

GOOD NEIGHBOURS GUIDE

FOR UNIVERSITY STUDENTS,
LANDLORDS, COMMUNITY
RESIDENTS AND NEIGHBOURS



UNIVERSITY OF
TORONTO
MISSISSAUGA

AUGUST 2019

WELCOME

This Mississauga Good Neighbours Guide is designed for you, whether you're a university or college student who lives off-campus, a Mississauga resident who counts students among your neighbours, or a landlord who rents your property to students.

Keep this guide handy—it's packed with helpful tips about everything from garbage collection to getting along with your neighbours, as well as a handy list of local contacts and resources offered by the City of Mississauga and Peel Region.

This publication is one of many partnerships between the City of Mississauga and local post-secondary institutions, building a community that supports our students and strengthens our civic environment and pride.



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INFORMATION FOR STUDENTS

When you move away from home and live off-campus, you're not only gaining privileges that come with living on your own; you're also accepting responsibilities for being part of a new community. We encourage you to be a good neighbour in whatever area of Mississauga, Brampton or wherever you call home. Being a good neighbour will help ensure that you, your fellow students and your university maintain good reputations in the broader community.

It's important for you to be aware of your rights and responsibilities as a tenant, which can vary depending on the type of rental agreement you secure. Give yourself plenty of time to search out your options and to ask questions. A good source of information is the Ontario Landlord and Tenant Board (ltb.gov.on.ca), where you can find a variety of resources to help you understand the policies, rules and legislation pertaining to your specific rental situation.

HOW TO BE A GOOD NEIGHBOUR

Make a point of meeting your neighbours and making a good first impression when you move in. Remember that you're likely to see them on a regular basis. Give your closest neighbours your contact information, and your landlord's information, and invite them to contact you if they have concerns.

Ask Questions

Most people genuinely like helping others, so if you aren't sure about something in your neighbourhood, try asking a neighbour. This could include seeking recommendations for a good auto mechanic or how yard waste should be put out for collection, or something as simple as asking what time the mail is usually delivered or the location of the nearest post office or grocery store.

Make a Good Impression

Be aware that the appearance of your home and how it is maintained will have a huge impact on how your neighbours relate to you. While you may be renting your house or apartment, your neighbours have likely invested a lot in their own homes - your efforts to maintain the appearance of your home will help protect the investments of your neighbours.

Keep It Tidy

- Keep the exterior of your home clean and tidy. This includes storing waste and recycling appropriately, following garbage collection schedules, not leaving furniture or debris on your lawn, and avoiding hanging signs, banners or flags in windows.
- Tell your closest neighbour whether you or your landlord is responsible for lawn care, snow removal and external maintenance of your home so that concerns can be directed appropriately.

Be Considerate and Respectful

- Develop house rules with others living with you. Assigning responsibilities for tasks like taking out the garbage will reduce concerns and conflicts within your space and with your neighbours.
- Avoid exposing your neighbours to activities they may find disruptive or offensive such as swearing, drinking, excessive partying or rowdy behaviour.

Almost every culture has an equivalent to the "Golden Rule" that suggests that you "do unto others as you would have them do unto you." It's a basic concept that's important when considering how to be a good neighbour and helps assure the reasonable enjoyment of all in your neighbourhood.

- Keep an eye on your guests and try to head off any problems by moving potentially bothersome behaviour inside your home or somewhere else that might be more appropriate.
- If you receive an unfriendly reaction from a neighbour, listen to his or her concerns — try to see the issue from his or her perspective, and make whatever reasonable adjustments you can.
- Document your concerns with neighbours and their's with you, and actions taken as a result of concerns, as this may be helpful in seeking or responding to enforcement.

Contribute to Safety

- Drive safely and slow down in residential areas, particularly since children may live and play nearby.
- Watch for possible safety and security concerns and report suspicious activity to Peel Regional Police and/or Crime Stoppers.

Follow Parking and Traffic Rules

- Have no more vehicles than available parking spaces. Check your rental/lease agreement for specific information about parking privileges.
- Do not park, or allow your visitors to park, on your neighbour's property without their permission. This includes parking on lawns and others' driveways, parking spaces or blocking walkways.
- Be aware of municipal by-laws that regulate parking in the city – for example, they may prohibit parking on both sides of the same street, parking on a street overnight, parking on sidewalks and blocking bus stops or fire hydrants.

For more information on Parking and Traffic Rules, visit mississauga.ca/parking

New On-Street and Overnight Parking Regulations

Unless otherwise posted, you can now park on Mississauga streets for up to five hours instead of three. In addition, overnight street parking is no longer allowed from 2 a.m. to 6 a.m. daily. The new parking rules are in effect all year round.

For more information on Parking Regulations, visit mississauga.ca/portal/residents/parkingbylaw

Keep It Quiet

Excessive noise at any time of the day is illegal and could carry a fine, but your neighbours are likely to be even more sensitive to loud noises at night. While your student schedule may include late-night hours, most people in the community follow a more traditional 9-5 work schedule that involves getting up early and not going to bed too late. Avoid excessive noise to help them sleep peacefully.

A noise by-law can be enforced for noises likely to annoy or disturb the peace of fellow residents, including sounds from overly loud stereos, televisions, car engines and exhaust systems, and shouting. When you are preparing for tests and exams, you can have similar expectations from your neighbours.

Enforcement

Municipal law enforcement officers and Peel Regional Police take neighbourhood concerns seriously and will issue tickets and lay charges. Serious offences can lead to a criminal record, time in jail and can have a significant impact on your future career options.

Pets

Pets need licences too! Under Mississauga's Animal Care and Control By-law, every dog and cat in Mississauga needs to be licensed. A pet license comes with benefits. It's your pet's ID and has important information that can help Mississauga Animal Services return your pet to you if lost.

Pet owners are responsible for buying a pet license and renewing it annually or bi-annually. You can buy an annual pet license online, by phone, by mail or in person at the City's Animal Services shelter. You can buy a two-year pet license by phone, mail or in person at the City's Animal Services shelter; two-year licenses aren't available online.

Pet licenses must be visible on the pet's collar. Owners of unlicensed pets may be subject to a \$100 administrative penalty.

For more information on pets, visit mississauga.ca/portal/residents/pet-licensing

Follow Garbage Schedules and Rules

Some of the general guidelines include:

- Recycle and compost whatever you can. Ensure that waste is properly sorted and stored among your garbage, recycling and organics carts and yard waste bag.
- You or your landlord should use the Region of Peel's current and approved garbage carts, recycling carts and organic carts. Ensure the lids are closed to discourage raccoons and skunks from getting into your garbage.





- Put out your waste only on collection days. All materials, including garbage, recycling and organics, must be at the curb no later than 7 a.m. on the day of collection, and not before 7 p.m. the previous evening. On days other than waste pick-up day, bins must be located in a rear yard, side yard, garage or carport. Bins can't be located in a front yard. City of Mississauga Enforcement Officers have the discretion to accept alternative locations should the situation warrant.
- If you have more garbage than you can fit in your cart, secure additional bags with garbage tags purchased at locations across the city, noted in the Waste Management Guide.
- If you are discarding furniture or other large household items and they are in good condition, take them to a Peel Community Recycling Center. You may also consider whether they may be reused by community agencies such as the Salvation Army or Goodwill — some of these services will pick up larger items with advance notice. Otherwise, place items such as these at the curb before 7 a.m. on your regularly scheduled collection day.
- Toward the end of the school year, as you and your housemates prepare to move out, plan your move so you don't pile up a lot of refuse on the last possible garbage day. Planning ahead can make moving out more manageable for you and for the region when collecting waste and recycling.

Contact the Region of Peel for a Waste Management Guide by calling 905-791-9499 or visit [peelregion.ca/waste](https://www.peelregion.ca/waste)

Safety Tips

Once you are a tenant living in a home or property, you share responsibility with the landlord for your safety and well-being.

- Make sure working smoke alarms and carbon monoxide detectors are on each floor of the property.
- Make sure there is a working fire extinguisher on the premises.
- Report any safety concerns.
- Be ready for an emergency - prepare an escape plan.
- Arrange a disaster preparedness kit that includes flashlights, batteries, bottles of water, some canned food, matches, candles, a battery-powered radio, a couple of blankets and a first-aid kit.
- Be aware of your obligations as a tenant, particularly when detailed in your lease or rental agreement.

More suggestions are included near the end of this guide.

For fire prevention information, visit [mississauga.ca/portal/residents/firesafety](https://www.mississauga.ca/portal/residents/firesafety)

Plan Parties Responsibly

If you plan a party at your home, consider the safety of your guests and the comfort of your neighbours.

- Limit the number of guests you invite to a number that's reasonable for your home.
- Control the noise level and keep the party indoors.

- Let your neighbours know when you are planning a party. Give them plenty of notice and ask them in advance if they have any particular concerns.

- If you are providing alcohol or other intoxicants or your guests are bringing their own, you share responsibility, including legal liability, for their actions during and after the party.

- Monitor your guests and ensure that they are acting responsibly and get home safely. Having bus routes and the telephone numbers of taxi companies handy can help.

- Ensure that there is a sober host, preferably the person responsible for the home, so that the host is fully capable of handling any problems that arise, including calling the police if the event gets out of hand. Being intoxicated does not excuse a host from legal responsibilities — the “but I was drunk” defence doesn't work.

- If a neighbour or police officer comes to your door, deal with the issue in a cooperative manner and do what you can to remedy the situation.

- Clean up the exterior of your place afterwards — discarded/broken bottles and scattered garbage are unattractive and can be dangerous.

Information on Party Planning is available at [lcbo.com/learn/planningtips.shtml](https://www.lcbo.com/learn/planningtips.shtml).

HOW TO GET ALONG WITH STUDENT NEIGHBOURS

Introduce Yourself

Your student neighbours are likely to be more considerate and understand your needs better if they know you. Make a point of meeting new neighbours moving into your neighbourhood, and introducing yourself and your family – a simple “hello” will go a long way at the start. Consider giving neighbours your name and phone number and welcoming them with friendly advice that’s likely to be of help, such as the schedule for waste pick-up and tips on securing their green bin from raccoons.

Communicate

Realize that this may be students’ first time living on their own. If you have a problem with the behaviour of your neighbours, let them know how you feel—they may not realize that what they are doing is disruptive or offensive to you. If you are comfortable doing so, try to resolve the issue with your neighbour directly. If necessary, follow up with your neighbour’s landlord or authorities as appropriate, noting that any documentation or log of your concerns and actions will be helpful.

Be Reasonable

Student tenants are paying to live in their accommodations, and have the right to reasonable enjoyment of their premises.

Of course, you should expect them to be considerate and follow the law. Make sure you have reasonable and fair expectations.

Know Who is Responsible For What

Tenants may or may not be responsible for lawn care, snow removal or other issues that might be problematic, depending on their arrangements with their landlord. If you have concerns, talk to your neighbours first, then follow up with the landlord if responsibilities are not being fulfilled.

Handle Problems Politely

If you’ve made a point of meeting your neighbours early on and you have reasonable expectations, you’ll likely get a friendly reaction from them if concerns arise. If you have a problem, seek resolution before it becomes a significant dispute.

If You Run into Problems, Seek Help

If you are unable to come to an understanding with the landlords or tenants of a specific property, please discuss any problems or concerns with relation to noise, parking, property standards, fire code and so on with the appropriate authorities such as by-law enforcement officers, fire officials or the police. Be prepared to offer documentation of notifying the tenants and landlords of your concerns.

See the Helpful Contacts section of this guide.

INFORMATION FOR RESIDENTS AND NEIGHBOURS

Living in an area that is home to major post-secondary institutions, you will likely come in contact with students throughout the year. This might happen on campus, in your community or right next door. Regardless of circumstance, the University of Toronto Mississauga and the City of Mississauga encourage students and longer-term residents to develop a positive and co-operative relationship. As a resident, your actions play a large part in the establishment of such a relationship and there are measures you can take to encourage a better community.



INFORMATION FOR LANDLORDS

As a local landlord, you are providing an important service to your tenants. We appreciate your willingness to share a part of your home, a house or an apartment that you own with students who are often new to both renting and living on their own.

Thinking of Becoming a Landlord?

The City of Mississauga permits & encourages second units (also known as basement apartments, in-law suites or secondary suites) and even rental of spare bedrooms. Before you consider establishing a second unit in your residential property and becoming a landlord, you need to ensure your second unit meets the city's safety and legal regulations.

This includes ensuring the rented space complies with safety and fire regulations, and obtaining a Second Unit Licence from the City if appropriate. Following these steps will ensure the safety of your tenants, and potentially protect you from insurance penalties and fines.

For further information about second units, please visit mississauga.ca/portal/residents/housingchoicessecondunits

Property owners choosing to rent out single rooms to students, as lodgers, should be aware that renting more than three separate rooms in your house to individual students will require a license from the City of Mississauga.

It is important for you to be fully aware of your rights and responsibilities as a landlord, which can vary depending on the type of rental agreement you have with your tenant. We encourage you to consult the Ontario Landlord and Tenant Board, where you can find a wide range of online resources to help you understand the legislation pertaining to your specific rental situation, including the provision of vital services including seasonal heating.

For further information, please visit the Ontario Landlord and Tenant Board at ltb.gov.on.ca

COMMUNITY RELATIONS FOR LANDLORDS

Tenancy Agreements

Whether you're renting out a house, a second unit, an apartment or a room, you should have a written tenancy agreement, signed by both the landlord and the tenants. The agreement should outline the roles and responsibilities of each party to the agreement and indicate things such as tenancy term, who is responsible for interior and exterior maintenance, monthly rent and services.

Make sure your tenants understand the responsibilities of having their own space, and they will likely be more respectful of your property and the neighbourhood. Be clear and up-front regarding lease restrictions, expectations of tenants' guests, sublets, cars and parking, noise, garbage removal, etc. A sample tenancy agreement is available through the Ontario Landlord and Tenant Board.

Clearly establish whether you or the tenant is responsible for yard maintenance and snow removal. Ensure your tenants are aware of relevant by-laws and regulations. Ensure your tenants have information, such as garbage collection, parking restrictions and snow removal schedules.



Comply with Fire Code & Safety Regulations

If you are renting any part of your property as housing, you must meet the legal requirements for fire separations, means of escape, smoke alarms and electrical safety. Tour the premise with each tenant to point out the location and operation of smoke detectors, carbon monoxide detectors and fire extinguishers. Make your expectations clear about keeping this equipment in place and good working order.

For a copy of the Ontario Fire Code regulations, call 1-800-668-9938 or visit ontario.ca/laws/statute/97f04

Comply with Municipal By-laws and Licensing Requirements

Home conditions and occupancy are subject to compliance with provincial and municipal laws. Charges may be laid for violations of zoning regulations, property standards, building codes or other municipal by-laws. It is the property owners' responsibility to ensure knowledge of and compliance with local regulations.

Make sure the number of occupants and conditions of units/bedrooms are compliant with relevant codes, by-laws and other legislation.

For by-law information, please visit mississauga.ca/portal/residents/bylawenforcement

Be a Visible Landlord

Your job is not over once the lease is signed. Not only are your tenants paying for a place to live, but they are also paying for services from you. Consider providing your contact information not only to your tenant but also to close neighbours in case they identify concerns that would be appropriate for your attention. Make sure your tenants have a way to contact you at any time in case an urgent situation arises, including emergency contacts if you are not available when needed.

Visit your property regularly and talk with your tenants and neighbours about how things are going. If there is a consistent problem between your tenants and their neighbours, help them to work through it co-operatively. Your presence in the neighbourhood may help ease any concerns residents might have.

Safety Checklist

Once you have tenants living in your home or property, you share responsibility for their safety and well-being.

Here's a safety checklist that can help ensure you don't miss important steps:

- Make sure you have working smoke alarms and carbon monoxide detectors on each floor of the property.
- Make sure that there is a working fire extinguisher on the premises.

Once you have tenants living in your home or property, you share responsibility for their safety and well-being.

Here's a safety checklist that can help ensure you don't miss important steps:

- Make sure you have working smoke alarms and carbon monoxide detectors on each floor of the property.
- Make sure that there is a working fire extinguisher on the premises.
- Tenants need to arrange a disaster preparedness kit that includes flashlights, batteries, bottles of water, some canned food, matches, candles, a battery-powered radio, a couple of blankets and a first-aid kit.
- Meet the safety requirements regarding maximum capacity, exits and fire separations.
- If you as a landlord manage multiple properties, perform regular checks of the properties and document your findings.

See page 17 for additional safety tips.

For fire prevention information, please visit mississauga.ca/portal/residents/firesafety



HELPFUL CONTACTS

Health and Safety

- Emergencies (police/fire/ambulance)**.....911
- Peel Regional Police (non-emergencies)**..... 905-453-3311
- Crime Stoppers**1-800-222-8477
peelcrimestoppers.ca
- TeleHealth Ontario** 1-866-797-0000
- TeleHealth Ontario TDD for the Deaf**.....1-866-797-0007

Emotional & Crisis Supports

- Good2Talk**1-866-925-5454
good2talk.ca
- 24/7 Crisis Support Peel**905-278-9036
- Distress Centres of Greater Toronto**.....905-459-7777
spectrahelpline.org
Multi-lingual support available

Rental Resources

Ontario Landlord and Tenant Board.....1-888-332-3234
Ltb.gov.on.ca

Property Standards

Mississauga.ca/portal/residents/propertystandards

Mississauga Fire Safety Resources

(including Safe Student Accommodation 101 checklist and tips for creating a Fire Safety Plan)
Mississauga.ca/portal/residents/firesafety

Enforcement

- Noise Complaints**
- Mississauga's Citizen Contact Centre**311
Mississauga.ca/portal/residents/noisecomplaints
- Parking Regulations**
- Monday-Friday, 7 a.m. to 7 p.m 311
Mississauga.ca/parkingby-law

Transportation

- MiWay**905-615-INFO (4636)
miway.ca
- Peel TransHelp** 905-791-1015
peelregion.ca/transhelp

Hospitals

- Trillium Health Centre**905-848-7100
trilliumhealthpartners.ca
100 Queensway W, Mississauga ON
L5B 1B6
- Credit Valley Hospital** 905-813-2200
trilliumhealthpartners.ca
2200 Eglinton Ave W, Mississauga ON
L5M 2N1

City of Mississauga

General information..... 311
Mississauga.ca

Peel Region

- General information**..... 905-791-7800
- Emergency Preparedness**
peelregion.ca
- Garbage and Recycling** 905-791-9499
peelregion.ca/waste

Change of Mail Address

canadapost.ca



The University of Toronto Mississauga fully supports this publication in partnership with the City of Mississauga

SAFE STUDENT ACCOMMODATIONS 101

10 Tips for a Safe Place to Live

As students prepare to move into shared or rented accommodations to attend college or university, parents, guardians and students themselves should take an active role in finding a safe place to live. It is essential for caregivers and students to talk about fire and life safety. Whether returning to school or leaving home for the first time, a discussion about good fire safety practices can help to ensure this exciting time in a student's life is not marred by tragedy.

LIVING SAFELY 101

WHAT EVERY STUDENT SHOULD KNOW TO PREVENT FIRE

1 Look While You Cook

Stay in the kitchen when cooking – especially if using oil or high temperatures. If a pot catches fire, have a proper-fitting pot lid handy to slide over the pot and turn off the stove. Keep combustible items a safe distance away from the stove. Cooking requires constant attention. Distractions like televisions, cell phones, or computers can lead to a tragic cooking fire.



2 Candle With Care

If you use candles in your room or apartment, keep them away from anything that can burn and place them in a safe, sturdy holder with a glass shade or hurricane chimney. Place them where they cannot be knocked over and blow them out when leaving the room. Don't burn candles during parties, as they can easily be knocked over and ignite nearby combustibles unnoticed.

3 Keep An Eye On Excessive Drinkers





Intoxication is a common factor in many fire fatalities involving cooking and smoking. Be aware of roommates and friends who may be intoxicated, especially if they are cooking or smoking.



4 Smoke Outside

Establish rules for smokers. If you permit smoking inside, use large, sturdy ashtrays that can't be easily tipped over. Ashtrays should be emptied into a metal container, not the garbage can. Check around furniture cushions after people have been smoking, especially if they may have been intoxicated.

5 Use Electricity Wisely

Toasters, coffeemakers and microwaves should be plugged directly into an outlet. If you must use an extension cord, buy one that is the correct gauge for the appliance and has a  or  approval mark on the label.  or  approved power bars may be used for stereo equipment, computers and lights. Make sure electrical cords are not concealed under carpets or rugs.

6 Clear the Clutter

Keep things that burn away from heat sources like stovetops, space heaters and electronic equipment. Tea towels and paper too close to burners can catch fire. Keep space heaters at least one metre away from bedding, furniture and curtains.

7 Working Smoke Alarms - It's the Law



Your room or apartment must have working smoke alarms. Test them monthly and notify the landlord immediately if they're not working. Dead batteries must be replaced right away. Nuisance alarms can be avoided by making sure smoke alarms are not located too close to the kitchen or bathroom. Consider getting a smoke alarm with a hush feature. Alarms should be checked after an extended absence such as Christmas break and reading week. Never tamper with or disable a smoke alarm.



8 Plan To Escape

Know two ways out of your room or apartment in case of fire. Identify all exits and make sure you can use them. If you live in a highrise, familiarize yourself with the building's safety plan. If you discover fire, call the fire department from a safe location outside. Any security bars over windows should be equipped with a quick-opening device so that the bars can be removed quickly by the inside occupants.

9 Be Equipped

To stay safe, all students should put together a package that includes a smoke alarm and carbon monoxide alarm, a battery-powered lantern or flashlight and radio, extra batteries and a  or  approved power bar.



10 Beat the Silent Killer

Your room or apartment will require carbon monoxide alarms if there is a fuel-burning appliance, fireplace or attached garage. Check with your landlord to ensure that CO alarms have been installed adjacent to all sleeping areas.



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**University of Toronto Mississauga
3359 Mississauga Road
Mississauga, ON L5L 1C6**



Your up-to-date Waste Collection
Calendar & instructions for waste
sorting are available online at
peelregion.ca/waste

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working with you