



Resident Handbook

Office 416.929.3131 8:30 am to 4:30 pm Monday to Friday. Closed holidays

Superintendents: Marvin Muir/ Leona Muir

Phone: 416 923 4266

**24-Hour Emergency Maintenance
416.923.4266**



This handbook has been created as a service to our tenants. It is not intended to take the place of the Residential Tenancy Act or your Tenancy agreement.

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Welcome ... Did you know that:

For almost 40 years, Park Property Management has been providing affordable, well-maintained rental accommodations offering both quality and value. Our properties are managed with pride in the pursuit of long-term relationships with all of our residents.

Our company portfolio currently includes 8268 apartments and rental residences in 70 buildings located across the Greater Toronto Area and in other cities including Cambridge, Kitchener, Waterloo, Stratford, Tillsonburg and Guelph.

Whether you are single, just starting a family or an empty nester, you deserve a comfortable environment in which to realize your dreams. And since Park Property is synonymous with lifestyle, you can rest assured that we will make every effort to ensure your satisfaction in that regard.

Our buildings are conveniently located, close to your work, school, and favourite pursuits. They include amenities, both indoors and out, which will enhance your quality of life. And to better serve you, we have our own dedicated property management and maintenance group. Through it, we provide unparalleled service and training of our building staff, all with one primary concern – your comfort.



Who Do I Call?

Superintendents

You should call your Superintendents if you have a maintenance problem. You can leave a message if the phone is busy. The Superintendents check messages throughout the day. Please leave your name, address, telephone number and the type of problem. A written note with your signature can also be dropped off at the Super's Office explaining the maintenance issue. It is important for you to **leave permission for the Superintendents to enter your unit if you won't be home.**

Emergencies are problems that must be addressed immediately in order to avoid damage to your suite or to the building. Examples of emergencies are water, heat problems, flooding, electric problems or a malfunction of your toilet in suite.

Please call 911 for emergencies like fire and/or medical.

Office

You should contact the office regarding matters related to your rent, tenancy issues, transfer requests etc. When you contact the office remember you can assist us in providing efficient service by leaving your name, address and details of your concern.

Note: When you change your telephone number, please advise the office and your Superintendents so that we may change it in your file. This will assist us in reaching you in the event of an urgent matter.



Your New Home

TENANCY AGREEMENT

The Tenancy Agreement is a legal, binding document, agreed to and signed by the landlord and tenants. It outlines the terms of your tenancy.

MOVE-IN INSPECTION

Your Superintendent will inspect and record the condition of your suite on a move-in/move-out inspection form. You will be asked to sign the inspection form so let the Superintendent know about any other damages or problems you find in the first seven (7) days after moving in. Otherwise you may be charged when you move out for damage you were not responsible for in your suite.

KEYS

The locks are always changed before a new tenant moves in. Superintendent will give you keys to your new home after the move-in inspection. Please contact the Superintendent for assistance if you require additional keys. There is a charge for lost or additional keys.

SECURITY

Please lock your home whenever you are out. Do not give out keys for your suite or the front door of the apartment building. Do not let anyone into the apartment building that you do not know. Do not let strangers follow you into the building, call police if you feel unsafe.



VEHICLES / PARKING

- Vehicles must be licensed, insured and operational at all times.
- Unlicensed vehicles may be towed. If you require time to renew your license, please contact the office.
- You may only park in your assigned parking space (garage/numbered space).
- Give your Superintendent your vehicle type and license plate number and let your Superintendent know if you change vehicles or license plates.
- No parking on laneways at any time.

ALTERATIONS AND DECORATING

Please keep in mind the following when you are decorating your new home.

- When applying wallpaper, it is important that you use the dry strippable type, since it is readily removed at the end of your Tenancy. Other wall coverings such as cork, carpeting etc., that are best attached with glue should only be installed after a low cost strippable paper is first applied. It should be noted that after the removal of any wall coverings, the remaining glue must also be removed leaving the area clean for painting.
- When painting, it is important that only light or pastel shades, which can be covered with one coat, are used. Shades requiring more than one coat of paint to cover will necessitate an additional charge to you at the end of your Tenancy.
- Wall to wall carpeting is only permissible if the carpet is not stapled to the floor and is bounded.



HOUSEHOLD INSURANCE

Park Property Management Inc. is not responsible for your personal belongings. Our tenancy agreement requires you to obtain tenants' insurance prior to moving into your suite. We recommend that you maintain insurance throughout your tenancy agreement. If there is a fire or flood in your suite, Park Property Management will not pay for any lost items.

HYDRO / WATER

Your Suite is sub – metered by WYSE Meter Solutions Inc. You are responsible to pay your own hydro charges payable to WYSE. Management will submit your registration; however, you are responsible for setting it up. Any and all concerns regarding hydro should be dealt with WYSE Meter Solutions Inc. directly at
1-866-449-4423.

BALCONIES

- Balconies must be kept neat and attractive and are not to be used as storage areas. No carpets are permitted on balcony floors.
- Do not store bicycles on your balcony. Barbeques are not permitted on balconies at any time.
- No sharp or pointed objects, including furniture, should be kept on the balcony floor as it may damage the protective membrane.
- Balconies and railings are not allowed to be painted.



FIRE SAFETY

- **Never disconnect your smoke alarm.** Please contact your Superintendent immediately if the smoke alarm is not working properly.
- Learn the fire safety plan for your building including an alternate emergency exit (fire safety instructions are included with this handbook).
- Notice the location of any fire alarms.
- You are not permitted to store flammable materials or liquids in your home or storage area.
- Recycle your old newspapers. They can be a fire hazard if too many accumulate.

PETS

All dogs must be on a leash at all times outside of the Suite. The resident is responsible for cleaning up any “accidents” their pet has left inside the Suite, inside the building or outdoors.

GARBAGE AND RECYCLING

Please bag your garbage properly and take it to the garbage chute. Do not leave it outside your door or on the ground by the garbage chute.

Recycling bins are located at the back of the building.

You can recycle:

- *Glass
- *Clean Paper
- *Cans
- *Newspaper
- *Cardboard



PEST CONTROL

If you detect any infestations in your unit, for example bed bugs, fleas, cockroaches, mice etc. please notify your Superintendent immediately so the unit can be treated as soon as possible. Please do not bring old / used furniture, mattresses, clothing or other items into the building or your suite as they could be infested with bedbugs without your knowledge. The Residential Tenancy Board requires that tenants work in conjunction with the landlord's instructions when treatment of units is required.

Paying Your Rent

Your rent must be paid on or before the first day of each month. Please call the office if you have any questions about paying rent.

Rent can be paid at the Superintendent's Office payable to Park Property Management Inc. You can pay your rent by cheque, money order, certified cheque, on-line or telephone banking.

Arrears of rent after the 10th of the month must be paid by guaranteed funds.

LATE OR UNPAID RENT

If you can't pay your full rent on the first day of the month because of unexpected circumstances you must contact the office before the first day of the month. Late rent payment is a breach of the Tenancy Agreement and is grounds for a Notice to End a Residential Tenancy.



TRANSFER POLICY

You can apply to transfer to another apartment if:

- You have been a tenant of Park Property Management for 12 consecutive months
- You have paid your rent in full and on time for the previous six months and continue this up to the date of your transfer.
- You have kept your suite clean, tidy and undamaged, as determined by your annual inspection, and by an inspection which will take place before your transfer request is approved.
- You and other occupants of your suite have not been disruptive to your neighbours.
- It is not a lateral move, for example, from One Bedroom to another One Bedroom Suite.

LAUNDRY FACILITIES

Laundry facilities are for residents only and is open 24 hours. You can help our Superintendents keep the laundry room clean by cleaning up around the machines and removing lint from the dryer after each use. Please be considerate of tenants who will be using the machines after you by promptly removing your laundry when it is done.



Entering Your Suite

PRIVACY

Your rented unit is *your home* and you have a right to privacy.

PROPER NOTICE

Park Property Management is required by law to give you 24 hour written notice before entering your suite. You will be notified in writing when we need access to your suite and the reason for entry.

Park Property Management employees will enter your suite without notice if there is an emergency.

Complaints and Disputes

If you have a concern with a neighbour in your building, please contact your Superintendent for help. If the issue is not being resolved, or if the complaint is of a serious nature, please put your complaint in writing to the Park Property Management Office at 100 Roehampton Ave. Toronto. Please list dates and times the problem is occurring, and as much specific information as you can about the dispute. Staff will contact you to try and assist with a resolution.



Moving Out

NOTICE

You must give 60 days' written notice to Park Property Management Inc. when you intend to move. This must be presented at the Super's office or Management Office on or before the last day of the month, to take effect on the last day of the second month following.

For example, if you will be moving out on March 31, you must deliver your written notice to the office on or before January 31st.

Notice can be mailed, hand-delivered or faxed. You must sign your notice.

PRE MOVE-OUT INSPECTION

Your Superintendent will schedule an appointment within a few days to inspect your suite to determine if there is anything that needs to be repaired or replaced before you leave.

SHOWING THE SUITE

Once you've given notice, we will need to show your suite to potential tenants. The Superintendent will be in touch with you regarding these showings, and your cooperation is appreciated.

MOVE-OUT INSPECTION

You must leave your suite in a clean, tidy and undamaged condition. After your Superintendent inspects your suite, you are required to sign the move-out inspection forms. These will show the condition of your suite and list any repairs that we are assessing.



Park Property Management Inc.' goal is to provide you with quality service and enjoyment of your home.

This handbook was created to assist you with answers to frequently asked questions. If you have not found your answer here, please call the office or your Superintendent for more assistance.



Care and Cleaning Guide

Engineered hardwood floor

- Prevent unnecessary exposure to moisture
- Floor mats should be checked thoroughly to ensure no moisture is trapped underneath. Windows and doors should be closed during rainy weather.

Direct Sunlight

Exposing wood floors to direct sunlight may cause changes in colour overtime. Drapes and other window coverings to block direct sunlight will help minimize this.

Do's and Don'ts

- Do sweep or vacuum your floor.
- Do use floor protectors under the furniture.
- Do keep your pets nails groomed.
- Do keep water off the floor surface.
- Do wipe up spills and dirt as soon as possible.
- Do use rugs and floor mats in high traffic areas.
- Do avoid walking on your floor in spike- heeled shoes.
- Do prevent indentation marks and scratches.
- Do not use a buffing machine.
- Do not use a wet mopping process for cleaning.
- Do not use soaps and strong detergents.
- Do not use water emulsion type of waxes.
- Do not use oil treated sweeping/ mopping compounds.



Cabinets

All cabinet doors require cleaning on a regular basis.

- Do not use ammonia or ammonia based cleaner.
- Do not use harsh abrasives such as steel wool, scouring pads or detergents.
- Cleaning agents should be applied to a cloth, not directly sprayed or applied to cabinetry.
- Any cleaning agent used should be removed immediately followed by a light rinse with a water dampened cloth, and then dried with a lint free cloth.

Wood Doors

- Recommended cleaner is mild soap and water using a non-abrasive cloth.
- Dry water off immediately using a lint free cloth.
- More difficult stains can be removed by using neutral type cleaners or weak alkaloid type cleaners.
- Do not use furniture polish or wax as the wax build up will mar the finish.

Laminate Doors

- Recommended cleaning is wiping with a water dampened cloth.
- More difficult stains can be removed by using neutral type cleaners or weak alkaloid type cleaners



Countertops

- Use a clean damp, non-abrasive cotton cloth and a mild liquid detergent or household cleaner.
- Rinse with water, using a clean cloth.
- Do not allow water to pool near mitered seams as water will cause the substrate to swell.
- Dry the surface thoroughly with a clean cloth.
- Avoid harsh chemical cleaners that may damage or discolour countertop surface.
- Do not place hot pots and pans on countertop as prolonged temperatures over 135 degrees C (275 degrees F) may cause blistering or other damage to surface.
- Always use cutting board to prevent scratching surface with a knife.
- Avoid using steel wool or other abrasive pads that may damage surface.
- Refrain from sliding heavy or abrasive objects across countertop.
- Prevent dropping heavy or sharp object on surface as impact may result in chipping or cracking.



Motion Sensor Lights

Motion sensor lights are installed in the storage room; it will turn ON 3 seconds after detecting motion and will turn OFF after 3 minutes after no motion is detected.

Dimmers

For the kitchen lights, only halogen track light dimmer can be installed. All other fixtures have a compact fluorescent lamp that cannot be dimmed.

Dual Flush Toilets

- There are two push buttons situated on the tank lid, left button is for partial flush and right button is for full flush to be used according to your needs.
- Do not use in-tank bowl cleaners – The use of high concentration of chlorine or chlorine based products can damage the fittings in the tank. Damage to the tank fittings may cause leakage and/or property damage.

Air Conditioner

Air Conditioners must be installed by a professional and the windows must be removed by our Company for an additional charge.

AC should be installed horizontally in the bedroom. It should not be more than 21 inches wide and 14 1/2 inches long.

AC should be installed vertically in the living room. It should not be more than 14 1/2 inches wide and 20 1/2 inches long.

