

Artscape Tenant Charter

EXAMPLE

Artscape

Artscape is a not-for-profit enterprise dedicated to culture-led regeneration and city-building through the arts. The central focus of Artscape's work is to support the Toronto arts community by creating and managing below-market-rate space for artists and not-for-profit arts organizations as well as other community-based and not-for-profit organizations.

The Tenant Charter Initiative

The Artscape Tenant Charter sets out the understandings between Artscape and the artists and organizations living and working in Artscape buildings. It consciously recognizes and explicitly acknowledges Artscape and its wide cross-section of tenants as partners, as members of a community who are working together to retain and improve all aspects of the Artscape project in which they are involved.

Getting involved in an Artscape building is about more than just becoming a tenant. It is about joining the staff, board and other Artscape tenants in their efforts to further Artscape's work. It is also about keeping each other safe and working to ensure a fair, open and supportive tenant community.

All Artscape tenants are part of Artscape's Tenant Charter; as Artscape's operations and tenant relations grow and change so may this charter. However, the intent will remain the same through each new version.

Development of the Artscape Tenant Charter

In 2006 Artscape's staff and board undertook to create a five-year Strategic Plan, which in 2007 resulted in the Vision 2011 document (available upon request). This document outlines the organization's objectives and its operational philosophy.

Purpose

The intent of this charter is to outline our shared values, organizing principles and responsibilities.

Organizational Principles and Value statement

Artscape buildings are vibrant, dynamic and creative places where people from many different walks of life come together to pursue their work. Artscape is not a traditional commercial landlord; however, with the exception of some rent-g geared-to-income live/work studios, neither does it provide subsidized space. Artscape operates its projects, in partnership with its tenants, on a break-even basis. Everyone is involved in ensuring that rents stay as low as possible for their own sake and because it is through the success of existing projects that future projects will be created; expanding the impact and benefits of Artscape's work. This is an essential goal of Artscape and its tenants.

Being in an Artscape project means working:

- In a community: each studio is part of a larger building and its use must not interfere with others' uses or enjoyment of their spaces.
- In financially and environmentally sustainable facilities that reflect and support Artscape's vision, mission and mandate as outlined in its Vision 2011 document.

It is being committed to:

- Ensuring that each site uses environmentally, socially and economically sustainable practices.
- Understanding issues that can affect Artscape, and therefore the larger Artscape tenant community.
- Supporting tenant-led initiatives that animate buildings and engage tenants with each other and members of the larger community.
- Being accountable to Artscape and fellow tenants to ensure buildings are secure and operating costs are kept to a minimum.

- Representing the site's and Artscape's best interests in interactions between tenants, with the surrounding community and beyond.
- Working with Artscape to continually improve the site and its operation to minimize costs, maximize exposure and create a harmonious onsite and offsite community.

Roles and Responsibilities

Artscape is responsible to operate its buildings in the safest manner possible. It also undertakes to keep buildings in a good state of repair and cleanliness and to keep costs (and therefore rents) as low as possible.

Artscape tenants are responsible to adhere to the rules of the building, to keep their own and the common areas clean and free of refuse, to work with other tenants to resolve disputes and, with Artscape, to develop practical solutions to onsite problems and to pay their rent on time.

Artscape's and Artscape tenant's roles and responsibilities are governed by the following policies, along with the tenant's lease:

- The Commercial Tenancies Act (where applicable),
- The Residential Tenancies Act, 2006 (where applicable),
- The Ontario Human Rights Code,
- The City of Toronto Declaration of Non-Discrimination,
- The Privacy Act, and
- The Personal Information and Electronic Documents Act:

Collaboration and Cooperation

Staff and tenants work together in a manner which is equitable and fair, and acknowledges the spirit of inclusion by:

- Creating, participating on and respecting a diversity of forums, committees and opportunities for tenant selection and involvement and building management,
- Respecting the responsibilities delegated to tenants and staff who participate on joint staff/tenant committees.
- Resolving issues between tenants and in the building, as a whole, in a timely and respectful way.

Confidentiality/Privacy

Artscape respects its tenants' right to privacy and keeps the contents of all communication between staff and tenants private and confidential.

Diversity

All Artscape staff, board members and tenants respect diversity in all its form and do not discriminate against anyone due to art practice, financial status, race, colour, ethnic or national origin, ability, age, gender, gender identification, marital status, sexuality, religion or political views.

Healthy Work Environment

Everyone respects the right of tenants to have a healthy environment to live and/or work in.

Positive Work Environment

Artscape and Artscape tenants are committed to fostering mutual respect and to ensuring the dignity of all tenants and staff.

Artscape's staff and tenants communication with each other is governed by principles of respect, courtesy, fairness, and honesty, in a reasonable and transparent manner in all situations

Safety and Security

Artscape staff and tenants play an important role in keeping our buildings safe and secure. This is of the highest importance to everyone. Staff and tenants are responsible for working together to guarantee safe and secure environments for everyone to live and/or work in.

Vandalism

Artscape and Artscape tenants respect the building and property of everyone and take care not to deface our buildings or allow others to.

Facilities and Building Management

Artscape oversees all building maintenance and operations from its head office location. Emergency assistance is available 24 hours a day, 7 days a week.