

FREQUENTLY ASKED QUESTIONS FOR RESIDENTIAL TENANTS (FAQ)

Pre-Tenancy Questions

Are any utilities included in the rent?

Utility inclusion varies from building to building. Some buildings do not include any utilities, while others include heat, hot water, and/or electricity. To determine what your prospective building includes, please refer to the specific building's webpage. It is important that you call to both set up your utilities upon moving in and to cancel them when you move out to avoid additional charges.

What appliances are in the unit and what amenities does the building have?

To find the list of appliances in the unit and amenities in the building, please search for your building by using the search box on the website's homepage and then see the detailed list on the right hand side of the specific building's webpage.

Are pets allowed in the buildings?

Pets are allowed in selected buildings. Please either check with the individual property to learn if pets are permitted or refine your search on the website to be for "pet friendly" buildings only.

Is smoking allowed in residential suites?

Aptrentals.net recently designated the interior of the majority of its buildings as Smoke Free living environments. It is important to note that historic tenants who took possession prior to the residential property being designated as Smoke Free cannot be bound by this designation and are not subject to a Smoke Free requirement for the duration of their tenancies. Therefore the Landlord cannot and does not warrant or promise that the residential property will be free of second hand smoke. However, as such tenants move out, incoming tenants will be subject to the Smoke Free requirement. There will be money withheld from your damage deposit if extra cleaning is required as a result of smoking in your suite.

Are the apartments furnished?

Aptrentals.net only offers furnished suites at its Fort McMurray, Alberta buildings. If you see pictures of other furnished suites on our website, they are simply just display suites.

Do you provide housekeeping services?

Aptrentals.net only offers housekeeping services for its Fort McMurray, Alberta buildings.

Do I need renters' insurance?

Aptrentals.net requires that all tenants provide proof of tenants' insurance prior to move-in. Residential tenants are required to have their own tenants' property and liability insurance coverage. Tenant property and tenant liability is not covered under the Landlord's building insurance. Refer to Section 28 of the Tenancy Agreement for further information. Please also refer to the Tenant's Insurance section of the Tenant Services page of the website as this contains information on one tenant's insurance program that is available, with preferred pricing offered for our tenants.

How can I arrange a viewing of an aptrentals.net apartment?

To arrange a viewing of an Aptrentals.net apartment please contact the building manager listed for the apartment building that you are interested in viewing. You may contact the building manager either by electronic inquiry or at the phone number listed on the specific property's webpage.

How can I pay my rent?

You may pay your rent in two ways. Post-dated checks or Pre-Authorized-Payment (PAP) where money is automatically withdrawn from your provided bank account when rent is due. Almost all Tenants use the Pre-Authorized Payment service and you may access the forms required to set up Pre-Authorized Payment service from the Tenant Services page of the website. Cash payments are not accepted under any circumstances.

How often do you update the apartments listed for rent on the website?

The listings of available apartments on the aptrentals.net website are updated daily. If you don't see a unit available at your preferred building, please either join the Waiting List for the particular building and we will notify you when we have availability or search the Nearby Properties with Availability.

Is parking available? Is it free?

Parking availability and cost varies from building to building. For more information about parking at a particular building, please contact the building manager. The building manager's contact details are listed on the specific building's webpage.

Is public transit easily available?

Yes. All our apartment buildings are within walking distance of public transit.

Why should I rent from aptrentals.net?

Aptrentals.net provides clean, safe, and quality housing to tenants who are proud to call aptrentals.net properties home.

How do I know I am safe in an aptrentals.net building?

All our properties have an on-site building manager or a manager just a couple minutes away and we enforce security measures at each building to ensure our resident's safety.

Are credit checks required when applying for tenancy?

We do perform credit checks prior to approving applicants. Please be assured that your information will be kept confidential.

What other documents do I need to sign a rental agreement?

Please obtain a letter of employment stating your salary and length of employment as well as a current bank statement. If you are self-employed or receiving a pension income, please provide an income statement. We also ask for your permission to obtain a reference from your current landlord. All applicants need to provide two pieces of identification, one of which includes a photograph.

Can I rent an apartment if I am a student?

Yes, if you have a guarantor who can supply a letter of employment or bank statement. New students must also provide a Letter of Acceptance from their institution. If you are from outside Canada, please also provide a copy of a valid student visa.

What if I am not a student but from outside Canada?

Non-Canadians need to provide a copy of a valid work visa.

My plans are uncertain. Is it possible to rent a suite month-to-month rather than a year's lease?

No, we require a year's lease. The most significant reason is that a stable community is more comfortable for all residents. Secondly, things like advertising, painting suites, wear and tear on common areas and staff time, (on site and in administration) consume both time and money. Depending on our vacancies we may be able to accommodate a minimum 6 month rental and at our Fort McMurray properties we may be able to accommodate monthly rentals, otherwise all of our rentals are for a 1 year lease agreement.

How much is the security deposit?

In British Columbia, security deposits are 50% of one month's rent and, for our pet friendly buildings, there is a pet damage deposit in the amount of 50% of one month's rent. In Calgary, damage deposits are one full month's rent and pet deposits are subject to the Residential Tenancy Act of Alberta's guidelines.

During My Tenancy Questions**We have signed the lease. Where can I pick up my keys or fobs?**

Keys and fobs are distributed by each building's resident manager.

How do I contact my building manager for either emergency or non-emergency reasons?

To find your building manager's contact information, search for your building by using the search box on the website's homepage. Your building manager's contact details are

listed on the specific building's webpage. You may also submit a Maintenance Request by accessing the link on the Tenant Services page of the website. Please provide details on the Maintenance Request page and where appropriate upload pictures.

How do I contact the Landlord's Head Office versus contacting my building manager?

Please see the "Contact Us" page on our website and refer to the Contact Details at the bottom of the page. You may also submit immediate correspondence by submitting an "Other Inquiry" on the "Reasons for Contracting" dropdown menu on the "Contact Us" page.

Am I able to dispose of furniture and other large household items in the garbage bins?

Household items and furniture must be disposed of at your own expense and not thrown into the garbage bins. Please note that if we are able to trace items back to you, you will be charged for the cost of removal and for all third party fines and penalties received.

When is either the building manager or Landlord able to enter my suite?

For your privacy, we will give 24 hour notice prior to entering your suite. However, in the event of an emergency or other special circumstance that may put the safety or living conditions for other tenants at risk, we may enter without notice.

Will my rent ever increase? If so, how often?

In British Columbia, per the Residential Tenancy Act, rent increases are allowable once every year, or on the anniversary of your lease start date. If you are to receive a rent increase, you will receive written notice from us three (3) months prior to the increase taking effect. The percentage amount we are allowed to increase rent is set by the Residential Tenancy Office each year.

End of Tenancy Questions

We have decided to move out. What do I need to do as a tenant?

Assuming it is the end of your lease term, you will need to provide us at least one month's written notice to end the tenancy and of your move-out, hand over all keys (front and back door, mail, electrical room, etc.) to the Property Manager and book a move-out inspection time. Be sure to clean your unit thoroughly and leave it in the same condition as when you moved in. Damage or extra cleaning fees will be taken out of your security deposit. Please see the Moving Instructions section (and the related sheet of moving tips) on the Tenant Services page of the website.

Why can't I give my notice on the 1st of the month, which is rent day?

Both the Residential Tenancy Act and your rental agreement stipulate that at least one calendar month notice is required, therefore you must give your notice on or before the last day of the month.

What happens if I break my Tenancy Agreement?

As a residential tenant, you are required to sign a Tenancy Agreement prior to moving in. If you move out before your Tenancy Agreement, there will be a liquidated damages fee. Please refer to Section 4 of your Tenancy Agreement for the amount or contact your building manager should you have any questions.

What if I leave items behind after moving out?

Your belongings will be disposed of at your own expense if they are left behind after moving out. The cost of such disposal will be deducted from your security deposit.

When should I expect to receive a cheque for my security deposit?

Deposit cheques are mailed out from the head office 15 days after the later of the end of your rental term or the day you provide us with your forwarding address. Be sure to attend your move out inspection so that you are aware of any charges that are to be deducted from your deposit refund. It is important to provide your building manager with a forwarding address that we can send your refund cheque to.