

359&363 DUCKWORTH ST.
TENANT NOTICE

Thank you very much for renting with us this year. We are really glad to be a part of your Georgian College experience. We are a private housing company and we work very hard to make sure you are safe, comfortable and enjoy your time living at the property. To help in this process, we have outlined some helpful hints, expectations, and rules.

Hours of Operation

We are available Mondays to Fridays 9:00am to 5:00pm, not including holidays.

****Unless it is an emergency, please do not call outside of office hours. You can contact us through email at any time and we will respond promptly. Often times when tenants have issues they will call repeatedly. We kindly ask that you don't do this! Please either leave a voicemail or text if we do not answer and we will get back to you.*

Important Contact Information:

Resident Services (for general inquiries, questions, lease issues, payments issues, complaints etc.)
barrie@londonprop.com
705-716-9992 (Mon-Fri, 9am-5pm)

Maintenance Requests

Must be submitted in writing through your tenant portal with your [Yuhu tenant portal](#), unless it is an emergency.

**parents or any non-residents cannot submit maintenance requests on behalf of tenants*

After hour Emergencies (leaks & floods, fire alarm system. No lock-outs, see below..)
705-716-9992

Locksmiths (after-hour lockouts)
Central Lock – 705-730-5625

Barrie Police (non-emergency)
705-725-7025

Internet Support/Help (anytime)
<https://comuhelp.com/Londonprop/>

IMPORTANT INFORMATION

Move-in and Key Pick-up

You are welcome to pick up your keys on Sept 1st starting at 2:00pm or any day after that. Office hours are 9:00am to 5:00pm Monday to Friday. If you are collecting keys any day after September 1st, please inform us in writing via email (barrie@londonprop.com) at least 48hrs beforehand if you will be picking up on a weekday, or 72hrs if it will be a weekend.

Utilities

Electricity, Water, Gas (heat) and Hot Water Tank Rental are included in your monthly rent.

Unlimited Gigabit Internet from Rogers will be included in the monthly rent of all new leases. Login information will be provided via email.

Maintenance, Repairs, and Emergencies

For general maintenance requests, please submit a work order through your [Yuhu tenant portal](#). A member of the maintenance team will typically visit within 3 business days of the request. ****Certain times of year it may take longer due to the volume of requests (beginning of September and May, and the end of April). All emergencies and urgent issues will be dealt with immediately.*

Please keep in mind that evolving COVID-19 Public Health Guidelines will dictate the ability for our staff to safely perform work and possibly limit the scope of work we are able to perform.

For after hour emergencies such as leaks, floods, or fire alarm system issues call 705-716-9992. If no one answers, please leave a voicemail and send a text with “EMERGENCY” at the beginning along with a description of the issue.

Please ensure to promptly report any leaks – failure to properly notify us can result in excess damages to our property and other tenant’s property, which you can be held responsible for.

For emergencies such as fires and first aid contact 911.

Noise complaints and Security Concerns

If you have a noise complaint or security concern that you need addressed immediately, please contact the police non-emergency or bylaw. An officer will typically attend within an hour.

If there are ongoing noise issues, please send us an email to your property with a description of the issues including times and dates. A reminder that all hallways are under 24/7 video surveillance.

FAQs, Rules, and other Important Information

Lockouts – London Property Corp will not be responsible for any lockouts. If the lockout occurs during normal office hours, we will do our best to assist. If the lockout occurs outside office hours, you will have to contact a roommate or locksmith to provide access. You should keep a copy of the key accessible and outside the bedroom at all times. You will be billed for any damages that arise due to a lockout and/or the installation of your own hardware. *Think kicking the door down is a good idea? Replacement costs on bedroom doors/frames range from \$300-\$600, depending on the type of door. A locksmith is much cheaper!*

Parties – Keg parties are against the law and absolutely not permitted in our buildings. You should keep any other gatherings you wish to have well under control and ensure your guests follow physical distancing protocols. **You, as the Tenant, are fully responsible for any of your Guests' behavior.** Any vandalism that occurs to a building, even if you are unaware of it, the damage will be charged to you if you are having a party. This includes, but is not limited to, damage in hallways, litter and broken glass and pulled fire alarms. **Know your Guests, and control your Guests.** Anywhere outside of your apartment is a public space. As such, you may be fined by police if you are found outside of the apartment with open alcohol. Avoid the risk and keep your drinks in your apartment!

Roommate Problems – Disagreements, arguments and/or conflict will sometimes occur between roommates, whether you are living with friends or strangers. Our housing is not residence and we encourage residents to work out their differences/issues themselves. Any issues ought to be discussed between parties/roommates in order to attempt to find compromise and resolution. In the event that you are unable to resolve the problem, please feel free to contact Resident Services for advice if needed.

Some general rules to ensure include; cleaning up after yourself, asking for permission before using other roommate's belongings, communicating with roommates regarding if you will be having guests or need some quiet time (ie studying for exams).

We recommend using the provided "Roommate Agreement" to build consensus amongst your group about the rules and responsibilities of the group so that expectations are in writing for future reference, if need be.

Cleaning – Tenants are responsible for general cleaning and upkeep of their apartment. Common areas are to be always kept clean. Bedrooms must be kept to a reasonable level of cleanliness.

New leases will typically include a monthly cleaning service for all common areas of the apartment. Your bedroom will still be your responsibility, as will all laundry, dishes, and garbage removal. You will receive written notice of scheduling for the service shortly after move-in. At the time of move-in your apartment will be clean.

The monthly cleaning service will include the following:

- Living room: vacuuming and dusting of supplied furniture
- Kitchen: mopping floors, wipe down all cabinets, countertops and appliances
- Bathrooms: mopping floors, wipe down of all vanities/counters, toilets and shower

Please keep in mind that you are required to ensure your apartment is prepared for this service, including keeping the apartment in a reasonable state of cleanliness. All personal items should be put away and/or kept in a tidy and organized manner; floors free of belongings, counters cleared, sinks cleared and dishes put away. Any cleaning deemed more than reasonable levels will be billed at an hourly rate of \$60/hr and billed back to the residents of the apartment.

Toilets/Drains – Tenants are responsible for dealing with clogged toilets. **Every apartment should have a toilet plunger** (get one right away if you don't have one!). If damage is caused as a result of a toilet overflow that could have been prevented, you will be billed for any damages. Do not flush feminine hygiene products down the toilet - it can lodge in the drain and require a plumber to fix the issue which will be billed to your unit (approx.\$300). [CLICK HERE](#) for a Youtube video explaining how to properly plunge a clogged toilet. ****After attempting to unclog the toilet/drain, if you are not successful, please feel free to submit a maintenance ticket through your Yuhu portal.* Do not use drain-cleaning products, such as Drano, in any sink or shower – they can cause further problems and usually have limited effect. If you have a clogged sink/shower drain, please submit a maintenance request and we will take care of the issue for you!

Garbage/Waste – There are recycling and garbage bins in the parking lots that can be used anytime. Please sort your waste accordingly in the proper bins. Tenants that leave garbage in the hallways/outside your unit will be billed \$5/bag cleanup charges (with a minimum charge of \$20).

Guests – A guest is someone who visits you temporarily. Any resident can have guests visit; there are no sign-ins required. You are fully responsible/liable for any of your guests' behaviour. Should your guest cause any damages or negatively affect the reasonable enjoyment of other residents, you will be held liable for costs and could possibly face eviction.

Please keep in mind that there is a distinction between guests and occupants. If your guest is staying for days on end, or keeps personal belongings in your unit, they essentially become an occupant of the apartment. Unless written permission is first obtained from property management, any occupants who are not lease holder will be considered unauthorized and could result in eviction of the leaseholder.

****Public Health guidelines may supersede these policies throughout the pandemic (ie. during previous lockdowns and stay-at-home orders, visitors were restricted by household).*

Pets – Written permission from management is necessary prior to bringing a pet into your apartment. This allows management to ensure there are no roommates with allergies. If you bring a pet into a unit where other roommates have allergies, you will be asked to remove the pet or face eviction. Should you bring a pet, be sure to clean up after them and do not let them bother your neighbours. Any damage they cause will be billed to the owner. We will demand that you remove the pet if it is causing damage or affecting the reasonable enjoyment of your neighbours.

Bikes – Bikes can be locked to the railings behind the buildings. Do not leave or lock bikes in the stairwells.

Parking/Vehicles – Reserved parking spaces are available to residents on a first-come, first-serve basis. Parking is \$50/month. Tenants must display a valid parking pass or will be subject to ticket and/or tow. Parking is enforced and ticketed by the City of Barrie. Limited visitor parking will be available, and subject to change without notice. *Make sure vehicles are always locked!! LPC is not responsible for any stolen property.*

Painting – **Absolutely no painting by Tenants is permitted in our units.** We will paint all rooms with our standard colour free of charge for all new leases. If you desire an alternate colour, you may choose your own colour for the cost of \$200 per room. If you would like your room repainted in our standard colour the cost is \$100. Any painting done by tenants will be charged the fee of up to \$500 per room to have it painted back to its original colour. Wallpaper not allowed under any circumstance. Some types of wall stickers are ok to use – please check with us before you proceed.

Walls, pictures, shelves, blinds, etc – It is ok to use nails/screws and 3M products to attach items to your walls. Please avoid using sticky tack, tape, or double-sided tape. Please take caution and remember there are wires and pipes in your walls – should you damage them, you will be responsible for any costs of repair.

Air conditioning – None of our apartments have central air (the thermostat only controls the furnace). If you would like to install an AC unit, you must obtain the written permission of management and pay a monthly fee of \$50 per AC unit. Only portable models are allowed – no window- hanging units. You will be responsible for any damages to our property as a result of improper installation. LPC reserves the right to remove any AC unit at our discretion.

Damages - Any Damages to the unit will be charged to you. If they are not noticed throughout the year, there will be an outgoing inspection when you move out, and you will get an invoice then. Any damages to bedroom areas will be billed to the leaseholder of the bedroom; any damages to common areas will be divided equally and billed to all leaseholders in the event no one takes responsibility. Delinquent payments will be pursued by our collections agency. If you wish to avoid this, please report any damages immediately – together we will work out a fair solution. For an estimate of related charges, please review your lease agreement ‘additional terms’.

Mail/Deliveries – Regular mail is delivered to the mailboxes on the side of each building. Each unit is provided with one mail key (replacement keys are \$5). For deliveries, they should arrive directly to your front door, but it will depend on the company. *Be sure to check your mailbox regularly – if it fills up, your service will be stopped by Canada Post.* The postal code is L4M 3X8.

Subleasing – is the tenant(s) responsibility. Any subletters must be students. **You must have written permission from LPC to sublet your apartment.** Failure to properly notify property management can result in eviction. Should you decide to sublet your apartment, you and your roommates will be held fully accountable for their actions and any damages they cause.

Running Water – Toilet seals can give way at any point, and it is the tenant’s responsibility to ensure at all times that the toilet is not running. Please notify management immediately if your toilet is running or your faucet will not fully shut-off.

Heat/Furnace – Often times when tenants go home for the winter break and reading week they think it's a good idea to shut off their furnace to save on energy. Please DO NOT do this! Turning off the furnace may result in the freezing and bursting of the water pipes, which could cause a flood in your unit and neighbouring units. Damages can easily amount to thousands of dollars in repairs. Please turn the thermostat down to a minimum of 16°C (61°F) to prevent freezing, but **DO NOT TURN THE FURNACE OFF!** If there are damages caused from this you will be fully responsible.

For any general questions/inquiries, please email barrie@londonprop.com

Sincerely,

Resident Services Team
London Property Corp.