



## **Tenant Handbook**

### **Office Hours:**

Monday – Friday

9:00AM – 4:00PM

541 Queen St S. Kitchener, ON N2G 1W9

### **Contacts:**

Emergencies – (519) 954-8082 option 1

General inquiries – (519) 954-8082 option 2

New/Current Landlords – (519) 954-8082 option 3

Work orders – (519) 954-8082 option 4

Tenant concerns – (519) 954-8082 option 5

[kwp@kwproperty.com](mailto:kwp@kwproperty.com)

[www.kwproperty.com](http://www.kwproperty.com)

## **Useful Tenant Information**

### **Moving In:**

Tenant insurance can protect you from a loss of your personal belongings, this is also a requirement to have during your tenancy as per your lease agreement. Please ensure your tenant/renters insurance is up to date.

If you are moving into a unit that is plus utilities (gas, water, and/or hydro) please ensure you have your account number(s) ready at the time of move in.

### **Move-In Inspections:**

A move-in inspection is completed at the time of move in. The purpose of this inspection form is for us to document any and all damage to the property that you do not want to be financially responsible for on move-out. Once you have moved in, if you come across any deficiencies that were not noted at your move in, please notify our office to ensure these issues are recorded.

When you move into your property, take the time to locate or know the following:

- Breaker panel - To reset a breaker, move the switch all the way to its 'off' position, then back to 'on'.

- Fuse panel - Look inside the fuse for charred glass or a broken filament — evidence of a blown fuse. Replace the blown fuse with one of the same type and amperage.
- GFCI outlets - To locate the outlet with the tripped GFCI, look for the one with a small button popped out. Remember, when a GFCI trips, it will trip any and all outlets connected to that GFCI. Most kitchen and bathrooms in new homes have multiple GFCI outlets, so it shouldn't be too hard to find the GFCI that's tripped in one of these rooms. Once you have located the outlet with the tripped GFCI, simply push the button back into place.
- Electric and/or gas meters – These are located on the exterior of the home, typically on either side of the building.
- Main water shut off valve - The shut off valve is typically located near the front foundation wall. The main water may have come through the concrete floor or through the wall. The valve is typically within 3-5 feet of where the main water enters. In some cases, the main water may enter in a different area, like a mechanical room, up through the floor, near the water heater or furnace.
- Outside water tap shut off - The home's outdoor water shut-off valve is usually located near the ceiling, on the inside of the wall of the basement where the outdoor faucet is located. If the outdoor shut-off valve is tap or knob-style, turn it clockwise, or to the right, to shut it off. If it's ball valve style, turn the lever to the right or in whichever direction the "off" arrow is pointing.
- Smoke and Carbon Monoxide Detectors – To test a smoke detector, click on the test button that is present on a smoke detector. Once the button is pressed, a few seconds will pass before the test starts, but you'll know the test in process whenever you begin to hear a loud, piercing siren that comes via the smoke detector. To test a carbon monoxide detector, hold down the "test" button until you hear two beeps sound off. Once you hear these beeps, release your finger off the test button.

### **Keys:**

If you lose your keys or lock yourself out of your home during business hours, you can visit our office to obtain a key, please keep in mind there will be a \$5.00 fee for a replacement key. If you lose a fob or security key, fees will be higher.

If you lose your keys or lock yourself out of your home after hours, there will be a \$50.00 fee upon arrival of a staff member. If you call a locksmith, you will be responsible to pay the fee determined by the locksmith.

### **Routine Maintenance:**

As you settle into your new home, it is important to understand your responsibilities when it comes to routine maintenance. These are some examples of routine maintenance that you will be responsible for:

- Replacement of light bulbs
- Cleaning and/or replacing the furnace filter every 3 months (if applicable)
- Cleanliness of the unit and property
- Removing and disposing of pet droppings promptly
- Reporting any issues and repairs through the website

### **Paying Rent:**

Rent is due on the 1<sup>st</sup> of each and every month, this includes weekends and holidays. You will be supplied a TenantPay account number, which can be used to pay your rent by online banking. If you do not yet have your TenantPay number, please email [kwp@kwproperty.com](mailto:kwp@kwproperty.com). If you prefer to pay by cheque, these can be mailed or dropped off to our office.

### **Moving Out:**

If you are looking to move out of your current rental, it is required that our office receive written 60 days notice by the first of the month. Alternatively, you can use the N9 form which is available on the Ontario Landlord and Tenant Board website. Written 60 days notice or an N9 form can be emailed to [kwp@kwproperty.com](mailto:kwp@kwproperty.com) or dropped off at the office.

If you are paying utilities directly, remember to contact your utility companies to let them know your move-out date so they can prepare your final bill.

### **Move Out Expectations:**

When you are ready to move, the following will be required to avoid any chargebacks.

- If you have trash that exceeds the normal pickup, you are to arrange to have it hauled away at your expense. Place all other trash within the appropriate trash receptacles for normal trash removal.
- Clean the interior and exterior of the property thoroughly. This includes cleaning vinyl or tile floors, wiping out drawers and shelves, appliances, sinks, toilets, bath tubs, showers, vanities, removal of cobwebs inside, etc. In general, the property is to be left in the same clean and well-maintained condition as when you rented it. You are responsible for any above normal wear.
- The property is to be neatly mowed, trimmed, shovelled and/or salted. Remove all trash and debris. Ensure you pick up and dispose of any animal droppings.

### **Move Out Inspections:**

Upon your move out, we will perform the move out inspection. Any damages caused to the rental unit by willfully or the negligent act of tenants, guests or someone tenant permitted in the residential unit will be listed in the move out inspection report. If damages are found to be caused by the tenant, you may face charge backs to have these items repaired.

Keys must be returned to our office once you have moved out, these must also be labelled properly. If keys cannot be dropped off during office hours, they can be dropped off in the after hours drop off slot located on the back door.

### **Rent Receipts:**

Rent receipts are issued out upon request. If you require a rent receipt, please email the office at [kwp@kwproperty.com](mailto:kwp@kwproperty.com) and a rent receipt will be sent to you.

### **Smoking:**

For all tenants and visitors, smoking is not permitted inside any property or in any indoor common areas of buildings, including hallways, stairwells, etc.

### **Noise Complaints:**

If you experience noise disturbances and or have complaints, please ensure you contact the city by-law office. If you have had to call the police during these instances, please notify our office of the occurrence number. If you are bothered by unreasonable noise, keep a written record of the time and nature of the disturbance. If the problem continues, put your concerns in writing to the office via email (note the date, time, description of the noise, occurrence number if applicable, unit number and names of people responsible for the disturbance).

### **Parking Issues:**

You were assigned a parking space at the lease-signing. We record your license plate number and vehicle information for monitoring purposes to help ensure your parking space is reserved for you each time you return home. If you come home and notice that another vehicle is parked in your assigned parking spot, please ensure you call city by-law to have the vehicle ticketed/towed if there is a private parking sign at the property. You can also notify our office by email a photo of the vehicle and license plate to [kwp@kwproperty.com](mailto:kwp@kwproperty.com).

### **Garbage/Waste Collection:**

Put all garbage in securely tied plastic bags (or in garbage bins) and put them out the night before pick-up. After pickup, remove garbage containers, blue boxes and green bins promptly. Do not use your yard as a garbage storage area. Large items in certain municipalities may require a "pick-up sticker". It is your responsibility to purchase these stickers.

We encourage you to participate in the recycling and green bin programs where available. If you require additional blue boxes or green bins, you can contact your local municipality for details.

### **Lawn and Snow Maintenance:**

If you reside in a single family home, duplex, townhome, or semi detached property, you are responsible for cutting the grass unless advised otherwise. As well, you are responsible during the winter for clearing snow from the driveway, walks and public sidewalks in front of the home within 24 hours of snowfall. Please remember to put salt down on steps, walkways, sidewalks and around your vehicles.

In some cases, lawn maintenance and snow removal will be the responsibility of the landlord. In these cases, a landscaping company will be hired to mow the lawn, plow the snow as well as salt. However, if you have a car parked in the designated and/or parking area, it is impossible for the contractor to clear that area. It is recommended that owners/tenants put down their own salt around their vehicles if there is ice. If you require confirmation as to if you are responsible for these items, please email the office.

## Maintenance

### **Submitting Maintenance Requests:**

You can submit maintenance requests visiting [www.kwproperty.com](http://www.kwproperty.com) and clicking the "Tenants".

- Please ensure you are specific in regards to what needs to be repaired. This will assist our contractors in pinpointing the issue.
- If you do not allow entry during a scheduled maintenance visit, you will be responsible for the service call.
- If it is found that the damage was caused by you, you will be responsible for the invoice associated with the repair.

### **Pest Control:**

Make sure that food is stored in airtight containers and garbage is sealed and put out on a regular basis. Do not feed birds, squirrels, stray animals, or wildlife. This could attract mice, rats or other pests. If you require pest control services, please fill out a work order on the website by visiting [www.kwproperty.com](http://www.kwproperty.com) and clicking the "Tenants" tab.

### **Loss of Power:**

If electricity in a part of the house doesn't work:

- Reset the GFI outlet if applicable. These are usually located in the garage, patio, kitchen, or bathroom. Please see the GFI instruction on page 2.
- Check the circuit breaker box for a tripped breaker. Make sure you check ALL circuit breakers. A tripped circuit breaker is often difficult to see and it could appear that it is not tripped. Therefore, you must turn the breaker all the way off and then turned the breaker all the way on. If you do not turn the circuit breaker all the way off, it does not "reset" itself to correct the problem.

If the circuit breakers continually keep going off:

- Check all appliances to see if too many appliances are running on the same circuit and causing an overload. In other words, do not plug in multiple electrical devices into one plug.

### **In Event of Inclement Weather:**

- Walk around the yard and note if there are any loose shingles, fence posts, gutters, shutters, window screens, hanging tree branches that need to be trimmed, etc. Notify our office by filling out a work order on the website.
- Make sure all windows and doors are securely closed. This also includes garage doors, shed doors, and gates if applicable. High winds plus heavy rain can equal unexpected water damage.
- In the event of a freeze, leave faucets dripping to reduce the risk of frozen pipes. Disconnect garden hoses from outside faucets and turn off the outside water tap from the inside.
- Please remember that severe weather may increase the maintenance/repair queue and it may take additional time to send someone out to address your issue. Please limit requests during inclement weather to serious safety issues and necessary emergency repairs to help with this.

### **Outside Water Taps:**

If you live in a single-family home or have access to the basement, you have the convenience of an outside water tap. In the winter, the cold could cause the pipe to freeze and burst so please turn off the valve that is located in the basement and then open the outside tap. This will allow any water that is left in the pipe to drain.

Please see the outside water tap shut off instructions below:

The exterior water tap shut off should be located in the basement, near the wall where the tap is located on the exterior. Your water tap shut off may be located in the ceiling above.

If you have an unfinished basement, you will be able to see the blue shut off valve. Please turn this to the right shut it off, and drain the tap from the outside until the line is dry.

If you have a finished basement, there may be a white rectangular access hatch that needs to be removed, this can be either located in the ceiling or wall. Once located, please turn the water shut off to the right to shut it off, and drain the tap from the outside until the line is dry.

### **Hot Water Tanks:**

If you notice that there is no hot water coming from the tank or the tank is leaking, call the number on the side of the tank for service. If there is no number, or the company states that the tank is not a rental, please notify the office by filling out a work order.

### **Emergency Procedures:**

In case of fire, medical emergency or a situation that could cause immediate peril to yourself or others, please call 911 immediately. If 911 has been called, please notify us by calling the emergency line.

In the event of any emergency, if lives are threatened, or when substantial damage could be done to the property, we are not required to provide any notice before entering.

A troubleshooting guide is listed below:

- Clogged Sinks - This service call is a charge to the tenants if the pipes are full of debris. The tenant will not be charged if the pipe is structurally compromised
- No Hydro - The tenant will be charged for this service call if the breakers are off or fuses are burnt out. The tenant will also be charged for this service call if the receptacle reset button needs to be pressed to reset. Please ensure you have checked breakers, fuses and reset buttons prior to our company sending out an electrician. This will avoid costs to you.
- Furnace Not Working - Please make sure the outside vent (exhaust vent) is not clogged by debris or ice or snow. If the HVAC technician arrives on site and determines the cause to be a blocked vent, the tenant will be held responsible for the service call. The tenant will also be held responsible for the service call if the batteries on the thermostat are low, or a dirty furnace prevented the furnace from working (Furnace filters should be changed at least every 3 months). Make sure Furnace and/or AC switch is turned on, or the tenant will be held responsible for the service call.
- Light Bulbs - The tenant is responsible for changing all burnt out light bulbs.
- No Access Granted - Please be sure if you request to be home during the service call you are in fact there. If you are not there to grant access after you specifically ask for this service, you will be charged for the service call.
- Water Softener - If your work order is in regards to your water softener running continuously, please put the water softener on bypass by either turning the valve manually or on the program screen selecting bypass. If you cannot determine the bypass please call our office immediately.

### **What Constitutes as an Emergency?**

An emergency can be an issue that is dangerous, hazardous, or if not addressed immediately could cause substantial damage to the property or personal well-being. Examples are listed below. Please note, some emergency situations may not be listed.

- Flooding
- Lack of heat from September 15 - June 1 (minimum 21C)
- Frozen and/or burst pipes
- Gas leaks
- Loss of electricity
- Sewage back ups
- Lock outs

Emergencies are NOT an annoying sound, air conditioning failure, appliance malfunction or something similar. While these situations may be inconvenient, they are not considered emergencies. Please visit our website and fill out a work order, the maintenance team will ensure the matter is dealt with within next 24-48 hours.

### **No Heat Calls:**

Prior to calling the emergency line or filling out a work order for a no heat call, please ensure you do the following:

- Make sure the outside vent (exhaust vent) is not clogged by debris, ice or snow.
- Make sure the furnace and/or AC switch is in the ON position.

- Ensure your furnace filter has been replaced and is not dirty/clogged.

If the HVAC technician arrives on site and determines the cause to be a blocked vent, low thermostat battery, or dirty furnace filter, the tenant will be held responsible for the service call.

**Water Related Issues:**

If water is leaking from any appliance, fixture or pipe, close the main shut off to the property (typically located in the basement).

If the situation happens during regular business hours, please fill out a work order on the website. If it occurs after hours, please ensure you call the emergency line.