

Tenant Information

How To Pay Rent

Your rent is due on or before the first day of each month. You can pay your rent by delivering a cheque or money order to the Society Office on or before the first of each month. If your building has a Building Manager, you can give your cheque or money order to them to deliver to the Society Office. Maintenance Staff is not permitted to handle cash. If you are late paying your rent, you must bring or mail your cheque or money order to the Society Office. Post-dated cheques can be provided to the Society Office to ensure the Society receives your rent on time.

Income Verification & Income Testing

When you become a tenant with Lu'ma Native Housing Society, you must fill out an Income Verification Form. This will be provided to you. Every year before the anniversary date of your becoming a tenant with Lu'ma Native Housing Society, you will be mailed an Income Verification & Income Testing Form. This must be filled out and delivered to the office. Proof of income declared on the Income Verification form is required. Acceptable proof of income includes the following:

- Tax Assessment Summary (TD1) from Canada Custom & Revenue Agency (mandatory)
- A minimum of three consecutive cheque stubs or a letter from employer stating gross monthly income or year to date income (mandatory)
- Copies of cheque stubs from sources such as EI, Pension, or Income Assistance
- Copies of bank statements/book showing direct pension deposits
- Student Loan documentation
- If your income changes, you can phone the Society Office to have an Income Verification Form sent to you, or you can print, fill-out and deliver the following

Subsidy

A subsidy may be available to you depending on many factors which may include the following:

The building you are a tenant in, your income, your rent amount and your family size.

An Income Verification form must be submitted and updated annually so that you receive a subsidy if you are eligible. Proof of Income must be submitted with the Income Verification form.

Acceptable proof of income includes the following:

1. Tax Assessment Summary (TD1) from Canada Custom & Revenue Agency (mandatory)
2. A minimum of three consecutive cheque stubs or a letter from employer stating gross monthly income or year to date income (mandatory)
3. Copies of cheque stubs from sources such as EI, Pension, or Income Assistance
4. Copies of bank statements/book showing direct pension deposits
5. Student Loan documentation

Gross income stated must be properly calculated as monthly income.

If you do not submit an Income Verification Update form each year before the anniversary date of your becoming a tenant with the Society, you will lose your subsidy. It is the tenant's responsibility to provide the form and proof of income.

Arbitration

Failure to pay your rent will result in being served a Notice to End Residential Tenancy. This Notice may be served if you have an outstanding balance from failure to pay your rent. This Notice may also be served from being habitually late in paying your rent regardless of the balance owed. Once the Notice to End Residential Tenancy is received, you will have a prescribed time to pay all of the Arrears on your rent. Failure of the resident to pay arrears within the prescribed time by the Residential Tenancy Act shall result in the Landlord (the Society) filing for an Order of Possession of the apartment or house.

Transfers

Lu'ma Native Housing Society receives many requests each year from tenants wishing to transfer to another unit or another building. There are no guarantees whether a transfer will be approved or how long it will take as transfers are evaluated along with new applications for housing. Lu'ma Native Housing Society may approve a transfer for the following reasons:

- If a change in your household size or composition requires a different size unit;
- If you or a family member have a medical condition that would be stabilized or improved by a change of location. Please note that your physician must provide documentation that supports the need for a medical transfer;
- If you or a household member's well-being is at serious risk from trauma, violence, harassment or other undesirable consequences. Please note that you will need to provide supporting documentation from the police or an appropriate social agency.

If you are behind in your rent payment or owe the Society any money when you are offered a transfer, it is expected that all outstanding charges will be paid in full before you are offered transfer.