

LET'S MEET YOUR TEAM



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Our Residents Welcome Kit

We are writing to welcome you to RISE Property Solutions Inc.

Moving can be an exhausting and stressful time! We hope that the relocation and unpacking process is as quick and easy as possible so that you can relax and enjoy your new home.

On behalf of the property investor, our agency is keen to ensure that the property is maintained throughout your tenancy, so please don't hesitate to advise us of any problem so we can be of assistance or quickly remedy the situation.

Please feel free to contact us if you have any queries during your tenancy.

Our property management department can be contacted during business hours via phone (289) 246-1147 and through your online resident portal.

In the event of EMERGENCY (FIRE, FLOOD, GAS LEAK) CALL 911.

Our office is located at 156 Parkdale Ave N, Hamilton, ON. L8H 5X2

MOVING IN...

Keys for Your New Home

Once you have signed your lease agreement you must set up an appointment with your Leasing or Property Manager to receive your keys either on your move in day or an alternate date if agreed upon and discussed

with the Leasing or Property Manager. A key, cleaning & garbage deposit is required along with your first and last month rent. In addition to your proof of tenant insurance, utilities set up in your name (if not included in your rent) and a signed waiver to allow us to report your rental income to the Canadian Credit Bureau directly, prior to this appointment date and time.

If you lose your keys, during business hours 9am-4pm, please contact our office and we will dispatch a technician once proof of payment is received.

An \$80 + HST charge will apply.

Entry Condition Report:

The Entry Condition Report must be signed and returned to our office within three business days from the commencement of your tenancy. This report documents the condition of the unit prior to you moving in and will be used as the baseline of the condition of your property and tenancy. Anything above fair wear and tear will be deemed as an added expense/repair that will need to be paid/addressed prior to you moving out. **If you do not submit the ECR back to our office within the timeframe above, you are in agreement with the report that has been submitted to you. No exceptions.**

Occupancy:

Only the people originally included on your application approved by the owner are allowed to reside at the property permanently. If a new tenant wishes to replace an existing tenant, our office must be informed immediately in order to complete an application form and have it approved before moving in. Please note, there is a fee associated with changing and or adding tenants / occupants. \$150 is applied to your lease ledger for any changes related to the lease agreement. **Any requested changes will not be made until the \$150 is paid to our office.**

Rent Payments:

Our preferred method of rental payment is through AUTOPAY which can be set up through your residential portal. A welcome letter will be sent to you once you have paid your first and last month's rent in addition to the key and cleaning and garbage deposit. **Please note, there is an .80 cent charge via Buildium to use this convenient method of rent payment that ensures payment is received in a timely fashion.**

You may need to make one time direct payments, which can be done via:

- E-transfer – from your financial institution or bank to: rent@risepropertiesolutions.ca

Please put the address, unit # and your name for ease of clarification on where this money is being sent from.

Tenant Insurance:

All of our tenants are required to have tenant insurance and provide proof of this insurance prior to moving in. Did you know the owner of the rental property is not responsible for the payment of contents insurance on their property? Tenants are responsible for the insurance of their own belongings.

Within your policy ensure additional living expenses are included. This is a requirement. If you have to be displaced for any reason it is the tenants responsibility to ensure they have this additional coverage. The Property Manager or Property Owner will NOT help with additional living expenses costs.

We are in partnership with SquareOne and encourage you to seek the advice of their insurance representatives for a comprehensive tenant insurance

policy. If you sign up with SquareOne they will provide a credit to your first billing period.

Your unique tenants identifier code:

https://www.squareone.ca/offer_code=RISE

Maintenance:

Our central Property Management platform is Buildium. It assists us in managing our properties and is the main source of communication with you. This is where you can access your resident centre portal and set up your autopay, submit requests, check your lease ledger, and more.

To enable us to offer you the best service possible, we require all requests for maintenance repairs to be submitted in Buildium to your Property Manager.

If there is any urgent maintenance required, please contact our office immediately at 289-246-1147 in addition to submitting this onto your resident portal.

Urgent maintenance is defined as maintenance or repairs required to avoid the risk of injury to a person or damage to property, or makes the premises unsafe or insecure.

Examples include:

1. Pipes have frozen due to extreme cold weather
2. Loss of heat
3. Loss of water
4. Toilet is backing up (and it is the only toilet in your unit)

5. Active leak coming into the unit
6. Gas leak
7. Carbon Monoxide Detection

For emergency maintenance issues that cannot wait for the next business days such as: flooding, water backups, electrical shortages, call: 289-246-1147.

For life threatening emergencies, call 911 immediately.

Online Resident Centre Portal:

- Create service/maintenance request: submit property tasks to be conducted.
 - **PLEASE NOTE: You are not required to be there.** You are welcome to be present at the time of entry, however, the landlord, agent or technician may enter in your absence. **We are required to provide at least twenty-four hours written notice to you, the tenant. You are responsible to ensure that any pets are secured at the time of entry. In the event of an emergency, we can enter at any time. We will always do our best to communicate emergency notices if time allows.**
- Updates you on submitted service requests/tasks.
- Update your personal information.
- Check your rent balance.
- And more!

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How We Process Your Maintenance Requests:

The first step is to assess the urgency of your incoming maintenance requests to enable us to accurately schedule and address your requests in a timely manner.

We assess each repair request on a scale of 1-5:

5 – High Priority Tasks – These are items that must be addressed promptly to ensure that the tenant and property are safe.

4-2 – Medium-Priority Tasks – Primarily consists of preventative maintenance. These responsibilities are time-sensitive, but not urgent.

1 – Low and Lowest Priority Tasks – Often are cosmetic in nature. These requests neither pose a safety risk, nor risk damaging the property over time, nor do they prevent tenants from utilising the rental as needed.

Utility Providers:

Bell	1-866-301-1942
Rogers	1-866-210-4059
Cogeco	1-866-661-9399
Alectra	1-877-963-6900

Rent Arrears/Late Rent Payments:

It is the policy of this office that all rent is paid on the 1st of the month.

Under the Residential Tenants Act you are required to pay your rent by the date noted on the schedule in your lease agreement which is the 1st of every month. Should you have any difficulties in paying your rent please notify us as soon as possible so that we can be of assistance to you in resolving the problem. However, this office does have a strict policy on the payment which you should not ignore. The reminder notice and frequency are listed below:

- **On the 1st of each month** if we have not received your rent payment a reminder will be sent via email.
- **If by the 3rd of each month** we have still not received your rent we will apply a \$20 administration fee to your lease ledger for the processing of a late rental payment.
- **By the 8th of the month if rent is not received in full we will** be sending a notice to terminate your tenancy via an **N4: NOTICE TO END YOUR TENANCY EARLY FOR NONPAYMENT OF RENT**. On this notice there is a termination date listed. If rent is not paid in full by this date, we will file with the Landlord and Tenant Board for eviction.

You must communicate with us in regards to why you have not paid your rent. We understand that emergencies happen, however, not communicating with your Property Manager with regards to late rent payment **WILL RESULT IN EARLY TERMINATION**.

Fire Safety & Smoke Alarms:

The Landlord is responsible for the replacement of the smoke detector battery at the commencement of each new tenancy. During the tenancy it is the responsibility of the tenant(s) for the proper operation of the smoke detector and to notify the Property Manager should the smoke detector malfunction. **The tenant(s) will not interfere with the smoke detectors**

during the tenancy. If it is found that a tenant has tampered with the fire safety equipment you will be liable for the cost of this action which could result in over \$1000.00 to have a qualified Master Electrician reset the entire property fire safety system. In addition you should not obstruct any entrances and exits of your unit with anything, to ensure if there is a fire you can quickly exit without obstructions. No combustible materials should be at the entrance and exit points. No personal items of any kind in common areas or utility rooms or they will be removed at the tenants expense.

Locked Out of Property:

Please note that in the event you lock yourself out of your house or unit, our staff is prohibited for personal security reasons to deliver keys after hours. If you lock yourself out during normal business working hours, we are happy to provide the management key up until 4PM. You must provide photo identification and the keys must be returned by 5PM.

If you lose your keys, please contact our office. An \$80 charge will apply and must be received before we will be dispatched.

Property Inspections:

RISE Property Solutions Inc conducts property inspections on a quarterly basis, depending on the property and tenancy. **Due to the restricted timeframes for the Property Managers and Leasing Agents and our obligations to carry out the routine inspection on behalf of the property owner, it is not possible to change the day or time of the routine inspection.** As Managing Agents, we have the authority under the terms of your Lease Agreement to issue you with the required notice and access the property with our management keys.

A routine inspection will be conducted on a quarterly or semi annual basis depending on the discretion of the Property Manager. **You are NOT required to be there at the time of the inspection, but can if you wish. These should take no longer than 30 minutes depending on the size of the unit or property.**

Exit Condition Reports will be conducted 4-6 weeks prior to your vacate date. They are to ensure that anything above fair wear and tear is addressed and an action plan put in place.

These inspections are for the benefit of our residents and investors to ensure that the property is being maintained and not damaged. We appreciate your understanding in conducting these inspections.

Garbage:

Garbage must be placed in the proper bins at our larger apartment complexes and placed in black garbage bags for regular waste and clear recycling bags for recycling. Please ensure the garbage and recycling containers are placed at the curbside on the morning of collection and the bins are put away by evening on the same day. Please note that the City of Hamilton will issue fines for bins/bags left on the road after the collection has been carried out and these fines will be the responsibility of the tenant.

Please break down your boxes and dispose of your recycling in the appropriate containers. Plastic Recycling can also be placed in clear plastic blue bags.

A tenant Recycling guide has been provided in your welcome pack for ease of reference.

HOW TO GET A NEW OR REPLACEMENT BLUE BOX

If you need a new or replacement blue box, you will need a service number to pick one up. You can submit a request online or you can call 905-546-2489, Monday to Friday, 8:30AM to 4:30PM.

- A service number is required to pick up a blue box (or two) at a Community Recycling Centre or a Municipal Service Centre
- You must bring your service number with you to the Community Recycling Centre in order to pick up your blue box (or two)
- Remember to bring your ID showing your City of Hamilton residency
- <https://www.hamilton.ca/home-neighbourhood/garbage-recycling/blue-box-recycling/blue-box>

Excessive Noise Levels and No Smoking is Permitted Inside your Units:

This is a term in every lease agreement across Ontario – violation of this condition is grounds for us to take the necessary actions which will include filing for eviction. Be respectful of others' right to enjoy a quiet and safe space. This includes noise levels, smoking and leaving your belongings, garbage in common areas or shared spaces. Excessive noise levels after 11PM and before 7AM are prohibited.

The Hamilton Police Services Page:

Our non-emergency line at 905-546-4925 is for reporting incidents that are non-urgent or not life-threatening. It's also for people to make general inquiries or looking for police support and resources (i.e., noise complaints, reporting thefts, etc...)

There are several options for reporting non-emergency incidents. Call 905-546-4925.

Fill out an online report or visit your nearest Hamilton Police Station.

<https://hamiltonpolice.on.ca/report-crime/non-emergencies>

Parking:

Hamilton is a large city where different parking rules apply depending on where you live. Not all of our properties provide parking and we do not "assign" parking spots, unless you live in one of our larger building/apartment/townhouse complexes.

For those properties that do have off street parking, be mindful of where you are parking. Out of courtesy to your neighbours, please park in the same spot.

For the safety of all tenants, abandoned, unlicensed or derelict vehicles will be removed at the owner's expense.

Vehicle maintenance repairs are not permitted in parking lots and driveways.

Laundry:

If you have coin operated laundry in your building and the laundry centres are stackable, the typical wash cycle is 35-60 minutes and you are able to use both machines at the same time.

If your laundry centre is 2 separate units, they will be individually metered, in general: Washing Machine Cycle = 40-60 minutes for \$2 & Dryer Cycle = \$1/20 minutes.

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Common Areas, Shared Spaces:

Common areas and shared spaces **are not for your personal belongings.** Please do not have any personal items in the common areas or shared spaces. Please ensure no food is being left outside, this includes animal food. This will invite unwanted rodents and pests.

Cable TV/Satellite Dishes/Antennas/Air Conditioners:

Do not attach: satellite dishes, antennae or air conditioners, to the exterior of the unit. If the dish or other equipment is installed without approval or not according to the guidelines, it will be removed at the tenants expense.

Pets:

Well behaved and care for pets add to the quality of life for their owner and the community as a whole. Please remember that not everyone will love your pet as you do.

- If you have a pet, you are responsible for your pet's behaviour and its effect on other tenants. Dogs, cats, and other pets must be under your control at all times in public areas.
- Dog owners are responsible to ensure that licences and vaccinations are current.
- If Pest Control Services are needed to deal with flea infestations you will be responsible for the cost.
- Please remember that pets are not permitted in the community house of other public areas where they may be a nuisance to other tenants.
- Pick up after your animal and dispose of their waste appropriately.

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Pests:

Here are some Guidelines to assist Tenants in combating pests:

1. **Dispose of Trash Properly:** Ensure that all trash is placed in sealed bags and disposed of in the designated areas on the appropriate days. Trash should be taken out regularly to prevent accumulation.
2. **Store Food Correctly:** Keep all food items in sealed containers and avoid leaving food out overnight. Clean up any spills or crumbs immediately.
3. **Maintain Cleanliness:** Regularly clean your living space, including vacuuming carpets, sweeping floors, and wiping down surfaces. Pay special attention to the kitchen and dining areas.
4. **Outdoor Maintenance:** Keep the outdoor areas free of debris, such as leaves and trash. Ensure that garbage bins are closed tightly and stored away from the building

Decorating Your Home:

If you wish to decorate your unit you are responsible to return the unit to its original condition upon move out or **you will be charged** for the cost to make the repairs. No permanent changes can be made. Contact your Property Manager if you have any questions.

Tenant Charges:

If you, your family or a guest cause damage to RISE Property Solutions' residence, you will be charged for the cost of the repairs.

Examples of maintenance charges:

- Broken windows and/or screens
- Damage to drywall, woodwork, and/or doors
- Unauthorised paint, removal of wallpaper

- Missing or broken fixtures
- Missing or broken hardware for doors/windows
- Garbage/debris left in the unit by the tenant on move-out
- Damage done by pets, including flea control
- Toilets clogged by hair, feminine hygiene products, q-tips, baby wipes, etc...
- Requested lock change/lost keys
- Unauthorised lock change
- Missed appointments made with contractors

Lease Agreement:

You are responsible for the terms and conditions of your lease agreement for the duration of your tenancy with RISE.

Notice to Vacate/Ending Your Tenancy Early:

Notice must be given in writing at **least sixty (60) days prior to the date** you intend to vacate. For a Fixed Term 1 year lease agreement you can only vacate on the day the lease expires and notice must be given at least sixty (60) days prior to the expiry of the lease. You agree and understand that you cannot vacate the property at the end of the lease without giving the required notice in writing. Should you vacate without giving the required notice, rent will be required for the equivalent of the sixty (60) days notice period.

Ending a Tenancy Early:

Lease agreements in a fixed term of 1 year, the tenants are obligated as per the landlord and tenant board rules and regulations to fulfil the term of your lease.

The termination date cannot be before the last of the fixed term.

Moving Without Giving Proper Notice:

If you move out of a rental unit without giving notice or without giving proper notice (for example, you give fewer than the required number of days) you may be responsible for paying the rent until the earlier of these two dates:

- The date the unit is rented to another tenant
- The earliest termination date that could have been put in a notice to end tenancy, if you had given proper notice

To do and Not to do:

- Do NOT use Blu-Tac, sticky tape or masking tape to hang or place pictures on the wall.
- Ensuring the property is kept clean and left clean, you will be given a guide to help when you vacate.
- Do not make any changes, alterations or install picture hooks without written permission from the property owner.
- Understand your responsibilities as a tenant by reading your General Tenancy Agreement along with the policies and procedures of RISE Property Solutions.

Cleaning Checklist:

This checklist may assist to maximise your cleaning deposit and maintain throughout your tenancy.

General:

- Vacuum and clean all sliding doors and window tracks.

- Carpets are to be left in the same condition as marked on the original. Residential Condition Report allowing for fair wear and tear. If required, carpets are to be cleaned.
- Carpets to be professionally cleaned and fumigated for fleas – by registered Pest Company, if pets were kept at property. Supply paid invoice copy which specifies service details.
- Clean light fittings – gently remove light fittings and clean.
- Clean marks off the walls, ceilings, and light switches.
- Clean skirting boards, windows, including frames, sills and tracks above cupboards, picture rails, architraves and both sides of all doors, all other fittings, and insect/security screens, etc...
- Clean curtains and blinds. Refer to the Agent method advice.
- Clean the wardrobe, shelves, drawers and mirrored doors. Remove scuff marks.
- Clean all air conditioner units and filters.

Kitchen:

- Clean inside and outside of all cupboards and doors.
- Clean inside and outside of the oven, griller, doors, trays, racks, glass.
- Clean inside, outside, and behind the refrigerator and dishwasher and microwave space.
- Clean sink, especially drain holes, drainers, and tap ware.
- Range hood exhaust and filter – filter can be removed and cleaned.

Bathroom:

- Clean all walls, floors, mirrors and windows and window tracks.
- Clean inside and outside all cupboards and drawers.
- Clean toilet, bath, shower recess, remove built up soap residue on tiles and shower screens, clean sink and all tapware, towel rails.

- Clean water outlet in shower and bath of hair and soap build up.
- Shower curtain washed with bleach or replaced if applicable.

Laundry:

- Clean behind, inside and around washing machine space. Clean equipment and filters if applicable.
- Clean inside, outside and behind the dryers. Remove lint.
- Clean inside, outside and around the laundry tub, cabinets, shelves, drawers, tapware.

Verandas, Decks, Balconies, Outdoor Areas:

- Sweep and mop, clean railings, glass and light fittings.
- Remove all cobwebs, etc...

Garage, Carport, Driveway:

- Sweep out and remove any oil residue from concrete, pavers, paths, driveways.
- Ensure Council bins are empty OR place bins out on footpath for next collection.
- Close and lock the garage door, if applicable.

TROUBLESHOOTING

Plumbing Leaks:

The most common problem in properties is water leaking from wet areas, e.g., bathrooms, laundries, kitchen, into adjoining rooms. A regular check for water leaks is advisable. If the carpet/floor is wet, sponge and dry the area thoroughly and check again after use. Advise our Agency that there is a

problem. If the problem is a 'serious' water leak, this is classified as an emergency repair under the Legislation and the Agency must be notified immediately.

Faulty Light Switches or Fans:

Do not attempt to fix it yourself. Do not use switches. Contact our Agency as soon as possible.

Hot Water System:

The hot water tank is a rental unit and not the property of RISE Property Solutions Inc.

Heating:

The thermostats are set at about 20 degrees Celsius. In order to assist in the efficient heating of your unit, please ensure that your doors and windows are closed when the heat is on.

Lights:

Check the power or fuse box. Ensure the power is on and the switch has not tripped. If the problem is not remedied, contact your property manager.

Power:

If your neighbours have also lost power, contact your Electricity Supplier. Otherwise check if you have a Safety Switch, which may have tripped. If so, reset the switch. If it trips again, unplug all appliances from power points. Reset Safety Switch and plug in appliances one at a time until faulty appliance is located. If you have a fuse box check this for a blown fuse.

NOTE: If this does not rectify the problem, please notify our Agency.

Tenants will be required to pay for callouts where a faulty appliance belonging to them has caused the problem.

IN CONCLUSION

We are very excited to have you join our RISE family!

We hope you enjoy your new home!

RISE
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