

Good Neighbours Guide for Community Residents & Landlords



Good Neighbours Guide for Student Tenants



Thank you for welcoming students into your neighbourhood. Students are our future and can be great citizens while a part of your community. Students bring more than a passionate and active lifestyle. Many are active volunteers and participate in local clubs, churches and charities.

Most students are friendly and optimistic about their life and their surroundings. Much of how they respond in their new residence depends upon the fit that results in their neighbourhood. Communication between student tenants and residents plays an important role in how the fit develops.

We encourage you to introduce yourself to your new student neighbours when they first move in. Try to be helpful in answering questions they might have regarding bylaws, noise, parking, waste and recycling collections days, snow removal etc. Talk about the standards of your neighbourhood and your hopes that they will maintain these standards and peaceful co-existence with all of the residents of your neighbourhood.

York University does not own, operate or oversee any of the student housing properties in the Village or Four Winds Drive. These properties fall under the jurisdiction of the City of Toronto. York's staff, students and faculty wishes to maintain good relations with the wider University Heights neighbourhood and are committed to working together to protect and promote a safe, engaged community.

Whether you are a returning student or just beginning your studies, York welcomes you and hopes that you will have continued success in your studies.

Your decision to live close to the University in the Village or in the neighbourhood south of Keele campus means that you will be part of a community. Your neighbours will have diverse backgrounds and cultures and include professional people, families with children, and senior citizens as well as other students. The house you rent may be the first place of your own and with that privilege comes responsibility.

Being a good neighbour begins the first day you move in. You are responsible for your own actions as well as those of your guests. Your conduct reflects on the reputation of all York students and can greatly influence the quality of life and overall climate of your neighbourhood.

Be a good neighbour, respect others and understand that the Village/Four Winds Drive are permanent homes for most of your neighbours. York University wants you to succeed as a student AND as a citizen of our communities. The tips found in this pamphlet will help you achieve that success.

GOOD NEIGHBOUR TIPS FOR STUDENTS

KNOW YOUR NEIGHBOURS

After you move into your home, look for opportunities to meet your neighbours by introducing yourself and your roommates. Make sure they know you as their neighbour so that you become a familiar face. Treat your neighbours as you would want to be treated. If you feel comfortable doing so, exchange telephone numbers with your neighbours so each of you can be contacted if there are any concerns.

If there is a neighbourhood or residents/tenants association (e.g. Village at York Residents Association which welcomes student members, www.villageatyork.ca), plan to attend a meeting as a way to get to know other community members and stay informed of what's happening in the neighbourhood (e.g. community events, parking or safety issues, municipal activities etc.).

NEIGHBOURHOOD NOISE LEVELS

Excessive noise is one of the largest neighbourhood nuisances to residents and it can truly disrupt their right to peace and quiet. Students must abide by all municipal noise bylaws.

GARBAGE

Dispose of your garbage in a clean and sanitary manner by placing it in garbage containers with lids. Only put your garbage and recyclables out on your collection day. The curbside collection schedule for the city of Toronto can be found at www.toronto.ca/garbage/single/calendars



KNOW YOUR RIGHTS

The Residential Tenancies Act set the rules for rent increases, evictions, repairs and any other issues that affect tenants. Students should visit the Landlord and Tenant Board Web site to familiarize themselves with the Act. www.ltb.gov.on.ca

The City of Toronto has many bylaws that directly affect the residents of a neighbourhood (e.g. parking, noise, litter). All bylaws are listed online: www.toronto.ca/faq/bylaws.htm#where

Students are reminded that they can take advantage of the support of York's Community & Legal Aid Services Programme (CLASP). www.osgoode.yorku.ca/clasp

CLEAN INSIDE AND OUTSIDE

Be a good tenant and keep the inside and outside of your property clean and tidy. Washing floors, disinfecting the bathroom and clearing out the fridge will make life easier with your roommates and with your landlord.

Keep your yard neat, mow your grass often and keep your driveway and sidewalk clear of snow. If the landlord is responsible for yard maintenance, it should be done regularly. Does he or she have a maintenance schedule?

It's also a good idea to treat furniture responsibly. Don't bring indoor furniture outside to front porches or lawns. Along with window signs, beer bottles, garbage and litter, a pile of soggy chairs can have a negative impact on the appearance of the Village and your presence in the neighbourhood.

PARTY RESPONSIBLY

Let your neighbours know in advance if you're planning a social event or party. Ask them to feel free to call you if things get too loud or if they have any other concerns. Keep the number of guests to a manageable level, the noise down and your guests inside. Clean up any litter immediately afterward in the area of your house and neighbouring yards. Be sure parking laws are being followed.

Your Party, Your Problem

You are legally responsible for your guests. As the owner and host of the party, ensure that you are able to make responsible decisions should any problems arise. Monitor everyone's drinking consumption and don't let anyone drive home drunk. Open alcohol in public places, including the road and sidewalks outside your property, can result in you being charged.

SAFETY TIPS

Personal safety should be considered at all times, whether you are on or off campus.

- Use York's goSAFE campus shuttle with stops at the following locations:
 - Vari Hall
 - Pond Residence/TEL
 - Four Winds Drive & Sentinel Rd.
 - Jane & Shoreham (Terminal 2)
 - Assiniboine Bus stop
 - The Village (Cook Road)
 - 500 Murray Ross
 - The Village East (Leitch)
- Stay in well-lit areas and use routes that are more heavily travelled.
- Avoid walking alone through isolated areas; avoid shortcuts through parking lots, parks and deserted areas.
- At a party, pub or bar, never leave your drink unattended.
- Use a buddy system; when with a friend at a party agree to watch out for each other, leave the event together or in a group.

HELPFUL HINTS FOR HOME SECURITY

- Keep a record of your valuables.
- Identify your property by engraving an identifying mark - proper identification makes it easier for the police to return personal property.
- Be a good neighbour and report any suspicious activity

FIRE SAFETY

The first principle of fire safety for tenants is to eliminate hazards. Most apartment fires are caused by careless cooking, smoking and candle use. Working smoke alarms are required in each unit - make sure your landlord has installed one on every storey, in particular outside each bedroom and kitchens. Make sure smoke alarms have a working battery at all times and that they're tested regularly. There should also be fire extinguishers available on each floor/in each unit.

It's also important to have an escape plan. You should be aware of at least two ways out of every room in the apartment/house. Practice your escape routes and pre-program 9-1-1 into your cellphone and/or landline.

For more information about safety and fire prevention, familiarize yourself with the City of Toronto Fire Prevention information. www.toronto.ca/fire/prevention

IMPORTANT NUMBERS

Emergencies or Crimes in Progress

If you require emergency assistance, or want to report a crime in progress, please call 9-1-1. An emergency is any situation where people or property are at risk (including but not limited to fires, crimes in progress or medical emergencies).

Non-Emergency

If you require police assistance, but are not in an emergency situation (e.g. reporting thefts, vandalism, fraud) or for other situations where no person or property is in immediate danger, please call Toronto Police Services' non-emergency telephone number at 416-808-2222.

Telecommunications Device for the Deaf (TDD, TTY)

For emergencies, dial 9-1-1 and press the space bar announcer key repeatedly until a response is received. The Toronto Police Service non-emergency TDD number is: 416-467-0493.

Crime Stoppers

If you have information about a crime that you would like to report anonymously, please call Crime Stoppers toll-free at 1-800-222-TIPS (8477), visit their Web site, www.222tips.com, or text TIP312 and your message to CRIMES.

Community Relations

York's Office of University Events & Community Relations (UECR) is a central point of contact, facilitation and coordination for the University and local communities on a wide range of community-University engagement initiatives. If you have questions about York's relationship with the Village or Four Winds Drive, please contact Yvette Munro, manager, community relations at 416-736-2100, ext. 77529 or ymunro@yorku.ca.