

**ARBUTUS**  
PROPERTIES



# COMMUNITY HANDBOOK

RENTER'S GUIDE





# WELCOME TO YOUR NEW COMMUNITY.

At Arbutus Properties, we believe the best communities are shaped by respect, care, and meaningful connection. This handbook is here to support you as you settle in, offering helpful guidance and resources so you can feel comfortable, confident, and fully at home in your new space.

## Our Commitment To You.



At Arbutus Properties, we're committed to creating communities that feel safe, well cared for, and genuinely welcoming. Our team provides responsive service, clear communication, and consistent maintenance of your home and shared spaces. From addressing concerns promptly to keeping common areas clean and functional, our goal is to deliver a living experience that feels seamless, comfortable, and thoughtfully managed.

## Your Role In The Community.



A great community is something we build together. By respecting your neighbours and our team, caring for your home, and using shared spaces responsibly, you help create a positive environment for everyone. Reporting maintenance requests and concerns early allows us to respond quickly and keep things running smoothly for all residents.



# HOME ESSENTIALS.

This section covers key guidelines for everyday living, including home safety, fire prevention, parking, and bike storage. Following these simple practices helps keep your home secure, comfortable, and running smoothly for everyone in the community.



## Safe & Comfortable Home

For your safety, always ensure building doors close securely behind you and do not allow unknown individuals to enter. Keep windows and balcony doors closed and locked when away, and report any safety or lighting concerns promptly. In colder weather, avoid leaving windows open and unattended, as frozen pipes can cause damage for which tenants are responsible.



## Fire Safety

Hallways and stairwells must remain clear at all times—no personal items permitted. When cooking, use your hood fan and open windows or patio doors if needed, but do not open your hallway door, as this may trigger alarms. If an alarm sounds, exit via the nearest staircase. Residents with mobility concerns should move toward the stairwell and wait for assistance.



## Parking & Bikes

If your stall is occupied, contact management or use visitor parking temporarily. Do not follow vehicles into the parkade—allow the door to fully close. Bicycle racks are available near the entrance; please use a secure lock.



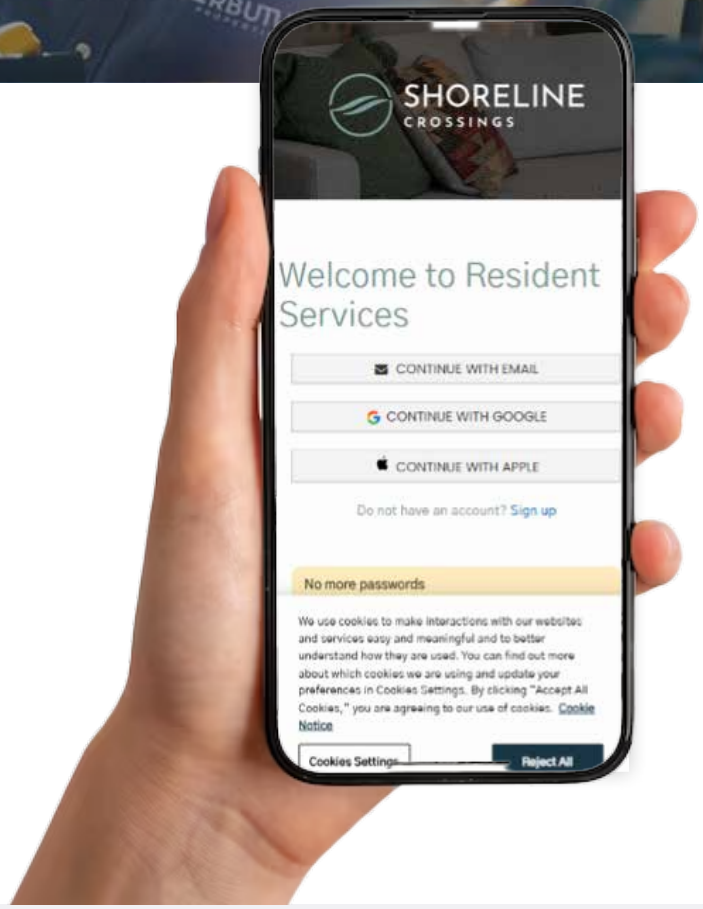
# THE RESIDENT PORTAL

Stay connected and in control of your home, anytime and anywhere. With the Rent Café Resident Portal, you can easily submit maintenance requests, view important notices, make rent payments, and manage your account all in one place.

Scan the QR code below to get started.



[Visit the Resident Portal.](#)



## Maintenance & Service Requests

Our team is here to help keep your home running smoothly. Regular service hours are **Monday to Friday, 8:00 AM to 4:30 PM**. For after-hours emergencies, maintenance support is available—please call **587-691-7171** for immediate assistance.



# UTILITIES.

Keeping your home comfortable and running smoothly starts with the essentials. This section provides helpful information on internet services, waste and recycling, and managing your home's temperature so you can enjoy your space with ease and confidence.



## Internet

For internet service issues, please contact ROGERS Bulk Support at 1-844-235-7429. Be sure to note the agent's name or ID, along with the date and time of your call for reference.



## Thermostat

Maintain a minimum temperature of 18°C during the winter months. For everyday comfort, we recommend keeping your home between 20-22°C.



## Waste & Recycling

Please break down cardboard before disposal and avoid leaving garbage in hallways or common areas. For large or bulky items, private removal must be arranged.



## Air Conditioning

When away, set your air conditioning between 26-28°C. Keep vents clear to ensure proper airflow and maintain efficiency.

# APPLIANCE CARE.



## Dishwasher

Use pods or liquid detergent only—never regular dish soap. Add rinse-aid for better cleaning and drying.



## Refrigerator

Keep fridge at 3-5 °C (37-41 °F) and freezer at -18 °C (0 °F). Avoid overfilling, keep vents clear, and store raw meat on lower shelves. Clean spills promptly and check door seals for efficiency.



## Stove/Range

Match cookware to burner size and never leave cooking unattended. Use proper cleaners for ceramic cooktops.



## Microwave

Use microwave-safe glass, ceramic, or plastic only—no metal or foil.



## Washer/Dryer

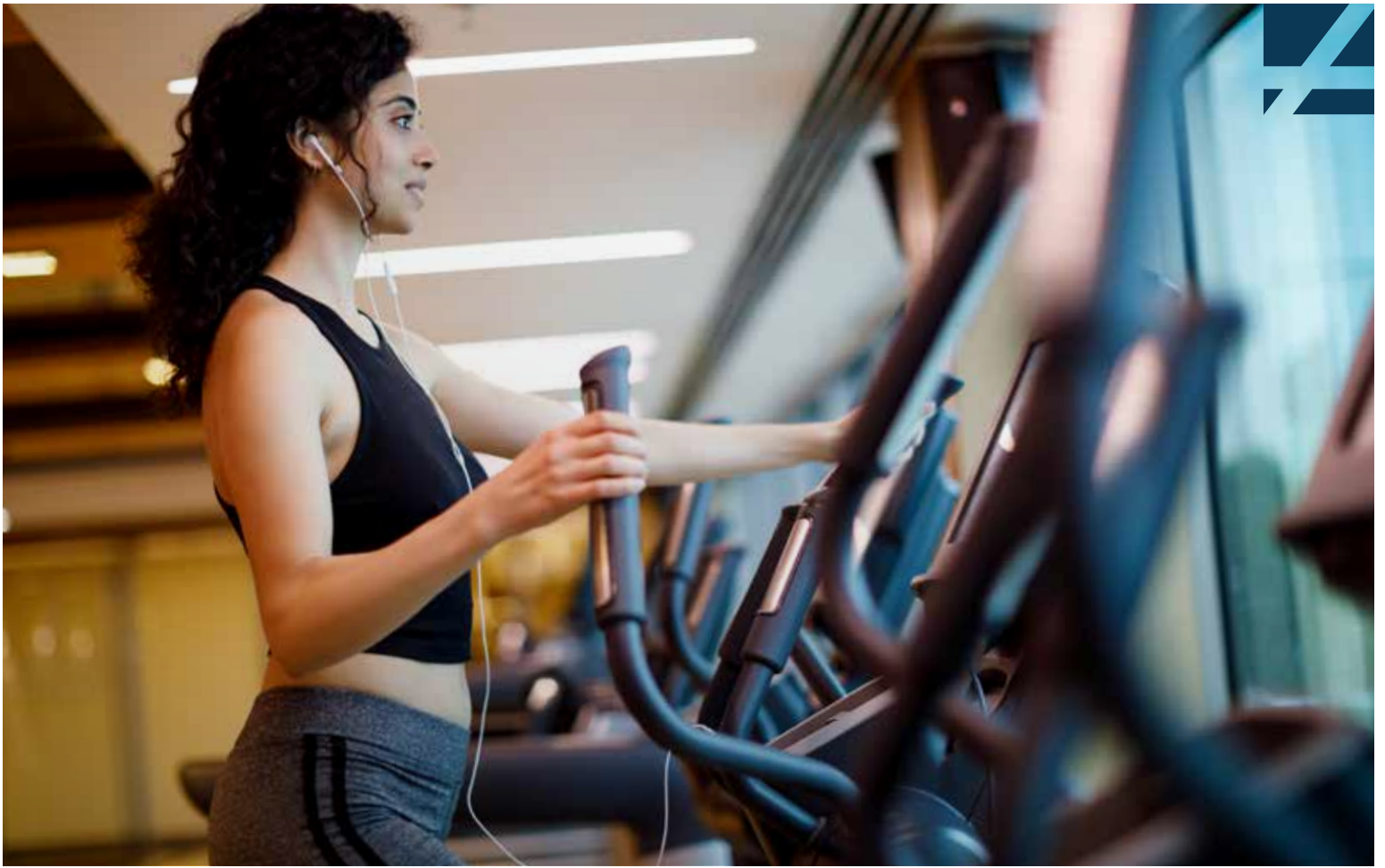
Check pockets, don't overload, and use the correct cycle. Add detergent to the tray or place a pod in the drum first. Clean the lint filter after every use, dry similar fabrics together, and avoid over-drying.



## Toilet

Flush toilet paper only. No paper towels, cotton products, or sanitary items. Hold the handle for 3-5 seconds for a full flush and report any leaks or running water promptly.





# COMMUNITY AMENITIES.



## Fitness Gym

Follow posted hours and guidelines; be respectful of others while using the space.



## Dog Wash

Located in the parkade near the Elevators —use responsibly and clean up after your pet.



## Resident Lounge

Enjoy the space and return all items to their original place after use.



## Dog Run

Located south of the building—please pick up after your pet within the run and throughout the property.



## Movie Room

Available for private bookings at no cost—contact the leasing office to reserve.

# FREQUENTLY ASKED QUESTIONS.

Welcome to your new home. These quick FAQs will help you troubleshoot common issues and know when to submit a service request.



## Try This First

### › No power to lights, plugs, or appliances

Check your breaker panel. Make sure all breakers are in the “ON” position.

### › Washing machine showing “SUDS” error

This usually means the drain pump filter is clogged (pet hair, lint, or small items like coins). Open the lower front panel of the machine, drain any water into a shallow pan, then remove and clean the filter. Reinstall it securely. To prevent this, use the correct washing machine detergent and avoid overfilling the soap tray.

### › Dryer not drying clothes

Clean the lint filter after every use. A full filter restricts airflow and is a fire hazard.

### › Water under the kitchen sink

This is usually caused by a plumbing leak or a loose faucet sprayer head, which can let water run down into the cabinet. Tighten the sprayer head and check for leaks. If the issue continues, request service.

### › Unit feels cold

Check that the thermostat is on and the heating pipe under the radiator cover feels warm. If not, request service.

### › Smoke detector beeping

This usually means the battery needs replacing or the unit may be faulty. Submit a service request.

## Care & Maintenance

### › Cleaning the oven interior

For Samsung models, pour one cup of water into the bottom center of the oven and run the self-clean cycle. Once cool inside, wipe out any remaining debris from the interior.

### › Cleaning chrome sink taps

Use soap and water only. Harsh cleaners can damage the finish and result in replacement charges.

### › Can I add blackout film on windows

**Not permitted.** This can damage the glass and void the warranty. Repairs will be charged to the resident.

# FREQUENTLY ASKED QUESTIONS.



## “How to Fix Small Home Issues”

Scan the QR code to visit our [YouTube channel](#) and watch our “How to Fix Small Home Issues” series for simple DIY tips on common repairs.

## Submit a Service Request

### › Stove not working properly

Submit service request through the Resident App.

### › Cracked stovetop

Submit a service request. Replacement costs (parts and labour) will be charged to the resident.

### › Microwave not working

Submit a service request.

### › Dishwasher not working properly

Make sure you’re using proper dishwasher detergent and rinse aid—**never** regular dish soap. Also check and clean the drain at the bottom of the dishwasher tub to remove any debris.

### › Interior door hard to close

Submit a service request for adjustment.

### › Clogged drains

Submit a service request.

### › Clogged toilet

Submit a service request.

**Tip:** Hold the flush handle down for 3–5 seconds for a full flush.



# HERE TO HELP.

Your comfort matters to us. If there's anything you need—whether it's a quick question, maintenance support, or general information—please don't hesitate to reach out. Our team is here to assist and ensure your experience is smooth, convenient, and enjoyable. We're always happy to help you feel right at home.

## Property Manager / Office

Mon-Sat 9:00 am - 5:00pm  
Phone: 587-691-7070  
Email: [info@rentshorelinecrossings.com](mailto:info@rentshorelinecrossings.com)

## After-Hours Lockout

Emergency service only. Lockouts involving issued keys are considered **non-emergencies** and are subject to a **\$50 fee**. Please keep your keys accessible to avoid charges.

## Maintenance Requests

Submit via the Resident Portal  
Hours: Mon-Fri 8:00 am-4:30 pm  
After-hours emergencies: 587-926-7921