



Northview Resident Handbook - 2019/20

Across Canada, Northview's passion is providing our customers with a place to call home.



www.northviewREIT.com/residents



@northviewREIT

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AT NORTHVIEW, WE WILL...

- ✓ Treat our customers respectfully and promptly, with thoughtfulness and consideration
- ✓ Create neighbourhoods that have a safe and friendly environment for the people we serve
- ✓ Provide our Team with a supportive environment in which their unique talents and skills are appreciated and valued
- ✓ Pursue growth where opportunities allow us to create value for our Unitholders
- ✓ Invest in the communities we serve

Welcome to Northview - and to Your New Home!

As you unpack and get acquainted with your new space, we want to make sure you have everything you need to settle in.

Please review this handbook with guidelines, helpful tips, information for service requests and emergencies as well as additional information about Northview.

As a valued Resident, you are our priority and we take great pride in providing you with a comfortable, secure and enjoyable place to call home.

Thank you for choosing Northview. We look forward to getting to know you and serving you today, tomorrow and for years to come!

Please contact us for any further information.



Regional Office Phone Number:

Regional Office Email Address:

Regional Office Business Hours:

24/Hour Maintenance Line:

Who We Are

OUR MISSION: Across Canada, Northview's passion is providing our customers with a place to call home

OUR VISION: We are a passionate, community-focused Team dedicated to making our properties the best they can be. We are proud to live, work and play in the neighbourhoods we serve, next to our residents, hotel guests and commercial tenants

OUR NORTHVIEW PROMISE:

P

Passion – We are passionate in the way we serve our Residents and care for our properties

R

Respect – We will respect our Residents and fellow Team Members at all times

O

Open – We will remain open 24 hours a day, 365 days per year, to assist our Residents when they need us most

M

Maintain – We will maintain our properties to the best of our abilities

I

Information/Communication – We will effectively communicate with our Residents and keep them informed on any concerns regarding their suite or property

S

Safety – We will provide our Residents and Team Members with a safe and secure living and working environment

E

Excellence – We will offer our Residents the best rental experience, through customer service excellence

In Case of an Emergency

If you suspect criminal activity, witness an offense, or are in immediate danger, please contact your local police department or 911 (if applicable in your region)

Ensure to provide the complete address when contacting emergency services



Please contact Northview's 24/Hour Maintenance Line by dialing 1-844-556-6784 - excluding Inuvik, Jasper, and Sept-Îles - please contact your Regional Office:

- ✓ Heating Issues - especially during winter months
- ✓ Flooding - toilet/taps/shower/ceiling/pipes
- ✓ Toilet not flushing
- ✓ Hot water boiler leaking
- ✓ Fridge/freezer not working
- ✓ Elevators - if applicable
- ✓ Key/lock/door failure – broken/not working/key broken in lock
- ✓ Electrical - if sparking or where life-saving equipment is involved
- ✓ Gas or suspicious odours

Maintenance

If you are experiencing issues in your home, complete a maintenance service request and a Northview Team Member will contact you within 24 hours

TO SUBMIT YOUR SERVICE REQUEST:

- Go to www.northviewreit.com/residents and under "Maintenance Request" click on **MAINTENANCE** and complete a service request form
- Contact your Regional Office directly by phone or by email
- Drop off a written request at your Regional Office
- Call Northview's 24/Hour Maintenance Line by dialing 1-844-556-6784 - excluding Inuvik, Jasper, and Sept-Îles - please contact your Regional Office

TO HELP NORTHVIEW WITH YOUR REQUEST:

- Provide your full and complete name/mailing address
- Provide as much detail as possible so we have the information needed to address your issue quickly
- We may not be able to give you an exact time for our Maintenance Team Member to arrive, so we ask for your cooperation in giving us permission to enter your home in your absence
- Northview requires permission to enter your suite. If we do not receive permission to enter, a notification will be provided in accordance with provincial regulations
- If you know you will not be present when maintenance is scheduled to enter, please ensure that pets are safe and secure within your suite
- Non-emergency service requests will generally be completed within 3 business days. If we're not able to complete the work within that time-frame, a Team Member will contact you to explain the delay and to arrange for a time to complete the necessary work
- Our Maintenance Team will leave a "Maintenance Visit" card on your kitchen counter. The card provides the URL for you to complete a feedback survey online about the maintenance service you received

Tenancy Agreement

ABOUT YOUR TENANCY AGREEMENT – The Tenancy Agreement (Lease) is a contract binding both parties to all of its terms and conditions. Please ensure you keep a copy and are aware of the terms of the Agreement.

PAYING YOUR RENT – Rent is due on or before the first day of every month

YOU CAN PAY RENT BY:

- Monthly pre-authorized debit payments - preferred method of payment - simply submit a void cheque and an authorization form and we'll do the rest
- Post dated cheques - made payable to NPR Limited Partnership
- Online banking - add the bill payee "Northview Neighbourhood" - your account number can be given to you by your Regional Office
- Your Tenancy Agreement specifies that you may be subject to late fees. Cash is strictly prohibited and will not be accepted

Visit your Regional Office for more information about rental payments

ADDING A LESSEE TO YOUR TENANCY AGREEMENT – All occupants over the age of majority must complete an application and meet the eligibility criteria. Once approved, an updated Tenancy Agreement will be issued and must be signed by all lessees.

OCCUPANTS – Your Tenancy Agreement must also identify all individuals under the age of majority who reside in your home. If you need to update the registered occupants, please contact your Regional Office immediately.

UTILITIES – Where applicable some Residents will be responsible for utility charges. If your Tenancy Agreement states that payment of utilities is your responsibility, you are required to contact the providers in advance to set up service for your first day of occupancy

You will be asked to provide proof of utilities in your name (where applicable)

INSURANCE – All Residents must have proof of Resident Insurance when moving into a Northview suite. Northview offers free Resident Insurance to all new Residents moving in and a discounted rate added to the rent for our current Residents. Contact the Regional Office for further information

Tenancy Agreement - Cont'd

PARKING – If you are assigned a parking stall, you must adhere to the guidelines

- Only park in the space assigned to you
- If you have a parking pass – ensure it is in plain sight in your vehicle
- If someone is parked in your assigned spot, call the local parking authority
- If you need to cancel or add a spot, or need further information regarding parking, contact the Regional Office

VEHICLES – For the safety of all Residents, abandoned, unlicensed or derelict vehicles will be removed at the owner's expense. Vehicle maintenance or repairs are not permitted in parking lots and driveways

PETS – Many of Northview's properties are pet friendly. **(If you are thinking of getting a pet, you must contact the Regional Office beforehand).** Pets and pet agreements will be managed according to provincial regulations and pet fees or deposits may apply. For more information, speak directly to your Regional Office.

YOU ARE ALSO EXPECTED TO FOLLOW THE PET GUIDELINES:

- All pets must be on a leash outside of your suite
- You must pick up after your pet and not allow pets to relieve themselves on balconies or be left alone on balconies
- Pets must not disturb other Residents with excessive noise/barking
- Residents are responsible for any damage done to the suite caused by pets

RENEWING YOUR TENANCY AGREEMENT – It is important that you know when your Tenancy Agreement is expiring and speak with a Northview representative about renewal changes; rental rate and/or lease terms

MOVING – If you are moving or thinking of relocating, contact the Regional Office or visit our website to see if we have a property that will fit your needs at your next location. With over 26,000 rentals in cities across Canada, Northview can help you to find a new place to call home

REFERRALS – Love living with Northview? Tell a friend! Northview has a Resident Referral Program. If your referral rents with us, you will be rewarded

****Contact your Regional Office for more details****

Caring for Your Home

APPLIANCES – If an appliance in your suite is not working, start by checking that it is plugged-in and that the circuit breaker or fuses haven't been tripped or blown before submitting a maintenance service request

Most importantly, do not attempt to fix the appliance yourself

DISHWASHERS – Only use dishwasher soap and do not overload. Rinse dishes quickly before loading. Run when dishwasher is full, choosing the energy saving cycle and allow dishes to air dry

REFRIGERATOR – Be sure to adjust properly – usually adjusting "higher" means colder

Do not overload to ensure proper air flow

STOVE – Clean frequently and do not line the bottom of the oven with foil. Excess food and foil can be fire hazards

WASHER & DRYER – Clean the fabric softener and lint trap after each use and use the appropriate cycle and cold water. Leave door open on front load washers to avoid mildew build up

If using machines in laundry rooms, follow posted instructions and leave machines clean and the room tidy

BALCONIES – Residents must comply with Northview's balcony rules

- Furniture should be secured to avoid blowing around
- Planters must be on the inside of the balcony and not on railings
- No satellite dishes are permitted on balconies
- BBQ's can be a hazard – you must check with your Regional Office to see if they are allowed in your building
- Smoking – always dispose of cigarettes properly
- Pets – pets are not allowed to relieve themselves on balconies or be left alone on balconies

Caring for Your Home - Cont'd

CLEANING SUGGESTIONS:

- Use gel or foam cleaners on your bathroom and kitchen fixtures as they do not scratch
- Clean the exhaust fan with soapy water to remove accumulated grease
- Carpets should be vacuumed on a regular basis and steam cleaned periodically
- Furniture should be kept from blocking heating sources and air deflectors should be used when this can't be avoided
- Regular sweeping and dry mopping should be done on other flooring, however, do not use self-polishing, abrasive cleaners and look for products that are non-toxic and unscented
- Cupboards and countertops should be cleaned regularly using a non-abrasive grease cutting cleaning agent

PLUMBING IN YOUR SUITE – It is very important to use the plumbing system correctly in your home

- If you have a clogged toilet, start by using a plunger to clear it. If no success, contact the Regional Office to have the Maintenance Team address it
- Never dispose of the following in your drain or toilet – grease/lint/diapers/baby wipes/sanitary napkins/tampons or applicators/paint/food/paper towels/q-tips/dental floss or other foreign objects

WINDOWS – Residents are prohibited from altering or removing window safety locks

Keep windows closed during the cold winter months to avoid freezing pipes in your suite. During the winter, open your drapes to let the sunlight warm the air and to help prevent condensation. Close drapes on hot summer days to reduce heat build-up

Lock your windows to prevent rattling, breaking, and water seepage and for your general safety

Ensure that drapes stop three inches above baseboard heaters

Caring for Your Home - Cont'd

SMOKE DETECTORS:

- All suites are equipped with smoke detectors. It is against the law to disarm a smoke detector and could result in a fine from the Fire Department
- Battery operated detectors will beep at short intervals if the battery needs replacing
- Contact your Regional Office if the smoke detectors or CO2 detectors in your suite are not functioning correctly
- Northview will post notices to test detectors throughout the year

TRASH DISPOSAL:

- Dispose of all garbage in the proper manner - plastic garbage bags must be securely tied as open bags will attract pests
- Moving boxes, mattresses, or other large items are not to be placed in the common area garbage bin and must be disposed of properly

KEYS & LOCKS:

- Each suite is provided with entrance keys/fobs, suite keys and mailbox keys
- Replacement keys may be purchased at the Regional Office and all keys are to be returned upon move out
- Only Residents listed on the Tenancy Agreement will be given keys

If you get locked out of your home, contact your 24/Hour Maintenance Line, a locksmith or visit the Regional Office if during business hours (additional fees may apply)

PEST CONTROL:

Cockroaches and other pests can be a problem. Pest control is a shared responsibility. Make sure that food is stored in airtight containers and garbage is sealed and put out on regular garbage days. In multi-unit dwellings, pests easily spread from unit to unit, which makes reporting pest problems extremely important

Let your Regional Office know immediately if you see any signs of pests in your unit

POWER:

In the event of a power failure, check the circuit breaker and fuse panel to see if anything has tripped. If it has, return the breaker to the ON position

Call your Regional Office if the breaker returns to the OFF position

Common Areas

COMMON AREAS ARE SHARED BY ALL NEIGHBOURS, SO BE CONSIDERATE OF EVERYONE:

- Do not let strangers into the building or underground parking areas
- Dispose of trash appropriately
- If there is a recycling area – ensure you are following the guidelines or contact the Regional Office for further information
- Report any malfunctions of doors and windows
- Take part in neighbourhood crime awareness or crime prevention programs
- Front lawns, all parking areas, sidewalks etc. should be clear of clutter by personal property
- If your pet relieves themselves in a common area, please clean it up immediately



General Information

- Northview will remove snow as soon as possible after a snowfall and will salt sidewalks for your safety. Residents in garden or townhomes will be responsible for clearing snow from their walkways and sidewalks
- Signs and notices or advertising may not be displayed in windows
- Soliciting in Northview properties is prohibited
- Additional items, such as satellite dishes, air conditioners etc. are only allowed with written authorization from Northview
- Northview has committed to sustainability and implemented many programs, such as: installing low flow toilets and showers/hallway light sensors/low VOC paint/carpets made with recycled materials

What ways do you save? Send us your ideas to the following e-mail: waystosave@northviewreit.com

SURVEYS – Northview values your feedback! Please visit our website at **www.northviewreit.com/residents** to find surveys for New Residents and Maintenance Requests

If you have any further questions or concerns please contact your Regional Office - they will be happy to assist you!

Northview is committed to keeping the private, personal and confidential information of its residents safe and secure and ensures that it complies with all applicable privacy legislation. For further information on our commitment to privacy please review our Privacy Policy found at:

<https://www.northviewreit.com/about/corporate-mandates-and-policies>

P - Passion

R - Respect

O - Open

M - Maintain

I - Information/Communication

S - Safety

E - Excellence

