



TENANT HANDBOOK

Welcome!

Ace Living: 6—6150 Highway 7, Suite 101, Vaughan, Ontario, Canada L4H0R6 | **T:** 647-799-0019 | **F:** 416.981.7111 | **Email:** info@aceliving.ca

Thank you for choosing Ace Living to manage your property.

Ace Living has been hired by the Landlord to manage their property in their absence. Therefore, your contact will be ACE Living for payment of your rent as well as should you need assistance with the property.

This handbook is designed to assist you while you are a tenant with ACE Living. You will find rental payment instructions, general information, maintenance guidelines, emergency instructions, and more.

Our goal is to assist in any way possible to insure your property concerns are met quickly and professionally; should you have any questions regarding any of the information contained in this handbook, please contact our office.

General Office Information

Address: 6—6150 Highway 7,
Suite 101,
Vaughan, Ontario,
Canada L4H0R6

Communication: Phone: 647-799-0019
Fax: 416-981-7111
email: info@aceliving.ca

Office Hours: 8:30 to 5:30 Monday through Friday

Move-In

Move-in Inspection

A move-in inspection form is included with your lease as an Exhibit. The purpose of this inspection form is for you to document any and all damage to the property that you do not want to be financially responsible for on move-out.

Rental Payments

Your rent is due on the first day of each month and is late if received after the 5th. If we receive your rent after the 5th day of the month, you must include a 10% late fee. Rent is considered paid when we receive it, not when you mail it or when your bank authorizes payment.

ACE Living procedures for late rent

- A Property Management staff member will contact you by phone for the reason the rent is late and when we can expect payment.
- On the 6th day of the month all tenants whose rent has not been received will be sent a Notice. This Notice will notify the tenant that rent has not been received and instructs the tenant to bring the rent current, including late fees. This letter also states that ACE Living will file an application to evict a tenant for non-payment of rent with Landlord and Tenant Board (LTB).
- LTB will then issue a date for your appearance in the court for hearing of the case.
- On obtaining standard orders from the court City Sheriff's will serve the dispossessory warrant at the property. At this point fee of \$435 is added to the rent and late fees.
- If Tenant does not comply with the court orders, City Sheriff will execute the eviction
- Use letter of Employment provide by the Tenant to garnish the wages and pay the rent owed to Landlord.
- Any damages caused by the Tenants due to wrongful act during the eviction will be deducted from the security deposit.

ACE Living does not take pleasure in evicting anyone from their property however; it is our duty to the Landlord to protect their property and their investment.

Rental Insurance

Renters insurance can protect you from a loss of your personal belongings. Contact an insurance agent and obtain renters insurance. The owner policy does not cover your personal property.

Maintenance

Know your property

When you move into your property, take the time to locate or know the following:

Main circuit breaker box

GFCI outlets

Electric and/or gas meters

Main water shut off valve

Method of cleaning the oven

Alterations to the property

As per your lease, no alterations will be made to the property written request and approval.

Tenant maintenance responsibilities

The property owner is responsible for maintaining the residence in compliance with the Uniform Housing Code. However, there are items that are the tenant's responsibility. Please refer to your lease for more details on the list below:

Replace smoke alarm batteries

Replace air conditioning filters regularly

Replace light bulbs with the correct size

Professional steam cleaning and spot cleaning of carpets while residing in the property and upon move-out

Report all repair issues promptly

Basic insect and rodent control

Landscape cleanup Landscape watering—unless restricted by local or state ordinances

Report malfunctioning systems

Dispose of all garbage

Proper disposal of toxic waste

Proper disposal of fireplace ashes

Plumbing problems

The only items safe to put down the drains of the property are human waste and toilet paper. The following items are prohibited: paper towels, grease, tampons, sanitary napkins, food, condoms, paint, toys, and litter from pet waste. While Landlord is responsible to repair the plumbing systems when they wear out or break in the course of normal use, Tenant is responsible for repairs caused by Tenant's negligence. If Tenant puts any item down the drain other than human waste and toilet paper and causes a plumbing blockage, the resulting plumbing bill shall be paid by Tenant as additional rent upon notice by Landlord

Garbage Disposals

Please be careful with your garbage disposal, if you have one. You will be charged the vendor fee for unblocking a garbage disposal if any of the following are found to have blocked the garbage disposal: Bones, banana peels, corn husks, pasta, cornmeal, stringy vegetables, "twister" seals, screws, nails, flower clippings, toys, coins, grease, shellfish shells, celery, onion skins, potato peels, rice, meat fats, artichokes, bottle caps, rubber bands, string, popcorn kernels, egg shells, coffee grounds, glass, utensils, fruit pits, washcloths, or sponges. If you can't chew it, don't put it in the garbage disposal.

- Reporting/Requesting Maintenance Before calling, determine if the issue is an emergency. An emergency is a life-threatening situation such as fire, flood and/or uncontrollable water, electrical problem, gas, etc.
- Emergencies that cause immediate danger—call 911 then call ACE Living
- Emergencies involving gas or electric call your gas or electric company, call 911 if necessary, and call ACE Living
- Emergencies that cause flooding, backed up plumbing, tree damage, etc.—call ACE Living
- An emergency is not a malfunctioning heater, air conditioner, dishwasher, etc. However; we treat these issues as important and will request a repair person as soon as possible.

Non-Emergency Repairs

All maintenance requests must be made in writing. A Maintenance Request and Work Order form is available at our office. We can fax or email the form upon your request or you may pick one up at the office.

- We will contact a vendor to perform the work and let you know when they will be contacting you.
- If you do not hear from the vendor within 2 business days, call ACE Living and report this to Property Management.
- A Property Management staff member will contact the vendor and if necessary, will retain a new vendor and let you know who will be contacting you to set an appointment.

Preventative Cleaning Tips

- Do not allow grease to build up in kitchens
- Avoid mildew by venting rooms and bathrooms properly
- Clean bathroom tile and other surfaces regularly
- Mop tile, wood and vinyl regularly
- Vacuum all flooring regularly
- Regularly pick up debris and pet feces
- Dust baseboards, blinds and other surfaces regularly

Safety Tips

- Unplug appliances when not in use
- Never leave a stove or oven unattended
- Never leave running water unattended
- Do not operate electrical appliances while standing or sitting in water
- Do not use dryers, curling irons, TVs, radios, or other appliances near water
- Use child protector plugs
- Do not overload extension cords
- If you suspect an electrical problem, report it to ACE Living immediately
- Test smoke alarms regularly and replace batteries when necessary
- Keep a portable fire extinguisher in the kitchen and garage
- Use precaution with BBQs and grills
- Do not store firewood against the wall of the home
- Use precaution with firewood ashes
- Do not build roaring fires in the fireplace

When Away for Extended Periods

- Contact ACE Living with emergency contact names and numbers
- Insure that precautions are taken with appliances in the event of lightning or power surges
- Notify a neighbor
- Do not leave pets unattended in the property

Move-Out

Giving Notice to Vacate

- Your lease requires a 60-day written notice using form N11 to vacate. You may request a vacate form from ACE Living or you may write your notice to vacate yourself, giving the date of move-out.
- The notice must be received by ACE Living on or before 60 days of your renewal date.
- Your notice to vacate must have your signature/s and may be delivered in person, by mail, email or fax.

Move-Out Appointment

- Contact the Property Management Department to schedule your move-out appointment
- Move-outs are performed weekdays between 8:30 a.m. and 5:30 p.m.
- Remember to supply a forwarding address and telephone number for your security refund

Property Showings During Notice Period

- According to your lease, ACE Living may show the property to prospective tenants
- During this period a sign will be placed in the yard and a lockbox placed on the door
- The property may be shown by ACE Living Property Managers and agents or by other Real Estate agents.
- We will contact you prior to showing the property.

Tenant Guide for Cleaning on Move-Out

If you have any questions on how to prepare your home, please contact us. We want your move-out to be as pleasant and stress-free as possible. Please note that ACE Living will use this same checklist in our move-out inspection of the property together with the move-in inspection form on file to calculate damages, if any, to withhold from your Rent deposit.

1. All rooms

- a. Remove all nails, tacks, anchors and window covering hangers.
- b. Clean baseboards and corners being careful to remove all dust and cobwebs.
- c. Clean floors and vacuum carpet.
- d. Wash off shelves in closets and remove all hangers and shelf lining.
- e. Clean light fixture coverings, around light switches and door frames.
- f. Clean out fireplace (if applicable).

2. Kitchen

- a. Clean oven, oven walls and grills, broiler pan, and storage space.
- b. Clean vent-a-hood (run through dishwasher if available).
- c. Wipe kitchen cabinets and clean inside, outside, and on top. Remove all liners. Handle drawers in the same manner.
- d. Clean refrigerator including crisper, walls, and containers. Defrost, removing all water. Unplug and leave the door open. Clean behind, on top and underneath where possible.
- e. Clean sink and counter top.
- f. Clean floor.
- g. Clean light fixture coverings.
- h. Remove all cleaning solution residue.

3. Bathroom

- a. Clean all light fixtures and coverings.
- b. Clean medicine cabinet and mirrors (should be free from streaks).

- c. Sweep, mop, and clean all vinyl and tile flooring.
- d. Thoroughly clean toilet, sink, cabinet, and tub or shower. Remove all cleaning residues.
- e. Clean all wall/floor/tub/shower tile, grout and caulk with a mold and soap scum cleaning solution.
- f. All soap, dishes, handles, racks, faucets and walls should be free of dirt and stains.

4. Exterior, basements, out-buildings and yard (if you are responsible for yard maintenance in your Lease)

- a. Cut, rake, and remove trash and leaves from yard.
- b. Sweep off all porches and decks.
- c. Sweep out basement, carport, garage and any outbuildings, leaving only those items which came with the property.
- d. Place all trash, garbage and debris where garbage company instructs for pickup, or remove from property. If you leave items which the garbage company will not accept, have them hauled off at your expense.
- e. Have all carpets professionally cleaned.

Physically give keys to a ACE Living representative

In order to return possession of the unit to ACE Living you must physically hand the keys, access cards and remotes to a ACE Living representative. You may do this at the move-out inspection.

Move Out Inspection

- ACE Living will perform the move out inspection along with the Tenant.
- Any damages caused to the rental unit by willfully or negligence act of Tenants. another occupants or someone Tenant permitted in the residential unit will be listed in the Move Out inspection report.
- At the end of the Move Out Inspection Tenants shall have the right to review the Move Out Inspection report with ACE Living agent or designate. If Tenant agrees with the Move Out Inspection report, Tenant shall sign the same.
- If Tenant refuses to sign the Move Out Statement, Tenants shall specify in writing, the items on the Move Out Inspection report with which Tenant disagree within 3 business days.
- In the event that close out of the Move Out Inspection report is not reached with 5 Business days of the Move out inspection date, ACE Living will apply to Landlord and Tenant Board (LTB) so that an amicable solution can be reached.

For all purposes herein, a business day shall not include Saturday, Sunday or federal and provincial holidays.

Our goal is that your time as a Tenant with ACE Living is an experience that will surpass your expectations. We hope that this Tenant Handbook is informative and useful during your tenancy. Should you have any questions or need our assistance at any time that you will contact our office.

Welcome to Your New Home!



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.
- **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.

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 sjto.ca/ltb

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

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