

Welcome to 388 Kaslo East Village Apartments! We are thrilled that you've chosen to rent with us. Realstar Corp. 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: **435 Boundary Road** Phone: **236-788-3500**
Vancouver, BC Email: 388kaslo@realstar.ca
V5K 0H6 Website: www.realstar.ca

Office hours: Monday thru Friday 8 AM – 5 PM
Saturday & Sunday 12 NOON – 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 **236-788-3500** 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, electricity or hot water
- Elevator entrapment

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

Rent Payment

We want to make renting from us as easy as possible. Access the Resident Service Portal 24/7 to set up one-time or recurring online payment 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.

Realstar also accepts post-dated cheques, certified cheques and money orders made out to Kaslo Apartments Limited.

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.

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 \$25 will be applied to your account after the third day of the month. A \$25 fee will be applied to your account for NSF cheques.

Moving

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

Keys

You are given one set of keys/fob per lease holder/registered occupant for your new home. You may purchase replacement keys/fobs at the rental office.

In the event that you are locked out of your home, please call or visit the rental office during office hours.

Utilities

Heat and water are included, utilities such as electricity, telephone, cable, internet, etc. are your responsibility to acquire.

Smoking

388 Kaslo East Village is a 100% smoke-free property.

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

Parking Parking is assigned. You must display a Realstar sticker on the front windshield of your car. 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 To allow your visitors access to the building, press the number 6 on your telephone keypad.

Garbage Garbage receptacles are located in the in the underground parking on P1. If your building has a tri-sorter, please dispose of garbage according to the tri-sorter instructions in your building. Do not dump any furniture or garbage that is not accepted in the tri-sorter bins.

Recycling Recycle bins are also located in the underground parkade on P1. Please no glass, styrofoam, soft plastics (bags/film etc.)

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.

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

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

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

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

- Only patio furniture, propane BBQ and seasonal plants are to be on your balcony. No banners, display flags or advertising permitted.
- For safety reasons, please do not throw anything over the balcony, or install awnings, aerial fences, flower boxes, etc.

Windows

Your suite is equipped with blinds. 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.

If consent for an air conditioner has been granted, please consult with your Resident Manager as to the placement of the unit and approved materials for a successful installation.

Smoke Alarms

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

- Test your smoke alarm once a month.
- Report immediately if your smoke alarm 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. That is why Realstar Corp. 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 for more information on the Realstar resident preferred 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 May 21, 2025.

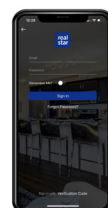
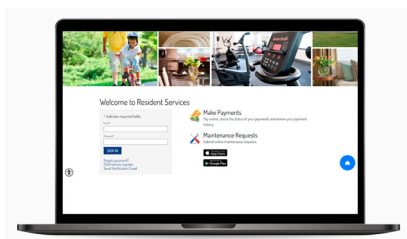
Resident Services Portal

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

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

Maintenance Requests Submit online for fast and convenient response.

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



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

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

Resident Services Portal - Registration Request

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

Suite #

Resident's email

ENERGY SAVING TIPS

Lighting

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

Appliances

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

In the Summer

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

WATER CONSERVATION TIPS

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

Human Rights in British Columbia: What you need to know



This fact sheet has been created to help you understand human rights in B.C. If you have any questions about your situation, please contact the **BC Human Rights Clinic**. Contact information is available at the end of this fact sheet.

British Columbia has a law to protect and promote human rights. It is called the *BC Human Rights Code* or the *Code*. In B.C., the *Code* helps to protect you from discrimination and harassment. It allows you to file a complaint with the BC Human Rights Tribunal if you believe you have been discriminated against.

The *Code* also protects you from **retaliation** if you make, or are thinking about making, a complaint or are involved in some other way. It is **retaliation** when someone tries to harm you or get back at you.

How am I protected?

In B.C., you are protected under the *Human Rights Code* if it is due to a personal characteristic covered by the *Code*. The protected characteristics are listed below.

In B.C. it is against the law to discriminate against or harass a person because of their:

- race, colour, ancestry, place of origin
- religion
- marital status
- family status (does not apply to buying property)
- physical or mental disability
- sex (includes being a man, woman, inter-sexed or transgender. It also includes pregnancy, breastfeeding, and sexual harassment)
- sexual orientation (includes being heterosexual, gay, lesbian or bisexual)
- age (19 and older, does not apply to buying property)
- criminal conviction (only applies to employment)
- political belief (only applies to employment)
- lawful source of income (only applies to tenancy)

Where does the *Code* apply?

The *Code* applies to all businesses, agencies, and services in B.C., except those regulated by the federal government. It protects people from discrimination in situations such as at work, in a store or restaurant, or between a landlord and tenant.

It protects people against discrimination in printed publications. It also protects people in areas such as employment, renting, and buying property.

What is discrimination?

In British Columbia, it is discrimination if you are treated badly or denied a benefit because of a personal characteristic.

Examples of discrimination

- Firing a woman because she is pregnant
- Refusing to rent an apartment to a couple because they are gay
- Refusing to hire someone because of a physical or mental disability
- Paying a woman less than a man who is doing the same job
- Forcing an employee to retire because of the person's age

What is harassment?

Harassment is a form of discrimination. It can be words or actions that offend or humiliate you. It is harassment when someone repeatedly says or does things to you that are insulting and offensive. The *Code* protects you when harassment is based on a protected characteristic listed under "How am I protected". There are many types of harassment.

Examples of harassment

- Unwelcome sexual suggestions or requests
- Unwelcome touching or physical contact
- Staring at or making unwelcome comments about someone's body
- Jokes based on gender, sexual orientation, or racial stereotypes
- Comments that make fun of or insult people because of their sex, pregnancy, race or physical or mental disability

What is the Duty to Accommodate?

Employers, landlords, and people who provide a service to the public must try hard to accommodate the personal characteristics protected under the *Code*. This is called the **duty to accommodate**. The accommodation will depend on the specific situation.

For example, it may require an employer to:

- provide someone with additional training
- adjust a work schedule
- modify or purchase equipment
- change an employee's duties

The **duty to accommodate** also means there is a legal duty to adjust a policy, practice or service. For example, an older person's needs may require that changes be made to the usual way things are done because of that person's age. Refusing to take reasonable steps could be discriminatory unless adjusting to these needs would result in **undue hardship**.

The **duty to accommodate** is the responsibility of the employer, landlord, or person who is providing the service to the public.

* Does intent matter?

Discrimination does not have to be **intentional** to be against the law. This means that even if the person responsible for the action or comment did not mean anything bad by it, it is still discrimination according to the law.

* How do I know if I have a Human Rights complaint?

To make a complaint under the *BC Human Rights Code*, **all of the following** must be true:

- ✓ You have been treated badly or denied a benefit.
- ✓ There is a connection between the way you have been treated (badly or denied a benefit) and a personal characteristic protected under the Code – such as your race, colour, religious belief, gender, mental or physical disability, or sexual orientation.
- ✓ The treatment occurred in a situation such as at work, in a store or restaurant, or between a landlord and tenant.

You must file your complaint within six months after the event happens. (Note: There are some exceptions to this time frame.) Filing a complaint starts a legal process that is similar to a court proceeding. A person who files a complaint is known as a **complainant**.

* Dealing with discrimination and harassment

There are certain actions you could take if you are being discriminated against or harassed.

- If it is safe to do so, tell the person that their actions or comments are unacceptable and ask them to stop.
- Keep a written record of exactly what happened and when, and of what was said.
- If the discrimination or harassment happens at work, in your apartment building, or in a store or restaurant, ask your employer or landlord or the manager to do something about it.
- Use internal complaint processes to file a complaint at work or school. For example, if the discrimination or harassment occurs at work and you belong to a union, ask your union representative for help.

* Where can I get help?

Complainants anywhere in the province can get information through the **BC Human Rights Clinic**. The people at the Clinic can help you understand the *Human Rights Code* or deal with a provincial human rights complaint. You may qualify for other types of services. Talk to someone at the Clinic to see if you are eligible.

BC Human Rights Clinic

300-1140 West Pender Street, Vancouver, B.C. V6E 4G1
Tel: 604 622-1100 Toll Free: 1 855 685-6222
Fax: 604 685-7611
Online: www.bchrc.net

If someone has made a complaint against you, you are a **respondent**. **Respondents** anywhere in the province and Victoria-area **complainants** can get information by contacting:

University of Victoria

Law Centre Clinical Law Program
Suite 225 – 850 Burdett Avenue, Victoria, B.C. V8W 1B4
Tel: 250 385-1221 Toll Free: 1 866 385-1221
E-mail: reception@thelawcentre.ca

You may be directed to the **BC Human Rights Tribunal** to file your complaint.

BC Human Rights Tribunal

Suite 1170 – 605 Robson Street, Vancouver, B.C. V6B 5J3
Tel: 604 775-2000 Toll Free: 1 888 440-8844
TTY (for hearing impaired): 604 775-2021
Online: www.bchrt.gov.bc.ca

This information sheet is intended for general information purposes only. It is not intended to provide or replace legal advice.