

# Minto Apartments: Resident's Handbook

# We're happy you're here!

Welcome to Minto Apartments – and 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 guide will provide you with:

- Contact information for service requests and emergencies
- Helpful tips to maintain your home
- General guidelines and procedures
- A little bit about us as a company

Your safety and well-being is 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 always look 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 us 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!



## **Theresa Pelletier**

Director of Residential Property Operations  
Minto Properties Inc.

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## About your Resident Services Team

We're here to help with any questions you have. Resident Services Centre hours are posted in your building, but if something comes up outside of regular hours, 24 hour emergency service is available seven days a week.

### To submit a request:

- Call your Resident Services Centre and follow the after hour prompts, OR
- Refer to your Welcome Email for the service email specific to your property

## What to do in an emergency

Our team is available to assist with emergencies in your home after regular business hours. In the event of an emergency requiring police, the fire department or an ambulance, you should CALL 911 immediately.

### We will respond anytime to assist with the following 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)
- No electricity
- Gas leaks or gas odours
- If you're locked out (there may 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 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 Resident Services 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](mailto:privacy@minto.com)**

## Important safety information

### **Safety equipment in your apartment:**

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.

### **Please note:**

- For battery operated detectors, "beeps" will sound at short intervals if the battery needs replacing. If this happens, please contact your Resident Services Centre immediately.
- For the safety of your family, neighbours and yourself – NEVER disconnect your smoke detector. Report any malfunctions to our Resident Services Team immediately.
- 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 residents.

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 Services Centre. Please remain outside until emergency personnel arrive to ensure that your home is safe to re-enter.

### **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!

### **Maintaining your apartment home:**

We've worked hard to make your home ready for you, and we'll continue to do so throughout your tenancy. We'll perform annual inspections as well as regular testing of fire safety equipment to ensure your safety. Other maintenance notes:

- Please remember that any alterations to your home or surrounding areas such as a balcony or yard require permission from us.
- If you're experiencing issues in your home, contact your Resident Services Centre and a member of our service team will get back to you and complete your request within 48 hours.
- You'll receive a survey after encounters with our service team, and we encourage you to let us know if you're satisfied with your experience. Your comments and feedback help us to continually provide the best service!

## **Staying safe**

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

- 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 won't 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 of time and leave the information for an emergency contact.
- All residents are accountable for the safety and security of their belongings. Keep your apartment doors and windows locked when not at home.
- Do not admit any strangers into the building or underground garage. It may seem impolite not to hold a door for someone, but it's important for security reasons. Fellow residents can obtain access themselves and visitors should always check with residents before entering.
- 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 Services Centre.
- 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 children to practice safety precautions. Please do not leave bicycles or toys on sidewalks, stairways or hallways. For their protection, they are not permitted to play or ride bicycles in parking lots or 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 our 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.

## Tips and 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 been tripped or blown before calling us.
- 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 five, however you can choose the setting that suits you.
- Please be sure to 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, oven racks, or pans under stovetop elements, as doing so can cause a short circuit.

### **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 vacuumed regularly.

### **Furnace:**

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

### **To keep your air flow clean and fresh:**

- Replace the air filter located behind the rear or side panel of the furnace regularly and keep the air around the furnace free of debris.
- We will arrange for scheduled cleaning and servicing of the furnace.

**Washer & dryer:**

If your home has a washer and dryer:

- Clean the fabric softener dispenser and lint trap after each use.
- Check and tighten water supply connections and drain hoses every now and then 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:**

If your unit has a dishwasher, please use dishwasher detergent only. Liquid soap or laundry detergent will cause the machine to overflow. For best results:

- 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 mould growth.

**Fireplace operation:**

If your home has a fireplace, follow these tips:

- Open the damper and a window or door to create a draft, and then close the door or window once the fire is burning.
- Light a piece of newspaper in the chimney opening to warm the flue and ensure that the smoke is drawn directly up the chimney.
- Build the fire on a grate using crushed newspaper or fine kindling and let it spread to small, dry logs. A large, dry log should be placed behind the small logs towards the rear wall with another small log burning behind it.
- Fireplaces with glass doors should be operated with the doors closed to prevent sparks from escaping. For other types of fireplaces, the spark screen must be in place.
- The glass on the door will withstand all normal firing conditions. However, intense fires close to the glass may result in breakage. Build medium-sized fires only, and build them towards the back of the fire box to protect the glass and to reduce the risk of chimney fires.

**Fireplace safety:**

- Do not use flammable fluids as fire starters.
- Burn only wood in the fireplace. Do not burn coal, driftwood or green wood.
- Extinguish all fires before leaving your home or going to bed.
- Ensure ashes are cold before removed. Store ashes in a metal container.
- Minto Apartments will have the chimney cleaned periodically.

### **Power and 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 been tripped. If it has, return the breaker to the ON position. Call your Resident Services Centre if the breaker returns to the OFF position.

### **Light bulbs and fuses:**

When you move in, all light bulbs will be installed and working. To 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 and temperature control:**

Take a look around your space and try to arrange furniture so it isn't blocking heating sources (vents, radiators or baseboard heaters).

### **Thermostat control:**

Some apartments and homes are equipped with either wall-mounted thermostats or controls on the baseboards. 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.

### **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 put down the sink or flushed down the toilet:**

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

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 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 water 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 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.

#### **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.
- Reporting pests to your Resident Services Centre immediately if you spot them so we can prevent any infestation from spreading.

#### **Environmental policy:**

Minto Apartments has an ongoing commitment to reducing the environmental impact of our buildings and operations. Our Environmental Policy outlines intentions, direction, and key commitments related to our environmental impacts and performance, and is regularly updated to reflect our priorities. It drives 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)

#### **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 areas provided.

- For quick tips on recycling and reducing waste specific to your community, [click here](#) or learn more from the [City of Ottawa](#).

#### **Garbage disposal:**

Please ensure that landfill waste is securely wrapped in a small plastic bag before being dropped into the chute or placed in the containers provided at your community.

#### **Hazardous, electronic and bulk/oversized waste:**

There are items found in your home that can't be disposed of with regular recycling and garbage. Properly disposing of hazardous, electronic and bulk/oversized waste will both help our environment and the safety of our community. For tips on where to dispose of these types of materials, please visit: [makethedrop.ca](https://makethedrop.ca).

**Household hazardous waste includes:**

- Aerosol containers
- Bleach
- Fluorescent bulbs and tubes
- Medications
- Motor oil
- Needles and syringes
- Propane tanks
- Pesticides, herbicides and insecticides like insect repellent, fungicides and mothballs
- Batteries
- Cleaners (drain, oven)
- 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:**

If your laundry room has pay-for-use washers and dryers, you'll be provided with a laundry smart card to operate them. Please follow the instructions posted, and show consideration for others by leaving the machines and laundry room clean and tidy.

**Recreation programs & facilities:**

We believe 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 locations. They're there for you to use and enjoy – whether for a meet-up with friends, a swim to cool off in the warmer months or simply part of keeping up your workout routine.

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, 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 the Resident Services Centre and parking enforcement will be contacted.
- If you'd like to rent or cancel an additional parking space(s), please contact the Resident Services Centre.
- Visitor parking availability varies. You can contact the Resident Services Centre to find out what's available in your community.
- Vehicles illegally parked in visitor parking may be ticketed or towed without notice at the owner's risk and expense.



## Brochure: Information for New Tenants

*Landlords must provide this information to new tenants on or before the date the tenancy begins.*

### The Law

Most residential tenancies are covered by the *Residential Tenancies Act* (the RTA). This law:

- gives landlords and tenants specific rights and responsibilities, provides
- rules for increasing the rent and for evicting a tenant, and creates the
- Landlord and Tenant Board (LTB).

### Exemptions

Some rental units are not covered under the RTA. For example, the RTA does not apply:

- if the tenant must share a kitchen or bathroom with the owner, or the owner's family members
- if the unit is used on a seasonal or temporary basis

### The role of the Landlord and Tenant Board is to:

- inform landlords and tenants about their rights and responsibilities under the RTA,
- and resolve disputes between landlords and tenants through **mediation** or **adjudication**, or by providing information.

### Tenant Rights and Responsibilities

#### You have the right to:

- **security of tenancy** - You can continue to live in your rental unit until you give your landlord proper notice that you intend to move out, you and your landlord agree that you can move, or your landlord gives you a notice to end your tenancy for a reason allowed by the RTA.

**Important:** If your landlord gives you a notice to end your tenancy, you do not have to move out. Your landlord must apply to the LTB to get an order to evict you and you will have the right to go to a hearing and explain why your tenancy should not end.

- **privacy** - Your landlord can only enter your rental unit for the reasons allowed by the RTA. In most cases, before entering your unit, your landlord must give you 24 hours written notice. There are some exceptions, however, such as in the case of an emergency or if you agree to allow the landlord to enter.

## You are responsible for:

- **paying your rent** on time.
- **keeping your unit clean**, up to the standard that most people would consider ordinary or normal cleanliness.
- **repairing any damage** to the rental property caused by you or your guests - whether on purpose or by not being careful enough.

## You are not allowed to:

- **change the locking system** on a door that gives entry to your rental unit unless you get your landlord's permission.

# Landlord Rights and Responsibilities

## Your landlord has the right to:

- **collect a rent deposit** - It cannot be more than one month's rent, or if rent is paid weekly, one week's rent. This deposit must be used as the rent payment for the last month or week of your tenancy. It cannot be used for any other reason, such as to pay for damages. A landlord must pay interest on the deposit every year.
- **increase the rent** - There are special rules that limit how often your landlord can increase the rent and by how much. In most cases, a landlord can increase the rent only once a year by the guideline that is set by the Ontario Government. A landlord must give a tenant at least 90 days notice in writing of any rent increase and this notice must be on the proper form. **Exceptions:** Non-profit and public housing units, residences at schools, colleges and universities, and certain other accommodation are not covered by all the rent rules.

## Your landlord is responsible for:

- **keeping the rental property in a good state of repair** and obeying health, safety and maintenance standards.
- **providing you with a copy of your written tenancy agreement** within 21 days after the day you signed it and gave it to your landlord. For most tenancy agreements first entered into on or after April 30, 2018, the landlord must use the standard lease form entitled [\*Residential Tenancy Agreement \(Standard Form of Lease\)\*](#).

## Your landlord is not allowed to:

- **shut off or deliberately interfere with the supply of a vital service** (heat, electricity, fuel, gas, or hot or cold water), care service or food that your landlord must provide under your tenancy agreement. However, your landlord is allowed to shut-off services temporarily if this is necessary to make repairs.
- **take your personal property** if you don't pay your rent and you are still living in your rental unit.
- **lock you out of your rental unit** unless your landlord has an eviction order from the LTB and the Sheriff comes to your rental unit to enforce it.
- **insist that you pay your rent by post-dated cheque or automatic debit.** These ways of paying your rent can be suggested, but you cannot be refused a rental unit or evicted for refusing to give them.

## Contact the Landlord and Tenant Board

Call us:

Toll free: 1-888-332-3234

Toronto area: 416-645-8080

TTY: Bell Relay Service at 1-800-268-9242

Visit our website at [tribunalsontario.ca/ltb](http://tribunalsontario.ca/ltb)

Visit your local LTB office. For office locations visit [our website](#).

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