

New Resident Information -Huntington Hill Townhomes

Welcome to your new home at Huntington & South Ridge. During the course of your tenancy it is likely that you will require the services of our maintenance department.

Regular service requests can be made by phone 780 435 9250 or via our web site www.rentulm.ca. Should you choose to leave a voice mail message for your service request, please ensure that you clearly leave your name, suite #, contact #, entry instructions and whether there are any pets in the suite.

Many of the repairs you may require are included in the monthly rental payment. However, the cost of some repair services will be your responsibility as they do not fall into the category of normal wear and tear.

Following is a sample list of such items.

Plugged Toilets & Sinks	Broken Windows	Stove Fuses
Light Bulbs/Fluorescent Tubes	Damage to Parking Post/Plug	Plugged Suite Sewer Line
Overfilled Washing Machine	Plugged Dishwasher	Lint filled Dryer Vent/Hose.

Repairs will be charged out at an hourly rate plus the cost of parts/materials. Cancelled or unnecessary service calls will be charged a minimum of 1 hour labor cost. **Current charge out rate \$50.00 per hour. Overtime rates may apply.**

This list is not exhaustive & rates are subject to change. Inquire for current rates at time of service request.

You may also require **After hours Emergency Service** to your suite. Please note that FIRE, FLOOD, LOSS OF HEAT &

TOTAL FRIDGE BREAK DOWN are the only no charge services we provide after regular business hours. To obtain after hours service please dial the office at **780 435 9250 and carefully follow the voice mail instructions.**

The following is a sample list of after hours issues to which charges will apply:

NON EMERGENT CALLS TO EMERGENCY LINE		\$50.00 PER INCIDENT
LOST KEYS/LOCKOUTS	\$80.00	8 am – 10 pm Monday – Saturday
	\$100.00	10 pm – 8 am Monday – Saturday & all day on Sundays / Holidays

If locked out during regular business hours please attend to the Office at # 100, 250 South Ridge, where a key may be signed out on a temporary basis at no cost. **All pricing subject to change, please inquire at time of service.**

GENERAL INFORMATION

BREAKER PANEL LOCATION/OPERATION – Located in basement. If breaker is tripped off reset by flipping breaker off to reset and then on. Repeat if required.

PARKING STALL PLUGS BREAKERED INTO SUITE – Check panel box prior to calling for service if you experience power failure to car plug.

FURNACE POWER SWITCH – Located by furnace. Looks & operates like an ordinary light switch.

FURNACE, HOT WATER TANK & UTILITY METERS – Must have a clearance area of 2 feet to ensure efficient operation & avoid freeze ups.

MAIN WATER SHUT OFF VALVE – Located close to water meter behind washer and dryer.

EXTERIOR HOSE BIB SHUT OFF LOCATIONS – are shared. Water from the hose bibs is billed directly to the Landlord. Please feel free to use these connections within reason. Not all yards have a bib, please check with your neighbors to find the nearest connection. If your yard contains the water bib be advised that the Landlord and/or the City of Edmonton may need to enter the unit from time to time, after providing you with proper notice, in order to service the meter or to obtain a reading.

GARBAGE / RECYCLING – IF CLOSEST GARBAGE OR RECYCLING BIN IS FULL PLEASE CARRY REFUSE TO NEXT CLOSEST BIN. **Be aware that the garbage & recycling receptacles located throughout the property are for regular household waste only. All other items must be taken to the Eco Station located a 5150 99 Street or phone the City of Edmonton at 311 for further information.**