

Strathearn Heights

Apartments



Your Guide to our Policies,
Procedures, and...

What We're all About!

Welcome to Strathearn Heights!

We are excited to have you as a tenant and we hope that Strathearn Heights will quickly feel like 'home' to you!

In this package, you will find information on all aspects of living at Strathearn, from our policies on pets to rules and regulations.

At Strathearn, we like to think that we are unique in many ways. Our tenants are not just suite numbers to us, but people that have families, and lives and we welcome them to our 'family.' We want to get to know you!

We have an on-site office, which you probably have visited by now. We are here for any and all questions, maintenance issues, rent payments, suite rentals and everything else that is Strathearn! Our regular business hours are Monday-Thursday 8:00 a.m. - 7:00 p.m., Fridays 8:00 a.m. - 4:00 p.m. and Saturdays from 12:00 noon- 4:00 p.m. There is an answering machine that picks up calls when we are closed, or even if we happen to be on another line during business hours. Please do not hesitate to call if you have questions or concerns. Our phone number is 780-469-3080.

We also have a drop-slot in the wall, located just outside the office door. This is to be used for dropping off rent payments or other correspondence when we are closed. It is very secure and it is emptied every morning.

We have a full-time staff that works every weekday with the exception of holidays, and they are the people that you will meet if you ever have a maintenance issue that needs to be addressed in your suite.

Please take a few minutes to read through the following pages and acquaint yourself with our complex. We would be happy to answer any questions you may have so please call the office if we can be of assistance.

Patricia Cunningham—General Manager
Roberta Yaremicio—Leasing/Administration/Customer Service
Lyla Kopichanski—Accounting
Amanda Meyer—Office Assistant
Tiffany Unland—Office Assistant
Jimmy Hogg—Rentals/Customer Service
Emergency On-Call 780-499-3631

Rent:

- Rent is always due on the 1st of each month, even if that day falls on a day when the office is closed. In that case, please use the drop-slot. We empty the holding box each morning, and if your rent payment is not there by 7:30 a.m. on the 2nd of the month, you will be assessed the late charge of \$75.00.
- The late charge will also be assessed for any rent payments not received in **full**. Please ensure that you are aware of your total owing each month to avoid being charged.
- If your rent payment is late, you may submit payment by personal cheque, including the late charge, until the 3rd of the month. Cheques received in the office after the 3rd of the month will be returned to you.
- Rent will be accepted in the form of personal cheque, certified cheque or money order only. We are also equipped with an Interac machine and rent may be paid with your debit card! **We will not accept cash!**
- **We encourage you to submit post-dated cheques to the office for the term of your lease.**
- Please write your suite number on the front of your payment to ensure that it gets applied to the correct suite/tenant.
- Additional charges for parking may be added to your rent payment, or you may pay separately. Please see the office for details.

Leases:

- Please read your lease to acquaint yourself with your obligations as a tenant as well as our obligations as the Landlord.
 - Your lease is a fixed-term lease however if you are a tenant in good standing, we will send you an 'Offer to Renew' your lease 90 days prior to your lease expiration.
 - **We do not allow tenants to break their leases!**
 - If it becomes necessary for you to leave Strathearn before your lease expires, please contact the office so that we may discuss the details and procedure of a Suite Assignment.
 - Essentially, assigning your suite means that a new tenant must be found for your suite to take over the suite "as is" at the same rental amount and for the same period of time as your current lease shows. There are conditions and procedures to be followed to commence a Suite Assignment. Please contact the office.
 - Should you choose to physically vacate your suite before your lease expires, any outstanding balance will be sent for collection as "bad debt."
- *PLEASE visit us at the office if your circumstances change so that we can help you find the best solution**

Should you wish to have someone move in with you, they must complete an application and be approved **before** they actually move in. The new roommate will not automatically be put on the lease.

- We will not release a key to anyone who is not on the lease for any reason—**no exceptions!** This includes children. Should you wish us to be able to release a key to your child, we need a letter from the Lease holder authorizing that release, along with a photo of the child, which will be kept in the file and referred to by our staff.

Parking:

- A parking stall is not included with your suite but we would be happy to rent one to you if you desire. Charges are \$20.00/month per parking stall.

- All stalls are energized once the temperature reaches -10 degrees. The power will be on for 30 minutes and then off for 30 minutes.

- We also offer garages (covered parking) for a fee of \$40.00/month. The majority of these stalls do not have walls in between them so we discourage the use of them for personal storage. Doing so is at your own risk. You are responsible for your own lock on the garages and you must remove it if you move away or if you cancel the use of your garage. **Absolutely no 'living' in the garage is permitted!**

- To acquire a parking stall/garage, you must visit the office where we will locate a suitable parking stall for you and you will complete a Parking Addendum, which will remain in your file.

- Cancellations must be made in writing 30 days in advance.

- Vehicles in the parking stalls must be insured, registered, and operable. Any vehicle that does not meet these requirements will be towed at the owner's expense. Your vehicle does not need to meet these requirements if parked in a garage.

-The clearing of snow from the parking stalls is the responsibility of the tenant. Please do not shovel the snow into another stall or you will be charged a snow removal fee for our staff to remove it. We ask that you place the snow in front of your vehicle, over the guard rail.

*Note: The alleyways in Strathearn are the responsibility of the City of Edmonton.

- If you arrive home to find that someone has parked in your stall, please contact the non-emergency police line at 780-423-4567 and ask for an officer with towing status. You will be required to show your Parking Addendum (proof of your parking stall) to that officer and they will tow the offending vehicle. Please do not park in another stall, as it may be rented to someone else.

- We do not have Guest Parking. Guests are required to park on the street.

-Absolutely no parking is allowed in any stall that has not been registered to you!

Buildings:

Adult Buildings: If you live in an adult building, it means that children under the age of 18 may visit however they are not permitted to spend the night. Tenants who request an adult building usually do so expecting less noise than a family building so **there are no exceptions to this rule.**

Family Buildings: If you live in a family building, you must remember that small children may live in the suites around you. This may create a certain amount of noise that will have to be tolerated as this is the reason we have family buildings. We will consider noise from children to be an issue only in extreme circumstances (ie: a child screaming late into the night continually).

Noise:

- These buildings are over 50 years old and they are not sound-proof. Noise travels very easily and it is essential to be aware of this at all times. We encourage you to introduce yourself to your neighbours and make an effort to communicate with each other in the event of noise that becomes disturbing to you.

We take noise complaints very seriously.

- In the event that you do have a noise complaint, please contact the office and provide information (on the answering machine if necessary) outlining the date, time, offending suite number and circumstances surrounding the complaint. We also ask that you submit the information in writing as well. During office hours, we will determine if the noise is actually excessive and/or inappropriate and we will ask the offender to cease immediately.

- A courtesy letter will be sent to a first-time offender, reminding them that it is necessary to be courteous at all times. Repeat offences will warrant firmer action.

- With the first confirmed complaint, a \$50.00 fine will be assessed. With a second confirmed complaint, a \$50.00 fine will be assessed and a 14-day 'Notice to Vacate' (eviction notice) will be sent out.

- Stereos and televisions should always be kept at a reasonable volume, and the bass should always be kept to a minimum. Keeping these items away from the walls will also help to alleviate the pounding.

- If you live in a suite with hardwood floors and there is a tenant below you, area rugs are a great way to muffle the sounds of a wood floor.

Smoking/Non-Smoking:

- Tenants living in a smoking building are permitted to smoke in their suites, or outside the doors of their suites. **Cigarettes etc. must be disposed of in an appropriate container.** A clean-up charge will be assessed to anyone who disposes of their cigarettes on the grass or any other common area of the property.
- Our non-smoking buildings have a very strict policy as many of our tenants reside in these buildings for medical reasons.
- Anyone wishing to smoke must be at least 30 feet away from a non-smoking building—**No Exceptions!** An eviction notice will be issued immediately to any offenders, without recourse, and this includes guests. **You are responsible for your guests.**
- You are responsible for cleaning the walls when you vacate. If the smoking damage is extreme, you will be charged for painting.

Work Orders:

- We are happy to attend to any maintenance issues that arise in your suite/building however any daily issues such as burned out light bulbs, blown fuses etc. are the responsibility of the tenant.
- If an issue arises, please call the office immediately. We will take down all the necessary information and send a work order out to the shop. Our staff will get to your suite as soon as possible.
- When you call in a work order, you must give us permission to enter your suite to fix the problem. If you are leaving a voice message after hours, please be sure to say that we have permission to enter your suite as well. *Please inform whomever you speak with if you have a cat.*
- If you get a security system installed in your suite, you are required to provide the office with the access code in case we need to enter your suite in an emergency situation.
- Our staff works from 8:00 a.m.-4:00 p.m. Monday through Friday.
- Staff will not enter your suite without a minimum of 24 hours notice, unless there is an emergency. A service card will always be left behind, explaining why they were there.

Gas Stoves:

- Your suite is equipped with a natural gas stove/oven that has 3 pilot lights. Two are located under the top of the stove and the third is located underneath the bottom plate in your oven.
- If any of your pilot lights go out, you can easily re-light them with a match or lighter. Simply hold the flame next to the pilot light hole and you will see a blue-coloured flame appear. An odour of gas when a pilot light goes out is

normal, and it is safe to re-light them. If the pilot light for the burners has gone out, you can relight it by holding a flame to the pipe coming out between the two burners after lifting the top plate of the stove. If the oven pilot light has gone out, open the broiler at the bottom of the stove and follow the silver pipe at the top of the broiler to the back of the stove, and hold the flame to the pipe opening there.

Please do not turn the burners on to light the stove.

- If your pilot lights are all lit but your burners will not turn on, it is likely that the burner slots are plugged with grease or food particles. These are little holes on the inside of the burner area and they can be cleaned with a pin, paper clip etc. If cleaning the holes does not alleviate the problem, please call the office and we will send someone over to examine the oven.
- Your gas stove can safely be pulled away from the wall for cleaning. Please ensure that the hose remains in the wall.

Plumbing:

- Always ensure that your toilet is flushing properly and completely. For small clogs, a good plunger is the best way to fix the problem. Look for a plunger with a rubber horn on the end or one that is an accordion style.
- To prevent drain clogs, please do not pour cooking oil or grease down your kitchen drain. Do not rinse food pieces down the drain as the lines cannot handle it. Please scrape leftovers into the garbage before you rinse/wash your dinnerware. Please remove any hair or debris that may be clogging your tub drain.
- Please do not use Drano or any similar product in your drains as it actually eats away at the pipes. If you have a clog that you cannot get rid of, please call in a work order.
- Washing machines (and/or dryers) and dishwashers are absolutely not allowed in any suite. The plumbing will not handle these machines and it will cause issues for yourself as well as your neighbours.
- Once a work order has been called in, please ensure that the space around the area that needs maintenance is free of clutter, dishes etc. If it is untidy, we will not be able to complete our work that day.

Electrical:

- Some suites are equipped with fuses rather than breakers. To change a fuse, simply unscrew it as you would a light bulb and replace with a 15 amp fuse. Fuses are available at any hardware or department store, Safeway, and Ralph's convenience store on the corner of 87th St and 95th Ave.
- Please observe the maximum wattage for light bulbs in your lamps and light fixtures. Any bulb installed at a higher than recommended wattage is a fire hazard.

- The fuse that runs your fridge usually runs the outlet on your kitchen counter as well. Please note that if you overload that outlet, you may blow the fuse. Try not to use too many appliances all at the same time.

Ventilation/ Windows

- As suites are not heated by forced air furnaces, and the stoves do not have hood fans, there is minimal air circulation.
- It is imperative to ventilate your suite by opening the window for a few minutes every day to get regular air exchange. More time may be required after a bath or shower, or during cooking. This will prevent humidity build up and condensation, as well as wood swelling of doors. **Please open your bathroom window after each bath or shower.**
- All bathroom windows are covered with a plastic curtain (supplied by Landlord) to avoid water damage to the inside sill and the outside walls. If the plastic curtain is not used, your damage deposit will be reduced upon vacating by the cost of the repair.
- Any damage to windows or screens due to carelessness or recklessness is the responsibility of the tenant. Should this occur, you may have them repaired at your cost or call us and we will repair/ replace them for you for a charge.
- Please do not ever dispose of window frames if the glass breaks; we will pick up the frame from your suite.

Garbage:

- It is the tenant's responsibility to dispose of and remove all garbage promptly to the large navy blue garbage bins which are located throughout the complex.
- All garbage must be enclosed in plastic bags and securely tied.
- Garbage bags are not to be left outside of your suite, or on your balcony. If this occurs, our staff will remove the garbage and you will be charged a fee of \$150.00.

Pets:

- We have a strict NO PETS policy that has been in effect since summer of 2006. Any tenant found to have an unauthorized pet will be issued an eviction notice immediately. ***THERE ARE NO EXCEPTIONS TO THIS POLICY!***
- Fish in small tanks are fine, up to 5 gallons. If you have an aquarium larger than 5 gallons, you must provide the office with proof of insurance.

Painting/Decorating:

- Tenants are free to paint their suites with reasonable colours with the understanding that it is their responsibility to paint the suite back to its original colour **at the tenants cost** before vacating. (Please call the office to have someone view your suite before you re-paint, as if we think it is suitable, we may just leave the color there).
- Walls are made of lath and plaster and therefore you must use extra care when hanging pictures or other wall décor. Please use small nails and gently tap them into the walls.
- Proper window coverings are required within 1 month of moving in to your suite. Curtains, drapes, or blinds are acceptable. You are not permitted to use bed sheets, towels, or flags etc.

Cable Television/Internet/Phone:

- If your suite is not currently equipped with the proper outlets for any of these services, you are permitted to have the company of your choice set up service in your suite. **Please check with the office before the service is performed as we need to ensure that the location of the outlet is suitable with the current wiring.**
- Any cost associated with the installation of these outlets is the responsibility of the tenant.
- The office can provide you with a letter for the service company, if necessary. Please give us 24 hours notice to prepare the letter for you.
- Please note that we do not have the resources to meet the service people at your suite, to let them in and wait while they hook up your service. Please ensure that your appointment is booked for a time that you are home.

Crime Prevention:

- We are a proud member of the Crime-Free Multi-Housing Program of Edmonton. This means that we have in the past, and continue to take both active and pro-active measures to prevent crime in our neighbourhood. You may contact the office for more information.
- We encourage our tenants to report anything suspicious to the police, and then provide the office with a file number or a copy of any police report. Please report all break-ins and theft.
- Do not hesitate to call 9-1-1 for any emergency in regards to fire, drug use, suspected domestic abuse situations etc. We also ask that you call the office with the details so that we can follow up. If you are reluctant to call the police, we can do it for you.
- If we can continue to make Strathearn an unattractive place for thieves, it will continue to be a safe neighbourhood.

- We have a “Zero Tolerance” policy for drugs and drug use. Evictions will be issued to offenders.
- **Do not leave valuables in your vehicle—take them inside or put them in the trunk.**
- **Use an anti-theft device such as The Club.**
- **Remember to lock your vehicle.**
- **Never leave your suite unlocked if you are not there.**

Laundry Facilities:

- There are 8 Laundromats located on the property for your convenience (see attached map). Your laundry room key will allow access to any of these laundry rooms.
- Our staff perform regular cleaning duties in the laundry rooms however we expect our tenants to be responsible for their own items and tidying.
- Access is available 24 hours a day, 7 days a week, and will remain so as long as certain etiquette is followed:
 - Please do not leave your laundry in the washing machines or dryers for extended periods of time. Remove your items as soon as the cycle has finished.
 - If you wish to use a machine that contains someone else’s belongings, please be respectful and either fold the laundry, or place it neatly on a table or in a basket, if there is one available. **Please do not throw other people’s items on the floor!**
 - Please do not “piggyback” another tenant’s laundry cycle by placing your clothing in a machine that has been set to run by someone else. Let the cycle finish before using that machine.
 - Please use the garbage receptacles provided to dispose of your dryer sheets, machine lint, and any other garbage. Do not throw it on the floor!
 - Please do not use our machines for oily, greasy or mud-filled clothing. The machines do not handle these things well and then they become unusable for other tenants.
- There is a coin-operated Laundromat in the strip mall on the corner of 87th Street and 95th Avenue that will accept items of this nature.

Tenant Insurance:

- We strongly recommend that every tenant have Tenant Insurance. It is an inexpensive way to protect yourself against loss or damage to your belongings or your suite.
- Without insurance, you are responsible for the Landlord’s costs up to \$5000.00 or more if the building is damaged or destroyed.
- Please call the office if you need further information on insurance companies.

Vacating Your Suite:

- If you plan to vacate your suite when your lease expires, we require you to notify the office at least 60 days prior to your lease expiring.
- During the last month of your tenancy, you will be provided with cleaning sheets which will instruct you on what we expect you to do, to return your suite to the state you found it in when you moved in. It is imperative to follow all the directions on this sheet to avoid any unnecessary charges against your security deposit.
- All suite keys, laundry room keys, and your mailbox key must be turned in to the office, along with your laundry card, by **noon** on the last day of the month. Any keys/card not turned in will be charged against your security deposit.
- You must provide the office with a forwarding address so that we may send your Security Deposit Refund/ Statement out to you.
- If you do not vacate your suite by the date and time required, you will be considered to be overholding beyond a fixed-term lease and we will initiate a hearing with the Landlord and Tenant Dispute Resolution Board to authorize a sheriff to remove you from the suite.
- Photos of the suite are taken at the time of the Move-Out Inspection. You will receive a detailed statement of charges for the security deposit, as well as any due refund no later than 10 days after the last day of the month. You are welcome to view the photos in the office.
- You may be present for the Move-Out Inspection if you so desire. Please call the office to arrange to meet with the Manager at an agreeable time.
- Please remember that there are no vehicles permitted on the lawn while you are moving.

Miscellaneous:

- We encourage our tenants to beautify their buildings on the inside and out! Please feel free to plant flowers outside of your windows, or in containers on your balconies. We love to see Christmas lights to celebrate the season! Watch the monthly newsletters for information on contests, and decorating tips.
- It is the responsibility of the tenant to clear their patios, balconies, and stairs of snow and ice. Please ensure this is done in a timely manner.
- The outdoor pool operates in the summer months depending on weather and staff availability. Information about pool passes, prices, and parties can be found in our monthly newsletter...watch for it!
- Should you lose or misplace your suite key, or laundry room key, we can replace them for you for \$5.00 each. If you lose your mailbox key and we have a replacement here, the cost is \$5.00. If we do not have a replacement key in the office, the mail cylinder will need to be replaced and that will cost you \$35.00. **Hang onto your keys!**