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# Occupant Handbook



**CANADIAN FORCES HOUSING AGENCY**



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**Canada** 

## **A MESSAGE FROM THE CANADIAN FORCES HOUSING AGENCY**

The Canadian Forces Housing Agency (CFHA) welcomes you to your new home.

Our goal is to provide occupants with a quality place to live and excellent service, wherever you have been posted.

We want to make residency worry free and ensure we address maintenance requirements quickly and professionally. We at CFHA take pride in ensuring your home provides a comfortable living environment and peace of mind. CFHA is committed to providing healthy and safe residential accommodations for Canadian Armed Forces members and their household.

It is important to note that, as per the Isolated Post and Government Housing Directive, no formal landlord-tenant relationship exists between the Minister of National Defence and occupants of the Department of National Defence (DND) housing. Therefore, various provincial landlord and tenant acts do not apply to DND. However, the Minister grants the occupancy of DND Housing by Licence (Occupancy Agreement) which clearly defines mutual responsibilities.

This Occupant Handbook is an extension to the Minister's Licence to Occupy and consequently sets the Terms and Conditions of Occupancy. It outlines some of the basic rights and responsibilities of living in a DND Residential Housing Unit (RHU). This Handbook also provides useful information and contact details on the range of support services available to occupants and their household. Please take the time to familiarize yourself with this Handbook.

If you have any questions or would like to discuss any aspect of our service, please contact your local CFHA Housing Services Centre.

We trust that you will enjoy living in the home that we have allocated to you.

*Please note that this document is regularly revised to remain as current as possible. Therefore, the PDF version available on [CFHA website](#) supersedes all other versions.*

**LAST UPDATE: APRIL 2024**

## **1 CANADIAN FORCES HOUSING AGENCY (CFHA)—IMPORTANT INFORMATION**

- 1.1 Contact information
- 1.2 Customer service feedback
- 1.3 Nominate an employee for Stars of CFHA
- 1.4 X and email communications
- 1.5 CFHA Customer Service Pledge
- 1.6 Occupant responsibilities

## **2 MOVING IN**

- 2.1 Orientation meeting
- 2.2 DND housing checklist for new occupants
- 2.3 Locks and keys
- 2.4 Insurance
- 2.5 Damage caused by movers
- 2.6 Utilities
- 2.7 Cable/satellite dishes and telephone

## **3 OCCUPANCY IN YOUR RESIDENTIAL HOUSING UNIT**

- 3.1 Good housekeeping practices
- 3.2 Activities requiring Housing Services Centre approval
  - 3.2.1 Security cameras/doorbells
  - 3.2.2 Operating a home-based business
  - 3.2.3 Alterations/additions to the RHU
  - 3.2.4 Interior painting and wallpaper
  - 3.2.5 Furniture and effects
  - 3.2.6 Specialty appliances
  - 3.2.7 Fences, patios, decks, gazebos, sheds, and dog runs/pens/kennels
  - 3.2.8 Above ground pools, wading pools, and hot tubs
  - 3.2.9 New cables (TV, Internet, etc.) /satellite dish installation
  - 3.2.10 Automobile shelters
  - 3.2.11 Planting of flowerbeds, vegetable gardens, and shrubs
  - 3.2.12 Soil excavation (call before you dig)
  - 3.2.13 Electric vehicle charging services
- 3.3 Barrier-free modifications
- 3.4 Window blinds and curtain/drapery tracks

- 3.5 Basement storage
- 3.6 Landscaping
- 3.7 Snow removal
- 3.8 Water flushing
- 3.9 Waste removal/recycling/composters
- 3.10 Use of pesticides
- 3.11 Skating rinks
- 3.12 Asphalt and concrete surfaces
- 3.13 Locker storage
- 3.14 Garages
- 3.15 Parking
- 3.16 Vehicle maintenance
- 3.17 Recreational vehicles, boat/watercraft, and sport/all-terrain vehicles
- 3.18 Occupant owned recreational equipment

#### **4 MAINTENANCE AND REPAIRS**

- 4.1 Routine maintenance repairs
- 4.2 Emergency repairs
  - 4.2.1 Power failure
  - 4.2.2 Heating failure
  - 4.2.3 Electric or gas water heater failure
- 4.3 Emergency After-Hours Response Service (EAHRS)
- 4.4 Temporary evacuation
- 4.5 Light bulbs, fluorescent tubes and fuses
- 4.6 Furnace operation
- 4.7 Drainage systems

#### **5 INDOOR AIR QUALITY**

- 5.1 Mould
- 5.2 Duct cleaning
- 5.3 Heat recovery ventilators
- 5.4 Asbestos
- 5.5 How we manage asbestos

#### **6 FIRE SAFETY**

- 6.1 Smoking
- 6.2 Fire pits

- 6.3 Flammable liquids
- 6.4 Barbeque equipment
- 6.5 Deep fat fryers
- 6.6 Combination smoke and carbon monoxide alarm
- 6.7 Automatic sprinkler systems
- 6.8 Residential housing units fire and life safety visits
- 6.9 Escape planning
- 6.10 Lithium-ion battery safety

## **7 CANNABIS**

- 7.1 General
- 7.2 Growing
  - 7.2.1 Outdoor
  - 7.2.2 Indoor
- 7.3 Safe disposal of cannabis
- 7.4 Damages

## **8 OTHER INFORMATION AND REQUIREMENTS**

- 8.1 Household information
- 8.2 Intra-base moves
- 8.3 Domestic pets
- 8.4 Pest management
- 8.5 Good neighbour considerations
- 8.6 Hazardous spills
- 8.7 Firearms and ammunition
- 8.8 Reasonable and emergency access
- 8.9 Signage
- 8.10 Extended absences from your RHU
- 8.11 Respectful conduct
- 8.12 Violation management
- 8.13 CFHA interior/exterior photos of an occupied residential housing unit
- 8.14 Extension beyond release

## **9 COMMUNICATION**

- 9.1 Surveys
- 9.2 Complaint resolution process

## **10 MOVING-OUT**

- 10.1 Moving-out process
- 10.2 Moving-out requirements
- 10.3 Restoration of grounds
- 10.4 Shelter charges account/damages
- 10.5 Notification to utility service providers
- 10.6 Redirection of mail

## **DEFINITIONS**

**Base shelter value (BSV):** Is the value assessed by Canada Mortgage and Housing Corporation for the occupation of a housing unit, and accounts for the physical and locational characteristics of the unit and external influences. The BSV excludes utilities (heat, electricity, water and sewer), furniture and appliances. It also excludes any rental charge adjustment and/or special reductions.

**Fair wear and tear:** Normal and expected deterioration due to ageing and normal use.

**Household:** Includes the Occupant of Record, dependants or other individuals residing with the Occupant of Record.

**Housing Services Centre (HSC):** Housing Services Centres are the local offices responsible for the management of the residential housing units at your location. They are your first point of contact for housing information and services including allocations, rent information and maintenance.

**Infraction Notice:** An Occupant of Record who fails to comply with an applicable section of the Licence to Occupy/Occupant Handbook may be issued an Infraction Notice, which is a notification of a violation of the Terms and Conditions of Occupancy. The Infraction Notice will clearly identify the infraction, outline in detail what is expected to resolve the issue and provide the deadline by which the Occupant of Record must comply.

**Non-fair wear and tear:** Damage caused by neglect or mistreatment. The Occupant of Record may be liable for the cost of repair or replacement caused by non-fair wear and tear.

**Non-roadworthy vehicle:** A vehicle that is not mechanically sound or suitable for use on the road, regardless of if a vehicle is licensed, insured, or certified.

**Occupant of Record:** The individual who has been allocated a residential housing unit (RHU) and accepted responsibility as a result of having signed a Licence to Occupy document and commenced payment.

**Premises:** A house together with its land and outbuildings.

**Recreational vehicle:** A structure designed to provide temporary living accommodations for travel, vacation, or recreational use, and to be driven, towed, parked, or transported.

**Utility trailer:** A small non-motorized vehicle which is generally pulled by a motorized vehicle and features an open-bed and is used for the hauling of light loads.

**Vehicle maintenance:** Includes tasks on your own personal motor vehicle such as engine tune-ups, lubrication, carburetor cleaning, tire rotation as well as replacement of bulbs, headlights, battery, filters, wiper blades, fuses, etc. It does not include major repairs such as engine replacements, engine rebuild, replacing a head gasket, engine block repairs, cylinder replacement or repair, transmission replacement or rebuild, etc.

**Violation Letter:** A formal notification to the Occupant of Record of the commission of an infraction that has not been satisfactorily addressed or rectified. It includes a statement of infraction, the corrective measure(s) required from the Occupant of Record and a specified

deadline to ensure compliance and prevent further escalation which may ultimately result in eviction.



**1 CANADIAN FORCES HOUSING AGENCY (CFHA)—IMPORTANT INFORMATION****1.1 Contact information**

Emergency After-Hours Response Service (EAHRS): 1-800-903-2342

[HSC Contact Information](#)

[CFHA website](#)

For other emergency services and relevant contact information for your area, please consult your CFHA Digital Welcome Kit.

**1.2 Customer service feedback**

At CFHA, our occupants are our top priority. We strive to provide excellent customer service to our customers and our goal is to continuously improve the customer experience.

We encourage occupants living in DND housing to provide us with feedback, suggestions, and comments on how we can improve our services.

You can submit your feedback by email at [CFHA-ALFC.HOPSCS-GLSC@forces.gc.ca](mailto:CFHA-ALFC.HOPSCS-GLSC@forces.gc.ca).

**1.3 Nominate an employee for Stars of CFHA**

Did you receive great service from a CFHA employee? [Let us know about it!](#) Nominating someone is easy and only takes a few minutes.

**1.4 X and email communications**

Follow us at [@CFHA\\_ALFC](#) to stay informed on:

- Future improvements of housing (infrastructure).
- Emerging issues on bases and wings.
- Available positions in CFHA.
- And more!

Occupants of Record will receive email communications directly from their Housing Services Centre (HSC). Please ensure to [keep your contact information up to date](#) with your HSC.

### **1.5 CFHA Customer Service Pledge**

We, at the Canadian Forces Housing Agency, pledge to:

- Respond to your needs in a courteous, fair, timely, and professional manner.
- Consistently measure and improve the quality of our services.
- Provide you with accurate and up-to-date housing information.
- Ensure that our services are easily accessible.
- Make our services available at convenient times.
- Return phone and email messages promptly.
- Respond to emergency maintenance needs 24/7.
- Cater to families with special needs and, whenever possible, adapt your home to meet those needs.
- Provide you with a way to report and address your housing issues.
- Provide services in both official languages.
- Respect your privacy and confidentiality.

### **1.6 Occupant responsibilities**

At the Canadian Forces Housing Agency, we want you to be comfortable in your home. You can help us provide you with the best possible housing services by:

- Abiding by the terms and conditions of the Licence to Occupy and the Occupant Handbook.
- Treating our staff and contractors with respect.
- Advising the Canadian Forces Housing Agency of your special housing needs.
- Providing Canadian Forces Housing Agency staff and contractors with reasonable access to your home.
- Providing the Housing Services Centre with emergency contact information while you are away for more than 48 hours.
- Informing your Housing Services Centre about any concerns you may have regarding your home, its maintenance, and its management.

## **2 MOVING IN**

### **2.1 Orientation meeting**

Upon arrival for move-in, the Housing Services Centre (HSC) representative will provide an orientation briefing. The HSC representative will provide the Occupant Handbook and the Licence to Occupy for signature as well as the keys to the residential housing unit (RHU) to the new Occupant of Record.

## **2.2 DND housing checklist for new occupants**

It is the Occupant of Record's responsibility to note in this checklist any damages and/or deficiencies in the allocated RHU which will remain on file with the HSC. This checklist will be reviewed at the end of occupancy and during the preliminary move-out inspection for comparison to ensure that the Occupant of Record is not held liable for any damages and/or deficiencies upon move-out. Repair costs for damages that are not noted in the checklist may be the responsibility of the Occupant of Record. The Occupant of Record is required to complete, sign, and return the DND housing checklist to the HSC within thirty (30) calendar days of the move-in day by email or in person.

## **2.3 Locks and keys**

The Occupant of Record is provided with two (2) sets of keys for each exterior door of the RHU including the garage door, if applicable, and must be returned upon move-out.

It is important to note that the HSC does not keep a spare set of keys to RHUs. The Occupant of Record is responsible for the safe keeping of their keys and is responsible for costs related to the replacement of keys. The Occupant of Record is required to contact the HSC to obtain approval to change locks.

The occupant must contact a locksmith of their choice should they require assistance accessing their RHU.

## **2.4 Insurance**

The Occupant of Record is fully responsible for damage to, or loss of, personal effects while occupying the premises. As such, the Occupant of Record is responsible for carrying the appropriate insurance including up-to-date personal property and liability insurance covering all damages to the premises as a result of 3rd party vandalism or accidents (fire, flooding, sewer backup, theft, etc.). The Occupant of Record must provide proof of insurance to the HSC prior to taking possession of the premises, on an annual basis and at any time upon request.

## **2.5 Damage caused by movers**

The Occupant of Record must inform the HSC of any damages to the premises caused by the moving company. The Occupant of Record is responsible for covering the repair costs and for submitting a claim for reimbursement directly to the moving company.

## **2.6 Utilities**

When the Crown provides utilities (water, sewage, gas, fuel, and electricity), the Occupant of Record is responsible for the costs and is charged accordingly.

When the Crown does not provide utilities, unless advised otherwise by the HSC, the Occupant of Record must arrange for the service(s) directly with their local provider.

Failure to obtain and maintain utilities, including top-up of the fuel tank, can create health and safety hazards and cause damages to the RHU. This may result in CFHA recovery of utilities and repair charges and could justify eviction.

### **2.7 Cable/satellite dishes and telephone**

CFHA will provide a functioning telephone jack in a common area of the RHU.

The Occupant of Record is responsible for paying for telephone, cable and/or satellite service, including the installation of additional and/or relocation of jacks or cable and satellite installation and upkeep. Please refer to section [3.2 Activities requiring Housing Services Centre approval](#) of this Handbook for more information.

## **3 OCCUPANCY IN YOUR RESIDENTIAL HOUSING UNIT**

### **3.1 Good housekeeping practices**

The Occupant of Record is responsible for good housekeeping, including:

- Keeping the premises clean and in a good state of repair, both inside and outside, to prevent health and safety issues and support upkeep of the premises.
- Using all components and fixtures, including electrical fixtures, as intended to avoid any risk or damage.

### **3.2 Activities requiring Housing Services Centre approval**

The Occupant of Record must obtain the HSC's written approval prior to making additions or alterations to the premises or conducting commercial activities. Examples include, but are not limited to:

#### **3.2.1 Security cameras/doorbells**

The Occupant of Record may install security cameras and/or doorbells with cameras for safety reasons if they do not infringe upon their neighbours' privacy. The Occupant of Record is responsible for all costs related to the installation, removal, or damage to the RHU.

Any privacy concerns relating to security cameras/doorbells, should be brought to the attention of the Military Police and/or local policing authority.

#### **3.2.2 Operating a home-based business**

All HSC requests to operate a home-based business from an RHU are subject to local by-laws, provincial/territorial regulations, and Base/Wing Commander's support. Approvals may be granted should the business not disturb the neighbours, obstruct traffic, offer unfair competition to local businesses, lead to any changes or excessive maintenance to the premises, present a health hazard, or is in conflict with Base/Wing Standing Orders. The Occupant of Record must carry appropriate insurance for the business. If the municipality requires a business licence, the Occupant of Record must submit it to the HSC prior to the start-up of operations.

### **3.2.3 Alterations/additions to the RHU**

Requests for renovation, alterations, or additions to the RHU must be submitted through the HSC. The HSC will review the request in accordance with the National Building Code and all applicable CFHA Standards within a reasonable timeframe.

The Occupant of Record is responsible for all associated costs.

*Note: Due to fire safety, basements are not to be used as livable spaces and serve only for storage or utility space unless otherwise advised by the HSC.*

### **3.2.4 Interior painting and wallpaper**

Wallpaper is not permitted and the Occupant of Record is responsible to return walls to the same standard found during move-in, including the use of CFHA approved color. Failure to comply may result in the Occupant of Record being held responsible for any costs related to returning the walls to their original condition. Fair wear and tear applies in all cases.

### **3.2.5 Furniture and effects**

The Occupant of Record is responsible for the costs of all alterations to the RHU for accommodation of any all furniture and effects.

### **3.2.6 Specialty appliances**

Installation of specialty appliances such as air conditioners, dishwashers, gas appliances, etc., must be completed through CFHA. The Occupant of Record is responsible for all associated costs of specialty appliances such as, but not limited to, installation, maintenance/repair, removal, and restoration costs.

### **3.2.7 Fences, patios, decks, gazebos, sheds, and dog runs/pens/kennels**

Installation of any fence, patio, gazebo, shed, dog run/pen/kennel or other approved structures, are subject to local restrictions and CFHA standards. The Occupant of Record is responsible for the maintenance and/or repair of any approved structures they build. The Occupant of Record is responsible for the removal of all structures at the end of their occupancy, restoring the grounds to their original condition, and all associated costs. Please refer to section [10.3 Restoration of grounds](#) of this Handbook for more information.

The Occupant of Record may submit an application by submitting the application form.

### **3.2.8 Above ground pools, wading pools, and hot tubs**

Above-ground pools, wading pools, and hot tubs are subject to local restrictions and CFHA standards, and require a fence prior to their installation and being filled with water. Please refer to section [3.2.7 Fences, patios, decks, gazebos, sheds, and dog runs/pens/kennels](#) of this Handbook for more information. The Occupant of Record is also required to possess and provide proof of appropriate liability insurance, prior to installation, and on an annual basis thereafter. The Occupant of Record is responsible for the removal at the end of their occupancy,

restoring the grounds to their original condition, and all associated costs. Please refer to section [10.3 Restoration of grounds](#) of this Handbook for more information.

The Occupant of Record may submit an application by submitting the application form.

### **3.2.9 New cables (TV, Internet, etc.) /satellite dish installation**

If the Occupant of Record is installing new cables or satellite dishes (self-installed or using a local service provider), CFHA must be consulted and will monitor and inspect the installation of new cables and satellite dishes to prevent damage to the RHUs. If the equipment is not installed properly or maintained, the Occupant of Record will be required to remove it at their expense. The Occupant of Record is responsible for the removal at the end of their occupancy and all associated costs.

### **3.2.10 Automobile shelters**

The installation of automobile shelters and sheds are subject to applicable provincial/territorial legislation, regulations, municipal by-laws, and CFHA standards. Shelters are to be installed in the driveways of single and semi-detached dwellings only.

It is prohibited to attach structures to the RHU, garages, or to be anchored to the pavement—proper weights must be used instead.

The Occupant of Record is responsible for the removal at the end of their occupancy, restoring the grounds to their original condition, and all associated costs. Please refer to section [10.3 Restoration of grounds](#) of this Handbook for more information.

The Occupant of Record may submit an application by submitting the application form.

### **3.2.11 Planting of flowerbeds, vegetable gardens, and shrubs**

Due to potential problems caused by root systems, poor drainage, etc., some restrictions that apply include:

- Shrubs cannot be planted near the RHU or other permanent structures closer than their maximum potential growth size allows.
- Gardens/flowerbeds planted along the house need to slope away from the foundation wall.
- Small volumes of topsoil are permitted to be imported for gardening purposes, however, volumes larger than 3 metres squared are prohibited.

### **3.2.12 Soil excavation (call before you dig)**

The Occupant of Record must contact their local service providers (hydro, gas, cable, telephone, and water and sewage) to ensure there are no underground services where they are planning to dig. While the work is ongoing, the excavation area cannot be left unprotected as it creates a safety hazard. Any open excavation site is required to be covered with a brightly

coloured and properly secured tarp. Occupants are prohibited from transporting excavated soils offsite.

### 3.2.13 Electric vehicle charging services

An electric vehicle charging service (EVCS) is the equipment between a power source and a vehicle's charging port. The term EVCS refers to the cables, connectors and other devices that function to safely recharge an electric vehicle (EV).

Availability of EVCS varies across HSC locations due to their unique electrical configurations, metering, power supply, parking arrangements, and differing RHU types (singles, semi-detached, row and apartments). These varying conditions can add a level of complexity with installation of EVCS. Approval to install an EVCS is contingent on the feasibility of the installation, local conditions, and specific considerations.

HSCs will assess the potential and provide EVCS level 1 or 2 capability where local conditions permit subject to the following:

	Level 1 Charging	Level 2 Charging – Preferred Option
<b>Description:</b>	EVCS installation by utilizing existing common are block-heater outlets or designated exterior wall outlets.	EVCS installation rough-in permitted within the limitations of existing power supply <u>OR</u> power supply and panel to be sized accordingly.
<b>Technical Specifications:</b>	<ul style="list-style-type: none"> <li>- Supply and install lockable weatherproof box complete with NEMA 5-20R GFIC receptacle on exterior at location;</li> <li>- Supply and install 1-pole, 120VAC, <b>20A</b> breaker in electrical panel;</li> <li>- Supply and install 12 AWG (12/2) wire from electrical panel to location of lockable weatherproof box including all accessories;</li> <li>- Connect wire to breaker/panel and to NEMA 5-20R receptacle.</li> </ul>	<ul style="list-style-type: none"> <li>- Supply and install lockable weatherproof box complete with NEMA 14-50 receptacle on exterior at location;</li> <li>- Supply and install 2 pole, 240 volt, <b>15-40A</b> breaker in electrical panel;</li> <li>- Supply and install 8 AWG (8/3) wire from electrical panel to location of lockable weatherproof box including all accessories;</li> <li>- Connect wire to breaker/panel and to NEMA 14-50 receptacle;</li> <li>- Test circuit for proper operation.</li> </ul>

EVCS availability at HSCs:

- Where EVCS are available, occupants are responsible to supply their own plug and play charging equipment.

- Where EVCS are not available, occupants must inquire through their local HSC for a new installation.
- Installation of EVCS can only be completed through the HSC by a CFHA approved contractor upon confirmation of the electric panel capacity availability and work feasibility.
- The Occupant of Record is responsible for the removal of the EVCS the end of their occupancy, restoring the grounds and RHU to their original condition, and all associated costs related to damages caused by modification or misuse.

The Occupant of Record may submit an application by submitting the application form.

*Note:*

- CFHA will **not** provide EVCS Level 2 where local parking arrangements are not assigned or designated by address. Furthermore, cords are not permitted to run across common area pathways, neighboring properties, common lands, or within non-designated parking areas such as common parking lots.*
- Installing smart technology such as split-breakers or splitters are not to be connected to an RHUs electrical distribution system.*
- Batteries for electric scooters and bicycles should not be charged inside RHUs. Charge the battery in a flat, dry area away from pedestrian areas, direct sunlight, flammable liquids, and tripping hazards, and in a location where the e-bike is not at risk of falling. Charging devices are not to be left unattended.*

### **3.3 Barrier-free modifications**

The Occupant of Record may request modifications to an RHU for accessibility requirements. A written request to the HSC manager supported by a report from an occupational therapist outlining the specifics and details for the accommodations is required. The HSC will engage the CFHA Head Office for review and will respond to the request in a reasonable timeframe.

### **3.4 Window blinds and curtain/drapery tracks**

Window coverings, curtains, blinds, drapes are required to be surface mounted above the window head casement trim, and not within window jambs.

### **3.5 Basement storage**

Unless specifically advised by the HSC, the intended use of the basement is to provide the foundation of the RHU, storage space, and space for services (i.e., furnace, hot water tanks, laundry facilities, etc.). Basements are more susceptible to high levels of moisture and water infiltration, and belongings must be stored away from walls on pallets and/or shelves to prevent possible water damage. It is not permitted to store anything less than 75 cm (30 in) around the furnace and hot water heater. Belongings must be kept away from the electrical panel and water shut-off valves to allow prompt emergency access.



### **3.6 Landscaping**

Subject to applicable provincial/territorial legislation, regulations, and municipal by-laws, the Occupant of Record is responsible for keeping lawns cut and well-tended, shrubs and flower beds maintained, and ensuring the bottom 4 ft. of trees are kept neat from tree suckers.

The Occupant of Record is required to follow any in-effect municipal water restrictions.

### **3.7 Snow removal**

It is the Occupant of Record's responsibility to ensure steps, sidewalks, pathways, and driveways on their premises are cleared of snow and ice at all times. It is recommended to use sand or non-corrosive pet-friendly de-icing products to avoid permanent damage to concrete balconies, walkways, and steps.

Additionally, snow is required be cleared from around utility meters (i.e., gas meters), furnace, hot water tank air intakes, and exhausts. The Occupant of Record must limit the amount of snow piled against the foundations and window wells.

### **3.8 Water flushing**

At most CFHA housing locations, drinking water is provided by the municipality and often managed in part by the local base/wing staff and CFHA. Canadian municipalities and base/wing technicians conduct regular drinking water testing in accordance with Health Canada's [Canadian drinking water guidelines](#).

The majority of CFHA's housing portfolio was built in the post-war era of the early to mid-1950s and is representative of homes built across Canada at the time. While CFHA has undertaken significant upgrades and renovations to its portfolio, some RHUs may still contain lead plumbing parts, such as soldered joints which connect the pipes. Such components were permitted in housing construction in Canada until 1986.

It is strongly recommended that occupants follow [Health Canada's recommendation to flush the water lines](#) in their RHU prior to drinking the tap water, especially when water has been sitting in the pipes for a several hours. Flushing the water, especially first thing in the morning, can reduce exposure to lead if it is present in your drinking water.

CFHA is committed to providing healthy and safe housing for its occupants. If you have questions or concerns about your drinking water, contact your HSC.

### **3.9 Waste removal/recycling/composters**

Occupants must place garbage in covered metal or rigid plastic containers. To keep scavenging animals at bay, plastic bags alone must not be used for household waste. Occupants must take note of the collection schedule and must not put garbage containers out prior to 5 p.m. the day before the scheduled collection, or in accordance with local by-laws. The Occupant of Record is responsible for their garbage until it is placed on the garbage truck.

For safety reasons, occupants must remove rubbish and combustible waste regularly. Any accumulated waste that may be considered a health and safety hazard will be removed at the Occupant of Record's expense. Please refer to section [3.1 Good housekeeping practices](#) of this Handbook for more information.

Occupants are encouraged to recycle where a recycling program exists. The Occupant of Record must leave behind all recycling containers provided for their RHU upon move-out.

Where composters are available, occupants will need to place them in a suitable location, preferably hidden from view. They are to be kept clean, secure, and to be fully emptied and cleaned prior to move-out.

### **3.10 Use of pesticides**

The use of pesticides for cosmetic lawn care, or to treat grubs or other outdoor pests, is prohibited. Information on lawn care alternatives to pesticides is available from many sources, such as [Health Canada's Healthy Lawn](#) website. Please refer to section [8.4 Pest management](#) in this Handbook for more information.

### **3.11 Skating rinks**

To prevent damage to lawns and landscaping, the installation of skating rinks is prohibited. Many residential housing areas and/or adjoining municipalities have indoor and outdoor rinks available in their community.

### **3.12 Asphalt and concrete surfaces**

Asphalt and concrete surfaces can be damaged or stained by automobile fuel and lubricants. This damage and/or stains can result in expensive repairs and an unsightly appearance. The Occupant of Record must remove stains or spills from the driveway and garage floor as soon as they occur, or risk being charged for the repairs.

### **3.13 Locker storage**

The Occupant of Record must keep assigned locker storage tidy and free of fire hazards. It is prohibited to use storage areas for workshops, play areas, motor vehicles (such as motorcycles) or living spaces. Perishable items should be stored in suitable storage containers to keep rodents and insects at bay.

### **3.14 Garages**

The intended use of the garage is only for the purpose of storage and parking of vehicles. If the Occupant of Record wishes to use the garage for any other purpose than storing a vehicle, CFHA will not be liable for damage to the occupant's personal belongings. Activities taking place in the garage must not affect the health and safety of the occupants and/or the integrity of the structure. For the storage of hazardous material or flammable liquids, please refer to section [6.3 Flammable liquids](#) of this Handbook.

### **3.15 Parking**

Vehicles must be parked only in designated and/or allocated parking areas. Parking or driving on the grassed area of the premises is strictly prohibited. Non-roadworthy vehicles must not be stored in the driveway or on the premises.

Utility trailers are permitted on the premises subject to the following:

- The maximum combined length of a trailer must not exceed the parking space available while accommodating the parking of a motor vehicle.
- Parking of utility trailers must not infringe on adjoining premises and corner lots.
- If the trailer can be moved by hand without damaging the lawn or blocking access to the RHU, it may be placed in the backyard of the RHU.
- The trailer cannot:
  - Hinder traffic (block sidewalks/streets).
  - Be in the way of neighbouring allocated parking spaces or emergency services.
  - Block site visions for vehicles on adjoining premises and corner lots.

### **3.16 Vehicle maintenance**

Occupants are only permitted to perform maintenance to their personal vehicles on their own premises and must be performed within 24 hours.

In choosing to make repairs to their vehicle on the premises, occupants must take proper precautions to avoid damage and to maintain the health and safety of individuals and pets. Please refer to section [3.12 Asphalt and concrete surfaces](#) in this Handbook for more information.

During such repairs, vehicles must be able to be easily moved from the driveway to allow access to emergency response teams as well as maintenance/service providers, as required. Vehicles in driveways cannot be left unattended with open hoods, doors, or windows, or on blocks, jacks, hoists, etc., as this could pose a health and safety risk.

### **3.17 Recreational vehicles, boat/watercraft, and sport/all-terrain vehicles**

Storage of recreational vehicles, and trailers with boats/watercrafts and sport/all-terrain vehicles is not permitted on the premises on a permanent basis. However, subject to applicable provincial/territorial legislation, regulations and municipal by-laws, the parking of one boat/watercraft trailer or one recreational vehicle may be permitted on an RHU's assigned parking space from 1 April to 31 October. RVs/boats/watercraft trailers must be stored outside of the RHU area for the off season. Sports/all-terrain vehicles, such as snowmobiles, jet skis, three/four-wheelers and motocross bikes are permitted during respective seasonal periods on the Occupant of Record's premises. The Occupant of Record is responsible for all costs related to damage to the driveway or property resulting from the storage of recreational vehicles. Some bases and wings have storage areas available, please contact your HSC for more information.

Parking of recreational vehicles, boats/watercrafts and sport/all-terrain vehicle during the specified times above is subject to the following:

- The maximum combined length of a trailer with or without a boat (inclusive of attached motor), a personal watercraft, sport/all-terrain vehicle (such as snowmobile or other ATV), or a recreational vehicle, must not exceed the parking space available while accommodating the parking of a motor vehicle.
- Trailers (with or without a boat, personal watercraft, or sport/all-terrain vehicle), must not infringe on adjoining premises and corner lots.
- Cannot be parked on the grass.
- Cannot hinder traffic (block sidewalks/streets).
- Cannot be in the way of neighbouring allocated parking spaces or emergency services.
- Cannot hinder site visions for vehicles on adjoining premises and corner lots.
- Cannot be used as temporary or permanent residence while parked on the premises.

### **3.18 Occupant owned recreational equipment**

All recreational equipment including, but not limited to, hammocks, swings, ziplines, forts, etc., which involve the use of trees is prohibited. The use of freestanding recreational equipment (such as trampolines or play structures) is permitted in the backyard, excluding common areas such as apartments. The Occupant of Record is responsible for the safe operation and repair of all the equipment placed on the premises and is liable in the event of injury. The Occupant of Record may be asked to remove any unsightly recreational equipment. The Occupant of Record is responsible for the removal at the end of their occupancy, restoring the grounds to their original condition, and all associated costs. Please refer to section [10.3 Restoration of grounds](#) of this Handbook for more information.

## **4 MAINTENANCE AND REPAIRS**

CFHA is responsible for maintaining the premises to a standard that prevents health, safety, or security risks for its occupants. The Occupant of Record is responsible to maintain the premises to an acceptable standard by informing their local HSC immediately when damage occurs, or repairs are required, by submitting the online [Repair or maintenance request](#) form.

### **4.1 Routine maintenance repairs**

If the Occupant of Record does not report apparent damages and/or deficiencies that may lead to additional damage, they will be held liable for all associated costs of repairs. All routine maintenance requests are recorded and, in some cases, a CFHA staff member will need to inspect the premises to assess the repairs required.

***Note: There is a requirement to have a person 18 years of age or over present for the duration of any interior maintenance repair.***

CFHA requires that all work completed by a contractor be verified by phone or physically inspected before the payment can be processed. CFHA will contact occupants to confirm if the work has been completed or to request an appointment to inspect the work. It is important that you respond in a timely fashion.

## **4.2 Emergency repairs**

An emergency is defined as an occurrence which, if not treated immediately, could endanger a human life, could cause further damage to property, or create undue hardship to occupants, including, but not limited to:

- Blocked toilets or sewer drains (see section [4.7 Drainage systems](#) of this Handbook for more information).
- Any leak which cannot be contained (from the roof, burst pipes, windows and basement).
- Burst water pipes.
- Electrical faults or shocks.
- Serious roof or basement leaks.
- Fire damage.
- Furnace breakdown during the cold season.

All repairs and modifications must be carried out by CFHA contractors. The Occupant of Record is required to follow these steps before calling the HSC to initiate a service request:

### **4.2.1 Power failure**

- Check the circuit breaker switches in the electrical control panel to make sure they are all in the “ON” position.
- If the control panel shows breaker switches in the “ON” position, switch them “OFF” completely then back again to the “ON” position. If there is still no power, check with your neighbours to find out if they are experiencing a power failure. If they are, it is likely a power failure in the whole area. Make sure the problem has been reported to the local service provider.
- If the failure is confined to the RHU, call the HSC during working hours, or EAHRs, if outside of regular working hours, for assistance.

### **4.2.2 Heating failure**

- Confirm the circuit breaker switch in the electrical control panel labelled “furnace” is in the “ON” position.
- Check the thermostat for proper operation and replace the batteries. Verify the thermostat is set to “HEAT” and the temperature (above current room temperature) setting is appropriate.

- Check if the manual gas shutoff valve external to the furnace is in the “ON” / “OPEN” position.
- If your RHU is heated with oil, check the fuel gauge and contact your local service provider if the fuel level is low.
- Check the emergency power switch (typically located in the proximity of the furnace and affixed to the ceiling) is in the “ON” position.
- Verify that the filter is clean and if the door is properly closed.
- Check the outside intake and exhaust vents for blockages (it is important to keep vents clear of snow and/or ice build-up in the cold season).
- If your RHU is heated with a heat pump, ensure that the back up or supplemental heat is activated in the thermostat and control settings.
- If there is no improvement, call the HSC during working hours, or EAHRS, if outside of regular working hours, for assistance.

#### **4.2.3 Electric or gas water heater failure**

- Confirm the circuit breaker marked “hot water heater” is in the “ON” position in electrical control panel.
- If there is no improvement, call the HSC during working hours, or EAHRS, if outside of regular working hours, for assistance.

Failure to follow the above steps may result in unnecessary emergency calls which CFHA may charge to the Occupant of Record.

#### **4.3 Emergency After-Hours Response Service (EAHRS)**

CFHA provides after-hours service for emergencies which may affect the health and safety of the occupants or cause significant damage to the premises. Please refer to section [4.2 Emergency repairs](#) of this Handbook for more information.

The purpose of servicing an emergency repair request is to render the situation safe. Full repairs will be conducted as determined by the HSC and may only be addressed on the next business day.

The phone number for the EAHRS is **1-800-903-2342**.

#### **4.4 Temporary evacuation**

If a circumstance arises during regular business hours which requires the occupant to temporarily evacuate their RHU, such as an unscheduled disruption of essential services (e.g., heat) or other unplanned disruption (e.g., flooding, fire, sewer backup, etc.), emergency repairs, or other reasons not attributable to the negligence of the occupant, the occupant must contact the HSC manager for the provision of temporary housing and approval. If the circumstance occurs after regular business hours, the occupant should contact EAHRS for instructions. Please refer to section [4.3 Emergency After-Hours Response Service \(EAHRS\)](#) of this Handbook for more information.

#### **4.5 Light bulbs, fluorescent tubes and fuses**

CFHA will provide the initial supply of light bulbs, including fluorescents and fuses (where applicable) for each initial occupancy. All replacements are the responsibility of the Occupant of Record. All light bulbs must be fully functional and of the appropriate wattage at the end of occupancy.

#### **4.6 Furnace operation**

CFHA is responsible for maintaining the furnace and replacing the furnace filter(s) once a year. Between annual maintenance visits, the Occupant of Record is expected to replace the filters every three (3) months, or as per manufacturer's instructions at their own expense. A clean furnace filter maximizes the furnace's efficiency and longevity, and reduces energy costs.

Tips on how to minimize heating costs:

- Set the thermostat to 20° C (68° F) during the day and 18° C (63° F) at night. If the RHU is heated with a heat pump, it is not recommended to lower the temperature at night as the ambient temperature recovery period takes longer than a gas or electric furnace.
- Ensure heat ducts are not blocked by furniture or drapes.
- Place plastic deflectors over the ducts to help circulate heat more effectively.
- Ensure there are no objects within 75 cm (30 in) of the furnace, which could reduce air circulation. This is particularly important for gas furnaces that require surrounding air for efficient combustion.

If the furnace has a connected humidifier, the interior components (tray, disk and/or filter) may be wiped clean using a damp cloth. Where humidifiers are installed, this is an annual requirement normally undertaken by CFHA contractors as part of the annual furnace maintenance visit.

#### **4.7 Drainage systems**

Do not put foreign or hazardous materials into the drainage system. If there is a blockage and drains will not clear using a plunger, the occupant must call the HSC as soon as possible to report the problem. If a foreign object (e.g., toys, baby wipes, sanitary products, etc.) is the reason for the blockage, the Occupant of Record will be responsible for the cost of repairs.

## **5 INDOOR AIR QUALITY**

CFHA is committed to providing healthy and safe RHUs for its occupants. CFHA's maintenance program is designed to manage the condition of the housing portfolio including indoor air quality through preventative, cyclical, and planned maintenance activities. In addition to the maintenance program, CFHA manages indoor air quality issues on a case-by-case basis with established individual management plans to deal with each occurrence.



## 5.1 Mould

Mould is present in varying degrees and forms in all Canadian homes. Moulds can enter the RHU in many ways, including through open windows or doors, on clothing, pets, food, and furniture. Damp conditions in a home can foster the growth of mould but ensuring good air circulation and reducing excess moisture in your RHU can help prevent mould issues from arising.

CFHA's maintenance program along with occupant actions contribute to the management of mould. CFHA encourages occupants to do their part in managing indoor air quality and preventing mould growth by:

- Keeping items stored in the basement off the floor and away from walls to allow for air circulation.
- Keeping floor registers open and clear of furniture.
- When possible, using a hygrometer to monitor/maintain indoor relative humidity between 30 and 55%, as recommended by Health Canada.
- Using bathroom and kitchen fans regularly, as well as heat recovery ventilators, where installed.
- Operating a dehumidifier throughout the spring, summer, and fall.
- Ensuring dryers are properly vented.
- Keeping curtains opened during the day.

For more information, CFHA occupants are encouraged to refer to [Health Canada's guidance](#) on mould.

## 5.2 Duct cleaning

There is much debate in the public domain over the frequency at which ducts must be cleaned. Studies from Canadian Mortgage and Housing Corporation demonstrate that duct cleaning will not usually change the quality of the air you breathe, nor will it significantly affect airflow or reduce heating costs. Additionally, the process of duct cleaning can temporarily increase particles in the air as the system is disturbed.

As an alternative solution for indoor air quality issues associated with dust, occupants are advised to check their furnace filters monthly and replace them every three (3) months. Research shows that airborne dust particles can be reduced when an upgraded filter is installed. Occupants can also reduce household levels of respirable particles through diligent vacuuming with an efficient vacuum cleaner (HEPA filter), removing footwear on entry, and reducing major dust generators (e.g., smoking, pets, etc.).

If the Occupant of Record would like their ducts cleaned, prior approval from the HSC must be obtained. The Occupant of Record will be responsible for all costs associated with the cleaning and any related damage caused to the RHU.



### 5.3 Heat recovery ventilators

RHUs with exterior siding, window, door, and insulation upgrades are airtight, resulting in saved energy costs. However, this airtightness can often lead to stale indoor air. To counteract this issue, upgraded units use heat recovery ventilators (HRV) or energy recovery ventilators (ERV) to distribute fresh air throughout the RHU.

What is an HRV? It is a ventilation device that helps make your home healthier, cleaner, and more comfortable by continuously replacing stale indoor air with fresh outdoor air.

What is an ERV? It is a type of HRV that can exchange both heat and moisture.

Moisture control: An ERV can give you more control over moisture levels in your RHU during warm and humid weather by keeping excess moisture out of your RHU. Because less energy is required to lower the temperature of dry air compared to moist air, an ERV can reduce the work your air conditioner needs to do and save you money.

Moisture recovery: If your winter climate is extremely dry, ERVs recover some of the moisture that would leave your RHU through a regular HRV. This helps you maintain a comfortable humidity level within your RHU, avoiding static electricity, sore throats, and other discomforts caused by air that is too dry.

Tips for maintaining your HRV/ERV:

- Never turn your HRV/ERV off (other than for servicing), it should always be running.
- Make your unit accessible for CFHA's annual servicing of your HRV/ERV, to ensure it keeps running efficiently.
- Clean your unit regularly, including changing the air filters every 1-3 months.

For more information about your HRV, consult the manufacturer's manual or contact your HSC.

### 5.4 Asbestos

Asbestos minerals have historically been used to make products strong, long-lasting, and fire-resistant.

Prior to 1990, asbestos was commonly used in materials such as:

- Shingles and felt for roofing
- Exterior siding
- Pipe and boiler covering
- Drywall joint compounds and cement
- Wallboard
- Vinyl floor tiles
- Attic insulation

Materials containing asbestos were used in military housing from the 1950s to 1980s, before it was removed from the Canadian market.

Asbestos fibres can cause health risks if damaged or disturbed during maintenance, renovation, or demolition. There are no significant health risks if materials containing asbestos are inaccessible and undisturbed.

### **5.5 How we manage asbestos**

CFHA manages asbestos-containing materials in accordance with provincial health and safety regulations and applicable directives. If the asbestos-containing materials are in good condition and are enclosed or inaccessible, we manage them “in place,” except during the course of demolition or renovation, or in other cases where the product must be handled, dealt with, disturbed, or removed.

CFHA assess the condition of each RHU regularly and takes measures to ensure that any asbestos-containing material in the unit remains in good condition and undisturbed, or arranges for its removal, depending on assessment results.

A visual inspection has been completed on all RHUs to identify the presence of asbestos insulation. Joints and cracks have been sealed around ventilation or lighting fixtures in ceilings next to attic spaces containing asbestos insulation. These attic hatches have been labelled.

For more information on asbestos, please visit the [Health Canada](#) website on asbestos.

## **6 FIRE SAFETY**

### **6.1 Smoking**

Occupants, and/or guest(s) are permitted to smoke on the premises, including the front, back and side yards, as well as any additional buildings such as garages and sheds on site. Smoking is prohibited in shared spaces (e.g., row garages, shared garages apartment building hallways, storage rooms, etc.).

Smoking recommendations:

- Safely dispose of cigarette butts in a non-combustible container filled with water or sand.
- Smoke in areas away from items that burn, such as potted plants, combustible vegetation, planters, and recycle bins.
- Never empty smoking material directly into a trash can.
- Place ashtrays or metal cans away from items that can burn.
- Provide designated smoking areas and suitable disposal containers in, or around, RHUs.
- Be alert and investigate unusual smoke smells.
- Take an active role in ensuring smoking safety, whether you smoke or not.
- Keep matches and lighters away from children.

- Remind those who use home oxygen to not smoke.

Precautionary measures should be taken during the summer months as hot and dry conditions can lead to increased fire hazards.

The Occupant of Record will be held legally and financially responsible for all costs incurred for damages caused by smoking (including cannabis). The costs related to damages include, but are not limited to:

- Cleaning
- Structural

## **6.2 Fire pits**

As per the [DND Fire Protection Program](#), fire pits and all solid fuel burning appliances are prohibited on the premises, however, propane or natural gas-fired appliances approved by an organization recognized by the Standards Council of Canada may be permitted subject to municipal and/or provincial regulations and policies.

## **6.3 Flammable liquids**

As directed by the CF Fire Marshal, no more than 30L of flammable and combustible liquids (of which no more than 10L can be flammable liquids) are permitted to be stored on the premises. All flammable liquids are to be stored in approved containers.

Flammable liquids include but are not limited to gasoline, kerosene and camping fuel (naphtha).

Combustible liquids include but are not limited to diesel fuel, automotive oil, and paint thinner.

## **6.4 Barbeque equipment**

Barbeque equipment, including gas or electric barbeques, smokers, or fryers, are designed for outdoor use only. Propane tanks cannot be stored inside the RHU. When in use, barbeques must be kept at least three (3) metres away from any structures, including, but not limited to, buildings, sheds, decks, fences, railings, etc. Barbeques are prohibited on all apartment balconies, however, may be permitted at designated outdoor recreational areas, where available.

## **6.5 Deep fat fryers**

These appliances are a major cause of fires and must be used with extreme caution. Only fryers approved by a certified testing laboratory, such as Canadian Standards Association or Underwriters Laboratories of Canada may be used in the RHU.

## **6.6 Combination smoke and carbon monoxide alarm**

Smoke and carbon monoxide alarms are installed throughout your RHU. CFHA assumes third-party maintenance and inspection of installed devices on an annual basis including cleaning, battery replacement, and testing.

Occupants are responsible for conducting weekly inspections to ensure the light on each device is operational. Occupants must also test alarms monthly by pressing the front-facing button on each device to verify its proper function.

Occupants are encouraged to recognize alarm communications and are responsible to replace defective device batteries between inspections.

Not all devices installed by CFHA require battery replacement as many devices include built-in batteries for the life of the device. If unsure, contact your HSC.

If you hear an alarm while not inspecting or testing the device:

- Immediately move all occupants outdoors to safety.
- Call the local emergency service or fire department (911).

***Note: It is prohibited to permanently remove the batteries or tamper with smoke or carbon monoxide device in any way. Occupants may change the batteries as per paragraph 3 above.***

### **6.7 Automatic sprinkler systems**

Automatic sprinklers have been installed in select RHUs. They are provided for safety and property protection. They may be exposed in the basement or concealed in the living areas. The following should be observed:

- Never suspend anything from the sprinklers as this may inadvertently activate the sprinkler.
- Never store items within 45 cm (18 in) of an automatic sprinkler as this will impair its ability to effectively control a fire.
- Do not adjust any of the sprinkler system components found near the water supply entrance in the basement. Notify the HSC immediately if you notice anything unusual, such as a change in RHU water pressure or leaking pipes.

### **6.8 Residential housing units fire and life safety visits**

A National Defence Fire Service representative will visit and brief new RHU occupants on fire and life safety:

- Common causes of fire in the home.
- Smoke/carbon monoxide detectors inspection.
- Safety measures.
- A home fire escape plan.
- Fire reporting procedures.

## 6.9 **Escape planning**

Occupants are strongly encouraged to create and practice an escape plan as soon as they move into an RHU. Negative consequences of fire, such as injury or death, can be avoided with a properly practised and executed escape plan. Contact the local fire hall for more information on fire safety.

## 6.10 **Lithium-ion battery safety**

Lithium-ion batteries supply power to many devices including smart phones, laptops, e-scooters and e-bikes, e-cigarettes, smoke alarms, toys, and cars. If not used correctly, or if damaged, these batteries can catch on fire or explode. Please follow the recommendations below:

- Purchase and use devices that have one of the recognized Canadian Certification marks, such as CSA, cUL or cETL.
- Always follow the manufacturer's instructions.
- Only use the battery that is designed for the device.
- Put batteries in the device the right way.
- Only use the charging cord that came with the device.
- Do not charge a device under your pillow, on your bed, or on a couch.
- Do not keep charging the device or device battery after it is fully charged.
- Keep batteries at room temperature when possible. Do not charge them at temperatures below 32°F (0°C) or above 105°F (40°C).
- Store batteries away from flammable items.

### **Stop using the battery if you notice these problems:**

- A strange odor.
- A change in color.
- Overheating.
- A change in shape.
- Any leaking or odd noises.

If you experience any of these issues, call 911, and if safe to do so, move the device away from any flammable items.

### **Battery disposal**

- Do not put lithium-ion batteries in the trash. Take them to a battery recycling location or contact your local municipality for disposal instructions.
- Do not put discarded batteries in piles.

For more information, CFHA occupants are encouraged to visit [Health Canada's guidance](#) on Lithium-ion battery safety.

## 7 CANNABIS

### 7.1 General

- Occupants are permitted to possess, consume, and grow cannabis in RHUs in accordance with Canadian federal, provincial, territorial, and municipal laws. This applies to all occupants, and/or guest(s) on the premises, including the front, back and side yards, as well as any additional buildings such as garages and sheds on site. Consumption is prohibited in shared spaces (e.g., row garages, shared garages, apartment building hallways, storage rooms, etc.). Please refer to section [7.2 Growing](#) of this Handbook for more information. Occupants must follow Canadian federal, provincial, territorial, and local municipal laws and/or base/wing standing orders with respect to consuming cannabis in public areas and any restrictions that apply to consuming cannabis in proximity to local schools, schoolyards, any public child play areas, or other public places frequented by persons under the legal consumption age limit.
- It is the Occupant of Record's responsibility to make sure all cannabis plants and products in their possession are secure, not visible, and inaccessible to other people, including children.
- Occupants are permitted to grow up to four (4) cannabis plants per household for personal consumption.

*Note: It is illegal to grow cannabis where it is prohibited by provincial legislation.*

### 7.2 Growing

#### 7.2.1 **Outdoor**

- Growing of cannabis plants must be in a secured/locked area (e.g., fenced yard or locked shed/shelter).
- Written permission from the HSC for the fence and/or shed/greenhouse is required. The Occupant of Record is responsible for the cost related to the construction and removal of any security fence or shed/shelter.
- Please refer to section [3.2.7. Fences, patios, decks, gazebos, sheds and dog runs/pens/kennels](#) of this Handbook for more information.

#### 7.2.2 **Indoor**

- When growing cannabis plants indoors, occupants must ensure there is enough ventilation, and the indoor relative humidity remains below 55% to prevent mould growth in the RHU. Please refer to section [5 Indoor Air Quality](#) of this Handbook for more information.
- It is prohibited, under any circumstances, to make changes to the structure of the RHU, the electrical, heating, ventilation, or air-conditioning systems.

- Occupants must use caution if using heat lamps, hydroponics, and/or self-contained growing units due to the potential risk of fire.

### **7.3 Safe disposal of cannabis**

The Occupant of Record is responsible for the safe disposal of cannabis plants at the end of their occupancy. For more information, please visit the [Health Canada website](#) on growing cannabis at home.

### **7.4 Damages**

The Occupant of Record will be held legally and financially responsible for all costs incurred for damages caused by growing and/or consuming cannabis. The costs related to damages include, but are not limited to:

- Cleaning
- Structural
- Electrical/heating/plumbing
- Landscaping

## **8 OTHER INFORMATION AND REQUIREMENTS**

### **8.1 Household information**

The Occupant of Record is responsible to ensure that their file is up to date by providing the HSC with changes to their rank, unit, household size, phone numbers and email addresses of all adult occupants and all changes of household members (dependents, extended family and any other persons occupying the RHU) by completing the online [Household information update](#) form.

### **8.2 Intra-base moves**

CFHA may permit intra-base moves requested by the Occupant of Record for the following reasons:

- Change in official household size as per Posting Instruction or confirmation from the Unit Orderly Room.
- Compassionate reasons, at the discretion of the HSC manager.

Intra-base moves typically do not take place during the active posting season, however, they may be considered at the discretion of the HSC manager, subject to availability of housing. All costs associated with the move will be the Occupant of Record's responsibility.

The approval of intra-base moves depends on a passed preliminary inspection. This means there is no damage (other than fair wear and tear) to the present RHU. The HSC manager will not approve the move until any damage has been repaired and/or paid for, to the satisfaction of the HSC.

The Occupant of Record is responsible for shelter charges, utility costs, and liability and damage insurance coverage for both RHUs during the move as they remain responsible for the previous RHU until official move-out has occurred, and for the new RHU on the day the keys are provided.

The move-out date from the previous RHU must be the same as the move-in date of the new RHU. However, if occupants require extra days, they may submit a written request to the HSC and will incur additional shelter charges. The additional shelter charges for the RHU may be payable by cheque, debit, or credit card on the day the keys are picked up. The previous RHUs shelter charge will be source deducted from your pay until the move-out procedures are completed.

### **8.3 Domestic pets**

Occupants may keep certain pets on the premises, however, CFHA will limit the type and number of pets permitted. If you are a pet owner or would like to adopt a pet, please refer to the [CFHA Responsible pet ownership Instruction](#) for more details.

### **8.4 Pest management**

Strategies for managing pest populations are developed according to the species of pest, as well as the threat they pose to people, property, and the environment. For CFHA managed RHUs, the focus of pest management is to reduce any potential health hazards, prevent loss or damage to CFHA and/or occupant property, and to avoid the proliferation of pests.

The HSC will be responsible for pest control costs:

- To protect the infrastructure, occupants' health and safety, or the environment.
- When it is confirmed that the infestation has not been caused by occupant negligence.

The Occupant of Record will be responsible for pest control costs:

- When a CFHA inspection confirms the pests are due to occupant negligence (poor housekeeping).
- As a preventive measure.
- In structures installed by the occupant.

The HSC will not undertake pest control for skunks, rabbits, or other roaming animals, or for insects outside the RHU. For occupant safety and to ensure the wildlife maintains their self-sufficiency, please do not feed wild animals.

### **8.5 Good neighbour considerations**

Conscientious and respectful neighbours help create a happy community. The following guidelines will maintain a respectful neighbourhood for all occupants:

- Occupants must not trespass on the grounds of their neighbours.
- Occupants must not disturb the peace and/or comfort of their neighbours or any individuals in any RHU. Occupants must not cause or permit anything that unreasonably interferes with



their neighbours' peace, privacy, or quiet enjoyment, including barking dogs and loud parties.

- Occupants must respect all local by-laws and base/wing standing orders.
- The Occupant of Record is responsible for the behaviour and actions of any guest invited onto the premises.

### **8.6 Hazardous spills**

Hazardous material spills inside or outside the RHU, such as fuel oil, gasoline, pesticides or otherwise, must be reported to the HSC immediately. If outside of regular working hours, call EAHRS to ensure proper precautions and/or remedial actions can be taken to minimize health and safety, and environmental concerns.

### **8.7 Firearms and ammunition**

If occupants own firearms and/or ammunition, they must contact the Military Police and/or local policing authority for instructions on how these items need to be licensed and stored.

### **8.8 Reasonable and emergency access**

Occupants must allow access to all premises by CFHA, Defence Construction Canada (DCC) employees, DND employees and contractors when they are required to enter in the performance of their duties, even when occupants are on extended absences from their RHU. With the exception of emergencies, the HSC will inform the Occupant of Record at least 24 hours in advance of the inspection, and provide the reason, date, and approximate time.

In emergencies such as, but not restricted to, fire, flood, or gas leaks, CFHA, DND employees or contractors may be required to enter the premises to perform their duties without obtaining the occupant's permission.

CFHA/DCC/DND employees accessing the premises must provide proper identification upon request. Contractors will carry official work orders issued by CFHA. Occupants should inform the HSC of any unscheduled visits.

Contractors will contact occupants to arrange an appointment time during normal working hours convenient for both parties. The Occupant of Record is required to provide the HSC with their current, local phone numbers and email addresses to pass along to contractors.

***Note: It is the occupant's responsibility to contact the contractor should they need to cancel or reschedule the appointment. Missed appointments may result in CFHA administering a charge to the Occupant of Record.***

### **8.9 Signage**

It is prohibited to post advertising signs outdoors or in the windows of an RHU or to solicit door-to-door in the residential area.

It is also important to note that occupants are not permitted to erect/display political activity signs in support of candidates and/or political parties on RHU premises during election periods as per DND Regulations [QR&O Section 19.44, paragraph \(3\)](#).

### **8.10 Extended absences from your RHU**

When an RHU is unoccupied for more than 48 hours, the Occupant of Record must ensure that the premises are checked daily so that emergencies can be dealt with promptly. The Occupant of Record must advise the HSC of the contact person's name and telephone number by submitting the online [Extended absence form](#). Failure to do so will result in the Occupant of Record being held responsible for any costs of gaining access to the RHU in an emergency situation as well as any damages to the RHU.

While away, the Occupant of Record is responsible to ensure the lawn is mowed, mail/flyers are removed regularly and the driveway, sidewalk, utility meters, and steps are kept clear of snow, ice, or any other debris. Additionally, hot water tanks are to be left in the "ON" position to prevent bacteria growth in the tank.

During winter absences, occupants are to leave the heating system on and set to maintain a minimum temperature of 15° C. In addition, the main water supply valve must be turned "OFF" during absences to prevent or minimize damage should a leak occur. Occupants living in row houses must ensure to turn off the main water valve for their unit and not the valve for all the RHUs in that row. If unsure, contact the HSC.

### **8.11 Respectful conduct**

CFHA is committed to providing an environment for all employees and occupants that is safe, secure, and free of harassment, threats, intimidation, and violence. Occupants must treat CFHA staff and contractors with respect at all times. Any verbal abuse, aggressive behaviour, or harassment will be subject to the Violation Management Policy. Please refer to section [8.12 Violation management](#) of this Handbook for more information.

### **8.12 Violation management**

Occupants are responsible for ensuring they adhere to all related regulations and policies. Violations, disregard for regulations, or damages to public property, may result in administrative, legal, financial, or disciplinary action up to, and including, eviction against the Occupant of Record.

The following represents some (but not all) grounds/breaches requiring consideration of licence termination:

- Non-payment of shelter charge or other financial commitment to CFHA.
- Damage to the RHU or related assets caused by willful and/or negligent acts of/by the occupant(s).
- Criminal conviction/incarceration where it is clearly determined that continued occupancy is not in the best interest of the community.

- Continued unacceptable behaviour (e.g., pet and housekeeping issues, noise, privacy violations, threatening behaviour to other occupants, etc.).
- Continued non-compliance with other Conditions of Occupancy.
- Loss of DND Housing eligibility.

The Violation Management Policy ensures all occupants of DND housing are treated fairly and, in most cases, are given the opportunity to address violations of the CFHA Licence to Occupy/Occupant Handbook, including relevant provincial and municipal by-laws, by issuing infraction notices or violation letters.

### **8.13 CFHA interior/exterior photos of an occupied residential housing unit**

CFHA is committed to its responsibility to maintain its premises to a standard that prevents health, safety, or security issues for occupants. Photos may be required to document the condition of the premises for non-compliance with the terms and conditions of the Licence to Occupy/Occupant Handbook, and to manage the programs and activities within our mandate.

### **8.14 Extension beyond release**

The Occupant of Record will typically vacate the RHU no later than their date of release and are expected to make early provisions for an orderly transition to private sector housing.

Occupants seeking to extend occupancy beyond their date of release are required to submit an Extension beyond release request form to the HSC. The form must include a copy of the applicant's release message, confirming intended place of residence (IPR) eligibility or enrolment in an approved career/transition training program.

Subject to RHU availability, the HSC manager may authorize an extension of occupancy beyond release date to occupants who are enrolled in approved career transition/training programs (e.g., vocational rehabilitation). Occupancy beyond release date will be for the period of the program, not to exceed two years.

## **9 COMMUNICATION**

### **9.1 Surveys**

Occupant surveys may be conducted to assess the quality of services provided by CFHA and the level of customer satisfaction. Thank you for providing us with constructive feedback and for taking the time to complete the surveys. Survey results are taken seriously. Participation is a guaranteed way to ensure that your voice is being heard and that your needs are being considered to make improvements towards service excellence.

CFHA always welcomes questions, concerns, or suggestions you may have to help us improve the services we provide. You can reach out to the CFHA Head Office Customer Service team by email at [CFHA-ALFC.HOPSCS-GLSC@forces.gc.ca](mailto:CFHA-ALFC.HOPSCS-GLSC@forces.gc.ca).

## 9.2 Complaint resolution process

CFHA applies a phased approach for complaint resolution and strives to resolve issues at the lowest level. If you have raised the issue with the HSC staff and manager without resolution, you may [submit the complaint](#) in writing to the Customer Service division at the CFHA Head Office for review and decision. Please refer to the [Complaints resolution process](#) for more information on this process.

## 10 MOVING-OUT

### 10.1 Moving-out process

The moving-out process consists of both a preliminary and final inspection. The HSC performs a preliminary inspection to inform the Occupant of Record of the moving-out requirements. This inspection should be held as soon as possible after the Occupant of Record has submitted a written [Notice of intent to vacate](#).

If the Occupant of Record fails to provide the required written notice, they will be charged for the full 30-day notice period unless a short-order posting message is provided to the HSC within 48 hours of receipt.

The final inspection will take place on the move-out date and is carried out to ensure the Occupant of Record has completed all the requirements identified during the preliminary inspection.

The preliminary and final inspections will only occur during the HSC's regular working hours. The Occupant of Record, or their designate representative, is required to be present during the inspections. Representatives must be pre-approved by the HSC.

### 10.2 Moving-out requirements

The Occupant of Record is responsible for complying with all the requirements specified herein, and leaving the RHU in a clean, hygienic, and tidy condition by move-out day. The Occupant of Record may engage a third-party service provider for cleaning services. The Occupant of Record is responsible for cleaning and for all associated costs related to removing abandoned items from the premises.

The Occupant of Record may be liable for the cost to repair or replace items not noted in the DND housing checklist for new occupants completed at move-in, and/or for non-fair wear and tear damages which occurred during occupancy. Failure to comply with these requirements will result in the Occupant of Record being responsible for all associated costs.

The following requirements apply:

- Floors, including those in the basement, must be cleaned.
- Carpets must be vacuumed, and steam cleaned, if required.

- Wall and ceiling surfaces must be free from residue (removal of foreign matter such as stains from tobacco products and pen/pencil marks), with the curtain tracks removed.
- Windows, windowsills, and screens must be cleaned inside and out, where cleaning is possible through the design of the RHU.
- Damaged screens and doors must be repaired/replaced.
- Sinks, bathtubs, and toilets must be clean and hygienic.
- CFHA owned appliances, including range hoods and bathroom exhaust fan grills, must be clean and hygienic.
- Kitchen cupboards, bathroom vanities and cabinets, and closet surfaces must be free of residue.
- Shelf liners in kitchen cabinets and drawers must be removed.
- Burned out and/or missing light bulbs/fluorescent tubes must be replaced.
- Nails, screws and frame hangers must be removed from all surfaces.
- Furnace humidifier and filter must be clean.
- Removable heat registers must be removed, and the accessible duct area vacuumed.
- Lawn must be cut and trimmed, and the grounds of the premises, including window wells, must be clean and free of all rubbish.
- Flower beds must be weeded and raked.
- Cannabis plants must be removed and disposed of in accordance with federal, provincial, municipal laws and regulations.
- Sidewalks, pathways, driveways, patios, and decks must be clear of snow and ice.
- Crawlspace, sheds and garages, if applicable, must be clean.
- Garbage and hazardous waste must be properly disposed of as per applicable regulation and by-laws.
- Composters must be emptied, and contents disposed of.
- Temporary structures (e.g., sheds, pools, fences, etc.) must be removed and the grounds restored to their original condition.
- If the RHU is heated by oil, the fuel tank must be filled up.

### **10.3 Restoration of grounds**

The Occupant of Record must remove any installed structures and restore the grounds to their original condition, and at their own expense, prior to move-out. This includes proper soil preparation, reseeding, and watering until visible growth of grass is present in all damaged areas. If the move occurs during the winter months, the Occupant of Record must provide the HSC a letter of intent, including the name, contact information and signature of a designated person who will

remove all the structures, clean-up, and restore the grounds in the spring. Failure to comply with these requirements will result in the Occupant of Record being responsible for all associated costs.

#### **10.4 Shelter charges account/damages**

The Occupant of Record is responsible for ensuring that their account with CFHA is paid in full. Failure to settle shelter charge accounts or formally imposed deductions for damages may result in recovery action, which could involve the issuance of taxable benefit remittances.

**Note:** For any damages to the premises caused by movers, please refer to section [2.5 Damage caused by movers](#).

#### **10.5 Notification to utility service providers**

Unless advised otherwise, the HSC will notify utility providers (hydro, gas, water and sewage) of the move-out date and will provide the final meter readings. The Occupant of Record is responsible for providing a forwarding address for final billing.

The Occupant of Record is responsible for informing all other service providers (cable, telephone, internet, etc.) of their move-out date and to provide a forwarding address for final billing.

#### **10.6 Redirection of mail**

Occupants are responsible for having all personal mail redirected. Please call the local post office for more information or visit the [Canada Post website](#).