



Welcome to Minto



In case of emergency

Resident Service Centre: _____

Ambulance, fire and police:911

Your doctor: _____

Poison control: _____

After hours Emergency Service: Call your Resident Service Centre

Minto Contact: _____

Contact Number: _____

We're happy you're here!

Welcome to Minto – 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 place to call home.

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

Charlsey Brunne
Your Customer Experience Team
Minto Properties Inc.

The Minto philosophy

Our vision

Minto creates better places to live, work and play.

Our mission

Minto is dedicated to creating exceptional homes, communities and workplaces through continuous improvement in design, quality and customer experience.

Doing our part

Minto's 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

Minto is 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 to be a positive one.

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Handy information

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

For service requests

If you're experiencing issues in your home, let us know and a member of our Maintenance team will get back to you within 24 hours. For more details about placing a service request, please see page 6.

1. Go to *minto.com* > *London* > *Rentals* and click on *Already a Resident?* to fill out a service request form.
2. Or call your Resident Service Centre directly.
3. Or drop off a written request at your Resident Service Centre.

Always improving

We're always looking for ways to do things better, and your feedback helps us to improve. Please let us know if we can help in any way or if you have any issues or concerns.

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. Please refer to your Welcome package for information on how to contact your Resident Service Centre.

About your Resident Service Centre

Your Minto Resident Service Centre is here to help with any questions you have about:

- Your lease
- Rent payments
- Service requests and maintenance issues

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

Placing a service request

- 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.
- 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 made between 8:00 a.m. and 4:30 p.m., Monday to Friday.
- Please ensure that any pets are safe and secure while you're away.
- Please see the "Caring for your home" section 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 completed within 24 hours (one business day). 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.

A comment card will be left after every visit and we encourage you to let us know if you're satisfied with your service. 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 unit.
- Out of order refrigerator and the contents are in danger of spoiling.
- Excessive noise from a neighbour.
- Blocked toilet.

If an unauthorized vehicle is parked in your spot, please contact your Resident Service Centre.

If you suspect criminal activity or witness an offense, please contact the Police at 911.

About your Tenancy Agreement

The Tenancy Agreement is a contract binding both parties to all its terms and conditions. Please read your Tenancy Agreement carefully. Should you have any questions, please contact your Resident Service Centre.

Keys and locks

Your key package contains at least two sets of keys to your home. Extra or replacement keys may be purchased at the Resident Service Centre and should be returned at the end of your lease.

If you find yourself locked out of your home, call the Resident Service Centre 24 hours a day for service or stop by during office hours.

Please note: For your protection, only the Leaseholder(s) can be permitted entry in the event of a lock out. Identification must be provided.

Your Tenancy Agreement does not permit the installation of additional locks or the alteration of existing locks without the written approval of Minto which may be requested through the Resident Service Centre. It is important we're able to access your home in the event of an emergency.

Insurance

An important obligation of your Tenancy Agreement is the requirement to carry sufficient and suitable tenant insurance for your own personal property, as well as public liability. In the event of fire, flood or other disaster, and regardless of fault, your furniture and other personal belongings, as well as any damage to neighbouring suites, are not covered by Minto. Therefore, you must carry your own Tenant Insurance Package. Please protect yourself.

Occupancy

You must identify and register all individuals who live in your home. Only those residents named on your lease are permitted to occupy your home. If you wish to change the registered occupants, please contact your Resident Service Centre.

Utilities

If your Tenancy Agreement states that payment of utilities is your responsibility, Minto will notify the hydro, water and/or gas companies of your occupancy date.

Telephone and cable

All apartments and homes are phone and cable ready. Residents must make their own arrangements for all connections, cancellations, and repairs.

For telephone repairs, call your provider and determine if the problem is your responsibility or theirs. If the responsibility is yours, you can choose one of Minto's approved wiring contractors to carry out the repairs at your expense. To have additional telephone and/or cable jacks installed, you'll need written approval first from the Resident Service Centre. All costs incurred are the responsibility of the resident.

Renewing your lease

Even though you've just moved in, we're already looking forward to a long relationship ahead. We'll be in touch throughout your first year

with us to ensure you're settling in, and to answer any questions you may have about renewing your lease.

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.
- Monthly cheques or money orders are made payable to Minto and can be dropped off at your Resident Service Centre on or before the first day of every month. Please note that Minto does not accept cash payments.
- If you're mailing your payment, please allow at least five business days before the rent due date to avoid late payments, any affects on your credit rating, or issues with your tenancy.
- Please make sure your cheque is properly labeled with:
 - Your name
 - Your unit #
 - Your landlord's name (as indicated on your lease agreement)

Moving forward

Whether you're relocating to another city, considering buying your first home, making a move to another community or even thinking about a different unit within the building you're in, we're here to help you find your perfect place. With over 20,000 rentals in cities right across Canada, we have something for every lifestyle, at every stage of life.

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.
- Smoking is not permitted in building lobbies, hallways or other common areas. As well, throwing cigarette butts not only makes the property messy, it can also be a fire hazard. Please obey all *No Smoking* signs.
- 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.

Caring for your home

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.

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.

Washer & dryer

If your unit has a washer and dryer, clean the fabric softener dispenser and lint trap after each use. Also 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, do only full loads, and select the appropriate water level and drying time to match the size of your load.

Please note: Portable washers and/or dryers are not permitted in apartments. The plumbing is not designed to handle the drainage and will create back-ups in other apartments. Dryer vents are not available in apartments, and as such a dryer is a fire hazard.

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.

Bathroom fixtures and ceramic tiles

Abrasive cleansers scratch the surface of bathroom fixtures and ceramic tiles and make them increasingly difficult to clean. It's best to use a gel or foam cleaner.

Let the Resident Service Centre know if:

- Grouting or caulking begins to deteriorate. Wiping or squeegeeing the walls after showering can help prevent this.

- Taps are dripping. This wastes a great deal of water and may damage the porcelain finish on sinks and tubs. Toilets that run continuously also waste 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 unit 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.

Indoor air quality

Ensuring a safe and healthy environment for our residents, staff, and visitors means taking the right steps and making smart choices when it comes to preserving our air quality. Here are a few simple tips:

Products

Whenever possible, you're encouraged to use products that are neither toxic, solvent-based nor scented as these products release chemicals that can have a negative impact on indoor air quality for both you and your neighbours. The great thing is, there are now lots of environmentally friendly choices that are low-VOC (volatile organic compound), natural, biodegradable, and solvent-free.

Moisture

Moisture can lead to mould and mildew. You can minimize moisture buildup and improve indoor air quality by using exhaust fans or opening windows when cooking and showering, cleaning up spills and wet areas as soon as possible, laundering towels and washcloths frequently, regularly disposing of food waste, and reporting water leaks as soon as possible.

Housekeeping

No need to wait for spring to do a big clean. Regular upkeep of your home can eliminate dust, pollen, and other allergens that can build up and affect air quality. Be sure to dust radiators and baseboard heaters too – dust absorbs heat, making the heating system less efficient.

Furniture

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.

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.

Flooring

Sweep floors often to remove surface dirt and give them a good washing with clean, warm water when needed.

Hardwood

Regular dry mopping will help maintain the shine of your hardwood floors, however we ask that you not use self-polishing waxes or abrasive cleaners. Spills should also be wiped promptly to prevent spots and marks.

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 unit.

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

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

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 that are removed are subject to fines or backcharges and should never be removed.
- 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 note: Residents who damage any trees or shrubs will be required to reimburse the cost of materials, replacement or repair.

Balconies

If your suite has a balcony, it can be a lovely extension of your home. We ask that you follow these guidelines to ensure everyone enjoys the space as much as you do:

- All furniture should be secured to avoid blowing or banging in the wind.
- Planters should be placed on the inside of the balcony only, not affixed to the walls or hanging over the railing.
- Satellite dishes are not permitted on balconies.
- Barbecuing is a safety hazard and is not permitted on balconies.
- Hanging clothes/clothes lines is not permitted.
- Be considerate of neighbours if you choose to smoke on your balcony. And remember: throwing cigarette butts over the railing is a fire hazard.
- Balconies should never be used for storage.

Snow removal

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

General community rules:

- Window coverings must be drapes or blinds. Coverings such as sheets, blankets, flags or aluminum foil are not acceptable.
- Exterior windowsills should be kept clear. The Resident Service Centre must approve any additions such as planter boxes.
- Front lawns, all parking areas, and common areas such as sidewalks, stairways and halls are not to be cluttered by personal property.
- Signs or notices may not be publicly displayed inside or outside the home.
- Radio or television aerials, satellite dishes, telephone or computer cables or wires, air conditioners, wall to wall carpeting, or permanent alterations, may not be installed in, on or about any part of the home, without the prior written authorization of Minto. Landscaping alterations also require prior written authorization.
- Dog owners must follow the “Stoop and Scoop” Bylaw and pick up after their pets. Convenient pet disposal containers are provided throughout many of our properties.
- Cat owners should check with their local municipality regarding any applicable bylaws.

Please note that residents are responsible for damage caused by abuse or neglect. For additional information, or for advice, call your local Resident Service Centre.

Common areas

Recycling

Minto 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 we produce. For more tips on how you can reduce waste, please visit www.minto.com/living-green.

Garbage disposal

All garbage must be securely wrapped in a 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/Oversized 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/oversized 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 take-back program, contact the city or municipality to find out about drop off sites, or go to www.makethedrop.ca.

Household hazardous waste includes:

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

Electronic waste includes:

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

Laundry Facilities

All apartments 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 cannot be held responsible for damaged or stolen articles.

Recreation programs & facilities

Minto 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.

Outdoor recreation

- Outdoor accessible swimming pool & courtyard
- Walking paths, gazebo and benches
- Tennis court
- Shuffleboard
- Garden plots

Cherryhill Seniors Activity Club

- Located at 190 Cherryhill Circle

Cherryhill Health Club

- Located at 190 Cherryhill Circle

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.
- Where applicable, your parking identification sticker(s) should be affixed to the front windshield of your vehicle, or wrapped in plastic and placed face up on your dashboard.
- If an unauthorized vehicle takes your parking space(s), call your Resident Service Centre. Be prepared to show a copy of your Parking Addendum to prove your parking spot number.
- If you'd like to rent or cancel an additional parking space(s), please contact your Resident Service Centre.
- Overnight visitor's parking passes are available from your Resident Service Centre during regular office hours. You'll need the visitor's license plate number, make of vehicle, and the length of the visit to obtain a pass. The pass must be displayed in the front window of the visitor's vehicle.
- Visitors arriving after office hours are asked to call the Resident Service Centre and follow the afterhours instructions to obtain a visitor parking pass.
- Vehicles illegally parked in visitor's parking may be ticketed or towed without notice at the owner's risk and expense.
- For the convenience of all our residents and their guests, residents must not park in visitor's parking at any time.

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 will not be responsible for checking your home during your absence.
- Do not admit any strangers into the building or underground garage.
- 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 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. 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 detector 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.

- Also, for safety reasons, natural Christmas trees are not permitted in apartment buildings or on balconies.
- 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 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.

School support & municipal taxes

Part of your rent payment goes toward municipal and school taxes which Minto pays on your behalf. However, you're responsible for ensuring that the school taxes are directed to the Public, Separate or linguistic school board of your choice.

You'll be sent an Assessment Notice in November/December of each year, and if the taxes are currently not being sent to the school board of your choice, simply complete the complaint section of the Notice and list any other changes required.

If you've moved in after the notice has been sent, the previous resident will have completed it. In this case, please contact the city Tax Department at 519.661.4540.

Minto's commitment to your privacy

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

Minto 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 Resident Service Centre serving you. Please note that this may limit our ability or prevent us from providing you with the products or services you desire.

If you need further information on Minto's privacy practices or you feel that your personal information has not been handled appropriately, please contact Minto's Chief Privacy Officer at:

Minto Group Inc.
Suite 200 180 Kent Street Ottawa, Ontario K1P 0B6
or by e-mail at privacy@minto.com

Minto's commitment to sustainability

Our environmental policy

Minto 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 on www.minto.com.

Since 1955, we've handed over the
keys to wonderful memories.

Welcome home.

RHB-L-2015

[minto.com](https://www.minto.com)