

Minto Resident's Handbook



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We're glad to
have you here.

minto.com

Welcome!

We are pleased that you have chosen to rent with Minto, Ottawa's largest residential property owner and manager. We take pride in making your home a comfortable and enjoyable place for you to call home.

This handbook has been prepared to acquaint you with our company and procedures. You'll also find helpful hints on maintaining your home that will save you time and money. Please keep this book handy for future reference.

We look forward to serving you, and welcome your comments and suggestions. The importance of communication cannot be over-stated.

Customer Experience Team
Minto Properties Inc.

Emergency Phone Numbers

Ambulance, Fire, Police	911
Doctor	
Poison Control	

Frequently Called Phone Numbers

Name	Telephone Number

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Our Company Philosophy

Our Goals:

- To provide quality residential and commercial accommodation to satisfy the needs of the marketplace;
- To better our reputation for quality, reliability and superior service through the creation of lasting, beneficial relationships with our clients, residents, suppliers and associates;
- To support and enhance the communities in which we operate;
- To strengthen and grow our business and generate significant value for our shareholders.

Our Guiding Principles:

- To conduct our business in an efficient and professional manner while maintaining the values and commitments of a family owned and operated enterprise;
- To advocate a healthy regard for the rights, interests, and property of others;
- To maintain acceptable standards in the appearance and physical condition of the properties we manage in order to instill a sense of community within each property we manage and a sense of pride in every one of our employees and customers;
- To encourage the personal growth and professional development of our employees through in-house training, continuing education, and career planning;
- To respect the cultural diversity of our society by maintaining a comfortable and enjoyable environment for all employees and residents, free from prejudice, discrimination and harassment.

Our Vision

Minto creates better places to inspire life.

Our Mission

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

PIPEDA

Minto's Commitment to 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

Where to Find Us

Accora Village	98 Woodridge Crescent Ottawa, ON K2B 7S9 Tel: 613-828-9784 Fax: 613-828-4512
Aspen Village	1749 Aspenview Way Ottawa, ON K1C 6S4 Tel: 613-824-0266 Fax: 613-824-3062
Aventura	20 Deerfield Drive Ottawa, ON K2G 4L2 Tel: 613-727-8333 Fax: 613-688-1957
Beaconwood	1998 Beaconwood Drive Ottawa, ON K1J 8M4 Tel: 613-749-9982 Fax: 613-749-0515
Castle Hill	1000 Castle Hill Crescent Ottawa, ON K2C 3L7 Tel: 613-274-7341 Fax: 613-274-7328
Downtown	221 Lyon Street North Ottawa, ON K1R 7X5 Tel: 613-782-2359 Fax: 613-782-3159
Forestview	650 Woodcliffe Private Ottawa, ON K1C 7P7 Tel: 613-590-2268 Fax: 613-590-2269
Jubilee/Panorama	14 Timberline Private Ottawa, ON K2G 6W8 Tel: 613-823-8948 Fax: 613-823-8964
Navaho	10 Deerfield Drive Ottawa, ON K2G 3R6 Tel: 613-225-0493 Fax: 613-225-9707

Where to Find Us

**Parkway Park/
Westview Village**

1399 Highgate Road, Suite 1
Ottawa, ON K2C 2Y7
Tel: 613-667-9691 Fax: 613-667-9753

**Parkwood Hills/
Tanglewood**

1343 Meadowlands Drive, Suite 101
Ottawa, ON K2E 7E8
Tel: 613-786-7921 Fax: 613-224-5608

Riverside

1755 Riverside Drive, Suite 300
Ottawa, ON K1G 3T6
Tel: 613-247-7716 Fax: 613-247-1722

Skyline

32 Eleanor Drive, Unit 4
Ottawa, ON K2E 5Z7
Tel: 613-274-0002 Fax: 613-274-7851

Sophia

91 Valley Stream Drive
Ottawa, ON K2H 9G8
Tel: 613-829-9489 Fax: 613-828-0901

South Centrepointe

269B Craig Henry Drive
Ottawa, ON K2G 4C7
Tel: 613-225-1140 Fax: 613-680-6055

**Head Office
Minto Properties inc.**

Residential Portfolio Management
1051 Baxter Road, Unit 22B
Ottawa, ON K2C 3P2
Tel: 613-782-2201 Fax: 613-782-2262

Resident Service Centre

The care of your home and tenancy has been assigned to a Minto team composed of a Superintendent, Community Manager, and/or Community Operations Manager. All questions related to leases, rent payments and maintenance should be directed to your local office during regular business hours. Our offices are open in the evening and on weekends because we want to be there when our customers need us. When we are not open we provide 24 hour emergency service so there's always assistance available. Please refer to the list at the front of this booklet for the telephone number of your local office.

Reporting Maintenance Issues

When a request for service is made, please provide a detailed description of the service needed. You can do this by dropping off a written request in person, calling your Resident Service Centre, or by visiting us at *minto.com*. We ask for your co-operation in giving us permission to enter your home in your absence, as we cannot guarantee the time at which service representatives will arrive. 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 safeguarded in your absence.

Before calling for service, please refer to this handbook. We have included a number of common service related problems with simple checks and suggestions which may easily solve the problem and eliminate the need for a service call request.

In the majority of cases, non-emergency service call requests will be completed within two business days. In the event that the work cannot be completed within the prescribed time, we will call, explain the reason for the delay, and arrange for a time to complete the necessary work.

If your service call is not completed to your satisfaction, you have any comments, or you would like to commend a Minto representative on the work performed, please call your Resident Service Centre or visit *minto.com*. We appreciate your comments. We also provide comment cards after every visit to your home and encourage you to tell us how we are doing.

What to do in an Emergency

In the event of an emergency requiring police, the fire department or an ambulance please **CALL 911**.

Minto Emergency Services - please contact your Resident Service Centre, telephone numbers can be found on pages 6 & 7 of this handbook.

This service is provided after regular office hours for the following Emergency Services only:

- No heat in the winter,
- A plumbing leak or sewer blockage which threatens damage to personal property or the premises,
- No electricity,
- Any condition which could be a fire hazard,
- Gas leaks or gas odours,
- Lock-outs,
- Refrigerator is out of order and the contents are in danger of spoiling,
- Excessive noise from a neighbour.

If your parking space is occupied by an unauthorized vehicle, please contact Bylaw Enforcement for the City of Ottawa at 613-580-2400 or 311.

If you suspect criminal activity or witness an offense, please contact Ottawa Police Service at 613-236-1222 or 911.

About Your Tenancy Agreement

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 about your Tenancy Agreement, 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. All keys are to be returned at the end of your tenancy.

In the event that you are locked out of your home, call or visit the Resident Service Centre during regular office hours or call Emergency Service after 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. Approval may be obtained through the Resident Service Centre. A copy of the key must be given to the Resident Service Centre so that we may gain access to 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 an occurrence such as a fire or flood, regardless of whom is at 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. Tenant Insurance Packages are not expensive - please protect yourself. The alternative could be devastating!

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

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

Telephone and Cable

All apartments and homes are equipped with at least one of each telephone and cablevision jacks. Residents must make their own arrangements for all connections, cancellations, and repairs. In the event of a telephone related repair, call your provider and they will help you determine if the problem falls within their responsibility or yours. If the responsibility is deemed to be yours, you can select any approved wiring contractor to carry out the repairs at your expense. For the installation of any additional telephone and/or cablevision jacks, written approval must first be obtained from the Resident Service Centre. All costs incurred are the responsibility of the resident.

Renewals/Sublets/Assignments

Inquiries about the procedures for renewing, subletting or assigning your tenancy must be directed to your Resident Service Centre.

Transfers

All applications for transfers are subject to an inspection of your present home and a review of your rent payment history. Residents must be on a month to month tenancy at the time of application. You cannot transfer to another Minto home until your present lease expires. Any resident wishing to transfer to another Minto rental home should speak with a Rental Representative who will gladly assist you with your request.

Paying Your Rent

As stated in your Tenancy Agreement, rent is due on the first day of every month. To ensure prompt payment of your rent, you are encouraged to participate in our online banking program, and all future rental payments will be processed electronically without the need to issue and mail cheques. Please call your Resident Service Centre for further information.

Rent cheques and money orders, payable to Minto may be dropped off at your Resident Service Centre. If mailing your payment, please allow at least five days before the rent due date to avoid late payments. In order to properly credit your rental account, your cheque must be properly labelled with your name, unit # and made out to your landlord's name as indicated on your lease agreement.

Late rent payments can result in an unfavourable credit rating, refusal of transfer requests, or early termination of your tenancy. Please make sure that your payment reaches us on or before the rent due date.

School Support & Municipal Taxes

Part of your rent payment pays municipal and school taxes for your premises. Minto pays the taxes on your behalf; however, you are responsible for ensuring that the school taxes are directed to the Public, Separate or linguistic school board of your choice.

Assessment Notices are sent in November/December of each year. If you have received an Assessment Notice and your taxes are not being sent to the school board of your choice, complete the complaint section of the Notice. This is also the time to list changes to all occupants of your residence.

If you take occupancy after the notice has been sent, it will have been completed by the previous resident. In this event, contact the City of Ottawa Tax Department at 613-580-2444.

Parking Procedures

You may have been assigned one or more parking spaces. In order for us to control the parking areas, it is essential that you park only in the space(s) assigned to you. Your parking identification sticker(s) must be affixed to the front windshield of your vehicle, or wrapped in plastic and placed face up on your dashboard.

Should your parking space(s) be occupied by an unauthorized vehicle, contact the applicable Bylaw office listed under “What to do in an Emergency” of this Resident Handbook for ticketing or towing. Be prepared to show a copy of your Parking Addendum which identifies your parking spot number.

Inquiries regarding rental or cancellation of additional parking space(s) are handled by your local Resident Service Centre.

Visitor’s Parking

Overnight visitor’s parking passes may be obtained from your local Resident Service Centre during regular office hours. You must provide the visitor’s license plate number, make of vehicle, and state 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 may park without a pass for the first night, but must obtain a pass on the next business day if they intend to stay for another night. 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.

Safety Precautions

Here are a few easy and inexpensive ways to help safeguard your home and your community.

- 1.** Report anything suspicious to the police first, and then to your local Resident Service Centre.
- 2.** Keep a light on in your home if you are out after dark, or install a timer to switch lights on and off. Residents of garden homes and town homes are encouraged to leave the outside back light on at night.
- 3.** 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 will 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.
- 4.** Do not admit any strangers into the building or underground garage.
- 5.** Keep your doors and vehicle locked at all times. Should your home have an attached garage, close the garage door when you are away. Do not leave anything of value in your vehicle. Duffel bags, luggage, CDs and personal electronic equipment (cell phones, MP3 players, GPS devices, etc.) openly in view inside your vehicle entice thieves to break in or vandalize your vehicle.
- 6.** 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 local Resident Service Centre.

7. Do not tamper with the fire alarms, smoke detectors or intercom systems in your apartment as this will effect the overall systems in the building AND you could be charged under the Fire Code legislation. Please report any malfunctions to your local Resident Service Centre immediately.
8. Your garden/town 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 your safety, your family’s, and your neighbours’, NEVER disconnect your smoke detector.
9. For safety’s sake, natural Christmas trees are not permitted in apartment buildings or allowed to be kept on balconies.
10. By direction of the Fire Marshall, barbecues are not permitted on balconies.
11. 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.
12. 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.
13. Residents are encouraged to contact the Ottawa Police Service to find out about neighbourhood crime awareness and crime prevention programs. You are also encouraged to get involved by becoming a volunteer at either of our two Community Based Police Centres:

Parkwood Hills: 613-236-1222 ext. 2348
Accora Village: 613-236-1222 ext. 2345

Being a Good Neighbour

As a courtesy to neighbours please...

- Ensure that parties do not become noisy or objectionable to other residents
- Keep stereos and televisions at a reasonable volume so that your neighbours are not disturbed
- Do not smoke in building lobbies, hallways, or other common areas
- Do not wear roller blades, in-line skates or use skateboards in the common areas of your building

If you have a complaint about a neighbour, please contact your local Resident Service Centre. If the problem occurs after hours, please call our Emergency Service at 613-782-2201. We also request that any verbal complaint be followed up with a letter to our Resident Service Centre. This will assist us in the event that we must take further action.

Caring for Your Home

The following tips will help you maintain the interior, exterior and common areas of your home. 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.

INTERIOR

Appliances

Should any Minto supplied appliance fail to operate, please check that it is correctly plugged in and that the circuit breaker or fuses have not been tripped or blown before calling the Resident Service Centre. Do not 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. Some adjustment may be necessary to find the setting that suits you. The normal temperature setting is 5.

Stove

Should the stove or oven fail to work, check the fuses before calling for service. The fuse panel is located behind the front panel, under the oven door or behind the back burners. Make sure that you replace blown fuses with new fuses of the same amperage.

To reduce the risk of fire, clean grease and spilled food from the stove top and oven daily. Do not use aluminum foil on the bottom of the oven, on oven racks, or on pans under the stove top elements, as this can cause a short circuit.

Clean the exhaust fan filter regularly with hot soapy water and a brush to remove accumulated grease and dirt.

Washer / Dryer

Should your home be equipped with a washing machine and dryer, clean the fabric softener dispenser and lint trap after each use. Check and tighten water supply connections and drain hoses to avoid leaks and blocks.

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 dryer use causes an excessive load on the electrical system.

Dishwasher

Should your home be equipped with a dishwasher, rinse dishes before loading so food won't clog the drain holes. For best results, do not overload the dishwasher, but do run the machine with a full load to save energy. Use dishwasher detergent only. Liquid soap or laundry detergent will cause the machine to overflow.

Bathroom Fixtures and Ceramic Tiles

To maintain the smooth finish on porcelain fixtures and ceramic tiles, use a gel or foam cleaner rather than an abrasive cleanser. Abrasive cleansers scratch the surface and make it increasingly difficult to clean.

Wipe the tile walls in the tub enclosure after each shower to preserve the grouting and caulking. Contact your local Resident Service Centre should the grouting or caulking begin to deteriorate.

A dripping tap wastes a tremendous amount of water and may damage the porcelain finish on sinks and tubs. Report this problem promptly to the Resident Service Centre.

Power Failure

Should the power fail, check the circuit breaker and fuse panel. If the circuit breaker has been tripped, check that you are not overloading a particular circuit by having too many electrical appliances operating on one circuit at the same time. Return the breaker to the ON position. Call your local 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 a different amperage. Should the new fuse burn out immediately, please call your local Resident Service Centre.

Light Bulbs

We will install light bulbs when you move in. The replacement of burnt out bulbs both inside or outside your residence (e.g., porch or balcony) is your responsibility. Bulbs must not exceed the wattage printed on the fixture. We encourage the use of energy-saving bulbs.

Fireplace Operation

1. Open the damper and a window or door to create a draft. Close the door or window once the fire is burning.
2. Light a piece of newspaper in the chimney opening to warm the flue, and ensure that the smoke is drawn directly up the chimney.
3. 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.
4. 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.
5. 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.

For Safety's Sake...

1. Do not use flammable fluids as fire starters.
2. Burn only wood in the fireplace.
Coal, driftwood or green wood must not be burned.
3. Extinguish all fires before leaving your home or going to bed.
4. Make sure ashes are cold before you remove them.
Store ashes in a metal container.

Minto will have the chimney cleaned periodically.

Carpets

Frequent vacuuming of your carpets is essential to maintain them, especially in heavy traffic areas. We suggest using a vacuum cleaner that has strong suction and an agitator brush.

Steam clean or shampoo carpets periodically to protect fibers. Remove spots promptly before they set. Contact a professional carpet cleaner for hard-to-treat stains. Never use cleaners that contain bleach, as they will damage the carpets.

Cushion and Tile

Daily sweeping of floors will remove surface dirt. The floor should be washed regularly with a cleaner and warm water. After washing, rinse floor thoroughly with clean, cold water. Plastic floor finishes are not permitted.

Hardwood

Regular dry mopping will help maintain the shine of your hardwood floors. Do not use self-polishing waxes or abrasive cleaners on hardwood floors. Spills should be wiped promptly to remove spots and marks.

Furnace

Should the furnace fail to operate upon turning up the thermostat, check that the wall switch located in the furnace room is ON. Do not tamper with the furnace. For further assistance, contact your local Resident Service Centre.

The air filter located behind the rear or side panel of the furnace should be replaced regularly. Minto will arrange for scheduled cleaning and servicing of the furnace.

Thermostat Control

Some apartments and homes are equipped with either wall mounted thermostats or controls on the baseboard. During the winter months, please ensure that the temperature is not set below 15°C (60°F). When you turn the thermostat down to the lowest setting, you may actually turn off the heat and risk pipes freezing which could cause extensive damage.

Kitchen Cupboards and Counter tops

Cupboards and counter tops should be wiped regularly with warm water and a non-abrasive, grease-cutting detergent. Do not cut or place hot pots or dishes directly on the counter top. Please wipe spills promptly to avoid staining the surface.

Plumbing

The plumbing system in your home can only handle the drainage for which it was designed. Portable washing machines, dryers or dishwashers are not permitted in apartments, as they create drainage back-ups in other apartments.

Do not flush any of the following down the sink or toilet: grease, lint, diapers, sanitary napkins, tampon applicators, paint, food, paper towels or Q-Tips.

Please note that there is a minimum \$20 service charge to unblock sinks or toilets caused by neglect or misuse.

Windows

Windows must be kept shut during winter months to avoid pipes freezing. If damage is caused by leaving a window open, the resident will be charged for any damages that occur.

Closed windows should be locked to avoid rattling, breaking, and water seepage. Locking windows also improves security. Lever-operated windows must not be unhooked as they may slam shut and become damaged. Drain holes in the tracks of sliding windows should be checked and cleaned monthly to avoid water damage. Window locks have been installed for safety, please do not remove them.

Drapes may be used as insulators. 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.

EXTERIOR

Lawns and Yards

We maintain the patios and yards of most communities and the common areas of all communities. You must obtain written permission from your local Resident Service Centre before planting trees or shrubs, or installing any structure in your yard. Residents who damage any trees or shrubs will be required to reimburse the cost of materials, replacement or repair.

Snow Removal

We remove snow from most sidewalks, parking lots and driveways. Residents of garden homes and some town homes are responsible for clearing their own walkways and steps. Please check the back page of your Tenancy Agreement to find out if you are responsible for snow removal of your walkway and steps.

The following rules are designed to enhance the appearance of your community:

- 1.** Window coverings must be drapes or blinds. Coverings such as sheets, blankets, flags or aluminum foil are not acceptable.
- 2.** Exterior window sills should be kept clear. Any additions such as planter boxes must be approved by the Resident Service Centre.
- 3.** Balconies must not be used to hang clothing, or to store mops, brooms, rugs, bicycles, etc. Barbecues are not permitted on balconies.
- 4.** Front lawns, all parking areas, and common areas such as sidewalks, stairways and halls are not to be cluttered by personal property.
- 5.** Signs, notices, etc. may not be publicly displayed inside or outside the home.
- 6.** 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.
- 7.** Any Resident owning a dog must follow the “Stoop and Scoop” Bylaw. Please also ensure that your dog is walked on a leash at all times. Cat owners should check with their local municipality regarding any applicable by-laws.

Common Areas

Recycling

Minto is proud to support recycling in all our communities. We provide for recycling of several different materials. Please contact your local Resident Service Centre for the location of the closest drop off in your community.

To help preserve and restore the environment, we must all make every effort to reduce the amount of waste we produce. We can start by reducing our consumption of products and reusing them whenever possible. The City of Ottawa provides practical every-day tips on waste management. Please call 613-745-6166 or check online at www.ottawa.ca/residents/recycling_garbage/apartment/ for further information.

Join us by participating in these worthwhile programs. Help create a cleaner world now and for future generations.

Garbage Disposal

Apartments

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 the basement garbage room along with boxes and large items that could block the chute. Please recycle items in the appropriate bins provided.

Garden Homes and Town Homes

All garbage must be properly secured in garbage bags. Please keep your garbage in your backyard until garbage day. Place garbage in the designated pick up area, and only at the times specified. No garbage is to be left out in front of a home at any time. Your local Resident Service Centre will be pleased to advise you of your pick-up time and location.

Laundry Facilities

All apartments and some town homes are equipped with laundry rooms with coin-operated washers and dryers. Please follow the instructions posted, and show consideration for others by leaving the machines and the laundry room clean and tidy.

Never leave your laundry unattended. Minto will not be responsible for damaged or stolen articles.

Call Coinamatic at 1-800-561-1972 if a machine is not operating properly.

Recreation Programs & Facilities

Recreation Facilities

For your enjoyment, many of our communities feature swimming pools and fitness facilities. All programs and facilities are accessible to Minto residents in the community. All guests using these facilities must be accompanied by a resident. Please call your local Resident Service Centre for the locations and programs available in your community.

Access Plus Card

An “Access Plus” membership card must be obtained through our pool offices to register for programs and access to the facilities. To obtain an “Access Plus” card, you will require identification confirming your Minto address (preferably your Tenancy Agreement and a picture identification) and two wallet sized (1 inch x 1 inch) photos. Applicants must be 8 years of age or older. Registration can take place at the pool during regular pool hours (see Pool Schedule). For more information on registration, please call your Resident Service Centre.

Party Rooms / Guest Suites

For your convenience, many communities also offer party rooms and guest suites. Information regarding the availability and fees for these facilities may be obtained from your local Resident Service Centre. Guest suites and party rooms are restricted for use to residents of the building or community in which they are located.

Youth Drop In Centre

Youth Drop In Centre

In our Accora Village Community, we have established the Accora Village Youth Centre. The Centre is open to youth between the ages of 10 and 17 years old. We have contracted with the Ottawa Boys and Girls Club to manage the Accora Village Youth Centre on our behalf.

All youth must register and must have a permission form signed by a parent or guardian to obtain a membership card. There is no cost to our residents for this program. Residents are encouraged to get involved by becoming a volunteer at the Centre. The Boys & Girls Club provide all training and screening of potential volunteers. If you would like more information on the hours of operation, or the programs offered, please call the Accora Village location at 613-726-1431.

Seniors Clubs

We have also established Seniors Clubs in our Parkwood Hills, and Accora Village communities. Seniors meet to socialize once or twice weekly in their own club room. Each community has its own range of activities and events. Both communities have the convenience of a Bradson Registered Nurse for checking blood pressure, reviewing prescriptions and recommending exercise specifically designed for seniors. If you are a resident at either Parkwood Hills or Accora Village and would like more information about these programs, please call:

Parkwood Hills:

613-786-7921

Accora Village:

613-596-4565 for The Essex Lounge at 25 Woodridge Cr.

613-596-4103 for The Franklin Lounge at 220 Woodridge Cr.

Vacating Your Home

When you are preparing to vacate, please ensure that you have given the appropriate Notice of Termination. Please leave your home in good condition, fit for immediate occupancy by a new resident.

A representative from the Resident Service Centre will inspect your home after you have given your notice and will advise you of any possible pending charges resulting from neglect or misuse. An inspection will also be conducted after you vacate to assess the final condition in which you left your home.

If you have made any alterations and/or additions to your home, you must restore the premises to the original condition, or you will be charged for this work. Any damage beyond reasonable wear and tear will also be billed to you. Please make every effort to restore the premises to the original condition before you leave.

All personal belongings must be removed when you leave. Anything found after you move will be donated to a registered charity and/or removed at your expense.

Thank you for coming home to Minto. If you have any suggestions or comments, please feel free to share them. Stop by any of our Resident Service Centres and drop them into our Suggestion Box or email us at csottawarentals@minto.com or visit us at minto.com. We are here to serve you.

Customer Experience Team
Minto Properties Inc.

