

Minto Apartments: Resident's Handbook



minto
Apartments

We're happy you're here!

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

This handy booklet will provide you with contact information for service requests and emergencies, helpful tips to maintain your home, general guidelines and procedures, and a little bit about Minto as a company.

As a resident here, you're our priority and we take great pride in providing you with a comfortable and enjoyable experience by staying true to our philosophies.

Our vision

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

Our mission

We're dedicated to creating exceptional homes, communities and work places 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 deeply rooted in everything we do. We're passionate about giving back, inspiring others and instilling a sense of pride that we're doing what we can to help people live better.

Our commitment to green living

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

Always improving

We're not ones to rest on our laurels. We're always looking for ways to do things better, make improvements that benefit our residents and help make things easier should issues or concerns arise. We want your experience with Minto Apartments to be a positive one.

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

Michael Kidd

Director of Residential Property Operations
Minto Properties Inc.

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About your Resident Service Centre

Your Minto Apartments team includes a Superintendent, Service Coordinator, 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

Regular office hours are: Monday-Thursday 8:00 am - 5:30 pm, Friday 8:00 am - 4:30 pm, Saturday 10:00 am - 4:00 pm, Sunday closed.

Should something come up outside of regular business hours, there is 24 hour emergency service available 7 days a week. Simply call your Resident Service Centre at 519.433.7291 and follow the after hour prompts.

How to reach us

Your Resident Service Centre is there to provide you with the answers you need and any information you're looking for. Find yours here:

Cherryhill Village

301 Oxford Street West

London, ON N6H 1S6

Tel: 519.433.7291 Email: Londonservicerequest@minto.com

Handy information

Keep the following information close at hand for emergencies and other issues related to your home.

Paying your rent

Your Tenancy Agreement outlines that your rent is due on the first day of every month.

You're encouraged to sign up for our pre-authorized banking, so all future rental payments are processed automatically – and you don't have to give it a second thought. To find out how to get set up, get in touch with your Resident Service Centre.

Online banking is another great, convenient option. Note that you must allow three business days before your rent is due. To find out how to get set up, get in touch with your Resident Service Centre. We do not accept cash or e-transfer.

Being a good neighbour

Being a kind, courteous neighbour is everyone's responsibility and it goes a long way when it comes to making your experience a positive one. This is your shared community, and we want you to enjoy it!

Here are a few basic guidelines to keep in mind:

- If you're entertaining company, keep noise to a minimum.
- Keep stereos and TVs at a reasonable volume.
- We do not allow smoking of tobacco, cigarettes, cannabis or burning, smoking or vaping of any substance within the boundaries of the residents complex.
- Place garbage, pet waste and recycling in the appropriate chutes/waste bins.
- Keep skateboards and rollerblades on play areas provided or nearby parks/paths.
- Always be aware of your environment and surrounding neighbours.

If you have any concerns about a neighbour, please contact your Resident Service Centre.

Service requests

If you're experiencing issues in your home, let us know and a member of our service team will get back to you within 48 hours.

1. Email your Resident Service Centre.
2. Go to minto.com > Rent an Apartment > London and click on "Already a Resident?" to fill out a service request form.
3. Or call or visit your Resident Service Centre directly (page 3).

When 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. If emailing your Resident Service Centre, please feel free to attach pictures to help us find and address your concern more promptly.

We may not be able to give you an exact time for our service representative to arrive, so we ask for your co-operation in giving us permission to enter your home in your absence.

Regular service calls will be completed between 8:00 am and 4:30 pm, Monday to Friday.

Please ensure that any pets are safe and secure while you're away.

Please see the "Troubleshooting" section on page 6 of this booklet for suggestions that may easily solve the problem and eliminate the need for a service call request.

Non-emergency service call requests will generally be scheduled within one business day of the request. If we're not able to complete the work within that time, we'll call and explain the reason for the delay, and arrange for a time to complete the necessary work.

Keep in mind that identifying and addressing maintenance issues right away not only helps keep your home in good condition, it can also have an environmental benefit, such as saving water, conserving energy, or even extending the life of appliances and fixtures.

You will receive a 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!

What to do in an emergency

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

Please contact your Resident Service Centre for the following issues:

- No heat in the winter.
- A plumbing leak or sewer blockage that could damage your personal property or the premises.
- No electricity.
- Any condition that could be a fire hazard.
- Gas leaks or gas odours.
- If you're locked out of your home. There will be a charge of \$50 for lock out requests after office hours.
- Out of order refrigerator and the contents are in danger of spoiling.
- Blocked toilet if there is only one toilet in the home.

If you are experiencing excessive noise, we encourage you to call London Police or By-Law Enforcement.

If an unauthorized vehicle is parked in your spot, please call your Resident Service Centre number and parking enforcement will be contacted to address your concern.

If you suspect criminal activity or witness an offense, please contact London Police Service's non-emergency number at 519.661.5670.

Tips and troubleshooting

It's important to love where you live, both inside and out. By following these simple guidelines, you'll keep the interior and exterior of your home in tiptop shape.

Appliances

If an appliance in your home isn't working, start by checking that it's correctly plugged in and that the circuit breaker or fuses haven't been tripped or blown before calling the Resident Service Centre. Most importantly, don't attempt to fix the appliance yourself.

Refrigerator

All refrigerators are equipped with a thermostat control(s) to regulate the temperature inside the refrigerator and freezer. The normal temperature setting is 5, 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, clean grease and spilled food from the stovetop and oven frequently. Do not use aluminum foil on the bottom of the oven, on oven racks, or on pans under the stovetop elements, as this can cause a short circuit.

Exhaust fan

Clean the exhaust fan filter regularly with hot soapy water and a brush to remove accumulated grease and dirt.

Dishwasher

If your unit has a dishwasher use dishwasher detergent only. Liquid soap or laundry detergent will cause the machine to overflow.

For best results:

- Do not overload the dishwasher.
- Do 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 to save water.
- Plumbing is leaking. Not only can this cause water damage to your home, leaking plumbing can also promote mould growth.

Power failure

In the event of a power failure, first check the circuit breaker and fuse panel to see if anything has been tripped. If it has, return the breaker to the ON position. Call your Resident Service Centre if the breaker returns to the OFF position.

Fuses

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. If the new fuse burns out immediately, please call your Resident Service Centre.

Light bulbs

When you move in, all light bulbs will be installed and working. Burnt out bulbs inside your home or outside on your porch or balcony are your responsibility and shouldn't exceed the wattage printed on the fixture. You're encouraged to use energy-efficient LED bulbs.

Save electricity by turning off lights when you're not in the room.

Carpets

If you have carpets, we suggest vacuuming on a regular basis. You can also steam clean or shampoo carpets periodically to protect fibers and remove spots. Contact a professional carpet cleaner for hard-to-treat stains, and be sure your cleaners are bleach-free to avoid damaging the carpets.

Heating

Take a look around your space and try to arrange furniture so it isn't blocking heating sources (vents, radiators, baseboard heaters). You may want to consider using an air deflector if a vent is under a piece of furniture.

Thermostat control

Some apartments and homes are equipped with either wall-mounted thermostats or controls on the baseboard. At night and when you're away from home, turn your thermostat down to save energy.

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

Kitchen cupboards and 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 or place hot pots or dishes directly on the countertop.

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.

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

- Grease
- Diapers
- Tampon applicators
- Food
- Q-Tips
- Lint
- Sanitary napkins
- Paint
- Paper towels

Please note: There is a minimum service charge to unblock sinks or toilets caused by neglect or misuse.

Windows

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

- Keep windows shut during the cold winter months to avoid pipes freezing. Any damage that may result 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 water damage.
- Child safety locks on windows should never be removed. If they are removed you may be subject to fines or backcharges.
- During the winter, open your drapes to let the sunlight warm the air and to help prevent condensation.
- For safety's sake and energy efficiency, it is advisable to ensure that drapes stop three inches above baseboard heaters.
- Close drapes on hot summer days to reduce heat build-up.

Lawns and yards

In order to provide our residents with beautiful outdoor spaces, we maintain the patios, yards and common areas of our communities. If you'd like to plant trees or shrubs of your own, or plan to install a structure (play set or shed), you'll need written permission from your local Resident Service Centre. Please do not park, or allow guests to park on lawns.

Please note: Residents who damage any trees or shrubs will be required to reimburse the cost of materials, replacement or repair.

Snow removal

Our residents' safety is a top priority, so we remove snow from sidewalks, parking lots and driveways as quickly as possible. Residents of garden homes

and some town homes are responsible for clearing their own walkways and steps and balconies, so please check the back page of your Tenancy Agreement to find out if you're responsible for snow removal.

Pest control

Minto Apartments is dedicated to maintaining a pest free environment however pests are natural travelers and sometimes pest situations arise.

You can help to prevent pests by ensuring that your home is kept clean and well maintained. Standing food, grease or water/moisture can attract unwanted guests.

If you do see pests, please report this to your Resident Service Centre promptly so we can prevent any infestation from spreading.

Preparing for pest control treatments can take time and as a result we cannot send pest control to your home after hours when the pest situation is first identified. We recommend cleaning all surfaces and vacuuming up pests while you await treatments. It is the resident's duty to prepare for a treatment and not preparing for a treatment can result in a charge to the resident.

Common areas

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, chute or collection area 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.
- Rinse containers.
- Remove plastic covers and overwrap from cardboard containers, magazines and other waste paper.
- Flatten boxes.

We should all do what we can to cut back on the amount of waste produced. For more tips on how to reduce waste, please visit minto.com/Living-Green or minto.com/livebetter and click on the "LIVE greener" archives.

Garbage disposal

Apartments

All garbage must be securely wrapped in a small plastic bag before being dropped into the chute or placed in the containers provided at your community. Recyclables should be taken to designated areas within your community, along with boxes and large items that could block the chute. Please recycle items in the appropriate bins provided.

Hazardous, Electronic and Bulk/Oversize Waste

There are many items that can be found in your household that cannot be disposed of with your regular recycling and garbage. Properly disposing of hazardous, electronic and bulk/oversize waste will both help our environment and the safety of our community.

To find out which items are collected in your community, contact your Resident Service Centre.

If your community doesn't collect hazardous or electronic waste, check with your local retailer about a 24 Take-back program, contact the city or municipality to find out about drop off sites, or go to makethedrop.ca.

Household hazardous waste includes:

- Aerosol containers (not empty)
- Bleach
- Fluorescent bulbs and tubes (incl. CFL's)
- Medications
- Motor oil
- Needles and syringes
- Propane tanks
- Pesticides, herbicides and insecticides incl. insect repellent, fungicides, and mothballs
- Batteries
- Cleaners (drain, oven, etc.)
- Gasoline
- Mercury thermometers
- Nail polish remover
- Paints
- Solvents

Electronic waste includes:

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

Laundry Facilities

Most apartments and some town homes are equipped with laundry rooms with pay-for-use washers and dryers. You'll be provided with a laundry smart card to operate the washer and dryers. Please follow the instructions posted, and show consideration for others by leaving the machines and the laundry room clean and tidy. To conserve water and electricity, wash in cold water, do only full loads, and select the appropriate water level and drying time to suit the size of your load.

Never leave your laundry unattended. Minto Apartments cannot be held responsible for damaged or stolen articles.

Recreation programs & facilities

Minto Apartments believes living an active lifestyle is the foundation of a healthy community. That's why you'll find recreation programs and fitness facilities at many of our building locations.

They're there for you to use and enjoy – whether it's for a regular meet-up with friends, a swim to cool off in the warmer months or simply part of keeping up with your workout routine. When you do invite friends to join you, please be sure you're with them at all times. Your Resident Service Centre will have a full list of programs available in your community.

Parking

If you've been assigned one or more parking spaces, there are a few general guidelines that will help avoid unnecessary hassles:

- Only park in the space(s) assigned to you.
- If an unauthorized vehicle is parked in your spot, please call your Resident Service Centre and parking enforcement will be contacted to address your concern.
- If you'd like to rent or cancel an additional parking space(s), please contact your Resident Service Centre.
- Overnight visitors can obtain a parking permit online or at the Resident Service Office.
- Vehicles illegally parked in visitor's parking may be ticketed or towed without notice at the owner's risk and expense.

Staying safe

Here are a few easy and inexpensive ways to help safeguard your home and your community:

- Report anything suspicious to the police first, and then to your local Resident Service Centre.
- Ask a friend to check on your home and to collect mail and papers while you are away. Notify the Resident Service Centre, in writing, if you'll be away for an extended period of time. Leave the name of a person to contact in the event of an emergency. Minto Apartments will not be responsible for checking your home during your absence.
- Do not admit any strangers into the building or underground garage.
- Keep your doors and vehicle locked at all times. If you have an attached garage, make sure to close the garage door when you're away and don't leave anything of value in your vehicle.
- 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 Service Centre.

- Do not tamper with the fire alarms, smoke detectors, carbon monoxide detectors or intercom systems in your apartment as this will affect the overall systems in the building AND you could be charged under the Fire Code legislation. Please report any malfunctions to your Resident Service Centre immediately.
- Your home has been 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. For battery operated detectors, "beeps" will sound at short intervals if the battery needs replacing. Residents are responsible for replacing dead batteries. Should the smoke or carbon monoxide detectors fail to operate for any other reason, contact the Resident Service Centre. Please, for the safety of your family, your neighbours and yourself – NEVER disconnect your smoke detector.
- Should your smoke detector or carbon monoxide detector sound, move to a safe location outside your home and call 911 or the fire department and contact your Resident Service Centre. Stay outside until emergency personnel arrive to ensure that your home is safe to re-enter.
- For safety reasons, natural Christmas trees are 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 are not permitted on balconies.
- Encourage your children to practice safety precautions. Please do not leave bicycles or toys on sidewalks, in stairways or in hallways. For their own protection, children are not permitted to play or ride bicycles in parking lots or in driveways.
- For children's safety, we recommend that they be closely supervised in playgrounds and other recreational areas. Adult supervision is required when children visit the Minto Apartments community swimming pool and whirlpool areas.
- Residents are encouraged to contact the local Police Service to find out about neighbourhood crime awareness and crime prevention programs.

Our commitment to your privacy

The Privacy and the Personal Information Protection and Electronic Documents Act (PIPEDA)

Minto Apartments is dedicated to providing 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 it is 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 obtain your consent in an appropriate fashion 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 Minto Apartments Resident Service Centre serving you. Please note that this may limit our ability or prevent us from providing you with the products or Service you desire.

If you need further information on Minto Apartments' privacy practices or you 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

Our commitment to sustainability

Environmental policy

Minto Apartments has a longstanding commitment 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 regularly reviewed 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.

