

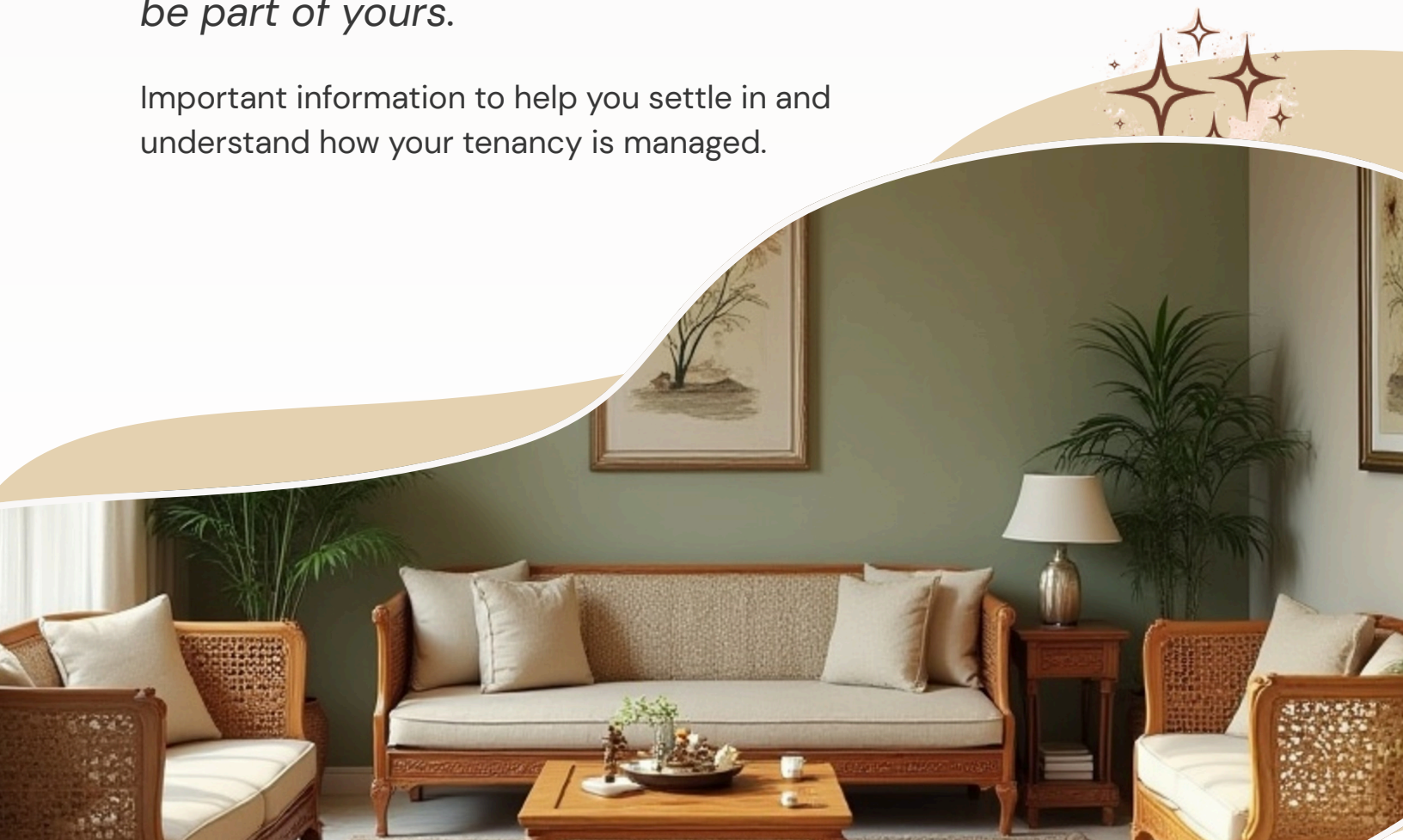
LandLord

PROPERTY & RENTAL MANAGEMENT INC.

Welcome to Your New Home

Moving marks a new chapter, and we're glad to be part of yours.

Important information to help you settle in and understand how your tenancy is managed.



A quick note from our Leasing Manager

Welcome to your new home, and congratulations on the move.

I know move-in day can feel busy (and sometimes a little chaotic), so I just wanted to personally say welcome and wish you a great start here. I hope the space feels right for you and quickly starts to feel like home.

If you ever have questions about the lease, the building, or next steps, our team is here to help, and this welcome package will answer most of the day-to-day things that come up.

Wishing you a smooth move-in and a great tenancy ahead.

Welcome again,

Victoria Reid
Leasing Manager



WELCOME PACKAGE OVERVIEW

This welcome package is designed as a practical guide to help you navigate your tenancy and understand how things typically work.

Our goal is to make your day-to-day experience as clear and straightforward as possible.

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*If you have any questions regarding the enclosed information, please contact your **Account Manager**.*

About Us

We've been managing rental homes in Toronto and the Greater Toronto Area since 1995. Long enough to have seen markets rise, tighten, reset — and long enough to understand that behind every lease is a person looking for stability.

Over the years, we've worked with thousands of tenants. Students renting their first place, families settling in for the long term, newcomers finding their footing, and long-time residents who simply wanted a home that was well managed and respected. What's stayed consistent is this: people don't just want a place to live — they want a home they can rely on.

That's shaped how we work.

We've learned that a great tenancy isn't built on big promises. It's built on clear expectations, timely communication, and knowing there's a real team on the other side when something goes wrong. When those pieces are in place, trust follows.

When you live in a professionally managed home, you should know what to expect. You should know how to request maintenance, how communication works, and that issues will be handled fairly and in accordance with Ontario regulations. We believe clarity is a form of respect.

Experience That Shows Up in the Details

Managing rental properties for decades means we've seen nearly every scenario a tenancy can bring. That experience allows us to anticipate issues, handle them calmly, and apply policies fairly — without overreacting or cutting corners.

For tenants, that means:

- Clear processes instead of guesswork
- Consistent responses instead of mixed messages
- Homes that are managed professionally, not casually

Our Role in Your Tenancy

We work on behalf of property owners, but we manage homes where tenants live. We take that responsibility seriously.

Our goal is not to interfere in your day-to-day life — it's to create a tenancy that feels stable, respectful, and predictable. One where you know how things work and who to contact when you need support.

After nearly three decades, we're proud of the many tenancies that have lasted years, not months — and of the tenants who've been able to call one of our properties home.

How We Work

Our team manages tenancies using established systems and documented processes. That means:

- Maintenance requests are tracked and addressed based on urgency
- Communication follows clear channels so nothing gets lost
- Policies are applied consistently, not case by case
- Legal requirements are followed carefully — for both tenants and owners

This structure protects everyone involved. It reduces misunderstandings, delays, and unnecessary conflict.

Respect Goes Both Ways

We believe a good tenancy is a two-way relationship. We're committed to managing the property professionally, responding appropriately, and treating tenants with respect. In return, we expect the same level of care for the home and adherence to the lease terms.

Most tenancies go smoothly when expectations are clear from the start — that's why we focus on transparency rather than surprises.

A Team You Can Rely On

Behind every email, portal message, or service request is a real team. While we use technology to stay organized and responsive, decisions are made by people who understand that this is your home — not just a unit number.

We don't aim to be perfect. We aim to be reliable, fair, and accountable.

If you ever need guidance, this welcome package — and our team — is here to help you navigate your tenancy with confidence.



Office Hours & Emergency

Office Hours

Monday to Friday: 9:00 AM – 5:00 PM
Closed on weekends and statutory holidays.

After-Hours Emergencies

For urgent issues outside office hours (loss of heat, power outage, flooding, or fire), contact the on-call Manager.

- Emergency requests are addressed immediately.
 - Non-urgent requests will be handled during office hours.

Emergency On-Call Manager: 416-462-3800 ext. 5

Who to Contact

Condo or Apartment Residents

- Your Account Manager is your primary contact for anything **inside your unit**.
- For building-related issues (elevators, amenities, access, systems, etc.), contact building management directly and copy (CC) us on all communication.

Single-Family Home or Townhome Residents

- Your Account Manager is your primary contact for all maintenance and tenancy-related matters, unless otherwise advised.

If you're unsure, contact us first and we'll direct you.

Response Times: Due to high volume, please allow 1–2 business days for non-urgent inquiries.

Keys and Access

- At move-in, you will receive all required keys, access cards, and entry details. Please keep them secure.
- Lost or stolen items must be reported immediately. Replacement fees may apply.
- If you notice any unused or unfamiliar lockboxes on the property, please notify your Account Manager.

Mail & Notices

If you receive any notices related to the property (utilities, city notices, service disruptions, etc.), forward them to your Account Manager as soon as possible.

This allows us to address issues early and avoid disruptions.

Communication Guidelines

To ensure a smooth tenancy:

- Use official communication channels (email is preferred)
- Report maintenance issues as soon as they arise
- Include your full address and unit number in all requests
- Refer to the response timelines outlined in this package

Clear and timely communication helps us resolve issues faster.

Feedback

You may be invited to share feedback at key points during your tenancy. Your input helps us improve how we communicate and deliver service.

There is no obligation to respond.

Move-In Experience

We'd like to hear about your move-in and leasing experience.

Whether everything went smoothly or something could have been better, your feedback helps us improve and set clearer expectations moving forward.

Share Your Feedback



Maintenance & Repairs

Clear communication ensures maintenance issues are handled quickly and properly.

Submitting a Request

All non-urgent maintenance requests must be submitted in writing to your Account Manager.

To avoid delays, include:

- Your full address and unit number (in the subject line)
- A clear description of the issue
- Photos or videos (if available)
- Your best contact information

Incomplete requests may result in delays.

Please do not hire your own contractors or attempt repairs without prior approval.

Urgent vs. Non-Urgent

Urgent issues (report immediately):

- Loss of heat, water, or power
- Active leaks or flooding
- Fire or safety-related concerns

Non-urgent issues include minor repairs, wear and tear, or cosmetic items.

For condos/apartments

Contact building management for building-related emergencies and copy (CC) us on all communication.

Maintenance & Repairs

What Happens Next

Once submitted, your request is reviewed. If required, owner approval is obtained and a qualified trade is assigned.

In most cases, the trade will contact you directly to schedule access.

Timing may vary depending on urgency, approvals, parts, and availability.

Access & Visits

If a visit is required:

- You will receive advance notice
- A knock will be made before entering
- Entry will occur during reasonable hours
- Work will be limited to the reported issue

We do not send anyone unannounced.



After the Visit

If anything did not go as expected (scheduling, communication, cleanup), you can share feedback [here](#).

Emergency Actions (Leaks & Water Issues)

If you discover a leak:

- Shut off the water source immediately (under sink or near appliance)
- Stop using the affected appliance
- Clean up water to prevent further damage

Report the issue right away.

A Shared Responsibility

Reporting issues early helps prevent larger problems.

In return, we aim to handle all requests professionally and within a reasonable timeframe.



Taking Care of Your Home

A few simple habits help keep your home comfortable and prevent avoidable issues.

Day-to-Day Care

- Keep surfaces, floors, and appliances clean
- Use bathroom fans during and after showering to reduce moisture buildup
- Use appliances and fixtures as intended

Appliances & Plumbing

To keep systems running properly:

- Clean filters regularly (dishwasher, washer, dryer)
- Clean dryer lint trap after every use
- Avoid overloading machines
- Leave washer door open after use

To prevent clogs:

- Do not dispose of grease, oil, coffee grounds, hair, or cat litter in drains
- Do not flush wipes (even if labeled flushable)

Leaks & Water Issues

If you notice a leak:

- Stop using the affected fixture or appliance
- Shut off the water supply (if accessible)
- Clean up any standing water

Heating, Cooling & Ventilation

- Keep heat at a reasonable level during colder months
- Replace HVAC filters every 3–4 months (if applicable)
- Maintain at least 1m (3 ft) clearance around the furnace
- Avoid blocking vents or airflow

If heating or cooling stops working, check thermostat batteries first.



Safety Features

Smoke & CO Detectors

- Do not remove, disable, or tamper with detectors
- Contact us if they are not functioning properly



Taking Care of Your Home

Smoke-Free Environment

Smoking is not permitted in the property.

Outdoor & Shared Areas (If Applicable)

- Keep balconies and outdoor areas clear and safe
- Do not block drainage or store hazardous items
- Follow building rules for shared spaces
- Keep common areas clear (no storage, bikes, shoes, etc.)

Tenant Responsibilities

Tenants are responsible for routine items such as light bulbs and HVAC filters (where applicable).

- If a bulb cannot be sourced or accessed safely, contact your Account Manager.

If You're Away (Vacation)

If you'll be away for more than 2–3 days, have someone check on the unit.

For longer absences:

- Keep heat at a normal level
- Consider notifying your insurance provider
- Share an emergency contact with your Account Manager

For single-family homes:

- Consider shutting off the main water supply
- Arrange snow removal if required

Tenant Insurance

Tenant insurance is required throughout your tenancy. Ensure your policy is up to date.



The Wall of Love

We hope your experience with us is just as positive as the experiences others have shared.



First time renting with LandLord Property & Rental Management Inc. and it has been a great experience. The staff are very friendly, all questions are answered quickly, and it has been an overall great experience so far!

– Ella Maltby



Great support and smooth communication from the start. Our leasing agent and account manager are both fantastic. The house we are renting is clean, has updated appliances, and in a lovely neighbourhood.

– Lucile Neden



I had a great experience with this company. They have good customer relations and very professional staff. I worked with May and would definitely recommend her to others!

– Parvaneh S.



I was a tenant in a condo that Landlord Property & Rental Management Inc oversaw. My contact for the 5 years was May Young. She was extremely responsive and professional and made my 5 years renting an enjoyable experience.

– David McIsaac



I've always had positive experiences while dealing with Landlord and their property managers. I've been living in one of their units since 2017 and May has always been quick to respond and send someone out when we had any problems. Super professional and reliable.

– Amber Lynn



I just moved in to my new unit that is managed by landlord. the unit is perfect, the application process was quick and smooth.

– Orgona Sarolta



Leave a review about your leasing and move-in experience.



Other Resources

Click any of the links below to access additional resources.

City Services & Living in Toronto

- [Street parking permits](#)
- [Garbage, recycling & collection schedule](#)
- [Noise bylaw](#)
- [Waste sorting guide \(what goes where\)](#)

Transportation

- [Toronto public transit map \(TTC\)](#)

Utilities & Emergencies

- [What not to flush or pour down drains](#)
- [Power outage & emergency preparedness \(Toronto Hydro\)](#)

Tenancy Information

- [Tenant rights & responsibilities \(Ontario\)](#)
- [Ending your tenancy](#)

LandLord Resources

- [Help Center](#)

Put Waste in its Place

Recycling

- Rinse to remove food, liquid, product



Paper

Not contaminated with food or chemicals



Garbage

Please do not contaminate recycling or the Green Bin with these items; these belong in garbage.



Green Bin

- Take food items out of plastic bags/wrap
- Do not use biodegradable bags



Tips

- This poster is a quick reference. Not everything that goes in recycling or garbage is listed here.
- Not sure where something goes? Check: Toronto Recycling Guide or WASTE WIZARD (toronto.ca/recycle) • Call 311.
- Our website translates information into different languages (toronto.ca/recycle).

Thanks for doing it right!

Updated: June 2015

Credit: Halton Region concept and selected photos

Subway, Light Rail and Streetcar Map





Emergency Ready

Protect yourself and your loved ones during a power outage



Resources to know

Call 911 for police, fire or medical emergencies.

TORONTO HYDRO EMERGENCY HOTLINE

Report power outages or
downed lines to us 24/7.

416-542-8000 (press 1)

311 TORONTO

24/7 information on
non-emergency City
services, including
warming and cooling
centres, tree removal/
pruning and more.

Dial 3-1-1
toronto.ca/311
@311Toronto

PUBLIC SAFETY CANADA

Information and resources
about safety and
emergency preparedness.
getprepared.ca

ELECTRICAL SAFETY AUTHORITY

Information about electrical
safety and inspections.
1-877-372-7233
esasafe.com

EMERGENCY MANAGEMENT ONTARIO

Province-wide alerts,
updates and information
about emergency
situations or disasters.

ontario.ca/alert
@OntarioWarnings

ENVIRONMENT CANADA

Public weather alerts and
forecast information.
weather.gc.ca

CANADIAN RED CROSS

Assistance to communities
affected by emergencies.
1-800-418-1111
redcross.ca

ST. JOHN AMBULANCE

Emergency care through
first aid, medical
transportation and
evacuation services.
416-967-4244
sja.ca

CANADA MORTGAGE AND HOUSING CORPORATION

Information on
reoccupying your home
after a prolonged outage.
1-800-668-2642
cmhc-schl.gc.ca

INSURANCE BUREAU OF CANADA

Information on types of
insurance policies and
what's covered.
416-362-2031
ibc.ca

TELEHEALTH ONTARIO

Questions and concerns
about your health.
1-866-797-0000
**ontario.ca/page/
get-medical-advice-
telehealth-ontario**

Pre-storm preparation

It pays to be prepared — follow this list and make sure everyone in your household knows exactly what to do in the event of an emergency.



Be emergency-ready

1. Print this guide and keep it in a safe place.
2. Make or refresh your 72-hour emergency kit.
3. Update your emergency contact numbers.
4. Set a meeting place in case you have to evacuate.



Electrically powered medical equipment?

If anyone in your household depends on electrically powered medical equipment, such as a ventilator or a kidney dialysis machine, please register with us to be notified of planned power outages.

Call **416-542-8000** or complete the form at:
torontohydro.com/beprepared



Get alerts!

Sign up now to receive outage notifications and restoration notices by email and/or SMS (text).

Get started by registering or logging in to our self-serve portal at **torontohydro.com**.



When extreme weather is on the way

1. Know what equipment you have (such as hot water radiators) and how it can be protected.
2. Turn off and unplug unnecessary electrical equipment.
3. Charge your phone so you'll have a full battery in the event of an outage.
4. Refill any prescriptions.
5. Secure windows, doors, and outdoor furniture and equipment.
6. Fill your vehicle's gas tank and park your vehicle in a protected area, if possible.

Emergency kit checklist



Food and water

- ☐ Bottled water (4 litres per person per day)
- ☐ Non-perishable, ready-to-eat foods
- ☐ Manual can opener
- ☐ Disposable plates, glasses and utensils



First aid and medication

- ☐ First aid kit
- ☐ A one-week supply of critical medications and copies of all prescriptions
- ☐ Cooler bag and ice packs to help keep all medications cold



Basic tools and supplies

- ☐ Flashlights and fresh batteries
- ☐ Matches and lighters
- ☐ A wind-up or battery-operated radio
- ☐ Car chargers or power banks for charging electronic devices
- ☐ Basic tool kit that includes a utility knife, pliers, screwdriver, duct tape and a wrench
- ☐ Garbage bags and paper towels
- ☐ Needle and thread
- ☐ Paper and pen
- ☐ Fire extinguisher
- ☐ Signal flares and whistle
- ☐ Cash (ATMs may not work during an outage)



Sanitation

- ☐ Sturdy bucket that can be used as an emergency toilet
- ☐ Powdered chlorinated lime, household disinfectant and insecticide
- ☐ Household liquid bleach or water purification tablets
- ☐ Resealable plastic bags
- ☐ Hand sanitizer



For children and infants

- ☐ Formula and bottles
- ☐ Diapers and wipes
- ☐ Medication



For pets

- ☐ Food, water and bowls
- ☐ Leash, harness and muzzle
- ☐ ID tags and licences
- ☐ Medications and vaccination records
- ☐ Local animal shelter phone numbers

Before reporting an outage

Is the outage limited to your home?

If your neighbours have power, your main circuit breaker may have tripped. You'll know this has happened when the switch is halfway between the "off" and "on" position. Here's how you can safely reset it:

- 1 Unplug any appliance that you suspect may have caused the overload.
- 2 Using a flashlight, open your electrical panel.
- 3 Flip it firmly to "off," then back "on" again.
- 4 If the breaker trips again, don't reset it. This may indicate a more serious problem and you should contact a qualified electrician.
- 5 If your home still uses fuses instead of breakers, replace the blown fuse.



Is the whole neighbourhood affected?

If everyone on your street is without power, report your neighbourhood outage online at

**[torontohydro.com/
reportoutage](https://torontohydro.com/reportoutage)**

or by calling

416-542-8000.

Power outage do's and don'ts



What to do

- Secure windows, doors, and outdoor furniture and equipment
- Use a flashlight, rather than candles, whenever possible. If using candles, never leave them unattended
- Unplug appliances and electronics, and turn thermostats down to a minimum to protect them from power surges when power is restored
- Pack perishable foods like milk, dairy products, meats, fish, eggs and leftovers into a cooler with ice
- Discard any thawed food that has been at a temperature of 4°C or greater for more than two hours. When in doubt, throw it out
- Check on friends and neighbours, and offer help if they need it
- Limit cell phone use to conserve battery life and switch to battery-saving mode
- In the winter, keep a few taps slightly open to prevent pipes from freezing
- Keep generators outdoors, well away from windows and doors



What not to do

- Don't use BBQs, propane heaters or portable generators indoors or in enclosed spaces such as garages, covered porches and sheds. These appliances generate carbon monoxide gas, which can be fatal
- Don't use a gas stove as a source of heat
- Don't open your fridge or freezer more than necessary. A full freezer can keep food frozen for up to 48 hours as long as the door stays closed. An unopened refrigerator can keep food cold for about four hours
- Don't go near areas of standing water, such as a flooded basement or building
- Don't touch or go near downed powerlines. Stay back at least 10 metres (about the length of a school bus) and report immediately to us at **416-542-8000 (press 1)**

Safety during an outage



Generator safety

- Only use portable generators outdoors to avoid carbon monoxide poisoning
- Keep generators well away from open windows and doors
- Never connect a generator directly to your home's wiring. Plug appliances directly into the generator's outlet
- Use a heavy-duty outdoor extension cord
- Follow the manufacturer's instructions for grounding the generator
- If you feel dizzy, nauseous, drowsy or experience shortness of breath while using a generator, get to fresh air immediately and seek medical attention



Flood safety

- Don't enter a flooded basement unless you're sure the power is disconnected
- If the basement is flooded and your power is on, call us at **416-542-8000** to disconnect power
- Never unplug or disconnect an appliance if you have to stand in water to do it. This includes damp floors
- Don't use flooded appliances, outlets, switches or breaker panels until they have been checked and cleaned by a qualified electrician
- Keep cords and generators safely out of water



If you need to leave home

Here's how to protect your plumbing system if you need to leave your home. If in doubt, contact a licensed plumber.

1. Switch off your home's main breaker.
2. Turn off the water main where it enters the house. Protect the meter, valve and inlet pipe with blankets or insulation material.
3. Starting on the top floor of your home, open all taps and flush toilets to drain the water from your plumbing system.
4. Once drained, reopen the water main to allow for just a trickle of flow. Open only the cold tap on the lowest fixture (sink) or open the drain valve in the basement and close all taps.
5. Find out if you need to drain your hot water tank as not all tanks are the same. Some gas water heaters will work in a power outage. If you do need to drain your hot water tank, do so by running a hose from the drain valve to the drain.



After an outage

- If the hardware and cables running from the connection point down the side of your house and into your home are damaged, you must have an Electrical Safety Authority (ESA) approved electrician repair it before we can restore your service
- Report damaged trees or fallen branches that are on City-owned property to 311
- If the tree is on your property and near a powerline, hire a licensed arborist
- Check your basement for flooding. Don't go near standing water
- Gradually turn essential appliances back on. Wait 10 to 15 minutes before reconnecting electronics to give your electrical system a chance to stabilize
- Make sure your hot water heater is full before turning it on. Otherwise, it could cause damage to the heating elements
- Reset electric clocks, automatic timers and alarms
- Restock your emergency kit



Keeping cool (spring/summer outages)

- Wear loose-fitting clothes made of breathable fabrics like cotton and linen
- Drink plenty of water and cool drinks to stay hydrated, but try to avoid alcoholic or caffeinated drinks
- Close curtains and blinds during the day to help keep warm sunlight and heat out of your home (use blankets or dark sheets to cover windows if needed)
- Close doors to unused rooms — especially ones that get a lot of sunlight — and stuff a towel or blanket in cracks to stop cool air from escaping the rooms you do use
- If your home has multiple levels, try staying on the lowest one, as it's often the coolest
- If possible, avoid physically demanding tasks, as they may raise your body temperature
- Place a cold washrag or bandana around pulse points such as your wrists and neck to help keep your body cool
- Sleep in breathable linens like cotton (avoid materials with higher thread counts)
- “Reset” the cooling in your home by opening doors and windows, but only if the temperature outside drops (typically during the early morning or evenings)
- Consider using an outdoor cooking setup such as an outdoor grill to avoid heating up your home



Staying warm (fall/winter outages)

- Try to pick one room to stay in and place towels under doors and windows to create a seal and minimize heat loss
- Remember: heat rises. If your home has multiple levels, pick a room on a higher floor to stay in
- Open blinds and curtains during the day if it's sunny. Otherwise, keep them closed to insulate against cold air
- Wear multiple layers of loose-fitting clothing (don't forget your hands, feet and head) and use multiple blankets to help stay warm
- Doing some light exercise can improve blood circulation and help keep you warm. Avoid activities that make you sweat — the added moisture will make you colder
- Remember to eat and drink — food will provide energy that helps keep your body warm. Try to avoid consuming alcohol, as it may lower your core body temperature
- If you still have water, place bottles of hot water at the foot of your bed under your sheets to help create a “cave” of warmth
- Consider camping out indoors using a tent and sleeping bags, particularly through the night
- Avoid using candles for heating, as they can pose a fire hazard

Why your power may go out

We're upgrading and expanding Toronto's electricity grid to help improve service reliability and resiliency across our growing city. Despite our advance planning and preparation, power outages can occur from time to time. Here are some of the most common causes.

SEVERE WEATHER

- High winds, storms, ice and snow can bring down trees and branches onto powerlines and damage other electrical equipment
- Rain and flooding can damage overhead and underground equipment

EQUIPMENT FAILURE

- Aging infrastructure can cause equipment to malfunction
- Breakdowns can occur due to the complexity of electrical equipment

LOSS OF SUPPLY

Loss of supply occurs when Hydro One is experiencing issues with its power supply and is unable to provide us with electricity. When this happens, we're unable to deliver electricity to our customers until Hydro One makes repairs.

OTHER OUTAGE CAUSES

- Vehicle accidents can knock down hydro poles or bring down powerlines
- Squirrels and other animals can make contact with our equipment, causing damage
- Third-party construction crews may accidentally hit a buried line while excavating
- Untrimmed trees can come into contact with powerlines



Planned outages

Planned outages are occasionally scheduled to allow our crews to safely complete repair work, maintenance or upgrades on our equipment. When this is required, we do our best to notify customers in advance.

Keep your pet emergency ready

TOP PET SAFETY TIPS FOR EMERGENCIES



- **Keep pets indoors during severe weather.** Limit outdoor time and monitor conditions closely.
- **Use caution during outages.** Keep pets away from candles (if used for lighting) and portable generators to avoid accidents.
- **Supervise outdoor time.** After storms or high winds, check for downed powerlines — and stay back at least 10 metres.
- **Ensure your pet wears ID.** A collar with tags or a microchip can help reunite you if separated.
- **Set up a buddy system.** Ask a trusted neighbour to care for your pet in case you're away during an emergency.
- **Evacuating? Take your pet.** Toronto Animal Services and Emergency Management can help find pet-friendly shelters.
- **Know your backup options.** Keep a list of nearby boarding facilities and vets who can help in a crisis.

BUILD YOUR PET EMERGENCY KIT

- ☐ 3-day supply of pet food and water
- ☐ Can opener, spoon and food/water bowl
- ☐ Clip-on LED light or reflective collar
- ☐ Comfort items (toys, blanket, towel)
- ☐ Waste supplies (poop bags, litter, paper towels, plastic bags)
- ☐ Extra leash, harness, carrier or crate
- ☐ Battery backup or power bank
- ☐ Vet contact info and medical records



Protect your whole family — pets included.
Get started today: torontohydro.com/beprepared

Sources: Government of Canada, Government of Ontario, City of Toronto, The Ontario SPCA and Humane Society.

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REALTY INC., BROKERAGE

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PROPERTY & RENTAL MANAGEMENT INC.