

BUILDING COMMUNITIES, LEASING LIFESTYLES



TENANT HANDBOOK

WELCOME HOME

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Welcome HOME



We extend our warmest gratitude for selecting WT Apartments as your new home!

In order to facilitate a seamless transition into our community and address any questions you may have, we've created this handbook. It serves as a comprehensive guide before and after your move, ensuring your experience with us is as smooth as possible



CONTACT

WT

For all inquiries about your unit, the building or WT Apartment policies your first point of contact is your Property Manager.

PROPERTY/ RESIDENT MANAGER

JOSH MARTINO

Direct Line: 416-407-6928

Email: josh@wtlandlp.com

BUILDIIUM- RESIDENT PORTAL

Buildium is our resident portal designed to make your life easier. It's your one-stop destination for managing payments, submitting maintenance requests, and more.

You will receive a Buildium login to your email, follow the instructions to log-in.



YOUR NEW

Home



Now that you're in your new WT apartment, you'll want to know where some key items are located:

- **STAIRWELLS:** In case of an emergency when the elevators should be used
- **MAIN CIRCUIT:** Breaker in the event the power goes out
- **WATER SHUT-OFF VALVES:** Turn off during water leaks or when instructed to by your property manager
- **GROUND FAULT INTERRUPTER (GFI) PLUGS:** In the event small appliances fail to work within your suite, check your GFI plugs
- **FIRE EXTINGUISHER & SAFETY EQUIPMENT:** In hallways and common areas
- **MAIL:** Your mailbox will match your suite number in the vestibule of the building

Tenant responsibilities can be summed up in one phrase- Be a good neighbour!

These easy tips can help ensure a pleasant living experience for everyone:

- **INTRODUCE YOURSELF:** Say “hello” to the other tenants at the mailbox, on the elevator and in the hallway.
- **BE CONSIDERATE:** We kindly ask all tenants to be mindful of noise levels and to adhere to building rules, as some residents may have varying schedules or young children.
- **YOUR GUESTS YOUR RESPONSIBILITY:** If you have guests over, remember that it is up to you to ensure that they follow the building rules.
- **GOOD HOUSEKEEPING:** Keep your apartment tidy, clean up after your pets, and be sure to dispose of garbage in the appropriate places.
- **PARKING POLICY:** Abide by the parking policy of your building and ensure that your guests do too.

If you run into any issues, try talking to your neighbour about the concern and desired outcome. If you are not able to resolve the issue, reach out to the property manager.

REFERRAL PROGRAM

Do you have a friend, family member or coworker that would be a great fit for our building?

If your reference leads to a signed lease, management will give you a \$100 gift card.



EMERGENCY ASSISTANCE

- If you or anyone in your apartment requires special assistance in case of an emergency due to a disability or medical condition and are unable to evacuate the unit on your own, please inform your Resident Manager. They can place you on an Emergency Assistance List, which will be securely kept in the Resident Manager's office. This list will be accessible to the fire department or other emergency services as necessary.

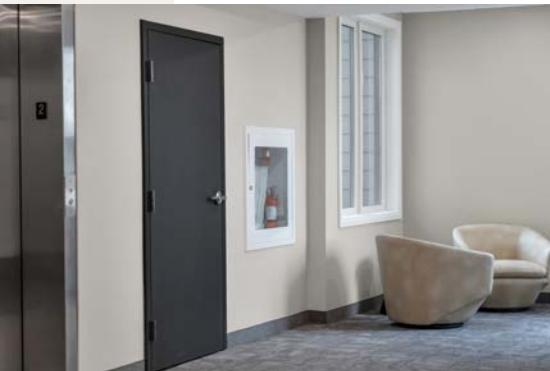
FIRE & LIFE SAFETY

- Smoke and carbon monoxide alarms
- All units are equipped with smoke and carbon monoxide (CO) alarms for your safety. These alarms will be tested during regular maintenance inspections. If you suspect that your smoke or CO alarm is malfunctioning, please contact property management immediately for prompt assistance.
- Do not tamper with or disable smoke or CO alarms.
- Never leave burning cigarettes unattended and always fully extinguish butts in a container with a lid or a container with water in sand.
- Candles, incense and smoking is not permitted in our building.

SAFETY & SECURITY

FIRE & LIFE SAFETY cont'd

- If the power goes out, turn off all appliances that were in use at the time of the outage. This will ensure they do not spark or ignite when the power returns. Use flashlights, not candles, to navigate during an outage.
- Do not block or cover heating vents and radiators.
- Never operate a BBQ, gas heater or other fuel burning appliances in your unit or on your balcony.
- Never leave electric space heaters unattended or on overnight. Use them for short amounts of time, then turn off and unplug. Keep the area around the space heaters clear of objects and dust. Keep space heater away from curtains and furniture.
- Always turn off and unplug small appliances when you are not using them.
- Always clean out your lint trap after each use, never leave drying items unattended.
- The kitchen is the most common source for home fires.

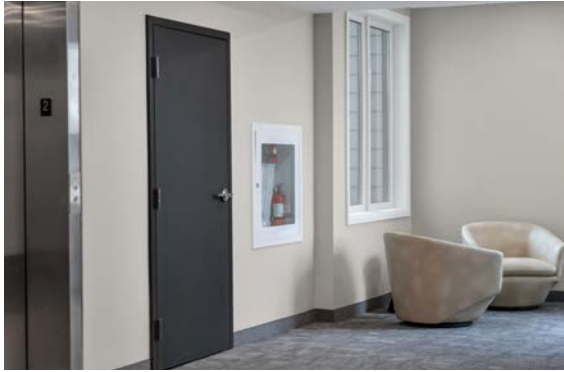


EVACUATION

- If there is a fire in your unit, immediately evacuate, close all doors behind you to confine the fire and pull the fire alarm in the building. Once you are in a safe location (emergency gathering zone) call 9-1-1 first, then your Property Manager's emergency line and inform them of the situation.
- Take your apartment key, emergency bag, pets, close the door behind you and calmly evacuate using the nearest stairway exit.
- DO NOT USE ELEVATORS.
- Check stairways for heat and smoke before entering. Use an alternative exit if necessary.
- Go to your designated Initial Emergency Gathering Zone/ Muster Point. If you are unsure of this location, ask your property manager. (it is also identified on the property site plan).
- Do not re-enter the building until the fire department informs you it is safe to do so. If you are unable to evacuate, if there is excessive smoke in corridors, or you cannot safely navigate the stairs, it may be safer to stay in your suite and shelter in place.
- Dial 9-1-1 and tell the fire department where you are, then signal the firefighters by waving a brightly coloured sheet out of a window if it is safe to do so.

EVACUATION

- Leave your door closed but unlocked for possible entry by a firefighter.
- Place a wet towel at the base of the door
- Keep low to the floor.
- Move to the balcony or most protected room, only if it is safe to do so.



WEATHER EVENT

- A weather event could be a tornado, large snow or ice storm, flood etc. Listen to local radio and news to stay informed of the situation. If you are given enough warning, bring in or tie down any items on your balconies, as these items may cause injury if they fall or break windows. Unplug electronics and appliances and keep flashlight, as well as batteries, handy.
- Your Property Manager will make every effort to inform you of any necessary emergency action- if you should proceed to a lower floor or garage of the building. If you are asked to remain in your apartment, stay away from windows. In some cases, it may be safest to move to an inner hallway as close to the center of the building as possible if you are not able to get to a lower floor.



AFTER-HOURS EMERGENCY SERVICE

Please call your Property Manager's cell phone number if you encounter any of the following:

- FIRE: Pull the manual fire alarm in the hallway, evacuate, call 9-1-1 and then call the Property Manager's emergency line.
- FLOODING: If there is flooding in your apartment, do not turn off water valves in your unit unless instructed to by your Property Manager.
- POWER OUTAGE
- FRIDGE OR STOVE BREAK-DOWN
- MAJOR WATER LEAKS
- GAS LEAK
- NO HEAT
- SUSPICIOUS ACTIVITY OR EXCESSIVE NOISE

****ALL NON-EMERGENCY CONCERNS SHOULD BE ADDRESSED DURING OFFICE HOURS.**

SECURITY

To ensure the safety and security of everyone in the building, please:

- Get to know your neighbours.
- Always keep the doors to apartment locked.
- Leave windows locked when you are not home. Particularly on lower floors.
- Do not block open doors or hold doors open for people you do not know, or buzz people in who you do not know.
- Do not leave valuable items visible in your vehicle or on your balcony.
- Report any malfunctioning security equipment, broken locks, or suspicious activity to your Resident Manager immediately, or call the police.
- Remember, this is a community and everyone in the building should feel safe and secure; we're in this together!



SECURITY

Keys & Locks:

When you moved into your apartment, you received keys, fobs, and mail keys. Your Property Manager should have a copy of your keys for emergencies or lawful entry and these copies will be secured by lock and key for safe keeping. To ensure your safety and the safety of everyone in the building, keep track of your keys! If you do lose your keys, contact your Property Manager. Please note, there may be a fee if keys or locks need to be replaced. If locked out of your unit, it is your responsibility to contact a locksmith as it is not part of the Property Manager's service to let you in the apartment. Never label keys with your address, as the person who finds them may use them to gain entry to your apartment. You must return all keys upon move out.



POWER OUTAGE

In the event of power outage, call your Property Manager. If it is only your apartment or your floor that is affected, it may just be a blown fuse or circuit breaker, which can be corrected easily.

If the power in the entire building is out, but it is not an emergency, please remain in your apartment for your own safety if you can. Since elevators will not be working and there will only be emergency lighting in the hallways, there is a risk of injury if you venture out.

If a power outage could put you in an emergency situation, please have a back-up plan with your health provider (e.g. you have a medical condition and treatment is dependent on electricity) make sure to register for your building's Emergency Assistance List.

Your Property Manager will be attempting to contact your utilities provider for as estimated outage time, checking on residents who may require assistance.

While you wait, remember these tips:

- Leave your refrigerator and freezer doors closed as much as possible.
- Unplug any appliances that were on before the outage
- Use flashlights, not candles
- In winter, put on warm layers and keep curtains and blinds closed.

ELEVATOR FAILURE

In the event of an elevator failure, use the emergency contact line located in the elevator to call for assistance.

Notify your Property Manager.



INSPECTIONS

Twice a year you will receive notice of suite inspection.



EVACUATIONS

In the event of an evacuation please follow the emergency exit route out of the building. Take the nearest staircase down and outside to the emergency meeting point identified in the site maps in the hallways and by the elevators in the building.



POLICIES & PROCEDURES

MOVE-IN PROCESS:

- Welcome to your new home!
- Building orientation walk-through with the Property Manager
- You will receive a copy of your lease agreement, move-in inspection report, Fire Safety Plan, and Tenant Handbook.
- Keep these documents in a safe please for your reference.



CARE & MAINTENANCE OF YOUR APARTMENT:

- Housekeeping is essential for everyone's comfort and enjoyment. Maintain your apartments cleanliness to avoid and prevent issues such as rodents and insects. For your own safety, and that of other residents in the building, please avoid the excessive accumulation of belongings.

POLICIES & PROCEDURES

PARKING:

- All indoor parking spaces are assigned.
- Your parking space number will be given to you during your building orientation
- Visitor parking is outdoor and is first come first serve.

GARBAGE & RECYCLING:

- Garbage and recycling bins are located outside of the building.
- Please ensure to sort items according to the labelled bins.
- Flatten cardboard boxes to save space.



POLICIES & PROCEDURES

HALLWAYS:

- The hallways belong to everyone, so please don't store bicycles, mats, or decor, shoe racks, garbage, shopping carts, or other household items in the hallways. This is a safety hazard (fire, health, theft, tripping issue) and against code. Children should not run in the hallways or common areas for their own safety and out of consideration for fellow tenants.



POLICIES & PROCEDURES

Pets:

- Our building is 'Pet-Friendly' at the Property Manager's discretion
- For everyone's safety, pets are not permitted to roam freely in the hallways, elevator, common areas or grounds.
- Pet owners are responsible for keeping their pets quiet, cleaning up after them, and disposing of any waste properly.
- Animals are not permitted to urinate or defecate on the patio or balcony and are not to be housed there either.
- All pets must be licensed and have their shots.
- If you are considering getting a pet, please reach out to the Property Manager to discuss.



POLICIES & PROCEDURES

Smoking:

- WT Living only offers smoke-free new leases. For all new leases and buildings, smoking is ONLY permitted in designated areas and is not allowed within your unit, balconies, common areas, hallways, staircases, parking garage OR outdoor lot. DO NOT smoke within 30 feet from the perimeter of the building to ensure comfort of all tenants. Please stand at least 15 feet away from doorways to prevent wafting smoke. Always fully extinguish cigarette butts and dispose of them properly.



POLICIES & PROCEDURES

Balcony Use:

- When using your balcony, please be considerate of your neighbours. Avoid over-watering plants or hanging items that may drip or fall onto balconies below.
- There is no smoking, spitting or throwing of objects from the balconies.
- Animals are not permitted to urinate or defecate on patios or balconies, nor should they be housed there.
- Due to fire and safety regulations, barbecuing and cooking on your balcony or patio is prohibited in this region. See your Property Manager about using the community BBQ.
- Please do not use your balcony for extra storage or garbage, as items may blow away and cause injury or damages.



PAINTING, DECOR & RENOVATIONS

We understand that you will want your apartment to be a reflection of you, and we recognize that you may want to decorate to reflect your taste. In order to ensure that you are able to personalize your apartment, but still conform to WT Living standards, please follow the guidelines below:

What you CAN do, without permission from the Property Manager:

- Move or change furniture, area rugs, accent pieces etc without damaging the walls and floors.
- We recommend using command strips and hooks or adhesive putty when possible.

What you MAY be able to do, with permission from the Property Manager:

- Install Curtains
- Paint- must be approved by Property Manager with written permission. A deposit of \$250/ room is needed to paint, if the room is not painted back to the original colour your deposit will not be returned.



INSURANCE

In order to protect you, your belongings, and everyone else in the building, we require that you have tenant insurance. Tenant insurance may, depending on your coverage, cover your belongings, help you cope with your needs after damage, and protect you from liability claims.

****PLEASE NOTE:** If you decide to not have Tenants Insurance, WT Living holds no responsibility for the replacement value of your items.



MAINTENANCE

All maintenance requests must be submitted on the resident portal 'Buildium'.

If you need assistance submitting a request or using the 'Buildium' platform, please contact the Property Manager.



SEASONAL & EXIT INSPECTIONS

You will be contacted to schedule a seasonal or move-out inspection time with your Property Manager and given an inspection report to sign.

Prior to your move-out date, the Property Manager will conduct a preliminary move-out inspection.

Any additional costs for the chargebacks noted in the final inspection will be added to your bill.

It is the tenants responsibility to participate in the inspection.

If the Property Manager indicates that repairs, cleaning, or painting are needed, you have the opportunity to complete these tasks or to pay for the damages yourself to avoid the charges.

