



Kay Four Quarterly

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Summer 2014

Notes from the Office

- ◆ If you witness non-tenants dumping anything (e.g. furniture, garbage) by our bins or into our bins, and are able to note a license plate number and car description, call or e-mail it in to us. This illegal activity leads to overflowing garbage bins.
- ◆ Make an appointment if you wish to meet with your property manager or a senior manager. They speak with several tenants and suppliers daily. Help them provide you with the attention you need by making an appointment in advance.
- ◆ All residents of your suite must be registered with our office. If you have children whom you didn't note as residents of your suite on your application, please provide this information to the office. If you intend on having a long-term guest in your home (more than 2 weeks), please inform your property manager of the person's name, relation to you, and for what period of time they'll be residing with you.



Carpet Cleaning Offer

Once again, Kay Four Properties has arranged for our selected carpet cleaning contractor to provide cleaning at a preferred rate. The cost of this service including GST is:

\$85.00 - 1 Bedroom Suite

\$95.00 - 2 Bedroom Suite

These prices are lower than the market cost of having carpets professionally cleaned.

Please sign up for this service with your caretaker by May 27, 2014. We will book the cleanings for June, 2014.

In the past, some tenants cancelled or rescheduled their bookings. We are billed by the contractor for loss of revenue when this happens. As such, we will require payment in advance of the cleaning and will not issue refunds on cancellations.



Remember that the Residential Tenancies Act states the tenant is responsible for keeping their suite, including all carpets, clean.

Thank You

Saying "Thank You" is not done often enough, especially to those people who do a job well-done, day in and day out, regardless of the changing circumstances around their job tasks.

We want to send out a big 'Thank You' to our team of Caretakers. This past winter was especially difficult on our Caretakers who had to shovel snow every second day and who had to deal with other problems due to the extreme conditions.

Please join us in thanking your Caretaker for doing all that they do for you.

Getting Your Air Conditioner Ready for Summer

Adapted from article in the PPMA NEWS



Air conditioner season is almost upon us. In preparation for this year's season, we replaced filters in air conditioners last year. It is your responsibility to clean these filters regularly. Simply remove and rinse the filter, let it dry and place it back in the unit.

Here are some common things to check before calling for air conditioner service.

Please remember, they are designed to operate above 20 C (70 F). Turning them on

when it is below 15 C will damage their motors and compressors.

Unit Won't Start: Plug something else into the electrical outlet to be sure that electrical contact is being made.

Unit Blows Breakers: Check that nothing else is on the same circuit. Is the filter clean? Is the external cover off? If the unit is turned off and on, allow 5 minutes before turning the unit back on.

Unit Won't Cool: Is the air exchanger closed? Is the filter clean? Is the external cover off? Check the cold control setting. Check the fan speed. Is the air intake blocked (e.g. furniture in front of unit)?

Evaporator Ices Up: Is the filter dirty? Is the blower wheel dirty?

Cleaning the Unit: Clean the dust from the front grill each week with a soft, damp cloth and mild detergent. Clean the filter every month.

For your safety, remember to turn the unit off and unplug it from the wall before removing the front cover and never operate without a filter.

Apartment air conditioners are not designed to cool the full suite. They will cool the main living areas, but a fan or two may be needed to circulate cool air around walls, down through hallways and into bedrooms.