

Reminder to PM and EA – November 2023

If new HH has email – email package **no later than** two weeks before key day

If new HH does not have email – package to go into mail **no later than** two weeks before key day.

Time lines:

2 weeks before key day the Eligibility Administrator (EA) should send a complete key day package to the Property Manager (P.M).

PM is to do a unit inspection prior to key day to ensure unit is ready.

2 days before key day PM to reach out to new household to:

- Confirm date and time of meeting
- Confirm all verification that is required **before obtaining** their keys ie, hydro, gas, insurance
- Ensure they have paid the required funds on key day to obtain the keys (bring proof of payments).

Occupancy Agreement – Co-op only

As soon as a new member confirms they want the unit, an orientation/interview should be completed (if required at Co-op), ideally on the same date they viewed the unit. If the Interview Committee accepts the applicant, the EA will be notified right away. The EA will then prepare a Recommendation to the Board for approval. The EA will also prepare an Occupancy Agreement which can be signed by the Board once the Recommendation is approved. This should be done within **10 days** and sent to the EA 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 enable the PM to provide the household with a signed Occupancy Agreement on the date of their Key Day, without delay.

Unit Inspection and Fire Safety Acknowledgement

These two documents should be completed in the unit with the household in attendance.

A walk through with the new household to determine any deficiencies and having them sign off that everything is in good condition or note what deficiencies were found.

Both of these papers need to be returned to the EA before tenant file can be filed.

Paperwork to be handed out on site during key day

PM will need to work with their admin and put together a package that would be given on key day.

Examples would be:

- Move In Inspection Sheet
- Fire Safety Sheet
- Satellite Dish / Antenna Agreement
- Key Receipt
- Parking Agreement / Pass
- Who to call
- Heating / Cooling systems

Stella will not sign off on new household files until all documentation is received by EA from the Key Day.