

Welcome to New Tenants:

Property Address

A Tenant's Handbook

Phone Number

**Sample Document from “The Property Management Toolbox: A How-To Guide for Ontario
Real Estate Investors and Landlords” <http://www.theontariolandlordtoolbox.com/>**

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Welcome to Your New Home

We welcome you as our valued tenants. In an effort to ensure your tenancy with us in our rental suites is not just a good place...but a great place to call home; we provide a

**‘Tenant Handbook’ with important notices and
information of interest for you as a tenant.**

At your fingertips are “*Your Responsibilities*” and important useful tips in maintaining and caring for your rental suite and property.

**Quick reference to critical names and numbers & how to get a
hold of us is included.**

Please include all future communications you receive throughout your tenancy into this Tenant Handbook by slipping papers into the inside pockets. You may include your tenancy lease agreement, as well, to keep all your tenancy records together.

So what will you find in this handbook?

This Tenant Handbook is intended for the exclusive use of Appleridge Homes’ tenants. Please **return** this Handbook to the Landlords at the end of your tenancy.

Lots of “Must Know” information tidbits

Contact Directories are provided for your convenience. There are two contact directories for easy reference. The first is “*Office Contact Information – Protocols*”. Please note, there is a ***protocol for tenants to follow when calling into the office.***

The second directory is an “*Important Phone Numbers*” directory listing common emergency numbers and other service providers for your area.

You will already have the “*Tenant Policy Handout*”. Another copy is provided in this Handbook as it outlines your responsibilities as a tenant for the proper maintenance of the rental property, as well as, a “*Vacating Checklist*” for such time. Please familiarize yourself with these requirements.

And when making such a move, whether in or out, there is a “*Moving In & Out Checklist*” provided as a notification guide to ensure a smooth transition of services and mail delivery for you as a new or moving tenant

Why Do I Need Tenant Insurance?

Tenant Insurance is an important component to your financial security and peace of mind. To find out why, refer to "*Important Tenant Insurance Information*" and "*Why Do I Need Tenant Insurance?*"

What do I need to know about where I live?

There are crucial items that will need your attention and follow-through. We have also selected specific information that will be of use to you during your tenancy with us such as, useful tips to maintain and care for the property while saving energy, resources and yes, money on utility usage.

What would you do if there were an interruption in the use of utilities?

We have provided helpful information to assist you in this situation if it should occur, as well as, information as to the location and how to accurately read utility meters.

Safety Information is included as a courtesy and reminder for your safety with respect to power and gas service.

We trust you will find this handbook useful throughout your tenancy.

We welcome your comments and suggestions. We are committed to ensuring a neat, clean residence for you to occupy and we are especially proud of our outstanding Property Management Team in keeping our commitment!

We look forward to an enjoyable association with you and are thankful to have you as tenants.

Sincerely,

Name of Property Manager
Property Manager

Office Contact Information – Protocols

Please note, there is a *protocol for tenants to follow when calling into the office*.

Please contact **xxx-xxx-xxxx**, 24 hours a day, 7 days a week.

How to Report a Maintenance Issue

If you have a maintenance request, you have a few choices:

1. Call our office at **xxx-xxx-xxxx** and **press 2**. A copy of your voicemail will be kept for our records.
2. Fax in the Maintenance Request form included in your Tenant Handbook to **xxx-xxx-xxxx**.
3. Go to our web site and submit a Maintenance Request online.
(MyAppleridgeHome.ca)

How to Report an Emergency Repair

An emergency repair is required when something in the rental unit has broken and the health or safety of the tenant is in danger or the building or property is at risk until repairs can be made.

Please call us at **xxx-xxx-xxxx**, and **press 3**.

Your call will be given the highest priority.

How to Contact us with a Question

If you need to ask a question about your lease, responsibilities or any other questions, call our office at **xxx-xxx-xxxx** and **press 4** to reach Tenant Assistance. A copy of your voicemail will be kept for our records.

Quick Reference to Critical Names and Phone Numbers

Welcome! We wish you health and happiness in your new home. Listed below please find helpful information relating to your new residence.

Property Managers:

Name of Property Manager – xxx-xxx-xxxx

Community Services

Police, Ambulance, Fire : 911

Durham Region Police Service (non-emergency): 905-579-1520

Crime Stoppers: 905-436-8477

Municipality of Clarington: 905-623-3379

Utilities

We have compiled the following information in order to help you locate your utility providers. As Tenant, you are responsible for having your electric/gas utilities turned on before your actual move-in date and billing is in your name.

Bell Canada: 310-BELL

(<http://www.bellmove.ca/en/on/notify-us>)

Rogers Cable: 1 877 MYMOVE9

Veridian (Electricity): (905) 420-8440

(http://www.veridian.on.ca/connections_residential_movein.asp)

Enbridge Gas Distribution: 1-888-447-4911

Garbage and Recycling: 905-430-4307

Region of Durham Recycling 905.579.5264

Garbage Bag Tags

Garbage Bag Tags are special peel-and-stick labels that can be attached to your garbage bag. Residents setting out more than four bags of garbage are required to tag each bag over the four bag limit.



Special considerations to bag limits

Residents who require special consideration to the bag limit due to medical conditions, or who have three children under the age of three, should contact the Region at 905-579-5264 or 1-800-667-5671 for more information.

Garbage Bag Tags are easy to use:

- Simply peel the tag and flag it around the top of any additional bags above the four bag limit.
- Do NOT use as a twist-tie.
- When using garbage cans, tags should be placed on the top item inside the can.
- There is no limit to the number of properly tagged garbage bags set out for collection, provided they are tagged.

Bag Tags may be purchased at the following locations for \$1.50 each/ 10 for \$15.00.

BOWMANVILLE

Municipal Administrative Centre
40 Temperance St.

Hours: Monday to Friday/8:30 AM to 4:30 PM

(July & August 8:00 AM - 4:00 PM)

905-623-3379

Garnet B. Rickard Recreation Complex
2440 King St. W.
Bowmanville, ON
Please call for hours of operation
905-623-5728

Clarington Fitness Centre
49 Liberty St. N.

Consult Recreation & Leisure Guide for hours.

905-623-3392

Other Helpful Services

Revenue Canada Moving Expenses Claim Form (T-1M)

www.ccca-adrc.gc.ca/formspubs/topics/moving-e.html

Municipality of Clarington

<http://www.clarington.net/>

Self Move Support

<http://www.uhaul.com/>

Car and Truck Rental

<http://www.discountcar.com/English/> or 416- 310-CARS (310-2277).

Self Storage

<http://www.sentinel.ca/en/ontario-self-storage/>

Durham Region Information –

<http://www.durhamregion.com/>

Local Newspapers

The Toronto Sun

<http://torontosun.com/> or (416) 947-2111 or toll-free 1-800-668-0786.

The Toronto Star

<http://www.thestar.com/static/article/174868> or 416-367-4500.

Globe and Mail

<https://customer.globeandmail.ca/HD/Start.aspx>

Financial Post

https://subscriptions.nationalpost.com/new_devel/index_sub1.html or 1-800-668-7678

Tenant Policy Handout

Property Address
Bowmanville, Ontario
XXX-XXX

To: **Name of Tenant,**

Kindly be advised that we ensure to you a neat, clean residence to occupy. This assurance is due to the commitment from both the landlord and the tenant that each will be responsible for the proper maintenance of the property. The landlord is responsible for any maintenance that is not created by the tenant, and the tenant is unable to do. The tenant is responsible for:

1. Treating utilities and facilities (i.e. washer/dryer, fridge, stove, furnace, H.W.T) with respect.
2. Returning the “Tenant Handbook” to the Landlord at the end of your tenancy.
3. Pay all of your utility bills up to and including the day you move.
4. Following the city by-laws and parking rules.
5. Passing any **Mail** addressed to the Landlord as soon as possible. (Mail to: **Address to Server documents here** or just let us know by email info@theontariolandlordtoolbox.ca)
6. Cleaning the residence thoroughly upon vacating. Please see checklist below:

Tenant's Move-Out Checklist

Your suite was provided in clean condition upon move-in as per the Move-In Checklist signed by both the tenant and the landlord.

The Actions on This Checklist are recommended to be completed **By the Tenant On Or Before Move Out by 12 Noon on the last day of your tenancy.**

Please make note of any repairs that are required in the appropriate space provided

Please provide this completed checklist to the landlord upon final Move-Out Inspection

GENERAL CLEAN-UP RESPONSIBILITIES FOR ALL ROOMS

- ☐ Remove all your personal possessions
- ☐ Remove all garbage and debris
- ☐ Wash all dirty marks and scuffs from walls and doors
- ☐ Clean windows including window frames
- ☐ Vacuum carpets or rugs thoroughly – remove stains and have professionally steam cleaned if required.
- ☐ Sweep and wash floors thoroughly (damp mop hardwood floors)
- ☐ Wipe dust out of heat registers
- ☐ Clean light switch plates
- ☐ Clean door knobs
- ☐ Wipe baseboards clean
- ☐ Vacuum and wipe dust from window blinds
- ☐ Dust or vacuum all curtains or blinds
- ☒ Dust light fixtures
- ☒ Replace all burnt-out light bulbs

BEDROOMS

- ☐ Clean all marks and remove all pictures and posters from walls
- ☒ Completely empty closets, wipe all shelves and counters
- ☒ Clean window sills

Repairs Required: _____

BATHROOMS

- ☒ Thoroughly clean bathtub, tile walls, toilet and sink
- ☒ Clean grout and caulking

- ☐ Clean mirrors
- ☐ Wipe out medicine cabinet
- ☐ Wipe out the inside of the bathroom cabinets
- ☐ Clean shower curtain (if it stays with the property)

Repairs Required: _____

LAUNDRY/UTILITY ROOM/ BASEMENT

- ☐ Thoroughly clean washer and dryer (if included)
- ☐ Sweep and wash floors
- ☐ Clean out any storage shelves or cabinets

Repairs Required: _____

KITCHEN

- ☐ Thoroughly clean stove, including under the elements and range hood.
Clean the oven with professional cleaner (or use the self-clean option)
- ☐ Ensure oven racks and broiler pan are clean and in the stove
- ☐ Defrost freezer (if not frost free)
- ☐ Ensure ice trays and all fridge racks are washed and replaced
- ☐ Thoroughly clean inside and outside of fridge
- ☐ Thoroughly clean dishwasher and microwave (if included)
- ☐ Thoroughly clean sink and countertops
- ☐ Thoroughly clean inside and outside of all cabinets

Repairs Required: _____

Please list any additional repairs or maintenance issues that the suite requires (i.e. dripping taps, hot water tank not performing well, window leaks etc):

We look forward to an enjoyable association with you and are thankful to have you as tenants.

Important Information on Tenant Insurance

All tenants are recommended to have sufficient tenant insurance.

How Much Insurance Do I Need?

Each insurance company packages tenants' insurance policies differently or calls the products by different names, but they all (should) include two kinds of coverage – Basic Liability coverage and Contents coverage. Basic Liability coverage protects you if you or your guests cause damage to the building – whether it is your unit or the whole building. If you don't have this protection and you are sued for the repair costs, you could be financially responsible for the whole bill. This coverage is comparable to the liability coverage in a typical homeowners' policy. Contents coverage replaces your belongings if they are lost or damaged. You may think you have little of value, but you would be very surprised how much it would cost you to replace everything – all at once. You should insure for an amount representing the new replacement cost of all your belongings.

Thank you for your attention to this important matter.

Regards,

Name
Property Manager

Making your home eco-friendly

- **Change your light bulbs as the current ones burn out.** Compact fluorescent light bulbs use 75% less energy than regular light bulbs and cost three to five times less.
- **Improve Air Circulation.** Ensure that heating vents are open and not blocked by curtains or furniture. Remove the cover grills from warm air registers and cold air returns and vacuum out dust and pet hairs. Check that dampers in warm air registers are open before you put the cover back on.
- **Common Sense Tricks.** Open window coverings and let the sun in to help warm your home, and then re-close to trap heat at night. Try do-it-yourself zone heating by closing doors and heating vents to unused rooms.

An interruption in the use of utilities?

Here is some helpful information to assist you in this situation if it should occur, as well as, information as to the location and how to accurately read utility meters.

No Heat?

You may be able to solve the problem yourself

Check the following before calling your Property Managers:

- Make sure your heating system thermostat is set to the heating position, not cooling or off.
- Turn up the thermostat a few degrees and see if your heating system comes on.
- Make sure that your warm air registers and cold air returns are not covered by furniture, drapes, rugs and any other items.
- Check the fuse or circuit breaker (located in the main electrical panel of your home), the fuse may need replacing or the breaker may need to be reset.
- Check that the furnace filter is clean. Before opening the furnace to check, turn off the furnace power switch. Close the furnace access panel and turn the power switch back on.
- Ensure that the furnace power switch (similar to a light switch located near the furnace) is in the "on" position.
- If the furnace has a standing or continuously burning pilot light, check that it's lit.
- If the pilot needs re-lighting, follow the instructions on the furnace plate or sticker or in the manufacturer's booklet. If you have any difficulty, your Property Managers at xxx-xxx-xxxx.

No Power?

When you experience an interruption:

- Unplug sensitive appliances such as computers, refrigerators, TVs, and stereos.
- Call **Veridian** to inform them of the outage and receive an update on when power will be restored.

Remember: Be prepared for a power outage:

- When buying clock radios and other household electronic appliances, consider a product with a back up battery supply.
- Reserve a drawer or shelf for emergency supplies. Include a flashlight with fresh batteries, a battery-operated radio, matches and candles.

- If you have an automatic garage door opener, review your owner's manual to learn how to open it manually.
- Consider an uninterruptible power supply (UPS) for your home computer. It will allow you to save your computer files safely without losing your work.
- If someone in your home relies on electrically operated medical equipment, make sure you know what to do in the event of a power interruption. Check with your doctor or the manufacturer of the equipment.

If the power does go out....

- Never use barbeques or propane stoves indoors. The fumes can be lethal!
- Don't hook up a generator to your home's electricity distribution system without an inspection by the Electrical Safety Authority. It is illegal and if done improperly could kill someone working on the electricity lines.
- Disconnect appliances and unplug sensitive electronic equipment. Remember to leave one light on so you know when the power is restored.
- Remember that your pipes may freeze if the temperatures are low and the interruption prolonged. Leave a tap running to slow down the freezing process or consider draining your pipes.
- The food in your freezer will stay frozen for 12 to 48 hours. Most food in your refrigerator will keep for up to 24 hours. Dairy products, however, should be discarded after six hours without refrigeration. While the power is out, do not open your freezer or refrigerator doors unless absolutely necessary.

Household Safety Information

Location of Smoke Detectors/CO₂ Detector: Kitchen Area, Upstairs Hallway, Basement Main Room

Location of Circuit Breaker Panel: Basement right of fireplace

Location of Water Shut Off Valve: Basement beside fireplace

How to Read Your Water Meters

LOCATION: Beside Furnace in Basement

Water Meter Reading Program

We have a unique program in Durham Region in that we ask our customers to read their water meters for 3 of the 4 billings a year. This is a big help in keeping our meter reading costs as low as possible. This program has been met with great success, with close to 75% of our customers participating on a regular basis.

How Does the Program Work?

Prior to sending out a bill, we mail you a Customer Meter Reading Card that asks you to read the meter. We base your consumption on the reading that has been supplied to us. If we do not receive your reading, we will estimate your bill based on your past consumption pattern. It is important to realize that we do not have Equal Billing, and only bill you for your actual usage.

TeleRead

Now it is easier than ever to provide us with your reading with the implementation of TeleRead in late 1998. You can provide us with your reading, at your convenience, at any time of the day, any day of the week before the date at the bottom on the meter reading card. Just READ your water meter, WRITE the reading on your meter card, CALL the number indicated on the card and follow the instructions provided.



Pest Control

Every effort has been made in order to provide you with a clean pest free home. Please avoid letting ants, rodents, cockroaches and other pests into your home, being close to a ravine and green belt means that you need to be extra cautious.

Preventive measures:

- ☐ Keep food in sealed containers or in the refrigerator. Do not leave any food lying outside.
- ☐ Put garbage in tightly covered containers and store it outside.
- ☐ Do not leave any food material, including garbage in the open.
- ☐ Wash dishes, tables, kitchen counters and stove tops every day, preferably after every meal.
- ☐ Store flour, sugar, cereals and crackers in tightly covered plastic or metal containers.
- ☐ Clean out junk and clutter from storage shelves, drawers and closets.
- ☐ Clean drains.
- ☐ Keep all areas clean and dry.

Maintaining Appliances and Utilities on the Property

(Detail instructions for setting the heating and cooling systems, smoke detector and co2)

How to Renew or Terminate Tenancy

Renewal of a Lease Term

Once the term of the lease expires, your lease automatically moves to a month to month lease with the same terms and conditions, or modified terms and conditions upon agreement.

Terminating a Lease: Notice and Timing

Prior to a lease terminating, it is our responsibility to re-negotiate terms or terminate the lease. You can give notice during a fixed term lease, provided that the date of termination is not any earlier than the last day of tenancy. **A written letter to us with 60 days notice when moving is required.** A copy of this letter should be kept for your reference.

The Final Inspection

When you decide to move out, we'll need to inspect the premises with you to see if there are any damages, beyond normal wear and tear. When you move in, we will go through an initial move-in inspection and we'll refer to this list to compare the condition of each room when you move out. The goal is to leave the unit in the same condition as when you moved in. We will inspect the rental premises together; both will sign and keep a copy of the checklist.

If the place is in disrepair or unacceptably dirty, you will be asked to pay for cleaning or damages by you and/or your guests during your tenancy.

Returning the Deposit, with Interest

When a tenancy ends, the initially collected last months rent is used as a final monthly payment. We will collect the last month's rent, at the beginning of the tenancy and pay you interest based on the Ontario Consumer Price Index (the rate of inflation for the year running from June to May) at the beginning of the next year, to be paid out every year. It is not considered a damage or security deposit.

Safety Procedures in Place

(ie. Fire escape Plan) Safety Information is included as a courtesy and reminder for your safety with respect to power, water and gas service.

INSTRUCTIONS ON FIRE PROCEDURES FOR RESIDENTS OF 2 Inglis Ave

IN THE EVENT OF FIRE IN YOUR HOME OCCUPANTS WILL:

1. Leave the fire area.
2. Close all doors behind you.
3. Exit the building and telephone the Whitby Fire and Emergency Services by dialing 911 (never assume this has been done.) Know the correct address of the townhouse.
4. Do not return until it is declared safe to do so by a Fire Official.

IF YOU ARE IN THE GARAGE AND DISCOVER FIRE:

1. Leave the fire area
2. Close all doors behind you
3. From a safe place telephone the Whitby Fire and Emergency Services at 911 (never assume this has been done.)
4. Give the correct address of the building.
5. Do not return until it is declared safe to do by the Fire Dept.

Regular Repairs

A regular or minor repair is an inconvenience, not an emergency. Attention to emergency situations, general maintenance and appliance repairs are all the Property Managers' responsibility.

1. Call our office at **xxx-xxx-xxxx** and **press 2**. A copy of your voicemail will be kept for our records.
2. Fax in the Maintenance Request form included in your Tenant Handbook to **xxx-xxx-xxxx**.

What Are Emergency Repairs?

An emergency repair is required when something in the rental unit has broken and the health or safety of the tenant is in danger or the building or property is at risk until repairs can be made.

What if I Cannot Reach my Property Managers?

You should try to contact us or the emergency contact at least twice, leave a message if no one answers.

Emergency Repairs

- Broken pipe(s) are flooding the premises.
- The heating system is not functioning when it is cold outside.
- The sewage system is backing up into the premises.
- A defective lock lets anyone enter the premises without a key.
- A short circuit in the wiring is creating a risk of fire and/or electrocution.
- The refrigerator supplied by the landlord is not working.

Non-Emergency Repairs

- An interior door doesn't close properly.
- A stove element is burnt out.
- There is a minor leak in the roof.
- There is a minor leak or dripping in household plumbing.
- A garage door opener is not working, but manual access is still available.
- There is a cracked pane in an upper window.

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- While not an emergency, the Property Managers should be notified during office hours as soon as possible.

Information for New Tenants from the Landlord and Tenant Board

The Law

Most residential tenancies are covered by the *Residential Tenancies Act* (the Act). This law:

- gives landlords and tenants specific rights and responsibilities,
- provides rules for increasing the rent and for evicting a tenant, and
- creates the Landlord and Tenant Board (the Board).

The Role of the Landlord and Tenant Board is to:

- inform landlords and tenants about their rights and responsibilities under the Act, and
- resolve disputes between landlords and tenants through **mediation** or **adjudication**, or by providing information.

Tenant Rights and Responsibilities

You have the right to:

- **security of tenancy** - You can continue to live in your rental unit until you give your landlord proper notice that you intend to move out, you and your landlord agree that you can move, or your landlord gives you a notice to end your tenancy for a reason allowed by the Act.

Important: If your landlord gives you a notice to end your tenancy, you do not have to move out. Your landlord must apply to the Board to get an order to evict you and you will have the right to go to a hearing and explain why your tenancy should not end.

- **privacy** – Your landlord can only enter your rental unit for the reasons allowed by the Act. In most cases, before entering your unit, your landlord must give you 24 hours written notice. There are some exceptions, however, such as in the case of an emergency or if you agree to allow the landlord to enter.

You are responsible for:

- **paying your rent on time.**
- **keeping your unit clean**, up to the standard that most people would consider ordinary or normal cleanliness.
- **repairing any damage** to the rental property caused by you or your guests – whether on purpose or by not being careful enough.

You are not allowed to:

- **change the locking system** on a door that gives entry to your rental unit unless you get your landlord’s permission.

Landlord Rights and Responsibilities

Your landlord has the right to:

- **collect a rent deposit** – It cannot be more than one month’s rent, or if rent is paid weekly, one week’s rent. This deposit must be used as the rent payment for the last month or week of your tenancy. It cannot be used for any other reason, such as to pay for damages. A landlord must pay interest on the deposit every year.
- **increase the rent** – There are special rules that limit how often your landlord can increase the rent and by how much. In most cases, a landlord can increase the rent only once a year by the guideline that is set by the Minister of Municipal Affairs and Housing. A landlord must give a tenant at least 90 days notice in writing of any rent increase and this notice must be on the proper form.
Exceptions: New units, non-profit and public housing units, residences at schools, colleges and universities, and certain other accommodation are not covered by all the rent rules.

Your landlord is responsible for:

- **keeping the rental property in a good state of repair** and obeying health, safety and maintenance standards.
- **providing you with a copy of your written tenancy agreement** within 21 days after the day you signed it and gave it to your landlord. If your tenancy agreement is not in writing, your landlord must give you written notice of their legal name and address within 21 days after your tenancy begins.

Your landlord is not allowed to:

- **shut off or deliberately interfere with the supply of a vital service** (heat, electricity, fuel, gas, or hot or cold water), care service or food that your landlord must provide under your tenancy agreement. However, your landlord is allowed to shut-off services temporarily if this is necessary to make repairs.
- **take your personal property** if you don’t pay your rent and you are still living in your rental unit.
- **lock you out of your rental unit** unless your landlord has an eviction order from the Board and the Sheriff comes to your rental unit to enforce it.
- **insist that you pay your rent by post-dated cheque or automatic debit.** These ways of paying your rent can be suggested, but you cannot be refused a rental unit or evicted for refusing to give them.

For More Information Contact the Landlord and Tenant Board

This brochure provides you with some general information about the rights and responsibilities of landlords and tenants. For more detailed information about your rights and responsibilities or how to resolve a dispute with your landlord, you may:

- visit the Landlord and Tenant Board office in your area.
- call the Board at **(416) 645-8080** or toll-free at **1-888-332-3234**. You can get information from these numbers 24 hours a day. You can talk to a Customer Service Representative, Monday to Friday, from 8:30 a.m. to 5:00 p.m.

MAINTENANCE REQUEST & WORK ORDER

Send fax to: xxx-xxx-xxxx

UNIT:

DATE:

WORK REQUESTED (JOB DESCRIPTION):

(Office Use Only)

ASSIGNED TO:

WORK COMPLETED:

DATE COMPLETED: _____

APPROVED BY: _____

IF INCOMPLETE, EXPLAIN:

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