

RESIDENT HANDBOOK



Midwest
Property Management

Where community lives.





WELCOME HOME

Thank you for choosing _____ as your new home. We hope the information in this booklet will help answer any questions that may come to mind after you have settled in.

If you should find that you have questions that are not answered in the booklet or on your copy of the lease agreement, give us a call.

OFFICE HOURS

Monday to Friday:

Saturday:

Sunday:

Statutory Holidays:

Office hours are subject to change.

EMERGENCY CONTACT NUMBER:

RENTAL OFFICE

Phone:

Fax:

Email:

MAILING ADDRESS

Address:

Don't forget to contact your bank, insurance company, etc. to provide your new mailing address.



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Parking

Only use the parking stall(s) that were assigned to you when you moved in. Only licensed, insured, and operable vehicles are permitted to park on the property. Please ensure that your family and friends park in designated visitor parking or on the street when visiting. Parking in a fire lane, loading zone, or someone else's stall will result in the vehicle being tagged and towed at the owner's expense. Please note that a 30-day written notice must be given to cancel an extra parking stall. Contact the rental office for further information on extra parking stalls.

Insurance

As per your lease agreement, you are responsible for insuring your personal contents against damage, including glass and sewer back-up coverage. You are also required to have liability coverage (minimum of \$1,000,000). A copy of your insurance coverage must be given to your manager upon occupancy of your suite and at each lease renewal.

Suite Maintenance Service

Our maintenance staff are on-site Monday through Friday to take care of any maintenance requests. Please forward your maintenance concerns to your rental office as soon as they occur. Your "Request for Service" will be scheduled within two business days of your call. Once your service request has been completed, or should we have to return for any reason, a "Notice to Resident" card will be left in plain sight in your suite (usually on the kitchen table or counter). The cost to repair plugged toilets, clogged sinks and drains, torn screens, broken windows, broken light fixtures, and damaged floor coverings as a result of residents' actions will be charged back to the resident.

Should a maintenance situation that is not an emergency (see definition of emergency maintenance on next page) arise after business hours, please still call your community's emergency contact number located on the first page of this handbook. Our team will address your maintenance request when they are back in the office.

We will assume you have given us "permission to enter" unless you state otherwise in your message.



After Hours Emergency Maintenance

- No heat
- No hot water
- Water leaks in pipes and/or walls
- Water backing up into basement
- Stove not working
- Fridge not working
- Toilet not working - provided you have only one

If our staff responds to an after-hours call that is a result of resident neglect, you will be invoiced for the cost of the service.

For your security, our maintenance staff cannot respond to calls where you are locked out of your suite. During office hours, contact your rental office for assistance. Make sure that you have picture I.D. containing your signature in-hand so we can verify your residency. There will be a charge, payable in advance, to let you into your suite.

Rental Payments

Rent is due and payable in advance on the first day of each month. We are happy to offer the convenience of Online Rental Payments through Letus. Instantly set up EFT (automatic payment), Debit, or Credit Payments from any desktop or mobile device. With Letus, roommates can pay separately. Visit rentmidwest.com/rentpayment to sign up! For residents living in Yellowknife, please visit rentmidwest.com/yellowkniferentpayment to sign up!

Post-Dated Cheques

Our rental office will gladly accept a series of post-dated cheques equal to the term of your lease agreement for your monthly rental payments. These cheques should be made payable to Midwest Property Management Limited Partnership and dated for the first day of each month. Should an EFT payment or cheque be returned for any reason whatsoever, your account will be charged an NSF fee and any applicable late charges, and personal cheques will no longer be accepted as a form of payment.



Resident Referral Program

Our Resident Referral Program is an easy way to earn a little extra money and help a friend or family member who is looking for a quality rental home. If you refer someone to your Midwest community, and that person becomes a new resident, you can receive a rental credit to your account.

For further information on this program, contact your rental office.

**some restrictions apply.*

Information Updates

Please remember to inform your rental office if any of your personal information changes after moving in. Please update us with information such as new phone numbers, email addresses, new vehicle license plate information, or emergency contact numbers. If you have a visitor that will be staying with you for longer than two weeks, please make sure you inform the rental office.

Roommates

We understand that roommates may come and go. If you have a roommate who needs to be removed from the lease agreement, he or she must provide the rental office with a 30-day “Notice to Vacate” and all lease holders will need to sign our “Rental Addendum,” allowing the roommate to be removed from the lease and any further liability. The other occupant(s) of the unit will need to be re-approved to rent the unit on their own. If you wish to add a roommate, they will need to complete an application at the rental office and be approved under the same guidelines as the existing occupants. An administrative fee of \$50 may be charged to remove or add roommates.



Carpet Care

Day-to-Day Care:

- Vacuum frequently
- Clean spills promptly
- Have periodic professional carpet cleaning

Dirt isn't just dirty, it can harm your carpet. If allowed to accumulate, small particles will wear individual fibers, weakening the carpet. Place walk-off mats at all outside entrances, use runners in high traffic areas, and rearrange furniture periodically to reduce wear and dirt. The most important preventative measure you can take is proper vacuuming. Vacuum your carpet at least once or twice a week, depending on the amount of traffic.

As soon as you discover a spill or stain, blot wet spots (do not scrub). Scrape any solid material spill immediately, moving from the outside of the spill to the center.

Appearance

Sprouting: Pet claws, nails, etc. can pull tufts above the level of the rest of the carpet. Trim sprouts with a sharp pair of scissors.

Shedding: After the installation of new carpet, it will shed. This is normal. A few weeks of vacuuming will eliminate loose carpet fibers.

Pilling: Small, fuzzy balls that stick to the carpet surface. Only professional carpet cleaners should be utilized to remove pills. Pets may also cause pills.

Furniture Dents: The weight of furniture will crush the carpet beneath and cause indentation. Holding a steam iron over (never against) the indented area will help restore the pile. When possible rearrange furniture often.



Linoleum/Laminate Flooring Care

- Vacuum or sweep frequently, followed by mopping
- Clean spills promptly
- Use a scrub brush for a thorough cleaning
- Never use rubber backed mats on linoleum

Linoleum floors generally require only warm water for cleaning. Most detergents won't rinse clean, leaving behind a sticky residue. That residue becomes a magnet, attracting dirt from the bottom of your shoes. This will build up, deteriorating the sealant.

If you find your floor requires a cleaner, use a mild detergent, such as Ivory Liquid dish soap. Mop or wipe the floor, then rinse clean and absorb excess water with a dry towel. A great tip is to mix Ivory in a spray bottle of water as a floor pre-spray or all-purpose cleaner.

Scuff marks can be removed by spraying a little WD-40 on a towel and lightly rubbing the linoleum until they disappear. Rinse thoroughly with soapy water, or the floor might be slick.

Use clean adhesive felt pads or easy-glide buttons on furniture legs to prevent scratching. Felt pads can be picked up at your rental office.



Quick Tips

Furnace Care

During the winter months, furnace filters should be changed regularly to allow for optimum heating and efficiency of the furnace. We recommend that the furnace filter be changed at least once a month. Filters are available through the rental office. Please contact us for further information.

Fridge Care

Your refrigerator requires some TLC to operate at peak efficiency. It is very important that the back and bottom grill areas are vacuumed on a regular basis. Failure to do so can result in the seizing of the operating mechanisms. When pulling the fridge out for cleaning, please be careful not to tear the flooring.

Plumbing

Please do not dispose of inappropriate items (including sanitary products and cotton swabs) down the toilet. Do not dispose of cooking grease or solvents down any drain in your suite. Such items will plug the sewer/drain lines, resulting in a sewer back-up. This could lead to additional charges to you, the resident.

Smoking

If you live in a smoking community and choose to smoke on your balcony, it should be noted that cigarette butts must be extinguished and disposed of in a proper ashtray or fireproof container. It is a fire hazard to throw cigarettes off the balcony. Extinguishing cigarettes in the dirt, in wooden planters or containers is also unacceptable as they can continue to smolder and result in the wooden planter catching fire.

Noise

Everyone has a limit as to how much noise and disturbance they are willing to endure before a complaint is submitted to the office. Please think of your neighbours before you crank up the TV or rev a vehicle with no muffler. If you have a problem with noise from your neighbours, you can submit your complaint in writing to the rental office or contact the police after hours.



Children and Guests

We wish to remind all parents that you are responsible for your children's actions while they are out playing in the community. Children twelve years of age and younger should be supervised by a parent when they are out and about on the property.

Please ensure your children and guests follow the policies of your rental community. Whether you have guests visiting for a few hours or for a longer stay, you are responsible for their actions while they are on the property.

Unacceptable behavior by a child or a guest may impact your residency with Midwest Property Management.

Pets

Pets must be approved by the rental office prior to residing in your suite. Please be aware that a Pet Fee (in Alberta) is required for those residents wanting a pet to join them in their suite. If you reside in a BC or Yellowknife community, please check with your rental office for your provincial regulations.

A "Pet Agreement" must be signed, and we will require proof that the pet has been spayed or neutered. Please do not jeopardize your residency with Midwest Property Management by having an unauthorized pet in your suite. We expect all pet owners to be responsible and to make sure that their pet is not disturbing other residents. If you are experiencing problems with another resident's pet, please send a written complaint to the rental office.

Basements

The basement can quickly become full of boxes or other stored items, which can create an unsafe environment.

Make sure any boxes or other stored items are a minimum of three feet away from the furnace or hot water heater. Doing this will prevent a fire hazard as well as improve the air circulation around your furnace, which will help the furnace to perform at an optimum level.



Garbage

Whether you rent a townhome or an apartment, there will be garbage bins located on the property for your use. All garbage must be bagged and tied. Do not place discarded furniture, mattresses, or other large items in or next to the garbage bins. Your account will be charged for the removal of these items.

Please do not leave your bagged garbage on your steps, in your yard, or on your balcony. Keep your garbage in your home until you can take it to the provided bins.

Be sure that your vehicle is not parked in front of or near the bin as there is a possibility of it being towed.

Make sure your children can reach the garbage bins if they are the ones responsible for taking out the trash. Set a good example by picking up any stray bits of rubbish you may find laying around while you're out and about on the property. Let's all work together to keep a clean and tidy community.

Recycling

There may be recycling bins at your community; please speak with your community leasing office for details. All recyclable items, such as paper, cardboard, plastic jugs/bottles, and tin cans, can be disposed of in these bins. You do not have to sort your recyclables, but please try to flatten the boxes so they don't take up much space in the bin.

Contact your local municipality for recycling options in your community.

Let's all do our part to keep the environment clean!

When An Alarm Goes Off

If you hear a fire alarm in your building, please evacuate immediately as there could be a very real danger to you and your neighbours. If the alarm is a test, we will notify you with a letter in advance of the alarm.

If you have exited the building due to an alarm but you do not hear or see emergency vehicles on scene, please contact 911. This is for everyone's safety.



When the Winter Wind Blows

Snow on the city sidewalks and on the common area sidewalks is the responsibility of our staff or contractor. The steps from your front door to the common sidewalk are your responsibility. Please keep your steps and any sidewalk areas from the main sidewalk to your front steps free of snow and ice.

Should our parking lots need to be plowed and/or sanded during the winter months, you will receive a notice to remove your vehicle from the parking area while the work is being completed. Otherwise, you are responsible for keeping your parking stall clear of snow buildup.

When arranging furniture in your suite, please avoid covering the heat register with your furniture or long draperies. For baseboard heating, furniture must be 8-12 inches from the baseboard register.

Please refrain from leaving windows or patio doors open when the temperature drops to below freezing. This will cause water lines to freeze, and you will be held responsible for any damages caused.

Satellite Dishes

The use of new, small (18"-24") satellite dishes is governed by a very strict set of guidelines on how and where they may be installed. Before purchasing a satellite dish, you will have to apply to the rental office in writing for permission to install your dish on the building or property. We will also require proof of insurance coverage prior to the installation of the satellite dish, in the event of damages to the building or property.

Barbecues

Having a barbecue on your balcony or patio requires written permission from your rental office. You must bring in a copy of your insurance before permission will be granted, unless we already have a copy of your insurance on file. Please ensure that you move your barbecue away from the building as the heat can easily damage the siding. Propane bottles may not be transported via the elevator.



Lease Renewals

Approximately 90 days before your current lease agreement expires, you will be sent a renewal offer. Once you have reviewed your renewal letter, we encourage you to call the rental office as soon as possible to inform us of your intentions. You must bring a copy of your current insurance policy when signing your lease renewal.

Giving Notice

We hope that you enjoy living with Midwest Property Management, but in the event that you have to move, you will be required to give one calendar month notice to vacate. Notices must be in writing and received at the rental office on or before the first day of the month prior to your vacate date.

For Example:

If you are on a month-to-month lease and wish to vacate at the end of June, we must receive your notice to vacate in writing on or before June 1st.

If you are on a fixed term lease (12 months) and choose to vacate before your lease expires, you will be required to pay a lease break fee as stated in your lease agreement and next month's rent. Please contact your rental office for the rules and fees involved.

Moving to Another City?

Are you looking to move to Burnaby, Edmonton, Calgary, or Yellowknife? Ask your rental office about the Midwest Rental Communities we have to offer in these locations, or you can visit us on our website at:

www.rentmidwest.com



Utility Information

You may be responsible for some or all of your utilities. Please refer to your lease agreement.

If you missed contacting any utility companies, please do so now to avoid disconnection. Utility bills received by Midwest Property Management after your occupancy date will be billed to your rental account and may be subject to an administrative fee.

Some Midwest sites may have power consumption billed through a third party. There is no need to call for power hook up - the form you completed when you moved in will be forwarded by the office. If you are unsure of this, please contact your rental office.

Welcome Home



RentMidwest.com
Where community lives.