Welcome to Visiting Faculty Housing at the University of Toronto.

Our housing program provides full time visiting professors who have been invited to the University with short-term, furnished accommodation. Our goal is to ease your temporary transition to a new city and academic setting, and to promote a cooperative connection between your home institution and the University of Toronto.

This not-for-profit program is administered by the University's Residential Housing Ancillary and operates on a cost-recovery basis with no subsidies.

**Property Management**

Canlight Hall Corporation (formerly known as Samuel Property Management) is appointed by the University of Toronto to provide Property Management services to our residential properties. They maintain an on-site office at 375 Huron Street. The office is open from 9:00am to 5:00pm, Monday to Friday. You can reach the office by calling (416) 408-1019, or by emailing facultyunits.repair.realestate@utoronto.ca. We also have staff on duty throughout the week.

We have every confidence that you will receive appropriate service and attention. If, however, your needs are not being met, please feel free to contact the Faculty Housing Office, at (416) 946-5671 or by email at visitingfaculty.realestate@utoronto.ca

**Length of Stay**

Apartments are offered on a limited-term basis for a minimum stay of 3 months and a maximum stay of 18 months. Shorter stays can sometimes be accommodated if there are gaps between bookings.

**Departure**

We require at least 2 months (60 days) advance written notice, or payment in lieu of notice, if you choose to leave before your lease has expired.

**Transferring** from one unit to another, for practical reasons, is not permitted, unless arranged in advance by the Faculty Housing Office due to space availability.

**Subletting** is not permitted under any circumstances.

If your plans should change:

- **Cancellation**: if you must cancel your reservation prior to your arrival, we require at least 60 days’ notice in order to provide a refund of your deposit. If you give us less than 60 days’ notice, you may be eligible for a full or partial refund if we are able to rent the unit to someone else for that same period.

- **Leaving early**: If you must leave before your tenancy expires, we will require 60 days’ notice or payment in lieu. Should we be able to rent your unit to someone else within the vacated time period; you may be eligible for a partial refund.
• **Extension:** if your visit has been, or may be, extended, please inform us as soon as possible. Extensions must be confirmed and we cannot guarantee that we will be able to extend your housing beyond your present stay, as we endeavour to keep the units fully occupied throughout the year.

**Rent and Parking Charges**

Rent and parking charges are due on the 1st day of the month. Non-payment or repeated late payment can result in eviction.

**Method of Payment**

We accept personal cheques, certified cheques, bank drafts or money orders, postal money orders and wire transfers. The payments should be made payable to:

“University of Toronto Visiting Faculty Housing Program”

Ensure that you submit your payment to the Property Manager’s office before or on the first day of the month. If more convenient, you may instead submit post-dated cheques in advance.

**You are responsible, at all times, for paying any bank administrative charges as a result of these transactions.**

**Living in your Unit**

Tenants are required to maintain their units in good and clean condition. We do not provide housekeeping services.

**Be a Good Neighbour**

Please respect your neighbour’s right to privacy and a peaceful and healthy home environment. Excessive noise, clutter, unsanitary habits, and activities that go above and beyond that found in a normal home environment will not be tolerated.

**Smoking**

Smoking is prohibited in all individual units and the Housing Co-operative's common areas, except as may be designated as a smoking area by the Co-operative.

**Supervising your Child**

Parental supervision is expected and we ask that you never leave your children alone in the housing units, backyards, balconies, decks or in the Co-op’s common areas.

Please be aware where your children are playing; prohibited areas include common stairwells and hallways, as well as parking lots, laneways and roadways.

Children will be respectful of their neighbours, and to their surroundings. Please keep excessive noise and activities to a minimum.
Pets

We regret that pets of any kind are not allowed in Visiting Faculty Housing. Accredited service animals are welcome.

Security

If you are going to be away from home for any length of time, please make sure your windows and doors are closed and locked. Notify us if you plan to be away for an extended period of time or on vacation.

If you keep personal property outside of your unit (e.g., bicycle), please ensure that it is securely locked.

Know who your neighbours are. Any unusual or questionable activity in the neighbourhood, or with your unit, should be immediately reported to the Property Manager. If you see criminal activity in progress, call 911 immediately.

It is highly recommended that you take out content insurance for your unit as the University does not have a provision to cover this.

What is that? How does it work?

Please take particular care with our appliances, and our heating and cooling systems. For example, when running your unit’s air conditioning system (window, ductless or central) please DO NOT leave your windows open. To do otherwise will overburden the system until it breaks down. If you wish to cool your unit, close the windows and shut your doors.

If you are going to be away for an extended period, please do not adjust or turn down your heat, as this may adversely affect your neighbours.

If you are unsure about how to operate or use something in your unit, please speak to our Building Management staff as they would be happy to assist.

Tenants will be held financially responsible for any damages to University property.

Maintenance and Repair

Property Management staff are responsible for building and yard maintenance, putting out garbage for pickup, and for clearing snow from sidewalks and driveways.

Work Orders

Online Non-Emergency Maintenance Request System

On arrival, all tenants are given access to log onto the following for non-emergency repair and maintenance issues:


If you cannot locate your access, please contact the Faculty Housing office
Requests for repairs and maintenance will be forwarded directly to the Property Manager. Please allow the Property Management Team access to your unit and a reasonable amount of time to assess the request, prioritize, and address the problem. All necessary repairs will be attended to either by our Team or by qualified contractors engaged by the Property Management Office. Please note that the timely completion of outside repairs and maintenance will be subject to weather conditions.

The Property Management team will monitor the quality of the repairs and maintenance completed. Please be sure to let our Management Team know if you believe these have been unsatisfactorily completed.

**Emergencies**

For emergencies such as a lack of heat, water or hot water, pest infestation or flooding, please call the following for immediate assistance:

- Ph (647) 294-5741

**Life Threatening Emergencies**

Should you experience a serious injury, fire, heavy smoke, carbon monoxide or be a victim of, or, observe a crime in progress, immediately call:

- 911
- Campus Police (416) 978-2323

**Pest Control**

It is important that our tenants maintain a sensible degree of order and cleanliness in their units.

Our neighbourhood is located in a heavily populated and mixed use neighbourhood, and can, from time to time, be subjected to the infiltration by unwelcome guests. These include rats, mice, squirrels, raccoons, possums, pigeons and insects.

Our Property Management Team and the Faculty Housing Office remain vigilant in their effort to control and eradicate whenever possible, pests in our residences. If you should experience or suspect unwanted visitors to your unit, whether inside or out, please let us know at your earliest convenience. If you suspect an infestation of insects, please provide a description, and, if possible, an insect sample as this would be of great help to our Property Management Team in determining the best course of action.

We also ask that you make every effort to properly seal and store foodstuffs for both yourselves and your pets and to properly store and dispose of your garbage. If you have any questions or require assistance concerning this, please contact our Property Management Office.
Parking

Subject to availability, reserved, uncovered surface parking can be rented on a monthly basis. The parking spots are assigned on a first-come-first-served basis and may not necessarily be located directly behind your unit, although we try to provide a parking space as close to your apartment as possible. Please contact the Faculty Housing Office for further information.

If you prefer covered parking, please contact the University of Toronto's St. George Campus Parking Services for further assistance:

Website:  http://www.parking.utoronto.ca
By Telephone: 416-978-7275
By Facsimile: 416-978-1475
By Email: parking@utoronto.ca

If you prefer to park on the street, you will require a parking permit from the City of Toronto. For more information, and to obtain a permit, please go to http://www.toronto.ca/transportation/onstreet/index.htm.

Visitor Parking

We regret that we do not provide visitor parking and will ask that you pursue parking arrangements for your guests with the University of Toronto Parking Service or the City of Toronto’s Parking Service.

Laundry

There are three communal, faculty-only, (keyed entry) laundry facilities conveniently located for your use:

- 375 Huron Street (LR1) Basement, front or rear entrance
- 657 Spadina Avenue (LR2) Basement, rear entrance
- 45 Sussex Avenue (LR3) Basement, rear entrance

The coin operators on the machines are not activated, and so money is not required to operate the washers and dryers. Simply push in the coin operators to activate the machine.

You will be given a key that can access any one of the three laundry rooms. Please lock the laundry room doors behind you every time you enter and exit.
Moving Out

Please confirm the date and approximate time of your departure with the Property Management Office, 416-408-1019 or facultyunits.repair.realestate@utoronto.ca. You can also arrange a time to return your keys.

Please ensure that any telephone, Internet, and cable services (beyond what was included in your rent) you ordered are cancelled. Please advise Canada Post of your address change.

Before vacating your apartment, please be sure to lock all doors and windows and remove your belongings, including food items in the refrigerator and cupboards. The Property Manager will arrange to have the apartment thoroughly cleaned; however, if you have time to sweep up, vacuum, and perform any other cleaning prior to your departure; it would be greatly appreciated by our cleaning staff.

If you are aware of any maintenance or repair needed in your apartment, please bring it to the attention of the Property Manager so that it can be addressed prior to the next faculty member taking occupancy.