



Resident

welcome

Guide



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Welcome To Your New Home

Welcome to your new home and the Martello family. This guide provides essential information about tenancy responsibilities, maintenance procedures, emergency contacts, appliance care, and basic troubleshooting. It should be used alongside your lease agreement and is intended to help provide you with some basic information to ensure you remain in compliance with the terms of your lease agreement and understand your responsibilities.

Important Contacts

Property Team

- Your assigned property team oversee day-to-day operations, inspections, tenant concerns and move-in and move-out processes.
- Our regular office hours are Monday to Friday, 8:30 AM – 4:30 PM
- Contact information for your property team can be found in your Resident Services Portal.

Maintenance Requests

For non-emergency maintenance requests, submit a service request through the Resident Services Portal.

Emergency Maintenance

Call your property team for maintenance emergencies.

Emergency situations include:

- No heat during winter
- Floods or significant leaks
- Fire or fire hazards
- No electricity (after checking breakers and confirming with local provider that there is no area outage)
- Natural gas smell



Depending on the situation, there may be additional people or organizations you need to contact as follows:

CONTACT – WHO AND WHEN

EVENT	WHO	WHEN
Fire	911	Immediately
	Management	As soon as it is safe to do so – your property manager will need to file an insurance claim on behalf of the owner for the building / property damage
	Renters Insurance	As soon as you can – you will need to report the loss to your insurer to cover any out of pocket expenses for temporary lodging, relocation costs if required and replacement of your personal belongings. Additionally if you started the fire (even accidentally, your insurance will need to cover the cost of the Landlords Insurance Deductible)
Flooding	Management	If you can turn off the source of the water, please do so then contact management. If you cannot turn off the source of the water contact management immediately. Management will need to assess the damage and may need to file an insurance claim, as well as contract the clean up and repairs.
	Renters Insurance	As soon as you can – you will need to report the loss to your insurer to cover any out of pocket expenses for temporary lodging, relocation costs if required and replacement of your personal belongings.

		Additionally if you started caused the flooding (even accidentally, your insurance will need to cover the cost of the Landlords Insurance Deductible)
Medical Emergency	911	Immediately
Personal Safety / Security Risk	911	Please contact the police immediately for safety and or security issues such as a break in, people fighting, etc....
Break In	Local Police Non-Emergency Line	If you have experienced a break in please report it to the police immediately and file a police report
	Management	As soon as you can contact management for submit a ticket through your portal to ensure locks are resecured. Please include your police file number in case there is additional damage or items missing from other units.
	Renters Insurance	As soon as you can, you will need to file the loss with your insurer to cover costs of replacing your personal belongings.
Maintenance Issues	Resident Services Portal	For all other maintenance issues, please submit a ticket through your resident services portal so the maintenance ticket can be tracked and resolved as quickly as possible.
Tenant Complaints	Management	Please email management if you wish to submit a formal complaint regarding a neighbor or non-maintenance issue (ie smoking, noise, etc.)
Power Outage	Utility Provider	Please check with your local utility provider for known outages.
	Resident Services Portal	If the power outage is isolated to just your rental premise or a specific area of your rental premise, please submit a maintenance ticket through the resident services portal
Community Emergencies (Natural Disasters such as floods, fires, etc.)	Check your local Emergency Services for instruction, warnings and orders	BC Emergency Services: EmergencyInfoBC Home - EmergencyInfoBC BC Wildfire Services: BC Wildfire Service Alberta Emergency Services: Alberta Emergency Alert Alberta.ca AB Wildfire Services: Wildfire status Alberta.ca
	Renters Insurance	In the event of evacuation you may need to file a loss with your insurer to cover temporary housing costs, relocation costs and or costs for replacement of personal belongings
Missing Pet	Local Animal Shelters	If your pet goes missing, please contact the local animal shelter(s).
Questions about the Residential Tenancy Act	Residential Tenancy Board	BC: Residential tenancies - Province of British Columbia Alberta: Residential Tenancy Dispute Resolution Service (RTDRS) Alberta.ca

Tenant Portal

The tenant portal is used for:

- Submitting and Tracking Maintenance requests
- Making payments on your rental account
- Contact information updates
- Accessing important information and or documents related to your tenancy, the property, and if applicable any strata, condominium or HOA documents
- Direct access links to upload or purchase renters' insurance

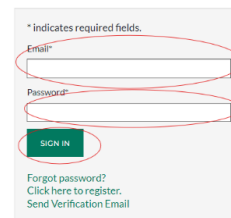
Logging in

Registration and Log in is available through RentCafé: [Login to RentCafe Resident Services to manage your rental needs | RentCafe](#)

Logging In:

1. On the left side of the screen,
2. enter the email address you used to register and your password
3. and then click "Sign In"

Welcome To Resident Services



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

**Maintenance Requests**
Submit online maintenance requests.



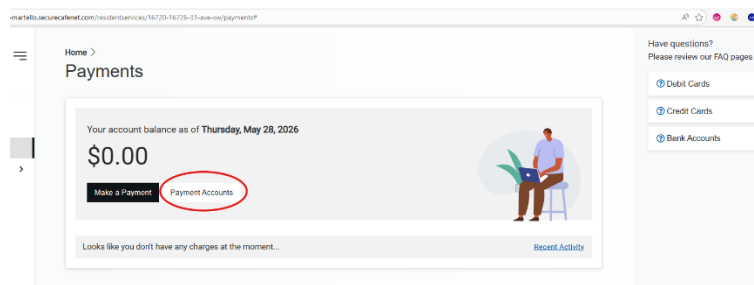

- If you have forgotten what email address you used to register, please reach out to your property administrator to confirm.
- If you have forgotten your password, please click on the "Forgot password?" link under the sign in button.
- When you log in, you will be brought directly to the "Payments" page.

Payments:

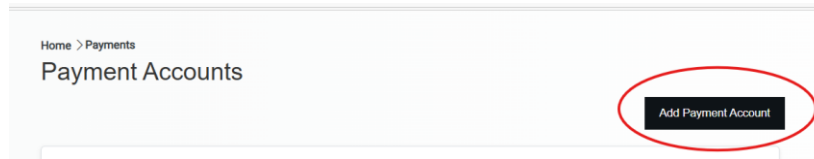
This page will show you your current balance, and provides the option to Make a payment, add or review payment accounts and or Review Recent Activity

Setting up a Payment Account

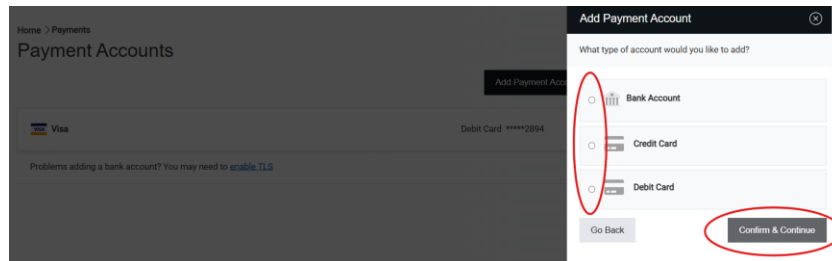
1. Click on the "Payment Accounts" button



- click on the “Add Payment Account” button



- Now select the type of account you wish to add, and then click “Confirm & Continue”



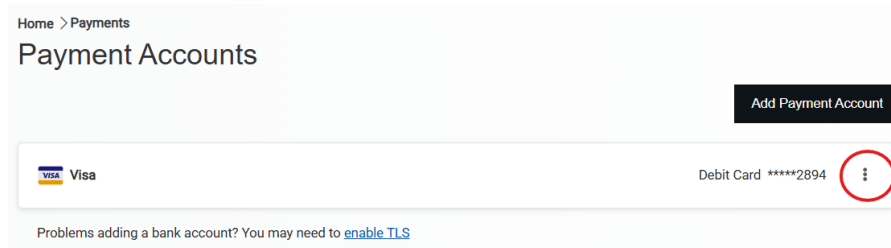
- Enter the corresponding account information in the required fields and save.

Note: Payments made with a Bank Account are free of charge, other payment methods (Credit Card or Debit Card) will be subject to processing fees as charged by the card processing company. These fees are not charged by Martello and cannot be waived.

Verifying Your Bank Account

If you choose to set up a Bank Account as your payment method, you will need to verify your bank account before you can use it. Once you enter your Bank Account information, the Resident Services Portal will make a small deposit of a few cents into your bank account. You will then receive an email with a link from the Residents Services Portal to verify your bank account. Click on the link in the email and enter the details requested regarding the deposit made to your bank account. This is an anti-fraud measure to ensure that the account numbers have been entered into the system correctly, and that the bank account belongs to you.

Editing or Removing Payment Accounts: Once you have a payment method set up, you can see it on the Payment Accounts Page. You can edit or remove this payment account, by clicking on the three dots in line with the account you would like to Edit or Remove

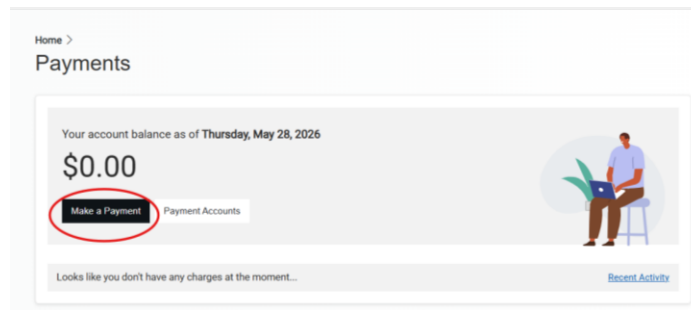


Note: If you are moving out, please DO NOT remove your bank account before you have received your security deposit refund. If you do, we will not be able to process your refund directly back to your bank account and you will need to provide us with an address to mail you a cheque for your security deposit refund.

ALL RECURRING PAYMENTS AND OR CHARGES ARE AUTOMATICALLY CANCELLED WHEN A TENANT MOVES OUT OR WHEN WE CEASE TO MANAGE THE PROPERTY YOU LIVE IN.

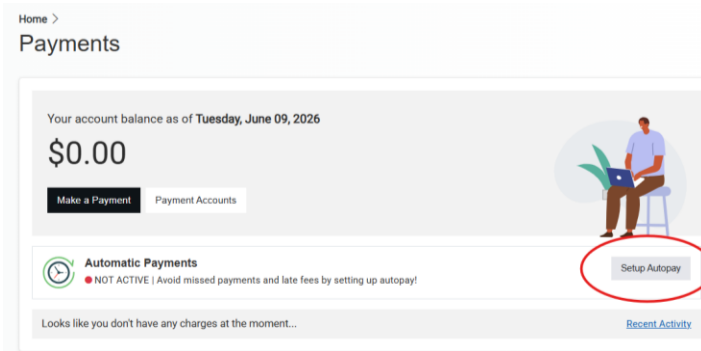
Making Payments

Once you have a payment method set up, you can log in and make a payment at any time using the “Make a Payment” button on the main login screen.



Setting up Auto-Pay

As a means of convenience, you have the option of setting up “Auto-Pay” so that you do not have to login to the portal each month to manually remit the payment. To set this up, click on the “Setup Autopay” button



1. Select the payment account from the list of available payment methods set up on your profile,
2. Enter the Start Date and the Pay on Day.
 - a. It is highly recommended that you do not set an end date or a “Max Amount” as this will;
 - i. Stop your recurring payments as of the end date and require you to set up a new Auto-Pay at the end of this date. You will not get reminders that this end date is coming up and you could end up being evicted for non-payment of rent if you forget to amend this.
 - ii. Your auto-pay payments will also not automatically be updated with Rent Increases or Lease Renewals if you set a max amount. This could cause short payments and or eviction for non-payment of rent if you forget to update the Max Amount and you will not receive reminders of this.
3. Start Date must be in the future, so should be the next business day
 - a. Pay on Day should be the 1st as this is the date that your rent is due under the terms of your lease.

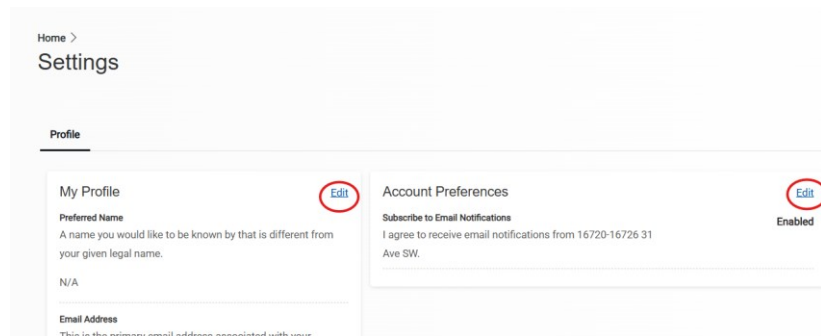
A screenshot of the 'Setup Automatic Payment' form. It has a title bar with a close button. Below is 'Important Information' with a 'Show Less' link. A note states: 'A service fee will be charged at the time of payment for Debit Card and Credit Card transactions. The property management company does not receive any portion of this fee. Service fee is non-refundable.' Below this is a legend: '* Indicates a required field'. The 'Payment Method' section shows 'Visa' selected with a radio button, and 'Debit Card ending in XXXX-1601' as an option. The 'Payment Dates' section has a 'Start Date' field with '10/06/2026' (circled in red) and an 'End Date' field. The 'Payment Day' section has a 'Payment Day' field with '0' (circled in red) and a note: 'This is the day of the month that the payment will be charged.' The 'Max Amount' section has a 'Max Amount' field. At the bottom are 'Cancel' and 'Confirm & Continue' buttons.

- i. *Late payment penalties, fines, etc. may apply if you set your pay on date for a date that is different then the 1st of the month when your rent is due.
4. If you are splitting the rent with a roommate, you will each need to set the “Max Amount”. However you must be mindful to ensure that you update the Max Amount if you are issued a rent increase or enter into a Renewal lease for a different rent amount.
5. Once you have entered all of the details, click “Confirm & Save”

**Note, our system is set up, so that it will only auto-withdrawal regular occurring monthly lease charges. If there are additional charges on your account for items such as utilities that are charged back based on consumption, invoices charged back for tenant responsibility repairs made by the landlord, etc., you will need to log in and make a one-time payment as these will not be withdrawn through autopay.*

Updating your profile (Contact info):

At the top left, click on your name from the drop down select “Settings”. Then click on “edit” to update your contact information, Vehicle Information, and user settings:

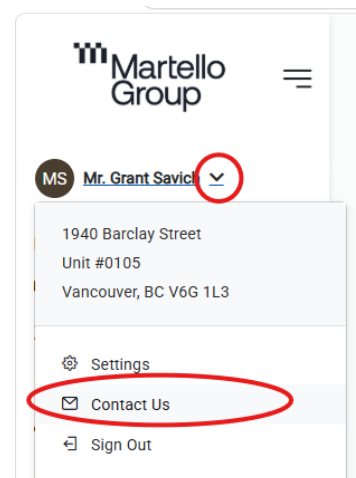


The screenshot shows the 'Settings' page with a breadcrumb 'Home > Settings'. Under the 'Profile' tab, there are two main sections: 'My Profile' and 'Account Preferences'. In the 'My Profile' section, there is a red circle around the 'Edit' button. In the 'Account Preferences' section, there is also a red circle around the 'Edit' button. The 'My Profile' section includes fields for 'Preferred Name' (with a description: 'A name you would like to be known by that is different from your given legal name.'), 'N/A', and 'Email Address' (with a description: 'This is the primary email address associated with your'). The 'Account Preferences' section includes a checkbox for 'Subscribe to Email Notifications' (which is checked) and a text field for 'Ave SW'.

Please note that all communications from the Landlord will be sent to the contact information listed on your profile. It is your duty and responsibility to ensure that this information is kept current and up to date.

Contacting your property team:

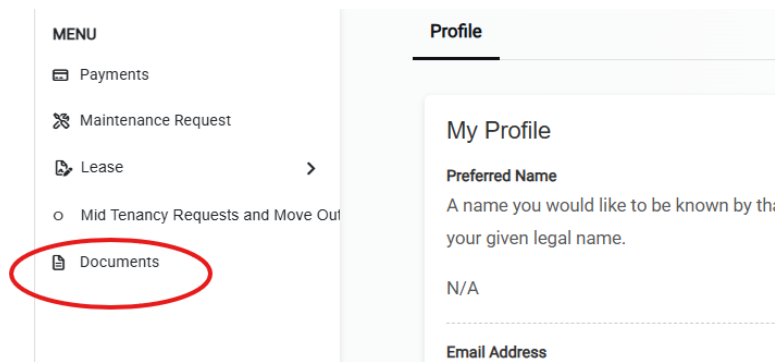
To locate the contact information for your property team, click on the down arrow next to your name, then select “Contact Us”. This will open the contact us page which will provide you with the property phone number and email address for your property team:



The screenshot shows the Martello Group logo at the top. Below it, there is a user profile section with a circular icon containing 'MS' and the name 'Mr. Grant Savic'. A red circle is around the dropdown arrow next to the name. Below the profile section, there is a list of options: '1940 Barclay Street', 'Unit #0105', 'Vancouver, BC V6G 1L3', 'Settings' (with a gear icon), 'Contact Us' (with a checkmark icon and circled in red), and 'Sign Out' (with a door icon).

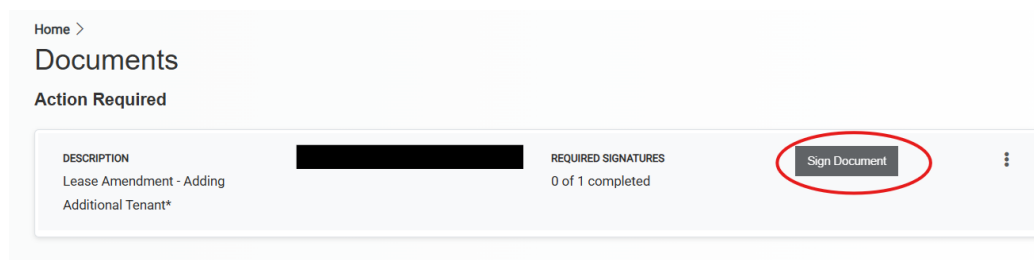
Lease Documents:

You can access documents pertaining to your tenancy, such as your lease, at any time by selecting “Documents” from the left side menu options



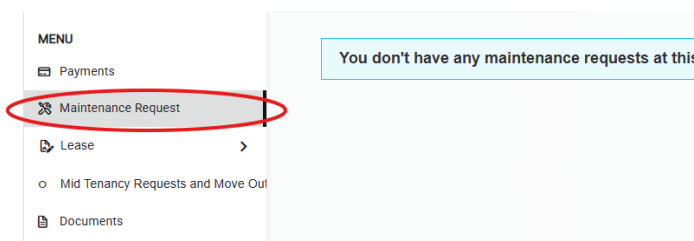
Signing Documents

From the documents section, if there are documents that require your signature, such as a Lease Renewal, or a Lease Amendment this will appear at the top of the screen. Click on the “Sign Document” to start the document execution signing process.



Submitting & Reviewing Maintenance Requests

From the left tool bar, click on “Maintenance Request”:



This will open the Maintenance page, where you will be able to see any maintenance requests that you have already submitted along with their status. To submit a new request, click “New Request”.

A screenshot of the 'New Request' form. At the top, it says 'New Request' with a close button. Below this, there's a note: '* Indicates a required field.' The form is divided into sections: 'Request Details' and 'Property Access'. Under 'Request Details', there are four fields: 'Priority *', 'Category *', 'Subcategory', and 'Location'. The first three fields are circled in red. Under 'Property Access', there are two fields: 'Full Description *' and 'Access instruction'. The 'Full Description *' field is circled in red. At the bottom of the form, there's a button labeled 'SUBMIT REQUEST'.

Complete the required fields (those marked with an asterisk) by selecting the option from the drop down which corresponds to the maintenance request you are making:

- **Priority** – please select one of the available options from the drop down where:

1. Emergency should only be selected if the repair is necessary to protect the health or safety of people or property and is related to a Major Water leak such as a burst pipe or leaking roof where the water cannot be easily turned off at the source, No Heat in winter, Damaged or Defective Locks that are preventing the Tenant access to their rental unit (this does not include lock out by way of the Tenant losing or forgetting their keys), and or sparking / smoking electrical systems.
 - a. FIRE, MEDICAL EMERGENCIES AND OR PUBLIC SAFETY EMERGENCIES SHOULD BE REPORTED TO 9-1-1 (FIRE, AMBULANCE SERVICES or POLICE)
2. High priority items are that could pose a potential safety risk if left or items which are required for living items such as the only toilet in the unit, a broken window, Low heat (ie heat is working but insufficient for the current weather conditions)
3. Medium priority items are items that could pose a potential safety risk if left, but the immediate danger or risk has been mitigated, and the items is not required for occupancy of the unit. IE the unit has two bathrooms, and one toilette of 2 in the premise is leaking and the water for the leaking toilette has been shut off.
4. Low Priority items are items that are cosmetic in nature such as drywall patching or repairs, broken kitchen cabinet door, broken closet door; and or items that while they pose an inconvenience, or are not aesthetically appealing, do not affect the ability of the Tenant to use and occupy the rental premise.

2. Select a category from the drop-down menu, and if applicable select a “sub-category”
 - a. i.e. if you have chosen the category of Appliances, then you will need to select which appliance from the sub-category list.
3. Enter a description of the problem.
 - a. If you have entered the category appliance, your description should outline what the issue is.
 - i. For example: refrigerator handle has broken off, or stove element has stopped working. Please be as descriptive as possible and provide as much detail as possible to ensure that our team can access and support your request as quickly as possible.
 - ii. Please also include any steps you have taken to mitigate any losses. I.E. if you are reporting a water leak from your toilet and you have turned off the water, please include this information.

The image shows a mobile app interface for submitting a 'New Request'. The form includes the following fields and elements:

- Request Details:**
 - Priority *
 - Category *
 - Subcategory
 - Location
 - Full Description *
- ADD ATTACHMENTS** button (highlighted with a red circle).
- Property Access:**
 - Dropdown menu with 'No' selected (highlighted with a red circle).
 - Access instruction text field (highlighted with a red circle).
- SUBMIT REQUEST** button (highlighted with a red circle).

4. *Add Attachments –whenever possible, provide photos, videos and/or sound recordings by clicking the “Add Attachments” and uploading the file(s). This can provide our technicians with the detail they need to determine if this is something they can easily correct for you or if an external trade will be required to fix the problem. Details will prevent unnecessary delays with our techs having to come out and assess the issue before contacting a trade.*
5. Access Instructions. You do not need to put anything into this section, but again it can be helpful to address your request as quickly as possible. Access instructions would be items such as, I am available to provide access between the hours of 6 pm and 9 pm Monday to Friday, or a buzzer code for our technician to contact you when they arrive at site if you live in an apartment / condominium. Please also include information such as, “please don’t let the cat out.”
6. Permission to Enter. If you have an urgent item and may not be home or available for our technicians to attend right away, you can provide our office in your maintenance request with permission to enter your suite so it can be attended to right away, by changing this to yes.
 - a. Please note that leaving this marked ‘No” does not override or circumvent the Landlords right to enter with proper notice under the Residential Tenancy Act, and if you leave this as no, the Landlord still has the right under the Act, to provide you with the required notice and enter your suite in compliance with the Act.

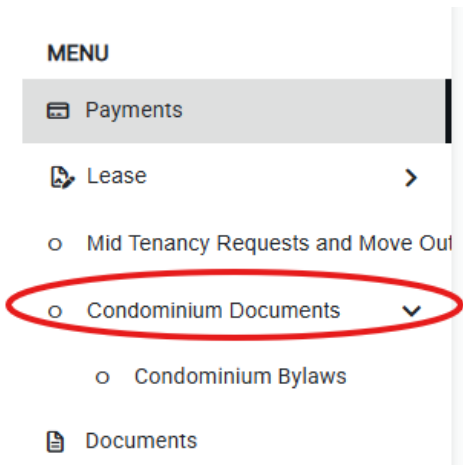
Mid-Tenancy Requests & Move Out

This section contains links to documents you can complete to request the Landlords permission to make changes to your Lease such as adding/removing an occupant, pet, parking stall or the likes. It also contains a link to a Move Out Checklist. To access these documents, click on the “Mid Tenancy Requests and Move Out” to expand the section, then click on the document you need.

Note: All changes in occupancy for your unit require prior landlord approval, including but not limited to the addition of a pet if your property is pet friendly. You must download complete and return the corresponding form from this section to apply for Landlord approval before any of these events take place. Failure to obtain prior written approval from the Landlord can be considered a breach of a material term of your tenancy and may result in eviction.

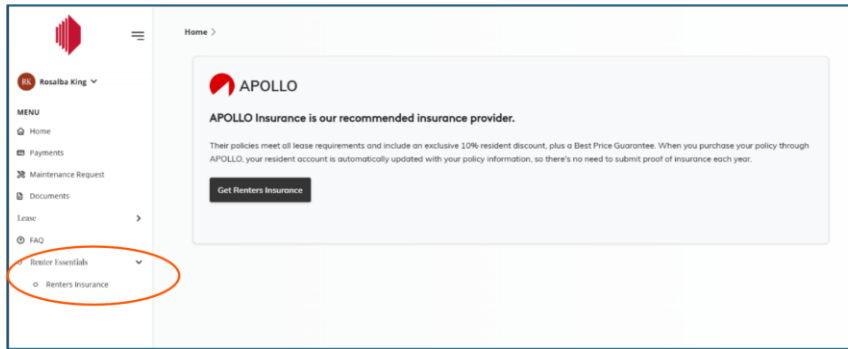
Strata or Condominium Documents

If your rental premise is located in a Strata or Condominium building, there may be important documents specific to the complex that have been provided by the Complex located in this section such as Bylaws, Rules, and other certain request forms required by the Strata or Condominium Board. To view these documents click on the “Strata Documents” or “Condominium Documents” as the case may warrant, to expand the section, and then click on the document you wish to view:

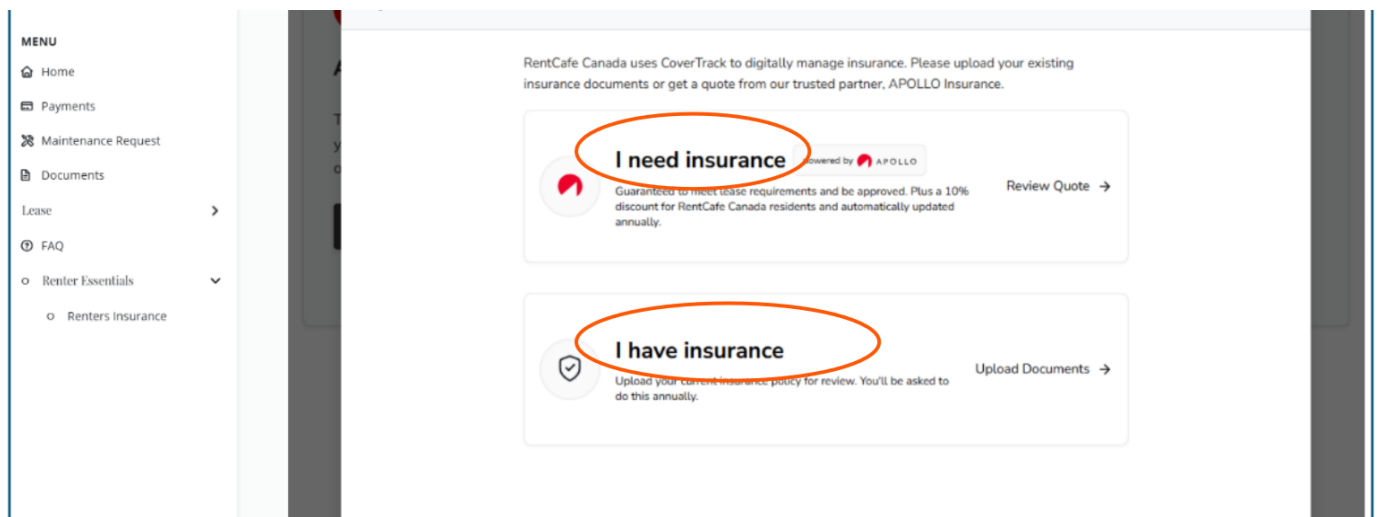


Renters Insurance

Your Lease may require you to have renters’ insurance. Please review your lease to determine the requirements to ensure you are in compliance. To upload your existing policy, or to purchase a new policy through our recommended insurance provider, Apollo Insurance, and receive a 10% discount for being a Martello resident, on the left side menu click on “Renter Essentials”, then click on “Renters Insurance”



Next select either “I need insurance” to obtain a quote and purchase your renters insurance, or select “I have insurance” to upload a copy of your certificate of insurance



Rent & Occupancy

Rent Payments

Rent is due on the first day of each month and is to be remitted through the Resident Services Portal. Payment options include:

- Bank Account – either through auto-withdrawal (auto-pay) or one time payments initiated through the portal
- Debit Card – additional processing fees will apply
- Credit Card – additional processing fees will apply
- Automatic online payments

Late payments may result in fees and notices as outlined in your lease agreement and or the Residential Tenancy Act.

Occupancy

Only occupants listed on the lease may reside in the unit. Occupant additions require approval and a lease amendment. All adult occupants must first apply and qualify for tenancy. To apply to add an additional occupant to your lease, please download, complete and return to your property team, the “Adding an Additional Occupant” form from your resident services portal, located under the Mid Tenancy Requests and Move Out section.

In addition, all parties listed on the lease remain fully responsible for all aspects of the lease, whether or not they continue to reside in the unit. If you are vacating the unit, but your roommate, spouse or partner are intending to remain in the unit, you must apply to be removed from the Lease to release you from your obligations. To apply, please download, complete and return to your property team, the “Removing an Occupant” request form from your resident services portal, located under the Mid Tenancy Requests and Move Out section.

Note: Accurate occupancy information, including but not limited to up to date contact information, is particularly important in emergency situations, where a list of residents may be provided to rescue workers. Failing to ensure that your occupancy information is accurate can result in delays in rescue workers looking for and/or locating residents in emergency situations.

Sublets

Assignments and or sublets are not permitted without the prior written consent of management. Failure to obtain permission may result in the termination of your lease and/or eviction. This includes but is not limited to:

1. Short Term Leases
2. Vacation rentals
3. AirBnB, VRBO or other short term accommodation type use

All lease assignment or sublet applicants will be obligated to undergo the same credit checks as any new lessee/applicant would.

Maintenance Responsibilities

Tenant Responsibilities

Tenants are responsible for:

- Reporting maintenance concerns promptly
- Preventing damage through proper use and care
- Maintaining cleanliness
- Reporting leaks and safety concerns immediately

Any damage caused by the tenant and or their invited guests, whether directly or indirectly because of improper use or care, may be charged back to the tenant.

Repairs

Tenants must not perform repairs or hire contractors directly, unless prior written approval has been obtained from the Landlord. All repairs must be completed by approved maintenance personnel.

Redecorating

Tenants must not perform any form of redecorating including but not limited to painting, installing wallpaper, use of contact or peel and stick paper/tiles, etc., without prior written permission of the Landlord.

General Rules of Thumb:

- No Painting
- No Wallpaper
- No use of sticky strips of backsplash or installation of “contact paper” inside the cabinets
- Please do not use the sticker type hangers since the adhesive is difficult to remove after the fact and can damage the wall itself.
- Please use a small slanting nail instead for hanging pictures
- Finishing nail holes are generally not an issue, however, should there be a large amount of finishing nail holes that need to be patched and painted, you could be liable for the repair charges.
- Any holes larger than the size of a finishing nail will be considered damage and will require patching and painting.

Appliance Care Guide

Washer Care

1. Use only High Efficiency (HE) detergent.
2. Do not overload the washer and ensure your load is properly balanced.
3. Leave the washer door open after use to prevent mildew and mold growth.
4. Run a cleaning cycle monthly.
5. Avoid scented beads and excessive fabric softener.

If the washer is making loud noises:

- Check for overloading.
- Ensure the machine is level.
- Remove foreign objects from the drum area.



These practices help prevent odors, mildew, buildup and damage to the machine

Dryer Care

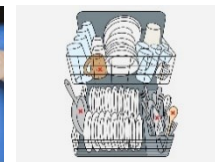
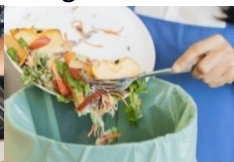
1. Clean the lint filter after every load.
2. Do not overload the dryer.
3. Use the correct cycle settings.
4. Keep the dryer vent clear and unobstructed.



Regular cleaning improves efficiency and reduces the risk of fire.

Dishwasher Care

1. Scrape food from dishes before loading.
2. Load dishes properly.
3. Clean the filter monthly.
4. Use dishwasher detergent only. Refrain from using hard puck type dishwasher detergents, as these can solidify in drainage systems and cause blockages.



Routine maintenance improves cleaning performance and longevity.

If dishes are not cleaning properly:

- Clean filters
- Check detergent compartment for blockages and or try changing detergents
- Run a maintenance cycle
- Avoid overcrowding and ensure dishes are not loaded in a way that will block spray arms

Stove and Oven

1. Clean your Oven monthly to prevent grease build up
2. Clean your stove top immediately after each use

Glass or Ceramic Tops

- Never use abrasive cleaners, scrubs, or metal pads on your cooktop -these can cause scratching that you can only fix by replacing your cooktop.
- Caked-on stains sometimes can be removed by very gently scrubbing them with a toothbrush and a baking soda paste. But avoid heavy scrubbing of the entire cooktop, as baking soda is somewhat abrasive and can scratch the glass.
- Avoid using commercial abrasive cleansers or cleansing pads on your glass cooktop.
- Ordinary grease-cutting dish soap, applied with a non-abrasive sponge, is usually successful at cleaning up spilled foods from a glass cooktop if done immediately after each cooking session. Make sure the cooktop is fully cool before doing this.
- A Mr. Clean magic eraser will often work to remove stains from a glass cooktop.
- Treat tough stains with a mixture of baking soda, Dawn dish soap, and hydrogen peroxide.
- An ordinary window-glass cleaner is often just as effective as specialized cooktop cleansers for cleaning ceramic/glass cooktops. Make sure to rinse the cooktop thoroughly after washing.

Appliance Reminder

If you notice leaks, unusual noises, or appliance malfunctions, submit a maintenance request immediately.

Refrigerator

1. Clean up spills immediately. Sticky residues can interfere with crisper drawers sliding, doors properly opening / closing, which can result in breakage
2. Clean monthly including in and around door seals
3. Refrain from over loading freezer spaces. Inadequate airflow can prevent the freezer from operating correctly
4. Ensure neat and orderly organization to ensure doors can close and seal properly
5. If your freezer does not have auto or self-defrost, you should defrost your freezer monthly to prevent ice build-up
6. Do not block venting on the rear of the refrigerator



If cooling performance is poor or fridge is leaking water:

- Confirm power supply including breakers that may have tripped
- Check temperature settings
- Ensure vents are not blocked
- Inspect door seals. Make sure doors are closing properly
- Avoid overloading
- Try a power reset

Ventilation Fans

1. Clean bathroom fans monthly
2. Clean range hood vent fans and screens monthly.



*Grease build up can result in kitchen fires.

Furnace

1. Do not run heating or air conditioning with doors or windows open
2. Do not set your thermostat too high or too low. Attempting to overheat or overcool your home in comparison to outside temperatures may cause the system to overwork.
 - a. Recommended settings are typically around 20°C in summer and 24°C in winter.
3. Be mindful of consumption by adjusting your thermostat when you will be away or if you have individual electric thermostats in each room, adjusting settings in rooms that are not being used
4. Do not turn your heat off or extremely low during cold weather.
 - a. Maintain indoor temperatures above 14°C during winter to prevent frozen pipes.
5. Clean heating and cooling vents regularly
6. Replace your furnace filter as outlined in your lease agreement.
7. Ensure vents are kept clean and are not blocked



If heat or AC is not working:

- Verify thermostat settings.
- Replace dirty air filters.
- Check circuit breakers.
- Ensure vents are open, clean and not blocked

If heat cannot be restored, contact emergency maintenance

Safety & Emergency Information

Fire Safety

- Clean dryer lint after every use.
- Keep flammable items away from appliances.
- Avoid overloading electrical circuits.
- Store no gasoline or combustible materials in the unit.
- Clean range hood, walls around stove and cabinet faces monthly to prevent grease build up
- Do not block heat vents and ensure that fabric items such as blankets, towels or curtains are not touching radiators or electric baseboard heaters
- Do not leave space heaters, stove, oven or candles unattended or in operation when you are out of the house
- Barbeques, if permitted should be kept at least 12" or one foot away from any exterior wall and never used indoors

Water Emergencies

If you are able, turn off the water source. This may require you turn off all water to your home. Make sure you know the location of the water shut off valves in your home.



Immediately report:

- Burst pipes
- Significant leaks
- Overflowing toilets you cannot stop

Housekeeping & Home Care

Garbage & Recycling

- Make sure waste is properly sorted into corresponding containers for garbage and/or recycling
- Ensure all garbage is securely contained in adequate bags to prevent leakage and spills
- Do not leave garbage around the property and clean up any spills immediately
- Donate unwanted items to a local charity. Many will pick up directly from your home.
- Clean disposal bins or receptacles regularly
- Remove large items using approved disposal facilities.
- Take broken electronics, light bulbs, batteries, used oil, Styrofoam and other recyclable materials to your local recycling station. Check local municipal regulations to determine what can be recycled and where these items can be dropped off for recycling. Many municipalities now fine for disposing of recyclable materials in household garbage bins. If the Landlord is fined, these fines will be charged back to you as the tenant and responsible party.



Floors

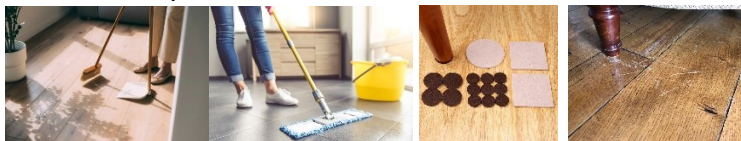
Carpets:

- Vacuum carpets regularly.
- Have carpets professionally cleaned annually
- Blot spills immediately to prevent liquids from penetrating and sitting under the carpets



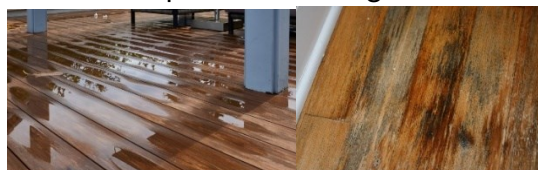
Hard Surface Flooring (LVP, Laminate, Tile, Linoleum):

- Sweep and mop frequently.
- Use protective pads or felt on furniture legs / feet to prevent scratching or damage
- Avoid dragging furniture or heavy items across floors



Hardwood or Engineered Wood Floors:

- Sweep and mop frequently
- Use protective pads or felt on furniture legs/feet to prevent scratching or damage
- Avoid dragging furniture or heavy items across floors
- Immediately blot spills with a dry or slightly damp soft cloth rather than wiping to prevent moisture damage
- Use minimal amounts of water when mopping. Mop with lightly dampened microfiber mop with wood floor cleaner and mop in small sections at a time to ensure minimal moisture contact.
- Always dry the floor with a soft towel to prevent standing water



Countertops

- Use cutting boards and hot pads on countertops to prevent damage
- Clean up spills immediately, especially liquids like lemon juice, wine or vinegar to prevent discoloration and surface damage

- Refrain from using lemon juice, vinegar or other acidic products on natural stones, as this can etch the stone
- Avoid harsh chemicals or abrasive scrubbers
- Report loose, peeling or cracking caulking around your sink immediately to prevent water penetration
- Report loose tiles, and or cracking grout around back splashes or on tile countertops immediately



- Use limited amounts of water when cleaning laminate or wood countertops. Water penetration can cause laminate or wood counters to swell, warp and or delaminate
- Wood or butcher block countertops must be oiled (penetrating oils like mineral oil) monthly to prevent the wood from drying and cracking

Stainless Steel

- Wipe regularly with mild soap and water using a microfiber cloth. Microfiber is soft and non-abrasive. Always wipe with the grain to prevent scratches, streaks and dulling
- Avoid harsh chemicals such as bleach, ammonia or chloride-based cleaners which can corrode or discolour stainless steel
- Avoid abrasive tools such as steel wool, rough sponges or abrasive powders
- Buff with a small amount of olive or baby oil regularly to enhance the shine and create a protective layer that repels fingerprints
- Avoid using hard magnets which can scratch the finish. Use only soft pliable / flexible magnets



Plumbing

1. Do not flush anything down the toilets other than bodily discharge and/or toilet paper. This includes but is not limited to the following:
 - Paper towels
 - Facial tissues
 - Disposable diapers
 - Sanitary items
 - Any other items other than toilet paper
2. Care should be taken to avoid dropping foreign objects down the toilet or sink drains
3. Do not pour grease down your drains. All grease should be disposed of with your garbage or composting, or collected and taken to a recycling facility
4. Always use drain strainers on all drains to prevent blockages by food waste, hair, etc.

**Call out costs to clear blocked drains may be charged back to the tenant.*

Security & Keys

- Report lost keys or fobs immediately
- Do not alter locks
- Replace keypad or fob batteries as required
- After-hours lockout services may be chargeable

Pet Guidelines

All pets require prior written approval. Before contacting your property team, please review your lease to determine if pets are permitted in your unit.

If your lease indicates that pets may be permitted with prior landlord approval, please download, complete and return to your property team, the "Pet Request" form. It is found in your Resident Services Portal, located under the Mid Tenancy Requests and Move Out section. If your pet is approved, it is not permitted to reside in your unit until all requirements of the approval have been met. This will include the completion and signing of a pet addendum, and may also include additional fees, such as an additional deposit or monthly pet rent.

General requirements include:

- Pet registration and fees
- Pets must be spayed or neutered and up to date on all vaccinations
- Pets must be leashed at all times when not inside the unit
- Pet owners are responsible for clean up of pet waste.
- Pet owners are responsible for their pets' behaviour at all times
- Pets must not disturb neighbours
- Vicious pets will not be permitted. Any animal that aggressively pursues a person or another animal, or that has bitten another animal or a person will be considered aggressive
- Compliance with strata or condominium pet rules

**Unauthorized pets or pets found to be in non-compliance may require removal.*

Moving Out

Before Moving Out:

- Provide required notice. Please review your lease and or the Residential Tenancy Act to determine and ensure your notice meets all requirements, including the minimum amount of time required to give notice. If your lease is for a fixed term, notice may not be given for an effective date that is prior to your lease expiration date.
- Schedule move-out inspection
- If you are currently paying for utility services, contact your utilities company prior to moving out of the home and let them know you are moving. You are responsible for your home's utilities until the end of your lease.
- Remove all belongings
- Clean the unit thoroughly
- Return all keys and fobs
- Provide a forwarding address

*Failure to meet move-out requirements may result in deductions from the security deposit.

Security Deposit:

Your security, or damage deposit is not considered rent but rather a deposit to ensure the fulfillment of the lease conditions and as a contingency against any damages to the home. It shall *not* be applied to your last month's rent. If you fulfill your lease conditions according to its term, only charges for any damages (excluding normal wear and tear) and any outstanding funds owed will be deducted from your security or damage deposit. See the terms below for the conditions for your deposit to be returned:

1. You must fulfill the term and conditions of your lease and not owe the Landlord any money
2. You must provide proper written notice, as outlined in your lease agreement
3. The entire home must be left clean and re-rentable with no damage beyond normal wear and tear.
4. The entire home, including but not limited to, the oven, range, refrigerator, bathrooms, closets, cabinets, floors, walls, and floors must be left clean and considered by the Landlord to be "rent ready" for the next occupant. If it is not, you will be liable for any cleaning or maintenance charges.
5. All debris and personal items must be disposed of in the appropriate waste containers. Please DO NOT dispose of large items, such as furniture, in or around the building garbage dumpster. These large items must be taken to the city's waste site, at the tenants' expense. Disposal of large items on the premises will result in a junk removal charge.
6. All rent and any outstanding charges must be paid in full prior to the date of move out.
7. After you have removed all belongings from the home, both you, or your representative and a member of your property team, will inspect the home, during normal office hours, and complete the inspection report, which will be signed by all parties.
8. You must give your property team your forwarding address.
9. You are not considered officially vacated until all keys/fobs are turned in to your property team. If they are not returned upon moving out, there will be an additional charge for replacement.

10. If all of the above conditions are met, your deposit will be refunded via direct deposit to the bank account on file in your Resident Services File. If you do not have a valid Canadian bank account on file within your Resident Services Portal, a cheque will be issued and mailed to your forwarding address.
11. Security deposits are issued to the primary tenant as listed on the Lease. Any distribution of funds between tenants is the responsibility of the primary tenant and remains between the tenants.