



Hometime

**TENANT(S)
HANDBOOK
2015**

RULES AND PROCEDURES

Property Unit # _____

Property Manager: _____

2942 - 12 Avenue North, Lethbridge, Alberta, T1H 5J9
Phone (403) 329-6111, Fax (403) 327-3312

TABLE OF CONTENTS

Section 1	Introduction Office Hours Emergencies
Section 2	Move In Security Deposits Move In/Out Inspection Report - Periodic Inspections Phone Renters Insurance Utilities List of Useful Phone Numbers
Section 3	General Policies Access Payment of Rent Additional Tenant(s) and Guests Application of Funds Attorney's Fees Authorized Reimbursements Cost of Notices and Related Fees Failure to Complete Lease Holdover Additional Tenant(s) or Guests Sublease / Assignment Rent Increase Alterations Locks and Keys Pets and Animals Smoke Detectors Garbage Pick-up Vehicle Restrictions Water Heaters
Section 4	Maintenance Who Is Responsible Appliances Maintenance of the Premise Trip Charges Water leaks
Section 5	Moving Out Cleaning Checklist
Section 6	Buying a House

SECTION 1

INTRODUCTION

On behalf of the owner(s) and myself; I'd like to welcome you as a tenant(s). This handbook is designed to help clarify your responsibilities and ours, to make your stay as pleasurable as possible and to make the best use of our services.

We believe that if you are aware of our obligations, responsibilities and policies, most misunderstandings will be avoided and a better relationship will be established between us.

We are the managers for the owners of the rental property and bound by legal contracts with them, as well as our tenant(s), in most actions that we take. **THESE OBLIGATIONS DO NOT LAY SOLELY WITH THE OWNERS OR HIS OR HER PROPERTY MANGER.** You are requested to read the lease, which you have signed or will sign with us.

The lease agreement (Residential Tenancy Agreement) is a legal contract between you and property owner. **HOMETIME** is a legal agent for the landlord acting under the authority and directions of the landlord by way of a property management agreement, but is not a party to the lease. It is our responsibility to collect rent, arrange for any necessary maintenance or repairs, and inspect the property from time to time. We will be very happy to answer your questions about it, but you are requested not to ask us to break any of its provisions.

Please keep this information and your copy of the rental agreement that you signed in a safe place for future reference. Do not hesitate to ask questions. We prefer to have a clear understanding at the outset rather than have a misunderstanding later.

Property management is our business and we firmly believe that the best way to be successful is to give our owners and their tenant's fair, businesslike, and courteous service. If you have suggestions on how we may improve our service, please let us know.

Office Hours

Hometime Property Services Ltd.

2942 – 12 Avenue North

Lethbridge, Alberta

T1H 5J9

Phone: (403) 329-6111

Fax: (403) 327-3312

The office is open 8:30 a.m. to 4:30 p.m. Monday through Friday. Please feel free to call us during this time for routine matters **Phone: (403) 329-6111**. Most routine maintenance calls received before 10:00 a.m. are referred to our service people the same day. Maintenance requested submitted after 10:00 a.m. are generally not scheduled until the following day. You can (and are encouraged to) email maintenance requests to us repairs@hometimecanada.com or fax to (403) 327-3312.

EMERGENCIES

If you have no heat there is not anything we can do about it until the next morning. If you have no gas, you may want to heat contact your gas service provider, these phone numbers can be found on the page titled "Useful Phone Numbers".

Domestic problems are not an emergency we can correct.

If the situation is merely an inconvenience rather than a danger to occupants or a detriment to the property, please wait until morning.

In the event of an emergency, such as a flood, or a fire, contact our emergency answering service. Have the address of the property, and a phone number where you can be reached.

SECTION 2

MOVING IN

Finding and settling into a new home is an exciting experience, but there are a great many of details to consider.

Security Deposits

All tenant(s) will pay a security deposit in advance. This deposit will be held in a “Trust Account” as per required by the Alberta Landlord Tenancy Act and interest will be paid at the end of the tenancy as prescribe by the act. More information on security deposit interest rates can be found at <http://www.servicealberta.gov.ab.ca/1033.cfm>.

This deposit is made by you to indicate your faith that you will abide by all covenants of your rental agreement. THIS DEPOSIT MAY NOT BE USED AS LAST MONTH'S RENT. If you do not fulfill your part of the contract, the deposit will be used to reimburse the owner for any loss he or she suffers. If the deposit is inadequate to cover the loss, you will be billed for the balance. Carpet cleaning is always deducted from your security deposit, to receive a full refund of the money remaining; you must leave the property in the same condition of cleanliness that it was in at the time you took possession.

The owner may deduct from the deposit the cost of any cleaning or repairs beyond normal wear and tear as well as any back rents or charges due. We inspect the rental unit after you have moved out and returned the keys. It is very important that you contact us and leave a forwarding address.

If you break your lease and leave your rental unit before the end of the lease period or without giving a one-month notice (after the initial lease period), you will incur the following charges:

1. The cost of any rental advertising.
2. Pro-rated rental fees.
3. Rent lost during the time your rental is vacant.
4. Lock changes.
5. Re-rental commission
6. Any other costs the owner might incur during this time (utilities, etc.)

MOVE IN / MOVE OUT INSPECTION REPORT

You may have looked at many rentals before deciding on this one, and still there may be things you've overlooked. It's not too late to bring them to our attention. Stains on the carpet or warped boards in a hardwood floor; a small crack in a window that doesn't affect the comfort of the unit or the safety of the window pane; a small tear in a curtain; a nick or burn on the kitchen Formica, etc. All these types of items that should be note on your Move In / Out Inspection Report. Please take the time to fully complete the Move In / Out Inspection Report. Your Property Manager will sign it and return a copy to you for your files. The office copy will be kept on file and be compared to when you move out. If you do not return this form you can be held liable for all damages, past or present.

Periodic Inspections

During the course of your tenancy, Hometime will inspect the premises periodically. Our office will contact you in advance to make arrangements for a mutually convenient time.

Following a periodic inspection we may forward you a written report detailing the condition and recommend routine maintenance that may be needed.

PHONE

As soon as you have your phone installed, please notify your Property Manager at **HOMETIME** of your new phone number. An information sheet is included in your Move In / Out Inspection Report. If you change your work or home phone number, please notify your Property Manager at **HOMETIME** so that we may update our files. **Phone: (403) 329-6111.**

The building owner is responsible for one working phone jack. Tenant(s) are responsible for all other installation and maintenance of telephone, jacks, and lines to the main box and all interior and exterior wiring.

We appreciate having a work phone number and your e-mail address, in case we need to contact you.

RENTER'S INSURANCE

We require you to obtain renters insurance, which covers loss due to fire, theft, flood, leaks, etc. Such policies are readily available at fairly reasonable rates. The Owner's building, fire and liability insurance DOES NOT COVER THE LOSS OF TENANT(S) PROPERTY FROM ANY CAUSE.

Please mail or fax a copy of your policy to HOMETIME (403) 327-3312

UTILITIES

The Tenant(s) is responsible for all utilities (unless otherwise noted), including but not limited to: electricity, heat, water, gas, oil, sewer, garbage, cable or satellite service, and telephone. Please have all utilities transferred to your name(s) on or before the effective date of your lease. If the utilities are turned off, we will charge you the hook up charge that the utility company charges to turn them on again and any damage that may occur.

LIST OF USEFUL PHONE NUMBERS

EPCOR <i>Power Provider</i>	Phone: 310-4300 (Toll Free) Web Site: www.epcor.ca
TELUS <i>Telephone Service Provider</i>	Phone: 310-2255 (Toll Free) Web Site: www.mytelus.com
DIRECT ENERGY <i>Natural Gas Provider</i>	Phone: 1-866-374-6299 Web Site: www.directenergy.com
ATCO GAS <i>Natural Gas Distributor</i>	Phone: 310-5678 (Toll Free) Web Site: www.atcogas.com
ENMAX <i>Electricity Provider, City of Lethbridge Water and Garbage, Natural Gas Provider</i>	Phone: 310-2010 (Toll Free) Web Site: www.enmax.com
TOWN OF TABER <i>Water Provider</i>	Phone: 403-223-5500 Web Site: www.taber.ca
TOWN OF COALDALE <i>Water, Sewer, and Garbage</i>	Phone: 403-3451300 Web Site: www.town.coaldale.ab.ca
CITY OF LETHBRIDGE	Phone: 403-329-7355 Web Site: www.lethbridge.ca
SHAW CABLE <i>Television and Internet Provider</i>	Phone: 403-380-7373 Web Site: www.shaw.ca
BELL EXPRESSVU <i>Satellite Television Provider</i>	Phone: 1-888-SKYDISH 1-888-759-3474 Web Site: www.expressvu.com
CANADA POST <i>Mail Delivery - Lethbridge</i>	Phone: 403-382-4614 Web Site: www.canadapost.ca

SECTION 3 GENERAL POLICIES

TENANT(S) AGREES TO:

1. Keep the premises in a clean and sanitary condition.
2. Properly dispose of rubbish, garbage, and waste in a clean and sanitary manner at reasonable and regular intervals and to assume all costs of extermination and fumigation for infestation caused by the tenant(s). Tenant(s) will participate in re-cycling and conservation, as may be directed by public authorities.
3. Immediately report to the Landlord any damage that may occur to the premises. **Phone: (403) 329-6111.**
4. Properly use & operate all electrical, gas, oil heating, plumbing fixtures & appliances supplied by the landlord.
5. Not intentionally or negligently destroy, deface damage, impair or remove any part of the premises, their appurtenances, facilities, equipment, furniture, furnishing and appliances, nor to permit any member of his or her family, invitee, licensee, or any person acting under his or her control to do so.
6. Not to change any locks on doors giving access to the premises or to any building on the property.
7. Not to permit a business activity, or illegal act.
8. Refrain from excessive noise or disturbances that would encroach on any neighbors' quiet enjoyment.
9. Not keeping any animal, bird or reptile on the premises at any time **without written consent from the landlord.**
10. Not to smoke on the property and may be held responsible for additional cleaning costs.
11. Use only small picture hooks and/or small nails to hang pictures on the wall.

ACCESS

The Landlord reserves the right of access to the premises for the purposes of:

1. Inspection
2. Repairs, alterations or improvements as deemed necessary by the landlord.
3. To supply services.
4. To exhibit or display the premises to prospective or actual purchasers, mortgages, tenant(s), workmen or contractors.

Access will be at reasonable times and with 24 hours advanced notice except in emergency or abandonment. Landlord shall have the right to place and maintain "For Rent" signs in a conspicuous place on said premises for thirty (30) days prior to the vacancy of said premises.

PAYMENT OF RENT

Your rent is due by the FIRST day of each month in advance. ALL RENTAL CHEQUES SHALL BE MADE PAYABLE TO **HOMETIME** and shall be mailed or delivered to **2942 – 12nd Avenue North, Lethbridge, Alberta, T1H 5J9**. In event that the Tenant's rent payment is postmarked later than (5) days after the first of the month, a late administration charge of \$25.00 plus GST may be charged to the Tenant(s) after the fifth day.

In the event the Tenant's rental cheque is returned to **HOMETIME** for insufficient funds, or similar reasons, the tenant(s) will be charged \$42.00 plus GST for each returned check.

If you fail to pay your rent by the fifth of the month and do not make satisfactory arrangements with us for payment, we may be forced to begin eviction proceeding against you. Before we begin these proceedings we issue you a "14 Day Eviction Notice", if you pay your rent and late charges within the 14-day period the Eviction Notice will be rescinded.

APPLICATION OF FUNDS

HOMETIME will apply all funds received from Tenant(s) to any non rent obligations of Tenant(s) including late charges, returned check charges, charge back for repairs, brokerage fees, and periodic utilities, then rent, regardless of any notation on a cheque.

ATTORNEY'S FEES

In the event the Landlord or the tenant(s) or their agent shall commence an action to enforce the lease, or any agreements within the Lease, the Landlord shall be entitled to recover court costs and reasonable attorney fees to the extent authorized by the Residential Tenancy Act.

AUTHORIZED REIMBURSEMENTS

Once you have received specific authorization from your property manager to be reimbursed for materials, please submit all receipts and send it to the attention of your property manager. You will subsequently receive a reimbursement cheque for materials purchased. **DO NOT SUBTRACT THE AMOUNT OF REIMBURSEMENT OWED FROM THE MONTHLY RENT PAYMENT.** Doing so will jeopardize your reimbursement. Normally, no expense less than \$1.00 will be reimbursed.

The Tenant(s) has no authority to incur any debt or charge against the Landlord without the Landlord's prior written consent. In addition, the Tenant(s) has no authority to create any Lien against the leased premises for any work or material furnished either by the Tenant(s) or a person authorized by the Tenant(s).

COST OF NOTICES & RELATED FEES

The Tenant(s) agrees to pay for each legal notice in accordance with violation of the leases and any second notices that must be prepared by an attorney to enforce this lease. This is in addition to any judgment the courts may award.

FAILURE TO COMPLETE LEASE

One of the most frequently asked questions is, "What happens if we move out of the property before the end of the leases". Both the tenant(s) and Landlord have certain duties and responsibilities.

The tenant(s) is responsible to pay the rent until the end of the lease or until the owner(s) agent places qualified replacement tenant(s), whichever happens first. In addition, the tenant(s) is responsible for any damage, and any extra costs that the landlord must expend to re-rent the property. These can include, but not limited to, such items as changing locks, advertising, rental fees, utility bills while vacant, etc. All out of the pocket expenditures that the landlord makes to secure a new tenant(s) can be charged to you the existing tenant(s). The landlord will normally use the security deposit to pay these items and return the excess funds from the security deposit or bill the tenant(s) for the shortage.

The landlord is responsible to make a good faith attempt to mitigate the tenant's losses. This means that the owner must attempt to re-rent the property to a satisfactory tenant(s) as quickly

as possible. Hometime does not charge two different tenant(s) for the same rental period. Example, you move out on a lease at the end of June. The lease expires in September of the same year. The landlord shows the property and is successful in renting it with the new tenant(s) moving in on the 16th day of July. You will get a refund of one half of your July's rent and owe no further rent on your lease.

HOLDOVER

Upon expiration of the lease, the Tenant(s) shall continue to occupy the premises as a tenant(s) from month to month under the same terms and conditions, unless either the Landlord or the Tenant(s) notifies the other party in writing at least 30 days prior to the expiration of the lease.

ADDITIONAL TENANT(S) OR GUESTS

No additional tenant(s), except with the written consent of the Landlord, shall occupy the premises. THE TENANT(S) AGREES TO PAY AN ADDITIONAL CHARGE OF \$100.00 PER MONTH FOR EACH ADDITIONAL TENANT. Guests are not considered tenant(s). A guest whom occupies the premises for a total elapsed time of thirty (30) days, during one calendar year, is deemed a tenant(s).

SUBLEASE / ASSIGNMENT

The premises are rented to the Tenant(s) only for their personal use as living quarters and are not to be sublet or assigned. If there is a change in roommates, replacement roommates must be pre-qualified prior to moving in. No person shall be removed from a lease without prior written consent from Hometime. All persons listed on the lease are still bound by its obligations even if they have moved out.

RENT INCREASES

We will try to keep any rental increase to a minimum, however at times, circumstances be beyond our control may warrant it. We will give at least 3-month notice before implicating the increase.

ALTERATIONS

Tenant(s) agrees not to make alterations, do, or cause to be done, any painting or wallpapering without prior written consent from Hometime. Any resident wishing to change the décor of his or

her property may do so only with the expressed written permission of the management. Changes made in the unit without authorization may result in funds being withheld from the security deposit.

LOCKS AND KEYS

We maintain a coded key system, available only to our employees. We also keep keys for every unit that we manage, and use these for routine maintenance, pest control, and/or emergencies.

Should you lock yourself out of your unit and a resident manager does not live in your building, you may borrow an extra set of keys from our office with advanced notice during normal business hours. A cash deposit of \$50.00 insures that you return the keys. During non-business hours we are not obligated to open your door and may refer you to a locksmith. If we do have to come to open your door, we assess a \$50.00 cash charge, payable immediately.

If you lose your keys, for your safety, **HOMETIME** must change your locks, and you will be responsible for the cost.

If you add a lock or change the combination of your existing locks, supply us with an original copy of the key(s). If you do not supply us with a new key, and we need access to your unit, a locksmith may be required to change the locks and you will be responsible for the charges.

PET AND ANIMALS

Tenant(s) shall not maintain pets or animals on the premises without prior written consent of the Landlord, signing a pet agreement. Unauthorized pet can be cause for immediate eviction action.

SMOKE DETECTORS

Tenant(s) are responsible for checking monthly and ensuring that the smoke detector is in good operating condition as well as replacing the battery as necessary (if applicable). If the smoke detector(s) does not work, please inform us immediately.

Garbage Disposal

Tenant(s) shall tightly wrap, tie and/or containerize their garbage. Garbage shall be placed in the appropriate place for City of Lethbridge pick-up. The following rules must be observed with respect to trash disposal:

- debris shall be completely drip free before it leaves the Unit and carried to the pick-up areas in a careful manner and in a drip proof container;
- carton, boxes, crates, sticks of wood, bottles or other solid matter shall be placed in a neat manner for collection from the appropriate pick-up area; bulky items must be taken by the Tenant(s) to a municipal dump;
- vacuum cleaner bags must be wrapped in a securely tied bag or package and then placed in the appropriate area for pick-up.

RECYCLING DEPOTS

Stafford Drive North

Bridge Drive West

Fairway Plaza Shopping Center

2750 Fairway Plaza Road South

VEHICLE RESTRICTIONS

Tenant(s) are responsible for all vehicles. The number of vehicles stored on the property must be limited to one (1) per tenant. All vehicles must be registered with current registration stickers, as well as being operational and limited repairs may be done on the premises. No automobile repair business can be operated from the property. Tenant(s) are responsible for all charges associated with the removal of any abandoned vehicles on or around the rental property. Vehicles may not be parked on sidewalks or lawns.

WATER HEATERS

Tenant(s) agrees that the water heater is set at 120° F and further agrees it will be at that setting when they vacate the premises. Tenant(s) will be charged a re-setting fee if it is not at 120° F when they vacate the premises.

SECTION 4
MAINTENANCE
WHO IS RESPONSIBLE FOR REPAIRS AND DAMAGES

	OWNER	TENANT(S)
Broken Windows	Worn hardware	Broken glass
Window Cleaning	-	Cleaning
General Cleaning	-	Cleaning
Blinds	Faded/Stringing	Bent & Broken Slats Parts Missing
Screens	Worn hardware	Torn or pulled out screen
Taps	Dripping taps	Broken or missing parts
Carpets	Worn spots	Stains, burns and dirty
Paint	Faded and peeling	Marks, holes and stains
Hinges and doors	Worn	Broken - do to abuse
Light and switches	Worn out	Burnt out / broken
Smoke detectors	Not Working	Batteries
Furnaces	Not Working	Furnace filters
Roof	Leaking	-
Driveway/Walkway	Scaling	Oil Stains
Plugged toilets	Tree roots	Items put down toilet
Snow Removal	-	Snow removal
Lawns	-	Cutting and general care
Leaves	-	Racking and disposal
Weeds	Alley	Yard

APPLIANCES

In the event that one of the appliances is not working properly please contact our office. WE WILL NEED TO KNOW THE MAKE, MODEL & SERIAL NUMBER ON THE APPLIANCE before we can send out a repairperson. It is extremely helpful to us and saves time if you have this information available when you call.

MAINTENANCE OF THE PREMISES

To enhance the appearance of the property in which you live in, you are responsible for the removal of weeds, cutting and trimming the lawn, watering the lawn on a regular basis and snow removal. If this work is not done in a reasonable time or as prescribed in a city/town bylaw we will contract the work out and bill back any charges to the tenant(s).

TRIP CHARGES

If Landlord or a repair person is unable to access the property after making arrangements with the Tenant(s) to complete a repair, the tenant(s) shall pay any trip charges incurred.

WATER LEAKS

If your faucet or shower drips, your toilet continually runs or you have any leaks, please inform us immediately **Phone: (403) 329-6111**. Besides potentially causing your water bill to be higher than needed, leaks can become quite expensive if not taken care of them promptly.

WE GET MANY CALLS FOR SERVICES EACH WEEK AND WE SCHEDULE REPAIRS ON A PRIORITY BASIS. IF WE HAVE NOT RESPONDED TO YOU REQUEST WITHIN A REASONABLE AMOUNT OF TIME, PLEASE REMIND US OF YOUR REQUEST BY PHONE, FAX, OR E-MAIL

Phone: (403) 329-6111

Fax: (403) 327-3312

Email: repairs@hometimecanada.com

Web Site www.hometimecanada.com

SECTION 5

MOVING OUT

The procedure for moving out is as follows; you must notify Hometime, in writing, before the first of the month, in the month you will be vacating. No exceptions will be made. You can drop the notification off at our office or fax it to us. Please remember to call and schedule a walk through inspection. A general list of items and instructions are listed below. The cleaning checklist can be used as a guide for more detailed cleaning, but be aware that the inspection might not necessarily be limited to these items.

1. Return the condition of your unit to that upon your move in.

“Clean In – Clean Out”

Examples include but not limited to:

- a. All appliances cleaned (inside and out)
 - b. Kitchen and bathroom fixtures cleaned
 - c. Blinds cleaned
 - d. Fireplace swept
 - e. Replace burned out light bulbs.
2. All carpeting must be professionally steam cleaned. If you own pets, carpets must also be deodorized and de-fled. We will make arrangements to have this done and withhold the cost from security deposit/or pet deposit.
 3. Mow the grass and clean up the yard.
 4. Return all keys and garage door remotes
 5. Notify all utility companies that you will be vacating the premises. PLEASE DO NOT TURN OFF YOUR UTILITIES, but transfer the changes from the date of your intended move out to **HOMETIME**. If the utilities are disconnected, Hometime will have the utility company re-connect and any charges will be charged back to the tenant(s).
 6. Provide us with your forwarding address and telephone number.

YOU WILL RECEIVE A FULL OR PARTIAL SECURITY DEPOSIT REFUND, OR AN EXPLANATION OF NO REFUND WITHIN TEN (10) DAYS AFTER MOVE OUT OR THE TERMINATION OF YOUR LEASE, WHICHEVER COMES FIRST.

CLEANING CHECKLIST

BATHROOM

- Cabinet
- Counter
- Floor
- Light Fixture(s)
- Mirror
- Shower/Tub
- Sink
- Switches & Outlets
- Toilet
- Walls & Ceiling
- Window Sills & Tracks
- Window(s)
- Light Bulb Replacement

BEDROOM(S)

- Blinds/Drapes
- Carpet
- Closets (in/outside)
- Light Fixture(s)
- Switches & Outlets
- Walls
- Window Sills & Tracks
- Window(s)
- Light Bulb Replacement

CLOSET(S)

- Door(s) (in & outside)
- Floor cleaned
- Shelf cleaned

DINING ROOM/AREA

- Blinds/Drapes
- Floor cleaned/vacuumed
- Light Fixture(s)
- Switches & Outlets
- Walls
- Window Sills & Tracks
- Window(s)
- Light Bulb Replacement

OUTSIDE

- Cut & Trim The Lawn
- Dispose Of All Garbage

KITCHEN

- Counter
- Cupboards (in and outside)
- Dishwasher (in and outside)
- Disposal
- Floor
- Light Fixture(s)
- Microwave (in and outside)
- Oven (in and outside)
- Range/stove (in and outside)
- Refrigerator (in and outside)
- Sink
- Switches & Outlets
- Walls & Ceiling
- Window Sills & Tracks
- Windows
- Light Bulb Replacement

LAUNDRY ROOM/AREA

- Appliances
- Floor
- Light Fixture(s)
- Switches & Outlets
- Walls
- Window Sills & Tracks
- Window(s)
- Light Bulb Replacement

LIVING ROOM

- Carpet/Floor
- Blinds/Drapes
- Fireplace
- Light Fixture(s)
- Switches & Outlets
- Walls
- Window Sills & Tracks
- Window(s)
- Light Bulb Replacement

MISCELLANEOUS

- Outside Lights
- Smoke Detector
- Furnace Filter
- Light Bulb Replacement

