

Basic Guide for Home Maintenance

First Nations Housing Knowledge Base



Tenants/Occupants Handbook

2023

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Important and Emergency Phone Numbers:

In Winnipeg:

Emergency Services (Police, Fire, Ambulance, Poison)	911
(Poison Help Line)	204-787-2591
Winnipeg Police Non-Emergency	204-986-6222
Winnipeg CrimeStoppers (TIPS)	204-786-8477
Missing Persons	204-986-6250
City Hall Information Crisis Line (24 hours)	204-786-8686
Crisis Deaf Line Access Line TTY:	204-784-4097
Addictions Foundation of Manitoba	204-944-6200
Gambling Addiction Help Line	204-944-6382
Health Links (Non-Emergency)	204-788-8200
Healthy Child Manitoba	204-945-2266
Healthy Child Manitoba – Triple P (Parent Line)	204-945-4777
Ikwe-Widdjiitivin Crisis Line & Shelter for Abused Women	204-987-2780
Osborne House Crisis Line & Shelter for Abused Women	204-942-3052
Sexual Assault Crisis Line (Klinic)	204-786-8631
Public Works (Emergency)	204-986-2626
Manitoba Hydro (Electricity & Gas)	204-480-5900
Winnipeg Humane Society (Injured Animal Hotline)	204-982-2020
Veterinary Services (24 hours)	204-452-9427
Legal Aid Manitoba	204-985-8500
Manitoba Advocate for Children and Youth	204-988-7440

Province of Manitoba – Emergency Phone Numbers

Manitoba CrimeStoppers (Outside of Winnipeg)	1-800-782-8477
Kids Help Phone Line	1-800-668-6868
Manitoba Suicide Help Line	1-877-435-7170
Domestic Violence Crisis Line	1-877-977-0007
Government of Canada	1-800-622-6232
Government of Manitoba	1-866-626-4862
Child and Family Services (24 hours – routes to the nearest office)	1-866-345-9241
Health Links / Info Sante (24 hours)	1-888-315-9257
Seniors Abuse Support Line (24 hours)	1-888-896-7183
Housing and After-Hours Tenant Emergencies (24 hours)	1-800-661-4663
Bed Bug Information	1-855-362-2847
Healthy Child Manitoba	1-888-848-0140
Healthy Child Manitoba – Triple P	1-877-945-4777
Legal Aid Manitoba	1-800-261-2960
Manitoba Advocate for Children and Youth	1-800-263-7146

What is a Tenancy Agreement?

A Tenancy Agreement is a contract which is also known as a 'Lease' between the 'Landlord' and 'Tenant'. A written tenancy agreement is an official document between the landlord and the tenant to live and rent the space the landlord rents out from year to year, month by month or even week to week. This agreement can also be in oral form or implied but usually a written document will be used.

A written lease will show:

- How much the rent is.
- When the rent must be paid each month.
- The names of the people living in the unit.
- What is included in the rent (laundry, utilities, security deposit).
- How long the lease is (year to year, month to month, or week to week).

If a tenant does not live up to their responsibilities with the lease, for example, keeps their area unclean, leaves damages unrepaired, noisy, breaking any terms within the lease, the Landlord must give the tenant(s) a chance to fix/repair any damages within a certain amount of time. If it is not fixed within the time given, the landlord can provide you with an 'Eviction Notice' to terminate your lease. Your landlord can also ask you to leave if you keep your unit so dirty it causes a health hazard, a safety risk to other tenants, or causes a lot of damage to your unit. You can always call your local Tenancy Branch for more information.

The Tenants Responsibility:

- To pay the rent on time.
- Keep their unit/yard clean.
- Repair any damage to the unit.
- Ensure the property meets the basic safety, health, and housing standards.
- Keep the unit in order with electricity, fuel, both hot and cold water.
- Do not take part in criminal activity that will cause damage to your unit.
- Do not threaten, coerce, obstruct, or harass other tenants.
- Do not interfere negatively with the security, safety, health, or well-being of fellow occupants.
- Live up to any tenancy agreement and the Residential Tenancy Act

Basic Tools Every Household Should Have:

Every household should be prepared and have a basic tool kit with the basic tools to repair and maintain your home. Most household repairs do not need an expert or contractor to fix. Along

with the right tools and knowledge, you can repair anything on your own. Some essential tools that every tenant/homeowner should have in case of emergencies are:

1. Hammer and Nails
2. Adjustable Wrenches in different sizes
3. Screwdriver Sets (Flatheads and Philips, & screws)
4. Tape Measure
5. Small Hand Saw
6. Plunger
7. Leveler
8. Various sizes of Pliers
9. Small/Large Ladder
10. Toolbox
11. Socket Set
12. Shovel
13. Duct Tape
14. Flashlights
15. Utility Knife
16. Stud Finder
17. Emergency Kit – (blankets, batteries, candles, canned goods, first aid kit, flashlight, water, etc...)

There are Power Tools that may help you with whichever house or yard project you may need. The use of power tools, like a Lawn Mower, Weed Whackers, Rakes, Hoes, Hoses, Wheelbarrows, Bigger Saws, Sanders, Power Drills, and Safety Glasses can help you fix, repair, or build for any of your yard maintenance or projects. You can find all these items at your local hardware store, Walmart, and online stores too!

A Checklist for Home Maintenance for Every Season:

As a Tenant, it's your responsibility to keep your home clean and safe, this includes the indoor and outdoor maintenance as well. To ensure that your home stays in good condition, downloading or creating a cleaning or inspection checklist can help keep you on track and organized. A yearly maintenance checklist can be divided into Seasonal, Month to Month, Week to Week and daily tasks. Keeping up with the indoor and outdoor maintenance task list can also help you inspect the home for any damages that should be repaired (if any) before it becomes too costly.

Other indoor/outdoor chore/tasks include for example:

Indoor examples:

- Cleaning appliances including behind, underneath, and the sides
- Changing the furnace filters quarterly

- Tightening doorknobs if needed
- Regular floor care
- Daily routine chores

Outdoor examples:

- Snow removal from walk and driveways
- Regular yard maintenance
- Pressure washing the sidings of your house
- Inspecting the roof, gutters, and downspouts
- Inspecting spigots (outdoor taps) or the dryer vent to make sure it's not blocked

Keeping a checklist can help make sure you keep track of your chore list. Here is an example:



Home Maintenance is Important.

There are three things to consider while maintaining your home:

1. Fire Hazards, Prevention, and Fire Safety
2. Preventing Wear and Tear in/around the house (inspect for structural damage)
3. Maintaining the Indoor Air Quality

While maintaining your home, you must always think about Safety First.

- Fire Safety - Always be prepared. Anything electrical, heating equipment, or grease fires in the kitchen, unattended candles can all be prevented if you're careful and take precautions.

- Structural Damage – when doing indoor/outdoor maintenance always inspect the foundation of the house inside and outside for any cracks or damages that can be repaired.
- Indoor Air Quality – indoor fuel burning can cause Carbon Monoxide (odorless and dangerous gas which can be life threatening). Always ensure your Carbon Monoxide detector is working properly. Mould can also become a problem for anyone if your homes have moisture problems.
- Home Safety – Damaged stairways, loose hand railings, or any objects blocking the hallways are safety hazards that can cause injuries from falling or tripping. If you have any of these, it would be best for the safety of everyone to repair or put away.

What causes Fires?

Every year hundreds of people die or get injured in house fires. Carelessness and fire hazards, for example, laundry laying all over the floor, appliances, cigarette smoking, electrical wiring, and any combustible materials can start or feed fires, but they can also be prevented as well.

Fire Safety Precautions:

- Install smoke alarms in every room.
- Install smoke alarms on every level of the house.
- Buy Fire Extinguishers for your home.
- Make a Fire Escape Safety Plan with the family and practice it.
- No smoking in the home.
- Keep lighters and matches away from children.
- Make sure to unplug appliances, hair irons before leaving them unattended.
- Keep the stove area clean to avoid grease fires.
- Remove any combustible materials from the cooking area.
- Keep the yard/grass cut so fire does not spread.

How to fight a fire in your home?

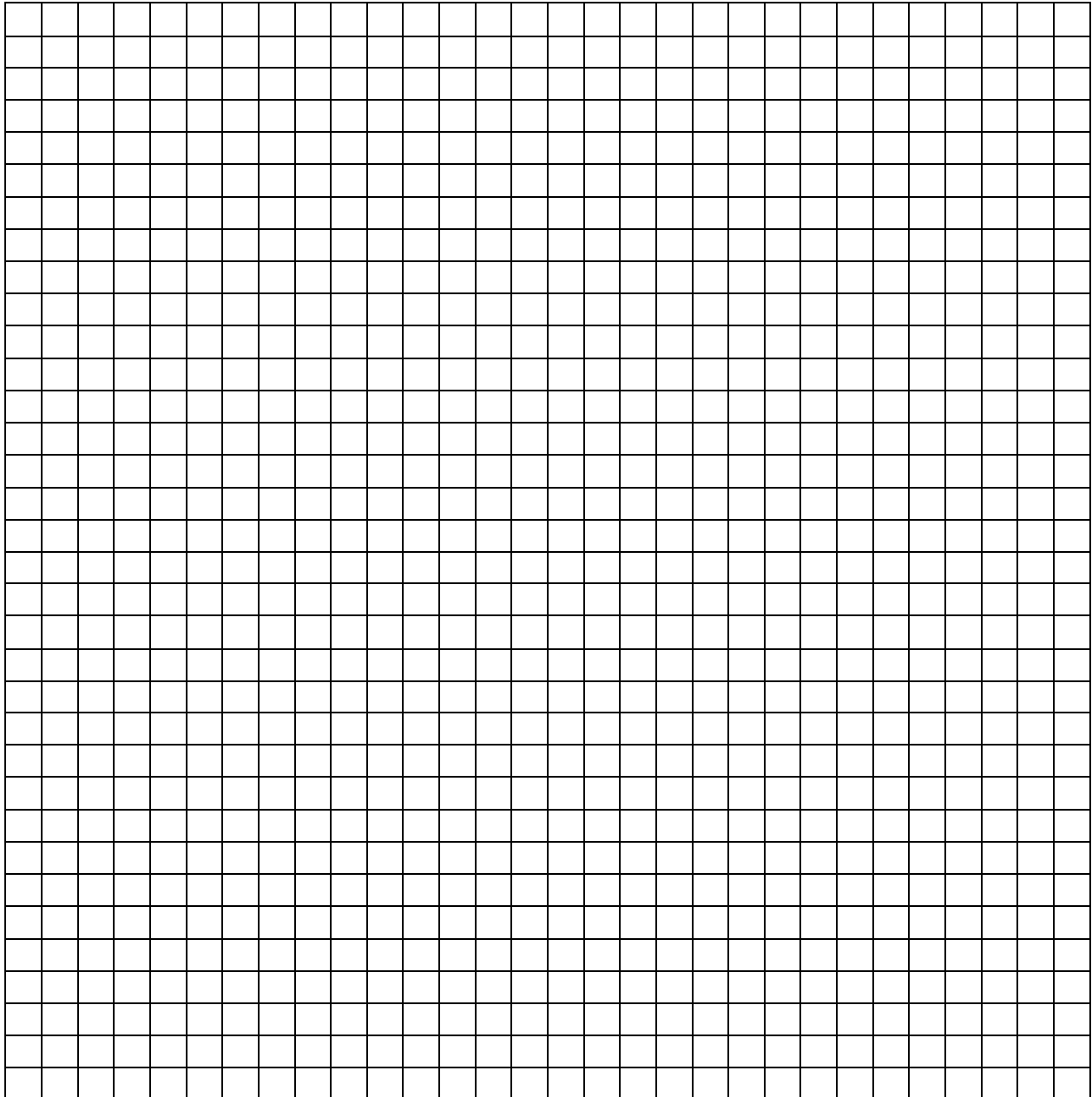
The first few minutes are critical in-house fires. If you have a 'grease or oil' fire in the kitchen. You may also be able to prevent it from getting bigger by turning off the appliance, cover the pan, or close the oven door and/or put baking soda on the fire. If the fire gets too big, quickly get out! Smoke rises so its best to stay low as possible. If your clothes catch fire, smother it by Stop, Drop and Roll.

Fire Prevention:

- Clean and replace your furnace filter quarterly and regularly.
- Clean the HRV (filters, core, and fans).
- Clean out the dryer filter before every use.
- If you are using a Space Heater, ensure it's not close to anything flammable.

- Do not store anything near or against the water tank. (any blow or jolt may crack the glass lining inside)
- Smoke alarms save lives. Make sure the alarm is working correctly and have extra batteries.

Attached is a page where you can draw the outline of your home and draw a fire escape route. Practice the escape route with your family and pets.



Troubleshooting and Work Orders

If you're concerned or confused about any problems with appliances or damaged objects or damage of the house – Call your Housing Department/Maintenance Person. Provide your name, address, and the cause of your problem. If there is an after-hours line, provide the date and time you called.

- Report any damage as seen and report it to the Housing Department so they can provide work orders.
- Priority will take place depending on the professional opinion of the electrician, plumber, or maintenance person.

Tips for Common Issues:

- Clogged drains, pour baking soda down your drain.
- Clogged toilets, use a plunger (if the plunger doesn't work, call the plumber or maintenance person)
- For leaky faucets, or pipes, call the plumber or maintenance person.
- If you have a 'running toilet', lift the toilet tank lid, and make sure the chain isn't tangled, and the plug is closed. If that does not work, call the plumber or the maintenance person.
- Sump pumps should be regularly inspected at least once a year. (If a power outage occurs, the sump pump may stop working unless you have a generator.)
- Any electrical issue/problem should be inspected by a professional.
- If you have any problems with windows and doors, call the housing department with the issue and work order.
- If you have any pest problems such as bedbugs, wasp/hornet nests, or mice, call your housing department/maintenance person.

Moisture Problems and Mould:

Mould has a distinct smell like musty or rotting vegetables. Mould can appear in different colors. If you suspect you have mould, pour a little bleach on the mould spore and if it changes colors or disappears then it's most likely mould. Moisture and humidity are two of the main reasons for mould to grow. Humidity and water leaks cause moisture in the house which is the perfect condition for mould growth. Ensure your bathroom fan is on while taking showers, fans help with air circulation and ventilation. Keeping the window open or fan on while you're cooking will also help with humidity and ventilation. Mould can also cause breathing problems for anyone in the house that has asthma or allergies.

* If your fans in the bathroom and kitchen aren't working, call your housing department or maintenance person.

Materials for Mould Cleaning:

- Safety mask

- Rubber gloves
- Mould and mildew and cleaning supplies
- Safety goggles
- Fans for air circulation

A tenant is responsible to tell the landlord when repairs are needed for their home/unit. The tenant can request for repairs from the landlord.

Is Your Family Prepared for Emergencies?

If an emergency happens, it may take more time for emergency teams to help you. Its always best to try to be prepared for anyone.

You can always be prepared for any emergency. You can create your own guide to which best suites you can the area that you live in and the kinds of emergency guide you need for your home.

Step 1 – Knowing the Risks

Across Canada, we do have natural disasters that occur. Depending on which province you live in, British Columbia has Earthquakes, Blizzards almost everywhere, tornadoes in the prairies and Ontario. Other risks can include power outages and floods.

Step 2 – Making a Plan

Creating a plan with your family to figure out escape plans, where to meet, items to have in an emergency kit for an emergency situation for up to 3 days to a week.

List of emergency items can contain but not limited to, and you can also put whatever you and your family specifically needs. Some items can include:

- Non-perishable food
- Bottled water
- Flashlights
- First Aid Kit
- Extra Batteries
- Medications
- Chargers

Practicing your emergency exit plans with your family at least twice a year, this includes meeting points. If you must evacuate your home and the area you live in.

Step 3 – have an Emergency Kit for your Car:

It's always a great idea to prepare an emergency kit for your car as well. Some of those items can include:

- Anti-freeze washer fluid

<https://www.winnipegcrimestoppers.org/important-phone-numbers.html>

IMPORTANT PHONE NUMBERS

https://www.gov.mb.ca/contact/urgent_toll_free.html

Urgent Service numbers

<https://win.manitobastart.com/wp-content/uploads/2021/03/10-Emergency-Services.pdf>

Emergency Services In Manitoba PDF

<https://prudentreviews.com/wp-content/uploads/2020/03/Things-to-Buy-for-a-New-Home-The-Complete-Checklist.pdf>

Things to Buy for a New House: The Complete List PDF

<https://www.gov.mb.ca/cca/rtb/faqsgen.html#anchor611609>

Residential Tenancies Branch

https://www.gov.mb.ca/cca/rtb/resource_list/tenagree.pdf

FACT SHEET

<https://www.thisoldhouse.com/tools/21018652/best-tools-for-your-home-tool-kit>

The Best Tools for Your Home Tool Kit (2023 Review)

<https://www.2-10.com/blog/essential-list-tools-basic-home-repair-projects/>

The Essential List of Tools for Basic Home Repair Projects

https://www.goodhousekeeping.com/home/a35875791/home-maintenance-checklist/?psafe_param=1&utm_source=google&utm_medium=cpc&utm_campaign=arb_ga_gh_k_md_pmx_ca_urlx_20355382514&gclid=EAlaIQobChMIh8aDyZyrgAMV083CBB3dCAKfEAYASA AEgL7WPD_BwE

A Handy Home Maintenance Checklist to Protect Your Biggest Investment

<https://www.consumeraffairs.com/homeowners/maintenance-checklist.html#overview>

Annual home maintenance checklist

<https://www.bankrate.com/real-estate/seasonal-home-maintenance-checklist/>

Home maintenance checklist for every season

<https://www.getprepared.gc.ca/cnt/rsrscs/pblctns/yprprdnssgd/yprprdnssgd-eng.pdf>

Your Emergency Preparedness Guide