

Welcome to Hoylake 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: **697 Hoylake Avenue** Phone: **(250) 478-7013**
Victoria, BC Email: hoylake@realstar.ca
V9B 0S5 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 **(250) 478-7013** 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 keys are not considered an emergency, see *keys* 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: **Hoylake Apartments**

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 \$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 two sets of keys for your new home, along with your lease. You may purchase additional or replacement keys 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. If you frequently require access to the building, or entrance into your home after hours, you may be asked to pay an entry fee.

Utilities

Water is included with your rent. Other utilities, such as electricity, heat, telephone, cable, Internet, etc. are your responsibility to acquire.

Smoking

Hoylake 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.
- Parking stalls are for vehicle parking only; storage of personal items or materials, including tires, is not permitted.

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 you obtain a visitor parking permit from the Resident Manager for overnight guests.

To allow your visitors access to the building, press the number 9 on your telephone keypad.

Garbage Garbage is to be taken down to the garbage room in the parking lot next to the bike storage.

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

Recycling Recycle bins are also located in the garbage room in the parking lot next to the bike storage. Please refer to instructions above the bins.

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 send your request via email:

hoylake@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 and propane BBQs are permitted on your balcony; your balcony can not be used for storage of any kind.
- 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.

Window restrictors must not be removed, disabled, or tampered with. These devices are required safety features and must remain installed for the duration of the tenancy.

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/ CO Detectors

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.
- Replace the batteries in your smoke alarm once a year, or as needed.
- 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. 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 for more information on the Realstar resident preferred tenant insurance program 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: August 13, 2026*

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 information below.
 - 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*

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Resident Services Portal - Registration Request

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

Suite #

Resident's email



realstar®

Tenant Insurance

APOLLO is Realstar's preferred choice for Tenant Insurance, providing an effortless experience for comprehensive coverage at an affordable price.

What's Covered?

Tenant Insurance includes policies that help pay for any loss or damage to your personal property, protection if you're found responsible for property damage or personal injury to others, and helps pay for hotels and food if you're forced out of your home due to a covered event.

Why Is It Important?

Tenant Insurance provides peace of mind that your belongings and personal liability are covered should the unexpected happen, as well as ensuring that you **remain compliant with your lease requirements**.

APOLLO Insurance offers a range of features designed to provide comprehensive coverage and peace of mind:



Contents

This helps pay for any loss or damage to your personal property, including if anything is stolen or damaged.

Additional Living Expenses

Helps you pay for hotels and food if you are forced out of your home after a covered event.



Personal Liability

With this, you're protected if you are held responsible for property damage or personal injury to others, at home or anywhere else.

Getting insured is as easy as 1 - 2 - 3



1 Tell us (very little) about yourself

Just tell us your address, your name, email and phone number, and we'll give you a price in less than a minute.



2 Pay online easily and securely

You can choose to pay monthly or save money by paying for the entire year in one easy payment.



3 Get your documents in your inbox - instantly

As soon as you complete your purchase, you'll find your proof of insurance and policy documents waiting for you in your inbox.

Actual coverage is subject to terms, conditions, and exclusions. Refer to policy documents for complete details and contact APOLLO for more information.



Scenario

Let's say you accidentally leave your oven on while stepping out for a few hours. Returning home, you discover you've caused a fire that has damaged not only your unit and belongings but also those of your upstairs neighbours. In this scenario, it's determined the event would be covered under a tenant insurance policy. **So, what happens next?**

Without Insurance

1. **Notify your Landlord:** Call your landlord to report the incident and discuss how to address the damage.
2. **Arrange Repairs:** The landlord may hire a contractor to repair the damaged units, or they might ask you to arrange for the repairs. Either way, you'll bear the cost.
3. **Pay for Accommodations:** If the damage renders your unit and your neighbour's unit uninhabitable, you'll need to cover the cost of temporary accommodation expenses for yourself and your neighbour.
4. **Financial Burden:** You'll face thousands of dollars in repair costs and countless hours dealing with the aftermath.

More Ways Tenant Insurance Can Protect You

With the right policy in place, tenant insurance can also protect you in these scenarios:

- Someone steals your Amazon packages from the lobby or your front door
- Your laptop or iPhone are stolen from your car
- Your jewellery gets lost or stolen
- Your furniture gets damaged from a burst pipe

With Tenant Insurance provided by APOLLO, we've got you covered

- 1 **Notify your landlord**
Call your landlord to inform them of the damage.
- 2 **Report the incident**
Contact APOLLO to report the incident. You can do this by calling, emailing, chatting, or completing our online form within minutes. APOLLO's claims partner will investigate and assess the damage.
- 3 **Relax, your expenses are covered**
Sit back while your insurance covers the cost of repairs (minus the deductible) to your own contents and any additional living expenses incurred by you and your neighbour due to the incident.

Need Insurance?

Get a Quote and Buy Online:



apollocover.com/lp/realstar



LIGHTING

- Turn off lights, TVs, and appliances when not in use - this is the easiest way to reduce energy use and lower utility bills.
- Dust light fixtures regularly; dirt buildup reduces brightness and efficiency.
- Upgrade to LED bulbs as they use 80–90% less energy than incandescent bulbs and can last up to last 20+ years.



- Use smaller appliances like toasters, microwaves, and stovetops instead of full-size ovens when possible, as they use significantly less energy.
- Keep your refrigerator at 35–38°F and freezer at 0°F. Colder temperatures waste energy and don't preserve food better.
- Let hot foods cool completely before placing them in the fridge or freezer.
- Unplug electronic devices and chargers when not in use to eliminate standby power drain – these energy savings can add up over time.
- Avoid space heaters. They consume far more energy than central heating, run up utility costs quickly, and pose significant fire and safety risks.

APPLIANCES



IN THE HEAT

- Check if you can adjust your thermostat. If your unit allows it, raise the temperature by 1 degree Celsius (approximately 1.8 degrees Fahrenheit) – even a small adjustment can reduce air conditioning bills by up to 5%.
- Use natural ventilation when possible. Open windows on cool days and turn off the AC to save energy.
- Replace air filters monthly. Clean filters help your AC run more efficiently and use less power.
- If your unit allows it, set temperatures to match your daily routine (lower when you're away, higher when you're out of the unit).



- Check faucets and pipes for leaks. A small drip can waste up to 20 gallons of water per day. Report leaks to building management promptly.
- Test your toilet for leaks. Add a few drops of food coloring to the tank. If the color appears in the bowl within 30 minutes, you have a leak that needs repair.
- Never flush garbage; use the toilet only for its intended purpose. Flushing cigarette butts, tissues, or other items wastes water and can cause plumbing issues.
- Take shorter showers. A four-minute shower uses 20 to 40 gallons of water. Turn off the water while soaping up to save more.
- Turn off the tap while brushing your teeth. Wet your toothbrush and fill a glass for rinsing instead of letting water run.
- Run dishwashers and washing machines only with full loads. Most dishwashing detergent doesn't require pre-rinsing, which saves more water.
- Hand wash dishes efficiently. Use a double-basin sink or rinse with a spray device instead of running water continuously.

WATER CONSERVATION



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.