



RESIDENT HANDBOOK



IDC PROPERTIES

Bag Service #7, 107 Mackenzie Road, Inuvik, N.W.T., X0E 0T0

Phone: (867) 678-2436 | Fax: (867) 777-3256



Thank you for renting with IDC Properties. We hope the information in this booklet will help answer all of your questions.

If you find that you have questions that are not answered in this booklet or on your copy of the lease, please give us a call. Our office is located on the 3rd floor of the Inuvialuit Corporate Centre, 107 Mackenzie Road and we are open:

Monday to Friday – 8:30 a.m.-12:00 p.m., 1:00 to 5:00 p.m.

IDC Properties has one phone number for all inquiries. Upon calling **678-2436**, you will be given four options:

1. For emergency residential repairs - press “1”. You will be directed to the on-call maintenance staff.
2. For non-emergency work orders - press “2”. Leave a detailed message about what work is required, your name, unit address and contact number. Please note whether you give permission for IDC Properties staff to enter your unit at any time during the day, or to call you first for permission to enter.
3. For residential noise complaints at any time of the day or night, press “3”.
4. For information on renting commercial or residential space, press “4”.

Don't Forget

Don't forget to contact your bank, insurance company, etc. of your new mailing address, which is:

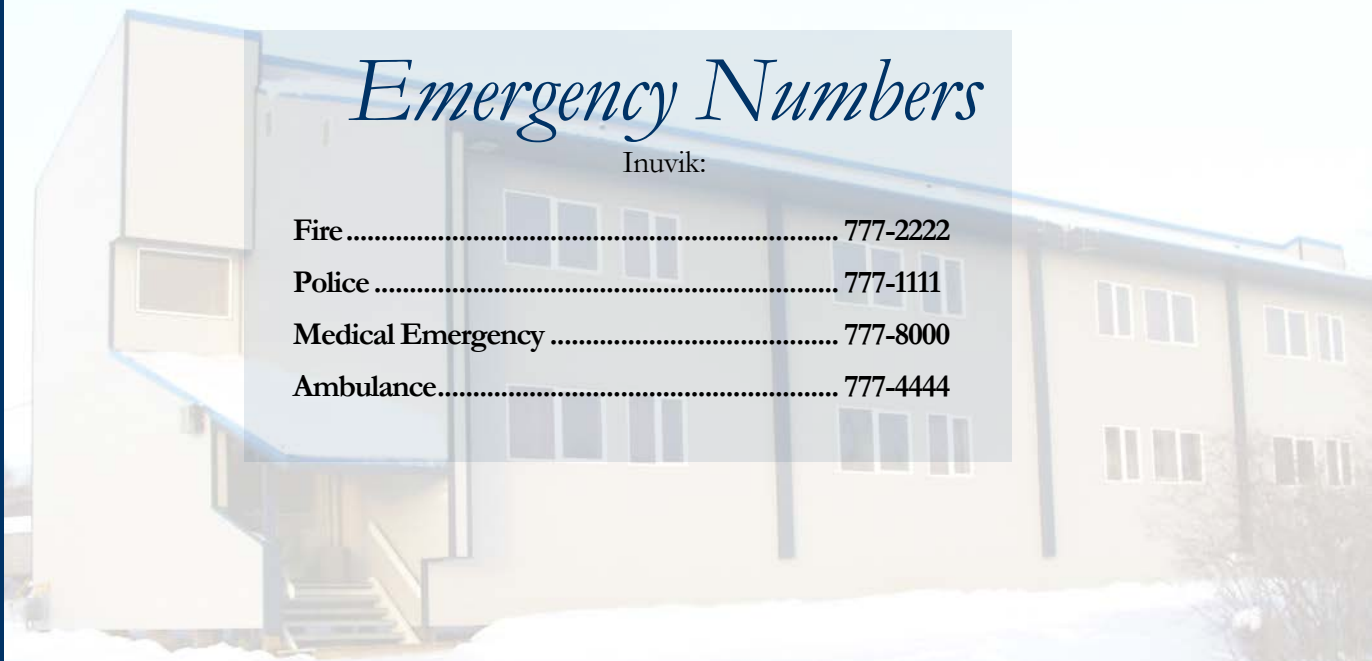
Box _____, Inuvik, NT, X0E 0T0

You are responsible for getting your own mail box from the local Canada Post office. Their contact phone number is 777-2252.

Emergency Numbers

Inuvik:

| | |
|--------------------------------|-----------------|
| Fire | 777-2222 |
| Police | 777-1111 |
| Medical Emergency | 777-8000 |
| Ambulance | 777-4444 |





Security Deposits

Lauron Apartments:

All Tuktoyaktuk Units (Ed Smith and ILA Tuk Bldg):

Security Deposit is equal to One Month's Rent, payable in three instalments, i.e. Pay your first month's rent on the 1st of first month, then your first security deposit instalment on the 15th of first month; pay second month's rent on 1st day of second month, then second security deposit instalment on the 15th of second month, and so on.

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Stringer Road Duplexes:

Natala Drive Row Houses:

Security Deposit is equal to one month's rent.
Payable in three instalments, same as above.

Utility Hook-Ups

You are responsible for hooking up and paying for your own utilities. (***Note:** Lauron tenants are responsible for power hook-up and payments only.) The following is a list of the utility companies you should have contacted prior to moving in:

| | |
|-----------------------------------------------------------------------|----------------|
| Northwestel (<i>telephone</i>)..... | 1-888-423-2333 |
| NWT Power Corporation (<i>power</i>) | 777-7700 |
| Town of Inuvik (<i>water</i>)..... | 777-8500 |
| New North Network (<i>cable television, cell phone</i>)..... | 777-2111 |

If you have missed contacting any of the above utilities, please do so now to avoid disconnection. You may need a security deposit or a reference from a previous utility company for some of these services.

Pets

Pets must be approved through the rental office prior to your bringing them on site. A pet deposit is also due at the rental office. Pet owners are expected to be responsible in making sure that their pet is not disturbing other residents in the complex. If you are experiencing problems with another resident's pet, try speaking to the pet owner about the problem. If this fails to resolve the situation, a written complaint can be filed with IDC Properties.

IDC Properties strictly enforces our pet policy and any complaints from another resident will result in the receipt of a warning letter. Three warning letters will result in the pet being permanently disallowed from the site.

Note to Lauron tenants: No pets allowed on premises in Lauron.

Noise

Everyone has a limit as to how much noise disturbance they are willing to endure before a complaint is submitted to the office. Please consider your neighbours. If you have a problem with noise from your neighbours, first speak to them about the situation. Should that fail to resolve the problem, please call the IDC Properties phone number 678-2436 and press option "3".

Maintenance of Your Laminate Floor

Laminate floors, like other furnishings in your home, require proper care to keep them looking their best. When you follow some easy cleaning and maintenance instructions, you'll find taking care of your laminate floor a snap!

REGULAR MAINTENANCE

The surface layer of laminate flooring is hard and compact, so dirt and dust do not stick to it easily. The following simple steps are usually all it takes to keep your floor clean.

- For general cleaning, use a dust mop, vacuum with the hard-floor attachment from your vacuum cleaner or wipe occasionally with damp cotton or a cloth mop.
- For heavier cleaning, use a laminate floor cleaner (available at hardwood and household supply stores) or a mixture of household vinegar and water (1 cup vinegar to 1 gallon warm water) or household ammonia and water (1/2 cup ammonia to 1 gallon warm water). If an accident occurs and a stain remains, you can remove the worst stains with acetone or denatured alcohol on a soft cloth without bleaching or damaging the floor. In a pinch, nail polish remover containing acetone is a handy substitute. **Do not use soap or detergent-based cleaners, wax-based products or any type of polish on laminate floors**, as they leave a dull, filmy residue.
- There is never a need to wax or refinish your laminate floor.

PROTECT THE FLOOR

While laminate is remarkably durable, there is no such thing as indestructible flooring material. There are a few simple protective measures that are important to keep your floor looking new.

- To protect your laminate floor from surface scratches, place walk-off area rugs or mats inside any exterior doorway to collect small bits of gravel they may track in on their shoes.
- Use felt floor protectors (available at laminate retailers) on the legs of chairs, sofas, TV stands, tables and other easily movable furniture.
- Replace plastic casters on chairs with the rubber wheels and lift rather than slide heavy objects across the floor.
- Minor damage to a laminate plank or tile can be easily repaired with laminate finishing putty. If the damage area is larger than 1/4 of an inch, replacing the plank maybe recommended. Please call our CHF BC's flooring contractor to assess the damage.

SPOT REMOVAL

Laminate stain resistance means peace of mind for you and easy clean up. So, when the inevitable happens, use the following guide for stain and spot removal.

- **For chocolate, grease, juice, cordials and wine** – use lukewarm water and a non-abrasive cleaner (such as, ammonia and water) or a laminate cleaning product available where laminate flooring is sold.
- **For tar, crayon, lipstick, oil, shoe polish, ink, nail polish, and cigarette burns** – use acetone/nail polish remover or denatured alcohol. *NOTE: Do not use acetone on laminate wall base or quarter round.*
- **For candle wax, and chewing gum** – let harden and scrape carefully with a blunt plastic scraper.

It is easiest to remove glue haze as soon as possible using a warm damp cloth. After the floor sets for at least 12 hours, any residual haze or traces of glue missed by initial cleaning can be removed by using a laminate cleaner (available at laminate retail stores) or an ammonia and water mixture with a damp cloth or mop (1/2 cup ammonia to 1 gallon water).



Maintenance Service

Our maintenance staff is on site Monday through Friday to take care of maintenance calls. Please call your maintenance concerns in to the office as soon as they occur. Your “work order” will be scheduled as soon as possible. Our maintenance staff will contact you via telephone 24-hours prior to entering your unit, with the exception of emergencies.

The cost to repair plugged toilets, plugged sinks and drains, torn screens, windows, and floor coverings where the damage is caused by you (or any person you are responsible for) will be charged back to you.

Should a maintenance situation arise after business hours that is not an emergency (see definition of emergency maintenance below), please call the IDC Properties phone number 678-2436 and press option “2”.

After Hours Emergency Maintenance

Should you have an after hours maintenance emergency, please call the IDC Properties phone number 678-2436 and press option “2” to reach the on-call maintainer. Some of the situations that are considered emergencies are:

- **No heat**
- **No hot water**
- **Water leaks in pipes and/or walls**
- **Stove not working**
- **Fridge not working**
- **No working toilet**

If you have a tenant concern or need maintenance during working hours, please call our Lease/Property Administration Clerk either at 678-2436 and pressing option “2”, or by dialling 777-7042. The Lease clerk will create a work order and pass the concern over to the maintenance staff.

Parking

***Lauron Apartment tenants only:**

For those Lauron tenants who require electrified service for their parking space, IDC Properties will bill those tenants wanting a winter plug in for their vehicle. The billing will be based on 30 min. on / 30 min. off continuous cycles. A flat rate of \$55.00 per month will be charged. This will take effect November 1st and will be discontinued March 31st of any year, upon request. This is a monthly charge; IDC Properties does not pro-rate this charge.

If you require an electrified vehicle plug in, please contact the lease clerk at 777-7042.



Rental Payments

Rental payments may be made by cheque, post-dated cheques, cash, money order or bank draft. We do not accept credit or debit card payments. Rent is due and payable in advance on the **first day** of each month.

Post Dated Cheques

To simplify the process you are invited to submit a series of post-dated cheques to our office for your monthly payment. Your cheques should be made payable to Inuvialuit Development Corporation, or "IDC".

IDC Properties recommends a series of cheques equal to the number of months in your lease agreement.

N.S.F. Cheques

Should any of your rent cheques be returned by the bank because of insufficient funds, there will be a \$50.00 N.S.F. service charge.

Painting

Tenants of IDC Properties units are forbidden to change the colour of their walls or cabinets of their IDC Property units. Should you decide to paint a room a colour other than white, it is your responsibility to return the unit to IDC Properties upon check-out in the same colour as you found it, or you will be billed back for the paint job. Due to the cyclical nature of renting units and differing personal tastes this policy will be strictly enforced.

Insurance

You are responsible for insuring your own property against damage, including glass break coverage. **We strongly recommend that you contact your insurance broker to arrange for a tenants' insurance package.** Depending on the amount of insurance you require, tenants' packages range from \$100 and up per year.





Giving Notice

In the event you have to move from an IDC Properties unit, you will be required to give one full month's notice to vacate. Notice must be in writing or electronic mail and received at the rental office on the last day of the month prior to vacate date, to be effective on the last day of the following month.

Example:

You are on a one-year lease and wish to vacate at the end of June. We must receive your notice to vacate in writing on or before the last day of May.

Cleaning

We require units to be cleaned at the time of the check-out. These are items IDC Properties looks for:

CHECK OUT LIST

LIVING ROOM

- Wash Walls
- Shampoo Carpet
- Wash window and window sills
- Dust Blinds
- Wipe Down Radiators

BATHROOM

- Wash Walls
- Wipe down light fixtures
- Wash floor
- Clean toilet
- Clean basin and vanity
- Clean tub/drainage
- Clean fan and grill

KITCHEN

- Wash Walls
- Wipe down light fixtures
- Clean out inside/outside/under refrigerator
- Clean out inside/outside/under stove
- Clean range head
- Clean out inside/outside dishwasher
- Clean out cupboards
- Clean countertops
- Clean sink
- Wash floor

BEDROOM (S)

- Wash Walls
- Shampoo Carpet
- Wash window and window sill
- Wipe down light fixtures
- Dust blinds
- Wipe down radiators
- Wipe down the closet and shelving

STORAGE ROOM

- Wash Walls
- Wash floor
- Wipe down light fixtures
- Wipe down the closet shelving

Inuvialuit Development Corporation Residential Properties

INUVIK

3 – 9 Natala Drive
11 – 17 Natala Drive
19 – 25 Natala Drive
27 – 33 Natala Drive
43 – 49 Natala Drive
266 – 272 Mackenzie Road
199 – 205 Gwichin Road

INUVIK

14 A & B Stringer Road
16 A & B Stringer Road
20 A & B Stringer Road
22 A & B Stringer Road
39 A & B Dolphin Street
Lauron Apartments

TUKTOYAKTUK

Ed Smith Building
ILA Tuk Building

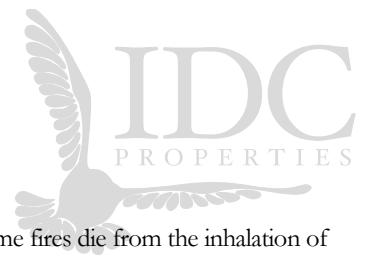


* The following information is provided courtesy of the Inuvik Fire Department.

Fire Prevention And Home Safety

Fire safety is a family affair ☞ make your place fire safe! Are you and your loved ones safe from fire? Do you have smoke detectors and fire extinguishers on each level of your house? Would everyone know what to do if a fire occurred in your home? Most fatal fires occur in the home, where everyone feels safe and secure. What makes this worse is that many of these victims could still be alive today if they had taken a few simple steps to prevent these fatal fires. A home fire can start in many different ways and you must try to eliminate all possible fire hazards.

The Inuvik Volunteer Fire Department and The Department of Health and Social Services want to ensure that your home is free from all fire hazards and that you are prepared if a fire should occur in your home. The following information has been provided to help you and your family learn to stay safe.



SMOKE DETECTORS – Don't Stay Home Without Them:

Most fatal home fires occur at night when people are sleeping. Most people in home fires die from the inhalation of smoke and toxic gases, not from burns or the flames themselves. A working smoke detector reduces your risk of dying in a home fire. Early detection of a fire allows you and your family to safely escape your home, should a fire occur. Smoke detectors can save even more lives if we install them everywhere they are needed and if we keep them working.

Minimum protection requires a smoke detector be installed outside of each sleeping area and on every level of the home, including the basement. On floors without bedrooms, detectors should be installed in or near living areas such as dens, living rooms, or family rooms.

Follow these safety tips for your smoke detector:

- Test your smoke detector once every month (choose a day – such as the first Sunday of every month). Follow the manufacturer's instructions on how to test your alarm.
- Don't forget to clean your smoke detector periodically. Gently vacuum the inside of your smoke detector and wipe the inside of the cover with a damp cloth.
- Have non-working smoke detectors replaced immediately. **CALL IDC PROPERTIES**
- Never remove the detector's battery to silence it, investigate the cause.

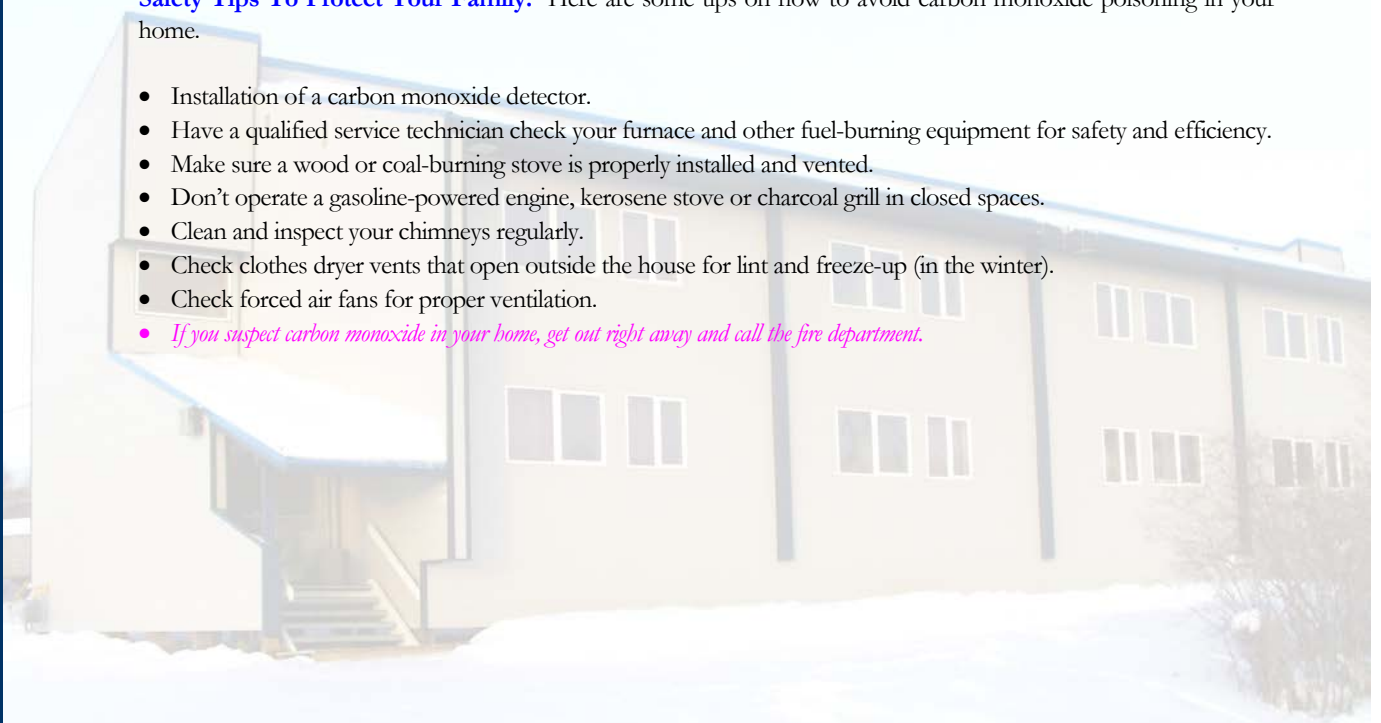
CARBON MONOXIDE DETECTORS:

Carbon monoxide is a colorless, odorless, tasteless, but deadly gas. Because you can't see, taste, or smell it, carbon monoxide can kill you before you know it's there. Carbon Monoxide is a common by-product of appliances that run on flammable fuel, and it's emitted by gas and oil furnaces, gas powered refrigerators or gas clothes dryers, water heaters, fireplaces, wood stoves, charcoal grills, gas ranges, and space heaters. A clogged or dirty chimney or running a vehicle in an attached garage can cause problems as well.

Signs: Carbon Monoxide poisoning is difficult to diagnose because it's symptoms are similar to other common illnesses, such as the flu. Symptoms of low-level carbon monoxide poisoning can include headaches, fatigue, nausea, dizzy spells, and confusion.

Safety Tips To Protect Your Family: Here are some tips on how to avoid carbon monoxide poisoning in your home.

- Installation of a carbon monoxide detector.
- Have a qualified service technician check your furnace and other fuel-burning equipment for safety and efficiency.
- Make sure a wood or coal-burning stove is properly installed and vented.
- Don't operate a gasoline-powered engine, kerosene stove or charcoal grill in closed spaces.
- Clean and inspect your chimneys regularly.
- Check clothes dryer vents that open outside the house for lint and freeze-up (in the winter).
- Check forced air fans for proper ventilation.
- *If you suspect carbon monoxide in your home, get out right away and call the fire department.*





HOME ESCAPE PLANNING ☞ Plan To Get Out Alive!

When a fire breaks out, the key to survival is immediate escape. One day, without warning, your life and the lives of your family may suddenly depend on whether you know how to escape from fire. Planning to escape from fire is a fundamental safety measure for every home. Please take a few minutes to learn how easily you can prepare to escape in case a fire breaks out in your home.

Everyone in your home should have an escape plan, because escape may not be as easy as walking out the door. Plan at least two exits from every room of your home. The more escape routes you have, the better. To make your escape plan, draw a diagram of your home, showing every door and every window. It's especially important to have two escape routes from every sleeping area. After you've noted your escape routes, walk through each one to see that everyone in your family can unlock all locks and open all windows and doors quickly – even in the dark. If you must escape from a second-story window, be sure you have a safe way to reach the ground. Make special arrangements for small children, people with disabilities, and pets.

Agree on an outside meeting place. Agree on one place where all members of your family will meet. Ideally this location would be near the front of the house. Make sure that everyone knows that once they are out of the house – **NEVER GO BACK INSIDE, NO MATTER WHAT!**

Practice your escape. Every time you and your family take part in a fire drill, you increase the likelihood that you will react correctly in a real fire. Practice your escape routes at least once every six months. Appoint someone as the monitor, to sound the alarm and make sure everyone uses the planned escape routes. Make your exit drill as realistic as possible. Practice both escape routes. Pretend that certain exits are blocked by fire and that there are no lights, as fire is not light – but extremely dark. Remember to crawl low under smoke, and never, never go back inside.

Many fires can be prevented. But in case a fire does break out, make sure your family will be awakened by smoke detectors and that they have practiced how to escape.





KITCHEN FIRE SAFETY:

Many home fires start in the kitchen. Across Canada, deep frying is the number one cause of kitchen fires in the home. All such fires can be traced to overheated cooking oil catching fire. However there are also several other causes of kitchen fires. Don't let this happen to you. By practicing the following safety tips, you can prevent fires and burns. If a fire does start, knowing what to do can prevent damage and save lives.

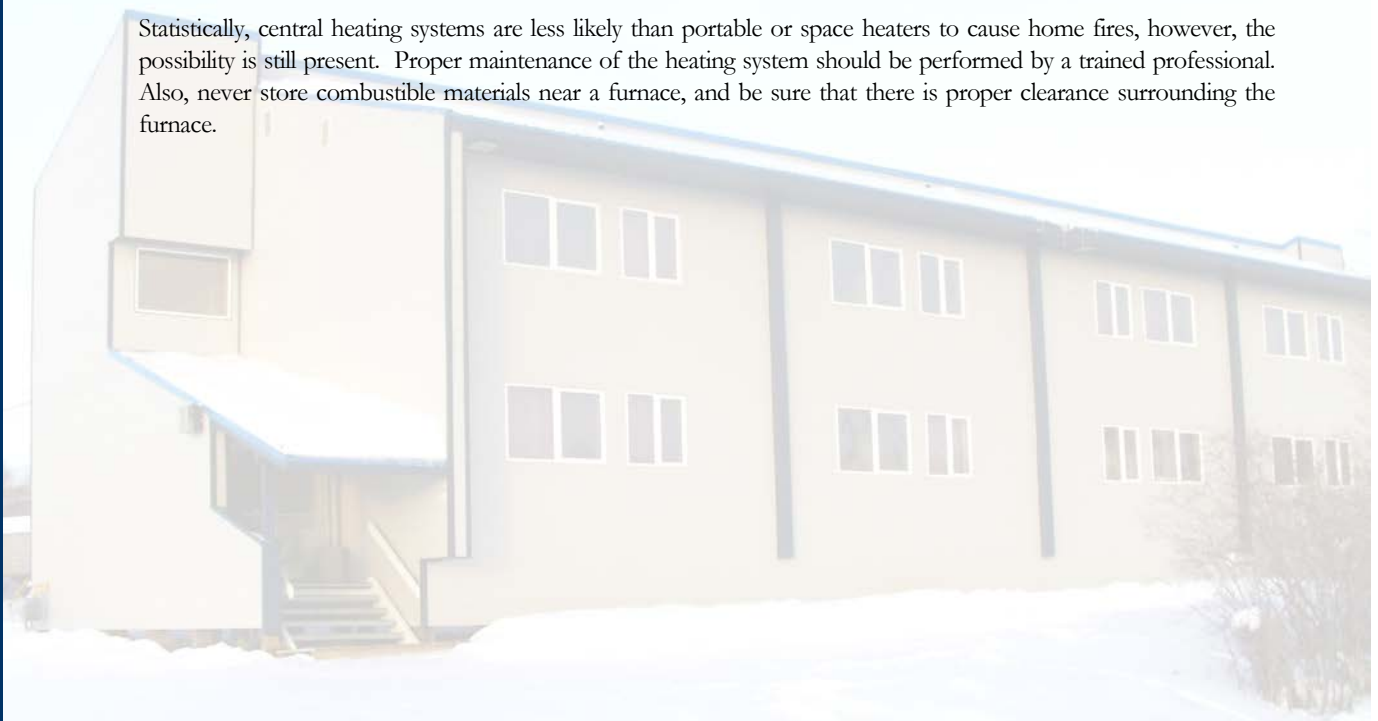
- **Don't Ever Leave Cooking Unattended:** The first step to safe cooking is to stay in the kitchen whenever something is cooking. Also, turn off appliances promptly when you finish using them. Coffee pots, toaster ovens and other appliances can overheat if you leave them on, causing a fire. Always unplug electrical appliances when they are not in use.
- Use a thermostatically controlled electric deep fryer or pan for frying foods. Have defective appliances serviced.
- If a fire does occur, put a tight lid on the pot or pan to smother the flames. Turn off the heat and the exhaust fan. And NEVER carry a flaming pot or throw water on it.
- Keep combustible materials such as paper, cardboard, curtains and plastics away from heat sources.
- Wear short or tight fitting sleeves when cooking. Loose sleeves can catch fire over the hot stove.
- Don't store things over or behind the stove. You may get burned reaching over a hot stove.
- Avoid cooking when sleepy or drowsy from the influence of medications or alcohol.
- Turn pot handles inward to prevent children from pulling them off the stove, or to prevent them from being knocked off the stove.

HOME HEATING SAFETY:

Most home heating fires involve portable heaters and space heaters. Room gas heaters and kerosene heaters account for the highest number of home heating fire fatalities, but all heaters are dangerous if not used properly. Buy only heaters that bear the label of an independent testing lab, and look for heaters with automatic shut-off safety features. Have all your heating equipment installations inspected by local building and fire officials.

Keep all combustible materials away from portable heaters and space heaters. Place heaters at least 3 feet (1 meter) away from walls or anything else that will burn. Kerosene heaters pose a special danger because kerosene is extremely volatile. Add fuel to kerosene heaters only when the heater is completely cool and only in a well-ventilated area away from flames or heat sources. Use only the type of kerosene specified by the manufacturer. Never refuel with gasoline. Gas space heaters need to be properly ventilated. Never install unvented heaters in bedrooms or bathrooms.

Statistically, central heating systems are less likely than portable or space heaters to cause home fires, however, the possibility is still present. Proper maintenance of the heating system should be performed by a trained professional. Also, never store combustible materials near a furnace, and be sure that there is proper clearance surrounding the furnace.





ELECTRICAL FIRES – Prevent Them!

Don't take electricity for granted. The following tips may help prevent electrocution and electrical fire hazards in your home:

- Replace or repair appliances that overheat, spark, short-out, smoke or have cracked or frayed cords. Buy approved appliances only – look for recognized testing agency labels such as CSA or UL.
- Have all wiring and repairs done by a professional electrician. Self wiring and repair can be dangerous.
- Unplug space heaters, irons, hair dryers, curling irons, electric blankets, toasters and other appliances when not in use.
- Use light bulbs of the wattage recommended for your lamp and ceiling fixtures.
- If fuses blow, circuit breakers trip often or smell like burning wire, outlets don't work, light switches are hot to the touch, or lights flicker, have your home's electrical system checked by a qualified electrician and have all necessary repairs done immediately.
- Avoid multiple connections – overloading circuits. Plugging in too many cords into one socket is a fire hazard. If necessary, have more outlets wired into your home. Never cover electrical cords by carpets/rugs or have them running across high traffic areas.

LIGHTERS AND MATCHES - Are Tools, Not Toys!

Each year, thousands of fires are started by children playing with matches and lighters, and the victims of these fires are often the children themselves. Half of all child-play home fires start in the bedroom, and more than half of all fatal child-play home fires start in bedding, mattresses, or upholstered furniture. Preschoolers as well as older children start – and die – in these fires. Keep all matches and lighters out of young hands. Store them up high, preferable in a locked cabinet, and away from where children are left alone.

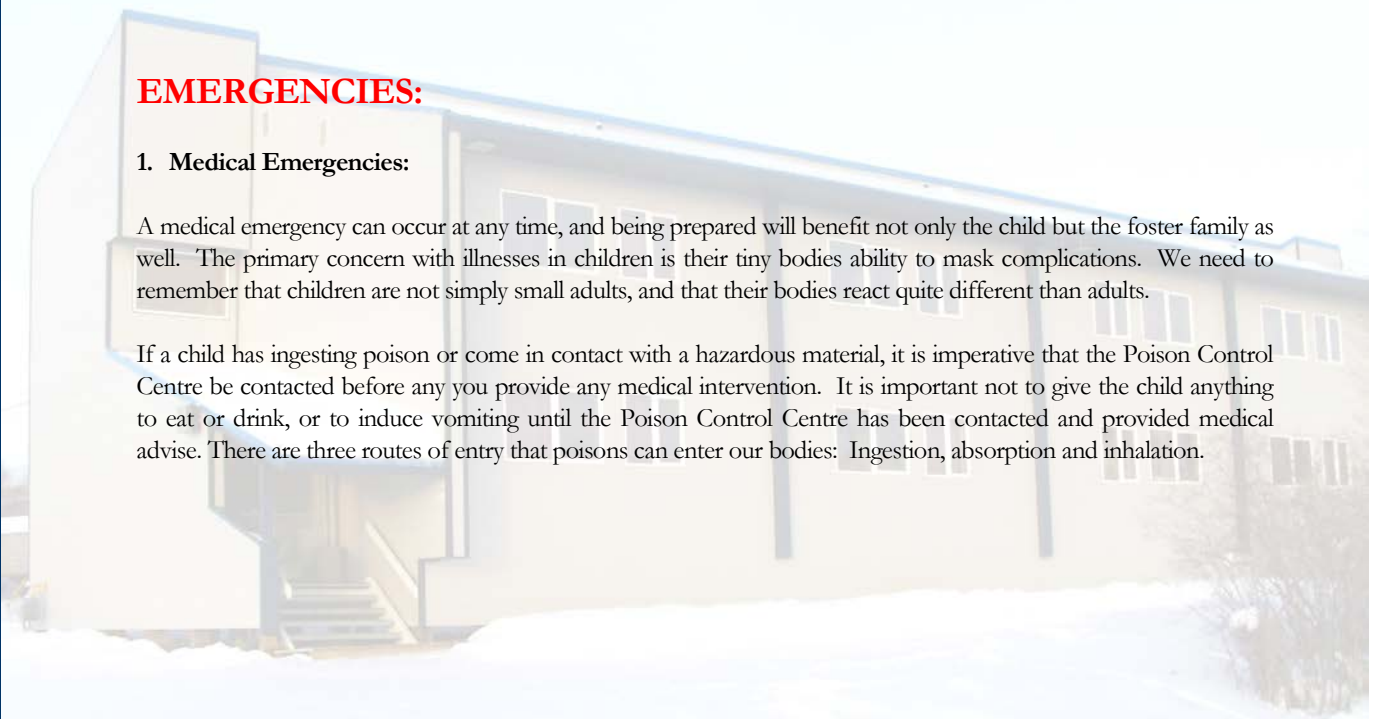
Teach young children to tell an adult whenever they find matches or lighters, and to not touch them. Most importantly, teach your children that matches and lighters are tools, not toys. As adults, parents, or caregivers you can teach prevention to your family members, making sure they stay safe. The Fire Department is available to provide information and educational materials should your family require it.

EMERGENCIES:

1. Medical Emergencies:

A medical emergency can occur at any time, and being prepared will benefit not only the child but the foster family as well. The primary concern with illnesses in children is their tiny bodies ability to mask complications. We need to remember that children are not simply small adults, and that their bodies react quite different than adults.

If a child has ingesting poison or come in contact with a hazardous material, it is imperative that the Poison Control Centre be contacted before any you provide any medical intervention. It is important not to give the child anything to eat or drink, or to induce vomiting until the Poison Control Centre has been contacted and provided medical advice. There are three routes of entry that poisons can enter our bodies: Ingestion, absorption and inhalation.





In the Inuvik region, the Inuvik Regional Health and Social Services Board (Out Patients) should be contacted. It is important to provide the following information:

- Age of the child.
- The name of the poison that was ingested/came in contact with the child.
- The length of time exposed.
- Any current medical problems with the child.
- Medications the child is currently taking.

When a medical emergency arises and it is not possible to contact the Child Protection Worker, foster parents should proceed the way they would if it was their own child. Admission to the hospital may be signed for by the foster parent. For surgery, hospitals require the signature of the child's legal guardian. Note that the attending physician can sign on behalf of the legal guardian if surgery is required. However, it is imperative that the Inuvik Regional Health and Social Services Board be contacted should a medical emergency arise.

2. Accident Response:

Because supervised outdoor activities may occur in remote areas, accessibility to medical services in emergency situations may be limited. Therefore it is quite important to pre-plan and prepare for such an event. Whenever possible, it is recommended that all individuals take a first aid/CPR course which provides basic training in dealing with emergencies. The following guidelines have been prepared and will apply to any type of accident:

Prevention is #1, ensure your camp area or home are free from hazards.

Take charge of the situation: The trip supervisor, or designated individual must immediately take charge of the situation, with the remainder of the group following this individual's direction. Do not panic, this will only worsen the situation for the victim.

Approach the victim safely: Ensure you survey the scene carefully to determine what happened. You do not want to become part of the problem and in need of help yourself or jeopardize the remainder of the group.

Perform urgently needed first aid and emergency rescue: If the victim is in danger of further injury, move them quickly and gently to a safe area. If no immediate hazard is present, it is important not to move the victim. The following is a few simple steps that you can take to help your victim:

Check the victims A B C's

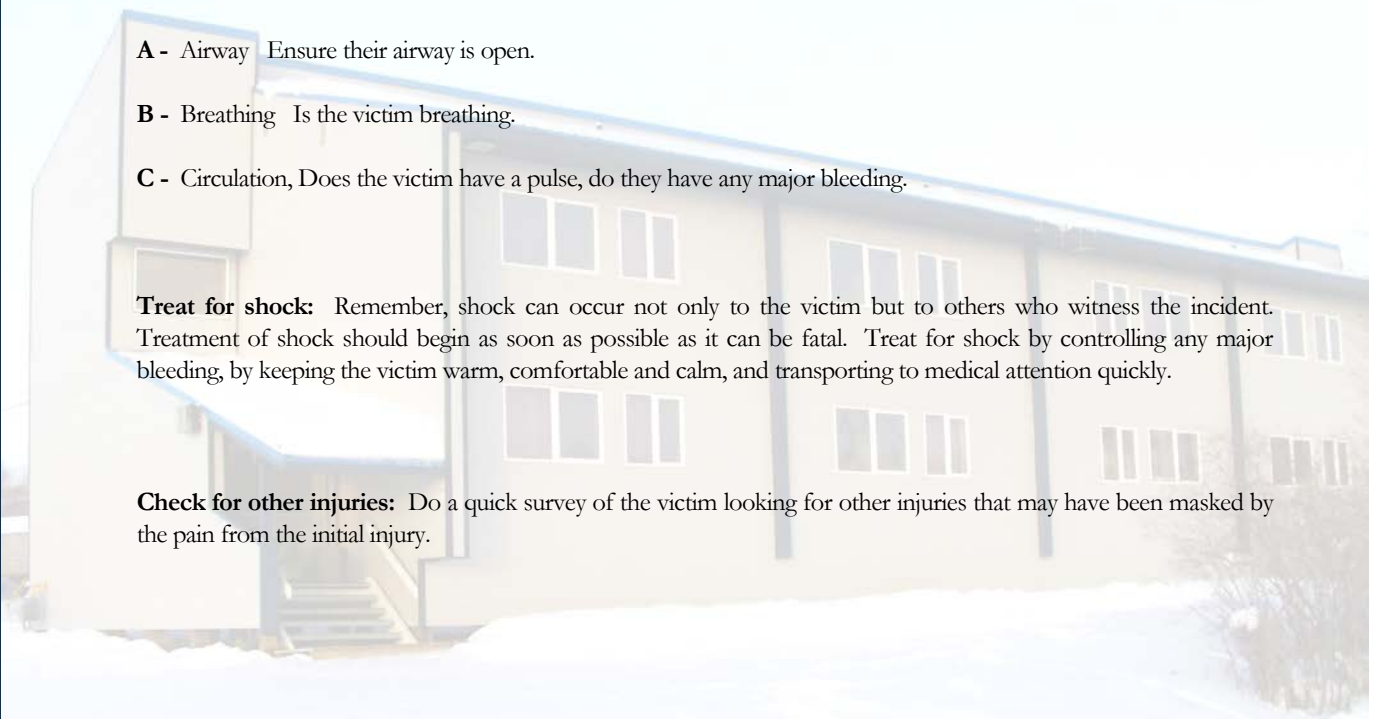
A - Airway Ensure their airway is open.

B - Breathing Is the victim breathing.

C - Circulation, Does the victim have a pulse, do they have any major bleeding.

Treat for shock: Remember, shock can occur not only to the victim but to others who witness the incident. Treatment of shock should begin as soon as possible as it can be fatal. Treat for shock by controlling any major bleeding, by keeping the victim warm, comfortable and calm, and transporting to medical attention quickly.

Check for other injuries: Do a quick survey of the victim looking for other injuries that may have been masked by the pain from the initial injury.





Plan what to do: Decide if outside medical intervention is required. If you are not sure about the victims condition or the group's ability, call for outside help. Regardless of the injury or illness, if you are ever in doubt, call for help! Remember children aren't simply small adults.

Going for help: At least two people should be sent for help (one should be an adult and the other a stronger member of the group). If they are going through the bush they should flag/mark their trail and stick as close their designated route as possible. They should carry with them the following information:

1. Where, when and how the accident occurred.
2. The number of victims, the nature and seriousness of injuries.
3. First aid administered, the condition of the victim, first aid supplies available.
4. Distance from the road, the type of terrain and the difficulty of evacuation.
5. What manpower and equipment is at the scene.
6. What method of evacuation is required.
7. Where the callers are calling from (phone and address).
8. Names and addresses of all members in the party.

Conclusion:

When traveling on the land, by vehicle or simply playing a game in the backyard, being prepared for an emergency will increase the chances of a positive outcome and lessen the chances of serious and permanent injuries. Pre-planning with your family will ensure that all members are aware of what the various roles are in an emergency, and how to respond accordingly.

