Sea to Sky Community Services – Tenant Manual

Castle Rock, Centrepoint, Riverstones, Spirit Creek, & Harrow Road



Updated: June 2026

Contents

1) Getting Help.....2

2) Emergencies & Urgent Repairs 3
3) Rent, Arrears & Permitted Fees 3
4) Access & Privacy (Landlord Entry) 3
5) Pets 3
6) Smoking, Vaping & Cannabis 4
7) Businesses 4
8) Alterations & Additions 4
9) Maintenance Responsibilities 4
10) Fire Safety & Hazard Controls 4
11) Common Areas & Community Standards 5
12) Vehicles, Parking & Towing 6
14) Security Cameras (Privacy) 6
15) Subletting & Guests 7
16) Transfers 7
17) Move-Out 7
Legal References (Summary) 7

1) Getting Help



- Maintenance Requests forms are available on the SSCS website under Tenant Resources or scan this QR code with your phone.
- After-hours unit emergencies only: 604-815-8722 (weekends/holidays and weekdays before 8:30am and after 4:30 p.m.)
- General inquiries: Housing Administration – housingadmin@sscs.ca
- Transfers & annual reviews: Housing Coordinator – 604-503-0975 – wendy.shard@sscs.ca
- Property Managers:
    - Castle Rock, Centrepoint, & Riverstones - Bettina Rodrigues Bettina.rodrigues@sscs.ca 604-892-5796 x 253
    - Spirit Creek & Harrow Road - Tia Longo tia.longo@sscs.ca 604-892-5796 x 223

Laundry

Riverstones

- Laundry issues - contact Bethel Corp 604-898-1901 jwinstanley@bethelcorp.ca

Castle Rock, Centrepoint, Spirit Creek, & Harrow Road

- Laundry issues - contact Coinamatic 800-561-1972 with ID machine number or alternatively, you can request service online at www.coinamatic.com/service-request

2) Emergencies & Urgent Repairs

- Fires, medical emergencies, threats to life: **Call 911 immediately**.
- Emergency line 604-815-8722 (weekends/holidays and after 4:30 p.m.)
    - Urgent repairs include major leaks, sewer backups, primary heat failure, dangerous electrical issues, or defective entry locks.
    - Does not include burned out heating elements on stove, a blocked kitchen sink, lost keys, etc.

3) Rent, Arrears & Permitted Fees

- Rent is due on the 1st of every month as set in the tenancy agreement.
- If rent is unpaid by the 1st, the landlord may issue a 10-Day Notice to End Tenancy for Unpaid Rent.
- Deposits: Security (damage) deposits are 50% of one month's rent. Pet deposits are $300. All deposits must be paid before moving in.
- A fee of $20 will be charged for each replacement key.
- A fee of $50 will be charged for each replacement FOB.

4) Access & Privacy (Landlord Entry)

- The landlord may enter your unit with written notice given at least 24 hours (and not more than 30 days) in advance, stating date, time (between 8am–9pm), and the reason for entry.
- No notice is required only for emergencies, by court/RTB order, or if you consent to a specific entry time. You may be present during entry but do not have to be.

5) Pets

- Sea to Sky Community Services permits one pet per household. Fish are exempt from this policy, provided the aquarium does not exceed 36 gallons.
- Pet deposit: $300. Certified guide or service dogs are exempt from any pet deposit.
- Landlord entry: for non-emergency entry with proper notice, tenants must secure pets (e.g., crate or confine to a room) so work can proceed safely.
- Tenant responsibilities:
    - Keep pets leashed and under your control in common areas. Do not leave pets unattended
    - Clean waste immediately.
    - Store and feed pets indoors only.
    - Ensure no unreasonable noise, disturbance, damage or nuisance to other tenants, staff, or property.
    - Tenants are responsible for pest treatment or remediation costs arising from or related to their pets.

Castle Rock

- Dogs are not permitted at Castlerock(excluding licensed service dogs).

6) Smoking, Vaping & Cannabis

- All SSCS Properties are smoke and vape-free. Smoking or vaping of tobacco or cannabis is prohibited in units, on patios/balconies, carports, and all common areas, as set out in the tenancy agreement.
- Growing cannabis plants is prohibited in or around the properties.

7) Businesses

- The tenant will use the rental unit only as a private residence and will not conduct any trade or business from the rental unit without the prior written consent of the landlord.

8) Alterations & Additions

- Any alterations or additions to the unit are the responsibility of the tenant. At the tenant's sole expense, the unit must be restored to its original condition at the end of the tenancy, reasonable wear and tear excepted

9) Maintenance Responsibilities

- Landlord: responsible for most repairs and building/common-area maintenance, and for repairs due to normal wear and tear.
- Tenant: basic upkeep (e.g., replacing light bulbs, keeping the unit clean), prompt reporting of problems, and repair of damage caused by the tenant, occupants, guests, or pets. Any damage not reported in a timely manner shall be deemed the responsibility of the tenant
- Tenants are expected to attempt to clear minor drain or toilet clogs using safe methods (e.g., a drain snake, plunger, or hot tap water). Chemical drain cleaners are not permitted. If the issue persists, a maintenance request must be submitted.

10) Fire Safety & Hazard Controls

- No fire pits of any kind (gas, propane, wood).
- Do not store propane, fuels, or hazardous materials in units. Propane cylinders must be stored away from ignition sources, and at a safe distance from doors, windows, and air intakes.
- Never tamper with smoke alarms and report faulty alarms immediately.
- Do not store any items in direct contact with the baseboard heaters.

Property-Specific Policies

Castle Rock

- BBQs may be used in backyards at a safe distance from doors, windows, and air intakes.
- Trampolines are not permitted.

- Swimming pools are not permitted. Small children's wading pools are permitted, provided they are emptied when not in use.

11) Common Areas & Community Standards



- Disputes between tenants are expected to be resolved respectfully between the individuals involved. Tenants should make reasonable efforts to communicate calmly, listen to one another, and work toward a solution before involving property management.
- Complaint forms can be found on the SSCS website under Tenant Resources or scan this QR code with your phone.
- Quiet hours are from 10pm to 8am daily.
- Smoking or vaping of tobacco or cannabis is prohibited as set out in the tenancy agreement.
- Alcohol use is not permitted in common areas.
- Follow posted traffic flow and speed limit.
- Halls, pathways, stairwells, and other common areas must be kept free of personal items.
- Garbage must be disposed of in the appropriate bin within the enclosed area. If the bins are full, residents are required to take their garbage back to their unit and wait until space is available. Garbage must not be left outside the bins.
- Follow posted instructions and maintenance contacts in laundry rooms.

Property-Specific Policies

Castle Rock

- Playground: Supervise young children; always be respectful of neighbours.
- The Keep: Communal space & kitchen is available for booking by tenants. It may be reserved in any three-hour block between 9 a.m. and 9 p.m. Please contact the Housing Administrator to complete the required booking form, which must be filled out and signed prior to use.
- Laundry: Coin operated laundry available in The Keep.

Centrepoint

- Laundry: Coin operated laundry available on floor 2 and 3.
- Storage lockers: Available for rent, waitlist may apply – contact housingadmin@sscs.ca 604-503-0975
- Bike storage: Available, waitlist may apply - contact housingadmin@sscs.ca 604-503-0975

Riverstones

- Laundry: Card operated laundry available in all buildings. Laundry-card machine available in building 2.

- Storage lockers: Available for rent, waitlist may apply – contact housingadmin@sscs.ca 604-503-0975

Spirit Creek & Harrow Road

- Balconies: Barbeques and propane storage are not permitted.
- Laundry: Drying is permitted providing a clothes rack is used and items are kept below the height of the balcony railing. Hanging clothing over the railing or installing clotheslines is not permitted.
- Laundry: Card operated laundry available on all floors, laundry-card machine available on floor 2.
- Bike storage: Available on the first level of the building

12) Vehicles, Parking & Towing

- Register your vehicle(s) with Housing Administration. All vehicles must be insured, licensed, and in safe working order.
- Park only in your assigned carport stall; visitor stalls are for short-term, occasional visitors and may be time-limited. Do not block roadways or other stalls.
- Accessible parking is available on a first-come, first-served basis for tenants with a valid SPARC pass.
- Carports are for vehicles only. Storage of household items, waste, tires, and chemicals is not permitted.
- Limited minor vehicle maintenance is allowed in your own carport only. Use spill protection and keep noise between 8 a.m.–10 p.m. No work on non-resident vehicles. Non-compliance may result in tow and/or notice for cause.
- Improperly parked, uninsured, inoperable, or abandoned vehicles may be towed by the landlord/agent in accordance with posted signage and applicable laws. Tenants cannot request towing directly.

Property-Specific Policies

Centrepoint

- Parking: Is not permitted between 8am-5pm Monday-Friday. Parking is first-come, first-served and parking passes must be displayed.

Riverstones

- 2nd parking spots: Available for rent at additional cost, waitlist may apply – contact housingadmin@sscs.ca 604-503-0975

14) Security Cameras (Privacy)

- Tenants may use cameras inside their own unit. Any device mounted on the building exterior or aimed at common areas requires written landlord consent and must comply with privacy laws. Do not point cameras at other units, doors, windows, or exclusive-use spaces of others.

15) Subletting & Guests

- Guests are permitted for a maximum of 14 consecutive days.
- Subletting (temporary) or assigning (permanent transfer) is not permitted, and the landlord will not grant consent to do so.
- Adding an occupant requires the landlord's prior written consent. Approval may result in a reassessment of the household composition and may increase the Tenant Rent Contribution (TRC).
- A guest may be considered an occupant if they begin residing in the unit on a regular basis, such as staying most nights, receiving mail at the address, moving personal belongings into the unit, or being provided with a key. Where a guest meets these criteria, they must be approved and added to the tenancy with the landlord's consent, and this may increase the Tenant Rent Contribution (TRC).

16) Transfers

- Transfers may be considered where a household is under- or over-housed. Tenants must be in good standing with the Landlord.
- Transfer request forms are available on the SSCS website under Tenant Resources or scan this QR code with your phone



17) Move-Out

- At least one full rental month's written notice, received no later than the day before rent is due (e.g., notice by April 30 to move out May 31).
- Cleaning: A move-out cleaning checklist will be provided and must be followed by the tenant. If the unit contains carpeting and the tenancy has exceeded one year, the tenant is required to have the carpets professionally cleaned at their own expense
- Move out Condition Inspection Report : A move-out condition inspection will take place on your move out date with the landlord. Return all keys/fobs; unreturned keys may be charged at actual cost.

Legal References (Summary)

This manual aligns with current BC Residential Tenancy Act/Regulation rules and RTB policy guidance