



TENANT HANDBOOK

A simple guide to
your Skyline Living
community.



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Welcome Home to Skyline Living!

Thank you for choosing a Skyline Living community as your new home. We know what it's like to be the new person, so we've created this Tenant Handbook as a resource to answer some of the questions you may have about your apartment, your building, and us.

Take some time to settle in and get your furniture and décor set up just the way you like and when you have a few minutes of breathing time, take a glance through this handbook. You'll want to familiarize yourself with the etiquette and safety policies and procedures we've shared to help make this a smooth transition into your new favourite home.

Feedback & Contact Information

We love hearing from you! For all inquiries about your apartment, building, or Skyline Living policies, your first point of contact is your Resident Manager. The following is a contact list of Skyline Living Representatives in order of relevance to you:

Resident Manager:

- Resident Manager's Emergency Line: _____
- Resident Manager's Phone: _____

Customer Service: Located at 98 Macdonell Street, Guelph and operating Monday – Friday, 9 am – 5 pm ET.

- Customer Service: 1 (844) 910-1522
- customerservice@skylineliving.ca
- <https://www.skylineliving.ca/feedback/>

Property Manager:

- Name: _____
- Phone: (519) 826-0439 ext: _____



Getting to Know Your New Home

Now that you've moved into your new apartment, you'll want to note where the following items are located:

Stairwells: In case of emergency when the elevators should not be used.

Main Circuit Breaker: In the event the power goes out.

Water Shut Off Valves: Turn off during water leaks, emergencies, only when instructed by your Resident Manager.

Ground Fault Interrupter (GFI) Plugs: You can check these if your plugs or appliances in the bathroom, kitchen, or balcony fail to work.

Fire Extinguishers and Safety Equipment: In the hallways and common areas.

Mail: There are separate mail slots for each apartment.

Please be considerate and place any misdirected mail in the provided mailbox. This includes former tenants mail so that it can be forwarded on to them. Kindly remove and dispose of all junk mail in suite or in the provided recycle bins. Do not leave them in the lobby.

If you are uncertain about any of the above items, contact the management team for assistance.





Good Neighbour Guide

Tenant responsibilities can be summed up in one phrase – Be a good neighbour!

You'll be welcomed to your new Skyline Living community right away and employing these easy tips will help you make new friends quickly:

- Introduce yourself to your new neighbours. Say "hi" to the other tenants at the mailbox, on the elevator, or in the lobby.
- Be considerate of tenants who may work a different schedule or have small children by keeping the noise down and obeying the building rules.
- If you have guests over, remember that it is up to you to ensure that they also follow the building rules.
- Keep your apartment tidy, clean up after your pets, and be sure dispose of garbage in the appropriate places.
- Abide by the parking policy of your building and ensure that your guests do too.

If you run into any challenges, try talking to your neighbour about the concern and desired outcome in a calm and non-confrontational way. If you aren't able to resolve the situation amicably on your own, then please call your Resident Manager.

Tenant Programs

Resident Referral Program

Want to help choose your neighbours, and get paid for doing it? We love our friendly, community-conscious residents and are looking for like-minded individuals to join our growing apartment communities across Canada. Refer your friends, family, colleagues, and classmates to apply at any of our communities through the Referral Program. Once your referral's application is approved and the move-in process is complete, we'll send you a cheque for \$200!

Resident Appreciation Draw

Being a good tenant has its rewards! Each month that you pay your rent on time and keep your account in good standing, you'll be automatically entered into our Resident Appreciation Draw for a chance to win a \$100 discount the following month. Draws are held on the 15th of each month at Skyline Living's head office in Guelph, Ontario. Winners are notified by letter.

To be eligible:

- Be a current tenant of Skyline Living.
- Any rent owed must be paid in full and your account must be in good standing.
- Your rent payment must be received on or before the 1st of the month.

Still have questions? For more information about the Resident Appreciation Draw, please contact your on-site Resident Manager. Good luck!



Resident Events & Activities

Your Skyline Living community will hold multiple resident events and activities throughout the year. We encourage all tenants to attend! These events are a great opportunity to get to know your neighbours and the building's management team. Ask your Resident Manager for more information regarding social committees!

Resident events and activities may be photographed for marketing purposes. If you do not wish your photographs to be used, please contact the Customer Service department at customerservice@skylineliving.ca. Your Resident Manager can provide details.

Often, the best events and activities are planned and run by our residents. If you want to help plan a BBQ, run a weekly card game, or arrange a bowling excursion, that would be fantastic! Let your Resident Manager know you're interested in helping.

R.I.S.E. Tenant Assistance Program

We understand that things don't always go according to plan. R.I.S.E. is Skyline Living's tenant assistance program designed to provide support, access to community resources, and/or financial assistance, when a valued tenant is struggling with hardship. To receive more information about this program, or to apply for yourself or on behalf of a neighbour, please speak to your Resident Manager or visit www.rise.skylineliving.ca.



Safety & Security

Emergency Assistance List

In an emergency situation, if you, or anyone in your apartment, are unable to evacuate the building on their own or requires special assistance in the case of an emergency, such as for a disability or medical condition, ask your Resident Manager to place you on the Emergency Assistance List. This list will be kept in a secure place in the Resident Manager's office and will be made available to the fire department or other emergency services as needed.



Fire & Life Safety

Smoke & Carbon Monoxide Alarms

A smoke alarm can save your life and the lives of everyone in your building. We have provided you with at least one smoke alarm, and some suites are equipped with a carbon monoxide (CO) alarm as well. Your alarms will be tested during your regular bi-annual inspections (see page 13).

If you think your smoke alarm or CO alarm is impaired in any way, let your Resident Manager know immediately in writing.

Do not tamper with or remove your smoke alarm or CO alarm for any reason. Doing so could put yours and your neighbours' lives at serious risk. You can be evicted and charged as this is a contravention of the Fire Code.



Fire Prevention

The majority of home fires can be easily prevented by following simple safety precautions:

- Do not tamper with or disable smoke or CO alarms. If you suspect that your alarms need new batteries or are not functioning properly, notify your Resident Manager immediately in writing.
- Never leave burning cigarettes unattended and always fully extinguish butts in a container with a lid or a container with water or sand.
- Candles and incense should not be used in apartments.
- If the power goes out, turn off all appliances that were in use at the time. This will ensure they do not spark or ignite when the power returns. Use flashlights, not candles, to navigate during a power outage. See more about power outages on page 12.
- Do not block or cover heating vents or radiators. Vacuum the dust out regularly with brush attachment.
- Never operate a barbecue, gas heater, or other fuel burning appliances inside the apartment or on the balcony.
- Never leave an electric space heater unattended or on overnight. Use them only for short amounts of time, then turn off and unplug. Keep the area around space heaters clear of objects and dust. Keep space heater away from curtains and furniture.
- Always turn off and unplug small appliances when you are not using them.
- Do not use extension cords. Use power bars with safety shut offs, and never overload them or plug one power bar into another. Always follow the manufacturer's instructions. Never tamper with the original electrical setup.
- If you have in-suite laundry, always clean out your lint trap after each load, and never leave drying items unattended.
- The kitchen is the most common source of home fires.



Safety Tips for E-bikes and Scooters

Fire safety is a top priority at Skyline Living and we are committed to promoting fire prevention and education within all our properties. Please review these tips:

- Buy an electric bike certified by a qualified testing laboratory.
- Follow the manufacturer's instructions for charging and storage. Always use the manufacturer's cord and power adapter made specifically for the device.
- Make sure to use a charger that has one of the recognized Canadian certification marks, such as CSA, cUL or cETL. These marks indicate that the products are assessed to the required Canadian electrical safety standards. Chargers that do not meet the required electrical safety standards may cause electric shocks and fire hazards for consumers.
- **DO NOT** leave an electric bike unattended while it's charging and don't charge overnight.
- If a battery overheats or you notice an odour, a change in shape or colour, a leak, or odd noises, stop using it immediately.
- If the battery powering your device is physically damaged in any way (dents, cracks, rust, holes), **DO NOT** continue to use the device as it is no longer safe to operate.
- If the battery reacts in an alarming way, move the device away from anything that can catch fire, if it's safe to do so, and call 911.
- Keep batteries and devices at room temperature. Do not place in direct sunlight.
- Store batteries away from anything flammable.
- **DO NOT** use aftermarket batteries.
- **DO NOT** store or charge an e-bike in your unit; speak with your Resident Manager to identify a proper storage space outside the building.



Scan to watch UL's Fire Safety Research Institute (FRSI)'s PSA video to learn more about battery safety.



Evacuation

If there is a fire in your apartment, immediately evacuate your apartment, close all doors behind you to confine the fire and pull the fire alarm on your way out of the building. Once you are in a safe location, call 9-1-1 first, then your Resident Manager's emergency line and inform them of the fire situation.

If you hear the building's fire alarm sound:

- Remain calm.
- Before opening the door of your apartment to exit, feel the door and knob for heat. If they are not hot, brace yourself against the door and open it slightly. If you feel air pressure or heat, close the door quickly and shelter in place.

If you don't find fire or smoke in the corridor:

- Take your Apartment key, emergency bag, and pets, close the door behind you and calmly evacuate using the nearest stairway exit.
- **DO NOT USE ELEVATORS.**
- Check stairways for heat and smoke before entering. Use an alternate exit if necessary.
- Go to your designated **Initial Assembly Area/Muster Point**. Not sure where this is? Ask your Resident Manager.
- Do not re-enter the building until the fire department informs you it is safe to do so.

If you are unable to evacuate, if there is excessive smoke in corridors, or you can't safely navigate the stairs, it may be safer to stay in your suite and shelter in place:

- Dial 9-1-1 and tell the Fire Department where you are, then signal to firefighters by waving a brightly coloured sheet out a window, if it is safe to do so.
- Leave your door closed but unlocked for possible entry by a firefighter.
- Place a wet towel at the base of the door, or seal edges with masking or duct tape.
- Keep low to the floor.
- Move to the balcony or most protected room, only if it is safe to do so.

If you are concerned that you would not be able to evacuate in the event of an emergency, see page 7 for information on the **Emergency Assistance List**.

Weather Event

A weather event could be a tornado, large snow or ice storm, flood, etc. Tune in to your local radio or news station to stay informed of the situation. If you are given enough warning, bring in or tie down any items on your balconies, as these items may cause injury if they fall or break windows. Unplug electronics and appliances and keep a flashlight, with fresh batteries, handy.



Your Resident Manager will make every effort to inform you of any necessary emergency action - if you should proceed to a lower floor, basement, or underground garage of the building.

If you are asked to remain in your apartment, stay away from windows. In some cases, it may be safest to move to an inner hallway as close to the centre of the building as possible if you are not able to get to a lower floor.

After-Hours Emergency Service

Please call your Resident Manager's cell phone number (you will reach the person on call), if you encounter any of the following:

- **Fire:** Pull the manual fire alarm in the hallway, evacuate, call 9-1-1, and then call the Resident Manager's emergency line.
- **Flood in your apartment:** Do not try to turn the water valves off yourself unless directed to by your Resident Manager.
- **Power outage.**
- **Fridge or stove break-down.**
- **Major water leaks.**
- **Gas leak:** Pull the manual fire alarm in the hallway, evacuate, call 9-1-1, and then call the Resident Manager's emergency line.
- **No heat:** It is only an emergency when there is low heat (below legal limit of 21°C). Please contact your Resident Manager and if the problem escalates then reach out to Customer Service for help. Make sure there is nothing obstructing the heaters and vents and that windows and doors are closed, before calling.
- **Suspicious activity or excessive noise.**

All non-emergency concerns should be addressed during office hours. Please note that some things are not an emergency such as a dripping tap, someone parked in your spot, etc.

Medical Emergencies

If you need emergency medical attention, dial 9-1-1. Your Resident Manager does not have medical training and will not be able to assist you. If you can call your Resident Manager after you have spoken to emergency services, please inform them that you have called and assistance is coming.



Security

To ensure the safety and security of everyone in the building, please:

- Get to know your neighbours.
- Always keep the doors to your apartment locked.
- Leave windows locked when you are not home, particularly on lower floors.
- Do not block doors open, hold doors open for people you don't know, or buzz people in who you are not expecting.
- Do not leave valuable items visible in your vehicle or on your balcony.
- Report any malfunctioning security equipment, broken locks, or suspicious activity to your Resident Manager immediately, or call the police.



Remember, this is a community and everyone in the building should feel safe and secure; we are all in this together!

Keys & Locks

When you moved into your new apartment, you received keys, fobs, or pass cards for the building's front door and your apartment door. You may have also received keys, fobs, or pass cards for common areas such as the laundry room or parking garage. Your Resident Manager should have a copy of your key for emergencies or lawful entry and these copies will be secured by lock and key for safe keeping.

To ensure your safety and the safety of everyone in the building, keep track of your keys! If you do lose your keys, contact your Resident Manager – **there may be a fee if keys or locks need to be replaced.** If locked out of your unit, it is your responsibility to contact a locksmith as it is not part of the Resident Managers' service to let you the apartment. Never label keys with your address, as the person who finds them may use them to gain entry to your apartment. You must return all keys upon move out, at which point your key deposits will be returned to you.



Your apartment is equipped with a secure lock for your safety. Please do not change the locks or add any additional locking mechanisms (e.g. chain). If you feel that your locks need to be changed, contact your Resident Manager. It is a safety hazard and violation of the terms of your Tenancy Agreement if you alter your locks in any way without prior permission.

Power Outage

In the unlikely event of a power outage, call your Resident Manager. If it is only your apartment or your floor that is affected, it may just be a blown fuse or circuit breaker, which can be corrected easily.

If the power in the entire building is out, but you are not in an emergency, please remain in your apartment for your own safety if you can. Since elevators will not be working and there will only be emergency lighting in the halls, there is a risk of injury if you venture out.



If a power outage could put you in an emergency situation, please have a back-up plan with your health provider (e.g. you have a medical condition and treatment is dependent on electricity) make sure to register for your building's Emergency Assistance List.

Your Resident Manager and/or other Skyline Living team members who are on-call, will be attempting to contact your utilities provider for an estimated outage time, checking on residents who may require assistance and conducting a fire watch in the building. They will do their best to keep all the residents affected informed. While you wait, remember these tips for dealing with a power outage:

- Leave your refrigerator and freezer doors closed as much as possible to keep the cold air in. Food can stay fresh for at least 4 hours if it is not disturbed. Any perishable food that has been above 40°F for over 2 hours must be discarded. This includes meat, fish, poultry, eggs, and leftovers.
- It is important to have an appliance thermometer in both the refrigerator and the freezer. This is the best way to ensure that your food is safe even after the power goes out.
- A freezer that is full, will hold its temperature for an estimated 48 hours. A freezer that is half-full, will hold its temperature for an estimated 24 hours. If the freezer isn't full, grouping your items into an 'igloo' formation will help protect and preserve them.
- If you had any appliances on before the outage, make sure you turn them off or unplug them. That way, when the power returns there is no chance of unattended items surging and setting fire.
- Use flashlights to see, not candles.
- In winter, put on warm layers, particularly covering your hands, feet, and head. At night, keep all blinds and drapes closed to keep the cold air out.

- On hot summer days, keep all blinds and drapes closed to keep the sun out. Drink lots of water to stay hydrated.
- Tune into your local news station on a battery-operated radio for updates.

Your Resident Manager will do everything possible to assist you, but please keep in mind that power outages are often temporary and out of the control of the Skyline Living representatives.

Elevator Failure

In the unlikely event of an elevator failure, push the emergency button or use the emergency phone. Your Resident Manager will alert either the elevator operator or any required emergency services such as the fire department, police, etc. If there is a medical emergency, emergency services will be alerted. It is important that you remain calm so emergency workers can communicate with you effectively.

If you have a cell phone, you may also call your Resident Manager for assistance using their regular contact information.



Inspections

Twice a year (May and November), you will receive a notice that it is time for an inspection of your suite. These bi-annual inspections are to ensure that your suite is meeting health, safety, and maintenance standards. If necessary, we will change batteries in smoke and carbon monoxide alarms, test alarms and replace them if necessary, and make sure plumbing, outlets, baseboards, and radiators are operating safely and there are no noticeable hazards. Anything that needs to be fixed or replaced will be noted on the inspection forms.

To help expedite inspections, ensure windows, doors, smoke and carbon monoxide alarms, radiators, and appliances are easily accessible. All doors must remain unlocked for the inspection. You can choose whether you want to be home for your inspection. Please contact your Resident Manager if you have any questions about this process.



Hazardous Materials

If you see a hazardous materials spill or leak, please alert your Resident Manager immediately. Do not attempt to clean up hazardous materials on your own.

Hazardous materials need to be disposed of according to your city's regulations. If you need to dispose of paint, batteries, or other hazardous material, please ask your Resident Manager for information on how to do so properly. Do not throw hazardous materials in your everyday garbage, flush them down the toilet, or pour them down the drain.

Evacuation Emergency Go Bag

An **Evacuation Emergency Go Bag** is a collection of items you may need in the event of an evacuation. An Evacuation Emergency Go Bag should be packed in something sturdy and easy to carry, such as, a suitcase on wheels or a backpack. Every person in your household should have their own Evacuation Emergency Go Bag which should be easily accessible in the event you must leave your home in a hurry. Everyone's Evacuation Emergency Go Bag will be different and based on their individual needs.



If there is an evacuation, you may be unable to enter your apartment afterwards – depending on the situation this could be a few hours or several weeks. A well-packed emergency bag will help make that time away from home easier.

For more information on how to prepare an Evacuation Emergency Go Bag, please click this link: <https://www.getprepared.gc.ca/cnt/rsrscs/pblctns/yprprdnssgd/yprprdnssgd-eng.pdf>

Policies & Procedures

Move-In Process

Welcome to your new home! Hopefully you're all settled in now.

When you moved in, you should have received a copy of your Tenancy Agreement, Move-in Inspection Report, Fire Safety Instructions, this Tenant Handbook, and regular and emergency contact information for your Resident Manager. Keep these documents in a safe place, as you may need to refer to them at a later date.



Use of Your Apartment

This is a community, and we want everyone to feel at home here.

If you witness any criminal or illegal activity in your community, report it to the Resident Manager and police immediately. You are also responsible for the behavior of anyone you invite onto the property. Illegal activity and misbehavior will not be tolerated. The use of your apartment or common areas for illegal activity is grounds for eviction, as well as criminal charges.

Operating a business of any kind out of your apartment violates the terms of your tenancy agreement.

Care and Maintenance of Your Apartment

Housekeeping is essential for everyone's comfort and enjoyment. Maintain your apartment's cleanliness to avoid and prevent issues such as vermin and hoarding. For your own safety, and that of other residents in the building, please avoid the excessive accumulation of belongings as well.

Reasonable Enjoyment

As a resident, you, the other tenants, and the landlord are entitled to "reasonable enjoyment" of the apartment community.



There is no exact definition of reasonable enjoyment; it largely depends on common sense. For example, if one resident is playing loud music that can be heard in every surrounding apartment, it could be deemed as interfering with reasonable enjoyment.

To ensure that you are not infringing on the reasonable enjoyment of others, avoid excess noise, keep your apartment and common areas clean, be courteous to your neighbours, and follow the guidelines in this Tenant Handbook. Simple things like taking out your garbage regularly to avoid odours, using the designated smoking areas, and picking up after your pets are easy ways to keep everyone happy.



Parking

If you have paid for a parking space, make sure you have displayed your Skyline Living parking pass in the windshield.

Be a good parking-space neighbour: always park in your designated parking space and keep within the lines.

Please let your visitors know to only park in marked visitor parking. If no visitor parking is available, they must find parking off the property. Visitors are to follow the specific road by-laws at any given destination and any visitor staying longer than 3 days should register with the Resident Manager. For specific requirements on visitor parking, please speak with your Resident Manager.

Garbage & Recycling

Every municipality has a different garbage system, usually garbage should be sorted from recyclables; in some cases, compost is also separated. Please see the guidelines posted on the waste and recycling bins and talk to your Resident Manager for more information on how to sort and dispose of garbage in your community.

Skyline Living cares about the environment and we therefore encourage all our tenants to consider sustainable living practices and participate in the building's garbage sorting program in order to help preserve our planet.



If you need to dispose of large items, furniture, e-waste items, and small appliances, they cannot be left in your building's garbage room or on the curb. Please see your Resident Manager for information on disposal of these types of items.

Hallways

The hallways belong to everyone, so please don't store bicycles, Welcome mats, or décor, shoe racks, garbage, shopping carts, or other household items in the hallways. These are a safety hazard (fire, health, theft, and tripping issues), and against code. Children and pets should not run in the hallways or common areas for their own safety and out of consideration for your fellow tenants.



Pets

For our 'Pet-Friendly' buildings with two- and four-legged residents, it is important for everyone to be comfortable. For their own safety and the safety of others, pets are not allowed to freely roam the hallways or grounds and should be leashed except in designated areas. Your community and/or building may have a 'Pet Zone' or fenced dog run; please ask your Resident Manager for more information. Don't forget the baggies on walks!

You are responsible for keeping your furry friends quiet, cleaning up after them, and disposing of pet waste appropriately. Animals are not permitted to urinate or defecate on the patio or the balcony and are not to be housed there either. All pets must be licenced and have their shots. If you are considering getting a pet but are not sure if this is allowed in your building (or unsure what specific types of pets), please speak with your Resident Manager.

Laundry Facilities

Many of our communities may provide an on-site laundry room for your convenience. Please help us to keep your laundry room clean by wiping down the machines after every use, emptying the lint traps after every load, and using the garbage bin for any waste.

As a courtesy to others, please remove your laundry from the machines in a timely fashion and respect the posted hours of operation. Contact your laundry provider, if you experience a problem with your SmartCard or coin payment or follow the instructions on the machine. If you observe abuse of, or any other problems with the machines, or your SmartCard is lost or stolen, please contact your Resident Manager immediately.

If you have in-suite laundry, please note that the water to your washing machine should be turned off when the machine is not in use. Remember to clean the dryer and lint trap with every use.

Shared Amenities

If your apartment community is equipped with common areas such as a social room, fitness room, library, or pool, we want everyone to enjoy them! Always follow the posted rules to ensure that everyone is able to appreciate them. Observe the necessary safety precautions and hours of operation. The communal spaces are a great place to get to know and interact with your neighbours.

Please remember that smoking is not permitted in any communal spaces.



Mailboxes

When you get your mail, please make sure to recycle any unwanted or junk mail in the bins provided or in your personal recycling, rather than leaving it in the mail area. Please note that Resident Managers do NOT save mail or accept deliveries on behalf of tenants. For security reasons and to meet the Skyline Living policies, please bring your mail home.

If you misplace your mailbox keys, connect with your Resident Manager for a spare.

If you are planning to move, make sure to change your address with your financial institutions, the government, subscriptions, etc. Consider contacting Canada Post to have your mail forwarded to ensure nothing goes missing.

Smoking

Skyline Living only offers smoke-free new leases. For all new leases and buildings, smoking is ONLY permitted in our designated areas and is not allowed in hallways, balconies, common areas (parking garage, or lobbies), or 30 feet from the perimeter of the building to ensure the comfort of all tenants.

When smoking outside, please stand at least 15 feet away from the doors of the building to prevent wafting smoke. Always fully extinguish cigarette butts and dispose of them properly.

Plumbing

Skyline Living's sustainable initiatives regarding water consumption in our buildings involves the installation of low-flow plumbing and water efficient fixtures. For more information about Skyline Living's Environmental Stewardship, [click here](#).

In order to prevent damage to your apartment and the building's plumbing, please dispose of waste properly and stick with the 3 P's when flushing (Pee, Poo & Toilet Paper only). Expired and unused medications can be returned to any pharmacy free of charge – these items should never go down the



drains as they can contaminate the water supply. Follow the carefully written instructions on the prescription label for proper disposal information. If no disposal information is listed, call your local law enforcement agencies to see if they are sponsored with any “take-back” programs or call your city’s trash and recycling service to learn about further medical disposal guidelines and options for your area.

If your toilet is running, or you notice a dripping or leaking faucet, please report it to your Resident Manager immediately. Small plumbing problems don’t just waste water, they can lead to more serious water damage over time.

If your drains are clogged, please contact your Resident Manager. Do not use Drano or similar products, as these can damage the plumbing. If you find your toilet is clogging regularly, it may be the toilet paper! Flushable wipes, baby wipes, quilted, 3-ply toilet paper particularly with added lotion or aloe, does not dissolve easily in high-efficiency toilets. Consider switching to a lower ply and only disposing of wipes in the garbage to avoid unnecessary plumbing issues.

Household hazardous waste, chemical solvents, and cooking oils should never be disposed of through the drains in your apartment. Please see the garbage disposal rules for your building.

Do not leave windows open in the winter, as this can cause pipes to freeze and burst and any cost associated with burst pipes is the tenant’s responsibility. Alert your Resident Manager immediately if you believe your pipes have frozen or burst.

Heating

Unless you have a separate thermostat, your Resident Manager operates the heating system at your building. Legislation requires that landlords set apartment building heat to 21°C / 70°F, commonly known as “room temperature.” Any more or less than 21° is considered uncomfortable. Skyline Living is not required to provide additional heat beyond 21°, but if you feel that your apartment is not reaching room temperature, contact your Resident Manager right away. Learn more about how to control the temperature of your apartment in the Environmental Stewardship section on page 22.

Air Conditioners

If you’d like to install an air conditioner in your apartment (depending on the window itself),



apartment-sized units that can be installed and removed without causing damage are generally permitted, with the written approval of your Property Manager, provided that they are professionally installed and proof of tenant insurance is provided to the Resident Manager and Property Manager ahead of time. An air conditioner fee will apply; you can review the terms of your Tenancy Agreement for more information.

Balcony Use

If your apartment is equipped with a balcony, please be considerate of your neighbours. Avoid over-watering plants or hanging items on the balcony that might drip or fall on balconies below. There is no spitting, or throwing of any objects, allowed on or from the balconies. Animals are not permitted to urinate or defecate on patios or balconies, nor should they be housed there. For more information, please see the pet section of this handbook (Pets).

Although smoking is not permitted on balconies, many balcony fires in Canada are caused by cigarette butts being thrown over the railing. Due to fire and safety regulations, barbecuing or cooking on your balcony or patio may be prohibited in your region. Confirm with your Resident Manager before using these items and ask if there is a community barbecue available for your use.

Please do not use your balcony for extra storage or garbage, as items can blow away and cause damage or injury to others.

Lightbulbs

All Skyline Living buildings are gradually being retrofitted with high-efficiency lighting as part of our Sustainability Program. If your building has been retrofitted, you will only be able to use LED (Light Emitted Diode), lights. These are widely available at major retailers such as Home Hardware and Walmart for as little as \$6 each. Their average lifespan is 3-10 times longer than CFL's and 20 times longer than incandescent bulbs! Speak to your Resident Manager if you have difficulty locating these.

Painting & Decorating

We know that your apartment will be a reflection of you, and we recognize that you may want to decorate it to reflect your own taste and personality. In order to ensure that you are able to personalize your apartment, but still conform to Skyline Living's standards, please follow the guidelines below:



What you CAN do, without permission from the Property Manager:

- Move or change furniture, area rugs, accent pieces, etc. without damaging the walls or the floor.
 - But we recommend using Hooks with Command Adhesive or Duck Brand/Scotch Removable Adhesive Putty.

What you MAY be able to do, with permission from the Property Manager:

- Paint – you will need to have the colour and paint type approved and will be required to paint over it in the original colour prior to moving out. You will need to ensure that it is a professional quality paint job and use drop sheets to protect the flooring.
- Replace your existing appliances with your own personal appliances; please advise your Resident Manager when the new appliances arrive so they can make arrangements to take out the existing appliances.

What you can NOT do:

- Put holes in or damage door frames, window frames, closets, countertops, cabinets, floors, or any other non-drywall surfaces.
- Install additional wall shelving.
- Install curtains.
- Use dark paint colours on the walls.
- Replace or alter flooring, countertops, or cabinetry.
- Do not move plumbing or electrical.
- Remove/alter walls.



If you are planning to stay in your apartment for some time and are interested in doing upgrades and renovations at your own cost, you must get approval in writing and have it signed by your Property Manager. Your Resident Manager can explain this process to you.

Renovations

In order to improve your rental experience and ensure your continued safety, Skyline Living will occasionally make improvements or repairs to your apartment community. You will be notified in advance of any non-emergency repairs and/or renovations, and every effort will be made to ensure that you are inconvenienced as little as possible.

Most renovations will take place during the standard workday, with minimal disruption to residents. Please follow all posted safety precautions if you will be near a work area. If repair work takes place outside standard workdays or workhours, you will be notified. If you need to discuss issues with upcoming or ongoing renovations, contact your Resident Manager.



Environmental Stewardship

Skyline Living recognizes our responsibility and strives to protect the environment through its green initiatives, such as high-efficiency lighting retrofits and recycling programs. Some ways you can assist with keeping our planet green include:

- Reporting any dripping or leaking pipes or faucets as soon as possible.
- Turning off the lights when you leave a room to not waste energy.
- Turning off and unplugging appliances and electronics when not in use.
- Keeping windows and doors closed and reporting any drafts or cracks to reduce heat loss.
- Participating in your community's garbage, recycling, and compost programs.
- Keeping the grounds free of litter.

If you have an idea for an environmental initiative, please let your Resident Manager know, or use the Skyline Living feedback form.

Human Rights & Accessibility

Skyline Living is committed to upholding and observing provincial Human Rights and accessibility legislation. We support and protect the dignity and worth of everyone. Our policies, programs, and processes are designed to address, prevent, and eliminate discrimination in all aspects of employment and when we provide services to others.

If you have any other questions or concerns, please speak with your Property Manager and/or see the Landlord and Tenant legislation and the rules and regulations specific to your province.

Rent

Rent Payments

Rent is due on or before the first of the month and can be paid with Pre-Authorized Debit (PAD), cheque, or money order to your Resident Manager. Our efficient PAD program which allows your rent to be withdrawn automatically on the first of the month from your bank account, so you'll never miss a payment. If you have any questions or concerns, please speak with your Resident Manager.

Late Payments

If you are aware that your rent payment will be delayed, contact your Resident Manager as soon as possible. We encourage residents who may be making a late payment to work with us so that we can find a solution before the situation escalates.

Skyline Living has a process in place to collect late rent payments. Please speak to your Resident Manager for details.

Rent Increases

Notification of rental increases are administered according to the legislation. Rent increases are based on calculations that generally reflect inflation, insurance rates, mortgage interest rates, property taxes, utilities, legal fees, staff wages, increase of maintenance and other costs. In some provinces this will be determined by the government.

Skyline Living is dedicated to ensuring that rent increases are minimal, while still providing dependable service. If you have any concerns about your projected rent increase, please speak to your Resident Manager.

Tenant Insurance

In order to protect you, your belongings, and everyone else in your building, Skyline Living requires that you always have up-to-date tenant insurance.

Tenant insurance may, depending on your coverage, cover your belongings, help you cope with your needs after damage, and protect you from liability claims. For example, your tenant insurance may cover a hotel stay after displacements such as a fire or a flood. Without tenant insurance, even accidents could result in substantial chargebacks resulting in the tenant being billed for the damages.



It is extremely important that you understand what is covered under your policy in the tenant insurance and that Skyline Living does NOT cover this. Speak with your insurance provider so you have a clear understanding of where your responsibility as a tenant ends and Skyline Living's begins. You can be fully protected by your own insurance, often for a minimal daily fee.

Compared to the cost of replacing everything in your home or covering the cost of damage, it's worth it!

Maintenance Requests

If you are experiencing a maintenance issue that is not an emergency, visit your Resident Manager to fill out a Maintenance Request Form. The maintenance request will be evaluated by your building staff and work will be completed in a timely manner based on priority. We are committed to ensuring that all work is done to your satisfaction.

Should you require maintenance that is not considered normal "wear and tear," you can discuss the request with your Resident Manager.

Moving Out

We're sorry to see you go and hope you'll consider returning to a Skyline Living Community in the future or consider a transfer to another Skyline Living home (Transfers page 25). **According to your tenancy agreement and local legislation, you may need to provide written notice of your leave a set number of days prior to your move out date. Contact your Resident Manager to understand your responsibilities.**

Please make sure that, except for normal wear and tear, your apartment, including appliances, is clean and in the same or better condition than when you moved in.

Your Resident Manager will likely need to show your apartment to prospective applicants. While we do have the right to be proactive with this role, we do respect our tenants' privacy and will make every effort to give you adequate notice of these viewings.



Move-Out Inspection

You will be contacted to schedule a move-out time with your Resident Manager and given a final inspection report to sign. Between 30-45 days before your scheduled move-out date, the Resident Manager will conduct a preliminary move-out inspection. Any additional costs for the chargebacks noted at the final inspection will be added to your bill. It is the tenant's responsibility to participate in that inspection. It is also the tenant's responsibility to provide a forwarding address, so Skyline Living can forward a final statement of account in the form of a refund or invoice.

If your Resident Manager indicates that repairs, cleaning, or painting are needed, you have the opportunity to complete these tasks or to pay for the damages yourself to avoid the charges.

Unit Transfers

There are lots of reasons that our tenants need to transfer units. Sometimes relationships change, family members leave for school, or perhaps your family is expanding, or you would like to live with roommates. If your circumstances have changed and you require a different size or layout of apartment to better suit your needs, you may be able to transfer to another suite in your building or to a neighbouring Skyline Living community. Upstanding tenants are eligible for transfers after one year, at your management team's discretion. Ask your Resident Manager for details.

Assignments

If you need to leave your apartment before your lease term has ended (consider requesting a transfer), remember you are still responsible for the terms of your tenancy agreement. In some cases, your management team may allow for assignment of your suite. This means that if you can find a qualified applicant to rent your apartment, you may be able to pay a fee and transfer your lease. Please note that you are responsible for advertising your suite.



The new applicant will sign a new one-year tenancy agreement with Skyline Living. You can speak to your Resident Manager for more information on assignments.

In order to maintain the safety and security of everyone in the building, Skyline Living does not allow residents to sub-let their apartments. Any person interested in living in the building must apply through the Resident Manager. Have a friend interested in applying? Make sure to read about our Resident Referral Program.

Privacy Policy

Skyline Living is committed to safeguarding the personal information entrusted to the company by our residents. Your privacy is important to us. We will only collect personal information required to maintain accurate records and will not release personal information to a third party without your consent. Our full privacy policy is available on our website.

General Directory

The following contacts may be useful:

- **911:** For medical and Security/Safety Emergencies
- **211:** Provides support services (Help line) <http://211.ca/>
- **Customer Service:** <https://www.skylineliving.ca/feedback/>
 - 1 (844) 910-1522
 - customerservice@skylineliving.ca
- Each province and territory has Landlord and Tenant legislation and the rules and regulations vary by province.
 - **Alberta** - <https://www.alberta.ca/landlords-tenants.aspx>
 - **British Columbia** - <https://www2.gov.bc.ca/gov/content/housing-tenancy/residential-tenancies>
 - **Manitoba** - <https://www.gov.mb.ca/cca/rtb/>
 - **Ontario** - <https://tribunalsontario.ca/ltb/>
 - **New Brunswick** - <https://www2.snb.ca/content/snb/en/sites/rent.html>
 - **Nova Scotia** - <https://beta.novascotia.ca/programs-and-services/residential-tenancies-program>
 - **Quebec** - <https://www.tal.gouv.qc.ca/en>



