

May 1, 2025

HOME FIRST WINNIPEG: 390 ROSS

House Rules

It is our goal at 390 Ross to provide a healthy and respectful place for everyone who lives and works here.

While each tenant has an independent suite, there are many common areas of the building that are shared with other tenants, so it is important that you be respectful of your fellow tenants and the staff.

The following **House Rules** are a condition of your lease. Failure to abide by these rules may lead to a warning, improvement plan, visitor restrictions or eviction, depending on the nature, frequency and seriousness of the violation.

Respectful Behaviour

- All tenants and visitors are expected to treat other tenants, staff and visitors with courtesy and respect.
- You and other tenants have the right to live in a place free of offensive and aggressive words and actions.
- Violence, threats of violence, harassment, sexual harassment, hate speech and verbal abuse will not be tolerated.
- Tenants who are obviously heavily intoxicated are not permitted to stay in the common areas. Staff will respectfully ask that you return to your suite.
- No weapons or dangerous objects are permitted.
- Tenants may consume alcohol or drugs within the privacy of their own suites but no drugs or alcohol of any kind are to be consumed in the common areas of the building. Note that the outside grounds are part of the common area, so no drugs or alcohol are to be consumed on the grounds.
- Inhalants are prohibited in all areas of the building and grounds, including your suite.
- Dealing drugs, alcohol or inhalants anywhere in the building or on the grounds is prohibited and will be considered cause for eviction.
- Smoking and vaping are allowed only in designated areas. You may smoke or vape in your room provided that the door to your suite is closed to prevent drifting smoke from bothering other tenants. You may also smoke or vape in the designated area on the outdoor patio. No smoking or vaping is allowed in the hallways, common areas of the building or within 25 feet of the front door.
- Willful damage to the building, smoke detectors, furniture or other property and tampering with door locks (including removing batteries), lights, outlets, motion

detectors, strobes, cameras will not be tolerated.

- You may not enter another tenant's suite unless that tenant invites you in.
- The TV is in a common area. TV volumes should be kept at a reasonable level out of respect of other tenants and staff and so as not to interfere with other activities in the area.
- Quiet time will be observed in the building between 11 pm and 7 am. During this period, you should refrain from noisy activities or knocking on other tenants' doors, so that tenants can sleep.

Visitors

We believe that it is important for tenants to maintain social contacts so you are welcome to invite visitors into the building, subject to the following conditions:

- Only the tenant named on the lease is allowed to live in the suite. Unauthorized persons living in your suite will result in your lease being terminated
- All visitors must register at the Front Desk. You must meet your visitor at the Front Desk and you are required to accompany your visitor the whole time that the person is in the building.
- You are welcome to bring one visitor into the building between 8 am and 10 pm. Visitors must be at least 18 years of age, unless prior arrangements have been made with Management.
- No visitors are allowed in the building, including the vestibule, between 11 pm and 8 am, unless prior arrangements have been made with Management.
- Your visitor can meet with you in your suite, in the common areas or on the patio. Your visitor is not allowed to enter any other suite. Visitors found in another tenant's suite will be asked to leave the building.
- You are not allowed to sign in other tenant's visitors.
- No visitor will be allowed to stay in the building unless accompanied by the tenant who signed the visitor in. Visitors found unaccompanied will be asked to leave the building.
- Loitering in the entrance vestibule is not allowed.
- Overnight visitors are not allowed unless you have received prior approval from Management. Requests to have an overnight visitor must be made at least 24 hours prior and must include the name of your visitor. Typically, approval of overnight guests is limited to once or twice per month.

- Overnight visitors must stay in your suite after 10 pm. No access to common areas is permitted. If you or your overnight visitor leaves the building after 10 pm, the visitor will not be allowed back in.
- Wednesdays are “no visitor” days to provide a quiet day for all tenants.
- Larger groups of visitors can be accommodated on occasion in one of our common rooms (for family birthday party, for example) – but we ask that these arrangements be made with the front desk at least 48 hours in advance.
- All visitors are required to observe the **House Rules**. Management reserves the right to restrict entry of a visitor, evict visitors and to ban visitors who present a risk to the safety and well-being of residents and staff.
- Violations of the visitor rules may result in restrictions or termination of your visitor privileges.

Entrance to the building

- Tenants will be provided with a code or key fob that will unlock the door to your suite. Only the tenant named on the lease, and no one else, should be in possession of any key fobs or codes. You are prohibited from sharing your code or key fob with anyone else.
- The main outside door to the vestibule will be open during daytime hours but will be locked between 10 pm and 8 am.
- The interior door from the vestibule to the common area will be locked at all times. When you enter the vestibule, please speak with the Front Desk attendant and the attendant will buzz you in.
- The door from the dining room to the patio will be unlocked during the day and locked between 10 pm and 8 am.
- The east and west Emergency Exit doors are strictly for emergencies. An alarm will sound if you open these doors. Improper use of the emergency doors will not be tolerated.

Meals

- Your tenancy agreement includes three nutritious meals each day, served in the dining room during the following times:

Breakfast: 8:30 am – 9:30 am

Lunch: 12:00 pm – 1:30 pm

Supper: 5:30 pm – 6:30 pm

- If you have an appointment during the scheduled meal times, please let us know in advance and we may be able to provide a take-out meal.
- On some occasions, the kitchen will have leftovers but this is not always the case, so the availability of leftovers is not guaranteed. If available, one serving of leftovers will be made available to tenants at the end of each meal period. No third helpings are provided.

- The kitchen does not serve food or beverages, including juice, outside of the designated meal times. However, fresh fruit and snacks are available at the front desk.

Laundry

- Washer and dryers are located on the 2nd and 3rd floors.
- Laundry detergent is available from the front desk.
- Each resident is allocated a three-hour laundry slot each week. There are some additional laundry slots available on a first come, first serve basis. Inquire at the front desk to arrange to use an available slot.
- You may use the allocated laundry time of another tenant but only if that tenant has given you explicit permission to do so.
- Tenants are expected to launder their bedding and clothing regularly.
- Management is not responsible for lost, stolen or damaged laundry.

Room Cleaning and Maintenance

- Tenants are responsible for keeping their suites clean and in good condition. Supplies and cleaning tools will be provided to you at the front desk.
- Failure to maintain your suite may lead to eviction.
- You may bring a reasonable amount of personal belongings into your suite.
- Hoarding is strictly prohibited. Hoarding is defined as having so many items in your suite that you are unable to easily access your fridge, kitchen sink, bathroom, bed, phone and other basic systems, or, if general cleaning and maintenance of the suite cannot be done.
- Furniture brought into the building must be heat treated prior to placing it in your suite. Arrangements for heat treating should be made with Management.
- Painting and alterations to your suite are not permitted without prior permission from management.
- To prevent fire damage or water damage from the fire suppression sprinklers, no open flames (e.g. candles) are allowed within your suite.
- As a courtesy to other tenants, the door to your suite should be closed at all times.
- Management may enter your suite once per month to ensure that it is clean and in good condition. We will provide 24 hours notice prior to entering your suite for these routine checks and for any required maintenance and repairs. You have the right to be there when we enter your suite. However, we reserve the right to enter your suite without notice and in your absence in emergency situations.
- If you spill or create a mess in the common areas, you should clean it up. Cleaning supplies are available from the front desk staff.

Pets

- No pets are allowed on the premises.

Phone

- A phone for tenants' use is available at the front desk.
- Tenants may not use the staff phone at the front desk, even if the tenant phone is being used by someone else.
- The Front Desk will call your room to notify you of any incoming phone calls between 7 am and 11 pm, or in your absence, will take messages.
- If you wish to receive incoming calls between 11 pm and 7 am, you must make prior arrangements with the Front Desk. If not, the Front Desk will take a message and let you know of the calls the next morning.

Mail

- You will be assigned your own locked mailbox. If you lose your mailbox key, the front desk will assist you to get your mail.

Extended absence from the building

- If you are going to be away from the building overnight or longer periods, we would appreciate it if you would let the Front Desk person know, so that we don't worry about you being missing.

Violation of House Rules

- Failure to abide by the **House Rules** may lead to a warning, improvement plan, visitor restrictions or eviction, depending on the nature and seriousness of the violation.

Wellness Checks

- Daily wellness checks will be conducted after dinner. Additional checks will be performed upon request if a resident has not been seen throughout the day or if we have reason to be concerned about your well-being.

Residents' Committee

- We want our tenants to feel a sense of community and ownership in their home here, so we have established a residents' committee to have input into the operation of the building, including the **House Rules**.

Changes to House Rules

- Management reserves the right to change the **House Rules** as circumstances warrant and without notice.

By signing below, I agree that I have had an opportunity to review the House Rules. As a condition of my ongoing tenancy, I agree to abide by the House Rules.

Signed by:

Date: