



Everyone deserves a home.

**HomeLink helps people find stable homes by
reducing barriers and offering support.**

We are committed to providing safe and affordable
long term homes to seniors and families in need.

Tenant Guide

Tenants and Housing Providers working together

Having a safe, stable place to call your own is important for mental and physical health. Sometimes a person's past or current circumstances make it difficult to find a decent place to rent. Sometimes landlords are unfair and/or unresponsive.

It can be stressful for Housing Providers to rent to people they do not know. They worry about damages to their property or rent not being paid.

HomeLink helps Tenants and Housing Providers communicate and have rental relationships that work well on both sides.

**HomeLink tenancies can benefit both
Tenants and Housing Providers by
facilitating communication and good will.**



You deserve stable, safe housing

HomeLink is based on the housing first philosophy that everyone deserves a home and people are better able to move forward with their lives if they are housed first. Homelink works with tenants and housing providers to reduce barriers to safe, stable housing.

Benefits of being a HomeLink Tenant:

- ✓ long term housing in a safe and well-functioning rental unit
- ✓ an understanding Housing Provider who respects your privacy and confidentiality
- ✓ assistance in advocating for your housing rights
- ✓ regular unit check-ins from HomeLink to ensure that your home is being maintained properly by the Housing Provider

... with a landlord who
treats you with fairness and respect.

Housing Providers that partner with HomeLink want to make their rental agreements work for their Tenants. They understand that sometimes life can work out in strange ways and things don't always work out as planned.

HomeLink Housing Providers commit to:

- ✓ offering and maintaining a safe and well-functioning rental unit
- ✓ treating people honestly with respect and patience
- ✓ responding meaningfully to Tenant inquiries
- ✓ respecting the confidentiality and privacy of Tenants
- ✓ contacting HomeLink if issues arise so they can be resolved in a way that works for both you and your Housing Provider.



HomeLink protects you.

You have a right to a rental home that is safe, private and well functioning. The Housing Provider has a right to their rent and their property not being damaged.

HomeLink is designed to respond if – *and ideally before* – things go wrong. We do this by ensuring that each side does their part so both sides benefit.

- 1. Rental units that are part of HomeLink must meet standards.** There is a detailed inspection report to ensure taht this is accurate and that everything is working as it should. Before signing the lease, you will confirm that the unit seems right for you. You (along with your Housing Stability Worker, a HomeLink staff member and the Housing Provider) will confirm that the inspection report is correct and add any damages that aren't listed. All parties will sign the inspection report.
- 2. The unit inspection report is kept on file.** It is sent to both you and the Housing Provider so that there is a reference guide in case there are disagreements. It is also used when the tenancy ends.
- 3. HomeLink has your back.** HomeLink will do routine unit check ins to:
 - ✓ ensure that the Housing Provider is maintaining the rental unit.
 - ✓ facilitate communication and a smooth relationship between you and the Housing Provider.
 - ✓ work to resolve any issues or concerns that arise from either side.

What is expected of a HomeLink Tenant?

When you are a HomeLink Tenant, you commit to:

- ✓ treating your neighbors and landlord with respect and patience
- ✓ maintaining a safe and clean rental unit
- ✓ reporting any damages, needed repairs or issues when they happen
- ✓ participating in regular scheduled unit check-ins with your Housing Stability Worker and a HomeLink staff member



Keeping your rental unit working well

Before signing your lease, you will meet with your Housing Stability Worker and review who to connect with when your unit needs attention or when you have questions.

In general, you can choose to reach out to your Housing Provider directly or you can ask your Housing Stability Worker to assist in communication.

What is a unit check-in?

A unit check-in is a friendly, non-judgemental visit to your home by your Housing Stability Worker and a HomeLink staff member. It is one of the ways HomeLink ensures good relations between you and the Housing Provider. HomeLink has your back when dealing with problems that may come up when renting. You have a right to live in a well-functioning unit and things need to be repaired when they break.

During your unit check in, you can expect:

- ✓ to be treated with dignity, respect and kindness
- ✓ not to be judged by the state of your home
- ✓ a casual conversation without checklists or forms
- ✓ to give a quick tour to ensure your rental unit is in good working order

Unit check-ins will be scheduled at a time that works for you and you will have at least 7 days notice. You can choose between being there at the check-in or just giving permission for a quick check while you are not there.

HomeLink recognizes that your time is valuable so we will provide an honorarium at each unit check-in.

Unit check-in

- ✓ tenant happy with unit?
- ✓ heat working?
- ✓ safe?
- ✓ plumbing working?
- ✓ appliances working?



What happens if I cause damage to my unit?

We understand that damage can sometimes occur to a rental unit. These things are fixable and HomeLink will help you if this happens.

Mistakes happen. When damage occurs:

- ✓ let your Housing Stability Worker and your Housing Provider know right away.
- ✓ be up front and honest about the damages.
- ✓ create a plan with your Housing Stability Worker and your Housing Provider to ensure that the damage is repaired.



Helping you keep your home

Here are the names and contacts of people who are part of the team that will assist you in keeping your home working well and for long term. We know that problems can happen and are committed to helping you.

Got questions or problems? We can help.

My Housing Stability Worker:

My Housing Provider:

HomeLink:

867-335-2582 homelink@yapc.ca 509 Hanson Street (at YAPC)



www.yapc.ca

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