


HALTON COMMUNITY HOUSING CORPORATION		
Subject: Access to Units by Staff		Date of issue: July 2007
Document number: HCHC - 011	Revision: 1	PAGE 1 OF 2

1.0 Policy

This policy is intended to give direction to staff and educate tenants with regards to entering an occupied unit.

Note: In an emergency situation, (except when smoke alarms are sounding, visible smoke or fire in unit) staff will open the door, enter and announce their presence before continuing any further inside unit.

2.0 Smoke Alarm Sounding In Unit

If a smoke alarm is sounding in a rental unit, the site staff is not to enter the unit. Knock on the door to see if a response is received. Feel the door and knob to determine if it is warm or hot. Call the local fire department.

In non emergency situations, where 24 hours written notice of entry has been given, before entering a unit, staff will knock on the door or ring the door bell. If staff has to enter, then staff will announce their presence after opening the front door then wait for a response. If no response, staff will enter the unit.

Under the Residential Tenancies Act 26 (1) (a), (b) a landlord may enter a rental unit under the following conditions

- (a) in cases of emergency; or
- (b) if the tenant consents to the entry at the time of entry.


3.0 Maintenance Request

If a tenant completes a Maintenance Request Form and signs the permission to enter section, then HCHC may enter the unit within 72 hours of the form being received by the staff. If this time has passed or the tenant has not given permission, then HCHC will contact the tenant to set up an appointment to complete the required work.

4.0 Showing of Units

Under the Residential Tenancies Act Section 26 (3) (a), (b), (c) a landlord may enter the rental unit without written notice to show the unit to prospective tenants if,

- (a) the landlord and tenant have agreed that the tenancy will be terminated or one of them has given notice of termination to the other;
- (b) the landlord enters the unit between the hours of 8 a.m. and 8 p.m.; and
- (c) before entering, the landlord informs or makes a reasonable effort to inform the tenant of the intention to do so.

HALTON COMMUNITY HOUSING CORPORATION		
Subject: Access to Units by Staff		Date of issue: July 2007
Document number: HCHC - 011	Revision: 1	PAGE 2 OF 2

5.0 Suspected Abandonment

If HCHC suspects a tenant has abandoned a unit then a notice of entry will be posted on the unit door giving 24 hours notice of entry. The site staff or manager will carry out an inspection of the unit to confirm or dismiss the suspicions.

6.0 Preventative Maintenance

All scheduled preventative maintenance work which requires entry into the rental unit, staff will give tenant a written 24 hour notice of entry prior to the work being carried out.

7.0 Death of a Tenant

Staff will follow the "Death of a Tenant" policy.

8.0 Check on Tenant

If staff is approached by anyone who is concerned for another tenant's well-being, staff are not permitted to enter the unit. Call tenant and if no response, contact the Next of Kin who may know of the tenant's whereabouts. If unable to make contact with tenant, have Next of Kin call the Emergency Services to have them check the unit and the wellbeing of the tenant. If unable to reach Next of Kin, then staff may call police to make arrangements for emergency personnel to attend. Site staff is only permitted to unlock unit door for emergency personnel and should not enter unit.