



Welcome to The Residents Guide

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## Welcome to your new home!

Sentry Property Group would like to take this opportunity to welcome you to your new home and invite you to reach out with any questions or concerns. We have designed this guide to help provide answers to some of the more commonly asked questions you may have about your residency, building and Sentry Group of Companies.

By this point you should already have logged in and created an account on your **RENTCafé portal**.

We invite you to login and get reacquainted with the system and its functionality which include:

- Submitting maintenance requests at any time
- Setting up your preferred method of payment – Preauthorized Debit payments or Credit/Debit card payments and paying your rent and water bills online.
- Email communication with the company

As a reminder the **RENTCafé portal** can be found by accessing the following...

<https://www.rentcafe.com/residentservices/apartmentsforrent/userlogin.aspx>

## MOVE IN

Your unit has been inspected and professionally cleaned before you move in. However, if you need any repairs at any time during your tenancy, please fill out a maintenance request in your RENTCafé portal.

## KEYS AND LOCKS

All units are equipped with keyed locks that are changed before your move in to ensure safety. Please remember you are NOT permitted to change the existing locking system installed at your unit WITHOUT approval in writing from Sentry Property Group.

**KEYLESS ENTRY:** If the main entrance to the building has a digital (Key FOB) entry panel. Each Resident is provided with a Key FOB.

In the event you have lost your Key or Key FOB, and we are contacted to provide access to your apartment a fee of \$75.00 may be incurred. In the instance where someone from Sentry Property Group is not available (after hours, holidays & weekends) it is your responsibility to contact the appropriate service (locksmith) to access to your unit at your own cost.

## **TENANT INSURANCE**

To protect your belongings, we require every tenant to have up to date tenant insurance and depending on coverage will protect you in the instances listed below.

### 1. Protection for your personal belongings.

It's a good idea to take inventory of your belongings. If the worst happened, how would you replace the costly electronics you own—things like smartphones, smartwatches, laptops, tablets, TVs and gaming systems? What about the hundreds or thousands of dollars' worth of shoes and clothes you have? And what's your furniture worth—sofas, tables, chairs, beds, mattresses and recliners? All of these personal belongings, and more, can be covered by a renters insurance policy.

### 2. Liability coverage if someone is injured at your rental home or apartment.

What would you do if a visitor got hurt at your place, and you couldn't cover their medical bills? What if that person sued you—how would you cover the court costs? Consider these possibilities, which could happen to any renter:

- Your dog bit someone's child.
- You had some friends over for a party, and things got unruly.
- Someone tripped and fell inside your apartment.

With a renters insurance policy, you can rest easy knowing you have coverage to protect yourself and your assets (up to the stated liability limit in your policy).

### 3. You're not covered by your landlord's insurance.

Many tenants mistakenly believe their landlord's insurance will protect them, but that's just not the case. As the owner of your rental home or apartment building, the landlord has a form of homeowners insurance that covers the physical structure itself, but it doesn't cover your belongings inside.

### 4. Coverage for additional living expenses.

If your rental home or apartment is damaged and uninhabitable while repairs are being made, most renters insurance policies include coverage for the additional expenses you'll incur during that time. For example, if your monthly rent is \$900, but you can't live in your apartment for the next month while it's being repaired, then your renter's insurance policy would cover the additional living expenses beyond approx. \$900 (check with your insurer) that you incur while staying in a hotel, eating meals out, etc.

## **PARKING**

If there is parking available for you, you will need to follow town/city bylaws and regulations such as street parking limitations, overnight parking etc. All information can be found on the local town/city website.

**Note:** The cost of vehicles which are towed, tagged, or ticketed is the responsibility of the owner

Any additional parking information is provided upon tenancy and may outline details such as: total parking spot(s) assigned to each tenant, paid spot and visitor parking availability.

## **LAUNDRY**

Laundry facilities may be located in each unit, or in a specific area of the building. Please ensure the lint trap is cleaned after EVERY USE to minimize the risk of fire.

## **APPLIANCES**

If your appliances (i.e. refrigerator, stove, dishwasher, or microwave) are not working, please ensure that you:

- ✓ Check that it is plugged in
- ✓ Check the electrical panel to make sure the breaker is in the "ON" position

If the problem continues, please use the resident portal (RENTCafe) to make a **maintenance request**.

**Note:** In the event items such as a fridge/freezer requires replacement it is **your responsibility to remove all items inside the unit**. We will notify you which day the fridge/freezer will be removed. Any items found inside the unit will be placed outside the unit and it will be **your responsibility** to place the items back inside of the fridge/freezer.

## **ELECTRICAL**

Each unit may have it's own independent electrical panel. If you do not have an electrical panel in your unit, the electrical is on a shared system within the building. This means the main panel and breakers for your unit are in another unit, or communal area within the building.

## **HEATING AND AIR CONDITIONING**

Each unit may have a radiant, baseboard and or gas furnace and in the event a individually controlled by it's own thermostat. If the unit has a thermostat and you notice your heating/cooling is not working please check your thermostat batteries (2- AA Batteries) and ensure **your furnace switch is in the ON position**. Furnace filters are checked and changed every 4 months, if you wish to change them more often that will be at your own expense, filters are 1" x 16" X 25" and can be purchased at any hardware store, big box store etc.

**Portable Air Conditioners and Space Heaters:** You may wish to purchase your own portable space heater or air conditioning unit. Prior to this we ask to be informed in writing prior to proceeding with your purchase to ensure the unit and its electrical requirements are suitable for the building/unit. Incorrect installation and / or electrical specifications of these units can result in building damage and or fires.

## **WATER & SEWAGE**

The building may have a single water and sewage line provided by the county's local provider (ie ERTH Solutions). In some instances (note din your leases the water and sewage line which are serviced by Sentry Property Group (not ERTH Solutions) meaning we invoice for water and sewage service to each unit.

The charges are incurred as follows:

There is an administrative fee related to Sentry Property Group services, while all other fees (i.e. water and wastewater) are a direct pass-through of charges from the service provided (ERTH Solutions). Every month Sentry will take a meter reading to determine each unit's proportionate water usage and invoice accordingly.

A copy of service providers invoice for water usage is available upon request, while Sentry Property Groups' monthly invoice is distributed to each unit.

## **MAIL**

If your building does not have a mailbox please contact Canda Post.

## **INTERNET**

If the resident is responsible for setting up their own internet service provider. The providers are typically Rogers, Exec link or NORDEL and they will typically have installed lines in the building and if a resident chooses to use another provider any costs associated with installing this service will be at the tenant's expense.

## **MAINTENANCE**

### **EMERGENCY MAINTENANCE (EM)**

The following are considered an EM;

- ✓ No heat during winter
- ✓ You do not have electricity, or water
- ✓ Major water leak or flood
- ✓ Malfunctioning Smoke detector(s)
- ✓ Malfunctioning Building Fire System
- ✓ Fire
- ✓ Power Outage that is not related to a Storm or Hydro One
- ✓ Gas Leak
- Carbon Monoxide Detector Alerts
- ✓ Suspicious Activity

In the event there is an **emergency** maintenance item please contact us immediately at the following;

**1 877 930 1553 ext. 0101**

If the emergency is a **fire, gas leak, suspicious activity or break in... call 911 before contacting the Sentry Property Group emergency phone number**

### **Some Examples of NON-Emergency Items:**

- Burned out light bulbs
- Malfunctioning dishwasher
- Loud Fridge
- Clogged Sink

- Locked out of apartment
- Loud Neighbours
- Running Toilet
- Broken Window

**Note:** Any other item is not deemed an Emergency Maintenance item (EM) and **should be addressed during office hours.** Refer to the routine maintenance guidelines noted below.

## **ROUTINE MAINTENANCE**

Maintenance items must be entered into our resident portal RENTCafe (see below) to request a service call.

Resident Portal Link...

<https://www.rentcafe.com/residentservices/apartmentsforrent/userlogin.aspx>

For each Maintenance request we will make a best effort attempt to schedule a site visit that aligns with your preference. However, in some instances we may issue a **Notice to Enter** meaning we can enter the unit without your consent. A Notice to Enter is not a typical action we implement unless the item is deemed an 'immediate' resolution service by Sentry Property Group, and /or we are experiencing scheduling conflicts due to the resident and service call technician schedules.

**Note:** Our maintenance teams consist of both in house and outsourced services which are insured and bonded.

Contacting us directly by phone, text and/or reaching out to us prior to entering a service request will result in further delays, we cannot guarantee your message will be responded too in a timely fashion. When maintenance requests are submitted in the portal several people see the item and will plan to schedule a time to visit your apartment to address the issue.

## **WINDOWS**

It is your responsibility to keep windows in the interior of your unit clean, as well as exterior windows on the main level. The building's exterior windows are occasionally cleaned by a third part company. However, this is not an annual reoccurrence and at the discretion of Sentry Property Group.

## **PLUMBING**

Please be mindful that the following items should NOT be placed, and / or flushed down the toilet:

- ✓ Grease
- ✓ Feminine hygiene products
- ✓ Medication (liquid or pills)
- ✓ Baby wipes and diapers
- ✓ Lysol wipes
- ✓ Household hazardous waste

In the event your toilet is clogged please try the plunger before contacting us to resolve the matter.

If your toilet is constantly running, or you notice a dripping or leaking faucet, please report it as a maintenance request. Small plumbing problems do not just wastewater and increase the water bill, they can lead to more severe damage over time.

## **LIGHTBULBS**

It is your responsibility to replace light bulbs within your unit, with the exclusion of ceiling pot lights. If you are unsure what type of bulb to purchase, you can contact us for details.

**Note:** In the event the bulb is located at a height that is not easily reachable by you (i.e. ceiling) you can contact us via RENTCafe to request assistance however the purchase of the bulb is your responsibility.

## **SEASONAL MAINTENANCE**

Twice annually (Spring & Fall) we will schedule a site visit to inspect the property/units and conduct seasonal maintenance of items such as furnace filters, unit inspections, etc.

## **DECORATING YOUR RESIDENCE**

If you wish to decorate your unit, you are responsible to return the unit to its original condition upon move out, or **you may be charged for the cost of the repairs.** No permanent changes can be made without written consent from Sentry Property Group.

**Hanging Items:** Please use sticky tack for light weight artwork, contact us if you have any questions regarding hanging items.

**Painting:** A request must be placed in writing noting which walls and colours you are requesting. Once the request is submitted, we will review and confirm or decline your request.

## **PEST CONTROL**

Mice, ants, squirrels etc. can be a problem. Pest control is a shared responsibility. Make sure all food is stored in airtight containers, and GARBAGE is sealed and deposited in a timely manner. Pests easily spread from unit to unit, which makes reporting pest problems very important.

**Note:** Please let us know immediately if you see any signs of pests in your unit, or building

## **GARBAGE DISPOSAL & RECYCLING**

We encourage all tenants to participate in helping to keep your environment healthy and safe, so please do your part. Be sure that all garbage is tightly sealed, if you see garbage on the property, please pick it to help keep our residence clean.

Some of our buildings will have a dumpster and recycling bins are located near the building, while others may require you to place your garbage curbside on a specific date. Please check with each city for confirmation of which date and what time garbage can be placed curbside

**Note:** If you have larger items (i.e. mattresses, bed frames, furniture, etc.) please make the appropriate arrangements by contacting the city for large item collection. If the item(s) are placed outside and arrangements have not been made we may deem this cause for a charge and invoice you for a disposal fee based on time, size and weight of the item.

## **STORAGE**

You are **NOT** permitted to store items (i.e. unlicensed vehicles, boats, campers, old bikes, appliances, tires batteries etc.) on the property.

Any items in hallways, common areas and or on the exterior grounds of the property that have not been authorized will be towed and / or **disposed** at the discretion of Sentry Property Group.

## **SNOW REMOVAL**

We do our best to keep entryways, walkways, and parking lots free of snow and ice, but we do require your assistance. Please co-operate with your snow-plow contractor when they are clearing snow from the parking lot by removing your vehicle and staying away from the area being cleared. Always use caution when going outside during the winter and wear proper boots to keep you warm and provide excellent traction.

**Note:** It is required by law to remove snow, however the property owner has a period of 12 hours after the last snow fall to ensure snow has been removed and paths have been salted.

## **TENANT CHARGES**

If you a family member, your partner or guests etc. cause damage to the property you will be charged for the cost of the repairs. Please refer to “repair items” for a summary of items which may incur a charge, in addition to ‘charges’ referenced throughout this guide.

An invoice for materials and labour will be sent via email and added as a charge in your ledger.

## **REPAIR ITEMS**

The following are examples of repairs which in some instances may charges that may invoiced back to you.

- ✓ Broken windows and screens
- ✓ Damage to drywall, woodwork, doors, trim
- ✓ Damage to kitchen cabinet, vanities
- ✓ Unauthorized painting, removal of wallpaper, area rugs
- ✓ Missing or broken fixtures
- ✓ Removal of smoke detectors

- ✓ Missing or broken hardware for doors/drawers
- ✓ Any garbage/debris/furniture left in or around the unit upon moveout
- ✓ Damage caused by pets, including fleas
- ✓ Damage to appliances
- ✓ Water damage caused by removal of plumbing fixtures and or toilets, etc.
- ✓ Lost keys or unauthorized lock changes)
- ✓ Missed appointments previously scheduled by Sentry between the resident and our contractors.

**Note:** As a reminder upon your decision to move out we will conduct a property walkthrough prior to your move out date, to ensure the condition of the unit is in good standing.

## **NON-MAINTENANCE**

Hanging Pictures – You are welcome to hang pictures. It is advised that the maximum weight should be no more than 3 pounds, and either an adhesive hanging strips or picture hanging kit is used.

Wall Mount TVs – please contact us before proceeding with affixing a wall mount. There are specific locations which will have a framing stud available for this type of fixture.

Paint – Written approval is required prior to painting any unit.

Structural – Under no circumstance should you alter or remove any structure, beam or wall within the building. In addition, doors should not be removed or altered in any way without prior written consent from Sentry Property Group.

## **SAFETY**

### **FIRE SAFETY- ITS UP TO YOU**

- ✓ Know your building, learn locations of all exits, stairways, pull stations and fire extinguishers.
- ✓ Have your escape route planned so that you know what to do even in the dark.
- ✓ Prepare an alternative route plan and rehearse so that you are prepared for any situation.
- ✓ Never leave an electric space heater unattended or on overnight. Use them only for short amounts of time, then turn off and unplug. Keep the area around space

heaters clear of objects and dust. Keep space heater away from curtains and furniture.

- ✓ Do not block or cover heating vents or radiators. Vacuum the dust out regularly with brush attachment.
- ✓ Candles and incense should not be used in apartments.
- ✓ Never operate a barbecue, gas heater, or other fuel burning appliances inside the apartment or on a balcony.
- ✓ Do not use extension cords. Use power bars with safety shut offs and never overload them or plug one power bar into another. Always follow the manufacturer's instructions. Never tamper with the original electrical setup.

## **MEDICAL EMERGENCY**

If you or anyone in the building requires emergency medical attention, dial 911. Sentry Property Management representatives do not have medical training and will not be able to assist you. If you can contact us after you have spoken to emergency services, please inform us that you have called 911, and assistance is on the way.

## **SMOKE DETECTORS & DOOR CLOSERS**

Your home is equipped with a hardwired electric smoke detector(s) and carbon monoxide detector(s). It may save your life. Although we at Sentry do routinely check these items, please be mindful and try to check your smoke detector(s) often to verify they are working.

If you believe your smoke or CO alarm is malfunctioning in any way, let us know immediately.

**REMINDER: IT IS AGAINST THE LAW TO DISABLE SMOKE DETECTORS AND DOOR CLOSERS AND YOU MAY BE FINED BY THE FIRE DEPARTMENT.**

### **Notes:**

Sometimes burning something on the stove/oven may trigger the smoke alarm. To clear minor smoke, turn on the exhaust fan located on your microwave above the stove, open a door or window and wave a towel in front of the alarm.

Please do not remove any door closers in the building, they are there to protect you in the event of an emergency, also do not "prop" doors open in attempt to gain a breeze through the hallways.

## **POWER**

**Power Outage;** Before contacting us. If you experience a power outage, please contact the service provider in your area or go online to view the service providers webpage to confirm if there is a power outage in your area before contacting us.

**Outlets;** Under no circumstance should anyone dismantle or rewire the outlets and / or electrical in the unit/buildings. This should only be done by a certified electrician, which must be pre-approved in writing by Sentry Property Group.

## **NEIGHBOUR PARTICIPATION**

### **NO SMOKING! THIS INCLUDES TOBACCO/CANNABIS AND VAPING**

Under **NO** circumstances is there any smoking allowed inside your unit and/or the communal areas of the building. This includes patios, hallways, stairwells, and entranceways into the building.

Please be considerate of your neighbours, remember smoke travels and can affect your neighbour's health, and reasonable enjoyment. Be mindful that if you smoke outside the building, find a location at least a few metres, to avoid the possibility of smoke travelling into other units.

## **NOISE**

Please be a respectful neighbour!

- ✓ Remember that you are not the only residents in the building.
- ✓ If you have guests over, remember that it is up to you to ensure that they follow the building rules.

**Note:** In the event you feel there is excessive noise in the building you can contact Sentry Property Group by email to provide awareness of the issue. Inform us of the date, time, and details or specifics including location or unit number. If a specific unit number is noted, we will contact the resident to discuss the matter. It is suggested that you provide clear and undeniable evidence of the issue.

If you feel the issue needs more immediate attention, call the city by law or OPP non-emergency line to file a complaint.

After your initial complaint 'specific to the date of the issue', future reports must be made by 'you' directly to by-law enforcement officers and / or the police.

**PHONE NUMBERS:**

**FIRE, POLICE, AMBULANCE**

911

**SENTRY PROPERTY GROUP**

1 877 930 1553

[residents@sentrypropertygroup.ca](mailto:residents@sentrypropertygroup.ca)

Sentry Emergency Response Line

1 877 930 1553

Ext. 0101