

BUILDING COMMUNITIES, LEASING LIFESTYLES



TENANT HANDBOOK

WELCOME HOME

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Welcome HOME



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

In order to facilitate a seamless transition into our building 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.

Residents must review this Handbook in full and sign an acknowledgment at orientation confirming understanding of, and compliance with, all policies.



CONTACT

WTL

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

PROPERTY MANAGER CONTACT

Phone: 519-369-7078

E-mail: propertymanagement@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 would have received a Buildium login to your email, at the time you signed your lease. If you have not created an account, please reach out to management. Please ensure you also download the Buildium 'Resident Center' app.



App Icon

YOUR NEW *Home*



Now that you're in your new 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:** There is a breaker in your unit 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

GOOD NEIGHBOUR

Guide

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.



Monthly Safety Testing

WT Living is committed to maintaining a safe and compliant building for all residents. To meet required safety standards, our team conducts routine testing of key building systems each month, including:

- Fire alarm systems
- Elevator safety systems

These tests are a normal part of building operations and help ensure that all life safety equipment is functioning properly.

For information on the specific dates or times when testing occurs in your building, please contact your Property Manager.



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 Property Manager. They can place you on an Emergency Assistance List. 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.
- Candles, incense and smoking is not permitted in our building.

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.
- Clean your secondary lint trap, located above the dryer. If you need assistance with this, please make a request via buildium.
- The kitchen is the most common source for home fires.

SAFETY & 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!



SAFETY & 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 is a fee of \$25 to replace keys/ fobs and additional fees if 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. All keys and fobs must be returned at move-out. Failure to return all keys and/or fobs may result in additional charges.



POWER OUTAGE

If you experience a loss of power, please follow the steps

1. First Steps

- Check whether the outage is isolated to your suite or floor.
- It may be a tripped breaker or blown fuse.
- If the outage affects the entire town/ area:
- This is a utility issue, and residents should contact or check updates from their local hydro provider (website, outage map, automated phone line).

2. When to Contact WT Living

Please notify your Property Manager only if:

- Power loss appears to be building-specific
- You notice sparking, burning smells, water leaks, or other hazards
- You require assistance due to mobility or health concerns during an outage
- You are registered on the building's Emergency Assistance List, or need to be added

3. Safety During a Power Outage

- Elevators will not operate and hallways will have limited emergency lighting.
- For your safety, please stay inside your suite when possible.
- If a power outage could put you at risk due to medical needs, ensure:
 - You have a personal back-up plan coordinated with your health provider
 - You are registered for the building's Emergency Assistance List

POWER OUTAGE

4. While You Wait: Safety Tips

- Keep refrigerator and freezer doors closed
- Unplug appliances and electronics that were in use before the outage
- Use flashlights, not candles
- In winter, layer clothing and keep curtains/blinds closed to conserve heat



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, TURN OFF water valves in your unit prior to contacting the property manager. Check in with neighbours above you and ensure their water valves are also turned off.
- MAJOR WATER LEAKS
- GAS LEAK
- NO HEAT
- SUSPICIOUS ACTIVITY OR EXCESSIVE NOISE

****All non-emergency concerns can be submitted via email to propertymanagement@wtlandlp.com or by making a request in the Resident Center.****

ELEVATOR FAILURE / SERVICE

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

Notify your Property Manager.

Please note that when residents are moving, they are provided with a 3 hour window to have the elevator 'in-service'. Management will notify the building via Buildium announcement when the elevator will be in service so you can make alternative plans if needed.



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.

DO NOT USE ELEVATOR FOR EVACULATION.



MOVING IN

MOVE-IN PROCESS:

A building orientation walk-through takes place when you receive your keys.

Your Leasing Specialist or Property Manager will guide you through:

- Building access points (secure entry, fobs, keypads)
- Mailroom and parcel delivery procedures
- Parking and visitor parking
- Waste & recycling procedures
- Emergency exits and safety systems

Suite Orientation:

- How to operate appliances (HVAC, thermostat, washer/dryer, dishwasher, etc.)
- Location of breaker panel, water shut-off (if applicable), & smoke/CO detectors

Welcome Package:

- A quick reference sheet will be provided
- Amenities waiver review and sign-off
- Ensure all utility accounts are set-up
- Orientation check-list sign-off
- Tenant Handbook sign-off



POLICIES & PROCEDURES

PARKING:

- All parking spaces are assigned.
- Your parking space number will be given to you during your building orientation
- Visitor parking 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 managements 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.
- Pets 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.
- ALL PETS must be declared to management prior to moving in
- Failure to follow the pet policies may result in further action by management, including written warnings or other measures as outlined in your lease agreement.

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.
- Failure to follow the smoking rules will result in further action by management.



POLICIES & PROCEDURES

Use of Your Apartment:

- We strive to maintain a safe, respectful community for all residents.
- If you witness criminal or illegal activity on the property, please notify the police immediately and inform Management as soon as possible.
- Residents are responsible for the conduct of their guests at all times. Any illegal activity or disruptive behaviour—whether by a resident or their visitor—will not be tolerated. Using your suite or any common area for illegal purposes may result in eviction and possible legal consequences.
- Please note that operating a business from your apartment is not permitted under the terms of your tenancy agreement.

Care and Maintenance of Your Apartment:

- Good housekeeping is an essential part of creating an enjoyable living space.
- Maintaining cleanliness in your unit is important to avoid attracting insects and vermin.
- Avoid the excessive accumulation of belongings as well.

POLICIES & PROCEDURES

Reasonable Enjoyment

All residents have the right to enjoy their home without unnecessary disturbance. Please be considerate of your neighbours by keeping noise to a reasonable level, maintaining cleanliness in your suite and shared spaces, and following building policies.

Simple actions—such as disposing of garbage properly, using designated smoking areas, and cleaning up after pets—help ensure a comfortable and respectful community for everyone.

Repairs & Maintenance Requests:

To ensure repairs are handled safely and correctly, all maintenance issues must be reported to WT Living through the Resident Center app or by email. This includes plumbing, HVAC, electrical concerns, pest control, or any issue requiring a specialized tradesperson.

Please do not contact outside contractors directly. WT Living will coordinate all required trades and schedule access as needed.

If a resident chooses to hire their own service provider without approval, WT Living is not responsible for any costs incurred, and the resident may also be responsible for any damages caused by unauthorized work.

POLICIES & PROCEDURES

Lightbulbs:

All lightbulbs are inspected and confirmed working at the time of turnover.

During your tenancy:

- Specialty bulbs such as pot lights, hood vent lights, and shower lights will be replaced by WT Living. Please submit a request through the Resident Center app or email the Property Manager to schedule replacement.
- Standard lightbulbs in regular fixtures are the responsibility of the resident to replace as needed.

Maintenance Requests:

If you are experiencing a maintenance issue that is not an emergency, submit a request on the Resident Center app.

The maintenance request will be evaluated by your Property Manager and maintenance team and work will be completed in a timely manner based on priority. We are committed to ensuring that all work is done to your satisfaction.

If you require maintenance that falls outside normal “wear and tear,” please contact your Property Manager to discuss the request.

Damage caused by misuse, negligence, or accidental breakage—such as holes in drywall, damaged fixtures, or repairs to appliances resulting from improper use—may be billed back to the resident.

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.



POLICIES & PROCEDURES

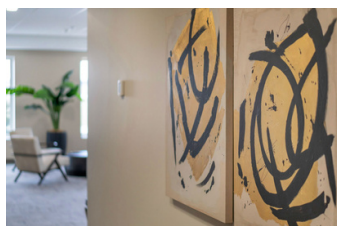
We understand that you will want your apartment to be a reflection of you. In order to ensure that you are able to personalize your apartment, but still conform to WT Living standards, please follow the guidelines below:

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.
- Painting or altering wall colours is not permitted.
- If painting is completed without authorization, any repainting required to restore the original colour will incur a repainting fee based on the paint contractors invoiced amount.

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

- Install Curtains
- Mount television
- Hang artwork
- Please note that wall adhesive hooks such as command strips are not permitted. Do not hang or mount on trim and doors.



INSURANCE

As part of our commitment to ensuring a safe and secure environment, it is mandatory all tenants carry tenants insurance. This insurance protects both you and your belongings in case of unforeseen events such as fire, theft, or damage while also providing personal liability coverage.

Why Renter's Insurance is Important:

1. Protection for Your Belongings: In the event of a loss or damage, your personal property is covered.
2. Liability Coverage: This helps cover any accidental damage you might cause to the property or injuries to others.
3. Peace of Mind: It offers added security and peace of mind knowing that you are protected.

What You Need to Do:

1. Obtain a Policy: Please secure a tenants insurance policy with coverage that meets or exceeds the minimum requirements set forth in your lease agreement. To reiterate, it is mandatory each tenant carries a minimum of \$2,000,000 of personal liability coverage at this location. Personal property limits on the policy is subject to each tenants personal needs. WT Living holds no responsibility for your personal belongings or liability.
2. Provide Proof: Email a copy of your insurance policy or proof of coverage to propertymanagement@wtlandlp.com when returning your signed lease. An updated copy of insurance is required each year on lease renewal.

If you need assistance in finding an insurance provider or have any questions regarding the requirements, please feel free to reach out. We are happy to help you through this process.

We appreciate your cooperation in keeping our community safe and well-protected.

INSPECTIONS

Twice a year you will receive notice of a suite inspection.

1. Maintenance Inspection: our maintenance team will ensure everything in your unit is working properly and change your furnace filter (once annually).
2. Safety Inspection: A third party will enter each suite with the Property Manager to ensure all safety alarms are working properly.



MOVING OUT

Moving Out

When you are ready to end your tenancy, please email Management or your Leasing Specialist to notify of your intention to move.

Notice Requirements

- All tenants must submit a completed N9 – Notice to End Tenancy.
- A minimum of 60 days' notice is required, and notice must align with the start of a rental period (i.e., the 1st of the month).
- Your official move-out date will be confirmed once the N9 is received.

Showings for New Residents

- Your Leasing Specialist will coordinate showings during your notice period.
- You will receive at least 24 hours' notice before any showing.
- Please keep your unit in a clean and tidy condition to allow prospective residents to view the space comfortably.

Move-Out Inspection

- The Property Manager will schedule a move-out inspection to assess the condition of your suite.
- Any damages beyond normal wear and tear, missing items, or required repairs may be charged to the resident.

MOVING OUT

Keys & Access Devices

All keys, fobs, parking passes, and garage remotes must be returned on or before your move-out date.

Utilities & Final Bills

- Ensure all utility accounts (if applicable) are paid in full up to your move-out date.
- Provide confirmation of account closure if required by your lease.

Cleaning & Removal of Belongings

To avoid additional charges, ensure that:

- Your suite is fully cleaned
- All personal belongings are removed
- No garbage or unwanted items are left behind

If the move-out expectations outlined above are not met, additional cleaning, repair, or missing key/fob charges may apply.

