



MY

COMMUNITY

Your Community
& Neighbourhood Guide



Clarendon Lanes

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CLARENDON LANES

20 & 24 York St

Ottawa, ON K1N 5S6

T: 613 860 8701

clarendonlanes@gwlra.com





Welcome to your new home.

HELLO THERE!

We are GWL Realty Advisors Residential Inc., your property manager. On behalf of the property owner(s) (the "Landlord"), we are happy that you have chosen our community as your home.

We ask that you take a moment to review the contents of this Community Guide as its purpose is to help you transition smoothly into your new home.

If after reviewing the information you still have questions, please do not hesitate to contact us by emailing us at **clarendonlanes@gwlra.com** or calling our Resident Service Centre at **613 860 8701**.

Our team is dedicated to providing our residents with professional, timely, and

responsive service that is convenient and comfortable for you.

We work in partnership with our residents to create a sense of community within each property, while also connecting you with the surrounding neighbourhood. All of this combines to deliver the best customer experience for the renter, making our communities a place to truly call home.

Thank you for choosing GWL Realty Advisors Residential, we are privileged to have you as a resident in one of our managed properties.



Clarendon Lanes

How to reach us



Clarendon Lanes

During business
hours & for
Non-emergencies

Resident Service Centre

Hours of Operation

Monday to Friday | 8 AM - 4:30PM

Call us

(613) 860 8701

If our team is not available to assist you, please leave a message and we will return your call within 24-48 business hours.

Email us

clarendonlanes@gwlra.com

Resident Portal
Available 24/7

Submit a maintenance request, make payments or book an amenity from the comfort of your home or office 24/7.

Not a member yet? Email **portalsupport@gwlra.com** and we will assist you to register and navigate all the services available to you.

For after-hours
emergencies
ONLY

For **after-hours emergency** repairs only such as flood, loss of power, lack of heat or essential appliance failure.

1 833 330 7030

Call 911

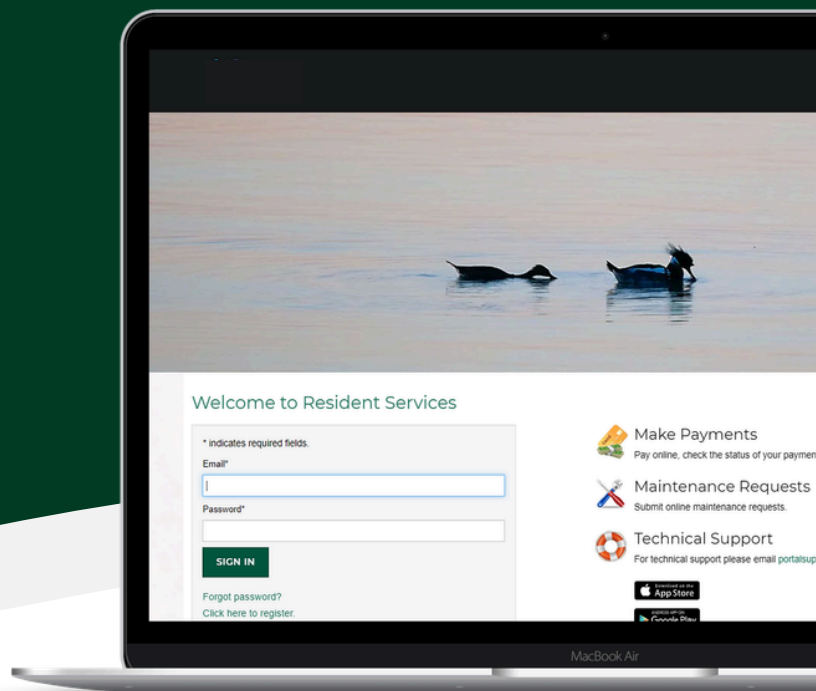
In an emergency, wherein anyone's security or safety is endangered, immediately call **911**. This includes fire theft, vandalism and medical emergencies.



JOIN OUR ONLINE COMMUNITY
AND ENJOY THE BENEFITS

RESIDENT PORTAL

Register or access the Resident Portal and enjoy a simple, easy-to-access, secure online destination for all your resident needs from rent payment options to maintenance and amenity requests.



WHAT WILL I HAVE ACCESS TO?

- Enjoy managing your own account and preferences
- Check your account balance live
- Securely make a one time or scheduled payment
- Submit maintenance requests
- Book an amenity
- Receive notices and community announcements by email or SMS text (if you choose to opt-in for this service and much, much more!

IS THE RESIDENT PORTAL SECURE?

We are committed to protecting your personal information and respecting your privacy. We know you are trusting us to keep your personal information secure and we take this responsibility very seriously. Your privacy is important to us.

Any personal information that we collect, use, disclose or store will be handled in accordance with **GWL Realty Advisors Residential's Privacy Policy** available on our website at gwlreresidential.com.

WHAT OTHER BENEFITS WILL I ENJOY?

- **More efficient & faster processes:** This upgrade will help us migrate to more efficient service options, by modernizing manual processes and going digital to serve you faster.
- **Better for the environment:** Using less paper helps reduce our environmental footprint.
- **Greater convenience:** Enjoy service and payment options that allow you the ability to process your payments, submit maintenance requests and book an amenity 24/7 from their comfort of your home or anywhere you choose.



ENJOY THE CONVENIENCE OF
ELECTRONIC RENT PAYMENTS



NEVER MISS IMPORTANT INFORMATION
ABOUT YOUR COMMUNITY



SUBMIT A MAINTENANCE REQUEST



BOOK AN AMENITY



ACCESS IMPORTANT INFORMATION
ABOUT YOUR COMMUNITY

I'M NOT REGISTERED YET. WHAT STEPS SHOULD I TAKE TO JOIN?

1. Ask your onsite team to provide you with your unique registration code or email portalsupport@gwlr.com
2. Visit our website at gwlreresidential.com
3. Click on 'Resident Login' at the top of the page
4. Tap on 'click here to register'
5. Follow the instructions to complete your registration

IT'S THAT EASY!



COMING SOON

VIP LIVING HERE JUST GOT BETTER! INSIDER REWARDS



Unlock exclusive discounts and special offers from local retail and service partners by downloading your digital VIP Insider Rewards Card! Simply scan the QR code below and visit the resident portal to get started.

Don't miss out—begin your VIP experience today!



Discover our Local Collaborators

VIP Insider Rewards

YOUR GUIDE TO GWL REALTY ADVISORS RESIDENTIAL'S RENTAL PAYMENT OPTIONS

ONLINE BANKING



By using your financial institution's banking website, payments can be scheduled each month.

Below is a list of financial institutions that are set up to accept online banking payments. Please request your unique banking account number by emailing us at contactus@gwlra.com.

- Bank of Montreal (BMO)
- National Bank (NBC)
- Bank of Nova Scotia (Scotiabank)
- Tangerine Bank
- Meridian Credit Union
- Royal Bank of Canada (RBC)
- Canadian Imperial Bank of Commerce (CIBC)
- Citibank
- Bank of America
- Simplii Financial
- ATB Financial
- Caisse Alterna
- Desjardins
- Servus (ask Servus for online banking access)

RESIDENT PORTAL

ONE-TIME PAYMENTS AND RECURRING PAYMENTS

Submitting a payment has never been easier. Through the Resident Services section of the Resident Portal, you can make one-time payments and set up automatic recurring payments with one or more bank accounts or by credit card.

You are able to set up and completely control your payments, a "set it and forget it" way of rental payment!

BANK ACCOUNT PAYMENT

This payment option is by way of Pre-Authorized Debit ("PAD"). With PAD, you can set up your bank account by entering the account, routing and financial institution number.

AUTO-PAY SET UP

This feature in the Resident Portal allows you to customize your payment preferences with ease. You can select your preferred payment method (bank account or credit card), choose the amount to pay, and set the frequency and specific payment dates.

Enjoy the flexibility and convenience of scheduling your rent payments anytime, from anywhere.

CREDIT CARD PAYMENT

This is a payment option that we know many residents will enjoy as credit cards, in most cases, have added benefits of earning rewards such as cash back or miles points.

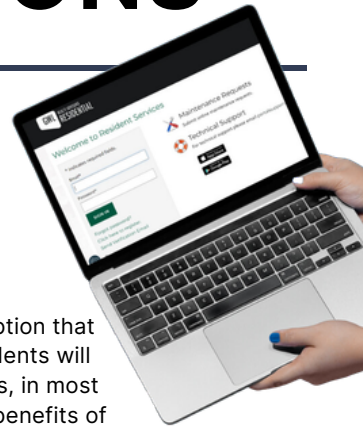
Please note that a transaction fee is associated with this payment method which covers bank, payment agent, and processing network fees to ensure the safety and security of your transaction. Please understand your property management company does not receive any portion of these fees. The service fee will not display on your ledger. Service fee is non-refundable.

You should allow three banking days for payment to be withdrawn from your account.

HOW TO ACCESS

Log in to the Resident Portal by scanning the QR code below.

Enjoy a simple, easy-to-access, secure online destination for all your resident needs from rent payment options to maintenance and amenity requests.



PERSONAL, CERTIFIED & POST DATED CHEQUES

For residents that wish to pay by cheque, we ask that it is mailed to our head office. Please address it to the address provided below. Cheques will not be accepted in the management office or drop box located at the property (if applicable). Kindly ensure that your suite number and address/name of the property is noted on the memo line on the actual cheque, and ensure cheques are mailed in time to arrive in advance of the first of the month.

For Residents in Alberta:
GWL Realty Advisors Residential
1800, 10065 - Jasper Avenue
Edmonton, AB T5J 3B1
Attn: Property Administrator

For All Other Provinces:
GWL Realty Advisors Residential
33 Yonge Street, Suite 1000
Toronto, ON M5E 1G4
Attn: Property Administrator

General Disclaimer: The information contained herein is subject to change from time to time, without notice. Nothing contained herein forms a contract, or a part of any contract, unless expressly provided. In the event of a conflict between the information contained herein and the terms contained in your lease, the terms contained in your lease will prevail.

Any personal information collected will be handled in accordance with our Privacy Policy which can be found at <https://www.gwlraresidential.com/privacy.aspx>

Amenity Information

Exceptional amenities are key to a great living experience. This property features a gym. Whether you're a fitness enthusiast or just starting your wellness journey, the gym offers a welcoming environment for everyone.

Gym

24 Hours/7d



RECREATION AREAS

Rules & Regulations

We want to maintain a safe, comfortable and congenial environment. Do not hesitate to report facility abuse or vandalism to the Resident Services and Leasing Centre. Such action protects us all and maintains a high standard.

- No food, drink or smoking permitted in recreational facilities.
- Only residents of the building and a maximum of two guests, including children, may be hosted by a Resident at any one time. Guests must be accompanied by their host at all times. As the Resident host, you are responsible for your guests' actions in the building, whether they are using the allowable facilities or not.
- Children must be supervised by an adult at all times.
- Pets are not allowed in the recreational facilities.

Please refer to posted Rules and Regulations for any other instructions or pertinent information.

Use of the recreation facilities is at the user's risk. GWL Realty Advisors Residential, its principals, representatives and employees are not responsible for any injuries sustained while using the recreation amenities. Anyone with a medical issue or condition should consult their doctor prior to using the facilities.

Our operating guidelines do not cover every situation that may arise, but reflects our commitment to providing maximum service to our residents, while endeavouring to ensure your safety and pleasurable enjoyment of the facilities.

GWL Realty Advisors Residential reserves the right to:

- Cancel and/or decline access to any resident or guest for violation of these rules and regulations
- Add, alter or revoke any of these rules and regulations

Pet Etiquette

Living in a multi-residential building creates a close-knit community, where residents share common areas. This environment requires consideration for everyone's needs and comforts. As a pet owner, additional responsibilities arise to help maintain a pleasant living space for all

This is a pet friendly community but there are rules and procedures in place, so all residents can enjoy apartment living. We thank our pet owners for their understanding and cooperation in making this community a pleasant place to live.

CLEAN UP AFTER YOUR PET

Please ensure that you abide by local "poop and scoop" bylaws and pick up after your pet. This will ensure that our health and environment is protected. Not cleaning up after your pet affects us all. Rainfall washes the waste into the sewer system, which empties it into local rivers and lakes.

COMMON AREA CLEANLINESS

If your pet accidentally relieves themselves in the common areas of the property, it is your responsibility not that of our staff, to ensure the area is cleaned up.

Please remove pet waste from the grounds, in a bag, and dispose of it in the proper dog waste containers.

PETS ON A LEASH

Pets must always be on a leash. Please note that this policy applies to all common areas of the community and when entering/exiting the elevator. Cats should not be allowed to roam the corridor.

BARKING DOGS

Dogs bark for a variety of reasons. They may be giving a warning to another animal, sounding an alarm, playing or instigating play, joining in the excitement of the moment, demanding a reaction, and sometimes dogs bark just for the sake of barking. On occasion it can be a combination of any of these or they simply miss their owner when they are away.

When the landlord receives a complaint regarding barking we have an obligation to investigate and take action. Please ensure that you take the necessary steps to ensure your pet does not disturb others.

Noise complaints

In a multi-residential environment, one must expect a certain amount of "normal" building noise associated with life in close quarters; it is not reasonable to expect complete silence. However, one must also be cognizant of the consequences of going beyond what is reasonable and acceptable, and the effect on those individuals who are right next door, above or below you. Please ensure that when you are at home, or home entertaining that you are respectful of your neighbours. Please keep this in mind when entertaining on your balconies.

Should your suite have hardwood and/or parquet floors, we recommend the placement of area rugs or carpets to suppress noise that may disturb others.

Should you experience ongoing disturbances, kindly contact the Resident Service and Leasing Centre and we will investigate; written complaints are preferred.

WASTE MANAGEMENT FAQ'S

Put Waste in the Right Place

We need your help to ensure that the bins do not get cross-contaminated! Sorting your waste into the correct bins helps reduce the amount of material going into landfill and benefits the environment. At your GWLRA Residential building, you will have access to landfill bins, recycling bins, and at some properties, organic bins.

WHAT CAN I PUT DOWN MY BUILDING'S GARBAGE CHUTE?

If your building has a garbage chute, be sure to refer to the signage around it for directions on proper use. In all cases, make sure that items are securely tied in a small bag prior to being disposed of. Loose garbage and large items should not be thrown down the chutes at any time.

HOW DO I REPORT IMPROPER WASTE DISPOSAL?

If you notice improper use of the waste management systems available at your building, report these instances to your site team. They can further support in educating other residents on proper waste management as well as take the necessary steps to ensure the issue does reoccur.

DOES MY BUILDING RECYCLE?

Yes! All GWLRA Residential buildings have a recycling program.

- When disposing of waste, please remember to separate materials carefully, as it is important to minimize contamination. If garbage is mixed with recycling, the contaminated loads cannot be recycled.
- In addition, cardboard boxes should be broken down prior to placing them in the bin to preserve space.

For details on what goes where, see the Waste Sorting Guide.

HOW OFTEN ARE THE GARBAGE CHUTES CLEANED?

We make all efforts to monitor our chutes and ensure that they are cleaned when necessary. Please contact your Resident Service Centre if you have a question.

WHAT SHOULD I DO WITH FURNITURE OR OVERSIZED ITEMS?

- Large items, including appliances, mattresses, furniture, tires, TVs, large metal items, and anything else that does not reasonably fit into a waste bin, must be taken directly to a public waste drop-off center or be picked up by a garbage removal service arranged by the resident.
- To keep our buildings safe and sanitary, items are not to be left on the floor anywhere in the building or outside of the bins in the garbage areas.

OTHER

- Please ensure that your garbage is securely wrapped when placing your items in the bins or down the chutes.
- All boxes should be flattened, bound and taken to the recycle area.
- To safely dispose of broken glass, wrap the shards in several layers of newspaper or thick paper, place them in a sturdy container like a cardboard box, label it "BROKEN GLASS," and put it out for regular garbage collection.
- Be sure to check with your site team to see if we offer e-waste collection on site. Otherwise, electronic waste should be taken to your buildings designated location for oversized items or a designated e-waste collection location. This ensures proper recycling and prevents environmental harm that could be caused by improper disposal.

MOVING HOURS

You are required to reserve the moving elevator in advance. Reservations can be arranged with the Resident Service Centre, please see contact information on page 3 or through the Resident Portal.

Moving hours are restricted to ensure minimal disruption for our residents during off-hours, and that elevators are available to all residents during peak periods. We try not to reserve moves on Sundays out of respect for our residents. Please respect your neighbours and ensure you do not tie-up elevators outside moving hours.

SMOKING POLICY

We want to emphasize the seriousness of our non-smoking policy, which applies throughout the entire community, including private units, patios, balconies, and all common areas.

It is vital to recognize that any type of smoking—whether it's tobacco, cigarettes, cannabis, or vaping—is strictly forbidden within the Rental Unit or the residential complex. This policy is firm, with the exception of medical cannabis. In such cases, the leaseholder must notify management in writing and work together to establish a plan for consumption that minimizes disturbance to fellow residents.

Any violation of this policy will be viewed as a significant breach of your tenancy agreement and may incur a fine for each incident. Moreover, persistent non-compliance may result in the termination of the lease agreement.

We appreciate your cooperation in fostering a healthy and smoke-free environment for everyone. Should you have any questions or concerns regarding this policy, please do not hesitate to reach out to the Resident Services Centre via email at contactus@gwlra.com.

We expect and appreciate your prompt attention and cooperation.



INSURANCE

All Residents are responsible to maintain Content and Liability Insurance. The purpose of this insurance is not only to protect your valuables, but also to limit your personal liability in the event of damages.

Should a fire, flood, etc. happen at the property, neither the Landlord nor GWL Realty Advisors Residential Inc. will not be responsible for any damage or loss to resident property. These damages will be covered by the resident's Content and Liability Insurance.

The fee for Content and Liability Insurance is nominal compared with these unforeseen expenses. For further information about insurance obligations, please refer to section 26 of your Lease Agreement.

ENTERPHONE

The building is equipped with an enterphone system at the main entrance to the building that works through your telephone line. Once you have obtained your new telephone number, please complete the Enterphone Registration Form (on page 16) and forward it to the Resident Service and Leasing Centre.

This form will enable us to connect your suite phone to the entry system. In order to provide access into the building, simply use the last four digits of your phone number to let your guests in on the keypad of your telephone, while the person is on the line with you.

In addition, every resident will be assigned a fob key to enter the building and an additional fob will be given to residents that require parking.

CORRIDOR OBSTRUCTIONS

Please keep all suite doorways and corridors clear at all times. Do not place doormats or leave boots, shoes, or any personal items outside your suite door.

Items such as shopping carts, strollers, or other large belongings can create serious safety hazards, particularly in the event of an emergency evacuation.

To ensure compliance and maintain a safe environment for all residents, building staff have been instructed to remove any items found in these areas immediately.



Surveillance & Monitoring

GWL Realty Advisors Residential Inc. endeavours to safeguard our residents and their personal effects through on-site surveillance and monitoring. While we will do our best to ensure we discourage criminal activity, we are not able to guarantee this. There are many things you can do to assist in securing your property and that of your neighbours, including:

- If you witness criminal activity or are concerned for your safety, call 9-1-1 immediately and file a report with Police services. Contact the Resident Service and Leasing Centre (see contact details on page 3) immediately thereafter and we will dispatch our staff to assist.
- Please ensure your suite is locked when you leave, including engaging the suite entrance deadbolt and the balcony door lock where equipped.
- Please ensure your vehicle is locked when parked in the garage and that no valuables are left in plain view on seats or floorboards. Neither the landlord nor GWL Realty Advisors Residential Inc. will be responsible for any damage or loss to any vehicle located in the building's parking area, or the contents of such vehicle, however caused.
- Please do not open our community access doors to strangers; if you do not recognize someone who is trying to enter, do not hesitate to question them. Clearly advise them that you cannot provide access, and ask them to contact the individual they are visiting.
- Please remember, this is your home and we should be careful not to let strangers in, you should always be aware of your surroundings and inform the Resident Service and Leasing Centre of any suspicious persons or activity in any area of the community.
- If you experience theft or a break-in, contact our Resident Service and Leasing Centre and Police Services to file an occurrence report. When this is complete, contact your insurance carrier to file an incident report and be sure to provide the incident report number. When you have completed your insurance carrier occurrence report and reported the incident to the Police, please contact the Resident Service and Leasing Centre as soon as possible to file the report.

Crime prevention tips for residents

- Ensure visitors are screened before allowing entry.
- When answering the enterphone, be sure you know who is there, and allow entry only when you are certain of identity.
- Do not permit others to enter with you through the main entrance door unless you know they are residents.
- If in doubt about entering an elevator with someone, do not enter.
- If in doubt about someone in an elevator, exit and go to the nearest apartment door.
- On leaving the elevator, make sure you are not followed to your apartment.
- Ensure good control of apartment keys.
- When out, secure doors and windows.
- Advise the Resident Service and Leasing Centre of any and all suspicious activity around the building.
- Advise Resident Service and Leasing Centre of any defects, burned out lights, etc.
- Be aware of unauthorized persons loitering in parking areas. If in doubt, lock your doors and drive back out.
- Do not permit others to follow you into the underground garage unless you know they are residents of the building.
- When leaving your vehicle in the parking garage, lock all doors and windows, keep valuables out of sight, have your keys ready to enter building, and report any suspicious activity immediately to the Resident Service and Leasing Centre and police.

This is by no means an exhaustive list of tips to reduce your chances of becoming involved as a victim. Using common sense and being alert will help reduce any potential wrongful activities.

Your privacy is important to us

Any personal information we collect, use, disclose, or store will be handled in accordance with [GWL Realty Advisors Residential's Privacy Policy](#).

We reserve the right to revise this policy or any part of it from time to time. Please review the policy periodically for changes. To obtain a copy of the GWLRA Residential Privacy Policy, please contact the Resident Service and Leasing Centre, or for questions about GWLRA Residential's privacy policies and practices (including with respect to service providers located within or outside Canada), write to the company's Business Unit Compliance Contact at GWLRACompliance@gwlra.com or refer to www.gwlraresidential.com.



We are committed to meeting the needs of all our customers.

Respecting the Dignity and Independence of People with Disabilities

We have established an accessibility plan, and the following policy and procedures that comply with applicable accessibility legislation. Please visit our [Accessibility Policy](#) at www.gwlraresidential.com

Your feedback is important to us.

If you would like to comment about any of our accessibility processes or practices, or if you have a question or concern about accessibility, contact us:

Email: accessibility@gwlra.com

Fax: 1 855 317 9241

Toll free by phone: 1 866 292 7825

Deaf or hard of hearing?

Require access to a telecommunications relay service? Please contact us.

TTY to Voice: 711

Voice to TTY: 1 800 855 0511



Registration Form for Enterphone System



Welcome to your new home.

As you may well be aware, your suite is equipped with an enterphone system, which enables you to admit your guest(s) into the building by the touch of your phone. In order to permit your guest(s) into the building, simply press 9 on your phone pad to unlock the entrance door.

In order to activate your code, we require your new telephone number. If you have not yet been informed of your particular suite code number, please contact the Resident Services and Leasing Centre for assistance.

Please complete and return the bottom portion of this notice as soon as possible, so that we can register your access code and telephone number into the Enterphone System.

Please return bottom portion of this form to the Resident Service & Leasing Centre

WOULD YOU LIKE YOUR NAME TO APPEAR ON THE DISPLAY BOARD?: NO ☐ YES ☐

IF YOU ANSWERED YES, PLEASE PRINT YOUR NAME CLEARLY BELOW:

FIRST NAME:

LAST NAME:

SUITE NUMBER: PHONE NUMBER:

By completing and submitting the form below, you consent to the to the collection, use, disclosure and retention of your personal information by GWL Realty Advisors Residential Inc. for the purpose of registering your access code and telephone number into the Enterphone System and otherwise in accordance with the GWL Realty Advisors Residential Inc. Privacy Policy, which is accessible through our website at www.gwlraresidential.com. We reserve the right to revise this policy or any part of it from time to time. Please review the policy periodically for changes.

To obtain a copy of the GWLRA Residential Privacy Policy, or for questions about GWLRA's privacy policies and practices (including with respect to service providers located within or outside Canada), write to the company's Business Unit Compliance Contact at GWLRACompliance@gwlra.com



Your Neighbourhood



Clarendon Lanes

POLICE



EMERGENCIES

LOCAL DIVISION

9.1.1

GROCERY & OTHER SHOPPING



METRO RIDEAU

255 RIDEAU ST,
OTTAWA, ON K1N
5Y2

613-221-1146

FARM BOY

50 RIDEAU ST,
OTTAWA, ON K1N
9J7

613-244-1033

TRANSIT



FINANCIAL INSTITUTIONS

TRAIN STATION

RIDEAU,
OTTAWA, ON
K1N 0B8

613-741-4390

SCOTIABANK

119 RIDEAU ST,
OTTAWA, ON K1N
5X4

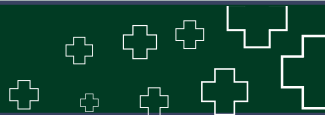
613-564-5387

RBC ROYAL BANK

139 RIDEAU ST,
OTTAWA, ON K1N
5X4

613-244-7293

MEDICAL/HOSPITAL



BRUYÈRE HEALTH
ÉLISABETH-BRUYÈRE
HOSPITAL

43 BRUYÈRE ST,
OTTAWA, ON K1N
5B8

613-562-6262

HÔPITAL MONTFORT

713 MONTRÉAL
RD, OTTAWA, ON
K1K 0T2

613-746-4621

Your Neighbourhood



Clarendon Lanes

SCHOOLS



OTTAWA SCHOOL OF ART

35 GEORGE ST,
OTTAWA, ON K1N
8W5

613-241-7471

DE LA SALLE PUBLIC
HIGH SCHOOL

501 OLD ST.
PATRICK ST,
OTTAWA, ON K1N
8R3

613-789-0053

CENTENNIAL PUBLIC
SCHOOL

376 GLOUCESTER
ST, OTTAWA, ON
K1R 5E8

613-239-2277

PLACES OF WORSHIP

(not limited to churches, mosques, synagogues, temples, and other religious venues)

ST. ALBANS CHURCH

454 KING
EDWARD AVE,
OTTAWA, ON K1N
7M8

NOTRE DAME
CATHEDRAL BASILICA

385 SUSSEX DR,
OTTAWA, ON K1N
1J9

613-241-7496

RESTAURANTS

[Search on Google maps](#)

Located within a 5 min walk



THINGS TO DO

[Search on Google maps](#)

Located within a 5 min walk

