



A TENANT'S HANDBOOK



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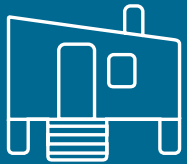
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WELCOME TO YOUR NEW HOME!

Welcome to your public housing unit.



**Public housing
is housing that is:**

- Owned and funded by the government
- Allocated to low-income households with the greatest housing need
- Offered at rents that are affordable based on income

HOW THIS BOOK CAN HELP

This handbook has been created to help you settle into your new home. It has information about:

- How to take care of your housing unit
- Your rights and responsibilities as a tenant
- Your agreement to be a tenant of public housing
- Rules for moving in and out of your unit
- How rent works

NUNAVUT HOUSING CORPORATION

Nunavut Housing Corporation (NHC) is the government agency mandated to provide equitable access to suitable public housing in the territory and to maintain adequate housing conditions for its tenants.

NHC is responsible for making sure housing units:

- Are provided to people with the greatest housing needs
- Have enough bedrooms for the number of people in the households
- Are in good condition for tenants

NHC offers a variety of housing programs and services to help Nunavummiut to meet their housing needs, including programs for:

HOMEOWNERSHIP

- Emergency repairs
- Preventative maintenance
- Renovations to improve accessibility, suitability or adequacy
- Elders housing

For more information, visit nunavuthousing.ca.

If you need to contact NHC, you can reach them at 1-844-413-9355 or info@nunavuthousing.ca.

LOCAL HOUSING ORGANIZATIONS

NHC has a Management Agreement for public housing services with a housing authority or housing association in your community. These organizations are called Local Housing Organizations (LHOs). They are independent legal entities with their own Board of Directors, management and staff. Some LHOs have their own offices and others are located in the hamlet office.

The LHOs role is to:

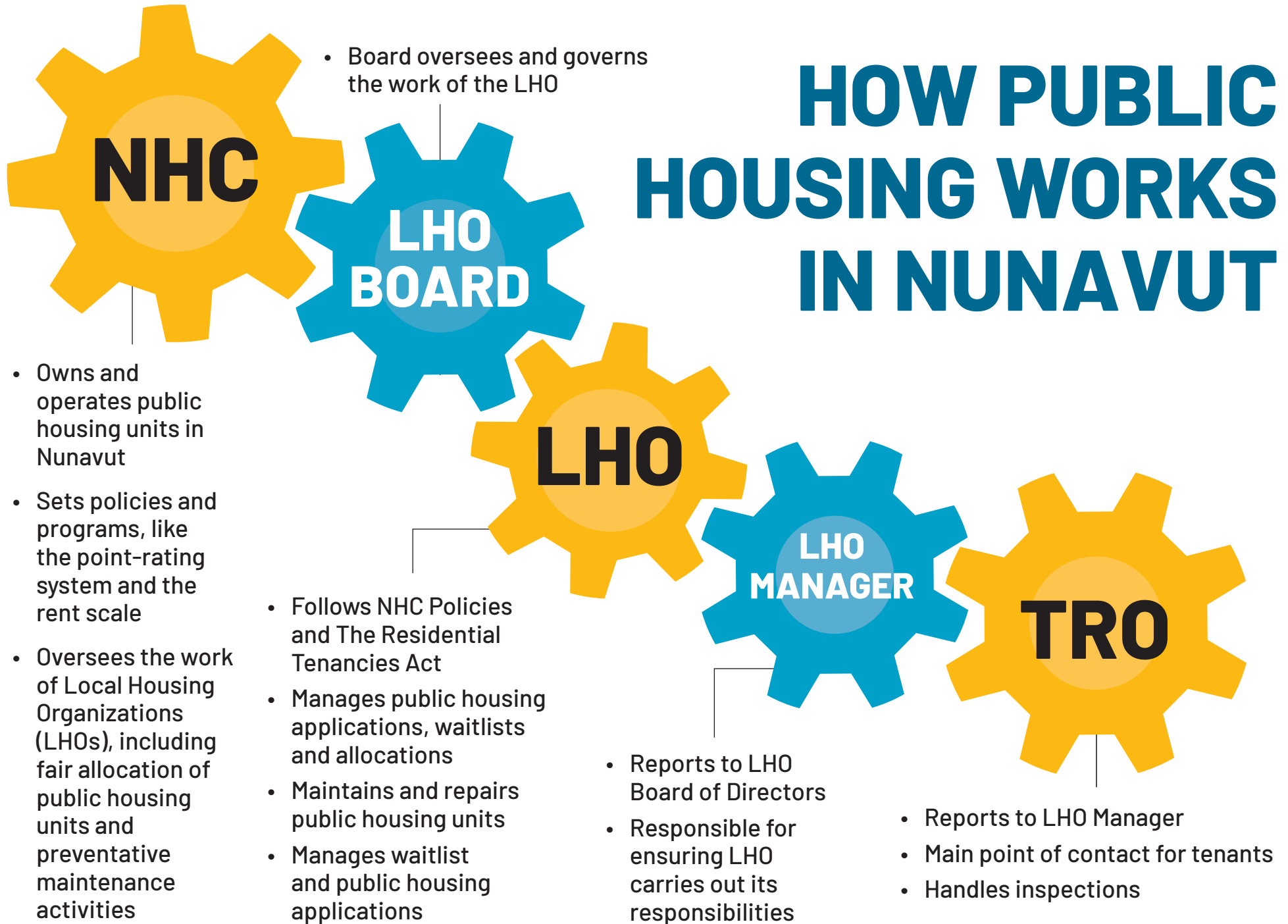
- Receive public housing applications
- Evaluate applications using NHC's point rating system, which helps to identify the households with the greatest needs
- Allocate public housing units based on the scores determined through the point-rating system
- Collect rent, damages and arrears from tenants
- Respond to requests from tenants for repairs or maintenance

If you have any questions, contact your Local LHO.

LHO CONTACTS

In most cases, your LHO will have an LHO Manager and one or more Tenant Relations Officers (TROs). TROs are there to support you as a public housing tenant. They can give you information about taking care of your unit, using appliances and equipment, planning your budget so you can pay rent, and help you to work through many other problems. They can also help you access maintenance and repair services.

HOW PUBLIC HOUSING WORKS IN NUNAVUT



GLOSSARY

Please read this list of definitions, acronyms, and abbreviations as they may help you understand important information throughout this handbook.

Core Need Income Threshold (CNIT)

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The **Core Need Income Threshold (CNIT)** sets a threshold that measures whether a household can afford the costs to rent or own a home on the private market without government assistance.

Cost of Living Allowance (COLA)

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A **Cost of Living Allowance (COLA)** is a monthly rent deduction between \$0 and \$100 to offset the cost of living in a given community.

Canada Revenue Agency (CRA)

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The **Canada Revenue Agency (CRA)** is part of the Government of Canada. It is responsible for collecting income taxes from Canadians and also administers a variety of policies and programs to support low-income Canadians.

Government of Nunavut (GN)

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The **Government of Nunavut (GN)** is the elected territorial government in Nunavut, representing close to 40,000 Nunavummiut. Nunavut's first government was established in 1999 when Nunavut became a territory separate from the Northwest Territories (NT).

Local Housing Organization (LHO)

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Local Housing Organizations (LHOs) are the local housing authorities and associations that allocate and maintain public housing units built or acquired by NHC. They are independent legal entities with their own Boards of Directors.

Nunavut Housing Corporation (NHC)

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Nunavut Housing Corporation (NHC) is the government agency mandated to provide equitable access to suitable public housing in the territory and to maintain adequate housing conditions for its tenants.

Qulliq Energy Corporation (QEC)

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Qulliq Energy Corporation (QEC) is a Crown corporation that generates and distributes power in Nunavut. Electricity for public housing units is heavily subsidized by the GN so that it is more affordable for tenants.

Rental Officer

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The Rental Officer is an independent decision-maker who helps landlords and tenants in Nunavut understand their rights and responsibilities. The Rental Officer can provide information, look into concerns, hold hearings, and make legal orders if needed to resolve issues.

Tenancy Agreement

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Your tenancy agreement is an important document. It outlines what you have agreed to do as a tenant of public housing. It also includes the responsibilities of your LHO and NHC.

Tenant Relations Officer (TRO)

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The **Tenant Relations Officer (TRO)** is the first point of contact between a tenant and the Local Housing Organization. If you to update their information, make a maintenance request, or have questions about your rent, you should get in touch with their TRO.

Verification of Income (VOI)

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Verification of Income (VOI) is a process used by NHC to determine the gross income of public housing tenants for the purposes of establishing their rent. You may need to sign a consent form that allows the CRA to release your annual income information to NHC or to your LHO.

MOVING INTO YOUR NEW HOME

Here is what to expect when you move into your public housing unit

First, you will sign your agreement to rent the public housing unit, also called a **Tenancy Agreement**. A Tenancy Agreement is a written contract that sets out the rules for renting the unit. It describes the landlord's responsibilities as well as the tenant's responsibilities.

Before you move into your home, you and your TRO will inspect your unit together to check for any damages or deficiencies. Any items that need to be fixed or replaced are recorded on the Tenants In/Out form. You and the TRO should review the completed form carefully. Make sure it describes the condition of the unit. If there is damage to the unit, make sure it is recorded on the form. This will protect you from being held responsible for damage caused by a previous tenant.

The Tenants In/Out form is signed by you and the TRO. The TRO will keep a copy, and you will get a copy. It is a good idea to keep your copy of the form for as long as you are a tenant in the unit.

On moving day, you are responsible for moving all of your belongings into your public housing unit. Plan ahead so the process goes smoothly. Label boxes clearly and arrange for help if you need it.

MOVE-IN PROCESS

- Sign the Tenancy Agreement outlining the rules and responsibilities for your new home
- Conduct a walk-through inspection with the TRO to check for damage or deficiencies
- Record any issues on the Tenants In/Out form and review it carefully before signing
- Receive a copy of the completed Tenants In/Out form for your records.
- Your TRO will explain how to use appliances, lights, heating, water, and sewer systems
- Plan your move by organizing and labeling your belongings
- Move all belongings into your new public housing unit
- Dispose of all packing materials in designated areas—do not block hallways or doors as this is a safety hazard



KEYS AND LOCKS

After you sign your lease, you will receive two keys to your home. Please carry a key with you when you go out. You can prevent theft and vandalism by locking your door when no one is home. If you lock yourself out, arrangements can be made with your LHO to let you in, but there will be a charge for this service. If you wish to change the lock in any door to your home, you must first get approval from the LHO. You will be charged for this service. Similarly, the LHO will not change the lock to your home without first making every effort to let you know.



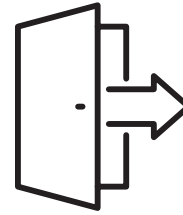
SECURITY DEPOSIT

You may have to pay a security deposit of up to one month's rent. The security deposit is an important tool that your LHO uses to ensure that the property is taken care of. If you properly care for your unit, you will get this money back when you move out! Your security deposit may be based on the market-value rent of your home. The market-value rent is usually higher than the rent you are paying, which has been calculated based on your income.



BOARDERS AND LODGERS

Your new home is meant for only you and your family. It has been designed to provide living space for a fixed number of people. Because your home is meant for your family alone, boarders and lodgers should not live in your home. There may still be situations where a boarder can stay temporarily, like if there are no temporary accommodations in the community.



EMPTY HOUSE

If you leave your house for more than 24 hours, you must tell your LHO. The LHO will take steps to protect your house from vandalism and damage from adverse weather. Houses that are left empty, especially during the winter, often have freeze-up problems. If you don't notify your LHO and then your house is damaged, you will have to pay for the repairs.



TENANT INSURANCE

You are required to get your own tenant insurance. If something happens to your public housing unit and your personal property is damaged, it's your responsibility to replace it. Every year, public housing tenants lose their personal property to fires, leaks and other household catastrophes. In many cases, people lose most, if not all of their personal property in these destructive events. If you have tenant insurance, you can make a claim for the replacement of your property. Neither NHC nor your LHO will pay for your belongings to be replaced.

MOVING OUT OF YOUR PUBLIC HOUSING UNIT

Your tenancy agreement allows for one month's notice when ending a tenancy. When it is time to move out of your public housing unit, let your TRO know with enough advanced notice.

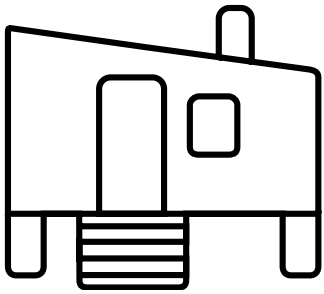
When you move out of the public housing unit, you and your TRO will inspect the unit again. It's a good idea to bring your copy of the Tenants In/Out form that was provided when you moved in. Comparing your copy with the one used by the TRO helps to make sure you're both working from the same information.

This will prevent any confusion about the condition of the unit when you moved in and make sure you aren't mistakenly held responsible for damages caused by a previous tenant.

MOVE-OUT PROCESS

- Give proper notice to your TRO
- Book a walk through or a Tenant In/Out Inspection
- Clean the entire unit including all walls, floors, doors and windows
- Clean all appliances, including the fridge and stove
- Properly disposing of any garbage
- Check that the TRO has the correct Tenant In/Out form during the walk through
- Return your keys to the LHO
- Change your address with Canada Post
- Notify QEC to stop billing for electricity in your name
- Pay any outstanding rent or arranging for a Repayment Plan for any arrears

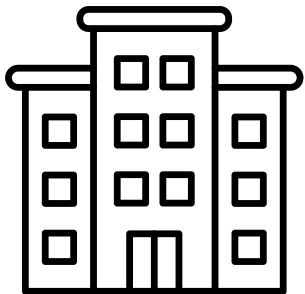
ASKING TO CHANGE UNITS



If you have a good reason to change units, you can request a transfer. For example, if your home is too big or too small for your household, you can request a transfer to a more suitable unit. You can also request a transfer to a barrier-free or accessible unit or a unit that meets your social, health, mobility or transportation needs. To request a transfer, you can complete an application form at the LHO.



It is important that you tell the LHO about any changes in your situation, such as a change in family size. If your family size or circumstances change, you should sign an updated tenancy agreement and complete an application at the LHO to change houses.



Generally, you will only be considered for a change of house if your home is too small for your needs; or if you have transportation, social or health problems

ONE MONTH'S NOTICE

Your tenancy agreement allows for one month's notice by either the landlord or the tenant to end the tenancy. The LHO may use this term of the agreement and ask you to accept a larger or smaller place if the number of people living in your home changes.

PAYING FOR ARREARS

You will not be considered for a transfer if you are in rental arrears or if you owe money for damages to your current public housing unit.

ORDER TO TERMINATE

It is important to follow the rules and responsibilities set out in your Tenancy Agreement. Failure to comply may result in your LHO issuing an Order to Terminate the tenancy.

An Order to Terminate is a directive issued by the Rental Officer at the request of your LHO indicating that your tenancy has ended.

The Rental Officer has the power to issue Orders to Terminate if they determine there is good reason to do so. The Order to Terminate indicates that your tenancy agreement with the LHO has ended. The Order will include the date that you are required to vacate the property as well as the reason why your tenancy is being terminated.

POTENTIAL REASONS FOR TERMINATION

RENTAL ARREARS

A public housing tenant agrees to pay a subsidized rent calculated by their LHO. When they do not pay in full and on time, they are in arrears.



QEC UTILITY ARREARS

You must keep your energy bill current (to prevent damage). When you do not pay your portion of the energy bill, you are putting the unit at risk and are in breach of the agreement.



TENANT DAMAGES AND COST FOR REPAIRS

You are responsible for taking care of the unit and preventing damage from happening. Otherwise, you have to pay for the cost of repairing any damage to the unit caused by willful or negligent behaviour.



UNIT ABANDONMENT

As outlined in the Tenancy Agreement, you must not leave the premises unoccupied for longer than seven days during the period from May 1st to September 30th, or 24 hours during the period from October 1st to April 30th without prior written notice to the LHO.



QUIET ENJOYMENT

You and your guests must conduct themselves in a manner that will not disturb neighbours' enjoyment of premises. Being disrespectful of others is grounds for termination.



WHAT ARE YOUR RIGHTS AS A TENANT?

Under the *Residential Tenancies Act*, these are some of the general rights tenants have:

1. **Quiet Enjoyment:**

This means you have the right to undisturbed possession and enjoyment of the rental unit.

2. **Repairs:** Tenants are not responsible for repairs due to reasonable wear and tear.

3. **Security Deposit:** Tenants are entitled to the return of their security deposit, minus deductions for damages or unpaid rent.

4. **Condition of Premises:**

Tenants have the right to inspect the premises at the start and end of the tenancy and document its condition.

For more information about your rights as a tenant, you can contact the Residential Tenancies Office by email at rentaloffice@gov.nu.ca or toll-free at **1-844-975-6314**

WHAT ARE YOUR RESPONSIBILITIES AS A TENANT?

NHC needs your help! NHC owns and operates about 6,000 public housing units. Providing housing to thousands of people is a big responsibility that involves a lot of work, resources and collaboration.

Your responsibilities include:

- paying your rent on time,
- paying your utilities,
- letting your TRO know if any supplied appliances or systems are not working as expected,
- not doing things that are against the law in your unit, and
- not disturbing tenants in other units, or things that belong to other tenants, as that would disturb their right to quiet enjoyment.

RIGHTS AND RESPONSIBILITIES

TENANT AND TRO RIGHTS AND RESPONSIBILITIES

	RIGHTS	RESPONSIBILITIES
TENANT	<ul style="list-style-type: none"> ▶ Enjoy a quiet environment ▶ Experience safe and clean conditions in the building ▶ Receive proper notice of evictions, inspections, repairs, rent assessments ▶ Be treated with respect by the TRO—harassment or intimidation is not acceptable 	<ul style="list-style-type: none"> ▶ Participate in the Tenant In/Out Inspections of the unit ▶ Communicate effectively with the TRO, neighbours and secondary tenants ▶ Not disturb other tenants ▶ Pay rent in full and on time ▶ Take care of your unit ▶ Prevent guests or pets from damaging the property ▶ Pay for any damages you, your guests, or pets cause ▶ Let your TRO know about any maintenance or repairs needed ▶ Pay your utility bills every month ▶ Provide a Verification of Income every year and let your TRO know if your income changes (your rent could be reduced)
TRO/LHO	<ul style="list-style-type: none"> ▶ Be treated respectfully; harassment by tenants is not tolerated 	<ul style="list-style-type: none"> ▶ Do the Tenant In/Out Inspection of the unit before the tenant moves in ▶ Communicate effectively with tenants ▶ Receive monthly rent ▶ Give proper notice of rent increases, inspections, rules and any legal issues ▶ Ensure repairs are completed in a timely manner ▶ Inspect the unit annually as required by the LHO ▶ Provide emergency contact numbers ▶ Reassess the rent subsidies every year ▶ Do the Tenant In/Out Inspection when a tenant moves out

WHAT IS RENT

The rent is the amount of money that is charged to live in a public housing unit. The Rent for public housing before a subsidy is applied is based on the size of the unit.

Bachelor unit	\$814	Three bedroom	\$1,792
One bedroom	\$1,140	Four bedroom	\$2,118
Two bedroom	\$1,466	Five bedroom	\$2,443

These rents are the **maximum** rent you can be charged in public housing.¹

1. Rates current at 2025.

EXAMPLE CALCULATION

GROSS ANNUAL INCOME	TENANT RENT PORTION	BREAKDOWN	ASSESSED MONTHLY RENT
Income under \$33,280	Minimum Rent: \$60 per month	\$60 per month on first \$33,280 of income	\$60
\$33,280–\$39,999	Plus 20% of income between \$33,280 and \$39,999	$\$40,000 - \$33,280 = \$6,720$ $20\% \text{ of } \$6,720 = \$1,344$ $\$1,344 / 12 \text{ months} = \112	$\$60 + \$112 = \textbf{\$172/ month}$
\$40,000–\$60,000	Plus 25% of annual income between \$40,000 and \$79,999	$\$60,000 - \$40,000 = \$20,000$ $25\% \text{ of } \$20,000 = \$5,000$	$\$5,000 / 12 \text{ month} = \textbf{\$416}$ $\$60 + \$112 + \$416 = \textbf{\$588/ month}$
\$85,000	Plus 30% of annual above \$80,000 (until Rent Ceiling is reached)	$\$80,000 - \$40,000 = \$40,000$ $25\% \text{ of } \$40,000 = \$10,000^*$ $\$10,000 / 12 \text{ months} = \833 Plus $\$85,000 - \$80,000 = \$5,000$ $30\% \text{ of } \$5,000 = \$1,500$ $\$1,500 / 12 \text{ months} = \125	$\$60 + \$112 + \$833 + \$125 = \textbf{\$1,130}$

*In this example, 25% is calculated on the whole amount above \$40,000 and below \$80,000 which increases \$416 to \$833

RENT SCALE

The NHC gives you a subsidy based on your income to make sure your rents are affordable. The **Rent Scale** is the tool the NHC uses to determine what rent subsidy you are eligible for. The Rent Scale is a rent-gear-to-income sliding scale designed to ensure that your rent is fair and affordable. Rent Scale uses the income information from the primary tenants on your lease to determine the amount of rent you are responsible for.

RENT

RENTAL SUBSIDIES

Your Rent is calculated based on the rent scale. The subsidy you receive is the Total Rent for Your Housing Unit minus Your Rent on the Rent Scale.

The Total Rent has been calculated to cover all the costs of operating and maintaining your public housing unit. The difference between Your Rent and the Total Rent is the subsidy. Although you are not responsible for this subsidized portion of the rent, it is still a cost to the government. It pays for things like heating fuel, water, sewer, garbage and part of your electricity bill.

$$\text{TOTAL RENT} \begin{array}{c} \text{house icon} \\ \text{with dollar sign} \end{array} - \text{YOUR RENT} \begin{array}{c} \text{house icon} \\ \text{with dollar sign} \end{array} \begin{array}{c} \text{ON RENT SCALE} \end{array} = \text{SUBSIDY} \begin{array}{c} \text{hand icon} \\ \text{giving money} \end{array}$$

Total Rent

The full cost to operate and maintain your public housing unit

Your Rent (on Rent Scale)

The affordable rent you pay, based on your income

Subsidy

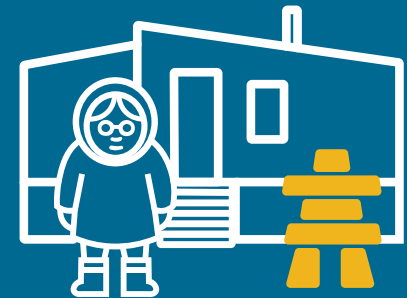
The difference paid by the government to cover the remaining costs

RENT FOR ELDERS AND STUDENTS

Did you know Elders and students can rent for free?

Elders—age 60 and above—and students are automatically assessed at \$0 for rent*

*Some exceptions apply. Elders with income above the CNIT may have to pay rent.



OTHER DEDUCTIONS

COLA

The cost of living allowance (COLA) is based on the community amounts from the Nunavut Northern Allowance. The COLA is deducted from the unit rent every month.

UCR

The Unit Condition Rating (UCR) is a monthly rental deduction that is allotted to tenants to address deficiencies in the condition of their housing unit. The amount is based on damages that impact the livability of the unit. It's important to note that the UCR does not apply to new damage caused after you sign your lease agreement.

UAA

The Under Accommodation Allowance (UAA) is a deduction to address overcrowding. It follows the CMHC's National Occupancy Standards to determine if a rental unit is overcrowded. Based on these standards, the number of bedrooms required is calculated for the total number of primary tenants and qualifying occupants in the unit. The UAA is based on the number of bedrooms and not the overall unit size. A qualifying occupant must live in the unit for 20 or more days in the month for the UAA to apply. If anyone is listed on two lease agreements, they will only be considered for the UAA calculation on the newest lease.

WHY SHOULD I PAY MY RENT?

PAYING RENT IS IMPORTANT FOR MANY REASONS

Your Rent is an affordable amount of total rent that is based on your income. Your rent payment helps your community. It covers the cost of your public housing unit so that NHC can invest in maintenance and repairs, acquiring more housing units and building new housing that will provide shelter for future generations. Housing maintenance, repairs and construction also create training opportunities in the skilled trades, apprenticeships and employment for Nunavummiut.

It is also in your best interest to pay your rent. If you are current with your rent payments, you are eligible to participate in NHC's homeownership programs, you can request a unit transfer to better meet your housing needs and you can remain in good standing for any future public housing applications. You can also prevent calls from Collections for your rent arrears or being evicted from your public housing unit.

HOW TO PAY

There are many ways for you to pay rent

1. Automatic payroll deduction
2. Automatic deductions from Family Services—Income Assistance
3. Cash, debit or cheque at LHO Offices

INABILITY TO PAY

If for some reason you cannot pay your rent on the first of the month, contact your Tenant Relations Officer or the LHO Manager before the due date to explain your problem and arrange for payment. It is very important to avoid rental arrears. If you carry long-term arrears, you may be forced to move out of the unit.

ARREARS

Rental arrears occur when a public housing tenant fails to pay their rent in full and on time. Carrying an arrears balance can prevent you from transitioning to other public housing units, accessing NHC homeownership programs, applying to public housing in the future, and possibly eviction.

TAKING CARE OF YOUR HOME

When renting a public housing unit, you are responsible for any damage that might occur within your unit.

WEAR AND TEAR VERSUS TENANT DAMAGE

Your LHO is responsible for “wear and tear,” which refers to minor damage that occurs over time through regular tenant use. On the other hand, “tenant damage” is directly caused by a resident’s actions. Tenant damage differs from wear and tear as it can be avoided. You will be held responsible for any tenant damages. Because of this, you must make every effort to prevent major damage to your rental unit.

WEAR AND TEAR

Worn out floors

Minor scuffs on walls

Discoloration on appliances

Door hinges and seals falling apart

TENANT DAMAGE

Broken windows

Holes in walls and doors

Ripped out or destroyed flooring

Large stains on floors, walls and other surfaces

REMEMBER...

If you cause damage to your unit, report it immediately to prevent any further damage to the unit. Reporting damage shows your LHO that you are a responsible tenant!



HOME MAINTENANCE AND REPAIRS

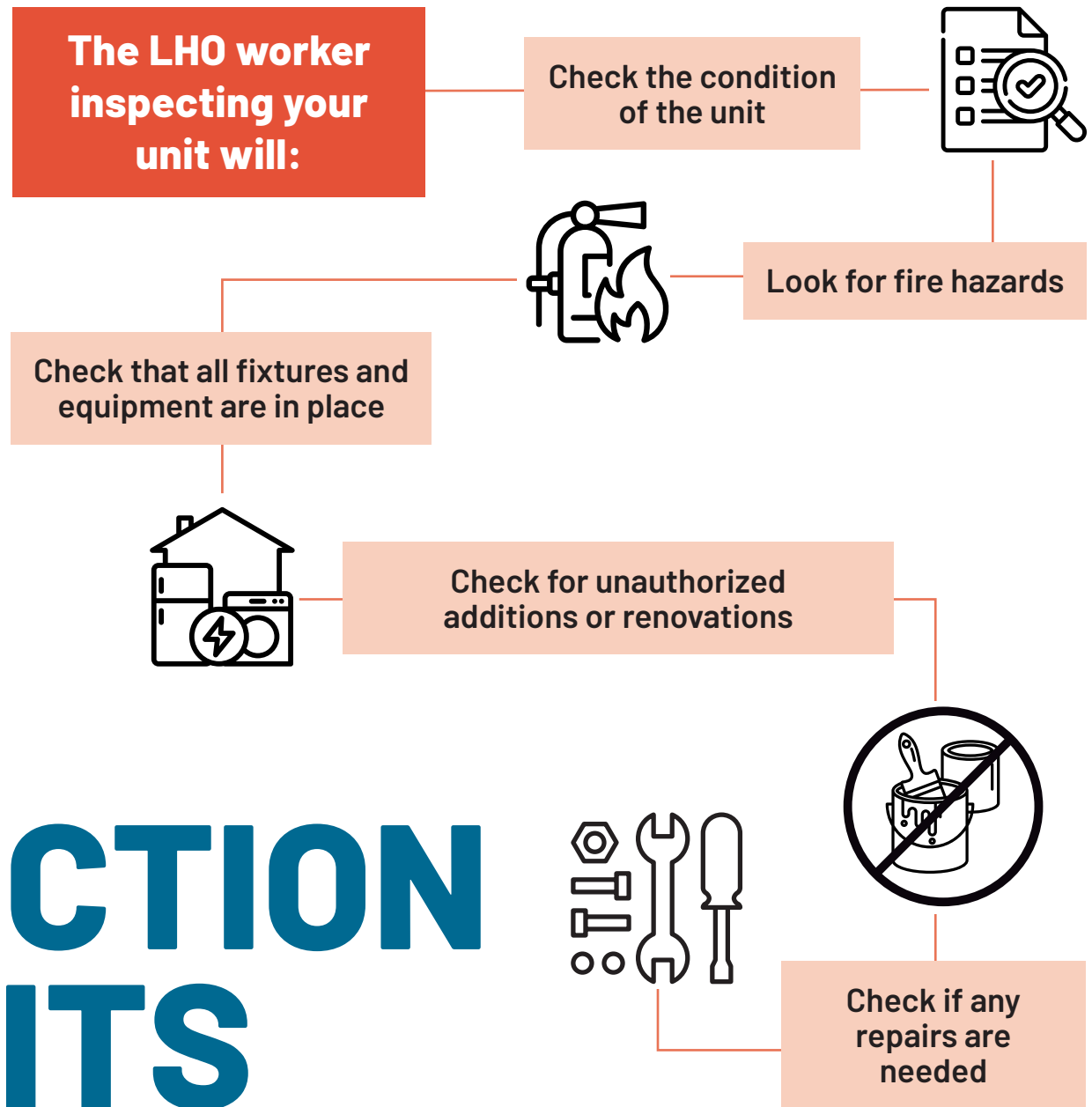
As your landlord, the LHO must keep the unit you rent in good repair. They must meet all health, safety, and other standards required by law. If you have a problem with any of the systems in your unit, you must tell your TRO immediately so that the issue can be fixed as soon as possible.

Tenants also have a responsibility to keep the unit clean and safe. For example, tenants must:

- Regularly clean walls and floors, stairs and hallways, windows, fridge and stove, bathtub, toilet, sinks, kitchen counters, etc.
- Keep furnace heat vents clear. Do not block them with bags, furniture, or other objects.
- Keep inside and outside stairs clear. Do not pile things on them.
- Clear ice and snow from outside door frame and stairs.
- Keep safe and tidy all outside areas and the walkway to the unit. Do not leave objects lying around. Clear away ice and snow.
- Close windows in cold weather.
- Ensure bathroom fans are working and are used to ventilate and dehumidify most areas to reduce sources of water; contact the TRO if they are not working.
- Contact the TRO if the toilet, bathtub, or any drains get plugged.
- Contact the TRO if the heat stops working for any reason.
- Contact the TRO if there are lights, switches, or plugs that do not work, crackle when used, or continue to trip the breaker.

Home inspections are an important way for your LHO to make sure that everything is in good working order and that the unit is being properly cared for. Your home will be inspected at least once a year, but you can request additional inspections if you feel there are major issues with your unit. The LHO will reach out to you to set up a time when either the TRO or a maintenance worker will come by to inspect your unit. Both the TRO and the maintenance worker have the authority and expertise to conduct unit inspections.

INSPECTION OF UNITS



TYPES OF MAINTENANCE

One way to make sure your home inspections run smoothly is to care for your home through proper maintenance.

There are three kinds of maintenance that can help to keep your home in good condition. It is important to note that you are not responsible for everything and that your LHO's maintenance staff are there to help!



NORMAL MAINTENANCE

Tasks that are performed to keep your home in good condition or to fix minor issues before they become emergencies.

OTHER MAINTENANCE

Other maintenance includes ongoing efforts beyond basic repairs and emergencies aimed at preserving functionality and condition. This includes regular checks and upkeep to prevent deterioration and ensure everything operates smoothly.

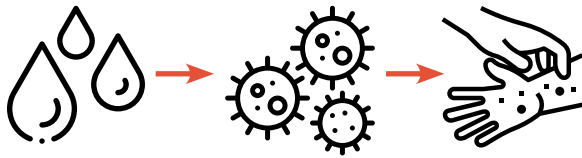


EMERGENCY MAINTENANCE

Urgent repairs that require immediate attention. Emergencies can cause harm to you and your family as well as the property. You can obtain a copy of what is considered "emergency maintenance" in your community.



MOULD



Mould is a big problem in Nunavut's housing. The most common cause of mould comes from condensation. Condensation is a buildup of moisture in the form of water or ice and occurs when warm, wet air touches a cold surface. Excess condensation and dampness create the conditions for mould to spread. Mould is a very serious health hazard. Exposure to certain moulds like "black mould" can cause sneezing, coughing, wheezing and skin rashes. Long-term mould exposure can result in serious chronic conditions, damage your immune system and lead to other negative outcomes.

SIGNS OF TOO MUCH MOISTURE

- Frost on doors
- Water or ice appears on windows
- Moisture appears on light fixtures, bathroom fittings, cold-water pipes, and walls
- Damp spots or patches of mildew spread on walls, ceilings, floors, and inside closets, or drywall softens or crumbles in any of these places

HOW TO PREVENT AND MANAGE CONDENSATION

- Open windows if safe to do so*
- Turn on fans
- Close bathroom door and use fan when showering. Wipe down walls, floors, and other damp surfaces after showers or baths to prevent moisture build up
- Open curtains when sun is shining, close them when the sun goes down
- Use a dehumidifier, fan, or heat recovery ventilator

*** It is important to remember that opening windows when it is raining or snowing can cause household damage, especially if windows freeze open. Leaving windows open for too long leads to uncomfortable drafts and high heating costs.**



WATER, HEAT, AND POWER

Tenants are only responsible for paying a portion of the electricity bill. This means that the NHC pays for your heating fuel, water and sewage and gives money to the QEC so that they can provide you with a reduced power rate. As mentioned, the NHC has many responsibilities, and public housing is only one. Because of this, the NHC has limited money to spend on public housing. When the NHC spends more money on utilities and other costs, less money is invested in other places, like building new houses, repairing public housing units and providing better services to Nunavummiut. You can help the NHC and your community by reducing the power, water and heating fuel used.

NHC YEARLY OPERATING COSTS

Water and Sewage

\$58.43 million

Power

\$35.1 million

Fuel

\$23.1 million

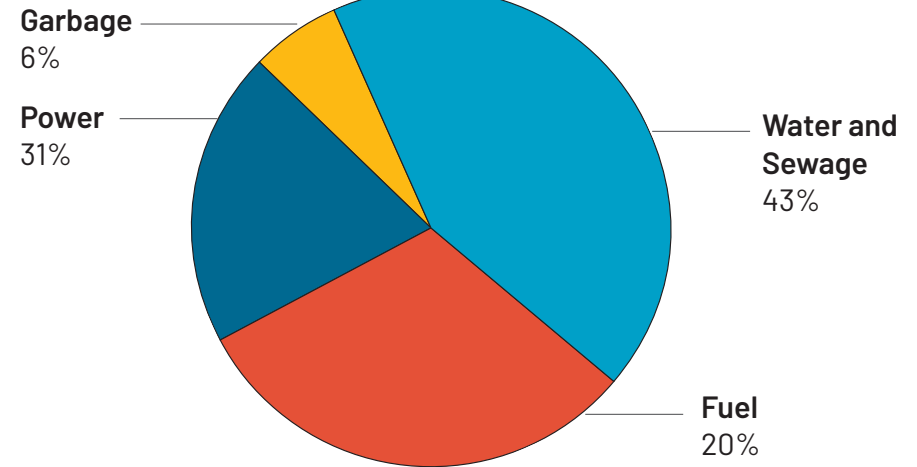
Garbage

\$6.6 million

Other

\$49.6 million

NHC OPERATING COSTS BREAKDOWN



TIPS TO SAVE ON UTILITIES

HEATING FUEL

1. Close the curtains when it's dark and open them during the day
2. Instead of turning up heat, wear a sweater and use more blankets at night
3. Do not leave doors or windows open to cool your house—lower the thermostat instead



ELECTRICITY

1. Turn lights off when not needed
2. Use stove efficiently, do not use stove to heat your home.
3. Use laundry equipment efficiently: maximize loads, use energy-efficient settings
4. Use LED lightbulbs
5. Unplug electronics like the TV when leaving the house



WATER/SEWAGE

1. Take short showers instead of baths
2. Report leaky faucets to LHO
3. Wash full loads of clothes or dishes
4. Don't leave the water running when rinsing dishes, brushing teeth, or washing food
5. Only use as much water as you need when filling up pots, kettles, etc.



FIRE SAFETY

Home fires are extremely dangerous and can lead to injury, property loss, and even death. On average, there are roughly 127 fires in Nunavut per year, with a third of these being incendiary fires (fires with intentional or reckless causes that can be avoided). Preventing fires should be one of your top concerns. Luckily there are things you can do to limit the chances of a fire occurring in your home.



SMOKING

- You are not allowed to smoke in your home!
- You must be 9 metres (30 feet) away from your home to smoke—this is roughly the length of a school bus
- Do not butt out cigarettes on wooden surfaces
- Make sure matches are completely out before putting them in ashtrays



CHILDREN

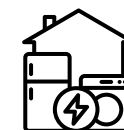
- Make sure small children are never left alone
- Do not leave matches and lighters where children can find them
- Teach your children about the dangers of flammables, fireworks, firecrackers, sparklers, etc.

COOKING AND HEATING



- Keep a fire extinguisher in your common area
- Do not allow grease to collect around the stove
- Keep clothes and curtains away from stove
- Ensure that your stove and oven are turned off after using them

ELECTRICAL WIRING



- Keep appliances in good condition
- Never connect cords to permanent wiring by splices, do not hang objects on wiring
- Unplug electrical appliances when not in use (irons, toasters, microwaves, etc.)
- Do not use bulbs with higher wattage than the fixture is rated to accept
- Do not use appliances with damaged, bare or frayed wiring

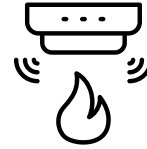
FIRE PREPLANNING

It is important to know what to do in the event of a fire. When you move into your unit, you should make a plan with all the inhabitants about what to do in case of a fire.



SOME THINGS TO DISCUSS INCLUDE:

- All the ways to get out of the house and where everyone will meet outside, away from the house
- Keeping all exits clear
- Making sure bedroom windows can be easily opened for escape
- Knowing how to contact your local fire department
- Knowing where the fire extinguishers are kept and how to use them



SMOKE AND CARBON MONOXIDE DETECTORS

Do not alter or disconnect any smoke and carbon monoxide detectors installed in your home. They are very sensitive devices designed to warn you of danger and have been put there for your safety. If you have problems with smoke detectors going off when you cook or shower, call your LHO to replace or re-locate them.

GASOLINE POSES A SERIOUS FIRE RISK!



- Avoid using gasoline for cleaning
- Store gasoline outside and away from your home
- Do not store gasoline in crawlspaces or under your home

DIFFERENT TYPES OF FIRES

In the event of a fire, the first five minutes are vital. The first priority is always to get everyone safely out of the unit.

Make sure that you keep calm and remember that each fire is different. Try to recognize which type of fire is occurring and then act accordingly. Do not try to put out a fire unless it is in a small area and could be put out with a household fire extinguisher.

DID YOU KNOW?

- Fire extinguishers are only meant to put out small fires and to clear a path to safety. Never try to put out large fires with one.



CLOTHING FIRES

- STOP, DROP, AND ROLL!
- Don't run, act quickly to smother the fire
- Make the person on fire lie down, roll them in a rug, coat, or blanket while keeping the head outside
- Call the hospital or health centre emergency line



COOKING AND ELECTRICAL FIRES

- Turn the appliance off and cover the fire area
- Pour baking soda on the fire or use an approved type of fire extinguisher
- Never use water, it will only spread the flame



FIRES IN ORDINARY COMBUSTIBLES

- Stay low, out of the heat and smoke. If the fire is large, get out and close the doors behind you
- Aim the stream of the extinguisher at the base of the fire. For floor fires sweep from the edge in; for all fires; from the bottom up
- Ventilate the area only after the fire is out

TELEPHONE NUMBERS FOR REFERENCE

LHO

HAMLET OFFICE

HEALTH CENTER

FIRE DEPARTMENT

POLICE

EMERGENCY AND OTHER NUMBERS

Nunavut Housing
Corporation Headquarters
Rental Programs
Phone: (867) 857-3000
July 2025



NUNAVUT HOUSING CORPORATION
LA SOCIÉTÉ D'HABITATION DU NUNAVUT