

FIFE ROAD CO-OPERATIVE HOMES, INC.

## **Visitor, Casual and Long-Term Guests Policy**

Approved by the Board of Directors July 25, 2019

## Summary

The Visitor, Casual and Long-term Guests Policy outlines rules governing Visitors and Guests at Fife Road Co-operative Homes Inc. and is applicable to all members of the co-op.

The Visitor and Guest Policy is intended to:

- ensure that member households abide by the Co-op By-laws,
- ensure every person staying in any unit is registered with the co-op for emergency preparedness,
- ensure that member units are not improperly transferred or sublet, and,
- ensure that "Rent Geared To Income" (RGI) households meet the requirements of the RGI programme.

## Purpose

The purpose of the guideline is to assist Fife Road Co-operative Homes Inc. Staff and Members to understand the rules and responsibilities mandated by the Visitor, Casual and Long-term Guest Policy by providing the following additional details:

- Explaining when a person is a Visitor, Guest or Long-Term Guest
- Explaining when Member households are required to inform Fife Road Co-operative Homes Inc. of changes to their household composition
- Establishing the maximum length of time Members can have Guests and exceptions permitted to the maximum time for Guests

## Scope

- These guidelines apply to all Members of Fife Road Co-operative Homes Inc.
- These guidelines should be used by Fife Road Co-op staff to assist in implementing the Visitor and Guest Policy

## Definitions

### Visitor

A visitor is someone who may visit a member household but does not usually sleep overnight or does so infrequently. Members are not required to report visitors to the Co-op.

### Casual Guests

A Member may have a Casual Guest stay with them for a maximum of 30 days as detailed in bylaw 2 Article 9, a guest staying more than two weeks or longer must be reported to the office for safety reasons. Members are not required to report a casual guests if they will be there less than 2 weeks as outlined in the bylaw .

### Long-Term Guest

A long-term guest is a guest who is approved by the Board of Directors and has signed a Long-Term Guest Agreement, as per co-op bylaws.

All Members must report all Long-term Guests at the beginning of the stay to the office to request approval from the board of directors.

## Information for All Members

Members have a signed Occupancy Agreement with Fife Road Co-operative Homes Inc. This contractual relationship requires that all households adhere to the requirements of the By-laws of the Co-op.

The By-laws require that all Members must report all persons living in their unit even if the Member does not wish to add the person as an additional to the household. It is essential for safety and emergency purposes that Fife Road Co-op is aware of who is living in a unit.

The Member(s) has sole responsibility for the Housing Charges, the unit, and is responsible for the actions of all persons whom they permit to be at their unit or at Fife Road co-op property.

Members are responsible for the actions and behaviours of their Visitors and Guests and shall not permit any action which may disturb or interfere with the rights or privileges of other Members, other Visitors and Guests, or general members of the community while on Fife Road Co-op property. Legal action may be started against Member who have Visitors or Guests at their unit or the co-op property, if those Visitors or Guests disturb the quiet enjoyment of other Members of Fife Road Co-op.

## Judicial Interim Release (BAIL)

The Visitor, Casual and Long-term Guests Policy DOES NOT allow Members to have people stay in their units as Guests if a member of the household is a surety for a person on Judicial Interim Release (Bail), probation, parole, or otherwise unless that person is already a member of the co-op.

Any request to have a person stay in a Member's unit because the Member wishes to be a surety (or similar), must be provided in writing with supporting documents and details to the Co-op. This request will be reviewed by the Property Manager, Financial Administrator, or designate in detail and a summary will be brought to the Board of Directors for a decision. The Co-op will provide its decision to the Member in writing regarding this request.

Examples where the person may be approved to stay in the unit include: the person is a minor; a person is charged with a non-violent offence; or there are other compelling reasons to allow the person to stay in the unit.

## Keys

Keys will not be issued to a Visitor or Guest of a Member. Members are responsible for letting their Visitors and Guests into the building. Members must not provide keys for common areas such as the laundry room and any other areas as established at any time. Members must accompany guests using these areas unless receiving approval from the office.

## Parking

Visitors and Guests must follow all parking rules and regulations. It is the Member's responsibility to tell the Visitor or Guest about the parking rules and regulations.

## Moving Out

If the Member moves out of their unit, all other people in the unit, whether Occupants, Guests, visitors or otherwise, must also leave.

## Reports of Unauthorized Occupants or Guests

Members may report unauthorized occupants or guests in the Co-op to the co-op office or through the County of Wellington Housing Department.

## Information for Households Receiving RGI Subsidy

There are additional rules for households for households receiving a geared to income subsidy through the County of Wellingtons subsidy programme.

Members are responsible for reporting changes to their household composition for the RGI Programme. A member household may lose their subsidy, and may be at risk of loss of membership if Fife Road Co-op receives information that a person has been staying in a Member's unit for longer than 30 days and this change has not been reported to the Co-op.

Not completing a request to add person(s) to the household and allowing an unreported person to remain in the unit for longer than 30 days may be considered misrepresentation and could lead to eviction. A household that loses its subsidy for misrepresentation may not be eligible to apply for RGI.

## Reports of Unauthorized Occupants or Guests for RGI Households

The Property Manager, Financial Administrator and other staff are required to investigate reports of unauthorized

occupants or guests. These reports may come from agencies or other community members to either the Co-op or the County of Wellington Housing Department. Once a report has been made, the Co-op will need to take action to investigate the report.

### Action steps may include, but are not limited to the following:

- The Property Manager, Financial Administrator, or designate, will contact the Member to ask for more information. If the Member does not provide the information or staff are unable to contact the Member, a Notice of Decision letter will be sent informing the Member their household will lose their RGI subsidy in 90 days unless the unreported person(s) moves out of the unit, or an application to add the person(s) to the household is completed;
- If the Co-op is unable to resolve the situation with the Member, the file will be sent to the County of Wellington's Eligibility Review Office for further investigation;
- The application will be reviewed for RGI eligibility by the County of Wellington. If the person(s) to be added does not meet the eligibility criteria, the household will lose their RGI subsidy, and they will be charged market rent for the unit. The household will no longer qualify for RGI. After the household loses their subsidy they must re-apply for a subsidy.
- If the Member denies that there is an undeclared person living in the unit or the situation is unclear, then the Property Manager, Financial Administrator or designate,

will prepare a statement to be signed by the Member, confirming their denial of the allegations. If they have reasonable grounds to believe that there has been misrepresentation, legal action and/or termination of subsidy and/or membership proceedings may still be pursued.

## Special Circumstances

There are situations where the Member a may request permission to have a guest stay for an extended time. Some examples of special circumstances and the required documentation are outlined below:

- A short-term accommodation related issue as defined in Ontario Human Rights Code and the Co-op Bylaws and Policies. Such as the need for someone to provide temporary supportive care to a person with a disability where documentation is provided by a licensed health care professional. (Note that for long-term accommodation matters that involve live-in support persons the Member must put in a formal request to be reviewed by the staff and brought to the board of directors for approval. Households that require a live-in caregiver due to a chronic condition should make a request in writing, to have them added as a permanent guest or have them added to the household as a Member.
- The Guest lives outside the country and has travel documents to prove their planned return date and actually leaves on that date. Examples of documentation might include non-refundable plane, train, ship or bus tickets.
- The Guest is a victim of an emergency situation that

prevents them from returning home for a short period of time until repairs are completed. The Member must have documentation supporting this claim. Documentation should include evidence that the Guest has a permanent address elsewhere, and that repairs are being conducted at that address as a result of a fire, mould remediation, etc.

- The Guest is a minor and the Member has documentation showing that the person(s) is staying with them temporarily. Examples may include grandchildren visiting temporary custody arrangements.
- The Guest is a victim of domestic violence and has documentary evidence showing that they will move to other accommodation in the near future. Examples of other accommodation may include evidence that they are waiting for a bed in a shelter, or a signed lease for another apartment with an occupancy date in the near future.

## Compliance

The Property Manager, Financial Administrator or designate including a representative from the County of Wellington Housing, will monitor compliance with the Visitor, Casual and Long-term Guests Policy and these guidelines on an ongoing basis.