
3. At least one reasonable and accessible opportunity for a face-to-face meeting must be given to the tenant during the eviction process
4. Efforts and results of communications with tenants during the eviction process will be documented
5. Clear information on how rent is calculated and rental account status will be made available to tenants

6. A fair and transparent process will be available to tenants for review of RGI decisions and calculations, by a person or a panel independent from the original decision maker
7. Notices to evict will include information on the supports available to tenants to help them pay their rent, including information about local legal clinics.
8. Tenants will be given access to the Eviction Prevention Policy and the Eviction Prevention Policy Guidelines
9. Tenants will be informed of the services offered at the Landlord and Tenant Board including mediation, duty counsel and interpretation services if applicable
10. Tenants who are evicted by the Sheriff will be informed of services offered by external organizations to assist them in finding other accommodation and support

Policy Details

Many people living in Toronto Community Housing have nowhere else to go for secure, permanent housing. At times, some tenants will have trouble paying rent. Toronto Community Housing recognizes this and tries to prevent tenants from

losing their housing because of unpaid rent.

The primary strategy for eviction prevention is effective rent collection. Efforts to collect rent and to support tenants facing eviction will continue after an order to evict has been issued by the Landlord and Tenant Board and up to the point where the unit is being re-rented.

Eviction Prevention Strategies

Managers and staff will have the flexibility and discretion to choose appropriate strategies for different situations.

Rent Collection

- Focus on collecting the rent on time
- Provide a range of flexible rent payment options
- Inform tenants about steps to take if they are unable to pay rent, and offer to help tenants develop plans for staying housed
- Negotiate reasonable repayment agreements that best fits the tenant's circumstances
- Explain that tenants are required to indicate changes in income and household composition promptly so that rent calculation is based on the most up to date information

Education

- Educate tenants about their rights and responsibilities and about the Eviction Prevention Policy at lease signing, at regular intervals, and when they are having trouble paying their rent
- Train staff in eviction prevention strategies when they are hired and at regular intervals

Communication

- Communicate directly with tenants at key stages *before* issues escalate, and document all attempts
- Communicate in a timely fashion and in plain, clear, respectful language
- Ensure documents related to eviction prevention adhere to our standards of translation and interpretation
- Make staff available to talk to tenants in confidence about their situation

Early Intervention

- Identify households that appear to be vulnerable or at a higher risk of eviction, during our interactions with tenants (e.g. unit inspections, annual rent review process).

- Monitor households that appear to be vulnerable or at a higher risk of eviction and respond accordingly
- Intervene early when rent payment is late to help prevent tenants from falling further into arrears

Partnerships and Referrals

- Develop partnerships with organizations that can provide supports to tenants
- Inform tenants about, and connect them to, external organizations and community agencies that can help them maintain a successful tenancy

Compliance

To ensure compliance:

- Toronto Community Housing will verify compliance on every file that proceeds to the Landlord and Tenant Board and will conduct random audits.
- Operational performance related to the range of eviction prevention strategies and rent collection practices will be monitored and gaps will be identified for further action
- Eviction prevention performance reports will be submitted to the Board quarterly

Governing Legislation

- Residential Tenancies Act
- Social Housing Reform Act
- Municipal Freedom of Information and Protection of Privacy Act
- Ontario Human Rights Code

Related Policies & Procedures

- Human Rights, Harassment and Fair Access Policy

Approvals

Board of Directors (Policy)

Management Executive (Guidelines)

Policy Review

- Next Review Q3, 2012