

New Resident Information -South Ridge Apartments

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 780 465 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.

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

HEATING – Your suite is heated by the radiators running along the base of the walls. For best heating results in the winter maintain your thermostat at a steady 20 degrees Celsius. Lower settings may result in a “freeze up” for which the Tenant will be held financially liable. In addition, please ensure you adhere to the following guidelines.

***Never** close drapes across an open window. This causes cold air to drop directly down on water pipes.

***Never** go out while leaving your windows open.

***Never** put solid furniture in front of radiators. This will block circulation.

***Ensure** that window coverings do not cover radiators.

***Ensure** you leave the Laundry Room door open in the winter to avoid frozen pipes. In 3 Bedroom suites.

INTERCOM OPERATION – The Intercom operates via the phone number you provide. When a visitor inputs your Intercom Code # your phone will ring. Should you wish to grant access to the visitor simply push “9” and disconnect the call. The door will unlatch for @10 seconds. Should you not wish to unlatch the door simply disconnect the call and entry will not be granted.

BREAKER PANEL LOCATION /OPERATION - Located in main floor hallway. 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.

GARBAGE/RECYCLING – If Closest Garbage or Recycling Bin Is Full Please Carry Refuse To Next Closest Bin. **Be aware that the garbage and recycling receptacles located through out the property are for regular household waste only. All other items must be taken to the Eco station located at 5150 99 Street or phone the City of Edmonton at 311 for further information.**