



Resident Handbook

Main Office
800 Claxton Terrace
Prescott, ON K0E 1T0

Attach property manager
Business card here

Contents

- Our Personal Message to You..... 4
- Getting Started..... 5
 - Purpose of Handbook..... 5
 - Your Tenancy Agreement..... 5
 - Important Documents..... 5
 - Unit Preparation..... 6
- Get to Know Your Unit..... 6
 - Circuit Breakers 6
 - Water Shut-Off 6
- Paying Your Rent..... 7
 - Payment of Rent..... 7
 - Non-Sufficient Funds (NSF) Cheques 7
 - Non-Payment of Rent..... 7
- General Rules 7
 - Renter’s Insurance..... 7
 - Parking/Vehicles..... 7
 - Snow Removal..... 8
 - Hallways and Common Areas..... 8
 - Satellite Dishes 8
 - Window Air-Conditioners..... 8
 - Repairs or Alterations..... 9
 - Garbage and Recycling 9
 - Pets..... 9
 - Keys and Locks..... 9
- Requests for Maintenance and Repairs..... 10
 - Requesting Maintenance/Repairs..... 10
 - Emergency Repairs 10
- Around the Unit 10
 - Light Bulbs 10
 - Plumbing Systems 10

Carpet Care.....	10
Laminate Floors.....	10
Ceramic/Vinyl Floors.....	11
Walls and Ceilings.....	11
Washroom Humidity and Exhaust Fans.....	11
Kitchen Exhaust Fans and Range Hoods.....	11
Counter Tops and Cabinets.....	11
Ending Your Tenancy.....	11
Breaking Your Lease Early.....	11
Required Notice (60 days).....	11
Written Notice.....	12
Utilities.....	12
Marketing Your Unit.....	12
Residents' Safety.....	12
Smoke Detectors.....	12
Emergency Fire Procedures.....	12
Secure Entry.....	12
Suspicious Activities.....	13

Our Personal Message to You

Congratulations on the selection of your rental unit and for choosing to rent from GK3 Group. Our mission is to provide superior rental accommodations for our residents in communities that exemplify our core values of Class, Quality, and Comfort. In return, we look forward to you being a responsible tenant who takes pride in the property.

Your designated property manager has the responsibility for overseeing the property that you are renting. You have already met the property manager and obtained their contact information when the tenancy agreement was signed; however, for your convenience, a business card has been attached to the cover page of this handbook. Our property managers are very experienced and knowledgeable, and they are always prepared to provide you with high quality service that our company is known for.

We look forward to having you as part of the GK3 Group residential family, and hope your rental experience with us will be a long and pleasant one. You should be proud of your new home, and have satisfaction in knowing that you passed the rigorous screening process used by GK3 Group. Your fellow residents also went through the same screening process, so you can be assured that you will be in good company.

Sincerely,

Staff and Management of GK3 Group

Getting Started

Purpose of Handbook

You might be wondering why we have a Resident Handbook. It is because many residents have questions, and we felt it would be convenient to put together a handbook that addresses most of the commonly asked ones. This handbook serves as a handy reference about things you need to know about your tenancy, your unit, maintenance, and other common issues.

It is important to note that there are other resources that you need need to refer to, depending on the particular issue or question you might have. This handbook is not intended to replace, summarize, or supersede the information in your tenancy agreement or the Residential Tenancies Act (Ontario), which are the two most important documents that govern your tenancy.

If you cannot find the information you are looking for, please do not hesitate to contact your property manager for help or clarification.

Your Tenancy Agreement

Your tenancy agreement is the document that lays out the basics of our agreement, including the amount of the rent, the names of the occupants, and other specific terms and conditions that both sides are responsible for. It is our responsibility to make sure that you get a copy of the tenancy agreement within the first 20 days of your tenancy.

We recommend that you keep your tenancy agreement in a safe place in case you need to refer to it in the future. If you should misplace your copy, you can request a copy from your property manager; however, an administrative fee may apply.

Important Documents

When you signed your tenancy agreement, you received some additional important documents, as listed below. If you have not received one or more of these documents or have misplaced your copy, please ask your property manager for another copy.

- Tenant Contact Information Update Form
 - It is imperative that we have up to date contact information for all of our residents
 - You are required to return this form to your property manager within the first seven days of occupancy
 - If your contact information changes during your tenancy, you are required to provide an updated sheet to your property manager
- Move-In Checklist for Tenants
 - This checklist helps you keep organized, and reminds you to set up your utilities accounts, obtain and provide proof of renter's insurance policy, and to pay the balance of first/last month's rent before moving in

- Smoke Alarm Maintenance Information
 - This document tells you what you need to know about the smoke detector in your unit, and how to maintain it
 - It is provided when you move in, and again to all residents each January
- Fire/Emergency Procedures
 - This document tells you what to do in the event of a fire or if the fire alarms is pulled
 - It is provided when you move in, and again to all residents each January
- Information For New Tenants (Landlord and Tenant Board Publication)
 - This document is published by the Landlord and Tenant Board, and all landlords are asked to provide it to new tenants
 - Should you misplace your copy, or wish to check for an updated one, the form can also be found online at the Board's website

Unit Preparation

We do our best to make sure that units are prepared (cleaned and maintenance issues resolved) before the start of a new tenancy. However, in some circumstances, it is not always possible. In those rare instances when it is not done before the resident moves in, it is our policy to ensure that the unit is fully prepped within the first thirty days.

It is the resident's responsibility to report any maintenance deficiencies to management within the first seven days of occupancy. If no issues are reported in the first seven days, it will be understood that the unit was in acceptable condition, and all furniture and fixtures were in good working order.

Get to Know Your Unit

Circuit Breakers

When you move in, please locate the breaker box and note the location of the ground fault interrupt (GFI) breakers or switches, and the breakers for the stove/oven and water heater. In case of emergency, or if the breakers ever trip, you will need to be familiar with them in order shut them off or to reset them. If you have any questions about any of the electrical systems in your unit, please ask your property manager.

Water Shut-Off

Please also locate the main water shut off for your unit. In the event of a water/plumbing leak, you will need to know how to shut the main water supply off. Please also look under all sinks to see if there are water shut off valves installed, and familiarize yourself with their operation.

Paying Your Rent

Payment of Rent

You will pay the rent to your property manager on the 1st of each month. We prefer that you pay with post-dated cheques for ease of administration, but you may also pay by money order or cash.

Rent must be paid by the resident who is listed as a tenant on the tenancy agreement, and not from a third party. We cannot accept cheques that are in the name of a roommate, relative, or friend.

Non-Sufficient Funds (NSF) Cheques

If your cheque is returned NSF, you will be billed for our bank fees, plus a \$20 administration fee. If we receive an NSF cheque, we reserve the right to demand future payments be made in cash or certified funds.

Non-Payment of Rent

If you do not pay your rent on the 1st of the month, you will be issued a *Form N4 – Notice to Terminate Tenancy Early for Non-Payment of Rent*. This is the beginning of the legal process, which ultimately would lead to eviction, if the rent is not paid. After the process has started, any payments made to stop the process would be required to be in cash or certified funds.

General Rules

Renter's Insurance

Residents are required to have renter's insurance, and it is a condition set out in your tenancy agreement. It is best for you to speak to a licensed insurance professional in order to arrange the right policy for your needs. You will need to provide a copy of your proof insurance to your property manager before moving in. Please also notify your insurance provider that GK3 Group is the landlord and if there are any changes to the policy, they need to notify us.

Parking/Vehicles

Depending on the building, parking may be included. These details will be discussed at the time of signing your tenancy agreement and the parking arrangement will be documented therein. If you change vehicles, please make sure to inform the property manager so your file and the parking list can be updated. GK3 Group reserves the right to change your assigned parking space, if required; this can happen due to various factors, such as, snow removal, parking lot maintenance, accessibility for garbage trucks, etc.

Visitor parking is only to be used for short-term visitors. Vehicles parked in visitor parking for prolonged periods of time will be ticketed and towed.

No trailers, fifth wheels, RVs, trailers, boats, etc., are allowed to be parked on the parking lot without prior consent of management. Under no circumstances should any vehicles, trailers, etc., be parked on the grass.

Snow Removal

The snow in the parking lot is removed by a professional contractor. When the snow contractor comes to do a full lot clean-up, your apartment will be buzzed, and you will be asked to come down to relocate your vehicle for a few minutes. It is imperative that you cooperate with the instructions from GK3 Group representatives or the snow contractor, in order to get the lot plowed efficiently. If you do not move your vehicle, you run the risk of having snow piled high around your vehicle, and you will be responsible for removing it. It is not practical to ask the contractor to come back several times to plow individual spots that were missed.

Hallways and Common Areas

No objects should be left in the common areas of the building, including the hallways and the entrances, inside or outside of the building. As per section 2.7.1.7 of the Ontario Fire Code, all corridors and exits must be kept free from obstructions at all times, in order to allow safe exit during an emergency, as well as to allow access for the Fire Department.

In order to remain compliant with the Ontario Fire Code, and to ensure the safety of all of our residents, we ask that you refrain from leaving the shopping carts, or any other items, at the entrances or anywhere else in the common areas, inside or outside of the building.

Satellite Dishes

In order to limit damage to the property, maintain the esthetics of our properties, and for liability reasons, residents are not allowed to install satellite dishes.

Window Air-Conditioners

Although window air conditioners are allowed, we have strict rules regarding the method of installation:

1. Window air-conditioners are to be properly supported within the window frames so as to prevent accidental falling of the unit.
2. Installers are to ensure that condensation drops outside and does not cause interior water damage.
3. Air conditioners are not to be installed on the window tracks, but elevated over the top of the tracks with protective brackets or wooden boards designed to prevent damage, vibration and excessive noise. Holes in window frames are not permitted.
4. Window air-conditioners may not exceed 10 AMPS or 8,000 BTUs.
5. Fuses and breakers must be limited to "P" type and/or rated at 15 AMPS.
6. Spacers installed in the window opening above or beside the unit, must be Lexan plastic, Plexiglass or glass framed and properly secured so as to prevent entry by the elements. Wooden, cardboard or other non-transparent spacers are not acceptable.
7. Air conditioner installations may be installed no sooner than April 15th and must be removed by no later than October 15th.

If you require assistance with the installation of your air-conditioner, your property manager can refer a handyman who will make sure you comply with these rules.

Repairs or Alterations

Residents may not make or cause to be made, any alterations to the interior or exterior of the unit or building, without express written consent from management. Examples of types of alterations that are not allowed are, mounting of televisions, painting walls or trim, or replacing any fixtures. The cost of fixing or restoring to original state will be billed to the resident.

Garbage and Recycling

Garbage and recycling are to be placed in the designated bins outside of your building, and not to be left (even temporarily) in hallways, entrances, or in the parking lot. If you have large items that need to be disposed of, please make arrangements with a junk removal company or make alternate arrangements to dispose of these items. Please do not place these items beside the garbage bins, as they are not part of the service that is covered with the waste management contractors.

Pets

If you have a pet, we ask that you be respectful of your fellow residents and observe some commonsense rules:

1. The “stoop and scoop” bylaw should be followed and proper steps should be taken to help eliminate unpleasant odors. Animal excrement should be disposed of directly in the outdoor garbage bin.
2. Dog owners must prevent their pet from constant barking that disturbs the peace.
3. Dog owners must control their dogs by using a leash at all times.
4. Cat owners are encouraged to control the activities of their cats. Cats should not be permitted to roam freely and unsupervised.

In order to remain compliant with the Residential Tenancies Act, and not to interfere with the reasonable use and enjoyment of the property by other tenants, it is imperative that all pet owners follow these instructions.

Keys and Locks

All locks will be re-keyed with each new tenancy. Alterations or replacement of locks, installation of bolts, knockers, mirrors or other attachments to the interior or exterior of doors requires the approval of GK3 Group. All keys are to be returned to management upon vacation of the premises, otherwise a \$80 re-key charge will apply.

If mailbox keys are needed, they can be obtained from the local post office. A copy of your tenancy agreement will be needed to provide proof of residence.

Requests for Maintenance and Repairs

Requesting Maintenance/Repairs

Requests for maintenance or repairs can be made by contacting your property manager or by submitting an online request by visiting www.gk3.ca

All requests for maintenance or repairs must be made to management; requests should not be made directly to handymen or contractors, as they are not authorized to carry out any work beyond what they have been asked to do by management.

Emergency Repairs

For emergency situations, please call your property manager on their cell phone. The most common type of emergency repair is a plumbing leak. In this case, the first step you should take is to turn off the main water supply for the unit, or an alternate shut-off valve at the source, if one exists.

If your hot water tank leaks, you should notify your property manager, but as a backup, you can also call your utility company directly in the case where the tank is a rental.

Around the Unit

Light Bulbs

Residents are responsible for the replacement of all light bulbs within their unit. If decorative or coloured bulbs are installed, they should be switched back to standard light bulbs at move-out.

Plumbing Systems

Residents are responsible for keeping all sink, tub/shower, lavatory and toilet drain lines open. Do not allow anyone to throw anything into the plumbing system or use it for any purpose other than for which it is designed. Sanitary products, diapers, diaper wipes, condoms, cotton swaps (Q-Tips), coffee grounds, cooking fats or oils, etc., are not to be flushed down the toilet or down any drains. Residents will be responsible for any damage or stoppage unless it was caused by mechanical failures of the plumbing system.

Carpet Care

Routine carpet care requires a thorough vacuuming at least once a week to remove the soil from the carpet and to keep the pile erect. Heavy traffic areas require more frequent vacuuming.

Laminate Floors

Laminate floors need to be cleaned regularly in order to prevent them from getting scratched or warped. However, using harsh cleansers can create streaks of damage to the laminate. General cleaning with a dry mop should be done once a week, but more intense cleaning, with warm water or mild cleaners can also be applied.

Ceramic/Vinyl Floors

With normal household use, vinyl and ceramic floors may be washed with a solution of warm water and soap or other mild cleansers.

Walls and Ceilings

Please keep the walls of the unit clean and unmarred. You are welcome to hang pictures on the walls as long as the walls are clean and unmarred when you move out. All walls, baseboards, and trim must be washed and ceilings must be dusted and free of cobwebs before vacating the unit. If you are a smoker, you will be asked to address any smoke/tar residue, odour, and/or damage to the unit that resulted from smoking.

Washroom Humidity and Exhaust Fans

It is a good practice to run washroom exhaust fans during, and for thirty minutes after taking a shower, and the washroom door and shower curtain should be left open. This will prevent problems associated with moisture, such as mildew on the tiles, ceiling, etc.

Kitchen Exhaust Fans and Range Hoods

We ask that you run your kitchen exhaust fan when cooking in order to remove humidity and to reduce odours throughout the building. The exhaust filter should be cleaned monthly and changed annually. If you require any assistance with this procedure, please contact your property manager.

Counter Tops and Cabinets

We ask that you always use cutting boards and hot pads when chopping, cutting or placing hot items on counter tops. Do not use abrasive cleaners on counter tops to avoid causing scratches.

Ending Your Tenancy

Breaking Your Lease Early

You have signed a binding tenancy agreement for a period of one year; this means that you are responsible for paying the rent and utilities for the full 12 months. Should you need to move sooner, you may be able to assign your tenancy to someone else, but it would be your sole responsibility to find a suitable tenant and GK3 Group would have to approve.

Required Notice (60 days)

If you want to end your tenancy, you have to give a full 60 days notice, in writing, and it has to end on a regular rental period. So for example, if you were to inform your property manager on March 15, the earliest you would be allowed to move out would be May 31st. Even if your lease is coming to an end, the 60 day rule still applies, as required by the Residential Tenancies Act.

If the proper notice is not given, GK3 Group reserves the right to take legal action, up to and including turning the unpaid account over to collections, or filing a lawsuit.

Written Notice

Your notice to vacate the unit has to be provided in writing. If you contact your property manager, they will prepare *Form N11 – Agreement to Terminate Tenancy*. This serves as a binding agreement to terminate the tenancy on an agreed date.

Utilities

For those tenants who are responsible for paying their own utilities, it is very important to remember that your tenancy agreement requires you to keep the utilities in your name until the last day of the tenancy. Even if you move out sooner than the date of the termination, you are still responsible for the utilities until then.

Marketing Your Unit

Under subsection 26(3) of the Residential Tenancies Act, a landlord is permitted to enter the unit without providing 24 hours notice, as long as:

- The tenant has given notice to vacate,
- The landlord enters between 8am and 8pm, and
- Before entering, the landlord makes a reasonable attempt to contact the tenant.

Therefore, we will only enter between 8am and 8pm, and we will attempt to contact you by telephone, at the number we have on file for you. Please make sure we have your current phone number on file, or if you wish to provide an alternate phone number, please advise your property manager.

Residents' Safety

Smoke Detectors

Your unit is equipped with a smoke detector. You were provided with a Smoke Alarm Maintenance Information sheet when you signed the tenancy agreement, and a copy will be provided to you as a reminder, every January. GK3 Group has a fire safety contractor test/inspect the detectors every year, and the batteries are changed at the same time.

We ask that you do the following, to ensure that your unit remains in compliance the Ontario Fire Code, and to ensure your safety and the safety of all of our residents:

1. Do not remove the smoke detectors or make them inoperable for any reason.
2. Notify the landlord should the smoke detector(s) require maintenance.

Emergency Fire Procedures

For emergency fire procedures, please refer to the information sheet that was provided to you at the time of signing the tenancy agreement. A copy will also be provided to you each January; we advise you to keep it in a convenient location and review it periodically.

Secure Entry

You live in a secure building, with secure entry. Do not buzz in anybody who you do not know, and beware of suspicious people or activities in or around the building.

Suspicious Activities

If you notice anything that you think should be reported, please contact your property manager, or for more serious or urgent matters call the authorities immediately.