



Resident Handbook

Brightside Community Homes Foundation
#300 - 905 West Pender Street, Vancouver, BC V6C 1L6
604-684-3515 | info@brightsidehomes.ca

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Important Contact Information

Brightside Head Office: 604-684-3515 / info@brightsidehomes.ca

Address: #300-905 West Pender Street, Vancouver, BC V6C 1L6

Service hours (by phone/email): 8:30am-4:30pm, Monday to Friday*
Office hours (in-person, by appointment): 10:00am-3:00pm, Tuesday to Thursday*

*Excluding Statutory Holidays. Closed Fridays from May long weekend to Labour Day.

In an effort to provide you with the best possible service and to ensure we have the appropriate staff available to meet with you, we recommend that you call in advance to make an appointment.

In case of after-hours emergencies, please call: 778-731-8968.

*IMPORTANT:

Each year, from the Victoria Day long weekend (i.e. the Friday before the statutory Monday) until Labour Day long weekend, Brightside operates on a modified four-day work week. During this time, our offices/operations will be closed on Fridays, and all regular incoming calls will be sent to voicemail. All voicemails and emails will be checked and followed up on the following business day when we reopen. The after-hours line will remain open for emergencies.

Emergency Contact Numbers

Emergency Police, Fire, Ambulance 911

Non-Emergency Police: 604-717-3321

BC Hydro for power outages: 1-888-769-3766

Fortis BC for a gas leak: 1-800-663-9911

Other important info:

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About Us

Brightside has been providing non-profit affordable rental homes in Vancouver for over 70 years. As Brightside grows and adapts to meet the needs of rental affordability throughout Metro Vancouver, we are pleased to offer both Subsidized and Low-End-of-Market (“LEM”) rental homes at many of our buildings. Much more than just an affordable housing provider and property manager, Brightside is committed to creating inclusive communities for folks who value social-purpose renting and who are looking for a safe and secure place to call home. All of Brightside’s new buildings are carbon neutral and sustainable, and our core goal is to maintain affordability over time.

Choosing Brightside is renting with purpose.

Welcome to Your New Home

We are pleased to welcome you to your new home. We hope that your new home provides you greater affordability and a safe and vibrant place to call home. This Resident Handbook is filled with helpful information as you settle into your new home and begin navigating your tenancy with Brightside. While the handbook only provides a general overview about your tenancy, it should help to answer some commonly asked questions about general building features, cleaning and care obligations, rent payments, code of conduct, safety, and community engagement.

Brightside (a.k.a. “the Landlord”)

Brightside owns and operates several properties throughout Metro Vancouver. To offer you the quickest and most efficient service possible, when calling us please identify yourself with your **full name, the property name where you reside, your unit number, and the reason for your call**. This also applies when leaving us a voicemail message. Please also include this information if/when you write to us or drop off documents in any of our buildings’ drop boxes.

As a resident of Brightside, you may have need to contact one or more of the following departments:

- Property Services (repairs, maintenance, locks, etc.)
- Housing Services (general inquiries, tenant relations, changes to your household or housing status, etc.)
- Accounts Receivable (rent payments, pre-authorized debit program, etc.)
- Subsidy Review (annual or biennial reviews, rent calculations, etc.)

To be connected to any of these services/departments, please call our head office at **604-684-3515** during regular service hours. We thank you, in advance, for your cooperation.

Getting to Know Your Building and Your Tenancy

Rent

Rent is due on or before the first day of each month. Brightside is pleased to offer a free and convenient Pre-authorized Debit (“PAD”) program for hassle-free rent payments. A copy of the PAD enrollment form can be found as **Appendix A** at the end of this Handbook. Alternatively, please contact our office to obtain an enrollment form via email and we’d be happy to get you signed up.

Unpaid Rent

Please ensure your rent is paid by the first day of each month. Any unpaid rent may/will result in a “10 Day Notice to End Tenancy for Unpaid Rent or Utilities” for non-payment of rent being issued by the Landlord. If you pay your rent by PAD and your rent payment is returned due to insufficient funds, you will be charged a \$25 administration fee. This fee is subject to change at any time.

Utilities

If electricity or gas is not included in your rent, you must apply for it independently. Prior to move-in, please contact BC Hydro at **1-800-BCHYDRO (1-800-224-9376)** and online at www.bchydro.com, or Fortis BC at **1-888-224-2710** and online at www.fortisbc.com to activate these services in your new home. Please ensure you have the property address and unit number of your new home when contacting these service providers.

No On-Site Building Managers

As an affordable housing provider on a fixed operating budget, we must ensure that we operate and manage our properties both professionally and efficiently. Brightside does not have on-site building managers at each property. We do, however, have a dedicated **Property Services team** that you will regularly see in the common areas of your building. They are often wearing Brightside-branded clothing (shirts, jackets, and/or hats) to identify themselves to residents. The Property Services team is responsible for servicing in-suite repair requests, preventative maintenance, unit showings (of vacant units), move-in and move-out inspections, providing access to contractors and technicians, and to serve as ambassadors for Brightside in each of our various properties. If you happen to meet/see one of our Property Services team members, please feel welcome to introduce yourself!

Keys

At the conclusion of the move-in inspection, you will have been provided the key(s) for your unit, the main entrance door, and your personal mailbox. **Residents are not, for any reason, permitted to change and/or add locks to the door of their unit.** This is to ensure units can be accessed by authorized staff in the event of an emergency. If

you should lose or damage your key(s), please contact Brightside for a replacement key; a nominal replacement fee may apply.

Cable and Internet

Cable and internet are not included with your rent. Residents who require or elect to have cable, internet, and/or home phone services must coordinate this directly with a service provider. If/when an on-site installation is required, please contact Brightside head office to advise of the date & time of the appointment. We will ensure the on-site technician has access to the electrical room, if/as required.

Garbage and Recycling

Garbage, Recycling, and Organics bins are provided in a designated common area in your building. Please read posted signage in your building for directions to this designated area. Please also refer to the signage posted on or near the bins to ensure your items are correctly placed in the appropriate bins. Small appliances, computers, other electronics, paint, oil and prescription drugs are not to be disposed of in any of the bins. Plastic bags, Styrofoam, paper cups, containers, and landscaping materials are not to be placed in organics bins. **Furniture, mattresses, appliances, and other large items may not be abandoned or placed in or around the garbage bin areas, or anywhere on the property.** Residents found discarding these items in such manner will be charged removal costs for abandoning items on private property. Bagged or loose garbage may not be left (temporarily or permanently) outside your unit. When transporting garbage from your unit, please ensure that your garbage is secure in a garbage bag and not dripping any liquid onto the floor. We thank all residents for their cooperation.

Smoking

Smoking is not permitted inside your unit or in your building/common areas. This includes balconies and other common areas. If smoking outside, and in consideration of your fellow neighbours, please remain at least six (6) meters from the building, any entrance to the building, and/or any air intake vent.

Unit Alterations

Brightside expects that no unit alterations and/or modifications will be required in your unit upon move-in and ask residents to refrain from altering their unit by any means. Alterations include (but are not limited to): painting, wallpapering, and/or changing the flooring or lighting. No unit alterations (even minor alterations) are permitted without advance written approval from Brightside. Approval may be subject to certain conditions, such as the final work being inspected. Brightside reserves the right to withhold approval and/or remove any structure or additions that may not have been approved, and any associated costs will be charged back to the resident. Residents are not permitted to make any structural changes to the unit or change the exterior of the building for any reason.

No Additional Appliances or Electrical Fixtures

Due to potential sound, vibration, water damage, and/or disturbance to your fellow residents, no additional appliances or electrical fixtures are to be installed and/or used in the unit, including, but not limited to dishwashers, portable washer/dryer units, ceiling mounted fans, and window-mounted air-conditioning units. **Under no circumstances are residents permitted to attach anything to the roof and/or siding of the building.**

Home Decor

We want you to feel comfortable and at home in your home. If you wish to decorate your walls, we encourage residents to use “Command Strips” or similar non-damaging mounting hardware (available at most hardware and grocery stores) rather than nails, staples, or screws when decorating or hanging pictures on the interior walls of your unit.

Tenant Insurance

Tenant insurance (aka. Renter’s insurance) is strongly encouraged to protect you financially against damage or loss of personal property. It is recommended to include Living Expenses and Liability coverage to help cover expenses relating to temporary relocation and financial protection, should you or a family member/occupant be found responsible for the damage. Brightside is not liable for any damage or loss of personal property in terms of the contents of your personal unit.

Parking

Secured underground parking is limited and subject to availability, and rates vary by building. Monthly parking rentals may be available for a monthly fee (in addition to monthly rent). If you are interested in monthly parking, please contact the Brightside head office at [604-684-3515](tel:604-684-3515) during regular service hours to discuss availability. **Any vehicle(s) parked on Brightside property must have valid insurance.** Any unauthorized or uninsured vehicles on Brightside property may be towed at the owner’s expense.

Storage

Storage lockers may be available for a monthly fee, subject to availability, in addition to your monthly rent. The following are some key storage guidelines:

- Clear access to hot water tanks, electrical panels and attic hatches is necessary at all times
- Attics or crawl spaces cannot be used for storage. These areas are for access purposes for repairs only
- Residents are required to follow municipal bylaws and fire department regulations for parking areas, storage areas, and outdoor space
- Parking stalls are not to be used for storage
- Flammable or dangerous materials must not be stored at or near the building.
- Patios and balconies must not be used for storage

- Resident may store a reasonable number of small planters on their patio or balcony; planters must be raised one inch to allow airspace if sitting on anything other than concrete

If you would like to inquire about the availability of storage lockers in your building, please call the Brightside head office at **604-684-3515** during regular service hours to inquire about availability.

Knowing Your Rights & Obligations

Repair Requests

Any requests for repairs must be submitted to Brightside in writing. There are two options to submit your request:

- a) You may send us a digital **Request for Repairs** using our on-line submission form on our website: www.brightsidehomes.ca (click on “Residents and Properties” from the top menu, then scroll down and select “Reporting an Issue”). Be sure include your full name, the name of your property, your unit number, email address, and the issue you are reporting. Describe the repair that is needed (in detail) and the location of the issue (e.g. kitchen, bathroom, etc.);

- OR -

- b) Fill out a printed copy “**Request for Repairs**” form; blank copies of this form are typically available in the ground floor lobby of your building (Note: A copy of this form can also be found as **Appendix B** at the end of this Handbook). Once the form has been completed, deposit the form in the secure “drop-box.” A member of our Property Services Team comes by twice a week to empty/pick up the contents of the drop-box for processing.

Once you have submitted a written (and signed) repair request to Brightside, this signals to Brightside that you have authorized entry into your unit (for the purpose of the repair). If you are not at home when the Property Services team member arrives to assess/complete the repair, the signed form allows us to enter your unit to attend to the repair request.

In most cases, the Property Services team will assess the repair within seven (7) business days from the date we receive your request. If your repair goes unaddressed for longer than seven (7) business days, please call Brightside’s head office at **604-684-3515** during regular service hours.

If your repair request is an emergency (e.g. heat issues, plumbing/major leak issues, or a matter that poses an immediate health or security risk to you and/or the other residents in the building), please contact Brightside head office or the After-Hours Emergency Line immediately and/or call 911, if appropriate.

Subsidy Review

For residents that have tenancies that are **Rent-Geared-to-Income** (“RGI”), annual (every year) or biennial (every two years) subsidy reviews are a requirement of tenancy. To ensure rental fees are accurately calculated on an RGI basis (i.e. approx. 30% of total gross household income, subject to minimum rent based on # of people), all Brightside residents whose rents are calculated according to income are required to submit the necessary financial documents every year (or every two years, as applicable), upon request by Brightside for review and assessment. Failure to submit documents may result in a rent rate increase and/or a Notice to End Tenancy. Biennial income reviews occur on *even* years (e.g. 2026, 2028 and so forth).

Any residents that have tenancies that are **Low-End-of-Market** (“LEM”), annual subsidy reviews are not required after the initial intake/application.

Guests

You are welcome to have guests visit you in your home. We ask that you observe “quiet times” in your building (generally between 11:00pm and 7:00am every day) and kindly remind your guests to be respectful of your fellow neighbors when entering or exiting the unit and/or building. Overnight guests are permitted, but we encourage no more than 14 consecutive days in a calendar year whenever possible. For longer stays, please call Brightside’s head office at **604-684-3515** during regular service hours to let us know you will have a temporary guest in your unit.

Noise and Disturbances

All residents are entitled to privacy and quiet enjoyment of their homes. Please note that excessive noise and disturbances may lead to action against your tenancy. In consideration of your neighbors, we ask that you observe “quiet times” in your building (generally between 11:00pm and 7:00am every day).

Conflicts and Complaints

If you are involved in a conflict with another resident, try to resolve the issue directly before seeking help. If you are unable to resolve an issue as it relates to your tenancy, please provide Brightside with the details of your complaint in writing. Complaint forms can be found in the lobby of your building, or you may send us a digital complaint form using our online submission form found on the Brightside website: www.brightsidehomes.ca/residents-and-properties/reporting-an-issue. Be sure include your full name, the name of your property, your unit number, email address, and the details of your complaint. Written complaints must be dated and signed and should state facts (who, what, when, where) rather than personal judgments, opinions, or conclusions. Note that Brightside may not be in a position to respond to or act upon some resident complaints. If a complaint or conflict falls outside of the scope of responsibility for Brightside as a landlord and property manager, residents may need to seek external assistance in resolving a conflict or complaint.

Transfers

Due to high turnover costs, Brightside cannot accommodate requests for unit-to-unit (or building-to-building) transfers once a resident has accepted a unit and moved-in. By accepting your unit, you understand and accept this provision. Should a significant change to your household size or composition occur, you are required to advise Brightside in writing, in a timely manner. We will discuss the available options with you at that time. Note: Brightside is under no obligation to accommodate a transfer or change of unit size due a change of your personal circumstance. We thank you, in advance, for your understanding and acceptance.

Additional Responsibilities

The following is a list of day-to-day items that are the responsibility of the resident (Brightside, as the landlord, is not able to assist with these items):

- Changing burnt out lightbulbs
- Carpet cleaning
- Replacing sink stoppers, chains, plugs
- Keeping patio and balcony drains clean and clear of debris
- Covering the cost of replacing glazing or broken windows, due to negligence (Note: Brightside will cover the cost if damage is due to vandalism from a third party and a police reference number is provided)
- Unblocking toilets and sink drains. Should the issue persist, please contact our office for assistance
- Turning off the main water valve to mitigate damage, if/when there is a leak in the suite. The main water valve can usually be found under the sink and behind toilets
- Reporting any damage or request for repairs to the landlord

Laundry Rooms

The shared laundry room location will vary from building to building. Please check for posted laundry room use guidelines, regulations, and restrictions. When using the laundry room, please be sure to clean around the drum and exterior of the washing machine after you've used it and remove the lint from the lint screen in the dryer after each use. **Please report any washers or dryers that are not working properly directly to Coinamatic.** Their contact information is posted on the machines in the laundry room.

Amenity Rooms

Availability of amenity areas/rooms will vary from building to building. Please be respectful to others when using these spaces and clean up after yourself. Amenity rooms are provided for the shared enjoyment of residents for building connections, socializing, meeting, or relaxing. Each resident is responsible for ensuring safe, proper, and reasonable use of amenity spaces for themselves, household members, and any guest you may invite. Please do not move (or remove) and furniture or finishings from

amenity rooms. Please also do not leave any furniture or household items in amenity rooms. Should you wish to book an amenity room for a private and/or social event, please contact the Brightside office.

Community Bulletin Board

If your building has a community board, feel free to post notices and advertise clubs, programs, or building-organized events on these boards. Contact information for the building clubs and program coordinators should be posted on the notice. We ask all residents to observe Brightside's Code of Conduct before/when posting any notices on the Community Bulletin Board.

Outdoor Space

Your building may have shared outdoor common spaces. These common spaces are made available for all residents to enjoy. Please be considerate and welcoming to others who may also wish to use these spaces.

Snow Removal

As the Landlord, Brightside is responsible for snow removal from the city sidewalk and from common-area pathways on the property when there is sufficient snow accumulation. It is your responsibility to shovel and salt/sand the walkway and steps to your unit, where applicable. Brightside will also clear a roadway through parking areas when snow build-up warrants. Residents are responsible for clearing snow around their vehicles, including any that may result from roadway plowing. Please use a broom to remove snow from your balcony rather than a shovel, as shovels can damage the balcony surface. If you have drains, please ensure they are clear at all times.

Housekeeping Responsibilities in Your Unit

Pest Control

Brightside asks all residents to please promptly report any signs of (potential) pests in your unit. Pests include (but are not limited to) rodents, cockroaches, ants, silverfish, and bedbugs. Once reported, pest treatment will be scheduled by Brightside to avoid potential further infestation. All residents have an obligation as tenants do their part in reducing the possibility of pests by:

- Keeping your dry goods (flours, cereals, sugars, etc.) in glass, metal or hard plastic containers with tight-fitting lids
- Keeping your garbage, including recyclables and food scraps in tight-closing hard containers
- Stuffing steel wool into holes around water pipes that can be found in the kitchen and bathroom
- Taking out your garbage regularly and not allowing it to accumulate
- Using rodent traps until the scheduled pest control treatment has been completed

To help prevent the spread of bedbugs, **it is important that you do not bring any furniture or household items into your unit that may have been left curbside/on the sidewalk, in the lane, etc.** Should you discover bedbugs in your unit, notify Brightside's head office immediately at **604-684-3515** during regular service hours. You may be given further instructions on what is required to prepare your unit for effective treatment. If spraying or heat treatment is necessary, you will receive a notice that explains what must be done before any treatment can be completed. You are responsible for ensuring your unit is properly prepared for treatment. Failure to comply or provide access could result in receiving a notice to end tenancy.

Appliances

Most refrigerators are frost-free and do not need to be defrosted regularly. Should your freezer require defrosting, we suggest you defrost and clean the refrigerator unit promptly to ensure optimal performance. Please do not use knives or other sharp tools to scrape the ice off as this will damage the freezer interior. Report problems to the Brightside head office by completing a Repair Request Form or calling the after-hours emergency line if necessary (i.e. if your fridge has stopped working). When cleaning the refrigerator or freezer, use a mild soapy solution to clean the smooth surfaces of appliances. Try using a paste made from baking soda and lemon on grease and dirt. Vinegar and baking soda are also excellent for cleaning and better for the environment. Do not use harmful cleaning products such as bleach because they will damage the surfaces of your appliances.

Bathrooms

Please use a gentle non-abrasive cleaner on bathtubs, sinks and toilets. A rough cleaner will scratch the surface and make the fixtures harder to keep clean. Please ensure all tiles and surrounds are cleaned regularly. Always use your bathroom fan when using the shower and consider leaving it on for 30 minutes after to ensure proper cool down and air circulation.

Kitchens

Please use the hood fan above the stove when cooking. Use pot lids to reduce humidity and to help save energy.

Air circulation:

- Open all window drapes every morning
- Clean all window tracks and ensure drainage holes are free to drain
- Open bedroom doors during the day to improve circulation of warm air
- Routinely crack open windows to bring in fresh air
- These steps will improve interior air quality and reduce the likelihood of mildew and mould growth

Miscellaneous:

- Set thermostats between 15 and 23 degrees Celsius – during the fall, winter, and spring seasons it is important to maintain a minimum of 15 degrees Celsius in each room to reduce the likelihood of mildew and mould growth
- Never hang wet laundry inside to dry
- Keep all furniture and boxes one inch away from exterior walls to allow warm air to circulate and keep walls warm
- Do not pack closets with boxes

Keeping Safe in Your Home

Protect Yourself and Your Neighbours

Do not let strangers follow you into the building as you enter and please ensure your guests use the intercom when visiting you. When you receive a call on the intercom, be sure that you know the person before allowing them into the building. Do not let any uniformed personnel into the building or your unit, unless you are familiar with them and/or you know they should be there (for example, if notices have been posted around the building about contract work being completed) and they provide proper identification. **Exterior doors should never be left propped open.** If you see strangers or unauthorized personnel loitering around the building, please contact Brightside head office at [604-684-3515](tel:604-684-3515) or contact the police directly if there is a real or perceived threat to your safety. If you observe suspected criminal activity, do not attempt to intervene. Phone the police immediately. If your safety or someone else's safety is at risk, call 911 immediately.

Preparing for an Emergency

Keep an emergency supply kit with a minimum five (5) day supply of water, food (especially foods that do not require cooking such as energy bars and crackers), and clothing. Also include a first-aid kit, flashlight, extra batteries, a portable battery-operated radio and any required medications.

You can be prepared for an earthquake ahead of time by:

- Knowing the safe places in your home. You are usually safest against an inside wall, under a strong table or desk and away from falling glass or objects
- Knowing that dangerous areas are near windows, mirrors, hanging pictures or plants, tall furniture and ceiling fixtures

If there is an earthquake and you are at home, you should:

- Drop to the ground and cover your head
- Take cover by getting under a sturdy desk or table
- Hold on to something sturdy and wait until the shaking stops
- Remain calm

- After the shaking stops, wait 30 to 60 seconds before moving
- Check yourself and your family for injuries
- Listen to the radio for information and instructions
- Be aware of overhead dangers when you go outside

Fire Safety Tips:

- Do not store flammable materials in your home and/or your storage unit
- Do not store items in hallways or other areas of your home that block your access to the entrance/exit of your unit
- Become familiar with the fire safety and evacuation plan for your building; information should be posted on each floor
- Make sure you know at least two ways out of the building in case one escape route is blocked by fire
- Plan these escape routes with your household members and practice them regularly so everyone knows how to exit the building safely
- If you hear a fire alarm, always leave the building right away
- If a fire occurs in your unit, evacuate to safety, activate the fire alarm, and call 911 for the fire department
- Fill out a Repair Request if the smoke alarm in your home goes off frequently. We inspect the smoke alarm and test it regularly. Do not remove or disable it
- Keep your stove, oven, and toaster clean so they don't smoke and to help prevent setting your smoke alarm off
- Use the exhaust fan when cooking to reduce the possibility of false alarms and never leave cooking food unattended
- Advise Brightside's head office immediately if you become aware of any fire hazards in your home or building
- If you want to learn how to use a fire extinguisher, contact your local fire department
- Do not prop open fire doors or disable automatic door closers, as you place both yourself and your neighbours in danger in the event of a fire
- Do not overload power outlets or use damaged, old, or frayed power cords

Notice to End Tenancy

All tenancies with Brightside are month-to-month. While we hope that you plan to stay and enjoy your home for the long-term, we understand that you may opt to terminate your tenancy with Brightside and vacate the unit. Should you decide to do this, you must provide Brightside with **a minimum of 30 days written notice** and no later than the last day of the month. A "Notice of Intention to Vacate" form can be found as **Appendix C** at the end of this Handbook. It is also available for pick up at Brightside's head office.

Move-Out

Residents are required to vacate and leave their unit as clean as at time of move-in. With the exception of regular and reasonable wear and tear, any damage to your unit is your responsibility and the cost of repairs may be charged back to you. When vacating, you must be fully moved out of the unit by 1:00pm on the last day of the month (unless pre-arranged and approved otherwise, and in writing). It is your responsibility to return all keys and access fobs to Brightside, and to sign the Move-Out Inspection form before you leave. Please note that the return of your damage deposit may be forfeit if you fail to attend the move-out inspection and/or if your unit is left in an unreasonable state of damage or disrepair.

Appendices:

Appendix A – Pre-authorized Debit (“PAD”) Form

Appendix B – Request for Repair Form

Appendix C – Notice of Intention to Vacate

Pre-Authorized Debit (“PAD”) and Rent Payment Plan Application

Please select one of the following:

- Apply for the Pre-Authorized Debit (PAD) and Rent Payment Plan
(Form must be received by Brightside by the 15th of the month to process rent for withdrawal on the 1st of the subsequent/following month. For a new tenant, PAD will be set up for second month of the tenancy.)
- Change account information on existing Pre-Authorized (Direct Debit) Rent Payment Plan
(Form must be received by Brightside by the 15th of the month to process rent for withdrawal on the 1st of the coming month)
- Remove me/us from the Pre-Authorized (Direct Debit) Rent Payment Plan
(Form must be received by Brightside a minimum of five (5) business days before the end of the month)

Tenant Name(s) _____

E- Mail address _____ **Contact Phone Number** _____

Address _____

City _____ **Postal Code** _____

I/We hereby authorize **Brightside Community Homes Foundation** to debit my/our account indicated below for monthly rent and any additional surcharges made payable to **Brightside Community Homes Foundation** in accordance with the rules of the Canadian Payments Association. I/We hereby allow **Brightside Community Homes Foundation** to automatically adjust my rent and other charges.

_____ **Bank Name** _____ **Bank Address** _____

_____ **Transit / Branch Number** _____ **Bank Institution Number** _____ **Account Number** _____

Sample
Cheque and
where to find
banking
information



Transit# Bank# Account#

_____ **Date (dd/mm/yy)** _____ **Signature** _____ **Signature (if joint account)** _____

Note: For a joint account, all signatures must appear on this form if more than one is required.

INSTRUCTIONS:

Attach a void cheque. Account holder's name(s) must be printed on the cheque by the financial institution. We do not accept non-personalized cheques. **OR** If you do not have a personalized cheque have your bank fill out your Customer Bank Account Information on their computer-generated PAD form or computer-generated void cheque, have them stamp it and return the form back to Brightside.

Tenants' Rights

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. To obtain more information on my/our recourse rights, I/we may contact my/our financial institution or visit www.cdnpay.ca.

I/We may revoke my/our authorization at any time, subject to providing notice in writing a minimum of five (5) business days before the end of the month. I/We may obtain a sample cancellation form, or more information on my/our right to cancel a PAD Agreement, at my/our financial institution or by visiting www.cdnpay.ca.

Completion and signature on this form indicate:

- You guarantee that all information on this form is correct and complete.
- You have read and agree to the **Terms and Conditions** (listed on page 3 of this document).
- You have read the **Frequently Asked Questions** (listed on pages 4 and 5 of this document). (Return pages 1, 2 and 3 only to Brightside, and keep pages 4 and 5 for your reference.)

CHECKLIST

Before submitting the form, please check all of the following circles.

- I have attached an actual cheque marked "VOID" that has account holder's name(s) printed by the bank, or bank's computer-generated PAD form or computer-generated void cheque,
- I have signed this form. (For a joint account, all account holders must sign if more than one signature is required for payment.)
- I will continue to submit rent payments as normal (by cheque, money order, draft or cash) until direct debit comes into effect.
- I have retained pages 5, 6 and 7 (Frequently Asked Questions) for my reference.
- I have submitted the completed PAD form to Brightside's Head Office located at: **#300-905 West Pender Street, Vancouver, BC V6C 1L6**

This form must fully complete and returned, even if you submit a void cheque OR completed Customer Bank Account information supplied by your Bank.

Tenant(s) to Initial

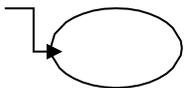


Terms and Conditions of Pre-Authorization to Brightside Community Homes Foundation

IMPORTANT: Your signature on page 1 of this form indicates that you have read and agree to the following Terms & Conditions:

1. The tenant understands that this Pre-Authorization Debit (PAD) and Rent Payment Plan is offered for the added convenience of the tenant.
2. The signee(s) warrant and guarantee that all persons whose signatures are required to operate this account have signed this form.
3. Only payments equal to the tenant's monthly rent will be withdrawn each month as listed on the Tenancy Agreement, or the amount indicated on the Notice to Increase Rent, or the Subsidy Review Letter or any outstanding amount, whichever amount is currently in effect (plus parking, storage, and/or other charges, if applicable).
4. There will be no monthly or yearly prior notification of the amounts to be withdrawn, other than the Tenancy Agreement, the Notice to Increase Rent, or the Subsidy Review Letter, whichever amount is currently in effect.
5. Cancellation of this plan does not release the tenant of their responsibility to pay monthly rent on time as outlined and agreed to in the Tenancy Agreement.
6. Brightside relies on the representation constituted by this authorization that the tenant's bank account is, and will be for the duration of this authorization, in good standing with sufficient funds to cover such pre-authorized rent payments as they become due and payable. NSF charges of \$25.00 will be applicable if there are not sufficient funds in the account on the first of each month to cover the rent charges.
7. The personal information you provide on this form is directly related to and necessary for processing the Pre-Authorized Debit (PAD) and Rent Payment Plan. It may be used in the process of accessing eligibility for rental assistance, if applicable. Its collection is authorized under Section 26 of the Freedom of Information and Protection of Privacy Act. To process these rent payments, you authorize Brightside to disclose this personal information to Brightside's financial institution.
8. Tenant **MUST** notify Brightside's Accounts Receivable department a minimum of five (5) business days before the end of the month to cancel the next month's rent payment. Please call Brightside's Head Office at 604-684-3515 Ext. 234.

Tenant(s) to Initial



Frequently Asked Questions re: Pre-Authorized Debit (“PAD”) Program

Paying Rent

Your rent and additional charges are due and payable on or before the first day of each month. Failure to do so is a breach of your Tenancy Agreement and may lead to a Notice to End Tenancy. Your payment options are:

1. Pre-Authorized Payment Plan

We encourage all residents to sign up for Pre-Authorized Debit (PAD) payments, automatic monthly bank withdrawals from your account. It is secure, easy to use, on time (even if you are ill or away), and convenient.

2. Cheque

If you chose not to pay by PAD, we encourage you to submit a series of post-dated cheques (ie. 6-12 cheques are recommended) for future months to the Brightside Head Office. Please remember to write your name, address, and unit number in the memo field of your cheques. Note: There is a penalty fee of \$25 for NSF cheques. This fee is subject to change at any time.

3. Cash

Brightside Staff (ie. Field Staff) will not accept cash payments. Please do not send cash in the mail or place in the site office drop-box as it could be lost or stolen. Paying cash is not recommended, please consider a money order instead. However, if you must pay with cash, please contact Brightside’s Head Office to arrange an appointment during office hours. Our office is located at #300-905 West Pender Street, Vancouver. Office hours are 8:30am – 4:30pm Monday-Friday, excluding holidays.

Financial Difficulties

If you are experiencing financial difficulties and unable to pay rent, please contact Accounts Receivable at Brightside by calling 604-684-3515 before the 1st of the month to discuss, and to avoid collections or other actions being taken.

What is the Pre-Authorized Debit (PAD) program and/or Rent Payment Plan?

The Pre-Authorized Debit (PAD) program or Rent Payment Plan is a written, authorization document that provides Brightside Community Homes Foundation (Brightside) authorization to directly withdraw monthly rent payments from your bank account.

Why should I sign up for this plan?

PAD allows for timely rent payments and saves you the time in writing out individual cheques for rent. It also reduces the risk of late or missed rent payments and results in faster processing.

Are there any extra fees for using this service?

There are NO extra fees or hidden charges for using this service. (Please note that bank charges such as NSF fees are still applicable when incurred).

What about security? Who will have access to my account?

The information exchanged between the bank and Brightside will use secure data transfer channels as required by the bank. Only authorized staff at Brightside will have limited access to your account information. Brightside is governed by the **Freedom of Information and Protection of Privacy Act**.

How do I enroll in PAD?

To enroll in PAD, simply fill out the Pre-Authorized Debit (PAD) and Rent Payment Plan form and attach a blank cheque marked “VOID”. If you do not have a personalized cheque, please have your bank fill out your Customer Bank Account Information on their computer-generated PAD form or computer-generated void cheque, have them stamp it. Submit the form back to Brightside with your completed PAD form.

What information do I need to provide to participate in this plan?

Brightside needs your name, address, and phone number along with your bank name, address, bank number, transit/branch number, and account number. All of this information is on your personalized cheques, so attach a cheque marked VOID with your completed PAD form. Please note that account holder’s name(s) must be printed on the cheque by the financial institution. We do not accept non-personalized cheques. If you do not have a personalized cheque have your bank fill out your Customer Bank Account Information on their computer-generated PAD form or computer-generated void cheque, have them stamp it and return the form back to Brightside with your completed PAD form.

What if I don’t have a chequing account? Can I use my savings account instead?

If you don’t have a chequing account, then have your bank fill out your Customer Bank Account Information on their computer-generated PAD form or computer-generated void cheque, have them stamp it and return the form back to Brightside with your completed PAD form.

What happens to the post-dated cheque(s) I have already submitted?

All post-dated cheques will be destroyed or returned to you once you are successfully enrolled in the PAD program; you may contact Brightside to specify your preference.

When and how much money will be taken out of my account?

Recurring and outstanding payments, such as rent, parking, NSF fee and internet/cable (if applicable), will be withdrawn from your account in Canadian funds. Payment will be withdrawn on the first business day of the month. A business day is any day other than Saturdays, Sundays, and Federal Statutory Holidays in Canada. If the first of the month falls on a weekend or a Federal statutory holiday, the payment will be withdrawn on the next business day.

What about rent increases or changes in subsidized rent? Do I have to fill out all the paperwork again?

No, you do not have to fill out the PAD form again. Brightside is obligated under the Residential Tenancy Act to provide written notification of any changes in rent. Therefore, a notice will be sent in advance of any change, and we will automatically adjust the amount to be deducted from your account on the effective date of new rent amount.

What if there are other charges besides rent payment, such as NSF fee?

All one-time charges will still need to be paid by personal cheque, certified cheque, money order, or cash (cash is only accepted at the Brightside office at 300-905 West Pender Street, Vancouver, during normal business hours). PAD is only for regular recurring rent payments (plus parking, storage, and/or other charges if applicable) and outstanding charges.

What if I want to temporarily hold or suspend the next payment/direct debit?

If you do not want to have funds automatically withdrawn from your account for a specific month due to extenuating circumstances, you must contact Accounts Receivable at Brightside, in writing, a minimum of five (5) business days (A business day is any day other than Saturdays, Sundays, and Federal Statutory Holidays in Canada) before the end of the month to have your debit/withdrawal stopped, suspended, and/or cancelled. You must also clearly state the specific month when your account can be reinstated for PAD. Failure to contact Brightside in writing before this deadline may result in a debit/withdrawal and subsequent NSF charges being applied to your account. (Note: NSF charges do not include any other charges your financial institution may levy on your account). *IMPORTANT: As per your Tenancy Agreement, all rent payments are due on the first of each month.*

After I sign up for PAD, how long does it take for Brightside to withdraw money from my account the first time?

So long as your PAD form was received by Brightside by the 15th of the previous month, rent can be withdrawn from your nominated account on the 1st of the following month. If we receive your PAD form after the 15th, rent will be withdrawn the month following the next. For example, if we receive your PAD form on January 10th, we can withdraw rent (via PAD) for February 1st. However, if we receive your PAD form on January 18th, we would not be able to withdraw rent (via PAD) until March 1st.

For new tenants (just moving in): your first month's rent payment cannot be withdrawn from your nominated account. You must provide cash, cheque or money order for your first month's rent and provide this at your appointment to sign the Tenancy Agreement. PAD will commence on the 2nd month of your tenancy.

Can I cancel my enrolment in PAD at a later date?

Yes, you can withdraw from PAD at any time, so long as you provide written notice a minimum five (5) business days before the end of the month. A sample cancellation form, or more information on your right to cancel a PAD Agreement, can be obtained at your financial institution or by visiting www.cdnpay.ca.

What if I have questions?

If you have any questions regarding this plan, you may contact Accounts Receivable at Brightside by calling 604-684-3515. Ext 234.

BRIGHTSIDE REQUEST FOR REPAIRS

Building: _____ Unit No.: _____

Name of Resident: _____ Phn No.: _____

Nature of this request (please check one):

- Plumbing
- Mechanical
- Electrical
- Other

Please provide a description of the issue that requires attention (please also specify the exact location: e.g. Bathroom sink, entrance door, etc.):

By signing and submitting this Repair Request, I understand that it will authorize Brightside and/or a Contractor to have access to my unit at any time between the hours of 8:00AM and 4:30PM on weekdays on their earliest day possible to perform the requested repairs.

Signature of Resident

Date

OFFICE USE ONLY

Date Received: _____ Date Completed: _____

Action(s) Taken:

Comments:

Staff Name and Signature

Date

NOTICE OF INTENTION TO VACATE

Date: _____

BRIGHTSIDE COMMUNITY HOMES FOUNDATION
#300 - 905 West Pender Street
Vancouver, BC, V6C 1L6

Please be advised that I/we will vacate Unit # _____ at _____
on or before: _____ . BUILDING NAME or ADDRESS

Reason:

- Moving to a unit better suited to my housing needs.
- Change to household composition requires a change in housing.
- Moving in with family, friends, or other support network.
- Moving to assisted or supported living.
- Primary resident has passed away; unit no longer required.
- Other and/or Do not wish to disclose.

It is understood and agreed that if I/we vacate without one full calendar month's notice in advance being tendered, I/we will pay one month's rent in lieu thereof or the amount pro-rated until Brightside is able to find a new Tenant.

Name: _____

Signature: _____

- B. C. Statue requires one full calendar month's notice dating from the first day of the month, or rent in lieu thereof.
- As noted in your lease Agreement, the tenancy ends as of 1:00 p.m. on the last day of the month.
- At the termination of the tenancy, it is the responsibility of the Tenant or the Sponsor to leave the unit, stove, refrigerator, cupboards and closets in a state of cleanliness satisfactory to the Property Services staff undertaking the move-out inspection.
- All carpets must be steam cleaned by a professional carpet cleaning company at the tenant's expense. It is possible to arrange this through the office by calling (604) 684-3515.
- If wall to wall carpeting, fly screening, curtain rods, drapery track or plumbing fittings such as shower units or handrails are affixed by the Tenant, they become fixtures of the property and must not be removed.
- Upon signing this "Notice to Vacate" the Tenant agrees this notice will be used as 24-hour notice (from the signing date) for the Landlord to pre-inspect the suite.

New Address for security deposit refund:

