

610

MARTIN  
GROVE



# RESIDENT GUIDE

A CONVENIENT RESOURCE FOR THE  
RESIDENTS OF 610 MARTIN GROVE



# We're happy you're here!

Welcome to Minto Apartments – and your new home. As you unpack and get acquainted with the space, we want to make sure you have everything you need.

This handy guide will provide you with:

- o How to book service requests and what to do in emergencies
- o Helpful maintenance tips
- o General guidelines and procedures
- o A little bit about us as a company
- o A lot about your neighbourhood

Your safety and well-being are built into our philosophies:

## **OUR VISION**

We build better places to live, work, and play, one home and one relationship at a time.

## **OUR MISSION**

Since 1956, we've been dedicated to creating exceptional homes, communities, and workplaces through continuous improvement in design, quality, and customer experience.

## **DOING OUR PART**

Our legacy of creating healthy, vibrant communities for people to live, work, and play in is rooted in everything we do. We're passionate about giving back, positively inspiring others, and instilling a sense of pride in our work.

## **OUR COMMITMENT TO GREEN LIVING**

We're committed to reducing the environmental impact of our real estate developments, construction, and property management operations while working to create more comfortable, efficient, and beautiful resident-centric spaces.

## **ALWAYS IMPROVING**

We're not ones to rest on our laurels: We always look for ways to do things better and improve, and make things easier for everyone.

Thank you for choosing Minto Apartments. We're looking forward to getting to know you in the years to come!

Sincerely,

**Your Minto Apartments Team**

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## ABOUT YOUR RESIDENT SERVICES TEAM

Your Minto Apartments team includes the Superintendent(s), Service Coordinator(s), Property Manager, and Regional Manager. They're there to help with any questions you have about:

- Your lease
- Rent payments
- Service requests and maintenance issues

Should something happen outside of regular Resident Services office hours, there is a 24-hour emergency service line available 7 days a week.

## PAYING YOUR RENT

Your Tenancy Agreement outlines that your rent is due on the first day of every month, to be paid through your resident portal on RentCafé, where you can enable preauthorized payments. Be sure to get your VISA, MasterCard, AMEX, or debit account configured early – RentCafé requires a few days to connect to your private account(s). We do not accept cash or e-transfer modes of payment.

**Please note:** A 1.75% fee will be charged if paying rent by credit card (VISA, Mastercard, AMEX). Minto Apartments does not gain this fee.

## SERVICE REQUESTS

Please see the “Troubleshooting” section on page 8 of this booklet for suggestions that may easily solve the problem and eliminate the need for a service call request.

If you're still experiencing issues in your home, please log into your Resident Portal RentCafé and a member of our service team will get back to you within 48 hours.

As you fill out a service request form online, please provide us with as much detail as possible so we have all the information we need to take care of the issue.

Regular service calls will be completed between 8 AM and 4:30 PM, Monday to Friday. Please ensure that all pets are safe and secure while you're away. We may not be able to give you an exact time for our service representative to arrive, so we ask for your cooperation in permitting us to enter your home -- if necessary, in your absence.

Non-emergency service call requests will be completed within 48 hours, or two business days of when the Resident Services office is open. If we're not able to complete the work within that time, we will arrange an alternative time with you to complete the necessary work.

You will receive a text or email survey after every visit, and we encourage you to let us know if you're satisfied with your experience. We appreciate your comments and feedback and take your feedback into account when developing ourselves.

## WHAT TO DO IN AN EMERGENCY

In the event of an emergency requiring police, fire department, or an ambulance, you should **CALL 911** immediately.

Our team is available to assist with emergencies in your home after regular business hours. We will respond anytime to assist with the following emergency issues:

- No heat in the winter
- A plumbing leak or sewer blockage that could damage your personal property or the premises
- Blocked toilet (if there is only one toilet in the home)
- Power outage
- Gas leaks or gas odours
- If you're locked out (there will be a charge applied for this service)
- Out-of-order stove or refrigerator where the contents are in danger of spoiling

## OUR COMMITMENT TO YOUR PRIVACY

The Personal Information Protection and Electronic Documents Act (PIPEDA):

Minto Apartments provides you with superior service while protecting your privacy and safeguarding your personal information.

We prohibit the sale, transfer, or sharing of personal information with third parties for any other purposes than those identified, without your consent, unless required by law.

When we collect any new personal information from you, we will make you aware of the purpose(s) for collecting, using, or disclosing the information and appropriately obtain your consent consistent with the sensitivity of the information.

If you wish to withdraw your consent or wish to update the information on your file, please notify the Resident Services Centre serving you; please note that this may limit our ability or prevent us from providing you with the products or services you desire.

If you need further information on Minto Apartments' privacy practices or feel that your personal information has not been handled appropriately, please contact Minto Group's Chief Privacy Officer at:

**Minto Group Inc.**

**Suite 200 180 Kent Street Ottawa, Ontario K1P 0B6 or by email at [privacy@minto.com](mailto:privacy@minto.com)**

# OUR COMMITMENT TO SUSTAINABILITY

## Environmental Policy

Minto Apartments is committed to reducing the environmental impact of our buildings and operations. Our Environmental Policy outlines our intentions, direction, and key commitments related to our environmental impacts and performance. This Environmental Policy will be reviewed regularly and updated to ensure it continues to reflect our priorities and drive us along the path to greater sustainability.

Look for updates as well as tips for healthier, greener living at [minto.com/livebetter](https://minto.com/livebetter)



## IMPORTANT SAFETY INFORMATION

### Safety equipment in your apartment:

We'll perform annual inspections as well as regular testing of fire safety equipment to ensure your safety. Your home is equipped with at least one battery or electrically operated smoke detector and may be equipped with a carbon monoxide detector based on your apartment's vicinity to gas-operated appliances.

### Please note:

- o For battery-operated detectors, "beeps" will sound at short intervals if the battery needs replacing. If this happens, please get in touch with your Resident Services Centre immediately.
- o For the safety of your family, neighbors, and yourself – NEVER disconnect your smoke detector. Report any malfunctions to our Resident Services Team immediately
- o Tampering with the fire alarms, smoke detectors, carbon monoxide detectors, or intercom systems in your apartment will affect the overall systems in the building and impair the safety of you and all the residents, and you could be charged under the Fire Code Legislation
- o Should your smoke detector or carbon monoxide detector sound move to a safe location outside your home call 911 or the fire department and contact your Resident Services Centre. Please remain outside until emergency personnel arrive to ensure that your home is safe to re-enter.

## • FIRE SAFETY & PREVENTION

- Residents are to follow these steps for their own safety and knowledge:
- Learn what to do if a fire happens in your building by attending quarterly fire drills, presentations and asking the Superintendents/Landlord about the fire safety plan (in the vestibule of your building).
- 610 Martin Grove has a two-stage alarm system. The first tone is a shorter tone announcing that you do not have to evacuate immediately but be on the alert. If you hear the second tone a longer consistent tone, this means your floor must evacuate. If you are unsure, then please evacuate.
- If you have any sort of impairment which might make it difficult or impossible to evacuate and you have previously informed property management that you will need assistance in an emergency, wait inside your apartment for the fire department to assist you.
- Know both exits on your floor well and practice when you have time. Upon evacuation, tell everyone inside your home to leave your apartment. Close the doors once everyone is out, and use the nearest stairwell to exit. Do not use elevators.
- The elevators will automatically be recalled to the ground floor. You should not be using the elevators during any fire alarms.
- If you come across smoke in the stairwell during an evacuation, exit the stairwell and walk across the floor on the opposite stairwell. If there is smoke in that stairwell, return to your apartment, or knock on doors until you find a place to shelter.
- When you get to the lobby or ground floor, **you are required to exit and meet at the designated fire assembly point.** Minto Apartments' staff will be directing all guests/residents to exit the building safely from the lobby.
- Minto Apartments' staff's responsibility during the fire alarm is to ensure that first responders get the information/keys/access they need to ensure the situation is well in hand.
- The Resident Service Center will answer the phone if they have the opportunity do so as Minto Apartments' staff should keep the lines clear for the first responders.



## STAYING SAFE

Your safety is important to us. Here are easy and inexpensive ways to help safeguard your home and community while living with us:

- All residents are accountable for the safety and security of their belongings.
- Report suspicious activity to the police first, and then to the Resident Services Centre.
- Ask a friend to check on your home and collect mail and papers while you're away. We will not be responsible for checking your home during your absence.
- Notify the Resident Services Centre in writing if you'll be away for an extended period and leave the information for an emergency contact.
- Keep your apartment doors and windows locked when not at home.
- Do not admit any strangers into the building or underground garage. Fellow residents can obtain access themselves and visitors should know how to buzz themselves in.
- Keep your vehicle locked when parked, and don't leave anything of value in it.
- Participate in fire drills and make sure that every member of your household is familiar with the emergency procedure. In apartments, Emergency Evacuation Plans are posted on each floor near the elevators. Residents who require assistance to evacuate are encouraged to register their name and telephone number with their Resident Services Centre.
- For safety reasons, a real evergreen Christmas tree is not permitted in apartment buildings or on balconies. Wreaths or any other decorations on the doors are not allowed as per the fire code.
- By direction of the fire marshall, barbecues of any kind and any sort of cooking are not permitted on balconies.
- Do not leave bicycles or toys on sidewalks, stairways, or hallways.
- No one is permitted to play on bicycles in parking lots, hallways, or driveways.
- Adult supervision is required when children visit the swimming pool, whirlpool areas, and rooftop amenity areas.
- Residents are encouraged to contact the local police service to find out about neighborhood crime awareness and crime prevention programs.

## TIPS & TROUBLESHOOTING

It's important to love where you live, both inside and out. These simple guidelines will help keep the interior and exterior of your home in tiptop shape.

### Appliances:

- If an appliance isn't working, check that it's correctly plugged in, and the circuit breaker or fuses haven't tripped or blown before contacting your Resident Services Centre.
- Do not attempt to fix the appliance yourself. Repairs are included with our service to you, and we have professionals who can assist with repairs.



### Refrigerator:

- All refrigerators are equipped with a thermostat control(s) to regulate the temperature inside the refrigerator and freezer. The normal temperature is always the recommended temperature zone in the refrigerator; however, you can choose the setting that suits you.
- Do not block the fan in the freezer compartment.



### Stove:

- To reduce the risk of fire, frequently clean grease and spilled food from the stovetop and inside the oven.
- Do not use aluminum foil on the bottom of the oven, oven racks, or pans under stovetop elements, as doing so can cause a short circuit if it touches the element.

### Exhaust fans:

- Clean the exhaust fan filter for your stove regularly with hot soapy water and a brush to remove accumulated grease and dirt.
- Exhaust fan vents in washroom ceilings should be regularly vacuumed or dusted.



## **Furnace:**

- If you turn on the thermostat and nothing happens, check that the wall switch located in the furnace room is switched on.
- For your safety, please don't do anything else without further assistance from your Resident Services Centre.

To keep your airflow clean and fresh:

- Replace the air filter as required, located behind the rear or side panel of the furnace. Keep the air around the furnace free of debris.
- We will arrange for a scheduled cleaning and servicing of the furnace.

## **Washer & dryer:**

- Portable washer, drier, or washer/drier combos are not permitted.
- Clean the fabric softener dispenser and lint trap after each use.
- Check and tighten water supply connections and drain hoses as needed to avoid leaks and blocks.
- To conserve water and energy: wash in cold water, only run full loads, and select the appropriate water level and drying time to match the load size.

## **Dishwasher:**

Please use dishwasher detergent only. Liquid soap or laundry detergent will cause the machine to overflow.

- Portable dishwashers are not permitted.
- Do not overload the dishwasher.
- Run the machine with a full load to save energy.
- Choose energy-saver or the shortest cycle.
- Allow dishes to air dry to save electricity.
- Scrape dishes before placing them in the dishwasher rather than rinsing - this saves water and keeps drains free of food.
- Report any plumbing leaks immediately as they can cause water damage to your home and promote mold growth.

## Power & lighting:

- Save electricity by turning off lights when you're not in the room
- In the event of a power failure, first check the circuit breaker and fuse panel to see if anything has tripped. If it has, return the breaker to the ON position. Call your Resident Service Centre if the breaker returns to the OFF position

## Light bulbs & fuses:

All lightbulbs will be functioning upon your move in. **Note:**

- Burnt out bulbs inside or outside on your porch or balcony are your responsibility and shouldn't exceed the wattage printed on the fixture.
- We encourage residents to use energy-efficient LED bulbs.
- Residents are responsible for replacing burnt out fuses with fuses of the same amperage. Never attempt to correct the problem by using a fuse of different amperage.



## Heating & temperature control:

To ensure safe and efficient heating and cooling:

- Do not place furniture or objects in front of the fan coil unit or any vents. Obstructing airflow can reduce performance, increase energy use, and pose a fire hazard.

## Thermostat control:

Some apartments and homes are equipped with either wall-mounted thermostats or controls on the baseboards. During cold months at night, and when you're away from home, turn your thermostat down (but not off) to save energy.

- ✓ Did you know? Turning your thermostat to the lowest setting during winter months may turn the heat off, putting pipes at risk of freezing – and causing extensive damage.

## Plumbing:

The plumbing system in your home can only handle a certain amount of drainage. Portable washers, dryers or dishwashers can create drainage back-ups in other apartments and are not permitted in your suite. **Please note:** There is a service charge to unblock sinks or toilets caused by neglect or misuse.

The following should never be put down the sink or flushed down the toilet:

- Paint
- Grease
- Diapers
- Tampons & Tampon Applicators
- Q-Tips & Cotton Swabs
- Food
- Lint
- Sanitary Napkins
- Disinfectant Wipes
- Paper Towels

## Kitchen cupboards & countertops:

Cupboards and countertops should be wiped regularly with warm water and a non-abrasive, grease-cutting detergent to avoid staining the surface. Please do not cut on, or place hot pots or dishes, directly on the countertop.

## Windows:

Here are tips to keep your home safe, warm, and energy-efficient:

- Keep windows shut during winter months to avoid pipes freezing. Any damage that may result from windows left open is the responsibility of the resident.
- When your windows are closed, it's best to keep them locked to prevent rattling, breaking and water seepage, and for your general safety.
- Lever-operated windows must not be unhooked as there's a chance they may slam shut and become damaged.
- Drain holes in the tracks of sliding windows should be checked and cleaned regularly to avoid damage.
- Child safety locks on windows should never be removed. If they are removed, you may be subject to fines or back charges.
- During the winter, open your window coverings to let the sunlight warm the air and to help prevent condensation.
- For energy efficiency, it is advisable to ensure that drapes stop three inches above baseboard heaters.
- Consider using your window coverings during bright summer days to reduce heat build-up in your home.



## Pest control:

Minto Apartments is dedicated to maintaining a pest-free environment; however, pests are natural travelers and sometimes situations arise. You can help by:

- Ensuring that your home is kept clean and well maintained. Standing food, grease or water/moisture can attract unwanted guests.
- Report pest issues to your Resident Services Centre immediately to prevent spreading

## Recycling:

Minto Apartments is proud to support recycling in our communities. We hope you'll join us by participating in the waste diversion programs and recycle items in the appropriate bins or collection areas provided. For more details on your local waste programs, please contact the Resident Service Centre. Here are a few quick tips:

- Make sure only items that can be recycled go into the bins
- Remove food and liquids, and rinse before putting them in the bins
- Remove plastic covers and overwrap from cardboard containers, magazines, and other wastepaper
- Flatten boxes

For more tips on how to reduce waste, please visit [minto.com/Living-Green](https://minto.com/Living-Green) or [minto.com/livebetter](https://minto.com/livebetter) and click on the "LIVE greener" archives.

## Garbage disposal:

Please ensure that landfill waste is securely tied in a plastic bag before being placed in the containers provided at your building.

## Hazardous, electronic, & bulk/oversized waste:

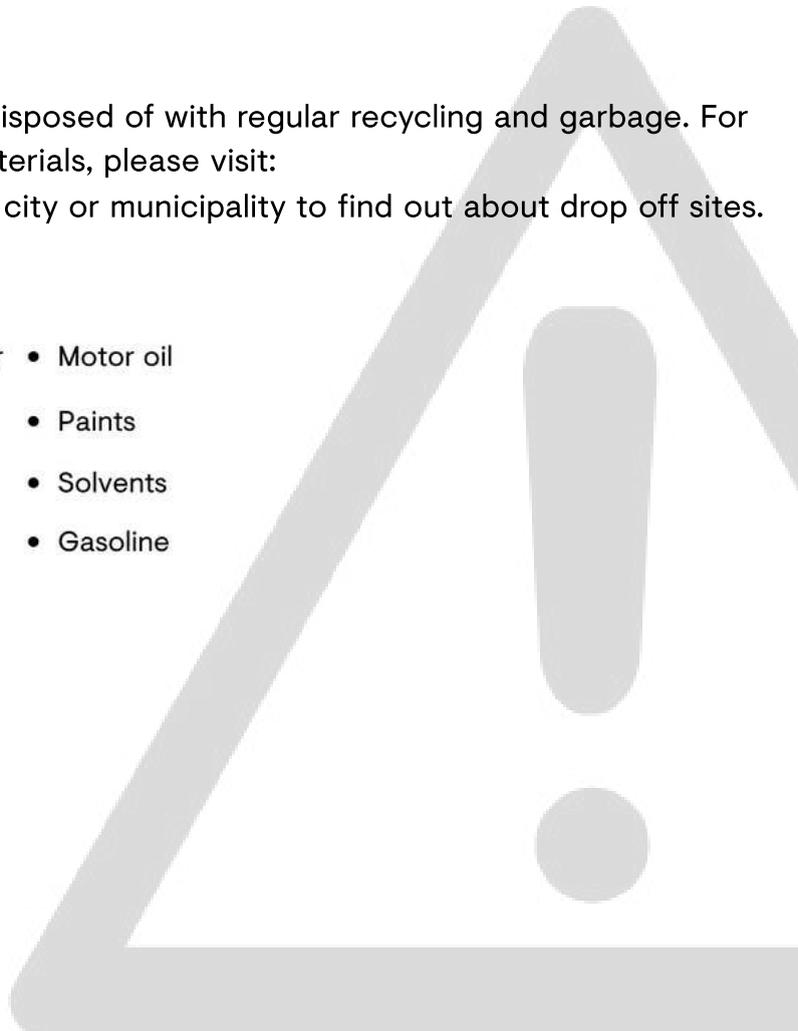
There are items found in your home that can't be disposed of with regular recycling and garbage. For tips on where to dispose of these types of bulk materials, please visit: <https://recycling.metrovancouver.org/>, contact the city or municipality to find out about drop off sites.

### Household hazardous waste includes:

- Aerosol containers
- Fluorescent blubs & tubes
- Needles & syringes
- Mercury thermometers
- Pesticides, herbicides, insecticides like insect repellent, fungicides & mothballs
- Nail polish remover
- Bleach
- Medications
- Propane tanks
- Cleaners (drain, oven)
- Batteries
- Motor oil
- Paints
- Solvents
- Gasoline

### Electronic waste includes:

- Cell phones & phones
- Keyboards
- Televisions
- Stereo equipment
- Cameras
- Computers
- Monitors
- Printers
- Radios
- Wires



## RECREATION PROGRAMS & FACILITIES

610 Martin Grove offers a thoughtfully curated selection of amenities designed to support wellness, comfort, and community living. Residents can enjoy a fully equipped fitness centre, pet-friendly features, a stylish party room for hosting events, a peaceful community garden, a cozy media room, and outdoor grilling stations perfect for social gatherings.

For additional recreation and wellness options just a short walk away, residents have access to the Albion Pool and Health Club and the Albion Arena, both located within a 10 minute walk. These nearby facilities offer swimming, fitness programs, and seasonal recreational activities, adding even more value to the vibrant lifestyle at 610 Martin Grove.

Be sure to familiarize yourself with the information and hours of operation for the amenities in your community.



## PARKING

If you've been assigned one or more parking spaces, please regard the following:

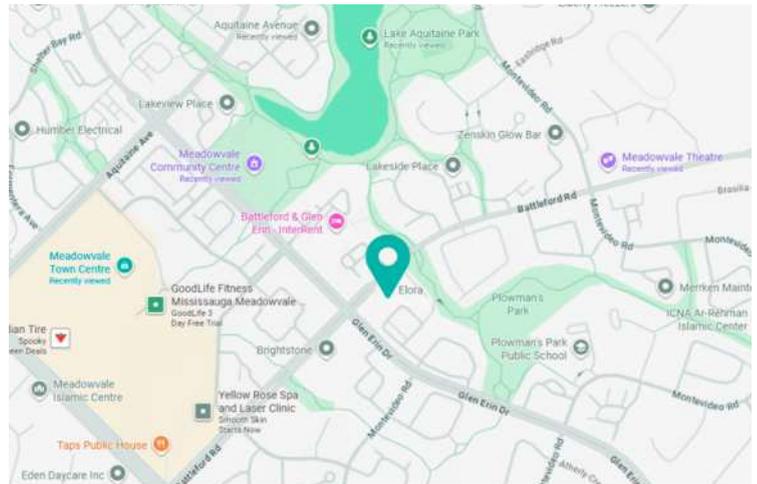
- The site offers pay-as-you-go visitor parking.
- Vehicles illegally parked in visitor parking may be ticketed or towed without notice at the owner's risk and expense.
- Only park in the space(s) assigned to you.
- If an unauthorized vehicle is parked in your spot, please call parking enforcement.
- If you'd like to rent - or cancel - a parking space(s), please contact the Resident Service Centre by submitting a request through your resident portal RentCafé.

# THE NEIGHBOURHOOD

Welcome to Richview, Toronto.

A peaceful pocket in the heart of Etobicoke, Richview blends suburban charm with urban convenience. Known for its tree-lined streets, well-kept parks, and strong community spirit, this neighbourhood offers a welcoming atmosphere ideal for families, professionals, and retirees alike.

Located near major arteries like Highway 401 and 427, and served by TTC bus routes and nearby subway access, Richview makes commuting and city exploration easy. Residents enjoy proximity to excellent schools, shopping centres, and everyday amenities, all while being surrounded by green spaces and recreational facilities.



Whether you're enjoying a quiet walk through a local park or grabbing coffee at a nearby café, Richview offers a balanced lifestyle with everything close at hand.

## THINGS TO SEE:

- Richview Park
- Centennial Park
- Westway Park
- Richview Library
- Royal York Plaza
- St. George's Golf Country Club
- James Gardens
- Local cafés and bakeries



## RENTCAFÉ, YOUR RESIDENT PORTAL

As a resident at Minto Apartments, you will be automatically enrolled into our resident portal, RentCafé, after your rental agreement has been approved and accepted by both parties. The portal offers you several benefits to ensure you have a streamlined rental experience, from lease signing to move-out. Some of the benefits available to you as a resident:

- Embrace a paperless lifestyle and green living with digital lease documents and transactions
- A convenient online rent payment portal for easier financial management
- Organized online maintenance requests from you to the Resident Services Centre
- Information on resident events and important announcements or information
- Designed to work on mobile or desktop, so you can stay in touch the way that works for you

## RESIDENT CODE OF CONDUCT

At Minto Apartments, we embrace a culture of kindness and community, striving to create an environment where every resident and staff member feels valued and at home. Our resident code of conduct is designed to promote a positive experience for everyone.

We kindly ask residents to treat one another, our dedicated staff, and the property itself in a considerate and respectful manner. This involves, but is not limited to, being mindful of noise levels, refraining from any actions that might disturb others, refraining from inappropriate language to staff members and other residents, and embracing a shared responsibility to keep living spaces safe, clean, and inviting.

By adhering to this code of conduct, we collectively maintain a welcoming living space that we can all proudly call home.



**WELCOME  
HOME.**