
MURAKAMI GARDENS

Tenant Handbook

islandcommunity
services



MARCH, 2025

The following rules and guidelines for the all tenants at Murakami Gardens are intended to provide all Tenants with the information required for the various services that the landlord provides as well as the for the quiet enjoyment of all concerned. This Handbook replaces all previous Handbooks or Rules and Regulations previously provided.

Common Areas:

The Common Area of Murakami Gardens consists of all land and buildings of Murakami Gardens accept for the interior space of the individual apartments. The Landlord can set rules and guidelines for the use of common areas and can update the said rules from time to time at the landlord's discretion.

Smoking:

Smoking of any substance is not permitted in any tenants' apartment or on any balcony or garden area, nor is smoking of any substance permitted in the building, or within 6 meters of any door or window. (RTG Guidelines). Smoking is permitted in the area behind the garage where the table and chairs are set up, however, only approximately two feet from the garage structure are actually on Murakami Property. The table and chairs are actually on the neighbor's property and as such SSICS has no jurisdiction to either allow or disallow smoking there.

Laundry:

The coin laundry machines are located on each floor. The machines are intended for light loads and not for comforters, duvets, or any large items. Laundry hours are from 8:00AM to 10:00PM daily. The landlord is not responsible for any items lost or damaged in the machines. The use of the machines is at the tenants' sole risk and responsibility.

Rent payment:

Rent is due on the 1st business day each month. Rent can be paid by Direct Deposit. The Pre-Authorized Debit Form can be found online at:

<https://saltspringcommunityservices.ca/services/housing/>

Maintenance:

All maintenance requirements are to be reported to the landlord using the Tenant Maintenance Request Form online at:

<https://saltspringcommunityservices.ca/services/housing/> Maintenance is performed in priority at the landlord's discretion depending upon the issue and not on a first come basis.

If there is a maintenance emergency outside on normal business hours that requires immediate attention please refer the Maintenance Request Form on our website for further instructions: <https://saltspringcommunityservices.ca/services/housing/>

Pets:

Murakami Gardens has a no pet policy. Any breach of this policy will be dealt with on a case by case basis.

Complaints regarding other tenants or their guests:

The Landlord consists of Management Staff, Maintenance Staff and Accounting Staff. The landlord does not personally attend to any matters of immediate dispute that require the attention of the RCMP. The Landlord is governed only by the RTA and RTB Guidelines. All tenants are entitled to quiet enjoyment. All tenants should observe the CRD's noise bylaws. Please see

<https://www.crd.ca/media/file/3384-noise-suppression-bylaw-salt-spring-island-no-1-2006b>

If you have concerns or specific complaints that have directly affected your quiet enjoyment, complaints will be reviewed provided they are in writing using the Tenant Complaint Form online form on our website at:

<https://saltspringcommunityservices.ca/tenant-complaint-form/>

All complaints regarding the conduct of another tenant as it relates to affecting any tenant's quiet enjoyment MUST BE IN WRITING and only utilizing the Tenant Online Complaint Form. Phone calls or any other method of complaint do not afford the landlord with the ability to action the complaint should an eventual RTB Hearing becomes necessary.

All submitted complaints are reviewed, and the landlord at its' sole discretion will decide if further action is required based on a number of factors including the RTA and RTB Guidelines.

Resources:

Ambulance / Fire / RCMP / Emergency Services.....	911
RCMP Non-Emergency.....	(250) 537-5555
Fire & Rescue Non-Emergency.....	(250) 537-2531
Lady Minto Hospital.....	(250) 538-4800
BC Mental Health Crisis Line (24/7).....	310-6789
Poison Control.....	1 (800) 567-8911
Public Health.....	(250) 538-4880
BC Hydro (trouble call).....	1 (888) 769-3766
After Hours Maintenance Emergency.....	(250) 537-7011
Salt Spring Island CRD Administration.....	(250) 537-4448
Restorative Justice.....	(250) 221-4416
Salt Spring Seniors' Centre.....	(250) 537-4604
Seniors' - Better at Home.....	(250) 537-9971 ext. 224
Food Bank.....	(250) 537-9971 ext. 241
Housing First.....	(250) 537-9971 ext. 234
Residential Tenancy Branch.....	(250) 387-1602
Tenancy Laws and Regulations.....	https://www2.gov.bc.ca/gov/content/housing-tenancy/residential-tenancies/calculators-and-resources/tenancy-laws-rules