



Dear Tenant,

Welcome to Edison Properties!

We extend a warm greeting on behalf of the Edison Properties team and hope you will be happy in your new home. Included in this package is the Edison Properties House Rules and other valuable information to ensure a smooth transition as you move in.

Your Resident Manager can be contacted during regular business hours should you require assistance or have any questions. Contact information and regular business hours can be found on your Resident Portal.

There is also an after-hours emergency line should you need to reach someone outside of regular business hours to report an emergency. Edison Properties defines an emergency to be fire, flood, and fridge not working. Your Resident Manager should provide this number to you when you are moving in.

To ensure a secure entrance to our properties, we have an intercom system at the front entrance. To set up access, you will need to provide a local phone number to the Resident Manager. This number will then be programmed so guests can contact you via the intercom system. Please discuss the specific details of your property's secure access procedures with your Resident Manager.

Our goal is for all tenants to have a worry-free experience while living with Edison Properties.

If you have any questions or concerns, please contact the Resident Manager and they will be happy to assist you.

Welcome Home!  
Edison Properties

WELCOME PACKAGE

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## **GENERAL & MISCELLANEOUS**

### **RENT PAYMENTS**

As outlined in your lease agreement rent payments must be received on or before the first of each month. Payments should be made to your Resident Manager. Electronic bank withdrawals (EFT), money orders or postdated cheques are acceptable forms of payment. If the first day of the month falls on a weekend or statutory holiday, non-EFT payments must be received by the next business day. Rent receipts will be issued on request. Please note that any cheque or EFT returned unnegotiated, for any reason, is subject to a fee as prescribed by the Residential Tenancies Branch.

### **CASH PAYMENTS**

To ensure the safety and security of our on-site staff, Edison Properties does not accept cash payments for rent or parking fees at our on-site offices. Cash payments may be made at Edison Properties Head Office at 401-10 Fort Street, Winnipeg Manitoba, R3C 1C4 during regular office hours of Monday-Friday between 9:00 a.m.-3:00 p.m. The office is closed on statutory holidays. Cash payments will be issued a receipt.

### **LATE FEES**

Late rent payments are subject to a fee as prescribed by the Residential Tenancies Branch.

### **TENANT INSURANCE**

All tenants must have a comprehensive insurance policy on their contents to protect them in the event of any potential losses or damage to their and/or other tenants' property and possessions. A copy of your policy should be provided prior to the move-in date and at every renewal. When signing your lease, you will be required to sign an Insurance Addendum acknowledging the consequences of not having insurance.

### **PLUNGERS, FIRE EXTINGUISHERS**

For the safety and security of all residents, it is strongly recommended that all tenants have a plunger and a fire extinguisher in their suite. If maintenance employees are called upon to plunge sinks or toilets, service charges may apply.

### **GARBAGE & RECYCLING**

Boxes and large bags are not permitted down the garbage chutes (where applicable). They will plug the chutes and cause problems. Only properly tied and secured "grocery store size" bags may be put into the garbage chutes. All large items must be transported to the main garbage container, please ask your Resident Manager for this location. All Recycling must be transported to the main recycle container, please ask your Resident Manager for this location. All furniture and other household items must be dropped off at a designated City of Winnipeg garbage and recycling location for proper disposal. Improper disposal of large household items at the building will result in a charge being added to the tenant's account.

### **PEACEFUL ENJOYMENT IN SUITES AND COMMON AREAS**

For the quiet enjoyment of all tenants, all noise; including stereo, tv, instruments, etc. should be kept at an

acceptable level and tenants should be respectful of their neighbors in their suite and on their balconies. Playing, running, or loitering in hallways or other public areas of the building is not permitted.

### **PETS**

Our properties are pet free buildings. If a pet is found to be onsite, it will be required to be removed. Non-compliance with a request may result in a subsequent termination. Guests are not permitted to bring pets to “visit.”

### **BARBEQUES**

As per City of Winnipeg by-laws and for safety reasons, wood-burning, coal, or pellet barbeques are not allowed on balconies or within six feet of the building. Propane barbeques are permitted, but they must be kept at least 3 feet from the balcony door. Please see the full Fire Prevention By-Law No. 150/2004 at [www.winnipeg.ca](http://www.winnipeg.ca) for more information.

### **BALCONY ETIQUETTE**

Balconies are for outdoor enjoyment and are not intended for storage or clotheslines. If it is found that a balcony is being used for a purpose other than its intended use, you will be asked to remove/ clean any non-permitted items. Installing carpet or enclosing (screening in) balconies is not permitted. All décor such as flags and planters must be hung or placed inside the balcony and not hung on the exterior of the balcony or placed on the top of the railing. Please do not throw or sweep any debris off balconies, this includes snow clearing and watering plants, it can be hazardous to both pedestrians and people living below you. Remember to be considerate of your neighbors who live below.

Cigarettes should not be thrown off balconies as they could land on balconies below and cause burns to tenants personal property. This is a serious fire hazard and should you be found responsible for damaging someone else’s property, you would be liable for having the property replaced and could be subject to termination. Please consider the consequences and use your ashtray or an appropriate metal container with sand or water to dispose of all cigarette butts.

### **FEEDING WILDLIFE**

Please refrain from feeding wildlife or leaving food in outdoor public spaces. People who feed wildlife usually do so with the best intentions. However, feeding wild animals may result in negative consequences for both the people and wildlife involved. Feeding wildlife can lead to rodent and insect infestations in our buildings.

### **CHRISTMAS TREES**

Live Evergreen trees pose a risk of a fire hazard, they also present a challenge to clean when transporting, most sites do not have space available for disposal at the end of the season. Only artificial trees are recommended.

### **SMOKING POLICY (CIGARETTE, VAPING & CANNABIS)**

Smoking and vaping of tobacco and cannabis products is permitted within suites. Common areas, hallways and club rooms are non-smoking areas, Tenant or guests of tenants caught smoking in these areas, could have their tenancy terminated.

### **OTHER BUILDING CONSIDERATIONS**

- Tenants are responsible for keeping the entrance door and balcony door to their suite clean and clear of obstruction. Management reserves the right to perform suite inspections should we feel the condition of your suite poses a health and safety concern for our tenants, staff, and our property. Edison Properties asks all tenants to show consideration to your fellow tenants and treat every part of the building as your home.
- Tenants using shopping carts to transport personal items to their suites should return them to the building's exterior. Also, no mats or footwear should be stored on the hallway side of suite doors. Blocking the common area and hallways constitutes a fire/safety hazard and contravenes the City of Winnipeg Fire Department regulations.
- Edison Properties is proud to offer our tenants a variety of areas for you to enjoy. These areas may include a multipurpose room, games room, fitness area, pool, whirlpool, and sauna. We encourage all tenants to use these spaces, however, we ask that you remain mindful and ensure that you are cleaning up after yourself and your guests once you are done using the space. If spills or accidents should occur, please clean up after yourself/ guests, if assistance is required, contact the Resident Manager.
- We ask that all tenants report repairs required in their suites as soon as they are discovered. Requests for repairs can be made by contacting the Resident Manager or by using the tenant portal online at [www.edisonproperties.ca](http://www.edisonproperties.ca) . By not reporting a work order, a tenant could be responsible for the cost of the repairs. Edison Properties has an in-house maintenance team ready to repair most issues that may arise.
- We ask that tenants do their part to keep the building and their neighbors safe. Ensuring that nobody follows you into the building without using a swipe card or calling a tenant from the enter phone. Also ensuring that you wait for the parkade door to close before parking to ensure nobody enters the parkade on foot or follows in a vehicle. We want to ensure the safety of all tenants. If you are followed into the building and can safely call the emergency phone to report, this would be appreciated.

### **SWIMMING POOLS AND SAUNAS (WHERE APPLICABLE)**

Pool rules are posted in the pool area. For safety reasons, individuals not cooperating with safety regulations will be barred from the use to the pool and/or sauna. Tenants are allowed to bring 2 guests to the pools with them and are required to supervise their guests for the duration of their visit.

### **FITNESS CENTRE (WHERE APPLICABLE)**

Rules are posted in the fitness centre. This is a shared space for all tenants, we remind individuals to be considerate of time used on the machine and noise levels created due to the use of the equipment. Guests of the property are not permitted to use the fitness centres. Those not cooperating with safety regulations may be barred from the fitness center area. Tenants are responsible for sanitizing the equipment after each use. The fitness center will be subject to regular cleaning and sanitizing to ensure everyone's health and safety.

Tenants must complete a waiver prior to using the fitness centre for the first time. Waivers are available from the Resident Manager.

### **PARKING POLICY**

Please read this carefully to ensure parking policies are understood.

- Unless your property has assigned outside tenant parking, all outside parking is for the use of your guests (visitors) and must be restricted as such.
- The "NO PARKING" signs are there to keep fire lanes open for fire department equipment and/or emergency vehicles. Parking in these zones is prohibited. Please note all signage in your parkade and follow all directional arrows for safety.
- Parking vehicles is entirely at the tenant's risk. Edison Properties will not be held responsible for any damage that may be caused by vandalism, parkade doors, leakage, theft or otherwise.
- Tenants must ensure that the vehicle is free from leaking fluids (oil, transmission, etc.), if it is noted that your vehicle is leaking you may be asked to vacate the parkade until necessary repairs have been completed. Vehicle maintenance and repairs are not permitted to be completed in the parkade. This includes but is not limited to tire rotation and fluid changes.
- Storage of personal belongings in parking stalls is not permitted as it not only can be a fire hazard, but the items are also not protected and could be stolen. Edison Properties is not responsible for any lost or stolen items. Items found in parking stalls and not removed upon request will be disposed of.
- Derelict vehicles may not be stored in the parkade and you will be asked to remove any cars without valid insurance. The parkade is not for the storage of uninsured or inoperable vehicles. All towing will be done at the vehicle owner's risk and expense. **If your vehicle has been towed, please contact your Resident Manager for towing company information.**
- When a parking stall is issued the Resident manager will provide the tenant with a blue and white authorization sticker. This sticker needs to be clearly visible from the outside on the dash or windshield and contain the parking stall number.
- NOTE: Please be aware that a full calendar months' notice is required to cancel parking. All parking-related requests and inquiries can be discussed with the Resident Manager.

### **TOWING**

Towing may occur to any unauthorized vehicle found in all outdoor/indoor designated parking areas as well as any vehicle found parked at any time in the driveways, turnaround areas or NO PARKING areas that are clearly marked. Visitor parking lots are not authorized for tenants parking at any time, day, or night. Towing applies to all tenant's or visitor's vehicles found parked inside the parkade that do not display proper authorization. Towing will also apply to any vehicle that displays authorization but is not parked in their designated or assigned stalls.

### **VISITOR PARKING (WHERE APPLICABLE)**

If your visitor wishes to stay overnight, you must obtain a visitor parking authorization to be visibly displayed on the windshield or dash of the vehicle they are using. Such authorization may be obtained from your Resident Manager during regular business hours, charges apply. The visitor parking authorization tags are Orange and Black and need to be clearly visible from the outside on the dash or windshield of the vehicle. This authorization may be renewed if a longer stay is anticipated.

### **FIRE SAFETY**

#### **OCCUPANTS OF HIGH-RISE BUILDINGS -HOW TO ACT IN CASE OF FIRE**

#### **IF THE FIRE ALARM IS ACTIVATED**

- Check to see if your suite door is warm.
- If the door is not warm, open it and check if there is smoke in the hallway.
- If there is no indication of smoke, you may exit the building by stairway only. Never use the elevators. You may stay in your suite until you are told to evacuate the building by the Fire Department. They will notify you over the voice communication system (loudspeaker).
- If there is smoke, and it is safe to leave your suite do so immediately by way of the stairwell. Stay low to the ground. The smoke is heavier, and it rises.
- If you cannot enter the hallway due to heavy smoke, stay in your suite. Phone 911 and let the fire department know your exact location. Put a wet towel under your entrance door to keep smoke out.
- Do not panic. If you are in a concrete building, you are safer in your suite with the door closed, than attempting to escape through fire and smoke.

### **FIRE EXTINGUISHMENT, CONTROL OR CONFINEMENT**

In the event a small fire cannot be extinguished with the use of a portable fire extinguisher, or the smoke presents a hazard to the operator, then the door to the area should be closed to confine and contain the fire. Leave the fire area. Activate the fire alarm system and ensure the fire department has been notified by calling 911 and waiting for them to arrive.

#### **IF YOU DISCOVER A FIRE**

- **Activate Fire Alarm System** (using closest pull station)
- Phone 911
- The smoke detector in your suite is for your suite only. It does not activate a central alarm system. Contact the fire department and alert other tenants in the building.
- Leave your suite immediately, closing the door of the room in which the fire is located and the suite door behind you. Never re-enter your suite for any reason.
- Evacuate the building using the stairwell only.
- Note: A list is kept for the fire department with the names and suite numbers of those tenants who would require assistance evacuating the building. The fire department will also ensure all suites are vacant when required based on the situation occurring.

## **PREVENTING FIRES**

### **FIRE HAZARDS**

- To avoid fire hazards in the building, occupants are advised to:
  - Not dispose of flammable liquids or aerosol cans in garbage chutes.
  - Avoid unsafe cooking practices, (deep fat frying, too much heat, unattended stoves, loosely hanging sleeves).
  - Do not use unsafe electrical appliances, frayed extension cords, over-loaded outlets, and extension cords for permanent wiring.
  - If smoking outside on the balcony, use an ashtray or a metal container that holds water or sand and extinguish cigarette completely.
  - In general, occupants are advised to know where the alarm pull stations, exits, fire hoses and extinguishers, etc., are located. It is recommended that tenants purchase their own fire extinguishers.

## **SMOKE ALARM REGULATIONS FOR RENTAL PROPERTIES IN WINNIPEG**

As you live in a rental property in Winnipeg, please read this section carefully. It contains essential information about smoke alarms in rental homes and apartments -- information that could save your life. It will help you make sure you and your family are protected if there is a fire; know your rights and obligations.

## **LANDLORD'S OBLIGATIONS**

Your landlord must:

- Install a smoke alarm in your rental unit. This smoke alarm must be:
  - A hard-wired, 120-volt AC powered smoke alarm with a lithium battery back-up
  - Test and clean your smoke alarm at least once a year to make sure it is working properly.
  - Re-test the smoke alarm whenever a new tenant moves in.
  - Show you how to use and test the smoke alarm.
  - Provide phone numbers for you to call if your smoke alarm is not working properly.
  - Replace a smoke alarm that is not working properly within 24 hours of being notified or finding out about it.
  - Report the tenant and suite to the City of Winnipeg Fire Prevention Branch if a smoke detector or any other fire equipment is tampered with.

## **OBLIGATIONS AS A TENANT**

Tenants must:

- Never tamper with or remove a smoke alarm. It is against the law, and you can be charged under the Fire Prevention bylaw. You could be fined up to \$1,000 and/or sent to jail for up to 6 months. Also, your landlord can give a tenant as little as five days-notice to move if they remove or are caught tampering with a smoke alarm.
- Inform your Resident Manager immediately if your smoke alarm is not working. Be sure to write down the date and time that you reported it.
- Call the Winnipeg Fire Prevention Branch at 204-986-6358 if your landlord does not repair or replace your smoke alarm within 24-hours.



You should also:

- Test your smoke alarm every month and write down the date that you did the test. When you press and hold the test button, the smoke alarm should start, and the alarm should sound. The light on the alarm only means there is power to the alarm.
- Ask your Resident Manager to show you how to use the pause, hush, or silence button on your alarm, if it has one. This button allows you to turn off the alarm for a while if you burn toast or your oven is smoking. The alarm will beep while it is paused and will reset after 10 minutes.

Note that if your smoke detector starts chirping in regular intervals, this is to inform you the battery back-up is dying and needs to be replaced. Contact the Resident Manager to get this completed.

### **GUIDELINE FOR NOISE COMPLAINTS**

Edison Properties does realize that some tenants are more sensitive and/or less tolerant of noise, while other tenants wait until they find the situation unbearable. Management will investigate these matters and try to find a solution that will satisfy both parties and, if necessary, act against the offending party. Not all complaints are cause for formal action.

All excessive noise complaints should be brought to your Resident Manager's attention during the time the offending noise is occurring. We do not recommend that tenants banging their ceilings or knocking on other tenants' doors to try to handle the situation themselves. This could lead to animosity and retribution between tenants.

### **The Residential Tenancies Act, chapter R119, Section 73, states:**

"A Tenant shall not unreasonably disturb, or allow another person the tenant permits in the residential complex to unreasonably disturb,

- (a) the enjoyment for all usual purposes of the residential complex or any other rental unit by the Landlord, another tenant or occupant of the residential complex, or a person permitted in the residential complex by any of those persons.
- (b) the enjoyment of adjacent property for all usual purposes by occupants of that property; and
- (c) the enjoyment of tenant services by another tenant or occupant.

If a Tenant is being disturbed by excessive noise, they must call the Resident Manager's office or the after-hours emergency number, at the time of the disturbance so an Edison Properties employee or security can verify the disturbance and assess the appropriate action to be taken, as it is extremely important to the Landlord, the Tenant, and (should their involvement become required) the Residential Tenancies Branch that the disturbance is witnessed and confirmed.

Informing the Resident Manager of excessive noise after the incident can result in a hearsay situation, leaving Edison Properties with no recourse beyond a conversation with the parties involved. This does not always bring the expected result if the complaint is about repeated or excessive disturbances. There have also been instances where tenants have made honest mistakes and incorrectly identified the source of the noise which resulted in innocent tenants being accused of causing a disturbance. An Edison Properties employee's presence can reduce these instances and get to the source of the disturbance so that a resolution can be found.

Tenants living in an apartment building will hear noises from other suites around them, whether it is running water or walking across the floor above. These are expected and considered normal living noise that cannot be restricted by the Landlord unless it is excessive and verified by Edison Properties employees.

### **ELECTRONIC LAUNDRY CARD PROGRAM (WHERE APPLICABLE)**

#### **HOW IT WORKS**

1. On your computer, laptop, or mobile device, visit the website [www.midland.laundrycat.com](http://www.midland.laundrycat.com)
2. Enter your card number to log into your own personalized account where you can access:
  - Up to date machine availability
  - View trends to avoid busy times of day
  - View and update subscription settings
  - Check laundry card balance.
  - Receive text messages when washing or drying is complete.
3. Under Subscription settings, please enter your name, email address and phone number.

You can check the value on your laundry card anytime on the Midland website above or by placing it on the VAC (Value Add Center) in your building.

### **ELIMINATING EXCESSIVE APARTMENT HUMIDITY**

When an apartment has excessive humidity, mold problems begin to arise that may cause a health issue for the tenants living in the apartment and visitors or workers coming to the suite.

It is not only the Landlord that must maintain a healthy environment for the tenants, but also the tenant's responsibility to maintain a clean and healthy environment within the suite and property.

When a mold issue is reported to the Landlord, an inspection and assessment will be done as soon as possible to determine the nature of the problem as well as the cause. It has been found that the following recommendations, when followed, usually clear up the problem.

#### **PLEASE FOLLOW THE RECOMMENDATIONS BELOW:**

- It is important to have air circulation within the apartment. This can be achieved by running your air conditioner fan on low to circulate the air. This will not chill the air during the winter months as the outside chillers are off, but it will keep a constant air flow in your apartment year-round.
- Open shower curtains when not using the shower and USE THE BATHROOM FAN while showering. Keeping the fan running for at least a ½ hour after showering will remove moisture from the air. Mold in the silicone caulking around the tub will form without any air flow to dry it.

- Open your window curtains for air circulation so the heaters can dry any condensation that may form.
- Keep your bedroom doors open during the day
- A dehumidifier will reduce excess humidity within the suite
- Place your furniture 4" to 6" away from the walls and heaters
- Use the stove hood fan when cooking or boiling water on the stove
- Too many plants will cause a humidity problem.

If your apartment has mold forming, these recommendations should be followed. Cleaning the bathroom and other areas with Chlorine Bleach (Javex) will help to prevent mold from forming again.

Should mold damage occur in an apartment due to the tenant's lack of cleanliness or proper response to the problem, the tenant may be responsible for the clean-up cost plus damages.

Information within this package may change at the Landlord's discretion. Notice will be provided to the tenants.