

**Welcome to Vale Station Apartments!** 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: **28 Westhill Drive** Phone: **226-929-4932**  
Waterloo, ON Email: [valestation@realstar.ca](mailto:valestation@realstar.ca)  
N2J 0G8 Website: [www.realstar.ca](http://www.realstar.ca)

Office hours: Monday thru Friday 8 AM – 5 PM  
Saturday & Sunday 12 AM – 4 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 **226-929-4932** 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 fobs are not considered an emergency, see *key fobs* 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 an email invite.
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: **Vale Station Apartments Ltd.**

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.

## Key Fobs

You are given two sets of key fobs for your new home, along with your lease. You may purchase additional or replacement fobs at the rental office.

Vale Station Apartments is equipped with 1VALET, which allows you to access the building with your phone or facial recognition as well as remotely unlock building entry doors, with the 1VALET app (available in the your mobile phone's app store). If you haven't already received an email invite for 1VALET, please contact the property staff.

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

Internet is provided through Rogers, upgrades and other services can be acquired through the service provider at additional cost. Heat, hydro and water are your responsibility to acquire through WYSE.

## Smoking

**Vale Station Apartments is a 100% smoke-free building.**

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. You can pick up your parking sticker 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 they log their vehical details in the 1VALET entry system upon arrival.

You can allow your visitors access to the building via the 1VALET app. Alternatively, if you prefer, you can set up call forwarding to your phone. Please contact the property staff to do so. To allow your visitors access to the building, press any number on your telephone keypad when they call you from the entry system.

**Garbage** Garbage bins are located outdoors. Please wrap your garbage securely in plastic bags before placing in the designated bin.

If you need to dispose of furniture, please speak with your Resident Manager.

**Recycling** Recycle bins are located near the garbage bins. There are separate recyclings bins each cardboard/paper and glass/metals/plastics.

**Amenity Bookings** Amenity spaces can be booked for private functions through the 1VALET app.

## 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.

If you prefer, you can fill out a maintenance request form, which can be found at the rental office or; or send your request via email:

**valestation@realstar.ca**

In accordance with the terms on your lease, the leaseholder's signature (or electronic authorization) 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 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.

## Smoke Alarms/ CO Detectors

Your suite may be equipped with a smoke alarm and 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.
- Replace the batteries in your smoke alarm and CO detector once a year, or as needed.
- 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 or garage 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 6, 2025*

**Pet Registration**

Date  Resident's name  Suite #

First pet

- Dog  Cat  Bird  Fish

Pet's name

Breed

Colour

Age

Weight

Neutered

- Yes  No

Second pet

- Dog  Cat  Bird  Fish

Pet's name

Breed

Colour

Age

Weight

Neutered

- Yes  No

**Maintenance Request**

**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:**

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**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: \_\_\_\_\_

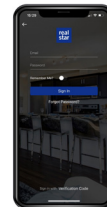
## Resident Services Portal

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](http://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*

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### Resident Services Portal - Registration Request

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

Suite #

Resident's email





## WYSE SUB-METERING QUICK REFERENCE GUIDE: RESIDENTS

### Customer Service Contact Information

Call Toll Free: **1-844-411-0663** [Mon–Fri 8a.m. – 10p.m. EST]

Email: **billing@wysemeter.com**

**Sub-Metering Regulations:** Sub-metering is highly regulated in Canada and in particular in the province of Ontario. Wyse Meter Solutions is in full compliance with all relevant legislation including:

1. The Canadian Electricity & Gas Inspection Act: All electricity and gas meters are verified and sealed by Measurement Canada for every suite metered by Wyse Meter Solutions.
2. Ontario Energy Board Unit Sub-metering Code, as amended: This legislation mandates all technical requirements, standards of practice, billing, and collections. Wyse is licensed by the Ontario Energy Board License #ES-2014-0214
3. Residential Tenancies Act 2006.  
*Energy Consumer Protection Act 2010.*

**Utility Services Contract:** Your Utility services contract should be properly filled out with:

- Resident(s) name responsible for utility bill
- Contact phone number is required.
- Lease commencement date.
- The form is signed and dated.

Please complete your utility services contract and remit with your lease application to the rental office/leasing agent. You can also enroll online. Please contact your Property Manager for details.

**Wyse Resident Portal:** The quickest and easiest way to track your utility usage: [www.wyseutilities.com](http://www.wyseutilities.com) – it is a web-based app that works on any device. Bookmark in your browser. View daily and monthly usage, historical usage, set up text alerts, view account history and set up pre-authorized payments or make a payment.

**Charges on the First Bill:** After Wyse receives your complete and correct Utility Services Contract, your first monthly bill will be issued approximately -8-10 weeks after your move in date. Your first bill will include a one-time account set up fee and security deposit (reduced if PAP is chosen or waived if certain conditions are met) and all other monthly charges associated with utility consumption, including **Wyse's fees for the billing, payment, account tracking and account management services provided to you.** Deposits are returned with interest after a year of good payment history or applied to the final bill. Refer to Wyse's Conditions of Service. **Wyse's fees are set out in more detail at the Wyse tenant portal at [www.wyseutilities.com](http://www.wyseutilities.com).**

**To Waive a Deposit:** Residents must provide a reference letter from a previous utility service provider (the previous account has to be active within the past year under the resident's name) or a credit report. Eligible Low-income customers may have the deposit waived upon request. Refer to Wyse's Conditions of Service at [www.wyseutilities.com](http://www.wyseutilities.com).

**Ontario Electricity Support Program (OESP):** On March 2, 2017, the government of Ontario announced Ontario's Fair Hydro Plan, which provides additional support for lower-income energy consumers. The OESP is an Ontario Energy Board (OEB) program that lowers electricity bills for lower-income households. The OESP provides a monthly credit to eligible customers based on household income and household size. The OESP credits are applied directly to eligible customers' bills. Customers can apply online at [www.OntarioElectricitySupport.ca](http://www.OntarioElectricitySupport.ca).

You need to complete the online application. Then either complete the electronic consent form, or print and sign a paper consent form and mail it to:

Ontario Electricity Support Program (OESP)  
PO Box 1540 STN B  
Ottawa, ON, K1P 0C7



**Ontario Electricity Support Program (OSEP) (cont'd):** If you have questions about the program, you can reach the OESP Contact Centre in the following ways:

- Call 1-855-831-8151 (toll free within Ontario), Email [help@ontarioelectricitysupport.ca](mailto:help@ontarioelectricitysupport.ca)
- Use the Bell Relay service at 1-800-855-1155 (TTY to TTY)
- The OESP Contact Centre is open Monday to Friday, from 8:00 a.m. to 9:00 p.m. ET.

The credit is applied to your utility bill as soon as possible after your application has been approved.

**Method of Bill Payment:** Bills can be paid through internet banking, Pre-Authorized Payment (PAP), or a designated financial institution. Cheques can also be mailed for payment. Please remember to allow adequate time for delivery times on mailed cheques. Residents can pay with a credit card by calling our customer service number: 1-844-411-0663 or directly from the online Resident Portal. A convenience fee applies to all credit card payments.

**Bill Due Date:** After a bill has been issued, residents have 16 days to pay their bill. Payments received after the due date will be subject to late fees.

**Payment Plans Available:** If residents are having difficulty paying their bills, we offer payment plans to avoid disconnection. Please call our customer service number to have a payment plan set-up. The Ontario Energy Board.

**Service Reconnection After Non-Payment:** In order to have services reconnected, residents must pay the amount in arrears and a new deposit. In addition, residents are charged a disconnection and reconnection fee. Wyse's fees are set out in more detail at the Wyse tenant portal at

[www.wyseutilities.com](http://www.wyseutilities.com). Please refer to our Conditions of Service available at [www.wysemeter.com](http://www.wysemeter.com) for disconnection and reconnection fees charged.

## 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 100000 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 has 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 20 gallons of water per day. Larger leaks can waste hundreds of gallons.
- 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, five to seven 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 five to ten 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 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 after soaping up, then turn it back on to rinse. A four-minute shower uses approximately 20 to 40 gallons of water.
- 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 inches 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.



The Future  
of Smart  
Living

**1VALET®**

# Welcome to 1VALET

 DESIGNED IN CANADA WITH CARE

## The 1VALET Experience

- / Keep up-to-date with building news
- / Remotely unlock building entry doors
- / One-way video calling from the Entry System\*
- / Share building access with guests
- / Courierparcel scanning technology
- / Messages from property management
- / Building document storage and more

## Download the 1VALET Resident App

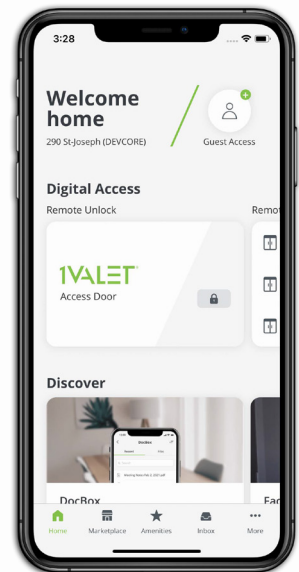
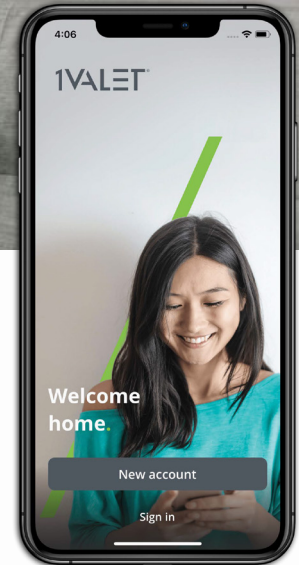


If you have provided your contact details to property management, you will receive an email with a download link to the app and a 6-digit activation code to create a resident profile.

No invite yet? Contact your property management for help.

## Digital Entry

The 1VALET app enables you to unlock building entry doors from anywhere in the world - whether you're 2 feet away or 2 thousand miles away. Each door enabled with this feature has an individual unlock icon on your app. Just tap to unlock the door.



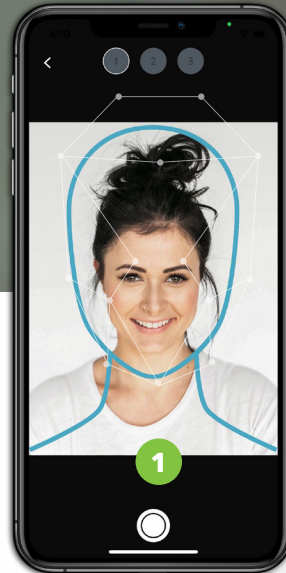
*\* No smartphone? No problem. You can still let visitors in. Just tap any number on your phone's keypad to unlock the door during voice calls.*

# Facial Entry

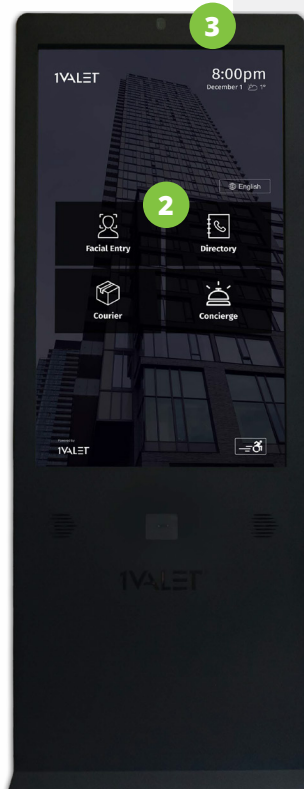


## Why Facial Entry?

- / Easy set-up via the 1VALET app
- / Keyless entry using the Entry System's camera
- / Hands full? Front entrance door opens



- 1 Take **3 selfies** using the 1VALET app



- 2 Tap button on Entry System



- 3 Look at camera



- 4 Enter building



# A Smarter Entry System

An Entry System that helps create safer, smarter communities.

## FEATURES

### Parcel Scanning

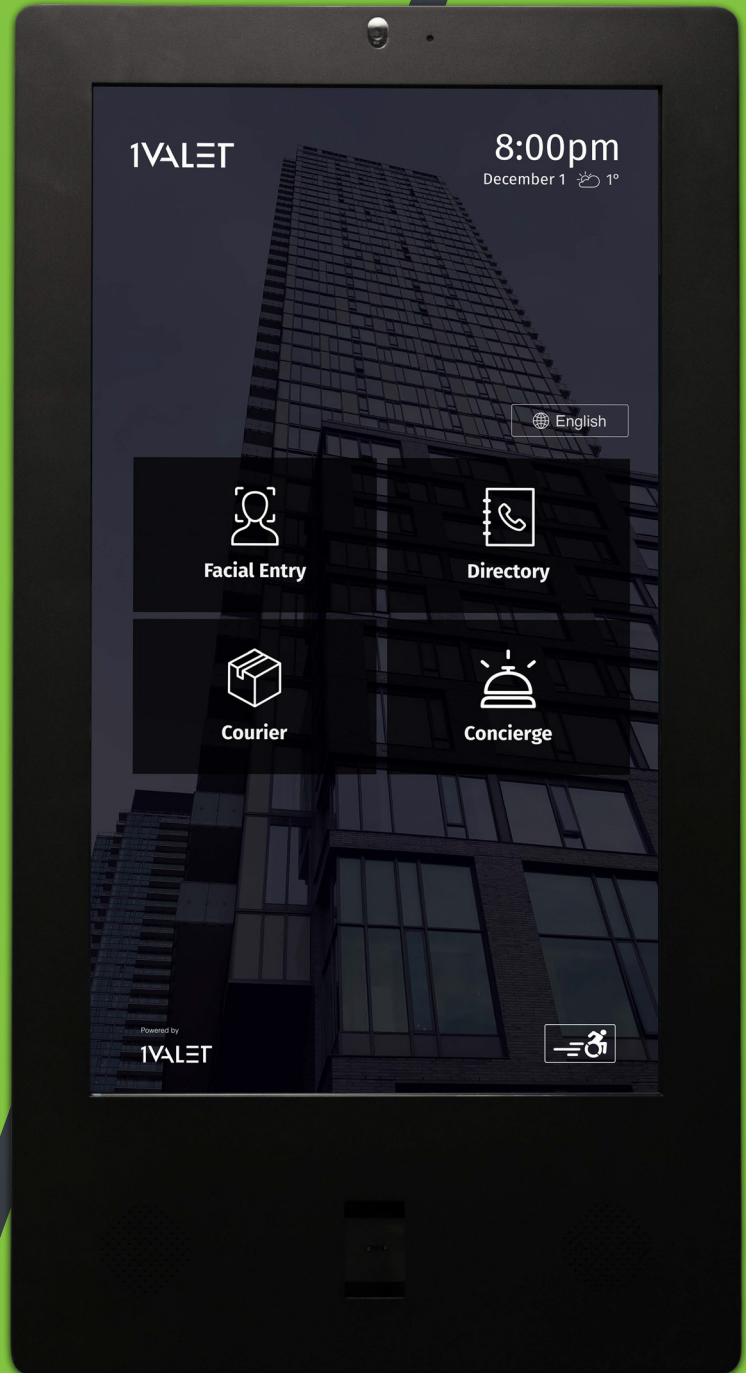
No more missed packages. Parcel Scanning Technology lets couriers safely enter the building simply by scanning the parcel, so you can receive your package the first time, every time.

### Facial Entry

Forgot your keys or phone? No problem. Opting in to Facial Recognition entry lets you enter the building at the Entry System with only a smile.

### Guest Video Calling

See who's at the door, before letting them in. Video calling from the Entry System to the resident app.



We're here to help

1VALET App Support 1.833.993.1212  
support@1valet.com