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Mrs. Julia Sugarbaker - Sample Tenant

Name	Mrs. Julia Sugarbaker - Sample Tenant	Phone	(519) 428-0000
Account Name	20 Scott Avenue	Mobile/Other	(555) 867-5309
Current Unit	210	Email	jsugarb@fakegmail.com
Current Notes		Birthdate (mm/dd/yyyy)	01/01/1940
Status	Former Tenant	Current Age	76
		Gender	Female
		Tenants on Direct Pay	ODSP
Description			
Accommodation Needs			
Consent/Release Authorization	Yes		
Consent Form on File?	<input checked="" type="checkbox"/>	Consent Form Expiry Date	31/08/2016
Consent Declined by Tenant	<input type="checkbox"/>		

Other Information

Scooter?	<input checked="" type="checkbox"/>	Tenant Insurance	<input checked="" type="checkbox"/>
Walker?	<input checked="" type="checkbox"/>	Insurance Company	HSC
Oxygen in Use?	<input checked="" type="checkbox"/>	Insurance Policy Number	123456789
Wheelchair?	<input type="checkbox"/>	Expiry Date	30/11/2014
# of Air Conditioners	1		
Bankruptcy Date			

Power of Attorney Information

POA - Name	Mary Jo Shively	Last Will and Testament	<input checked="" type="checkbox"/>
POA - Phone	(519) 555-1897	Executor/Executrix Name	Anthony Bouvier
POA Email	mjs@fakehotmail.com	Executor Contact Information	123 Hollywood Blvd. Los Angeles, California 12345
POA Address	333 1st Avenue New York, New York 23456		
POA - Copy on File	<input checked="" type="checkbox"/>		

Address Information**PO Box****Other Address**

Mailing Address 210 - 20 Scott Avenue
Simcoe, N3Y 3H9
Canada

Source of Income

Primary Source of Income Old Age Security

Secondary Source of Income Canada Pension Plan

Tertiary Source of Income Interest Income

Next of Kin

Name of Next of Kin	Charlene Frazier	Next of Kin - Primary Phone	519-909-8688
Next of Kin - Relationship	Best Friend	Next of Kin - Secondary Phone	
Next of Kin - Address	123 Georgia Street, Peach, Ontario	Next of Kin - Email	charlene@fakegmail.com


Additional Information

Last Stay-in-Touch Request Date		Last Stay-in-Touch Save Date	
Created By	, 03/01/2012 10:53 AM	Last Modified By	, 05/05/2016 2:32 PM

Units
210


Housing Community	20 Scott Avenue
City	Simcoe
Tenancy Type	Primary Tenant - Leaseholder
Status	Former Tenant
Start Date	10/08/2006
End Date	31/01/2012

Maintenance Matters**0000589**


Subject	Major Flood
Status	Pending
Housing Community	20 Scott Avenue
Unit	210
Type	Maintenance Services Assessment Required
Priority	High
Priority Flag	

0000028


Subject	VM-tenant reports fridge not working
Status	In Progress

Housing Community **20 Scott Avenue**
 Unit **210**
 Type **Maintenance Services Assessment Required**
 Priority **High**
 Priority Flag 

0000552

Subject **General Maintenance Communications**
 Status **In Progress**
 Housing Community **20 Scott Avenue**
 Unit **210**
 Type **General Maintenance Communications**
 Priority **Medium**
 Priority Flag 

0000022

Subject **Bathtub Tap - Assessment Required**
 Status **Closed**
 Housing Community **20 Scott Avenue**
 Unit **210**
 Type **Maintenance Services Assessment Required**
 Priority **Low**
 Priority Flag 

0000925

Subject **Assess Move-Out Repairs**
 Status **Closed**
 Housing Community **20 Scott Avenue**
 Unit **210**
 Type **Move Out Inspection**
 Priority **Medium**
 Priority Flag 

Issues/Cases**00001095**

Subject **Tenant NTV**
 Type **Tenant Notice to Vacate**
 Case Record Type **Tenancy Termination**
 Status **Closed**
 Description

00001099

Subject **Visitor**
 Type **Guest/s in Unit**
 Case Record Type **Tenancy General**
 Status **Closed**
 Description **Ms. Sugarbaker called today to advise that her daughter will be staying with her for two weeks to help her after surgery.**

00001098

Subject **IT-Medical**
 Type **Internal Transfer-Medical Reasons**
 Case Record Type **Social Housing Legislation**
 Status **Closed**
 Description **Tenant has provided a medical note confirming that she needs to move to the south side of the building.**

00001100

Subject **Lost Keys**
 Type **Lockout Service**
 Case Record Type **Tenancy General**
 Status **Closed**
 Description **Tenant called Answering Service at 9:30 p.m. to request staff attendance to open her apartment door because she had lost her keys. Tenant presented disoriented and disheveled. I called her daughter after tenant provided me with her telephone number to advise of situation. Daughter attended on site and took her mother to the hospital.**

00001106

Subject **AIR Documentation**
 Type **Rent Subsidy Termination**
 Case Record Type **Social Housing Legislation**
 Status **In Progress**
 Description **terminated November 30, 2012**

00001218

Subject **SPP Status**
 Type **Applicant Appeal**
 Case Record Type **Centralized Waiting List Matters**
 Status **In Progress**
 Description **SPP denied as documentation requested was not provided within 30 days.**

00001219

Subject **Income Tax Return**
 Type **Undertaking**
 Case Record Type **Centralized Waiting List Matters**
 Status **In Progress**
 Description **Not included with application. Sent letter requesting copy within 30 days.**

00001220

Subject **L1**
 Type **Landlord File**
 Case Record Type **Landlord Tenant Board Matters**
 Status **In Progress**
 Description **Rent Arrears**

00001221

Subject **L2**
 Type **Landlord File**
 Case Record Type **Landlord Tenant Board Matters**
 Status **Closed**
 Description **Anti-social behaviour**

00001233

Subject **Vandalism**
 Type **Landlord File**
 Case Record Type **Landlord Tenant Board Matters**
 Status **In Progress**
 Description **Tenant witnessed Ms. Sugarbaker throw a fire extinguisher through the second story window of her apartment.**

00001234

Subject **Vandalism Over \$5,000**
 Type **Landlord File**
 Case Record Type **Landlord Tenant Board Matters**
 Status **In Progress**
 Description **Tenant charged by OPP with Vandalism over \$5,000.**

00001237

Subject **Refrigerator Failure**
 Type **Tenant File**
 Case Record Type **Landlord Tenant Board Matters**
 Status **In Progress**
 Description **Tenant claims that landlord did not conduct maintenance in a timely manner and is requesting a rent rebate in her application for spoiled food.**

00001242

Subject **Dog Roaming Halls**
 Type **Pets**
 Case Record Type **Social Issues**
 Status **Closed**
 Description **Janitorial staff reported that tenant's dog is running at large in the hallway.**

00001253

Subject **Trespass Order Against**
 Type **Trespass Order**
 Case Record Type **Tenancy General**
 Status **Escalated**
 Description **Tenant advised us that the OPP have recommended that a Trespass Order be issued against the former partner of tenant.**

00001255

Subject **Rent Subsidy Calculation**
 Type **Tenant Appeal**
 Case Record Type **Social Housing Legislation**
 Status **In Progress**
 Description **Tenant has filed an appeal that she disagrees with her rent calculation. Appeal was forwarded by email to CMSM today.**

00001262

Subject **Lost keys**
 Type **Lockout Service**
 Case Record Type **Tenancy General**
 Status **Closed**

Description **Tenant presented disoriented.**

00001397

Subject **Animal Abandonment**
 Type **Emergency Entry**
 Case Record Type **Tenancy General**
 Status **Closed**
 Description **Dog reported in distress in the unit. OPP called need to f/u with tenant.**

00001398

Subject **SPP Status**
 Type **Applicant Appeal**
 Case Record Type **Centralized Waiting List Matters**
 Status **New**
 Description

00001466

Subject **AIR Documents**
 Type **Rent Subsidy Termination**
 Case Record Type **Social Housing Legislation**
 Status **Closed**
 Description **2011 Income Tax**

00001474

Subject **Addition**
 Type **Change in Family Composition**
 Case Record Type **Social Housing Legislation**
 Status **New**
 Description **Baby expected February 2013.**

00001520

Subject **Lost Keys**
 Type **Lockout Service**
 Case Record Type **Tenancy General**
 Status **In Progress**
 Description **Tenant called and requested lock change. asap lost keys**

00001523

Subject **Hoarding Issue Reported by Contractor**
 Type **Hoarding**
 Case Record Type **Tenancy General**
 Status **In Progress**
 Description **See email from HH**

00001538

Subject **Bed Bugs**
 Type **Bed Bugs**
 Case Record Type **Tenancy General**
 Status **Closed**
Contractor sent, reported no sign of bed bugs, however the apartment was infested with fleas from

Description **the tenant's 9 cats. Referred to Residential Services and HSW.**

00001922

Subject **Third Party Request**
 Type **Emergency Entry**
 Case Record Type **Tenancy General**
 Status **Closed**
 Description **Opened unit for OPP (Constable Badge #) at request of family as tenant has not responded to scheduled appointments. Tenant not found in unit.**
Letter sent to tenant to confirm Emergency Entry.

00002194

Subject **N4-September 2013**
 Type **Landlord File**
 Case Record Type **Landlord Tenant Board Matters**
 Status **In Progress**
 Description **Issued September 6, 2013**
No response to date.

00002451

Subject **RA \$350.00 Rent**
 Type **Repayment Agreement**
 Case Record Type **Tenancy General**
 Status **In Progress**
 Description

00003425

Subject **Water**
 Type **Emergency Entry**
 Case Record Type **Tenancy General**
 Status **Pending**
 Description **Pipe in bathroom burst and water in first floor unit. Entered unit tenant not home. Sent letter today to confirm Emergency Entry.**

00003668

Subject **Site Damage**
 Type **Property Damage**
 Case Record Type **Tenancy General**
 Status **New**
 Description **Tenant's floor is damaged**

00004078

Subject
 Type **Bed Bugs**
 Case Record Type **Tenancy General**
 Status **New**
 Description

00004096

Subject **Tenant Insurance Renewal - January**

Type **Tenant Insurance Program**
 Case Record Type **Tenancy General**
 Status **Closed**
 Description **Tenant insurance renews January 1, send request letter November 15th, due in 30 days. If not received by December 15th send N5**

00005037

Subject **RA \$20.00/month**
 Type **Salvation Army Loan Repayment Program**
 Case Record Type **Tenancy General**
 Status **Pending**
 Description **Tenant has agreed to pay \$20.00/month until the \$2,000.00 is paid off that the Salvation Army paid on behalf of them for the damage to her apartment found on April 27, 2016. Repayment agreement signed May 2, 2016 (copy in Tenant File).**

Relationships**Michael Dow**

Type **Legal Representative**
 Description **Duty Counsel representation at LTB hearing.**
 Status **Current**

Joan Wood

Type **OW Eligibility Review Officer**
 Description **Re: Rent Calculation Appeal**
 Status **Current**

Open Activities**Insurance Expiry**

Related To
 Task
 Due Date **31/10/2015**
 Status **In Progress**
 Priority **Normal**
 Assigned To
 Comments **Renew Insurance**

Activity History**Email: Building Insurance Information for your Tenant Insurance Policy**

Related To
 Task
 Due Date **05/05/2016**
 Assigned To
 Last Modified Date/Time **05/05/2016 12:10 PM**
 Attachment: **Tenant Insurance - Bldg Info Sheets_20 Scott_July2013.pdf**
 Comments
Subject: Building Insurance Information for your Tenant Insurance Policy
Body:
Dear Julia,
You requested a copy of the Building Information Sheet to provide to your insurance company for your tenant insurance policy. Please find this attached.
Regards,

Email: FW: Request for Cycle Painting

Related To
 Task
 Due Date **15/03/2016**
 Assigned To
 Last Modified Date/Time **05/05/2016 12:10 PM**
Subject: FW: Request for Cycle Painting
Body:
 Hi ,

Below please find an email from Julia Sugarbaker requesting cycle painting at her home at 210-20 Scott Ave.

Comments

Dear Maintenance Department,

I've been living in my apartment for 8 years and would like to have it painted this summer while I'm away visiting my sister. I live at 210-20 Scott Ave., please call me to let me know if this is possible.

Julia Sugarbaker
 (519)428-0000

Email: Julia Sugarbaker, 210-20 Scott

Related To
 Task
 Due Date **25/02/2016**
 Assigned To
 Last Modified Date/Time **05/05/2016 12:11 PM**
Subject: Julia Sugarbaker, 210-20 Scott
Body:
 Hi ,

Comments

Julia Sugarbaker came in the office this morning at approximately 10:00 a.m. She reported that her refrigerator stopped working Monday night. Although the maintenance department had a replacement to her the following afternoon, she said she had approximately \$75.00 of food spoil during the time the old fridge was not working and asked if she would be reimbursed for this loss.

I advised Julia that I would forward this request to you.

Issue Work Order - Leak in Roof

Related To **0000552**
 Task
 Due Date **03/06/2015**
 Assigned To
 Last Modified Date/Time **05/05/2016 2:30 PM**
 Comments **Call tenant to see if her roof is still leaking, if so, issue work order**

Call - No Heat

Related To **0000552**
 Task
 Due Date **02/01/2015**

Assigned To
 Last Modified Date/Time **04/05/2016 10:46 AM**
Jan 2/15 TS Issued WO# 12567 to A1 Heating
 Comments
MV, Jan. 2, 2015, matter concluded

Call - Sky Is Falling

Related To **0000552**
 Task
 Due Date **17/12/2014**
 Assigned To
 Last Modified Date/Time **05/05/2016 2:31 PM**
 Comments **TS Dec 17/14 9:15 a.m. Tenant reported leak in hallway.**

Call - Leaking Toilet/Roof Leak

Related To **0000552**
 Task
 Due Date **17/12/2014**
 Assigned To
 Last Modified Date/Time **04/05/2016 10:09 AM**
TS Dec 17/14 9:00 a.m. 519-426-7777 Julia called in and reported toilet leaking.
IH Dec 17/14 9:00 am They also have a leak in the roof. Please issue a work order
 Comments
TS Dec 17/14 WO #12345 issued to P for toilet leak (test)
TS Dec 17/14 WO #12346 issued to ACE Roofing for roof leak (test)
IH Still leaking

TI Expiry Notice

Related To
 Task
 Due Date **30/11/2014**
 Assigned To
 Last Modified Date/Time **21/11/2014 3:27 PM**
 Comments

Email: Tenant Insurance - Request for Policy Renewal Documents

Related To
 Task
 Due Date **12/11/2014**
 Assigned To
 Last Modified Date/Time **05/05/2016 12:13 PM**
Subject: Tenant Insurance - Request for Policy Renewal Documents
Body:
Our records indicate that your Tenant Insurance Policy is renewing in the near future. Would you kindly provide our office with a copy of the renewal certificate at your earliest convenience.
 Comments
Thank you,
Haldimand Norfolk Housing Corporation

, AIHM
Chief Executive Officer
Haldimand-Norfolk Housing Corporation

Repayment Agreement

Related To **00002451**
 Task
 Due Date **15/01/2014**
 Assigned To
 Last Modified Date/Time **23/12/2013 3:01 PM**
 Comments **Tenant has agreed to pay \$20 per month on the 15th of each month by post-dated cheque.**

Issue WO

Related To **0000552**
 Task
 Due Date **22/10/2013**
 Assigned To
 Last Modified Date/Time **23/10/2013 11:50 AM**
 Comments **Please follow up with site visit.**

Pager Call

Related To **0000552**
 Task
 Due Date **21/10/2013**
 Assigned To
 Last Modified Date/Time **04/05/2016 10:08 AM**
 Comments **3:00 a.m. flood issued to Darlington**

Confirm CIFC

Related To **00001474**
 Task
 Due Date **25/02/2013**
 Assigned To
 Last Modified Date/Time **23/11/2012 3:52 PM**
 Comments **Call tenant to get info on baby's name and DOB. Prepare new lease for March 1, 2013**

Subsidy Term Follow Up

Related To **00001466**
 Task
 Due Date **22/02/2013**
 Assigned To
 Last Modified Date/Time **09/11/2012 2:55 PM**
 Comments **If 2011 tax return not received, issue SAV form to ODSP.**
November 9th, 2012 received tax return, subsidy reinstated.

Issue Letter

Related To **00001106**
 Task

Due Date **30/11/2012**
Assigned To
Last Modified Date/Time **23/11/2012 3:52 PM**
Comments **Please issue a letter to tenant requesting letter from doctor to support request.**

Email: Guest in Unit

Related To **00001099**
Task
Due Date **24/04/2012**
Assigned To
Last Modified Date/Time **05/05/2016 12:18 PM**
Comments
Additional To:
CC:
BCC:
Attachment:

Subject: Guest in Unit
Body:
Good afternoon Ms. Sugarbaker,
Thank you for advising us that your daughter will be staying with you for two weeks. This will confirm that the HNHC has approved this request and that you will contact us in two weeks to let us know how you are doing.

We hope that you are feeling much better very soon,

Sincerely,

, AIHM
Chief Executive Officer
Haldimand-Norfolk Housing Corporation