



**Welcome  
to  
An Clachan &  
John Orr Tower**



**Unit - User Guide**

**Community  
Housing**

## Welcome to Queen's Community Housing

This package is full of important information to ensure your time living in a Community Housing unit is enjoyable. There is information about cleaning and maintenance issues you may have encountered. This may also answer questions you have wanted to ask. This is intended to supplement the Tenant Handbook which details the obligations of the lease and policies of Community Housing.

Please read this package carefully.

An online version of this booklet can be found at

<http://community.housing.queensu.ca>



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## Living in a Rental Unit

Part of the joy of living in a rental unit is not having the responsibility for structural repairs or exterior maintenance such as painting, plumbing or yard maintenance. However, being a tenant does not remove all responsibility for maintenance. One of the most important ways for a tenant to contribute to the maintenance of the rental unit is to clean it regularly. As stated in your Tenant Handbook which is part of your lease,

### **“TENANT COVENANTS**

**7** *The tenant(s) covenant with the landlord;*

#### **Cleanliness (see also – Appendix B – Move-Out Procedures)**

*u to keep clean floors, fixtures, appliances, carpeting, etc. to prevent abnormal wear or deterioration during the tenancy and to return the premises at the end of occupancy in a condition of cleanliness, professional fumigation, shampooing of carpeting, sanitize to prevent an allergic reaction from future tenants or their guests, and repair suitable for immediate re-rental with all furniture and refuse removed. If, upon the termination of this lease, the Rental Unit is not left in a clean and tidy condition, the tenant(s) shall indemnify the landlord for the landlord’s cleaning costs in putting the Rental Unit in a state of ordinary cleanliness. The tenant(s) shall be responsible for the costs of cleaning all or part of a unit to eliminate odours from smoking, cooking, pets, but not limited to such including the cost of replacing carpets where there is a persistent and objectionable odour in the landlords sole opinion; “*

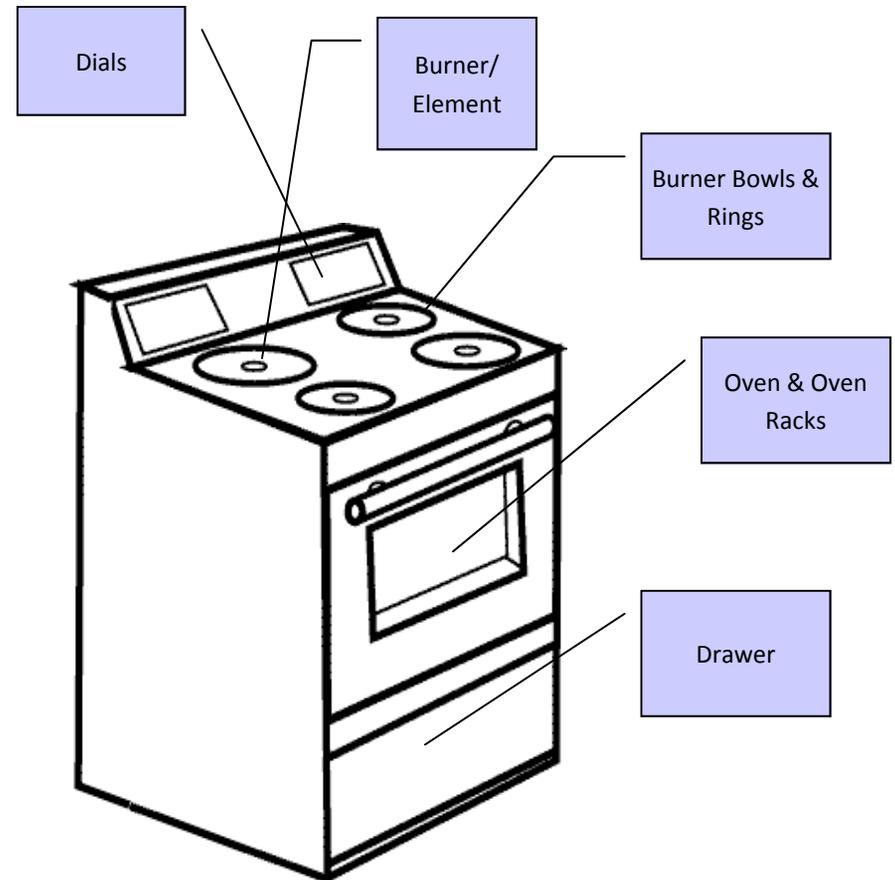
## Keeping your unit clean

Responsibility of cleaning may be new to some tenants. The appliances, finishes and fixtures within the rental unit may not be familiar to some tenants. The following sections will provide “how-to” information on cleaning and the expectations of Community Housing.

## How to care for the stove/oven

Tenants are responsible for ensuring the stove/oven is cleaned regularly. Using proper cookware for both the stove and in the oven is recommended in all cooking. Tenants are reminded that leaving a stove unattended while in use is a fire hazard. The use of newspaper, paper towel, aluminum foil, waxed paper or any other product to cover the surface of the stove or the areas around the stove is a fire hazard. Cleaning minor spills and splatters as they happen help eliminate the need for a major clean later.

### *Parts of a stove*



## Burner Bowls/Pots



**Cleaning the burners and burner bowls** is best done with the burner coil removed from the stove. Make sure you unplug the stove or switch off the breaker before starting. Gently pull the burner coil straight out from the connection. Once it is removed from the stove top, the burner coil can be cleaned using warm soapy

water. While the burner coil is removed from the stove top, the burner bowl and ring can be removed. These can be cleaned by soaking in warm soapy water and then scrubbing with a no-scratch scouring pad. For stubborn, cooked on stains you can sprinkle baking soda on the area then rub with the no-scratch scouring pad. Rinse the baking soda residue away with warm water.

This You Tube video should help...

<http://www.youtube.com/watch?v=ke2l1gauN4M>

Burner Rings



**Inside the oven** can be cleaned using a fume-free oven cleaner such as Easy-Off. Follow the directions on the package. For a chemical free cleaning method, generously sprinkle some baking soda on the soiled areas. Moisten with water to make a paste. Let this set on the area over night or all day. Wipe the areas clean with a damp sponge or cloth. Use a clean cloth moistened with white vinegar to remove any residue. For stubborn areas, a no-scratch scouring pad will help remove the buildup. It is suggested you unplug the stove or switch off the breaker before starting.

This You Tube video should help...

<http://www.youtube.com/watch?v=BT6vx0E7Xs0>

Oven Racks



Inside Oven



**The surface and sides** of the stove should be cleaned as the spills happen. This will help reduce fire hazard and a food source for bugs. Using a grease cutting cleanser or dish soap, hot water and a no-scratch scouring pad should clean most build up. For really tough areas, sprinkle a little baking soda on your scouring pad first. Remember to pull the stove out from the walls to clean the floor underneath. Sometimes you need to lift up the stove slightly before pulling it out from the wall as the feet of the stove become stuck to the floor.

**The walls around the stove** can be cleaned in the same manner as the surface and sides.

## How to care for the refrigerator



**The inside of the refrigerator** should be cleaned with a non-toxic cleaning agent so you do not contaminate your food with chemicals. Turn the temperature control setting of the fridge to its lowest setting. Remove all the items from the fridge. Remove the crisper drawers too. As a suggestion, warm water and dish soap will clean most

spills in the fridge. For tougher areas, make a paste with some water and baking soda, apply the paste to the area and let set for 10 to 15 minutes. Then rub with a clean cloth or no-scratch scouring pad. After cleaning, wipe all the inside with a clean cloth moistened with white vinegar to remove any residue. Don't forget to adjust the temperature control back to the proper setting before putting your food back into the fridge. Remember to pull the fridge out from the walls to clean the floor underneath.



## In the Bathroom

**The sink, tub and shower walls** need to be cleaned regularly to avoid soap scum build up. You can tell it is soap scum if you can scratch it off with your finger nail. Using an abrasive powder like Comet or Ajax and

a no-scratch scouring pad work well to clean the sink, tub and shower walls. Pour some of the cleaning powder on the stain, add a little bit of water (but not so much that the cleaning powder dissolves and loses its grit), and scrub away. Alternatively, making a paste of the cleanser and water and just allowing it to set on the bottom of a tub or sink for 15-30 minutes, followed by a little scrubbing, can also produce a clean white shower wall and tub!

This You Tube video should help...

<http://www.youtube.com/watch?v=O6G8pEBI73U>

## Keeping the floors clean

Carpeted floors require regular vacuuming to pick up dust and dirt. Vinyl, ceramic, hardwood and laminate flooring require both regular sweeping/vacuuming and damp mopping. After sweeping up the grit, use a mild cleaner, like dish soap, and warm water to mop the area. Add some vinegar to the water. This will help to disinfect the area and dry more quickly. Do not soak the floor with water, rather use a damp mop to clean the floor. Wiping up spills as they happen keeps your floor looking good all the time.



Plunger



## Water Damage

Water can travel through walls and ceilings and can cause damage that is expensive to repair. Please make sure you are following these simple tips to avoid creating water damage.

- ◆ Every shower must have a shower curtain hanging on a shower curtain rod that extends the entire length of the tub.
- ◆ Be sure to close the shower curtain completely while the shower is running.
- ◆ The bottom of the shower curtain must be inside the bottom of the tub or shower stall to stop water from going on the floor
- ◆ If water does collect on any floor in your unit whether it is in the bathroom, kitchen or under your winter boots, make sure you mop it up immediately to avoid damage to the flooring.
- ◆ Make sure your approved air conditioner unit is installed properly and is draining properly. Water can drip down between the wall and cause damage.

## Inspections

Some purposes for inspections of rental units are:

- ◆ Request to sublet/assign
- ◆ Pre move-out
- ◆ Assess for regular maintenance

When a member of the Community Housing staff is in a unit for maintenance or an inspection, they look for certain things. They will assess the unit for any maintenance requirements such as dripping taps, running toilets, damaged screens etc. It is expected that tenants will demonstrate care and respect for the rental unit throughout the entire term of the tenancy. This is accomplished by :

- ◆ maintaining ordinary cleanliness standards
- ◆ complying with the terms of the lease and tenant handbook and
- ◆ not causing willful damage or neglect.

These standards are also assessed any time a staff member is in the unit.



## Maintenance

You can assist us in the regular maintenance requirements in your rental unit. Please communicate any problems you experience in the unit as soon as possible. This can be a problem with the heating, dripping taps, running toilet, door locks not working, fridge not working etc. You will not be “blamed” or held responsible for things that have broken due to normal use. Please do not put up with something that is not working properly. Submit a maintenance request using the on-line maintenance request form found on the Community Housing website.



## Community Relations

Respecting the building, fellow tenants and the property....

The shared areas of a building, eg hallways, building entrances, laundry rooms, lawns, playgrounds must be used with respect and with consideration for neighbours.



- Make sure you do not leave trash behind in shared areas, this includes cleaning up after pets and disposing of cigarette butts appropriately
- Never leave children unattended
- Monitor noise levels – you never know who is studying for an exam or preparing to defend a thesis
- It is illegal to consume alcoholic beverages outside of your residence

## Energy Conservation

Taking steps to conserve heat, electricity and water is not only cost savings but good for the environment. Report leaking taps and running toilets using the online Maintenance Request form found on the Community Housing website. The noise from these items can be very annoying and a dripping tap can waste more than 2,000 litres of water a month. That's 24,000 litres a year!

When it is cold outside make sure your windows and doors are closed tightly.

In some of the older buildings it is difficult to keep out all the drafts from around the windows. Using curtains on the window can keep the drafts out of the room. Keep furniture away



from heating vents and radiators. This

will allow the warm air to circulate easier. The easiest way to keep comfortable in the winter months is to dress appropriately, indoors as well as outdoors. Put on a sweater before you turn up the thermostat. If you are using an approved air conditioner in the hot summer months, you need to keep the windows and doors closed tightly as you would in the winter. This will help keep the hot air out. Also, keeping your curtains closed will stop the sun from heating up the inside.

## Security



Student housing is targeted by thieves. You play an important role in the security of your unit/building. Practicing a locked door policy will make sure that doors are not left open or unlocked accidentally. You are advised to keep your keys with you at all times. Do not let anyone into the building that you do not know.

If you live in a ground floor unit, please make sure your windows are closed and locked when you leave your apartment. Make sure valuables are not visible through the windows.

When you are going to be away for an extended period of time, it is recommended that you cancel your mail or have a friend pick it up so that a full mailbox does not advertise you are not home.

## Supplies you will need...

- ◆ Bucket
- ◆ Mop
- ◆ Broom & Dustpan
- ◆ Vacuum
- ◆ Lint free cleaning cloths
- ◆ Toilet brush
- ◆ Plunger
- ◆ Non-abrasive scrubbing sponge
- ◆ Sponge/cleaning cloth
- ◆ All purpose cleaner

## **Thank you.....**

Very much for reading your Welcome Package from beginning to end. Hopefully, this will serve as a tool to keep everyone working towards the same goals. Communication is important. We are here for you, to answer your questions and to address your concerns.

We hope you have a wonderful experience while you are living in a Community Housing unit.