



We Serve

RIVERSIDE LIONS ESTATES

TENANT RULES & REGULATIONS HANDBOOK

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RULES AND REGULATIONS IN CONJUNCTION WITH THE RENTAL AGREEMENT AND THE LANDLORD AND TENANT ACT

IT IS THE INTENTION AND PURPOSE OF THE BOARD OF DIRECTORS, THROUGH THE EXECUTIVE DIRECTOR, TO OPERATE AND MAINTAIN RIVERSIDE LIONS ESTATES AS EFFICIENTLY AS POSSIBLE. WE WILL STRIVE TO RENDER A PROMPT AND SINCERE SERVICE. IN RETURN, WE ASK YOUR CO-OPERATION IN OBSERVING THE FOLLOWING RULES:

1. DISTURBANCES

Please be considerate of neighbors at all times. There is to be no loud noise before 8:00 AM or after 11:00 PM. Report any serious disturbances to the Office.

2. MEDICAL EMERGENCY

In a medical emergency, CALL 911. If you are unable to phone 911, press the button on your ADT CALL PENDANT. This will activate an alarm that will be received by the ADT call centre and, during regular business hours, can also be heard in the main office. ADT will contact an ambulance on your behalf.

3. SMOKING: Riverside Lions does not permit smoking, anywhere in the building, including in their lease spaces (apartment/balcony). This rule also applies to all staff, contractors, volunteers, guests and visitors. Anyone found to violate this rule will be subject to eviction.

4. FIRE PREVENTION & RESPONSE

a) Tenants are expected to read and review our fire prevention and response brochures. The brochures provide essential information on the following subjects:

- Residential Portable Barbeques
- Smoke Alarms in Rental Units
- Occupants (tenants) Fire Emergency Procedures

b) **FIRE DRILLS** are required on a monthly basis. Fire drills are routinely scheduled to take place on the last Wednesday of each month. Please watch the bulletin board for more information.

a) A debriefing meeting takes place after each fire drill. The debriefing meetings take place on the main floor in the coffee shop. Tenants are asked to participate in our debriefing meetings, helping to ensure we are all ready should an actual fire alarm or evacuation occur.

- c) In addition to the information provided in the fire safety brochures, tenants are advised of the following in regards to fire hazards and fire prevention:
- As of September 1, 2008, new tenants are not permitted to smoke in their apartments or on their balcony.
 - Smoking is not permitted in any common area of the building or near the front entrance way.
 - Tenants must not dispose of any flammable liquids, paints or aerosol cans in garbage chutes.
 - Never force cartons, coat hangers, and bundles of paper into chute because it may become blocked.
 - Do not use unsafe electrical appliances, frayed extension cords, overloaded outlets or extension cords for permanent wiring or electrical supply. For example, never permanently use an extension cord for lamps, televisions, alarm radios, etc. Extension cords are meant for temporary use only.
 - Never use indoor extension cords on your balcony,
 - Never use outdoor extension cords in your apartment
 - Turn off all lamps and lights prior to leaving your apartment.
 - Turn off electric fireplaces, televisions and radios when you leave your apartment.
 - Do not leave your apartment while cooking items on your stove or in your oven. If you are slow cooking a Turkey in your oven, for example, ensure someone is home at all times to supervise.
 - Avoid using candles

In general, occupants are advised to:

- Know where the alarm pull stations, fire extinguishers and emergency exits are located.
- As soon as you are safe to do so, call the Fire Department whenever you see or smell smoke, gas fumes or fire.
- Know the correct building address: 188 Worthington Avenue
- If you require fire fighter assistance to evacuate the building, we strongly urge you to unlock your door when you hear the alarm. This will make it faster and easier for fire fighters to enter your apartment and assist you.
- Never store items in the hallways (such as chairs or scooters) as they can block firefighter and/or interfere with evacuations.

5. GARBAGE & RECYCLING

- a) Garbage Chutes are located on each floor. Wrap and tie garbage securely before transport and placing in garbage chute. Ensure garbage and recycling bags are not wet or leaking prior to transporting or carrying bags/containers to the chute or main floor

- bins. Do not drag garbage bags down hallways. Tenants who cause garbage to leak or spill on hallway or elevators carpets will be responsible for all cleanup costs.
- b) Recyclables should be taken to the recycling bins located outside at the back of the building.
 - c) Garbage should be disposed of between the hours of 8:00 AM and 10:00 PM, whether in a garbage chute, garbage bin or recycling bin, to minimize disturbance to other tenants.
 - d) **Do not throw cat litter down the chutes;** it must be securely wrapped and brought to the main floor garbage container.
 - e) **Toxic and flammable materials** must not be deposited in either the garbage container or tossed down the chute. Instead, please bring toxic or flammable equipment to a special container in the garbage room.
 - f) Batteries are classified as TOXIC. Please do not throw batteries into the garbage. Small batteries, such as A, AAA, C, D and hearing aide batteries, may be brought to the main office for recycling; or, you can drop off your used batteries to any Home Depot or Canadian Tire Stores.
 - g) Never throw syringes or sharp items into garbage pails, chutes or bins. Syringes must be discarded in approved puncture resistant medical waste containers.

6. ENERGY EFFICIENCY & ENVIRONMENTAL SAFETY

Riverside Lions is committed to helping to ensure the safety and well-being of our tenants, staff, building and the environment. We therefore ask tenants to help us do the following:

- a) Conserve water and electricity. Shut off your lights and television when you are not home.
- b) Consider not washing your bath towels after each use.
- c) Use energy efficient light bulbs.
- d) Use environmentally friendly, green, cleaning products.
- e) To prevent the spread of infections, wash your hands frequently. Wash your hands each time you return to your suite or before preparing or eating food. Avoid touching your face with your hands. Always cover your cough by coughing into your elbow, not into your hand. Think about getting the flu shot.
- f) For every \$11.00 we spend in the grocery store, \$1.00 goes to packaging. If we buy groceries without packaging we can save a significant amount of plastic, money, etc
- g) In Canada each person on average uses 430 liters of water each day. A 10 minute shower uses approx 230 liters of water. One **dripping tap wastes 1000 liters of water per month!**
- h) Put a dry old towel in the dryer with every load of laundry you dry so your clothes will dry faster **and** will also **save 10%** of energy and electricity.
- i) Another energy saver is by turning your oven/stove off 10 minutes for the food is ready.

7. LAUNDRY: Laundry facilities may only be used by tenants for tenant's laundry only! No outside laundry may be brought into the building. Tenants who are found to be violating this rule may have their laundry privileges restricted. Bringing outside laundry in the building is a major cause of bed bug infestations.

8. PEST MANAGEMENT

- a) Tenants may not leave any entrance or exit doors open as it does invite pests into the building.
- b) Report any pest to the office immediately. Do not be embarrassed nor worry you will be blamed.
- c) Tenants may not bring new or second hand mattresses or furniture into the building without having it first inspected by our caretaker.
- d) Tenants are asked to ensure any and all visitors have no recent exposure to bed bugs. Tenants may acquire bed bugs from visitors as they can travel on coats, bags and other belongings.
- e) Management has a supply of bug proof mattress and box spring covers for purchase (at cost). We strongly recommend tenants purchase bed bug proof mattress and box spring covers.
- f) Management has a supply of plastic bed bug detectors for sale (at cost). The detectors are designed to detect bed bugs early on. We strongly urge tenants to purchase at least two detectors for each bed (sleeping area) in their suite.

9. HAIRDRESSER

There is a Hair Salon on the main floor of Riverside Lions Estates. Appointments may be made with the hairdresser by contacting the either **Liz at 299-5362** or **Joanna at 250-4685**.

10. PROPERTY & LIABILITY INSURANCE

Effective 2012, all new tenants must participate in our Group Tenant Insurance Program. Tenants must obtain insurance for their personal effects. Riverside Lions Estates carries insurance on the building/corporate property only, and is in no way liable or responsible for theft or damage to any personal property or actions of tenants, their family, or other persons.

11. ALTERATIONS/MODIFICATIONS TO SUITE: Under no circumstances may any tenant, or other person, alter, modify or otherwise make any changes to their leased space without written permission from the Executive Director. The process must be as follows: 1) A tenant must first submit a written request to the Executive Director asking to alter (add or remove) a fixed items from their suite, or to change the décor (such as painting a feature wall). A fixed item, for example, could be a shelf, a hook, a faucet, outlet cover, or a new light fixture; 2) If the change or installation is approved, the Executive Director or designate will approve the change in writing; 3) the tenant must pay all related costs for the alteration, and any installation or change must be completed by a qualified, insured trade, such as a licensed electrician or plumber. The trade must approved by the maintenance manager prior

to commencing any work. 4) As with all modifications made to suites, tenants must first agree in writing to return their suite to its original condition prior to moving out; 5) In all cases, prior to the modification being made, tenants must provide a security deposit equivalent to the cost of returning the suite to its original condition.

12. KEYS AND LOCKS

- a) A \$50.00 refundable deposit is required on all door entry keys.
- b) Tenants should keep their suite keys and door entry keys on their person when leaving their suite. If lost, the cost of new keys will be charged to the tenant.
- c) For the safety and security of the building and all our tenants, The modification of existing locks or additional locking devices and/or chains and the duplication of keys are **STRICTLY** prohibited.

13. PLUMBING, ELECTRICAL AND HEATING

- a) All tenants are subject to a Hydro Surcharge.
- b) Tenants will not use automatic toilet bowl cleaners (such as toilet pucks).
- c) Tenants will not flush pads, paper towels or other similar items down the toilet.
- d) Tenants must report any water leak, immediately, to the office and/or caretaker.
- e) Tenants are urged to purchase a toilet plunger for use in their suite.
- f) Tenants will not operate multiple items from one electrical receptacle. Overloaded circuits are a prime source of electrical fires.
- g) Tenants will use extension cords for short term use only. Extensions cords must not be used for permanent wiring.
- h) Space heaters may not be used without first being inspected and approved by management. Electric baseboard style heaters are allowed. Only upright CSA approved, building inspected, space heaters are permitted.

14. COMMON SPACES AND LOUNGES

The lounges and dining areas are for the use, convenience and enjoyment of all tenants. It is hoped that everyone will treat these areas with respect and care. Please note, food and beverages are not permitted in any of our front area lounges. The front waiting area is reserved exclusively for tenants and visitors waiting for a ride/pick up.

Reminder: Smoking is not permitted within our building.

15. PARKING

- a) Space as available, is allocated to those tenants having a vehicle registered in their name. All vehicles must be registered.
- b) There is a monthly charge for parking.
- c) If you have been assigned a particular parking space, please use that space only.
- d) Guest parking is available at the front of the building in the area so marked. Tenants are requested not to park in these spaces.
- e) If you should require parking for an overnight guest, please advice the Office and they will be assigned a parking space.

- f) **PARKING IS PROHIBITED IN THE FRONT DRIVE-THRU OR UNDER CANOPY**, as this area must be kept clear for buses and emergency vehicles. **TOW AWAY** is in effect in this area. Please advise delivery personnel and your guests not to park under the canopy.
- g) Underground parking will be assigned to those persons who have a valid and current **MANITOBA PARKING PERMIT for persons with a physical disability**. Prior to the expiry date of your existing permit, tenants with a physical disability must bring a renewed parking permit to the main office.
- h) Non-disabled tenants may be assigned the vacant underground spaces if there are no persons with a physical disability waiting for a space. In the event the space is required for a tenant with a disability, the non-disabled tenant will be required to vacate their underground parkade space and assume an outdoor parking space.
- i) Tenants who are wheelchair dependent are prioritized for underground parking.
- j) No car washing is allowed in parkade. No mechanical work on cars is allowed in parkade.

16. PETS

- a) The tenant will not have pets visit nor keep any pets on the premises without written consent of the manager. No exceptions.
- b) Once written approval is granted by the landlord, a pet damage deposit equal to half a month's rent will be required prior to the pet moving into the suite.
- c) Pet litter is to be taken directly to the main floor refuse room garbage bin for disposal (do not use the garbage chute).
- d) Absolutely **NO DOGS** allowed as pets.

17. RENT

- a) Rent is due on or before the first day of each month. Tenants who have not paid their rent by the third day of the month, and are in arrears without due cause, are in breach of the Landlord and Tenants Act and could be subject to eviction.
- b) Tenants are asked to pay their monthly rent through our pre-authorized rental payments plan.

18. NOTICE TO TERMINATE LEASE

Termination of tenancy must be in writing and requires one full calendar month notice. For example, if you give written termination notice any day in May, including on May 1st, you will be responsible for all of June's rent.

19. MOVE IN PROCESSES

All new tenants must adhere to the following:

- a) Complete a condition inspection and report with management prior to moving items into their suite.
- b) Schedule a move in time and date with the main office.
- c) Have all furniture and electrical appliance items inspected by maintenance to ensure they do not pose a fire safety and/or pest management risk.

- d) Have their mattresses and box springs incased in a certified bed bug resistant cover.
- e) Submit payment for both damage deposit and first month's rent prior to moving into the building.
- f) Provide management with a copy of property and liability insurance coverage.
- g) Tenants may ONLY move items in or out of the building through the back lane loading door. This includes deliveries.
- h) All deliveries, move ins/move outs, must be scheduled through the main office. No exceptions.
- i) Tenants are financially and legally responsible for any damage to the property caused by their actions or the actions of their guests, movers/delivery drivers.

20. MOVING OUT PROCESSES

- a) Tenants must schedule the elevators in advance.
- b) Only Elevator Car 2 may be used TO move or transport personal belongings or furnishings
- c) Tenants may only use the back loading area to move items in or out of the building; Tenants will not move any items out the front door of the building.
- d) **Condition Reports**
 - The tenant is responsible for the cleanliness of the premises.
 - The premises must be returned to its original move in condition.
 - Before vacating, an inspection and condition report will be completed. Any repairs or cleaning required will be charged to the tenant.

21. ACCESS BY MANAGER

The management has a right of access:

- a) To show the premises to prospective tenants during business hours once notice to terminate the tenancy has been given. An appointment will be arranged.
- b) In case of emergency.
- c) After giving a 24-hour written notice to the tenant.

22. VISITORS & GUESTS

- a) Only those listed on your Rental Agreement may live in your suite. Any deviation is subject to approval by management. In any case, if a guest is staying with you for more than 72 hours we ask that you advise the office.
- b) Under no circumstances may you allow a guest to stay in your apartment overnight if you are not there. You must be here to supervise your guests.
- c) Guests and visitors are the responsibility of the tenant and they are required to conduct themselves according to the rules and regulations of this building. The tenant will be held responsible for any resulting disturbance and/or damage. The management assumes no liability for guests should the guests be injured while in or on the Riverside Lions property(s).