

Welcome to Highpoint-Kitchener / Cedarwoods Tower!! We are thrilled that you've chosen to rent with us. Realstar Management is respected globally for our superior quality, strong leadership, integrity and an ongoing history of prosperous relationships. Our on-site management team is here to do everything we can to make your suite a place you can proudly call home. This welcome package contains important information to help you settle in. If you need further information or help at anytime, feel free to contact us.

Contact Rental office: **1 Cedarwoods Cres.** Phone: **519-893-1310**
Kitchener, ON Email: highpointkitchener@realstar.ca
N2C 2L8 Website: www.realstar.ca

Office hours: Monday thru Friday 8 AM – 4 PM
Saturday & Sunday 9 AM – 1 PM

Emergencies In case of emergency involving fire, police or ambulance, please dial: **911**
Our on-site managers are available 24 hours a day at **519-893-1310**
to assist you in the event of any of the following emergencies:

- A plumbing leak or sewage blockage that may damage the property
- Gas leaks or odours
- A fire hazard
- No heat or electricity
- Elevator entrapment

Less serious issues can be brought to the attention of our on-site team during regular rental office hours. Please note that lost keys are not considered an emergency, see *keys* section.

Rent Payment We want to make renting from us as easy as possible. Access the online Resident Service Portal 24/7 to set up one-time or auto-payments via direct debit to pay your rent.

If you haven't already received an email invite to the Resident Portal, please:

1. Send an email to the property staff or simply visit the rental office and request to be invited via an email.
2. You will receive an email invitation prompting you to register for the Resident Portal.
3. Once you are logged in, you can set up one-time or recurring payments.

Rent Payment (cont'd)

Alternatively, our pre-authorized payment program (PAP) can automatically withdraw your rent payment from your bank account each month. If you would like us to do so, simply visit the rental office to sign an authorization form. Please be sure to bring along a void cheque.

If you prefer, you may also pay your rent by:

- Post-dated cheques
 - Certified cheque
 - Money order
- } Payable to:
**Highpoint Kitchener or
Cedarwoods Towers**

Kindly drop off your rent payment at the rental office during office hours, or place it in the deposit box at the rental office door after hours.

Unfortunately, we are unable to accept cash.

As part of your tenancy agreement, your rent payment is due on the first day of every month. Rent is considered late if received after the first day of the month. A late fee of 2% of your monthly rent will be applied to your account after the third day of the month. A \$40 fee will be applied to your account for NSF cheques.

Moving

Please contact the rental office for a designated loading area and/or if you need to book an elevator.

Keys

You are given two sets of keys for your new home, along with your lease.

In the event that you are locked out of your home, please call or visit the rental office during office hours. If you frequently require access to the building, or entrance into your home after hours, you may be asked to pay an entry fee to the staff member who assists you.

Utilities

Heat is included with your rent. Other utilities, such as water, hydro, telephone, cable, Internet, etc. are your responsibility to acquire

Smoking

Highpoint / Cedarwoods is transitioning to a smoke-free property. As per your lease, no resident, occupant or guest of the rental unit shall grow, produce, process, manufacture, smoke, burn or vape tobacco, cannabis or any substance in the residential complex including your rental suite, patio/balcony or anywhere on the property.

Parking Parking is assigned. You must display a Realstar sticker on the front windshield of your car or parking permit hanger from your review mirror. If you are assigned a parking permit, you must ensure it is facing out. You can pick up your parking sticker/parking permit from the rental office during office hours. Please note:

- Vehicles parked illegally will be ticketed and towed.
- Washing or repairing of vehicles is not permitted in the parking areas.

Please drive with care and respect speed limits at all times.

Visitors We have designated parking spots for your guests. Please ensure that all your visitors use only the assigned visitor parking, and that you obtain a visitor parking permit from the Resident Manager for overnight guests. To allow your visitors access to the building, press the number 9 on your telephone keypad. If you have Rogers Cable, you can access the front door security camera on channel 59.

Garbage There is a garbage chute on every floor (except the first floor). These chutes are for small domestic garbage only. Please wrap your garbage securely in plastic bags before placing in the chute or designated bin. Kitty litter must be double-bagged before placing it in the chute or designated bin.

For safety reasons, no glass should be placed in the garbage chutes.

There are large garbage bins located outside at the rear of the building for larger garbage bags. Do not dispose furniture in or around the bins.

Recycling Recycle bins are located outside at the rear of the building.

Maintenance

If your suite requires maintenance please login to the Resident Service Portal and click on the Maintenance Request, fill in the details, upload any photos and submit. You will receive an email confirming receipt and your request will be serviced as quickly as possible.

Alternatively, you can fill out a maintenance request form, which can be found at the rental office or in the laundry room; or send your request via email: highpointkitchener@realstar.ca.

In accordance with the terms on your lease, the leaseholder's signature is required to complete a maintenance request.

Maintenance repairs will be completed during normal business hours, with the exception of emergency repairs. We ask for your cooperation in permitting Realstar to enter your home in your absence, as we cannot guarantee the time a service representative will arrive. Please ensure that any pets are safeguarded in your absence.

Realstar is responsible for the cost and repair of appliances and in-suite amenities (such as flooring and fixtures) related to normal wear and tear. You are responsible for the cost of repairs or replacements required due to negligence on your part.

Balconies

Your home may include a balcony for your enjoyment. Please note:

- Only patio furniture is permitted on your balcony.
- City bylaws prohibit the use of gas, propane or charcoal BBQs on balconies.
- For safety reasons, please do not throw anything over the balcony, or install awnings, aerial fences, flower boxes, etc.

Windows

Please comply with property window covering requirements as per your Resident Manager. Flags or tinfoil are not acceptable window coverings.

During the winter, please keep windows and doors shut to prevent pipes from freezing. Please let us know if you will be away for an extended period of time so we can monitor your suite. You will be charged for any damage caused by leaving a window or door open in your suite.

Appliances

Your home has been fitted with energy-efficient appliances. Please do not install any additional appliances without the written consent of management.

Please consult with your Resident Manager as to the placement of any heating/cooling units and approved materials for a successful installation.

Smoke Alarms/ CO Detectors

Your suite is equipped with a smoke alarm and may be equipped with a CO detector that was verified to be in good working order prior to your move in. It is your responsibility to:

- Test your smoke alarm and CO detector once a month.
- Report immediately if your smoke alarm or CO detector ceases to function.

Satellite Dishes & Antennas

Installation of satellite dishes or antennas requires written consent from your Resident Manager. It is your responsibility to ensure that your cable provider/installer complies with all stipulations and instructions provided by your Resident Manager.

Pets

Realstar welcomes your pet(s). For the comfort of all our residents, pet owners must register all pets with the Resident manager and comply with your property's pet policy. Please see your Resident Manager to confirm the pet policy for your property.

Insurance

Our residents are important to us. Realstar requires all lease holders to carry valid tenant insurance while living at one of our properties. In the unfortunate event of fire, flood, unintentional harm or damage to other persons, or property and other disasters; this insurance will mitigate losses and related costs you could be held liable for.

Visit your Property Page at [Realstar.ca](https://www.Realstar.ca) for more information on the Realstar resident preferred tenant insurance rate for protection against things such as fire, theft, property damage as well as certain types of liability.

Safety

Safety and security are top priorities. Please:

- Do not open building doors for anyone you don't know.
- Report any vandalism or unusual activity.
- Notify the rental office if you will be away for an extended time.
- Provide the rental office with the names and phone numbers of all occupants within your suite who require assistance in an evacuation.*

** This information is provided to emergency personnel upon their arrival. Please update us of any changes, even if your needs are of a temporary nature.*

In Case of Fire If there is fire in your suite:

- Immediately call 911.
- Activate the fire alarm in your suite or corridor.
- Leave the area, closing all doors behind you.
- Use the nearest stairwell to exit the building.
- Do not use elevators.

If you cannot safely leave your suite:

- Close your door, but leave it unlocked.
- Stay close to the floor and move to the balcony or an open window.
- Remain calm. Do not panic or jump.
- Wait for instructions from the fire department.

*The information provided in this Welcome Package is subject to change without notice. E.& O.E.
Last updated: January 23, 2025*

Pet Registration

Date Resident's name Suite #

First pet

Dog Cat

Pet's name

Breed

Colour

Age

Weight

Neutered

Yes No

Second pet

Cat

Pet's name

Breed

Colour

Age

Weight

Neutered

Yes No

Maintenance Request

Maintenance forms can be found in the Rental Office. Please contact your Resident Manager if you have any questions.

MAINTENANCE REQUEST

Residents Name:	<input type="text"/>	Date:	<input type="text"/>	Home Phone Number	<input type="text"/>
Building Address:	<input type="text"/>	Unit No.:	<input type="text"/>	Business Phone Number:	<input type="text"/>
Request:					
<input type="text"/>					
<input type="text"/>					
<input type="text"/>					
<input type="text"/>					

RESIDENT'S CONSENT: I wish to have the above maintenance attended to and I hereby authorize the landlord to enter my apartment. Should it be necessary to use a service agency other than the landlord or should more than one visit be required for correction, I also authorize my consent.

Tenant's Signature: _____

SERVICE REPORT

Date Request Received:	<input type="text"/>	Repair Authorized By:	<input type="text"/>	Date Work Completed:	<input type="text"/>
Description of Work					
<input type="text"/>					
<input type="text"/>					

INFORMATION REGARDING BUILDING MATERIALS

A survey of building materials (including a sampling of certain apartments) was completed by an environmental consultant as a provincial regulatory requirement, which relates to management of asbestos containing materials (ACMs) in buildings. These regulations have been created to protect residents and workers when renovations or major repairs are done in homes, apartments or commercial spaces. ACMs were commonly used in building materials in apartment buildings, schools, hospitals and many types of commercial buildings until the early 1980's. Precautions are required before the relevant building materials are disturbed by any such renovations or repairs.

Building materials in your rental suite may be subject to these precautions (because they contain or may contain a low percentage of asbestos), including: vinyl floor tiles, drywall joint compound in the drywall walls, textured or flat wall plaster, sealants, ceiling stipple and ceiling tiles.

During any repairs or renovations, we will take the necessary precautions to protect the workers conducting repairs and/or renovations, and to protect you, the occupant. To comply with your tenancy agreement, you must NOT make any alterations or repairs to your rental suite without our written consent. Any observations made of damaged materials are to be reported to your Resident Manager. Any requests for consent to alter or repair should be made to the Resident Manager's office in writing. We take the safety and security of our residents, guests and workers very seriously and are pleased to inform you that we will continue to maintain a mandatory level of compliance with building materials involving the provincial asbestos regulation.

If you require additional information or have questions, please do not hesitate to your Resident Managers.

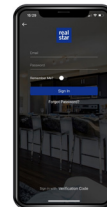
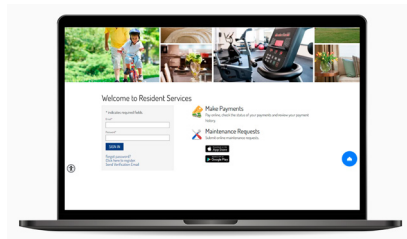
Resident Services Portal

Realstar offers a Resident Services Portal, which is free, easy to use and accessible 24/7.

Payments Pay online, check the status of your payments and review your payment history.

Maintenance Requests Submit online for fast and convenient response.

- How to Access**
- Provide your email address (along with your name as it appears on your lease and suite number) to the Rental Office via email or by completing and returning the below information.
 - You will receive an email invitation prompting you to register for the Resident Portal.
 - Download the 'Realstar - Resident Portal' (available on the App Store and Google Play) or access online via www.realstar.ca.



- Once you are logged in, you can set up one-time or recurring payments, submit maintenance requests and more.

**A valid email address is required to access the Resident Services Portal*

Resident Services Portal - Registration Request

Resident's name (as it appears on your lease)

Suite #

Resident's email

ENERGY SAVING TIPS

Lighting

- When not in use, turn off lights, TVs and other appliances.
- Dust your light fixtures regularly as dirt can absorb light and reduce brightness.
- Change to LED lights:
 - › LED's last up to 100,000 hours: that's over 20 years if you leave your lights on 8 hours per day;
 - › About 80 – 90% more efficient than a regular incandescent light bulb;
 - › LED lights are free of toxic chemicals and close to no UV emissions;
 - › LED lights can be switched on/off frequently, without affecting the LED's lifetime or light emission.

Appliances

- When possible, use smaller appliances such as a toaster oven or microwave instead of the range as they use less energy.
- Preheat the oven only when baking as most foods can be cooked properly without preheating the oven.
- Set the temperature inside your refrigerator between 2°C and 3°C (35°F to 38°F). Freezers should operate at -18°C (0°F). You may use up to 25% more energy from keeping the temperatures 5°C (9°F) colder than the recommended levels.
- Allow hot foods and leftover meals to cool before putting them into the fridge or freezer.
- If your freezer is not full, fill plastic containers with water and freeze them. This can also help keep food frozen in the event of a power outage.
- Unplug electronic devices when you are not using them to eliminate standby power loss.
- Timers can be used for devices that are not used on a regular basis to reduce standby power loss.
- Buy energy efficient electronics or appliances that have the ENERGY STAR[®] label to reduce energy use even in standby mode.
- Avoid using space heaters. Small electric heaters can use about 3,000 watts (about 10,000 BTU/hr) and larger ones may use over 11,000 watts (about 40,000 BTU/hr). This means that a small space heater spends about four times more energy than a refrigerator and about 120 times more than a microwave. Also, space heaters pose a much higher risk of fire, death, and injury than central heating.

In the Summer

- Increase your air conditioner temperature by one degree to lower your electricity bill by up to five per cent.
- When it's cool outside, open the windows and turn off your air conditioner.
- Replace air filters every month. Clogged filters mean your air conditioner has to work harder. Proper maintenance of your air conditioner can increase its efficiency by about five per cent.
- Install a programmable thermostat if you don't have one already. Set the times and temperatures to match your schedule.
- Open more than one window to create a breezy airflow and use fans instead of air conditioner if possible.

WATER CONSERVATION TIPS

- Check faucets and pipes for leaks. A small drip from a worn faucet washer can waste 90 litres (20 gallons) of water per day. Larger leaks can waste hundreds of litres per day.
- Don't use the toilet as an ashtray or wastebasket. Every time you flush a cigarette butt, facial tissue or other small bit of trash, 20 to 30 litres (5 to 7 gallons) of water is wasted.
- Check your toilets for leaks. Put a little food coloring in your toilet tank. If, without flushing, the color begins to appear in the bowl within 30 minutes, you have a leak that should be repaired immediately. Most replacement parts are inexpensive and easy to install.
- Install water-saving shower heads and low-flow faucet aerators. Inexpensive water-saving low-flow shower heads or restrictors are easy for the homeowner to install. Also, long, hot showers can use 20 to 45 litres (5 to 10 gallons) every unneeded minute. Limit your showers to the time it takes to soap up, wash down and rinse off. "Low-flow" means it uses less than 11 litres (2.5 gallons) per minute. Also, all household faucets should be fit with aerators. This single best home water conservation method is also the cheapest!
- Take shorter showers. One way to cut down on water use is to turn off the shower when soaping up, then turn it back on to rinse.
- Turn off the water after you wet your toothbrush. There is no need to keep the water running while brushing your teeth. Just wet your brush and fill a glass for mouth rinsing.
- Rinse your razor in the sink. Fill the sink with a few centimetres of warm water. This will rinse your razor just as well as running water, with far less waste of water.
- Use your dishwasher and clothes washer for only full loads. Automatic dishwashers and clothes washers should be fully loaded for optimum water conservation. Most makers of dishwashing soap recommend not pre-rinsing dishes which is a big water savings. With clothes washers, avoid the permanent press cycle, which uses an added 20 liters (5 gallons) for the extra rinse. For partial loads, adjust water levels to match the size of the load. Replace old clothes washers. New Energy Star rated washers use 35 - 50% less water and 50% less energy per load. If you're in the market for a new clothes washer, consider buying a water-saving frontload washer.
- When washing dishes by hand, don't leave the water running for rinsing. If you have a double-basin, fill one with soapy water and one with rinse water. If you have a single-basin sink, gather washed dishes in a dish rack and rinse them with a spray device or a panful of hot water. Dual-swivel aerators are available to make this easier. If using a dishwasher, there is usually no need to pre-rinse the dishes.