



Welcome to Smart Living Properties
Jane Smith.

Here's your move-in package for
280 Laurier E., Unit 8.

Tenancy Start Date: **XXX**
Self-Inspection by: **XXX**
N9 Deadline: **XXX**
Lease End Date: **XXX**



This is your new Mailing Address

8-280 Laurier Avenue East,
Ottawa, ON, K1N 6P5

Mailbox Access: 12345

Welcome <<First Name Last Name>>!

Thank you for choosing Smart Living Properties as your home. The following information is important for you to review as you get settled in. Our team of qualified and professional staff is happy to assist you should you have any questions during your stay. Have a good move-in!



SMOKING

Smoking, in all instances, is strictly prohibited within the building and inside of your apartment. When smoking outside, you must maintain a distance of at least 9 metres (29.5 feet) from the front entrance and any windows of the property. This rule is strictly enforced, and Tenants will be held responsible for any fire, damage and/or associated cleaning costs that may result from its violation.



FIRE SAFETY

Smoke detectors have been installed throughout your apartment. **It is strictly prohibited for Tenants to remove, detach, cover, and/or obstruct any and all smoke detectors located on the premises.** It is the Tenants' responsibility to test the smoke detectors located in your apartment on a monthly basis and to promptly inform your Community Manager, in writing, of any defects. Personal items are not to be stored in the furnace, boiler rooms or fire escapes at anytime. These areas must remain unobstructed and clear.

Hundreds of Ottawa families are affected by preventable fires each year. Tenants are encouraged to review fire safety information at ottawa.ca. Please contact us to report any fire safety concerns immediately. Tenants may also report non-emergency fire safety issues to Ottawa Fire Service at 613-580-2424 ext. 15371 or FirePrevention@ottawa.ca.



NOISE

Standard City of Ottawa noise bylaws apply to all buildings managed by Smart Living Properties. As such, please note that no Tenant/Occupant/Guest/Person shall operate or use or cause to be operated or used any sound reproduction device between 11:00pm and 7:00am on weekdays, 11:00pm and 9:00am on Saturdays, and 11:00pm and Noon (12:00pm) on Sundays, so as to disturb the peace and comfort of any person in any dwelling house, apartment house, hotel or other type of residence; or any owner or operator of a business in his or her place of business. For further details on regulations and complaint procedures [CLICK HERE](#) or call 3-1-1.



GARBAGE SERVICES

Tenants are responsible for ensuring that household waste is placed in the [appropriate bags and bins](#). Bins should not be kept at the front entrance of the property. Smart Living Properties will facilitate the garbage removal of waste from your designated curbside pickup area to the appropriate facility. Garbage that is stored improperly for extended periods of time may result in tenant fines. Garbage or waste is not to be stored within your apartment for extended periods of time, as this represents both a safety and health hazard. Waste or unwanted materials are not to be stored on the fire escapes, decks, patios or emergency exits.

For details regarding waste collection and scheduled pickup dates, please [CLICK HERE](#) or download the "Ottawa Collection Calendar app" on the [App Store](#) or [GooglePlay Store](#).



CLEANING & PROPERTY UPKEEP

- Tenants must keep the rental unit clean and up to the standard that most would consider ordinary or normal cleanliness. As such, to ensure that your apartment is being kept in a well maintained, safe and healthy state, your Community Manager may perform routine inspections of the premises throughout your tenancy.
- The Landlord will complete bi-monthly cleaning of the building common areas and will contract a third-party company to ensure snow clearing during the winter season.

Contact your Community Manager

ResidentSupport@smartlivingproperties.ca
613 244 1551 (ext 2)



MAINTENANCE / MOVE-IN INSPECTION

All service requests must be submitted through the Resident Portal. Non-Urgent requests will be responded to within seven (7) days of the date of submission, while Urgent Requests will be responded to within twenty-four (24) hours of the date of submission. When submitting a service request, please provide as many details as possible.

You will be able to complete your move-in inspection by submitting a service request through your Resident Portal. Please ensure that you choose "Move-In Inspection" from the "Category" drop down.

Please refer to the [inspection form](#) when completing your inspection and submit it by the deadline indicated on [page one](#) of your Welcome Package. **Tenants may be held liable for undocumented damages.**



PARKING

To review parking availability, please contact your Community Manager. All permit holders must sign a parking agreement and have a parking tag visible at all times while on the premises. Unauthorized vehicles parked on the premises will be towed without warning at the vehicle owner's expense.

On-site guest parking spots are not available.

For additional information regarding parking, please consult the City of Ottawa [website](#). To submit an On-street parking permit application, [click here](#).



TENANT SUPPORT REGISTRY

As a Tenant, you may voluntarily self-identify to your Community Manager as needing support for issues such as:

- | | | | |
|---------------------------------|---|-----------------------------|--|
| 1) Evacuation from the building | 2) Periods where a vital service is disrupted | 3) Pest control preparation | 4) Assistance in understanding documents due to cognitive or development disability, or language or communication barriers |
|---------------------------------|---|-----------------------------|--|

To register yourself on the Tenant Support Registry, please go to the Tenant Support Registry tab on your Resident Portal. You may withdraw yourself from the Tenant Support Registry at any time.

Please note that the information provided for the Tenant Support Registry may be collected by the City of Ottawa for the purpose of investigating and enforcing landlord compliance with the Rental Housing Property Management By-law. Information about how this is used is available on [Ottawa.ca](#) or by calling 3-1-1.

EMERGENCIES

In case of an emergency, please call <<**Emergency Phone**>>. To ensure emergency calls are handled in the highest priority, we ask that only emergency calls be made after hours. The following situations constitute an emergency:

LOSS OR INTERRUPTION
IN VITAL SERVICES

SECURITY
CONCERNS

PROBLEMS WITH
ACCESSIBILITY
FEATURES

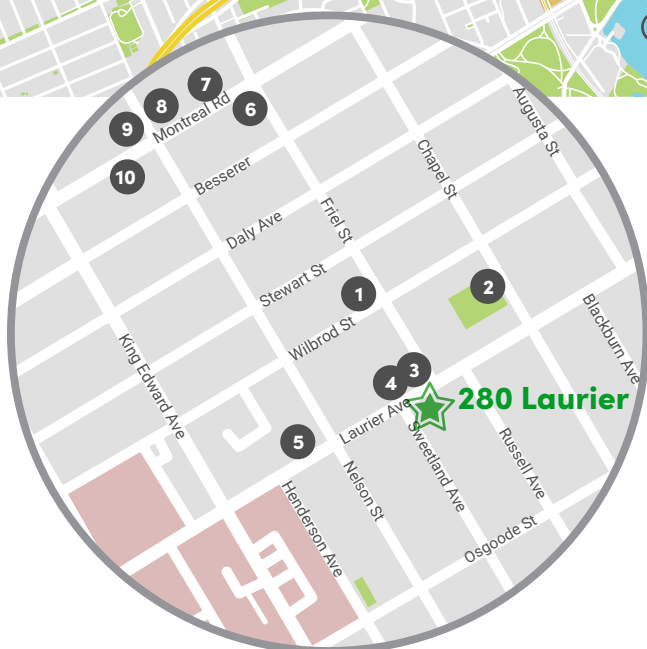
FIRE/
FLOOD

LOCK-OUT

- To contact us after hours for non-emergencies please email your Community Manager. Non-emergency phone calls received after hours could be subject to management fees.
- In case of a fire, first call 9-1-1 and then contact us at <<**Emergency Phone**>>.
- For medical emergencies, call 9-1-1. In case of a noise complaint, call 3-1-1.

For additional information regarding Maintenance and Repairs, please [CLICK HERE](#).

Your City Your Neighbourhood



- 1 Happy Goat Coffee
- 2 Sir Wilfrid Laurier Park
- 3 Domino's/Starbucks
- 4 Anytime Fitness
- 5 Subway Sandwiches
- 6 IDA - Rideau Pharmacy
- 7 Ottawa Public Library
- 8 Loblaws (Grocery)
- 9 Circle K Convenience
- 10 Pizza Pizza

Transit Options



This is your Building/Unit Code

Building Code: 1234#

Unit Code: 123456 

[CLICK HERE](#) for more information on your Digital Lock.



INTERNET/WIFI

Basic Internet may be provided as a fixed utility (depending on the terms of your lease agreement) and may experience disconnections or slower speeds during peak times. The Tenants understand that when Internet is provided by the Landlord, it is to be used for legitimate purposes only. Tenants utilizing shared Internet for gaming or significant uploading/downloading may wish to secure services more appropriate for their usage at their own cost. For more information regarding your Internet services, please contact your Community Manager. The following is your assigned Network and Password:

NETWORK NAME: <<Internet Network Name>> **PASSWORD:** <<Internet Password>>



ADDITIONAL RESOURCES

[Brochure: Information for New Tenants](#)

[How a Tenant Can End Their Tenancy](#)

[City of Ottawa](#)

[Waste Disposal: Garbage and Recycling](#)

[Ottawa Public Health: Novel Coronavirus \(COVID-19\)](#)

[Ottawa Public Health: Home Safety](#)

[Ottawa Public Health \(The Link\): Mental Health](#)

[Counselling Connect](#)



CONTACT INFORMATION

Office Hours

Mon to Fri: 9am - 5pm
Sat and Sun: Closed

Resident Support

ResidentSupport@smartlivingproperties.ca
613 244 1551 (ext 2)

Emergencies

613 244 1551 (ext 9)

These instructions are for information only. This document is not considered a lease or contract and may not supersede or conflict with your lease or your rights under the Residential Tenancies Act, 2006.

RENT PAYMENTS

As per the terms of your lease agreement, your **rent is due in full on the first (1st) of every month**. Rent payments are to be completed with one of the following methods:



Cheques

All cheques are to be delivered to our office and made in the order of:

<<Property Legal Name>>



Online Payments

Online payments must be completed through the Resident Portal by direct deposit, debit or credit card. Debit/credit card payments are subject to a service fee.

Download on:

[App Store](#)

[GooglePlay Store](#)



Office Payments

Only debit card payments are accepted in the [Office](#).