



RDHS
RED DOOR
HOUSING SOCIETY

TENANT HANDBOOK

Building safe and affordable communities since 1974.

www.RDHS.ca

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Phone: 604-431-9225 | Email: admin@rdhs.ca



WELCOME TO RED DOOR HOUSING SOCIETY

Welcome to your new home with Red Door Housing Society (RDHS)! This tenant handbook is filled with useful information about your home and community. It will help you understand the policies and guidelines that RDHS staff follow to keep your housing safe, affordable, and comfortable for everyone.

ENJOY YOUR NEW HOME!



REMEMBER: This handbook is a guide. Your Tenancy Agreement, along with RDHS's official policies and the Residential Tenancy Act, takes precedence if there's any discrepancy between this handbook and those official documents. Our policies may be updated from time to time, and we will inform you of any significant changes.

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This handbook contains important information about your tenancy. If you need help understanding it in English, you may ask someone you trust to translate it or arrange interpretation assistance. For interpretation services, contact MOSAIC at 604-254-8022 or interpretationservices@mosaicbc.org.



ABOUT RDHS

Red Door Housing Society has supported people in need of housing since 1974, when we were incorporated as the Red Door Rental Aid Society. We began by providing rental assistance to help people remain securely housed. In 1985, we became Red Door Housing Society and began owning and operating affordable rental housing across the Lower Mainland.

Today, RDHS is a charitable non-profit that provides safe and affordable homes for individuals and families with low to moderate incomes. Our staff and volunteer Board of Directors work together to maintain welcoming communities where tenants are treated with respect, inclusion, and dignity.

We are also preparing for the future. Since 2020, RDHS has been redeveloping and planning improvements to its properties so we can replace aging buildings, create more affordable homes, and continue serving communities for generations to come.



THE RDHS TEAM

You might encounter the following staff at RDHS sites:

- **Property Manager:** Your Property Manager is your primary point of contact for any issue related to your unit, building, or property you live in.
- **Tenant Relations (TR) Specialists:** TR Specialists are your main point of contact for any questions about income reviews or how your rent is calculated.
- **Maintenance Staff:** Maintenance staff take care of the daily maintenance and repairs around our properties and in the units. They respond to requests made through the Maintenance Requests system (www.rdhs.ca/tenants).
- **Contractors:** RDHS hires specialized contractors to carry out specialized work. Maintenance staff or your Property Manager will always notify you at least 24 hours in advance if they need to enter your suite.
- **Administration and Accounting:** These team members mostly work behind the scenes to support the operations of our housing. They generally answer questions about your rent payments.
- **Manager of Operations:** The Manager of Operations oversees all day-to-day operations on our sites, ensuring regular maintenance and major projects are carried out smoothly.
- **Executive Director:** Our Executive Director works closely with our board and the staff team to guide Red Door to meet the highest standard under a culture of continual improvement.
- **Volunteer Board of Directors:** You won't meet them day-to-day, but a volunteer Board governs RDHS. They establish policies and procedures to ensure the Society meets its goals and are committed to ensuring that RDHS provides quality housing.





HOW TO CONTACT US

Your primary point of contact for Red Door is your Property Manager. You can call or email them during regular working hours, which is typically Monday to Friday, 9:00 am to 5:00 pm.

EMERGENCY AFTER-HOURS CONTACT: [604-549-1098](tel:604-549-1098)

If you're unsure how to contact your Property Manager, call the RDHS Head Office (contacts below) and they will provide you with the name and phone number for the staff responsible for your building.

Feel free to reach out—we're here to help ensure your tenancy is successful.

Head Office

The RDHS head office is open from Monday to Thursday, 9:00 am to 3:30 pm at: Address: #33 – 2688 Blanche Street, Vancouver

Call 604-431-9225

Please email us whenever possible so your request can be tracked. For maintenance, submit the online Maintenance Request form. For other questions, email the appropriate staff member. Visit www.rdhs.ca/tenants for the form and current contact information.



IMPORTANT RDHS CONTACTS

Contact	Respective email
Complaints and Comments	complaints@rdhs.ca
Rent Payment Questions	accounting@rdhs.ca
Rent Calculation	subsidy@rdhs.ca
General Inquiries	info@rdhs.ca
Maintenance requests	www.rdhs.ca/tenants





PAYING RENT

Your rent, or Tenant Rent Contribution, is due on the first day of each month. A payment received after the first is late, breaches your Tenancy Agreement, and may result in a 10-day notice to end your tenancy.

If you live in a subsidized unit, your payment is called a Tenant Rent Contribution. It is still considered rent and must be paid under the same terms.

RDHS accepts rent only through Pre-Authorized Debit (PAD). Your rent is withdrawn from your bank account on the first day of each month. Please ensure there are sufficient funds in the account to avoid a non-sufficient funds (NSF) fee.

To change your rent payment method, please contact accounting@rdhs.ca at least 5 business days prior to the rent due date.





INCOME REVIEWS

All new tenants of RDHS must qualify for their unit based on their household income level and the number of people in their household. This is because we set our rents at least 10% below the appraised market rent, as required by the CRA for nonprofit organizations.

Depending on the type of unit you live in, you will be required to provide income and asset info to RDHS on an annual basis, or every 3-5 years, as requested. Income Reviews are conducted in accordance with the BC Housing Rent Calculation Guide, and RDHS policies and procedures.

OCCUPANCY GUIDELINES

RDHS is required to adhere to the Canadian National Occupancy Standards in determining suitable living situations for our tenants.

These standards outline:

- Parents do not share a bedroom with children
- No more than two people per bedroom
- Spouses or couples share a bedroom
- Dependents under 5 years old, regardless of gender, may share a bedroom
- Dependents aged 18 or older do not share a bedroom.

Eligibility for RDHS units is dependent on these standards. A change in your family size may require you to transfer to a unit that is appropriately sized for your household composition.

Please get in touch with your Tenant Relations Specialist or your Property Manager if there is a change to your household composition. We will work with you to identify a unit that is appropriately sized for your family's needs.





TENANT RIGHTS AND RESPONSIBILITIES

The provincial Residential Tenancy Act (RTA) defines the Rights and Responsibilities of tenants and landlords in British Columbia.

As a tenant at Red Door, you have the same rights as any other tenant in BC under the RTA. Red Door is committed to respecting these Rights and Responsibilities. Tenants also have the responsibility of being a respectful tenant and neighbor, which is also outlined in the RTA.

One exception is rent increases for subsidized units. Red Door tenants who pay market rent are subject to annual rent increases as permitted by the province, as outlined in the RTA. However, Red Door tenants whose rent is subsidized will pay a Tenant Rent Contribution based on 30% of their assessed annual income or the minimum rent, whichever is higher.

The Tenant Rent Contribution is assessed annually by a Rent Calculation conducted by RDHS staff.





RDHS TENANTS' RIGHTS

While the RTA outlines all of your rights as a tenant, the following are some key points to remember:

Tenancy Agreement

You have the right to a legal Tenancy Agreement. The tenancy agreement you signed before moving into your unit with RDHS is based on the Residential Tenancy Act. Please keep a copy of the tenancy agreement provided to you by RDHS. If you need a new copy of your lease, please contact the head office.

Confidentiality

You have the right to the confidentiality of your personal information. RDHS maintains confidential tenant files for each tenancy. This file includes your Tenancy Agreement, rent and income information, and written correspondence between RDHS and the tenant.

RDHS has policies and procedures for all staff, enabling them to share information internally, but not with anyone outside of Red Door. If a tenant wishes RDHS staff to share information with another person or agency, they must provide written permission to do so, specifying the information that can be shared.

Tenants may request to see their file through the Freedom of Information and Protection of Privacy Act (FOIPPA). Please make all requests in writing to privacy@rdhs.ca.



Human Rights

RDHS strictly adheres to the Human Rights Code, which states that a person cannot discriminate against another person because of their race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, gender, sexual orientation, age or source of lawful income.

If you feel you have been mistreated, please contact the RDHS Complaints Line first:

Email complaints@rdhs.ca or call 604-431-9225. A senior RDHS staff member will review your concerns and follow up with you.





RDHS TENANTS' RESPONSIBILITIES

As the tenant on the Tenancy Agreement, it is your responsibility to ensure the unit you rent from RDHS is maintained in an acceptable condition and to adhere to the terms outlined in your Tenancy Agreement.

Paying Rent

Your primary responsibility as an RDHS tenant each month is to pay your rent (or Tenant Rent Contribution) on time, on the 1st of the month. Failure to do so can lead to eviction.

Cleanliness of Your Unit

You are responsible for maintaining the cleanliness of your unit as outlined in this handbook and in a way that does not damage RDHS's property.

If damage occurs in your unit, it is your responsibility to report this to RDHS in a timely manner via a Maintenance Request or through the after-hours Emergency line.



Guests and Occupants

As the tenant listed on the Tenancy Agreement, you are responsible for the behaviour of the occupants and guests in your unit and on the property.



BEING A GOOD NEIGHBOUR

RIGHTS AND RESPONSIBILITIES AS A NEIGHBOUR

RDHS provides safe and comfortable homes for people to live in. But it's up to the tenants to help create a positive and respectful community.

The Residential Tenancy Act (RTA) outlines the obligations of tenants, helping them maintain positive relationships with their neighbours.

- Be considerate of your neighbours.
- Talk to your neighbours early to sort out differences. A polite conversation often goes a long way.
- If you have issues with children, speak with their parent(s) or guardian(s).
- If you can't find a resolution with your neighbour, RDHS can assist you in trying to find an amicable solution. Please send an email to complaints@rdhs.ca.

REMEMBER

For every RIGHT you have through the RTA as a neighbor you have equal RESPONSIBILITY to your neighbors to show them the same respect.

Some key points from the RTA to remember about Tenants' Responsibilities are:



Smoking and Vaping

All RDHS properties are entirely non-smoking. This includes inside units, on your deck, and any common spaces.

Some units may have a grandfathered Tenancy Agreement from before RDHS became smoke-free, allowing them to smoke on their outside deck. These tenants are still responsible for ensuring their smoke does not encroach on the quiet enjoyment of their neighbours.

Noise and Disruption

The RTA stipulates that all tenants in British Columbia are entitled to quiet enjoyment within their private space. It is your responsibility to be aware of the noise you, your occupants, and your guests might make in your unit or outside.

RDHS adheres to the local bylaws for designated quiet hours at each of our sites. Please refer to your local municipal bylaw for these hours. If your neighbours are being noisy after allowable hours, please follow the Conflicts and Complaints process.

Site Safety and Security

It is the responsibility of every tenant at RDHS to contribute to site security. Please do not let anyone into your building unless you know who they are, including delivery personnel. If you see someone behaving suspiciously on RDHS property, please feel free to ask the police for assistance and let your Property Manager know you made the call.

Guests

The behavior of a tenant's guest is the responsibility of that tenant. If you have a guest who will not act respectfully, we recommend asking them to leave to avoid jeopardizing your tenancy.





CONFLICTS, COMPLAINTS, AND SOLUTIONS

However, we understand that there are situations where RDHS may need to intervene due to irreconcilable differences or safety concerns.

If it is necessary to make a complaint about another tenant, here are a few guidelines to follow:

If a neighbour makes you feel unsafe and refuses to stop, please contact the police. Please report this to RDHS so that we can follow up, if needed.

1. We encourage tenants to attempt to resolve any differences that may arise on their own. A polite conversation goes a long way in clarifying the issue and finding a solution for everyone.
2. If the issue continues, please provide a written description of the situation to RDHS at complaints@rdhs.ca. We will respond to and work with you to address your concerns and complaints. Our goal is to find amicable solutions.

If it is necessary to make a complaint about an RDHS employee:

1. Speak to the staff member first and try to resolve the issue.
2. If you cannot solve the issue and feel the problem is serious, please direct your complaint in writing to complaints@rdhs.ca.
3. A senior RDHS staff member will contact you within 2 weeks to investigate your complaint and to address your concerns.





YOUR HOME

Keys, FOBs & Locks

Your unit has had the locks changed before you move in. You, the tenant, will be provided with the keys for your unit, as well as access to any common areas (mail room, garbage room, storage locker, etc.). Your property manager will also provide you with FOBs if your property uses them.

There is a fee to replace your keys, locks, and FOBs.

Locks cannot be changed without written permission from RDHS staff.

If you need your lock changed, please contact your Property Manager during office hours or the Emergency Maintenance Line after hours or on weekends. You will be charged for the cost of the emergency locksmith.

Utilities

In almost all RDHS buildings, tenants are directly responsible for some or all utilities in their unit. Please contact the appropriate service provider to set up an account or if you have problems or questions. Your Property Manager can help you determine which utility provider to contact if you are experiencing difficulties.



Insurance

Peace of Mind for You and Your Family

As is outlined in your Tenancy Agreement, you are required to have general liability and contents renters' insurance for your unit.

You are welcome to source your renter's insurance from any provider; however, RDHS has partnered with Hub Insurance and the BC Non-Profit Housing Association to provide Renter's Insurance for a reasonable rate and ample coverage.

You can sign up for Renter's Insurance with HUB here:

Parking

RDHS offers parking at all of its locations. If your unit comes with a parking space, it will be outlined in your Tenancy Agreement. All vehicles must be insured for road use and be in good working condition.

Additional spaces and 240V outlets for EV charging stations may be available for an extra fee. Please speak to your Property Manager if you have questions about additional parking spaces.



Smoking

RDHS works to provide healthy living environments for all of our tenants. As such, all RDHS sites are non-smoking and non-vaping sites. Please do not smoke or vape any substances while on the property.



Pets

At Red Door, we love seeing your pets around our properties. They're a part of your family, too!

If you already have a pet, you need to sign a Pet Addendum along with your Tenancy. You will also need to pay a pet deposit equivalent to one-half of the monthly market rent for your unit.

If you are getting a new pet, please let us know before they arrive so we can provide options for how you can pay your pet deposit and sign a Pet Addendum.

Additionally, wild animals are not our pets, and as such, we kindly request that you refrain from feeding them or installing animal feeders, as this can attract rodents and other pests.



Home Alterations

Your unit is your home, and we want you to make it as comfortable as possible for you and your family. However, please note that tenants cannot make alterations to their units without prior written approval from RDHS. Alterations include painting, wallpapering, changing flooring or lighting, adding a security system, or changing appliances and other substantial changes to your unit.

You cannot make structural or substantial changes to your unit or the exterior of the building.

If you would like to make a change to your unit, please contact your Property Manager to discuss your idea with them. If they believe your idea is something that RDHS will consider, they will request that you submit your formal request in writing.

Any approved alterations to your unit will be carried out at your expense and may be subject to certain conditions. RDHS reserves the right to remove any structure or addition that has not been approved in writing, and the associated costs will be at the tenant's expense.

Pictures and Wall-mounted Interior Decorations

We kindly request that you minimize any holes made in the walls of your unit, as you will be responsible for filling them (or paying to have them filled) when you move out. If you do hang small items on your walls, please use picture hooks or other items with small nails to avoid damaging the wall.

For exterior walls, we recommend using 3M Command Strips or similar adhesive-based hangers that do not puncture or damage the wall.

For large items you want to hang on the wall, it's best to check with your Property Manager first.



Appliances

Red Door Housing Society expects tenants to treat all appliances in their unit with care and use them only for their intended purposes. Tenants are responsible for maintaining the cleanliness of appliances and promptly reporting any issues or malfunctions to the property manager.

Regular maintenance, such as cleaning stove burners, wiping down the refrigerator, and defrosting the freezer, helps ensure appliances remain in good working order.

Damage caused by misuse or neglect may result in charges to the tenant. RDHS will handle major repairs or replacements due to normal wear and tear.

Washers, Dryers, and Dishwashers

Most units at Red Door come with washer and dryer hookups. It is the tenant's responsibility to provide their own appliances in proper working order, and covered under valid tenant's insurance. You will need written permission from RDHS, as well as a signed Laundry Addendum, before adding a washer and dryer.

Some RDHS units also offer dishwasher hookups. Tenants are also required to notify their property manager before installing their own working dishwasher and to have it installed by a qualified professional at their own expense.

RDHS reserves the right to remove any washer, dryer, or dishwasher that has not been approved in writing or does not appear to be in working order. The associated costs of removal will be at the tenant's expense.



Bathrooms

Please use a gentle, non-abrasive cleaner on bathtubs, sinks, and toilets. An abrasive cleaner will scratch the surface. Please ensure all tubs and tile surrounds are cleaned regularly.

To prevent sewer backups or clogs, please flush only excrement and toilet paper down the toilet. Wipes, grease, dental floss, and paper towels should never be flushed down the toilet.



Bidets

RDHS does not permit the installation of spray nozzle-style bidets; however, we do allow the installation of bidets that are placed under the toilet seat. If you wish to install a bidet, you need prior written approval from RDHS.

Please speak with your Property Manager if you want to install a bidet. The installation of the bidet must be done by a certified professional plumber, at the tenant's expense.



Maintaining Indoor Air Quality

Day-to-day activities like cooking, showering, bathing, doing the dishes, and laundry can cause moisture, which can damage your unit if not properly managed. Here are some tips to minimize moisture buildup in your unit:

Bathrooms:

- Always use the ceiling fan in your bathroom when using the shower and let it run for about 30 minutes after finishing.

Kitchens:

- Use the stove hood fan and/or HRV unit when cooking or boiling water

HRV Units:

- Some RDHS units are equipped with an HRV unit (Heat Return Vent). These units allow for increased airflow through your unit. These units generally operate continuously and can be boosted by pressing the button on the wall of your unit. The buttons are typically located in the bathroom, the kitchen, or near the HRV unit. Please do not block the HRV Unit.
- Using the boost function on your HRV when you are coming or bathing helps to maintain adequate airflow in your unit and works to evenly distribute the warm air around your house in the wintertime, lowering your bill.

Heat Pumps:

- Some RDHS units have heat pump systems that allow for heating and cooling. It is essential to maintain a temperature above 15 °C during the colder months to prevent mould growth in your unit. If you encounter any mould in your unit, please notify your Property Manager or submit a Maintenance request.



Window Coverings

Your unit will come with coverings for all windows. Some units have vertical and Venetian-style blinds, while others have drapes hung on curtain rods.

Vertical and Horizontal Blinds:

- Tenants are responsible for cleaning the blinds in their unit regularly. Removing dust and debris. If your blinds are not working, please submit a Maintenance Request.

Drapes and Curtain Rods:

- Tenants are responsible for maintaining the cleanliness of drapes and curtain rods in their unit. Please wash all drapes provided in your unit regularly and report any damage to drapes and curtain rods through a Maintenance Request.



Home Security Systems

RDHS understands that feeling secure in your home is important. Tenants may install security devices such as cameras or a doorbell camera, but only with written permission from RDHS.

All equipment must be professionally installed and cannot involve any permanent alterations to the unit, building exterior, or common areas. Unauthorized or improperly installed devices may need to be removed at the tenant's expense. RDHS reserves the right to request the removal of any security device that is deemed unsafe or inappropriate.

All cameras must be positioned to respect the privacy of neighbours and must not capture footage of other units, windows, or shared spaces. Please contact RDHS if you are considering a security system—we're happy to review your request.

Exterior Decorations and Holiday Lights

Tenants are encouraged to put up exterior decorations and holiday lights, provided they are safe, respectful, and do not damage the building. Decorations must not be permanently attached to any part of the building—use only removable hooks or fasteners that won't leave marks or holes. Do not hang items from eaves, gutters, or in a way that could pose a safety hazard.

All holiday decorations and lights must be taken down within two weeks after the holiday ends. Lights should be turned off by 11:00 p.m. each night to prevent disturbances to neighbours. RDHS reserves the right to request the removal of any decorations that are unsafe or inappropriate.



Garage and/or Carport Use

Garages and/or carports are intended for parking vehicles and limited personal storage. As per your tenancy agreement, they must be kept clean and free of flammable or hazardous materials. Items stored should not block access, vents, or create safety risks. Garages and/or carports are not to be used as living spaces, workshops, or for any kind of business activity.

Permanent alterations to the garage, including changes to the walls, doors, or flooring, are not permitted. If any damage occurs, please report it to RDHS as soon as possible.

For safety and security, garage doors should be kept closed when not in use.



Barbeques

If you choose to use a barbecue, please do so with care and consideration for your neighbours.

We only recommend electric models, as they are generally safer. Always ensure your barbecue is attended while in use, located at least 3-5 feet from any building, fully turned off afterward, and kept in good working condition.

RDHS reserves the right to request that any barbecue be removed at the tenant's expense if deemed unsafe.



Yards

Some units at RDHS have fenced yards. RDHS handles lawn mowing and general yard maintenance to keep outdoor spaces looking their best. Tenants are expected to keep their yards clean, tidy, and free of clutter, debris, and any items that could damage the landscaping. Before freezing temperatures arrive, disconnect garden hoses from outdoor taps, drain them, and store them for the winter. This helps prevent frozen pipes and water damage.

Yards may not be used to store personal belongings not intended for outdoor use. Any personal items placed in the yard, such as outdoor furniture or planters, should be maintained in good condition and arranged neatly.

If you notice any maintenance issues in your yard, please report them to RDHS so they can be addressed promptly.

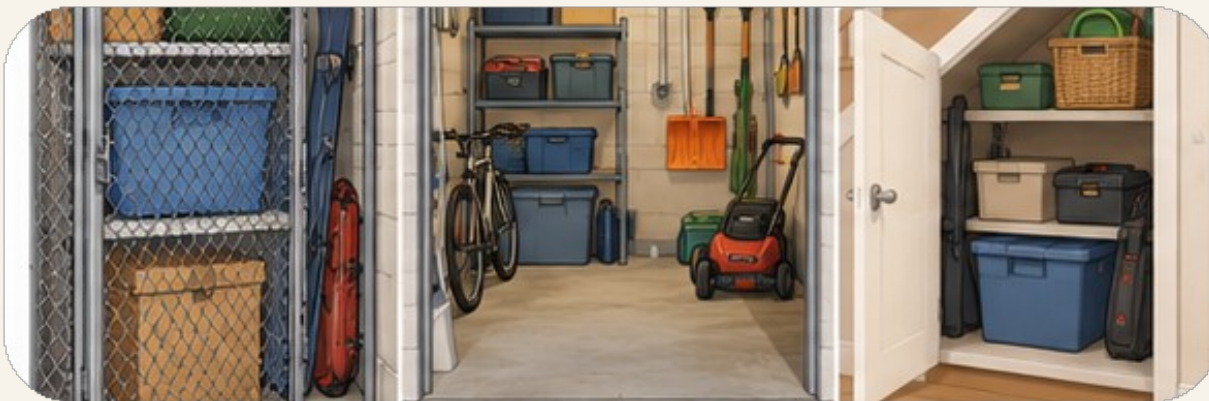


Storage

Some RDHS units include in-suite storage, while others have assigned storage spaces elsewhere in the building. In some cases, garages may have built-in shelving that tenants can use for storing personal items. Tenants are not permitted to store any items on decks, balconies, or other outdoor areas. Items stored must not block access, pose a safety risk, or damage property.

All storage areas must be kept tidy and free of flammable or hazardous materials.

RDHS is not responsible for lost, stolen, or damaged items stored in its facilities.



Snow Removal

RDHS provides snow removal and salting for all roadways and major walkways on our sites to help keep everyone safe during winter weather.

If you live in a townhouse unit, you are responsible for clearing and salting the area around your entryway, including the steps and walkways leading directly to your unit.

Please take extra care when walking around the site in snowy or icy conditions and report any areas that need attention to your Property Manager.



Rodents and Pest Control

To help prevent rodents and pests, tenants are responsible for keeping their unit and the surrounding areas free of attractants, such as uncovered food, garbage, or pet waste.

Garbage must be stored in sealed containers or garbage cans and not left outside. Bird feeders are not permitted, as they can attract rodents and other pests.

If you see a rodent or bugs inside your unit, please submit a Maintenance Request right away. RDHS will arrange for pest control to inspect the area and determine how the rodent entered. If the entry point is due to a building issue, RDHS will cover the cost of treatment and repairs. However, if the problem is deemed to be caused by the tenant's actions (e.g., leaving food out or general uncleanliness), the tenant may be responsible for the cost.

Wildlife

RDHS properties may occasionally have visits from local wildlife such as raccoons, skunks, or other small animals. Please do not feed or approach any wild animals. Feeding wildlife can lead to aggressive behavior and property damage. To help prevent visits, keep garbage sealed and avoid leaving food, pet dishes, or bird seed outdoors.

If you notice signs of wildlife activity that could be a concern, please contact RDHS or your property manager.

Bears

While rare, bear sightings can occur—especially at Red Door sites located near parks, forests, or greenbelts. If you see a bear on or near the property:

- Stay calm and do not approach.
- Bring children and pets inside immediately.
- Avoid running or making sudden movements.
- Never feed or attempt to scare off a bear.

Make sure garbage is stored securely and no food or waste is left outside. Barbecues and compost bins should be cleaned regularly and stored safely if possible.

To report a bear sighting or other large animal, contact your local municipal bylaw office or animal control department right away. Early reporting helps keep both people and wildlife safe.





MAINTENANCE REQUESTS

If you have an issue in your unit that requires repair, please complete a Maintenance Request online at www.rdhs.ca/tenants. We will respond to you as quickly as possible, generally within 24 hours, depending on the urgency of the issue reported.

For all emergency maintenance issues during office hours (Monday through Friday, daytime), please contact your Property Manager directly.



After-Hours Maintenance Emergencies

For all after-hours emergency requests:

Call 604-549-1098



When to Call

The after-hours line is reserved for urgent situations that cannot wait until the next business day, such as:

- Flooding or major water leaks that could damage property or pose a safety risk.
- Complete loss of electricity in your unit.
- No heat in your unit during cold weather.
- Broken windows or doors that compromise security.
- Malfunctioning main door locks prevent access to the building or your unit.

If there is an immediate threat to your safety, that of your neighbors, or the property, do not call RDHS staff first.

Call 911 immediately





COMMON AREAS

Common areas are shared spaces meant for the enjoyment and use of all tenants. To keep these areas safe and welcoming, everyone is expected to treat them with care and respect.

Amenity Spaces and Common Rooms

Our common rooms and amenity spaces are available for tenants to use and can be booked free of charge. However, tenants are expected to leave the space clean and tidy after use. If the room is not adequately cleaned, a cleaning fee will be charged.

Remember, you are responsible for the actions of all guests and household members using the room and common areas.

To book a space, please contact your Property Manager in advance.

Most Red Door sites have Amenity Rooms you can book at no charge. Please contact your Property Manager to book.



Playgrounds

Parents must ensure children are adequately supervised at all times while on the playground. Playground use is at your own risk. Use equipment properly and report any damage.

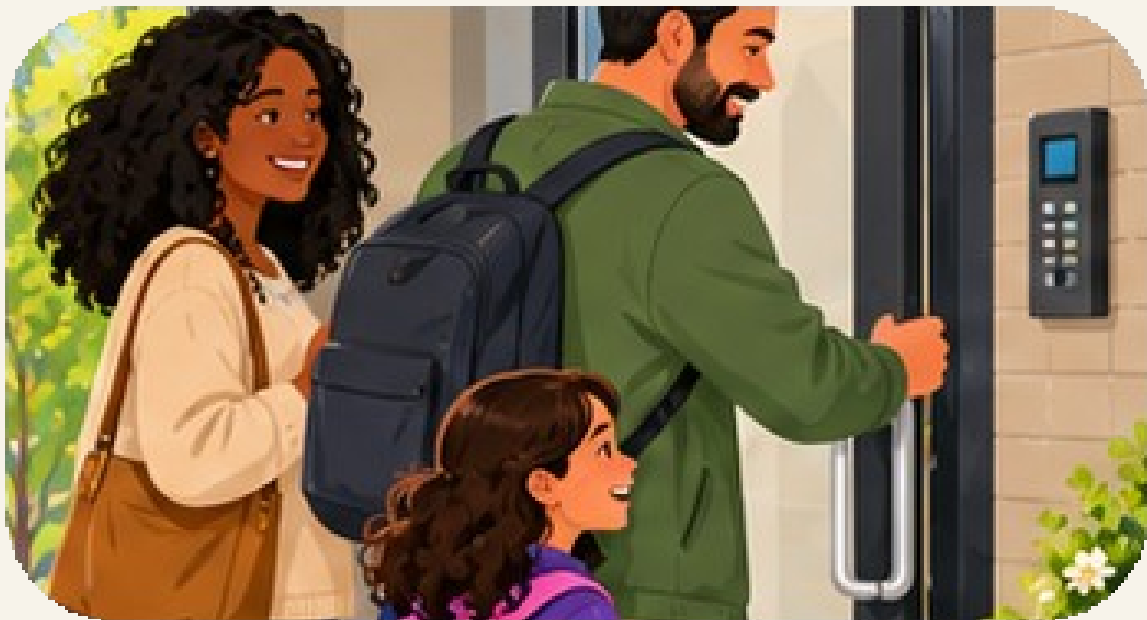


Site Safety and Security

Everyone has a role to play in keeping our sites safe and secure. Please help us by following these safety practices:

- Don't let strangers in. Only allow access to people you know and trust. Never hold the door open for someone you don't recognize.
- Make sure doors and gates close behind you. Don't leave them propped open.
- Meet delivery drivers in person. Buzzing in unknown delivery personnel or couriers without seeing them can be risky.
- Report suspicious activity. If you observe someone behaving suspiciously, loitering, or attempting to access restricted areas, please contact the police. In an emergency, always call 9-1-1.
- Keep personal items secure. Don't leave bikes, strollers, or valuables in hallways or common areas.
- Use outdoor lighting and be aware. If walking on site at night, stick to well-lit areas and report any broken lights or unsafe conditions.
- Inform RDHS of broken locks or safety concerns. Submit a maintenance request if you notice anything that could compromise site safety.

By working together, we can ensure that our communities remain safe for everyone.



Mail Rooms

Each unit is assigned a mailbox, and keys are provided upon move-in. Please check your mail regularly to avoid overfilling your box.

To help keep the mail room tidy:

- Dispose of flyers, junk mail, and packaging in the garbage or recycling bins provided.
- Do not leave unwanted mail or clutter on the counters or floor.



Parcels

Parcel delivery is not the responsibility of RDHS. If you're expecting a package, we recommend:

- Being home to receive it or using a secure parcel locker (if available).
- Asking a trusted neighbour or friend to accept it on your behalf.
- Tracking your deliveries closely to avoid missed or stolen packages.

For everyone's safety, do not buzz in delivery drivers you don't recognize, and meet them at the door when possible.

For your security, do not share your mailbox key or allow others to access your mail.

If your mailbox key is lost or stolen, please contact your Property Manager immediately. A replacement fee may apply.



Laundry Rooms

Laundry rooms are shared spaces for all tenants. Machines are pay-per-use, and instructions for use and payment are posted in the room.

Please follow these guidelines to keep the laundry room safe and respectful for everyone:

- Stay with your laundry while it's in use or return promptly when cycles finish. Unattended laundry may be removed to make room for others.
- Clean up after yourself. Remove lint from the dryer, wipe up any spills, and take all personal items with you.
- Do not overload machines or use excessive detergent, as this can damage equipment.
- Report any machine issues to your Property Manager or the number listed in the room.

Keeping the laundry room clean and accessible is a shared responsibility—thank you for doing your part.



Garbage, Recycling, and Organics

Reduce, Reuse, and Recycle. We all make garbage, and it is our responsibility to dispose of it properly.

Please contact your Property Manager for information about the waste, recycling, and organics collection program at your building. Please don't put glass, newspapers, coat hangers, cardboard, clothing, rope, or organics into the garbage bins. Instead, recycle these items appropriately.

Furniture, mattresses, appliances, and other large items may not be abandoned or dumped in or around the garbage bin areas or anywhere on the property. Tenants found dumping will be charged removal costs for abandoned items. It is costly to pay for removing these items, and "midnight dumping" is everyone's responsibility to report.

Small appliances, computers, paint, oil, and prescription drugs should not be put in the bins. It is your responsibility to ensure the safe and environmentally responsible disposal of materials. Please use your local waste management program to dispose of these items.

If you live in a townhouse or smaller apartment building, check with your Property Manager to determine whether you should put your garbage out for regular pickup (and when) or into shared garbage bins. If you live in an apartment, please ensure that your garbage or organics do not drip any liquid on the floor when you carry them down the hallway.

Ensure the garbage is placed inside—not beside—the bin. Bagged or loose garbage cannot be left outside your unit.





MOVING OUT

If you decide to move out of your RDHS unit, the RTA sets expectations for how you notify RDHS, as the Landlord:

- **To End Your Tenancy:** Provide your notice, in writing, to RDHS at least one month before you intend to move. Your Property Manager will schedule a Move-out Inspection of your unit.
- **Condition of your Unit at Move-Out:** When moving out, you must return your unit to the original condition it was in when you rented it, at your cost. Leave the unit as it was indicated on your Unit Move-In inspection. Any damage that is not reasonable wear and tear is your responsibility. Repair costs may be deducted from your damage deposit only with your written agreement at the end of the tenancy or an order from the Residential Tenancy Branch (RTB), as permitted by the Residential Tenancy Act.

You can also contact your property manager to schedule a pre-move-out inspection, where they can inform you of any necessary repairs or improvements needed to retain your entire damage deposit.

- **Damage and Pet Deposits:** Please provide RDHS with your forwarding address in writing. Subject to exceptions under the Residential Tenancy Act, within 15 days after the later of your tenancy ending or RDHS receiving your written forwarding address, RDHS must return your deposits with applicable interest, obtain your written agreement to retain a specified amount and return the balance, or apply to the RTB to claim against the deposits. Deductions are not automatic.





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This handbook provides general information for RDHS tenants. It does not replace your Tenancy Agreement, the Residential Tenancy Act, its regulations, or other applicable law. If there is a conflict, applicable law governs. Nothing in this handbook limits any right or remedy available to a tenant or RDHS under applicable law.

RDHS has made reasonable efforts to ensure that this handbook is accurate and current. Policies, procedures, and contact information may change. Visit rdhs.ca for the most current information. This handbook is not legal, engineering, or other professional advice.

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