

Management Directive No.:	MB10
Management Directive Name:	Housekeeping
Date Approved by CEO or Designated Person:	May 15, 2006
Date revision approved by CEO or Designated Person:	May 1, 2013 December 5, 2018
Related SOP, Management Directive, Board Policy, Forms	

Policy Statement

Kawartha Lakes Haliburton Housing Corporation (KLH Housing Corp.) strives to provide tenants with safe and affordable accommodations to suit their needs. Pursuant to Section 20 of the *Residential Tenancies Act, 2006* (RTA), a Landlord is responsible for maintaining the rented premises in a good state of repair and fit for habitation during the tenancy and must comply with health, safety and housing standards. Pursuant to Section 33 and 34 of the RTA, a tenant is responsible for the ordinary cleanliness of the rented unit and repair and undue damage to the rental unit of the residential complex caused by his or her willful or negligent conduct.

Scope:

KLH Housing Corp. will comply with all regulatory requirements and take all appropriate and necessary action:

- To ensure that the units are kept in an ordinary state of cleanliness so as not to disturb the Reasonable Enjoyment of the Tenants and Landlord's use of the premises.
- To protect and preserve KLH Housing Corp. property.

KLH Housing Corp. will attempt to avoid the issue of lack of ordinary cleanliness in a unit from escalating into an excessive clutter situation, by taking action in housekeeping situations in accordance with this policy.

Procedure:

1. The tenant will be made aware of KLH Housing Corp.'s Housekeeping Policy at Lease signing and that if attendance is required by KLH Housing Corp. staff to identify a housekeeping situation, pictures will be taken.

2. KLH Housing Corp. staff may become aware of lack of ordinary cleanliness and undue damage in a unit by various means:
 - during maintenance or contractor attendance,
 - meetings in the unit by KLH Housing Corp. staff,
 - concerns/complaints made by other tenants,
 - annual or scheduled unit inspections by staff,
 - contact made to KLH Housing Corp. by family, friends , neighbours or agency staff.

Staff working on behalf of KLH Housing Corp. will inform their supervisor of any concerns and assess the level of concern using the 'Clutter Rating Image Scale'. For any concern rated at '5' or above, the Excessive Clutter Policy will be followed.

3. Maintenance staff attending a unit without operational smoke detectors will immediately ensure that the smoke detectors are made operational.
4. The Program Supervisor-KLH (HPC) will ensure that the Housekeeping concern is entered into appropriate computerized systems, noting the initial Clutter Rating and a hard copy filed in the tenant's file.
5. The Program Supervisor-KLH will set up a meeting with the tenant to review the situation.
6. If the HPC rates the concern at four (4) or below using the Clutter Image Rating Scale, the HPC will request that a CSW meet with the tenant until an appropriate level of ordinary cleanliness is met in the unit.
7. If the Tenant fails to comply with the plans established with the CSW, and the unit is not returned to an ordinary state of cleanliness within the time frame approved by the CSW, the CSW will inform the HPC.
8. The HPC will issue an N5 to the tenant and give the tenant 7 days to comply with the Notice.
9. If the requirements of the N5 are not met, the HPC will make application to the Landlord Tenant Board. Mediation and additional N5's will be made in accordance with prescribed practices.
10. If at any time during the visits by the CSW, the rating of the unit increases to five (5) or above, the Excessive Clutter Policy will be implemented.

Revision History:**Proposed Date of Review:** December 2020

Revision	Date	Description of changes	Requested By
v1	May 15, 2006	Initial Release	
v2	May 1, 2013		
v3	Dec 2018	New template format	CEO