

Rainy River District Social Services Administration Board	Policy Area SOCIAL HOUSING Operations
AIR CONDITIONERS/SATELLITE DISHES	Policy Number SH-5.16

These policies, procedures and RRDSSAB requirements are to be implemented by Housing Providers that are funded under the following Housing Programs:

Please note if your Program is not checked, this policy is not applicable to your site(s).

- RRDSSAB Housing
- Provincial Rent Supplement
- Federal/Provincial Rent Supplement
- Section 95 Private Non-Profit
- Municipal Non-Profit
- Urban Native Post 85
- Private Non-Profit

Preamble

As the designated service system manager, the Rainy River District Social Services Administration Board (RRDSSAB) is responsible for the delivery and administration of social housing, and the maintenance of social housing stock. As such, the RRDSSAB utilizes the custodial/maintenance staff of the Social Housing department, wherever possible, to provide preventive and routine maintenance at the respective units/locations.

Policy

The Rainy River District Social Services Administration Board (RRDSSAB) maintains their social housing portfolio to the highest standards by engaging the custodial/maintenance staff of the Social Housing department to install tenant air conditioners and by engaging professional services to install satellite dishes.

At no time will a tenant be allowed to install his/her own air conditioner or satellite dish.

Procedure

1. During orientation and lease review, the Tenant Liaison Officer informs the tenants of the process to install air conditioners and/or satellite dishes.

Air Conditioners

1. Tenants are responsible for the purchase of their own air conditioner or satellite dish.
2. Tenants requesting the installation of an air conditioner must submit a completed *Air Conditioner Request Form*.
3. A nominal fee is charged to the tenant for air conditioner installation, to be paid under separate cheque, money order or cash. The fee is reviewed by the Housing Manager and Assistant Housing Manager on an annual basis.
4. Each year, the Housing Clerk distributes a memorandum of information and *Air Conditioner Request Form* to the tenants regarding air conditioner installation, under signature of the Housing Manager or Assistant Housing Manager.
5. The Housing Clerk will provide ample notice to tenants of installation dates for air conditioners.
6. Air conditioners will only be installed, once the *Air Conditioner Request Form* has been completed, signed and the installation fee paid.

Satellite Dish

1. Should the tenant wish to have a satellite dish installed, he/she must inform the Housing Manager or Assistant Housing Manager, in writing, of the desire to do so. The Housing Manager or Assistant Housing Manager will provide a written response to the tenant detailing the process.
2. A satellite dish must be installed by a professional service person, as arranged by the tenant. Satellite dishes cannot be installed by the tenant or any RRDSSAB employee.

ADOPTION & REVIEW GUIDELINES

Administrative Approval: 01 May, 2008, D. Dittaro, CAO

Administrative Approval: 30 November, 2008, D. Dittaro, CAO

Administrative Approval: 14 September, 2010 Signature of D. Dittaro, CAO: Donna Dittaro

Approximate date of next review: November, 2012

REFERENCES: **POLICY AREA** **POLICY NAME AND NUMBER**



Air Conditioner Request Form

RRDSSAB Housing Department

AIR CONDITIONER REQUEST

Please complete this form to request the installation/removal of an air conditioner in your unit.

I am hereby requesting the installation/removal of an air conditioning unit.

Date:

TENANT INFORMATION

Tenant Name: *print*

Unit #:

Housing Property:

Postal Code:

Full Address:

Phone #:

Alternate #:

AUTHORIZATION

I understand that my signature on this request provides permission to the maintenance staff of the RRDSSAB to enter my apartment to complete this request.

Tenant Signature:

Date:

Witness Signature:

Date:



Rainy River District Social Services Administration Board

450 Scott Street
Fort Frances, ON
P9A 1H2
Phone: (807) 274-5349
Fax: (807) 274-0678
Toll Free: (800) 265-5349

Rawn Road Centre
P.O. Box 1300
Atikokan, ON
P0T 1C0
Phone: (807) 597-1431
Fax: (807) 597-1493

X Month, 200X

Dear Tenants:

RE: YARD MAINTENANCE/AIR CONDITIONERS

Yard Maintenance:

Now that spring is here, I would like to remind you that it is your responsibility to keep your yard clean and tidy. Please ensure the following:

- *Remove all garbage, broken toys, old furniture, etc from your yard.*
- *Bag and dispose of pet droppings.*
- *Ensure your pet is tied up, when outdoors.*
- *If you have a dumpster at your building, please ensure that you put smaller items inside the dumpster, not beside it. You must arrange to have larger items, which do not fit in the dumpster, hauled away at your own expense.*
- *Please do not leave garbage on your patio/deck.*
- *If you are not sure of your garbage day, please contact the Town Office at 274-5323 and they can issue you a schedule.*

Air Conditioners:

- *You must purchase your own air conditioner(s); they are not supplied by the RRDSSAB.*
- *Please forward a written request to the attention of [Name], Assistant Housing Manager, to arrange installation and removal of the air conditioner(s) by RRDSSAB staff. Air conditioners must be installed and removed by RRDSSAB staff. Please do not attempt to do so on your own.*

- You will be charged a flat rate of \$35.00 per air conditioner for installation and removal by a RRDSSAB staff member. The fee is charged on a seasonal basis, regardless of the number of days in use.
- The \$35.00 fee can be paid by cash, money order or cheque payable to "RRDSSAB Housing" by [Date], in order to allow us time to schedule installations.
- Cash will be accepted at the RRDSSAB office only. Please do not put cash in the mail or rent boxes.
- You may also pay by cheque or money order at the RRDSSAB office, or by mail or deposit in the rent boxes, clearly marking them "Air Conditioner". Please write a separate cheque from your rent cheque.
- You will be notified of the specific date for your air conditioner installation.

If you have any questions, please contact [Name], Housing Clerk at 274-5349 extension (____). Thank you for your co-operation! Have a great spring/summer!

Sincerely,

[Name], Assistant Housing Manager
Rainy River DSSAB

Revised: June, 2010

SH_5.16_LETTER_Spring_FAMILY_Attach_1



Rainy River District Social Services Administration Board

450 Scott Street
Fort Frances, ON
P9A 1H2
Phone: (807) 274-5349
Fax: (807) 274-0678
Toll Free: (800) 265-5349

Rawn Road Centre
P.O. Box 1300
Atikokan, ON
P0T 1C0
Phone: (807) 597-1431
Fax: (807) 597-1493

X Month, 200X

Dear Tenants:

RE: AIR CONDITIONERS/BALCONIES

As the warm weather approaches, you may be thinking about installing an air conditioner. Air conditioners are allowed in your unit, under the following conditions:

- You must purchase your own air conditioner(s); they are not supplied by the RRDSSAB.
- Please forward a written request to the attention of [Name], Assistant Housing Manager, to arrange installation and removal of the air conditioner(s) by RRDSSAB staff. Air conditioners must be installed and removed by RRDSSAB staff. Please do not attempt to do so on your own.
- You will be charged a flat rate of \$35.00 per air conditioner for installation and removal by a RRDSSAB staff member. The fee is charged on a seasonal basis, regardless of the number of days in use.
- The \$35.00 fee can be paid by cash, money order or cheque payable to "RRDSSAB Housing" **by [Date]**, in order to allow us time to schedule installations.
- Cash will be accepted at the RRDSSAB office only. Please do not put cash in the mail or rent boxes.
- You may also pay by cheque or money order at the RRDSSAB office, or by mail or deposit in the rent boxes, clearly marking them "Air Conditioner". Please write a separate cheque from your rent cheque.
- You will be notified of the specific date for your air conditioner installation.

Spring is also a good time to clear your balcony of any clutter or unacceptable items.

If you have any questions, please contact [Name], Housing Clerk at 274-5349 extension (____). Thank you for your co-operation! Have a great spring/summer!

Sincerely,

[Name], Assistant Housing Manager
Rainy River DSSAB

SH_5.16_LETTER_Spring_SENIORS_Attach_2



Rainy River District Social Services Administration Board

450 Scott Street
Fort Frances, ON
P9A 1H2
Phone: (807) 274-5349
Fax: (807) 274-0678
Toll Free: (800) 265-5349

Rawn Road Centre
P.O. Box 1300
Atikokan, ON
P0T 1C0
Phone: (807) 597-1431
Fax: (807) 597-1493

X Month, 200X

Ms.
X Street
Fort Frances, ON
PXX XXX

Dear Ms. X:

RE: PERMISSION TO INSTALL SATELLITE DISH

Please be advised that your request to install a satellite dish at your apartment has been approved, under the following conditions:

- 1) The satellite dish cannot be mounted on the building wall or roof. It must be installed by the supplier on the divider patio fence only. Please do not attempt to install the dish on your own.
- 2) The satellite dish must not pose a safety hazard or interfere with another tenant's use of property.
- 3) The satellite dish must be removed, when you vacate the unit. You will be responsible for any costs incurred, should the installation or removal cause damages.

The RRDSSAB Maintenance Staff will inspect the installation, once completed, and will notify you, should there be any problems. Please call [Name], Housing Clerk, at extension (___), if you have any questions. Thank you for your cooperation.

Sincerely,

[Name], Assistant Housing Manager
Rainy River DSSAB

cc: Tenant file

Revised: June, 2010

SH_5.16_LETTER_Satellite Dish_Permission_Attach_3



Rainy River District Social Services Administration Board

450 Scott Street
Fort Frances, ON
P9A 1H2
Phone: (807) 274-5349
Fax: (807) 274-0678
Toll Free: (800) 265-5349

Rawn Road Centre
P.O. Box 1300
Atikokan, ON
P0T 1C0
Phone: (807) 597-1431
Fax: (807) 597-1493

X Month, 200X

Ms. X
X Street
Fort Frances, ON
PXX XXX

Dear Ms. X:

RE: SATELLITE DISH VIOLATION

During a recent inspection, it was noted that a satellite dish is located outside your unit, or as referenced in your signed lease, the "Leased Premises".

The lease which you signed on date, clearly states in *Schedule B, Section 14* that "The Tenant shall not use any radio antenna, television antenna or satellite dish, located outside the Leased Premises, without the prior written approval of the Landlord".

You are currently in violation of your lease.

Please contact [Name], Housing Clerk immediately at extension (___) regarding this issue.
Thank you for your cooperation.

Yours truly,

[Name], Assistant Housing Manager
Rainy River DSSAB

cc: Tenant file

Revised: June, 2010

SH_5.16_LETTER_Satellite Dish_Violation_Attach_4