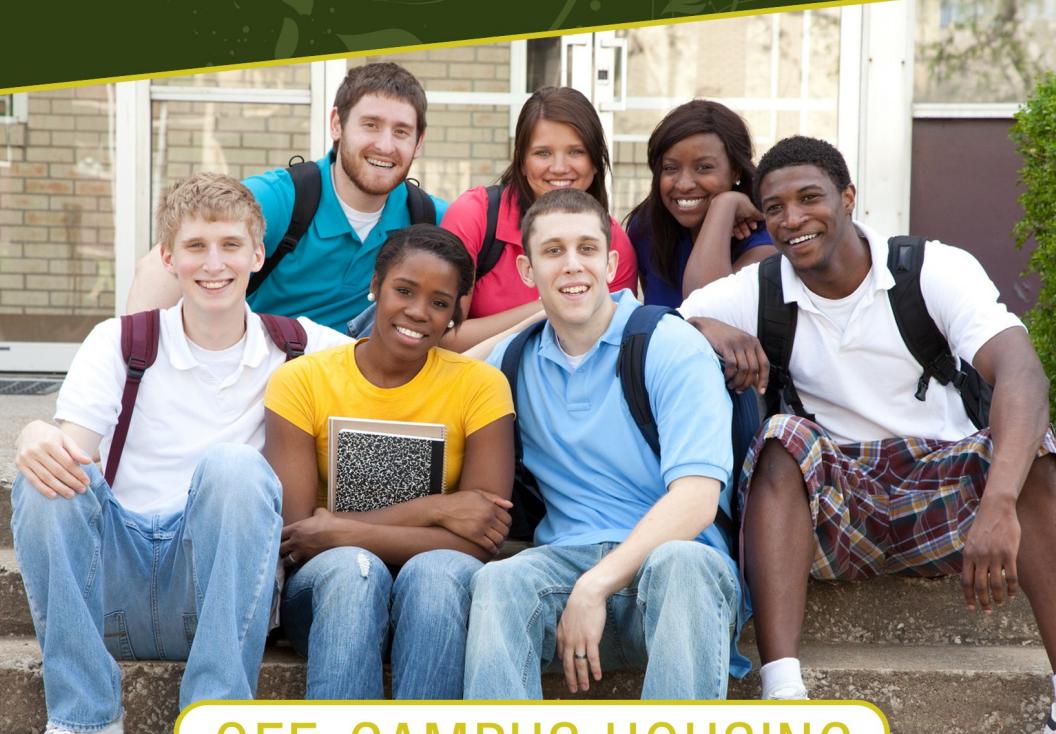




Fleming College

LEARN | BELONG | BECOME



OFF-CAMPUS HOUSING

GOOD NEIGHBOUR GUIDE

Welcome Students

Congratulations on your acceptance to Fleming College. We thank you for choosing Fleming as your educational institution and welcome you to our communities.

For many of you, this will be your first time away from home as well as your first time renting.

Living off-campus offers the opportunity to belong to a larger, more diverse community. Your neighbours will have diverse backgrounds/cultures and include professional people, families with children, senior citizens as well as other students.

Being a good neighbour begins the first day you move in. You will now be the head of the household and responsible for your own actions, as well as those of your guests. Your conduct reflects on the College and the reputation of all students and can greatly influence the quality of life and overall climate of your neighbourhood.

Fleming wants you to succeed as a student AND as a citizen of our communities. The tips found in this guide will help you achieve that success.

Travis Doak,
Director, Housing & Conference Services

Kelsey Doherty,
*Residence Life & Off-Campus
Housing Coordinator*

Introduction:

All campuses of Fleming College are located in welcoming, student friendly communities providing a wonderful place to live, work, study and play.

As residents, we can all be proud of the character and beauty our cities and neighbourhoods have to offer.

The Good Neighbour Guide is a resource initiative created to help students understand and fulfill their important obligation to our communities while living off-campus. The Guide highlights the needs and responsibilities of students as well as landlords and local homeowners.

By understanding and respecting everyone's needs, we believe our neighbourhoods will be more connected, inclusive, supportive, safer and enjoyable for all.

Good Neighbour Tips:

KNOW YOUR NEIGHBOURS

After you move into your home, look for opportunities to meet your neighbours by introducing yourself and your roommates. Greet them as you see them in their yard, or knock on the door and introduce yourself.

Make sure they know you as their neighbour and not as “just another student.” Treat your neighbours as you would want to be treated. If and when it feels comfortable, offer to exchange phone numbers with your neighbour so either of you can be contacted if there are any concerns.

If there is a block club or neighbourhood organization, drop by a meeting as a way to get to know other neighbours and stay informed. Pitch in at neighbourhood events or clean-ups; it’s a great way to meet people.

KEEP IT QUIET

Excessive noise is one of the largest neighbourhood nuisances to residents and it can truly disrupt their right to peace and quiet. Students must abide by any/all municipal noise bylaws.

HELP OUT

Offer to help your neighbours, especially if they are elderly with things like bringing in the groceries, raking leaves, shoveling snow, or running an errand for them. Good deeds cultivate goodwill.

KEEP IT CLEAN

Keep the outside of the property clean and tidy. Keep your yard neat and picked up. Mow your grass often, keep your driveway and sidewalk clear of snow or if the landlord is responsible for yard maintenance make sure he or she gets it done regularly.

Don’t place indoor furniture outside on front porches or lawns. This along with window signs, beer bottles, garbage and litter can all have a negative impact on the appearance of the neighbourhood and your presence in the neighbourhood.

PARTY RESPONSIBLY

Let your neighbours know in advance if you're planning a social event or party. Ask them to feel free to call you if things get too loud or if they have any other concerns. Keep the number of guests to a manageable level, the noise down and your guests inside. Clean up immediately afterwards any litter in the area of your house and neighbouring yards.

Be sure parking laws are being followed. Try to plan a party on a night when your neighbours are less likely to be getting up early for work the next day, i.e. Friday or Saturday.

Your Party: Your Problem – You are legally responsible for your guests.

As the owner and host of the party, you should try to stay sober so that you are able to make responsible decisions should any problems arise. Monitor everyone's drinking consumption and don't let anyone drive home drunk.

Be prepared to have people stay over. Open alcohol in public places, including the roads and sidewalks outside your property can result in you being charged.

COMMUNITY INVOLVEMENT

Getting active in your community has tons of benefits. You can meet new people, gain valuable new skills and gain more confidence in your abilities. In addition to the personal benefits, volunteering looks good to employers, universities, and scholarship judges, showing initiative and efforts to improve yourself and evolve as a person. It also shows your neighbours the positive contributions that students make to our community.

PARKING AND TRAFFIC RULES

Learn the acceptable and legal places for parking at your house or apartment. Observe overnight parking restrictions and do not park on lawns, sidewalks, in front of fire hydrants, bus stops or on your neighbours' property.

Remember to obey all traffic signs & signals and SLOW down in residential areas where children tend to be playing.

GARBAGE

Dispose of your garbage in a clean and sanitary manner by placing it in garbage containers with lids. Only put your garbage and recyclables out on your collection day. For larger items, contact your municipality to arrange a special pick-up ASAP—neighbours don't appreciate having furniture, appliances, etc. on front lawns and especially for extended periods of time.

CONFLICT RESOLUTION

If you're a good neighbour, you shouldn't have to worry about dealing with conflict. But, if your neighbour does approach you about a problem, be polite, respectful and responsive to their concerns. Work co-operatively with them to find a mutually acceptable solution. It may be only a temporary problem so it isn't worth destroying your relationship over it. Don't get involved in major disputes – yelling, swearing, or increasing the complained about activity are all a waste of your energy and bad for your reputation and Fleming's.

RESIDENTIAL TENANCIES ACT

The Residential Tenancies Act sets the rules for rent increases, evictions, repairs, and any other issues that affect tenants. Students should visit the Landlord & Tenant Board website to familiarize themselves with these laws.

If you have questions about your lease, roommates, deposits, rent, maintenance or any other concern, give the Off-Campus Housing Office a call (705)749-5100 Ext. 1125. We can provide assistance to resolve the issue or make referral to other agencies that can help.

LANDLORD & TENANT BOARD

www.ltb.gov.on.ca



PERSONAL SAFETY TIPS FOR STUDENTS

Personal safety should be considered at all times, whether you are on campus or off-campus.

Here are a few tips and reminders:

- At Night, try to stay in well-lit areas and use routes that appear more heavily travelled.
- Avoid walking alone through isolated areas: avoid shortcuts through parking lots, parks and deserted areas.
- Use a buddy system; when with a friend at a party or pub, agree to watch out for each other, leave the event together or in a group.
- At a party, pub or bar, never leave your drink unattended.
- Ensure your vehicle is locked.
- Use the Fleming College “Safe Walk” program and a trained escort will walk you to your car or Residence building.
- Call 8000 from any corridor phone or call the direct number from your cell phone and follow the instructions to reach Frost or Brealey campus security.

Peterborough (705) 749-5520

Lindsay (705) 324-9144

Good Neighbour Tips:

Living off-campus is a preferred option for many Fleming students. As landlords, you provide a very important service to students by renting them a room, apartment or home.

Students can present unique and different types of challenges for landlords. For many students, this is their first experience living on their own. Many will only live at your property for one or two years before moving on. Many will be living with people they barely know. They will be learning how to budget, organize housekeeping and cooking, studying, college sports, school service activities, working and a social life. On the go so much of the time makes it difficult for them to get to know their neighbours or you as their landlord.

Open, upfront, regular communication between you and your tenants as well as the neighbours surrounding your property will help to ensure that everyone's needs in the community are being met.

TENANCY AGREEMENTS

It is a good idea to have a clear written contract signed by you and your tenants that outlines all the terms of the rental agreement and the expectations that you have of each other. Tenancy Agreements must abide by the Residential Tenancies Act and should include items, such as lease restrictions, parking restrictions, sublets, noise, garbage removal, yard maintenance, extra roommates, pets, payment of rent, etc. Be sure students clearly understand the rules and expectations and in doing so, they will be more respectful of your property and the neighbourhood.

LEGAL OBLIGATIONS

As a landlord, you have rights and responsibilities to follow under the Residential Tenancies Act. The Act provides rules for increasing the rent, evicting a tenant, maintenance and repairs, ending a tenancy, etc. All landlords must now provide an “Information for New Tenants” sheet to all tenants on or before a tenancy begins. For more information about the Act or to obtain a copy of this form, call the Landlord & Tenant Board 1-888-332-3234 or visit the website – www.ltb.gov.on.ca

FIRE REGULATIONS

Landlords must ensure that all fire code regulations are complied with. They must keep rental properties safe by providing and maintaining smoke detectors, fire separations, means of escape and ensure electrical wiring meets Canadian Safety Standards. For a copy of Ontario Fire Code Regulations, call 1-800-668-9938 or for more information on Fire Safety contact your local Fire Department.

PROVINCIAL STATUTES AND MUNICIPAL BY-LAWS

All home occupancies must comply with Provincial Statutes and Municipal By-laws. Legal action may be taken against you for violations of zoning, property standards, building code and other municipal bylaws. The homeowner and tenants must be knowledgeable and in compliance with all applicable by-laws and regulations. Visit the City of Peterborough website for a list of all by-laws www.city.peterborough.on.ca or in Lindsay www.city.kawarthalakes.on.ca or in Cobourg www.cobourg.ca.

COMMUNITY STANDARDS

Ensure that adequate parking is provided for all tenants. Establish clearly who is responsible for yard maintenance and snow removal and be sure you and your tenants are aware of and understand the by-laws that are in effect in the community. Encourage students to set an example for other students by taking pride in their place of residence.

Assure the neighbours that your rental property is in good condition both internally and externally and that you set standards for students in terms of occupancy and maintenance. This demonstrates your care of the property as well as the neighbourhood.

To keep up with maintenance of your property, consider spending a portion of your annual rent on improvements.

BE A VISIBLE LANDLORD

Try to get to know your tenants right from the beginning. Make sure they know how to reach you (or the property manager) and how to obtain emergency services if needed. Consider hosting an introductory tenant session during move-in weekend.

Provide your name and phone number to neighbours on either side of your rental property so that they feel free to call you anytime if problems arise. Even if you are a non-resident rental property owner, the neighbours should know how to reach you or your agent in the community.

Be sure to inform your tenants about doing this. Tenants will be less likely to engage in inappropriate behaviour if they know their actions are being monitored by someone close by. Remember, neighbours are your best security system.

Suggest to tenants that they provide their telephone number to neighbours so that neighbours can call them if noise or other problems occur.

Visit your rental property regularly and do regular maintenance. Your presence in the neighbourhood assures neighbours that you are responsible, attentive and considerate of the needs of the community.

Community Residents

Thank you for welcoming students into your neighbourhoods. The College expects our students to represent the College well in the way they live and act in the community and we are committed to educating them regarding rights and responsibilities associated with off-campus living. The tips below will provide you with some advice on getting to know your new neighbours and how to deal with any problems should they arise.

INTRODUCE YOURSELF

Make an effort to introduce yourself to your new student neighbours when they first move in. Knowing faces, names and where the students are from helps to maintain good day-to-day relations.

BE FRIENDLY

Engage in friendly conversations – wave and say hello, ask how their studies are going, wish them a nice weekend. Students will welcome your friendly support.

COMMUNICATION

Develop good lines of communication. Try to be helpful in answering questions they might have regarding municipal by-laws, parking, noise, waste and recycling collections days, snow removal, etc. Talk about the standards of your neighbourhood and your hopes that they will maintain these standards and peaceful co-existence with all of the residents in your neighbourhood.

Offer your telephone number (or email address) and suggest that they provide you with theirs so that you both have an alternate means of contacting one another. Should a problem occur and you're worried about talking to the tenants directly, you can leave a polite note in their mailbox or at their door.

KNOW THE LANDLORD (OWNER)

Hopefully you've had an opportunity to meet the landlord or owner of the rental property near you. A good landlord should be visiting their property regularly and this makes it an ideal time for you to introduce yourself and address any concerns you might have. Be sure to obtain the landlord's phone number and provide your number to them also. They will appreciate your concern and willingness to contact them should an issue occur.

REPORTING PROBLEMS

We always recommend speaking to the tenants first about the problem or concern, next the landlord and finally, if necessary, the police. If you are still unable to resolve issues of noise, parking, property standards, fire code, etc. then please contact the local authorities listed below:

PETERBOROUGH

Emergency	911
Peterborough Police.....	705-876-1122
City of Peterborough (by-law enforcement)	705-742-7777
Peterborough Fire Department	705-745-3281

LINDSAY

Emergency	911
Kawartha Lakes Police Service.....	705-324-5252
City of Kawartha Lakes (by-law enforcement)	705-324-9411
Kawartha Lakes Fire Rescue	705-324-5731

COBOURG

Emergency	911
Cobourg Police Service.....	905-372-2243
Cobourg Police Service (by-law enforcement).....	905-377-8696
Town of Cobourg Fire Department.....	905-372-9789

OFF-CAMPUS HOUSING DEPARTMENT

We strongly encourage students, landlords and residents to contact Fleming's Off-Campus Housing department for assistance regarding any neighbourhood relations/concerns you may have. The Off-Campus Housing Officer will listen to your situation, provide appropriate solutions to the problem and/or direct you to additional resources that can help. Call 705-749-5100 Ext. 1125 or email och@flemingcollege.ca.

DO YOU HAVE ACCOMMODATION TO OFFER A STUDENT?

If you have accommodation that you would like to advertise, please visit our external listing provider www.place4students.com or call toll-free 1-866-766-0767 for assistance.





On behalf of the policing communities of the Peterborough Lakefield Community Police Service and of the Kawartha Lakes Police Service we would like to welcome you and wish you a safe and lawful stay in our community.

In the past, there have been occasions where our police services receive complaints from citizens that are frustrated with certain student behaviour. These complaints are usually associated with liquor and noise infractions, but can also include criminal offences. Often times, when officers speak with the students concerning these complaints, students will advise that they were trying to keep the noise levels down, or that the problems were caused by unwanted guests. All the issues and problems surround a lack of mutual respect.

Noise complaints: Both the City of Peterborough and City of Kawartha Lakes have by-laws that prohibit any noise that is likely to disturb. This is a broad definition that incorporates various sources of noise, including loud voices and music. Contrary to popular belief, the by-laws are in effect 24 hours a day. The fine totals \$125 for a first offence. For subsequent offences, a summons may be issued, compelling the person to attend court, where the fines could reach a maximum of \$2000.

Should matters progress to extremes, officers may proceed with the criminal charge of Mischief, Section 430 (1)(c) of the Criminal Code: Every one commits mischief who willfully obstructs, interrupts or interferes with the lawful use, enjoyment or operation of property.

Liquor infractions: Many of the noise complaints and other issues involve persons who are under the influence of alcohol and in many cases, to the point of intoxication. A number of the infractions under the Liquor License Act are applicable in these instances, a few of the common fines imposed are:

Section 30 (1)	Supply liquor to a person under 19 years.	Summons to court
Section 30 (8)	Person under 19 years possess, consume, or purchase liquor	\$125
Section 31 (2)	Possess or consume liquor in a public place	\$125
Section 31 (4)	Being intoxicated in a public place.	\$65

Our police services would like to remind students that there is nothing better than having good neighbours. This means that each person needs to be respectful of the other. We prefer voluntary compliance with all the laws, although disrespectful behaviour will result in enforcement.

Sincerely,

The City of Kawartha Lakes Police Service and the Peterborough Lakefield Community Police Service.

FIRE SAFETY INFORMATION FOR STUDENT ACCOMMODATION

Smoke Alarms

It is the law in Ontario to have working smoke alarms on every storey and outside all sleeping areas.

- The responsibility for smoke alarm installation and maintenance lies with the homeowner or landlord, however it is a good idea for parents to provide their child with a smoke alarm for his or her bedroom.
- It is against the law for tenants to disable or tamper with a smoke alarm.
- If a smoke alarm activates due to steam from the shower or cooking on the stove, oven or toaster, ask the landlord to move the alarm to a different location, or to install a smoke alarm with a pause feature.

Carbon Monoxide Alarms

The Ontario Building Code requires carbon monoxide (CO) alarms in new buildings that contain a fuel-fired appliance. Check with the fire department or municipal office to determine if there are by-laws requiring CO alarms in your accommodation.

Fire Escape Plans/Exits

In a fire emergency, everyone must know what to do and where to go.

All windows and doors should open fully and easily. Furniture and other obstacles can physically block exits and may fill hallways or stairways with smoke if they catch fire. This practice must be strictly avoided. Be sure to ask your landlord or superintendent to explain the fire safety plan and identify all designated exits.

Cooking

- A stovetop fire can start in a flash, so stay in the kitchen when something is cooking on the stove.
- Keep all combustible items a safe distance away from the stove. This includes tea towels, wooden or plastic spoons and paper towels.
- Keep a pot lid near the stove to smother flames if a fire starts in a pot.

Candles

- Use tea lights or votive candles in non-combustible containers, as they are generally a safer choice than tapers.
- Place the candles in a location where they can't be knocked over or come in contact with combustible items.
- Blow out all candles before leaving the room or going to bed.

Smoking/Social Gatherings

Fires caused by smoking can be deadly. Even if they don't smoke themselves, chances are the student will have friends that do. To prevent smoking fires:

- Avoid over-crowding. The more people attending the party, the easier it is to lose control of the situation.
- Encourage guests to smoke outside. Consider putting up no smoking signs that direct guests to an outside smoking area.
- Keep large, deep ashtrays on hand that will reduce the risk of ashes and cigarette butts falling onto rugs or upholstery.
- Allow ashes to cool completely before disposing
- Refrain from burning candles during parties. They can easily be knocked over or ignite nearby combustibles, unnoticed.
- Contact your local fire department for safety information if you would like to build a campfire. There maybe by-laws or restrictions for campfires in your area.

www.Knowfire.ca

We strongly encourage students to visit the above website and view the fire prevention and awareness information and particularly the video. It may help to save your life and others one day.

Contact your local Fire Prevention Divisions, if you have any questions or concerns:

Peterborough: 705-745-3284

Lindsay: 705-324-5731

HELP US FILL IN THE BLANK.

PETERBOROUGH / NORTHUMBERLAND

CRIME
STOPPERS

1.800.222.TIPS
www.stopcrimehere.ca



**OFF-CAMPUS
HOUSING DEPARTMENT**
www.flemingcollege.ca/och

OFFICE HOURS:

Monday to Friday
8:30 a.m. to 4:30 p.m.

**SUTHERLAND
RESIDENCE VILLAGE**
Room 1132
1 Residence Circle
K9K 2N7
Phone: (705) 749-5100
Fax: (705) 749-5104

