

Policy Name: Safe Communities

Policy Category: Tenancy Management

Purpose

The Safe Communities Policy provides guidance on how Halton Community Housing Corporation (HCHC) and tenants can work together to keep HCHC communities safe and vibrant.

Scope

This policy applies to all tenants, other household occupants, and visitors or guests of tenants of units and properties owned and/or operated by HCHC.

Standards and Values

As a landlord, HCHC is responsible for protecting the rights of tenants as defined in the *Residential Tenancies Act*. Staff work to ensure that all HCHC communities are safe and secure, and that tenants enjoy a high quality of life.

HCHC supports the growth of strong, vibrant communities through several initiatives, including those to protect the safety and enjoyment of tenants.

HCHC considers tenants, their visitors/guests, and other occupants of the household as key participants in efforts to improve HCHC communities.

Tenants are responsible for the conduct of:

- Themselves
- Other occupants of their unit
- Visitors and guests to their unit

Definitions

Guest: Any person, other than the tenant or occupant, who stays overnight with an HCHC tenant for a limited time (compare to "Visitor," below). Guests maintain a separate home address than the HCHC tenant they are visiting.

Occupant: Any individual listed as a declared occupant under a lease signed with HCHC

Staff: Employees of Halton Region

Tenant: A person who has a signed lease with HCHC.

Visitor: Any person who visits a tenant but does not stay overnight at the unit (compare to "Guest," above). Visitors maintain a home address different than the HCHC tenant.

Policy Details

HCHC tenants are entitled to live in well-managed communities that are safe and secure. HCHC works in partnership with tenants, Halton Region Police Service, and community social service partners to reduce behaviour or activities that may contribute to unsafe or unreasonable conditions.

HCHC provides support or referrals to supports for tenants who have been victimized.

Tenant conduct

HCHC tenants are responsible for ensuring that they, members of their household, and their visitors and guests do not become involved in illegal or anti-social behaviour toward tenants, visitors, contractors, or employees on HCHC property.

HCHC will respond strongly and swiftly to behaviour that:

- Is illegal
- Is deliberate and causes significant damage to HCHC property
- Impairs the safety of any person
- Substantially interferes with the reasonable enjoyment of the HCHC community by other tenants.

HCHC will investigate any reports of illegal acts or behaviour that interfere with the reasonable enjoyment of other tenants in the property (see “HCHC response,” below). Tenants are expected to participate in this process by reporting concerns to appropriate authorities:

- For emergencies or crime in progress, **call 911** immediately.
- To make a non-emergency report, call 905-825-4747 when a crime has occurred that requires police but the crime is not currently in progress, there is no immediate threat to public safety or property, and there are no bodily injuries.
- To report the incident to HCHC, call 311 or 905-825-6000 when it is safe to do so.
- To report behaviour that is not illegal but may still interfere with a tenant’s reasonable enjoyment of the property, contact the Tenant Services Advisor.

Evictions for cause

[Section 61 of the Residential Tenancies Act](#) allows a landlord to give a tenant notice to end the tenancy early in certain circumstances:

- If the tenant, the tenant’s visitor or guest, or someone else who lives in the rental unit does something they should *not* do
- If the tenant, the tenant’s visitor or guest, or someone else who lives in the rental unit does not do something they *should* do

This is sometimes called ending a tenancy, or evicting, “for cause.” Some specific examples of why a tenant may be evicted for cause are:

- Not paying the rent in full (see HCHC’s Arrears Management Policy)
- Damaging the rental property

- Disturbing other tenants or the landlord; for example, continuous, excessive noise or aggressive behaviour, littering, graffiti)
- Doing something illegal in the rental unit or residential complex; for example, drug-related criminal activity, gang activity, assaulting or threatening assault, unlawful use or possession of a firearm
- Taking part in any criminal activity that threatens the health, safety, or welfare of other tenants, anyone on the residential property, or HCHC staff.

HCHC response

HCHC staff will respond fairly to all to reports of incidents on a case-by-case basis and in a manner consistent with other cases.

HCHC will use all reasonable measures to resolve the incident before ending a tenancy. This may include verbal or written follow-up and mediation. If the issue is not resolved, HCHC may take action through the Landlord and Tenant Board, which may include eviction. In cases where the police has charged an individual with an offence, that may be used to support an eviction.

HCHC ensures that when an eviction is made, it is legal, fair, and consistent.

Tenants who are evicted for cause may be [refused future housing](#) by HCHC or another social housing provider under section 50 of the *Housing Services Act*.

Confidentiality

HCHC manages reports from and actions against individuals or households in accordance with its Confidentiality Policy and the *Municipal Freedom of Information and Protection of Privacy Act*, 1990, as required. Details about actions taken or results of investigations will not be shared, except where they are a matter of public record and the appropriate request process has been followed.

<p>Related Policies and Resources</p>	<p>Arrears Management Policy Formal Complaint Process Policy HCHC Tenant Handbook HCHC Residential Tenancy Agreement</p>
<p>Related Legislation</p>	<p><i>Housing Services Act</i>, 2011 <i>Municipal Freedom of Information and Protection of Privacy Act</i>, RSO, 1990, c. M.56 <i>Residential Tenancies Act</i>, 2006</p>

HCHC policies can be found online at halton.ca/hchc