



TENANT HANDBOOK

1807 Larch Street - L2 Apartments

1827 West 5th Avenue
Vancouver, BC V6J 1P5
(604) 736-5611

Macdonald Property Management

Macdonald Commercial

Macdonald Commercial, an affiliate of Macdonald Real Estate Group, has one of the largest Residential Property Management Departments in the Lower Mainland.

Since the 1940's we have been providing the highest quality property management services all over the area.

Macdonald is confident in providing you the best rental services and renting experience.

For rental inquires, please visit: www.macdonaldp.com



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Welcome to your new home!

To ensure your tenancy runs smoothly and to avoid misunderstandings please ensure that you read this document carefully and keep it filed with your copy of the executed Tenancy Agreement.

PROPERTY ADDRESS:

1807 Larch Street, Vancouver BC V6K 0H6

PRIMARY CONTACT INFORMATION

Property manager	Jovana Ayala	604-714-4745	jovana@macrealty.com
Caretaker	Natasa Draskovic	778-889-5078	Mnd_contracting@telus.net
24/7 Emergency Hotline		604-736-5611	

OFFICE HOURS

Macdonald Commercial's office hours are 9:00 a.m. to 5:00 p.m., Monday through Friday. The office is closed during stats and holidays.

WHAT IS AN EMERGENCY?

An emergency is any situations that may potentially cause injury, serious property damage, or a threat to health and safety, such as, but not limited to, fire, flood, leaking roof, or sewage backups.

For non-emergencies, or other matters, please contact:

Fire	911
Police	911
Non-Emergency Vancouver Police	604-717-3321
Fortis BC	1-800-663-9911
BC Hydro	604-224-9376
City of Vancouver	311
BC Poison Control Centre	604-682-5050 or 1-800-567-8911

YOUR CONTACT INFORMATION

If your information changes during the course of your tenancy, such as your phone number, email, or your emergency contact, please let the Property Manager know.

If you plan to be away for an extended period of time, please let the Property Manager know how you can be reached in case of an emergency.

Moving In

SCHEDULING THE MOVE

Please contact your building manager/ caretaker to make arrangements for the move in as there may be more than one move scheduled for that day. They will need preparations for the move such as putting up elevator mats to protect the elevator interior, and reserving the elevators for the period of time during your move. They will provide further directions on where to park, the times allowed for the move, and how to connect to the intercom system, if applicable. You may be asked to put down a damage deposit for the move in.

Please read the following guidelines to ensure your move go as smoothly as possible.

- All moves are to take place between 8 AM and 5 PM.
- Do not leave garbage, cardboard or empty boxes in the hallways or common areas.
- Do not leave any entry doors open or unattended as this compromises the building's security.
- Residents are responsible for any damage to the building or elevator during their move. Therefore, it is your responsibility to ensure your movers adhere to building rules and safety procedures.

UTILITIES

You must contact [B.C. Hydro](#), and/or [Shaw Cable](#) or [Telus](#) for connection and disconnection.

Your responsibilities

RENT PAYMENT

Rent is due on or before the first day of each month.

We require tenants to setup a Pre-Authorized Debit (PAD) system for automatic monthly withdrawals from your bank account. However, we also accept post-dated cheques. If a payment is refused by the bank (e.g., stop payment or NSF), an administration fee of \$25.00 will be charged per incident.

Please contact your property manager should you need to update your banking information. All updates to banking information must be submitted before the 20th of each month for it to be applied to the following month.

KEY AND FOBS

Your keys and fobs (if applicable) will be issued at the start of your tenancy. If one of your keys or fobs is lost or stolen, or you have locked yourself out, please contact the Building Manager immediately. Tenants may be responsible for any replacement costs that may incur in such situations.

Do not put your address on keys or fobs. If you lose your keys or other entry devices it jeopardizes the security of the building and the parkade.

SAFETY AND SECURITY

While we do our best to make sure our buildings are safe for residents, please help us by following these rules:

1. Do not allow anyone to enter the building behind you that you do not know. Do not hold doors for strangers, and do not be offended if the door is not held open for you.
2. Ensure the door is locked securely behind you upon entering the building.
3. When entering or exiting the parkade, wait until the parking gate closes behind you before driving away.
4. Do not drive in behind another vehicle, a do not allow other vehicles to drive behind you without the gate being reactivated.
5. Do not leave keys, fobs or other valuables in your vehicle. Please be aware that the Landlord is not responsible for any lost or stolen belongings in your car, nor are we responsible for any possible break ins that may occur.
6. Advise the Building Manager or call the police if you notice anyone or anything suspicious in or around the building.
7. Do not hold elevator doors open manually (e.g. physically restraining the elevator door from closing) for any extended period of time as that will cause the entire elevator to shut down.
8. If you find yourself stuck in the elevator, press the "telephone call button" to connect you with the building's monitoring company. Do not try to climb out of the elevator.
9. Notify your building manager as soon as possible if you notice the elevator, doors, or parkade gates, not functioning properly.

In addition, know all the locations of emergency exits and fire extinguishers on your floor. Treat all alarms as a real fire and leave the building by means of the nearest exist. Building maps that show each of the exists can be found beside the elevator on each floor.

DELIVERIES

Tenants are responsible for all personal deliveries and should be present to accept all such deliveries. For liability reasons, the Building Manager is not allowed to accept parcels or packages on behalf of residents.

INSURANCE

We would like to remind you that the landlord's insurance does not cover loss or damage to your personal property. For this reason, and as stated in the tenancy agreement, we require minimum of \$2,000,000 minimum for third party liability coverage. This coverage provides protection for loss or damage caused by fire, theft, vandalism and other causes of loss to personal property and also will pay for additional living expenses and personal legal liability.

REPAIRS AND MAINTENANCE

Macdonald Commercial will not pay for any repairs or service calls unless previously arranged with the building manager, caretaker, and/or property manager, and a purchase order number has been issued.

Please contact the Property Manager with any repairs necessary to your rental unit. As the acting agent on behalf of your Landlord, your Property Manager will require prior written approval from the Landlord before approving any repairs. Contact your Property Manager as soon as possible in order to avoid a long waiting period and any further damage.

GARBAGE DISPOSAL AND RECYCLING

Metro Vancouver's Zero Waste Challenge bans certain items from garbage bins, including (but not limited to) mixed paper, cardboard, glass, plastics and cans. Waste removal companies may refuse to empty garbage bins that contain these banned items, which must be recycled in the appropriate containers provided.

There are three types of recycling bins: glass containers, other containers and mixed paper. Please rinse all containers before placing them in bins, and flatten and/or cut down boxes as required to fit in the appropriate bin. Containers lined with wax are not recyclable.

All compostable products are required to be separated from garbage in green bins. Compost bins are provided for all residents. Do not put household waste in the garbage containers located in any of the common areas or grounds.

Visit RecycleBC.ca for complete information.

BALCONY

Residents may use the balcony for their quiet leisure and enjoyment.

Notwithstanding the foregoing:

1. In no event shall unsightly objects be placed or stored on a balcony or patio where they may be seen by other residents or by the public in general.
2. In no event shall balconies or patios be cluttered or unsightly.
3. All items in contact with balconies or patio surfaces must be non-scratching and non-staining.
4. Potted Plants and planters in water tight containers or in pots with plastic saucers that prevent water drainage or overflow onto the balcony or patio.
5. Hanging baskets and bird feeders are permitted with the following conditions:
 - i. all hanging baskets/feeders must be positioned inside the balcony area and cannot be attached/affixed in a way that allows it to extend over the exterior of the balcony
 - ii. No resultant damage is caused to the exterior of the building/property.
6. No bicycles shall be stored on the balcony.
7. Only electric barbeques are permitted. Propane and charcoal barbeques are not allowed.
8. No excess use of water that may cause overflow to the balcony or patios below.

Parking

Parking stalls are available for monthly rental on a first come first service basis. Please contact your property manager if you would like more details on how to obtain a parking stall for yourself.

All residents must abide to the parking rules below:

1. No commercial or recreational vehicles are permitted
2. Parking stall renters must be residents of the L2 apartments.
3. Residents will only park in their assigned stalls designated by the building management.
4. The designated stall may be reassigned to a different location at the discretion of the building management
5. Residents must not park a vehicle that drips oils, gasoline or any other automotive residue. It is the residents' responsibility to clean and remedy the situation immediately upon receipt of notice to do so.

6. Parking stalls are to be used for automobile parking only. No storage of any items whatsoever is permitted, nor repair work or any other types of usages are permitted.
7. Residents must not permit a vehicle to be parked or left unattended in a manner that interferes with parking stalls, access lanes driveways, walkways, loading zones or no parking zones.
8. Residents' vehicles parked in a manner which violates Rule #7 will be subject to immediate removal without notice and it will be towed away at the risk, liability and expenses of the owner of the vehicle.
9. Residents may not assign or sublet parking stalls to any other person.
10. No unlicensed or expired license vehicles are allowed to remain in the parkade. All vehicles must be insured and in good working condition to remain parked at the L2 Apartments.
11. Parking fees are due in advance or on the first day of each month.
12. Parking privileges will be cancelled at the discretion of management if it deemed necessary.

Storage

STORAGE LOCKERS

The building only has a certain number of storage lockers available for rent. They are rented on a first come first serve basis. Please contact your property manager if you would like more details on how to rent a storage locker.

Tenants are not permitted to leave any items in unassigned lockers or public areas, such as common hallways or the parkade. Such items may be removed and disposed of at the discretion of the Building Manager.

In your storage locker, please do not store food of any kind in it as this may attract pests. Flammable items such as gasoline or propane canisters are a safety hazard and must not be stored in a storage locker.

BICYCLE STORAGE

Bike storage is available on a first come first serve basis with no allocated spot per unit. Tenants are responsible for locking their bikes in the designated bike storage rooms.

Pets

L2 Apartments is a pet friendly building allowing for 1 pet up to 50lbs per unit.

Resident Portal

The resident portal via the RentCafe system allows tenants to make one-time payments online, view payment history, update your pre-authorized debits (PAD), submit inquiries and questions, update your profile, and learn about events in the community.

To access the portal, an activation link is sent to your email. Simply follow the instructions to create your account. If you did not receive an invitation, then please contact your Property Manager.

Moving out

END-OF-TENANCY NOTICE

Written notice of your intention to vacate or renew must be received by the Property Manager on or before the date stated on your tenancy agreement.

- In a periodic tenancy (i.e., month to month), you are required to provide a minimum of one calendar month's notice.
- A fixed term lease agreement cannot be terminated before the end date of the agreement.

EARLY LEASE TERMINATION

All fixed term agreements are legal contracts and cannot be broken without the mutual consent of both parties involved or as outlined in your Tenancy Agreement.

MOVE-OUT INSPECTION

It is extremely important that you arrange for a move-out inspection with your caretaker to confirm whether or not any cleaning/repair costs are to be charged against your deposit. Failure to arrange for an inspection may result in our applying for arbitration for deductions against your deposit if the suite is not left in a satisfactory condition. This will delay return of your cheque.

MOVE-OUT DEADLINES

Your move out is to be completed by 1:00pm on the last day of tenancy. Please ensure to book the elevators for the move out with the Building Manager.

RETURN OF ENTRY DEVICES

Be sure that all copies of keys, fobs and garage openers are ready to be turned over at the time of the Move Out Inspection.

SECURITY DEPOSIT

Your security deposit will not be applied to the last months rent. It will be refunded to you, plus applicable interest accrued, provided the premises have been left clean, there is no damage and the proper notice to vacate has been given. You must arrange for a move-out inspection with the Building Manager/Caretaker to take place when the move out and cleaning are complete.

POST-DATED CHEQUES

All previously submitted post-dated cheques in the possession of Macdonald Commercial will be destroyed on tenant move out.

MOVE-OUT CONDITION

Be sure that all cleaning has been done according to the tenancy agreement and move-out cleaning check list.

Checklist for Move-out Cleaning

WINDOWS

- To be washed inside including tracks.

KITCHEN

- Clean and wash all cupboards inside, out and under.
- Clean the stove, removing rings and elements (avoid spraying elements). Clean the oven including racks (all racks are removable), broiler pans, shelves and grease container (if Jennaire).
- Clean underneath the hood and change or clean filter if applicable.
- The refrigerator and all parts are to be cleaned and defrosted, if applicable, including the top and behind the refrigerator. After cleaning, turn the refrigerator to low. (NOT "OFF").
- Floors are to be washed, the stove and refrigerator are to be moved in order to clean behind them.
- Ceilings in the kitchen are to be cleaned.

BATHROOM

- Clean the bathtub, toilet, wash basin and polish taps.
- Clean all fixtures, lights and mirrors.
- Wash tiles and wash the floor.
- Clean tile around the tub inside and out.
- Clean cupboard and medicine cabinet inside and out.
- Do not forget to clean the ceiling.

HALL/LIGHT FIXTURES

- Replace any burned out bulbs.
- Clean all fixtures.

GENERAL LIVING AREA/BEDROOM AREA

- Dust or clean as necessary all shelves.
- Dust and clean all baseboards.
- All windows, window ledges and crevices to be cleaned.
- Drapes and/or blinds must be cleaned.
- Carpets must be vacuumed and steam cleaned professionally (receipts are required).

- Mirrors and light fixtures should be cleaned.
- Check all light bulbs throughout the apartment/house/condo and replace them if they are not operating.
- Storage rooms, closets and basements should be cleaned including the walls.
- Clean all doors including louvers.
- Wash all electrical switch plates.
- Clean and wash all wall areas showing dirt or stains, around light switches, furniture markings, surrounding fridge and stove, inside clothes and linen closets, bathroom walls. Fill all nail holes. Use a mild cleaner for stubborn spots. A very mild solution of laundry soap in a pail of warm water will remove dirt easily.

EXTERIOR

- Remove all articles and garbage from lockers/garage/storage.
- Balconies, porches and decks should be swept and cleaned as well as front and rear stairs if applicable.
- Remove all garbage from the premises.

KEY/FOBS

- All keys and fobs must be returned to the property manager/caretaker.