



Resident Handbook

*Creating inclusive
& affordable
communities
for all*



NORFOLK HOUSING ASSOCIATION

Contact Information

OFFICE INFORMATION

Norfolk Housing Association
Main Office
1118 Kensington Road NW
Calgary, AB T2N 3P1

Office Hours:

9:00 AM - 4:00 PM
Monday to Friday, closed on holidays

Main Office: 403.270.3062

Fax: 403.283.3051

Email: admin@norfolkhousing.ca

Website: www.norfolkhousing.ca

The website has a section for residents with information on maintenance, parking, newsletters and more.

EMERGENCY CONTACT INFORMATION

After Hours Emergency Phone Number: 403.651.3717

Emergency situations include the following:

- Major leaks
- Electrical failure
- No heat/hot water

For any other emergencies such as gas leaks, fires, etc., please call 911 first before calling the emergency phone number.

A \$25.00 charge for non-emergency calls will be invoiced to the resident for all calls made outside of office hours (9:00 am — 4:00 pm), on weekends and all holidays.

About Norfolk Housing Association

VISION

At Norfolk Housing Association our vision is that everyone feels at home in our community.

MISSION

Our mission is to create inclusive and affordable communities by providing mixed-market rental housing through collaborative partnerships.

VALUES

We value:

- **Neighbours.** Together, we advance an inclusive and respectful community.
- **Quality Homes.** We offer sustainable housing that is affordable, accessible, and appropriate.
- **Relationships.** We commit to being professional, responsive, and compassionate.

Norfolk Housing Association is incorporated under the Societies Act of the Province of Alberta and is governed by a volunteer Board of Directors.

Norfolk Housing Association's mission is to create inclusive and affordable communities for people of all socioeconomic backgrounds through a unique model that mixes market and rent-geared-to-income rentals.

Through our collaborative partnerships and successful housing model we work to achieve communities where everyone, regardless of ability or income, feels at home.

Table of Contents	Pages
Request For Repairs	5
Rent Payment	5 - 6
Keys and Locks	6 - 8
Tenant Insurance	8
Guest + Away Dates	8
Safety and Security	8 - 9
Fire Hazards and Safety	9 - 11
Care of Premises	12 - 13
Waste Disposal	13 - 14
Recycling and Conservation	14 - 15
Shared Laundry	15
Balconies + BBQ	15
Windows in Winter	16
Parking	16 - 17
Mail + Unit Alterations	17
Resident's Covenant	17 - 18
Pets	18 - 20
Smoking Policy + Unit Inspections	20 - 21
Privacy of Information	21 - 22
Respectful Communication Policy	22 - 23
Move Out	23 - 25

Request For Repairs

To maintain all properties in good operating condition, please report all maintenance concerns to the office immediately by reporting online at www.norfolkhousing.ca/residents/maintenance-request or by calling the office at 403.270.3062.

In the event of an emergency such as a flood, burst pipe, heating system or electrical failure, please call the emergency line at 403.651.3717 if after office hours or on weekends.

A 24 hour notice will be given prior to entry for conducting repairs. The resident may be present when maintenance staffs are entering the unit for repairs, however not required. If you have a pet, please notify the office where they will be when we enter your unit.

Rent Payment

DUE DATE

All rent payments are due on the first day of each month, even if the first falls on a weekend or holiday; no exceptions. Payment can be dropped off directly at the office, preferably prior to 12:00 noon.

METHOD OF PAYMENT

NHA only accepts Canadian Dollar payment in first-party personal cheques, certified cheques, or bank drafts/money orders. Cash payments, online payments, or e-transfers are not accepted. Payment with post-dated cheques is preferred. These cheques are cashed on the dates they become due.

LATE RENT

Late charges are applied to all rent payments that are not received on the first day of the month. Fee rates are specified within your lease agreement on a per calendar day basis. If late rent becomes a recurring issue, you will be required to pay via money order/bank draft. If issues continue, your

tenancy may be impacted.

DISHONoured CHEQUES

Cheques that are not honoured by your bank are subject to a \$25.00 NSF fee as well as any late rent fees that apply. Recurring dishonoured cheques will be charged the \$25.00 fee, late fees, and future payments will be required via money order or bank draft/certified cheque.

SECURITY DEPOSITS

Security deposits are required at the time a lease agreement is signed. Deposits are typically equal to one month's rent and are held in trust until the end of the tenancy.

NHA will deduct any cleaning, replacement costs, and repair costs against the deposit to return the property to the condition it was in at the commencement of the tenancy. Move out instructions will be provided to the resident in order to avoid any deductions on their security deposit. Costs for repairs due to normal wear and tear will not be deducted.

Keys and Locks

Under no circumstances should residents change any locks within their unit or to the building.

Keys and Locks

Security devices must be approved by the NHA office prior to installation.

Any form of external security device or lock (i.e.: lockbox, deadbolt, padlock, etc) is not allowed and any resident found placing NHA building/unit keys in a public/common area will have their tenancy terminated.

LOCKED OUT OF UNIT

If you are locked out during regular office hours, please contact the office at 403.270.3062. Lock outs are not considered an emergency and will result in a non emergency fee outside office hours if the emergency phone is called.

Residents are encouraged to give their spare set of keys to a neighbour or a close friend/relative who will be able to provide you with access to your unit outside office hours.

LOST OR STOLEN KEYS

Missing keys must be reported to the office immediately. Any fees incurred for all locks that must be changed will be invoiced back to the resident.

COPIES OF KEYS

Making copies of keys through a locksmith without the consent of NHA is not permitted.

The key and lock systems are high security systems which can only be copied by the locksmith authorized for a particular key patent through Norfolk Housing Association. Any unauthorized copies are a fineable offence. If you require additional keys please contact the NHA office.

Giving copies of your keys to other people is not permitted, except under the following circumstances:

- A key to a trusted neighbour in the building
- A key to a close relative, for emergency access
- A key to a long term guest on a temporary basis

Residents are responsible for retrieving and turning in all copies of keys at the end of the tenancy.

If keys are missing, there will be an additional charge for changing or re-keying the lock.

Tenant Insurance

Residents are required, as per their lease agreement, to obtain and maintain household liability and contents insurance. NHA only insures the buildings and not the resident's belongings.

Unfortunate events such as fire, flood, and burglary are an unlikely occurrence, but they do happen and can be devastating if a resident is not adequately insured.

Residents must provide proof of insurance to the office once per year. Proof must be provided to the office within 10 days of a resident moving into a unit.

Guests

Residents are fully responsible for the behaviour of their guests who are given entry to their unit and NHA property.

Away Dates

If you will be away from your unit for more than three days, you must notify our office and ensure someone you trust is checking on your unit at reasonable intervals. You must provide us with an emergency contact for your unit.

Safety and Security

Maintaining a safe and crime-free environment within each building is a responsibility shared by all residents, staff and city authorities. No one on NHA property, resident or visitor, shall engage in any criminal activity, including (but not limited to): All drug related crimes, solicitation, gang activity, assault or threatened assault, unlawful use of firearms, any activity that threatens the health, safety or welfare of anyone on NHA property.

A single violation of these policies shall be deemed a serious breach of the Residential Tenancy Agreement.

For your own protection, please practice the following measures:

- Get to know your neighbours
- Always keep your unit door locked when you are at home or away
- Before leaving, ensure all windows and patio doors are locked and secure
- Never use your intercom to allow a stranger into the building. Never let anyone you do not know into the building. If they are a legitimate visitor, they can buzz the resident whom they are there to see
- Door to door soliciting is prohibited. Census takers, political canvassers, and other official inspectors are allowed entry only with pre-posted notice and photo identification
- Never prop entry doors open and leave them unattended. For all move in and move outs, one individual must be posted at the door at all times
- Make sure all doors shut firmly behind you whenever entering or exiting the building. Do not linger alone in common areas
- Report any suspicious activity, theft, vandalism or other criminal offence to the police immediately by dialing 911, then notify the NHA staff via the emergency number. Do not attempt to intervene
- All lost keys must be reported to the office immediately

Fire Hazards and Safety

FIRE SAFETY

Fire safety is the responsibility of all residents. Please ensure the following

policies are adhered to in order to prevent fire hazards:

- Do not store flammable materials such as paint thinner, solvent, propane tanks or gasoline inside your unit
- Do not overload electrical outlets
- Use candles with great care and never leave them burning unattended or while asleep
- Smoking (any substance, including vaping) is not allowed for most residents (refer to section on NHA Smoking Policy for details). If you are a resident who is allowed to smoke in your unit you must take care to ensure all smoking material is extinguished completely before it is discarded
- NEVER smoke in bed or when tired
- Regularly recycle old newspapers and other paper materials as they become a fire hazard when allowed to accumulate
- Do not prop open fire doors or smoke barrier doors in hallways
- Familiarize yourself with the layout of the building and the posted exit routes and muster points in case of an emergency
- Should a fire break out in your unit: even if it is small evacuate to safety, activate the fire alarm in the hallway, and, once at a safe distance, call 911

Smoke Detector

NHA ensures all smoke detectors are up to date. If you notice the one in your unit is past expiry, or suspect any issue with your smoke detector, please notify NHA immediately. If your detector starts beeping approximately every 45 seconds, the battery needs to be replaced. This should be done annually.

As per your lease agreement, you are required to test your smoke detector

monthly by pressing the test button. Locate the test button and hold it down for a couple of seconds until it starts beeping. Release the button and the beeping should stop.

If pushing the test button does not cause the detector to beep, you need to replace the battery in your smoke detector. If your detector is hard-wired (without a battery), contact NHA immediately.

The detector may go off without threat of a real fire; usually if a little smoke is coming from the oven. All detectors have a silence button to stop the alarm in case of a false alarm. The detector might continue to beep for several minutes after the button has been pushed to let you know it is still functional.

Residents are prohibited from disabling smoke detectors as this poses a serious risk to the safety of the resident, other residents, and the building, as well as the property and lives in neighbouring buildings. Disabling smoke alarms or any other safety equipment is a breach of the Residential Tenancies Act and will be grounds for termination of tenancy.

Evacuation

During an evacuation, leave your unit immediately, leaving personal property behind.

Close your unit door but do not lock it; this will allow fire crews to check the premises without breaking the door down. Under no circumstances should you delay leaving the building.

DO NOT USE elevators (if applicable) during an emergency situation. Please exit the building as quickly as possible using the nearest stairwell.

Fire Extinguishers

Fire extinguishers are located on each floor at the end of each hallway. They are to be used only in emergency situations. Please notify NHA if a fire extinguisher has been utilized. Please contact 911 to ensure the safety of the building.

Care of Premises

VANDALISM

Damage to elevators, stairwells, and hallways result in unnecessary expenses and deterioration of NHA buildings. Vandalism and graffiti is difficult to remove and often leads to more criminal activity.

Please contact the police immediately if you see anyone damaging NHA property, or any property in the neighborhood.

RESIDENT RESPONSIBILITIES

To promote a healthy and safe community, all properties must be maintained in a condition that reflects respect for all residents and neighborhoods within the community.

All residents are to respect their neighbours and approach disputes with patience and understanding.

Every resident is entitled to the peace and security of their home. By signing a Residential Tenancy Agreement with NHA, you agree to give appropriate consideration to each and every neighbour on the property and in the community.

CLEANLINESS

In sharing the responsibility for good maintenance, residents are asked to take responsibility and accountability for their homes. Maintaining a high standard of cleanliness and good repair ensures that the buildings can continue to provide quality, affordable housing:

- Keep all electrical outlets and fixtures, plumbing fixtures, ventilation and heating fixtures easily accessible for repair staff
- Walls, floors and floor coverings, doors, cupboards (inside and out), appliances, sinks and tubs, windows and balconies must be kept consistently clean. All required repairs are to be reported to NHA as soon as possible

- Food residue must be cleaned up on a daily basis
- All garbage must be removed a minimum of twice per week
- Stoves and refrigerators must be maintained in a hygienic state on the inside and outside
- Floor surfaces and heating radiators should be vacuumed weekly
- Hard flooring should be washed weekly with a mild solvent
- Toilets, sinks, tubs, tub surrounds, countertops, and mirrors must be cleaned weekly
- Windows, balcony doors, and window coverings washed twice per year
- Stoves and refrigerators pulled out and cleaned under twice per year
- Lighting fixtures washed twice per year
- Burnt out bulbs and smoke detector batteries replaced as required
- Furnace filters in Pemberton Terrace Townhomes must be changed out 3 times per year at a minimum

Waste Disposal

All buildings have designated disposal areas for garbage.

Norfolk House: Each hallway has garbage shoot. Please only use small/medium sized bags so they do not get stuck in the system. For larger items, use your building key to access the garbage room through the alleyway door (beside Norfolk parking lot).

All other buildings: Industrial bins located in each parking lot.

Please do not put garbage in any other containers around the exterior of your building as these belong to private residences.

Dumping of household items or furniture is not allowed in any building or garbage bins. Anyone found to be dumping will be charged the cost of disposing and transporting waste acquired by NHA.

Recycling And Conservation

Conserving energy at every opportunity is important to minimize utility costs and reduce strain on the environment. NHA participates in energy conservation by keeping the hallway heat at a reasonable temperature, having lights come on at appropriate times depending on the season, keeping the boiler systems in good working order, and using energy efficient lighting.

You can minimize environmental impact and lower the cost of utilities by:

- Lowering your thermostat when going to bed or leaving your unit
- Turning off lights in empty rooms when not in use
- Turning off other electronics when not in use
- Conserving water while bathing, showering, or washing dishes
- Utilizing energy efficient lighting within your unit
- Utilizing the recycling bins located in your building
- Washing only full loads of laundry
- Reporting any loose caulking or weather-stripping to our maintenance staff
- Unplugging electronics when you will be away for more than several days.

All buildings have a recycling program. Please ensure that you only deposit

items as indicated and take care to properly sort recycling in designated bins. Please do not put recycling in any containers around the exterior of your building as these belong to private residences.

Shared Laundry

Machines should only be used during the posted hours of operation out of respect for those living near the laundry facilities. Please take extra care to remove your items from the washers and dryers in a timely manner so all residents have an opportunity to use the machines.

Ensure you are not washing excessively dirty clothing in the shared machines. Clothes covered in mud, dirt, grease, etc, must be rinsed separately before being washed in the machines.

Leave the laundry room clean; empty pockets into the garbage container, clean the lint trap in dryers before and after use, wipe up spills of detergent or softener, and dispose of dryer sheets and lint in the garbage receptacle. Please ensure the door to the laundry room is locked at all times.

In case of breakdown: NHA does not own or maintain the machines in your building. If any of them are not functioning properly, please call Coinamatic at 1.800.561.1972.

Balconies + BBQs

Balconies are not to be used for storage (including, but not limited to tires, bicycles, boxes, indoor furniture, appliances, etc). Smoking is prohibited on balconies. In the winter, balconies should be periodically cleared of snow as an accumulation can cause leakage under and around sliding doors and deck-wall joints. Balcony bird feeders are not permitted for health reasons.

BBQs: Only propane or electric barbeques are permitted on balconies. Charcoal barbeques are not allowed. Propane tanks may never be stored indoors and must be disposed of as per City of Calgary bylaws.

Windows in Winter

AVOIDING BURST PIPES

All residents are asked to keep all doors and windows closed during winter months. The thermostat must also be kept on at all times to prevent burst pipes. Doors and windows that are left open increase the chances of burst pipes.

The heat in your unit is supplied by hot water traveling through pipes. As the pipes get hot they radiate heat through fins located along the line. These pipes are located on the outside walls and travel under windows and patio doors. Bursts are caused when these pipes are exposed to the cold outside air and allowed to freeze. Freezing causes the water to expand; this pressure is too much for the pipe and will cause it to burst.

If you need to open a window or patio door for a short amount of time, even in plus zero temperatures, ensure the thermostat in your unit is turned up so hot water is running through the pipes.

When checking for heat, the pipes themselves should not be touched as they get quite hot, but place your hand close to the area of the pipe that has fins to feel if heat is radiating from them.

- **Does not apply to Pemberton Terrace.**

Parking

Parking stalls are for resident's licensed and insured vehicle only, or those of their visitors. Unlicensed or uninsured vehicles, trailers and abandoned goods must not be parked in NHA parking stalls. Residents may NOT rent out stalls to a member of the public; this compromises the safety of our property and will place your tenancy in jeopardy.

Norfolk House: Each resident receives 1 visitor pass (Replacement fee: \$75) which may be used for a guest vehicle if a visitor stall is available for up to two hours. There is no permanent resident parking without renting a stall monthly based on availability. Other options are paying to park in public areas or parking for free in designated street zones.

Residents may contact the city to gain access to a street pass in the designated areas.

All other buildings: If your unit includes a parking stall, you must only use the stall designated to you on your lease. Changes of stalls will not be made without medical reasoning and availability.

Mail

Residents are responsible for checking their mail on a regular basis. Mail keys are replaced at a fee of \$25 per key. Should you receive mail that is not yours, please mark “Moved” or “Return to Sender” on the envelope and drop in the nearest mail box. NHA does not forward mail to previous residents.

Should you expect something is wrong with your mail delivery, please contact Canada Post. Should you expect your mail has been stolen, please contact both the Calgary Police Service (403-266-1234) and Canada Post (1-866-607-6301 or online).

Painting + Unit Alterations

Residents must obtain permission from NHA for any major alterations or if you wish to paint any portion of your unit. All final decisions and approvals remain with NHA.

Resident's Covenant

GENERAL LIVING NOISE

Some noise is inevitable and must be tolerated in each building. The walls and floors are not entirely sound-proof and some general living noise will always be present.

However, please be considerate of all neighbours. Please consider noise at all times of day when walking in heels, adjusting volume and bass level of stereos or television sets, doing dishes, or moving furniture.

Any complaints about noise or other disturbances must be submitted in writing using a Complaint Form which can be obtained from the office. Specific time, date and duration of the incident must be recorded. Only written, detailed and signed complaints can be acted upon by NHA staff.

Written or verbal complaints and calls to NHA staff regarding any interpersonal conflict and dispute are not appropriate. If you feel harassed or your safety is in question, please contact the non-emergency police line at 403.266.1234.

Pets

Residents must obtain permission from NHA **prior** to obtaining a pet. A one-time \$100.00 non-refundable fee will be charged to the resident.

The following must be abided by at all times:

- Only one pet per unit is acceptable
- Pets are prohibited from wandering in any of the common areas
- Dogs must weigh less than 10 kilograms at full growth
- Cats and dogs must be spayed or neutered
- Pet owners must abide and comply with all City of Calgary Animal Control Bylaws
- Dogs must be taken off the property altogether on their outdoor exercises and are not allowed to relieve themselves on NHA property
- Common areas, including exterior property, are off limits to cats
- Litter boxes must be cleaned and changed at least once per week as offensive odors from poorly maintained boxes can permeate the environment

- Waste must NEVER be disposed of down the sink or toilet.

Prohibited Animals:

- Dogs and cats larger than 10 kilograms (approx. 22 pounds)
- All rodents
- All reptiles
- Anything in the rodent, reptile, insect, arachnid, arthropod, mustelid, erinaceous, or lagomorph family
- Exotic mammals such as a monkey
- Livestock or poultry
- Birds of prey

Other Permitted Animals:

These animals must be kept in a cage/aquarium which must be cleaned regularly. The \$100 non-refundable pet fee still applies.

- Small birds such as budgies or canaries (max. 2)
- Large bird ie: cockatoo or parrot (only 1)
- Aquarium fish

PEST CONTROL

Bed Bugs

To minimize the risk of bed bugs, notify NHA immediately when a bed bug issue is first identified or suspected. Please note NHA cannot prevent bed bugs from entering the building and any charges associated with pest

control as a result will be billed to the resident responsible.

Other Pests

Mice and insects such as ants are attracted to garbage and unsanitary conditions. To prevent mice and other pests from entering the building it is very important to keep your unit in clean condition. Please remember to take garbage out at least twice a week. Clean up food spills immediately and keep counters and floors wiped down. Please do not leave garbage in hallways or next to the garbage bins.

If you have questions about pest control, please visit www.peregrinepestcontrol.ca.

Smoking

NHA is strictly non-smoking. All residents with a lease implemented after January 1st, 2006 are not permitted to smoke in their unit or in any common areas of the buildings and must leave the property completely if they wish to smoke. Smoking on the balcony is not permitted. This policy includes a ban on vaping.

Residents with leases signed prior to January 1st, 2006 are permitted to smoke in their unit as they have been “grandfathered” in. Those grandfathered in must ventilate to the outside and avoid using the unit as a primary smoking area due to the health hazards of second hand smoke.

Second-hand smoke is acknowledged to be more than just an irritant to non-smokers; it is a known health hazard. Tobacco smoke residue stains walls and ceilings as well as penetrates carpets to such an extent that units housing smokers require triple the cleaning and repainting. Garbage resulting from smoking such as cigarette butts also add to the cleaning costs of the building’s exterior.

This prohibition is specified in your lease and is a condition of your agreement with NHA. This rule also applies to all visitors. If anyone is found in violation of this policy, their tenancy will be terminated.

Unit Inspections

An annual inspection of each unit is conducted for all buildings. Proper notice will be given prior to entering your unit. Residents are not required to be present during inspections.

Units are inspected for the purpose of obtaining information about the condition of the unit and any maintenance concerns. The information obtained during these inspections is utilized for planning future repairs.

The cleanliness of the unit and the degree to which the resident is meeting the standard maintenance needs of the unit as per their lease agreements will also be observed during the inspection.

Privacy Of Information

NHA is committed to protecting the privacy and security of all personal resident information by complying with the Government of Canada's Personal Information Protection and Electronic Documents Act. Personal information is data that refers to an individual specifically and is recorded in any form. You can read more about the act here: <http://laws-lois.justice.gc.ca/eng/acts/P-8.6/>

NHA is responsible for protecting personal information under its custody or control. We do not collect bank account information or social insurance numbers. Residents have the right to access personal information under NHA control.

Residents are encouraged to update personal information as needed so NHA can contact the resident with regards to tenancy or during an emergency.

Information from the resident is given with understanding and implied consent it may be used or disclosed for such purposes as:

- Verifying a resident's (or prospective resident's) identity
- Determining eligibility for a lease of the property in question, including

the ability to service the monthly rent, and verifying a history of responsible tenancy

- Detection and prevention of fraud

The information collected for the above purposes may be shared with NHA staff and third party sources such as employers or former landlords. In special circumstances, the law permits sharing of personal information with legitimate representatives of police departments for specific investigative purposes.

A resident may withdraw consent for NHA to collect, use or transmit personal information by giving reasonable notice and contacting the office directly. Please note, withdrawing consent may affect NHA's ability to provide the resident with housing.

Respectful Communication Policy

NHA is committed to creating and sustaining a healthy, safe, caring and respectful environment for all residents, volunteers, and staff members. All individuals are to be treated with respect, honesty, and dignity. Behaviour and/or actions that run contrary to such treatment will not be tolerated and can impact the tenancy of the offending individual.

NHA values the following:

- Diversity and the human rights of others related to race, ethnic origin, color, religion, age, sex, gender or gender identity, marital status, family status, any physical or mental disability, sexual orientation and socioeconomic status
- The dignity of the person
- Courteous conduct
- Mutual respect, fairness and equality
- Positive communication between people

- Collaborative working relationships

Disrespectful behaviour includes:

- Offensive or inappropriate remarks, gestures, notes, material or behaviour
- Inappropriate jokes or cartoons including racial or ethnic slurs
- Yelling, Belittling, aggression or patronizing behaviour
- Discrimination as defined under human rights legislation
- Sexual harassment/unwarranted physical contact

Employees and residents must adhere to this policy when interacting with staff, residents, volunteers, neighbours and contractors. Communication must always be professional, courteous and free of abuse and aggressive language and behaviour.

Move Out

If you are planning on moving please contact the office as soon as possible. This will allow office staff to provide you with move out instructions, and to schedule a move out inspection for the end of the month.

Please note that a \$100 fee will be charged if you break the lease agreement by ending your tenancy early.

The refund of your security deposit or any portion thereof, is dependent upon the condition of your suite when you vacate it. Any repair and cleaning costs after your tenancy ends will be charged against this deposit and will reduce your refund.

- **Keys and Parking Passes:** Retrieve all keys given to you and any copies made and hand in upon departure; all parking passes must be returned. Charges will incur if keys and passes are not returned on

move out day.

- A \$50 fee will be charged for each key not returned.
- **Utility Accounts.** If you pay your own utilities you must contact all utility providers advising them when your accounts should be closed.
- Make a list of all maintenance items which may need attention (leaking faucets, loose hinges, etc.) for the maintenance staff, ordinary 'wear and tear' items will not be charged against your security deposit.
- **Forwarding Address.** Be sure to leave your new address and telephone number with the Norfolk office, so that your deposit refund can be forwarded to you. Your change of address should be registered with Canada Post for the date you move out.

The following are standard cleaning operations, to be carried out prior to your departure:

- **Uncarpeted Floors.** Using a mild solvent, remove black rubber marks; wash flooring, using a strong detergent; rinse with clean water.
- **Blinds.** Wipe with damp cloth.
- **Carpets.** Vacuum thoroughly; using commercially available carpet spot removers treat all stains and discolored areas (following instructions carefully), **Steam-clean all.**
- **Windows.** All glass areas should be washed, using glass cleaner.
- **Woodwork.** Wash with commercial cleaner and warm water.
- **Light Fixtures.** Remove and wash glass globes and shades carefully; dry thoroughly and re-install.
- **Bathroom.** Wash tiled tub area with a soap/mildew cleanser; clean

tub, sink, counter top, cabinet interior and shelves, toilet top, tank, bowl and base with commercial cleaner and hot water; clean mirrors with glass cleaner.

- **Kitchen.** Clean cabinet interior, exterior, shelving, and drawers with commercial cleaner and warm water; clean oven with commercial oven cleaner, as per directions; remove and wash burner trays and burner rings; clean behind appliances.

Your cooperation will ensure the maximum amount of your security deposit being refunded, and the promptness of its processing.

We thank you for your tenancy with Norfolk Housing Association and hope that your time with us was a time of positive living.



1118 Kensington Road NW
Calgary AB T2N 3P1
Phone: (403) 270-3062

www.norfolkhousing.ca

