



Your Property Management Solution

**204-5510 Canotek Road**

**Ottawa, ON K1J 9J4**

**Office: 613-742-1707**

**Emergency Phone: 613-868-4962**

### **TENANT INFORMATION**

As your new property management team we would like to welcome you into your new home. The purpose of this brochure is to answer the most common questions you will have while working with a property management company.

Please take a moment to look through this information and if you still have questions, feel free to call the office.

E & S Management Services Ltd. is committed to providing friendly and helpful service to all of our owners and tenants.

We look forward to working with you.

**Disclaimer:** This information is provided for informational purposes only and does not constitute a portion of your rental agreement (lease). Please review your rental agreement carefully, familiarize yourself with its contents and do not hesitate to contact us with any questions or additional information you need. The intention of this information is to help clarify the tenancy process and provide general information.

### **PAYING RENT**

Rent is due on the 1<sup>st</sup> of each month.

**Variations may exist for this policy by lease, so please consult your rental agreement terms.**

Rent can be paid by cheque, money order payable to E & S Management Services Ltd. or e-transfer. All cheques will be deposited on the first business day of the month. There is a \$25 charge for every NSF cheque.

### **THE BASICS**

**Rental agreement:** The duration of your rental agreement is fixed and specified in the lease. Any early termination or extension must be discussed with the Property Manager.

**Keys:** If you lose or lock yourself out of your home during office hours there is a \$25 charge to make a copy of our back-up set of keys, plus the cost to cut the key. After hours

there is a \$100 charge, plus the cost to cut the key (later than 5:00pm during the weekday or weekends).

### **INSPECTIONS**

Under the terms of our contact with the property owner's we are required to perform annual inspections, one in the spring and one in the fall. There is no need for you to be there unless of course you want to. You will be provided ample notice.

### **UTILITIES**

Following, please find contact information for the utility companies so that you may create your own account.

#### **Hydro Ottawa**

Phone: 613-738-6400

[custservice@hydroottawa.com](mailto:custservice@hydroottawa.com)

#### **Enbridge**

Phone: 1-877-362-7434

[customercare@enbridgegas.com](mailto:customercare@enbridgegas.com)

#### **City of Ottawa – Water and Sewer**

Phone: 613-580-2444

[revenue@ottawa.ca](mailto:revenue@ottawa.ca)

## **Hydro One**

Phone: 1-888-664-9376

[CustomerCommunications@hydroone.com](mailto:CustomerCommunications@hydroone.com)

### **EMERGENCY PHONE**

E & S Management Services Ltd. is pleased to provide an after hour's emergency contact phone number **613-868-4962**.

Please note that this phone number is only to be used after 5:00 pm Monday to Friday, weekends and holidays. There will be a \$100.00 charge to the tenant should this number be used for non-emergency issues.

Emergency items are generally those that could cause injury to the tenant or damage to the property, and may include:

- Water pipes have broken or burst
- Serious roof leak or gas leak
- Dangerous electrical fault, dangerous power point, loose live wire etc.
- Flooding, rainwater inundation inside the property, or serious flood damage

- Failure or breakdown of the gas, electricity or water supply to the premises
- Fault or damage that makes the premises unsafe or insecure
- Fault likely to injure a person, cause damage or extreme inconvenience
- Furnace failure during heating months
- Air conditioner failures are not considered an emergency

If you smell gas, leave the area and contact Enbridge at 1-866-763-5427. This free emergency service is available 24 hours a day, seven days a week.

Should there be a fire or you require help from the police or an ambulance, please call 911.

### **YARD CARE**

The responsibility for lawn care and snow removal is usually that of the tenant. Please check your lease agreement.

### **INSURANCE**

The Tenant understands and accepts the Landlord's building insurance does not provide coverage for the tenant's personal belongings and contents. The tenant is responsible for and agrees to get contents insurance. All liability of the tenant, tenant's family, guests, contents, and property is the personal responsibility of the tenant. In the event that the landlord's insurance company requires information regarding the tenant's insurance on his/her personal effects, the tenant agrees to provide this information.

### **FURNACE FILTERS**

All tenants are responsible for replacing the furnace filter every three months. Problems caused by failure to replace the filter will be the tenant's responsibility.