

September 2023

Key Day Process

If the household has an e-mail address, they should receive their copy by e-mail. Even if they cannot print the documents, they can read them, and come prepared with any questions they might have.

If the household does not have an email address, the key day package must be mailed out **2 weeks before**

- At least 2 weeks before key day the Eligibility Administrator (EA) should give a completed key day package to the Property Manager (PM)
- At least 2 days before key day a final unit inspection should be completed to determine if unit is on schedule.
- Two days before key day **PM** will contact household and go over what verification is required on key day (utilities, insurance etc.) to get their keys, confirm method of payment and date & time of meeting. It should be stressed at this point that this information is required for them to receive their keys.

Cover letter

We have made a template. There will be minor changes depending on if you are emailing the package or putting it in the mail. Letter should be one page only. Font should be Arial 12 throughout the document.

Key Day Notice Page

We are asking that when you make key day arrangements with new households that you encourage e-Transfer and TenantPay. Providing 12 postdated cheques should be discouraged.

Co-ops - We have listed acceptable forms of payment. If your Provider does not accept all of the ones listed, please adjust the list.
e-Transfer, TenantPay, Debit, Cheques and Money Order

Non-Profits We have listed acceptable forms of payment. If your Provider does not accept all of the ones listed please adjust the list.
e-Transfer, TenantPay, Debit, Cheques and Money Order

Lease Signing – Non-Profits

The PM should be signing the Lease. It does not have to go to the Board. In Non-Profits, the board is not involved in marketing.

Schedule A - Occupancy Agreement (Orientation/interview & Recommendation)– Co-op

As soon as a new member confirms they want the unit an orientation/interview should be completed (if required at Co-op), then board recommendation signed, and the Occupancy Agreement signed by board and new member. This should be done within **10 days** and sent to the Eligibility Administrator to complete the key day documents. If there is no board meeting within ten days, then the PM must conduct a board poll. This will allow members to get a signed copy of the Occupancy Agreement on key day.

Appendix A – Member Charges – Co-op only

Appendix B – Household Members – Co-op only

Appendix C – Housing Charge Subsidy Terms – Co-op only **Rental Agreement (Lease) Part 4 – Non Profits**

Both areas set out the responsibilities for the households who receive subsidy and their obligations to report changes. There is no need to include extra pages repeating this info.

Acknowledgement of Membership Right and Responsibilities - Co-op Only

Mold and Mildew

Multiple Sign Off Sheet – Co-op

The following are now part of a single document. Some of the items on the sheet will not be applicable to all properties, and some will need specific details added for each property.

- By-Laws / Policies
- Insurance
- Utility Responsibilities
- Pet Policy
- Appliance Policy
- Modification to Unit (electrical or structural)
- Locks
- Keys
- Balconies
- Buzzer/Intercom

We are asking that too many things **not** be added to this page. This page has some of the more contentious issues in the Co-ops by-laws and policies. Many co-ops had part of, or the complete pet policy in the key day package. Keep in mind it is the household's responsibility to be aware of all their rights and responsibilities within their by-laws and policies.

Household Responsibilities

Sets out what Provider is responsible and what the household is responsible for.

Cost for Maintenance Charges

Not everything is applicable for every property. Example – Providing recycling bins. Admin staff or PM should put n/a beside whatever is not applicable. Here again, it is being asked that you do not modify this document too much.

Things to be sent out ahead of the key day➤ **TenantPay and e-transfer**

Once it has been confirmed that the household has accepted and is eligible for the unit, a copy of this sheet should be sent to the household by email. Also, a copy in the key day package.

➤ **Buzzer/Intercom**

For those buildings that require this information it is suggested that EA get this information before key day. This will enable the information to be on the intercom by key day.

Items NOT to be included in the key package but kept on site for key day.

Many key packages had items that not all new households would require but is being put in every key day package. Some things are for information purposes only and should be left in the unit – info sheets on who to call, instructions on how to change over the heating system.

➤ **Smoke Alarm/Carbon Monoxide Detector/Door Closure**

This form has changed. It includes all three safety requirements – smoke alarm, CO2, door closure. If it does not apply to the property or unit, put a line through with n/a. For apartments, PM's will need to have knowledge of which units require CO2 and which ones do not. Single home dwellings are required to have CO2 detectors outside all bedroom areas. All apartment doors should have properly working door closures. Also, the smoke alarm – door closer stick should be attached to the unit door closure. Check with your local Fire Dept to ensure proper installation of all safety components.

All fire safety equipment must be tested in the unit with the new household.
FORM must BE RETURNED TO THE EA STAFF FOR THE FILE.

➤ **Unit Inspection Sheet sent back with KD package to EA**

When you are in the unit doing the Fire Safety Acknowledge form you can do this form at the same time as the new household. Make note of any deficiencies and have the household sign off on what, if anything, was found.

FORM must BE RETURNED TO THE EA STAFF FOR THE FILE.

Other sheets that may be kept on site.

- Satellite Dish/Antenna Agreement
- Key Receipt
- Parking Agreement
- Who to Call
- Heating/cooling systems

NOTE: EA cannot complete the household move in until the Fire Acknowledgement and Move In sheet is returned. Stella will not sign off that the file is ready for filing until this paperwork is received back in the office.

Please complete these forms on key day with the household in attendance and return immediately.