

## Things to Remember

- Your suite has a deadbolt lock on the main door. It is illegal to change your locks or install any additional locking devices on your suite door. If you feel that you require additional security, please contact our office.
- We have provided you with operating instructions for your smoke alarm. Test it regularly to ensure its proper operation. Do not tamper with your smoke detector. If it does not work or starts to beep on its own, contact your caretaker who will arrange for repair or replacement.
- Please remember that you are responsible for any damage, whether intentional or unintentional. Damage includes but is not limited to holes, dents, scratches, stains or items broken by misuse or neglect. Normal wear and tear is excluded so be sure to call for repairs when an item appears to be wearing out or not working properly. Failure to report damages on a timely basis can lead to you being held responsible for repairs. Items broken or worn out through normal use will be repaired free of charge.
- Take your garbage outside to the main bin. Only use the laundry room garbage bins for lint and dryer sheets. If you are throwing out boxes or containers flatten and place them in the recycling cart or garbage bin. You will be charged if your garbage causes Kay Four Properties to incur additional garbage pick up fees.
- Do not leave furniture or mattresses beside the garbage bin. Please contact the City of Winnipeg at 986-5858 to arrange for a pick up.
- Provincial law dictates that there is no smoking allowed in public buildings. This means that all common areas in your building are no smoking areas (halls, laundry rooms, entrances, etc.)
- Treat your flooring carefully. Carpets should be shampooed at least once per year. Spills should be cleaned up immediately. Tile and vinyl flooring needs to "breathe." If you place floor mats on the kitchen or bathroom floor humidity can get trapped and cause the floor to stain. Harsh chemicals such as bleach or oven cleaners can cause stains or damage to your flooring. You will be held responsible if the floor becomes stained or otherwise damaged.
- Do not dump grease or oil into sinks or the toilet. Do not attempt to flush non-flushable items such as wipes, diapers, sanitary napkins, etc.

## **KAY FOUR PROPERTIES INC.**

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Phone/Fax:339-0461

### **Welcome to your new home !**

Thank you for choosing to reside in a building managed by Kay Four Properties. We have been building and managing residential properties in Winnipeg for more than thirty years.

If you have questions or concerns during your tenancy feel free to contact:

Your Caretaker \_\_\_\_\_ @ \_\_\_\_\_

Or the Kay Four Properties office at 339-0461

Our team endeavours to be responsive to our tenants and to treat all tenants fairly. The material in this brochure is intended to help ensure that your tenancy is as problem free as possible. Please read the brochure and keep it handy for future reference.

Thank you,

*Staff and Management*

Revised: September 2011

## Move In

- Set a time for move in and inform your caretaker so that they can be available to answer any questions. If your building has an elevator, reserve elevator time.
- No vehicles are allowed on the lawn at any time.
- Prior to moving in your possessions, you and your caretaker should prepare a move in condition report. Please allow up to one hour to complete this report. Your caretaker will have the report form and will leave you with a tenant copy. It is important that you are thorough when filling out this report. Its contents will be used to determine damage to your suite upon your move out. Be sure to immediately notify our office *in writing* if you find a deficiency in the suite that is not listed on the condition report after the report has been completed.
- Ensure that you have proper tenant's insurance prior to moving in. A Comprehensive Tenants Package (with special waterbed coverage if necessary) provides excellent coverage for personal loss and liability at a low cost.
- Be sure to flatten any boxes that you throw into the garbage bin or recycling cart. This conserves space. Garbage and recycling pick up service is limited and we wish to avoid the mess caused when the bins overflow.
- Please provide your caretaker with your home, business and cellular phone numbers so that they can find you in case there is an emergency in your suite or the building. Your caretaker's phone number and our office phone number are on the front of this brochure.
- Rent receipts are issued in January of each year recognizing all payments made in the previous year.
- You may wish to provide a series of post dated rent cheques, payable on the 1st of each month, to our office. This will eliminate that last minute rush to pay your rent on time.
- It is presumed that all tenants and our staff abide by the Residential Tenancies Act. If you wish to receive more information regarding the obligations of tenants or landlords feel free to call the Residential Tenancies Branch at 945-2476 or visit their website at: <http://www.gov.mb.ca/cca/rtb/>.

## Helpful Hints

- Your building has an entrance intercom for your security. **Never 'buzz' someone in unless you know or expect them.** Ask unknown parties to buzz the caretaker. Let the caretaker decide if that person should be admitted. The building security system only works if all tenants cooperate. Do not let strangers into the building when you are entering or leaving. Your building's security relies on you.
- We recommend that you request all suite maintenance in writing, describing the problem in detail. This helps to eliminate forgotten items or miscommunication. Written requests can be made by e-mail, fax, or by handing to your building's on-site manager. We will endeavour to have our maintenance staff or a contractor attend your suite within 2 business days to address the problem. As a rule we do not schedule appointments and/or provide entry notice after you make a repair request.
- If you require special renovations to be made to your suite for medical or other reasons (for example bars in the bathroom), please contact our office.
- Be considerate of your fellow tenants and caretaker. Please keep noise levels down, especially between 10:00 pm and 8:00 am. Except for emergencies, only contact your caretakers between 8:00 am and 9:00 pm.
- We encourage all tenants to take advantage of the recycling carts outside of your building. Be sure to place only recyclable items in the carts. Phone the city recycling hotline at 986-5858 if you have any questions about what is recyclable.
- This building is your home. We ask all tenants to assist in keeping the building clean by cleaning your footwear before entering and by picking up any garbage that you might inadvertently drop in the halls or other common areas.
- Telephone lines and jacks are not provided by Kay Four Properties. The wires and service are the property of MTS. In June 1993 MTS shifted responsibility for maintaining wires and jacks to the user. As such you may wish to subscribe to MTS' Wire Watch program to protect yourself from the cost of phone repair bills.
- If you pay rent or other fees in cash be sure to obtain a receipt as proof of payment. We accept no responsibility if receipts are not obtained by you.