



Welcome to renting with Harcourts.

What you can expect from Harcourts'
Property Management service.

www.northvan.harcourtsrealestate.ca

Harcourts

Welcome to your new home.

Please read this carefully and keep
in a safe place for future reference.

Harcourts

☎ 604 770 3818

✉ bcrentals@harcourts.net

109–267 West Esplanade
North Vancouver, BC V7M 1A5 Canada

Our Values

- People first
- Doing the right thing
- Being courageous
- Fun and laughter

Office philosophy

Our mission is to create clients for life. We're so serious about what we do, we commit to Our Promise; a written assurance that we will deliver you an exceptional level of service, and most importantly, deliver on your primary objective – to achieve the best possible investment experience.

For Canadian Emergency Services

(Fire, Police, Ambulance)

please dial **911.**

In the event that **URGENT** or **LIFE THREATENING** maintenance arises at the property (such as wiring burning or hot water cylinder bursting) please;

Electrical turn off the power at the main electrical box.

Water Leaks turn off water at the main shut off (if applicable).

Gas if you smell rotten eggs, go outside and call 911 or Fortis BC on 1-800-663-9911

Other emergencies are:

- Major leaks in the pipes, roof or hot water cylinder
- Damaged or blocked plumbing fixtures and sewage is seeping back into the home

- The primary heating system is not working when it is cold
- Electrical wire is malfunctioning and creating a risk of fire or electrocution
- A defective lock that gives access to the property (note: lost keys are not defined as an emergency)

After calling 911, call your Harcourts Property Manager. If a strata situation and you have a concierge, notify your concierge.

If it is after hours and you cannot contact the Property Manager, you are permitted to contact an emergency contractor directly.

Remember, an emergency repair is something that is likely to cause injury

or which makes the property unsafe or insecure. It is important that you know that should the issue not be deemed an emergency (e.g., a burned out stove element, a plugged sink, tub or shower mould around a window and lost keys), you may be responsible for the account.

If you are deaf, deafened, hard of hearing or speech impaired, you can register to text 911 in the event of an emergency. Go to www.textwith911.ca to determine if your area is covered by text911 and to register.



Guidelines for tenants.

All the information
on your new home.

Paying rent

It is your legal responsibility to pay your rent in advance. Please ensure that your payments reach us on or before the due date. Harcourt's Property Management cannot physically collect your rent. There are a number of ways to pay rent including direct debit or money order, or by cash or cheque through your bank. The initial rent and deposit must be paid, however, with cleared funds (e.g., direct debit, bank draft, electronic transfer). Unfortunately, we cannot accept cash at our office. If you have any problems with your rent payment, please notify your Property Manager at the earliest possible time. If you fall behind, we will be obligated to follow the procedures outlined in the Residential Tenancy Act to collect the rent on behalf of the Owner.

Security deposit

The amount of security deposit required is equal to one half a month's rent. It is held as security for any liability or obligation should there be a breach in the tenancy agreement. We, or the Owner, hold your security deposit in trust for you until your tenancy ends. The security deposit is held as liability against any property damage and undue wear

and tear. Once it is established that all conditions of the tenancy have been met, the security deposit will be refunded once the tenancy ends and we have received your forwarding address. As the occupier of the property, it is your responsibility to ensure the property does not sustain damage. If damage does occur, it will be claimed against the security deposit.

Condition inspection

Together, at the start of your tenancy, we will walk through your new home and inspect it for damage. Any damage is noted on the condition inspection report and signed by you and your Property Manager. The purpose of this is twofold. First, it ensures that you are not held responsible for damage at the end of your tenancy which may have been there prior to your occupancy. Second, at the end of your tenancy it allows you and your Property Manager to compare items or areas with the initial report to determine what needs to be rectified as a result of your stay in the property. These items are deducted from the security deposit and/or, if applicable, the pet damage deposit. With this guide, you'll also receive a Harcourts Moving Out & Cleaning Checklist. This is a great checklist

of the items you need to consider upon moving out. At the end of the tenancy, we'll walk through together and complete another Condition Inspection. Copies of both inspections are provided to you for your records.

Occupancy

Only the individuals and occupants included on your tenancy agreement are permitted to reside at the property. If tenants wish to move in or out, proper notice and procedures are required. For example, should a tenant listed on the tenancy agreement wish to move out of a monthly periodic tenancy, your Harcourts Property Manager must receive notice of such a full month prior. A new tenant will need to be approved through the application process prior to moving in.

Routine inspections

Harcourts carry out quarterly property inspections. These visits ascertain any landlord or tenant repairs required, identify any preventative maintenance to ensure your ongoing enjoyment of the premises and, in many cases, ensure compliance with the landlord insurance policy. A copy of the report will be provided to the landlord to give them comfort that the tenant is treating the property with reasonable care.

Under the guidelines of the Residential Tenancy Act, we will provide you with a written notice of the upcoming inspection. This letter will specify the date and time window that the Property Manager will enter your premises to conduct the inspection. You do not have to be present but are most welcome to be there so we can discuss any problems or aspects of your tenancy that require attention. Please note, photos may be taken during the inspection to highlight the condition to the owner. These photos will be kept secure and will only be used for the purpose stated. If you have pets, please ensure they are secure for that time.

Insurance

It is very important for you have insurance for your property. Tenant or renter insurance will help replace the contents of your rental unit due to loss, theft or damage. Renter's insurance also offers a few important extras such as personal liability coverage, should someone hurt themselves while visiting your home. Ask insurers to explain coverage for expensive items that you may have and their deductible amounts. Harcourts Property Management can recommend insurance advisors to speak with. Also, know the rules around how long you can be away from your rental property before it needs to be checked by someone. Not following the rules can invalidate your insurance. Harcourts Property Management offer a free service to check your property while you're away.

Utility bills

Remember to ensure all the utilities that you are responsible for are connected in your name on the start date of tenancy and finalized upon

vacating. Many utility companies offer connection and move services on their websites. If your property has metered water, you will need to connect/disconnect this with the City/District.

Repairs and maintenance problems

If it is not an emergency, we ask that you always contact your Property Manager. To initiate repairs and maintenance or if you're not sure about the repairs, you can contact your Property Manager. Harcourts Property Management requires all repairs to be in writing. You'll see a sample form at the end of this manual or you can log into your Harcourts tenant account to complete the form online. Simple repairs can typically be completed fairly quickly, depending on contractor availability. More extensive repairs, however, require us to go through a quote process and may therefore require additional time to fix. Other maintenance may be part of the Harcourts annual maintenance program offered to Owners.

Emergency repairs

At the beginning of this guide you will find details of what constitutes an emergency and what to do in case of one. Again, emergencies are defined as repairs that are urgent and necessary for the health and safety of anyone or for the preservation and use of the property, and include repairs to: major leaks in the pipes or roof, damaged or blocked plumbing fixtures, problems with the primary heating system when it is cold, a malfunction in the electrical wiring creating a risk of fire or electrocution, or a defective lock that gives access to the property. If your issue is urgent but not an emergency as defined above, contact your Property Manager first, however, if it is

after hours and you cannot contact the Property Manager you are permitted to contact an emergency contractor directly from the list we've provided you. If in a strata building and you have 24-hour concierge, you should also notify your concierge of the issue.

Damage to the premises

Please ensure that care is taken to avoid damage to the premises by you, your pets (if applicable) and your guests. You are required to give notice to your Property Manager of any damage to the property as soon as you become aware of it.

Making changes to the property

As per your tenancy agreement, you must not make any changes to the premises including painting, decorating and renovating without prior written consent.

Pets

If you are permitted under your agreement to keep a pet at the property, please ensure that you regularly collect and dispose of faeces properly. The pet damage deposit required is equivalent to ½ a month's rent. This deposit is held by us in trust for you and is held as a liability against any damage caused by your pet. Any damage to the property caused by the pet must be either rectified by the tenant or rectified through the funds in the pet damage deposit. The rules pertaining to refunds of the pet damage deposit are the same as the security deposit.

Gardens

You may be responsible for garden weeding, lawn watering and/or mowing according to your tenancy agreement. Remember to check with the regulations in your area for lawn watering restrictions. You may be ticketed if you water outside of the days and times allocated for your property address.

Vehicle parking

We ask that you and your visitors park only in the designated areas. Please ensure vehicles are parked only in parking stalls/areas designated for the property. If a strata, please abide by the strata rules and bylaws pertaining to vehicles as set for the complex. Ensure you are using drip trays on the garage floor to protect it from oil stains. Should stains occur, the tenant may be liable for any costs associated in cleaning this area.

Smoke and carbon monoxide alarms

For your safety and the safety of the property, it is a requirement that the tenant not interfere with the smoke alarms or block any means of escape from fire. This includes tampering with smoke alarms such as taking batteries out or replacing with batteries that are not working or are the wrong size. Please tell your Property Manager when a smoke alarm needs new batteries or if it seems to need to be repaired or replaced.

Lightbulbs

It is your responsibility to replace normal 60 – 100 watt bulbs however we will be happy to assist replacing anything which is unusual or in an unusual spot that is difficult to get to.

Pools and spas

If there is a pool or spa attached to the rental property, please take care with safety. You must not leave the pool fence ajar nor store/leave objects around the pool which could be climbed upon. Ensure the spa pool is securely covered when not in use. If you're unsure about safe operation of your pool or spa, contact your Property Manager.

Strata properties

All strata property occupants are required to abide by the rules and bylaws of the Strata, including but not limited to noise bylaws, amenity usage, usage of BBQs and decks, proper bike storage, car washing (if offered), recycling etc. You also need to abide by any notices posted throughout the building and the elevator. Maintenance contractors may need access to your property every so often for annual maintenance items and you will be notified through these notices through your strata management company.

Leaving the property

Contact your Property Manager to discuss your legal requirements with regard to ending your tenancy, as written notice period will be required. If your tenancy is a monthly periodic tenancy, you are required to provide your notice in writing and ensure it is received by us a full month prior. Once the Property Manager has received your notice, they will contact you and advise requirements for handing over vacant possession. Vacant possession must occur by 1:00 p.m. on the last day of the tenancy and the final Condition Inspection can take place during this time. Please note that if you do not return the keys/remotes within the

time frame, you may be liable for any costs including changing the locks to the property, accommodating the incoming tenant and/or storing their belongings.

Your security deposit refund

On the final walkthrough together we will address the property condition and compare it to the initial Condition Inspection report. When the Landlord/agent and tenant agree that the security deposit should be paid, the final Condition Inspection report will need to be completed and signed by both parties.

Change of contact details

Please ensure you notify us immediately of any change to your contact details including home, mobile and business phone numbers, email addresses and your address for service.

Privacy

All information and documentation obtained will be kept on file in compliance with the Personal Information Privacy Act and Personal Information Protection Electronic Data Information and will be destroyed in a confidential shredding service after a particular time period.

Plumbing systems.

Information for users.



Kitchen, bathroom or dishwasher drains

It is extremely important that you do not pour fats/oils and other food scraps down any drain. When they cool, they cause blockages over a period of time. Also, many other substances should not be poured down drains: garbage, corrosive and flammable liquids, paint, wood preservatives, poisons and many more. Such substances will cause problems with the drains, are detrimental to the environment and can be a costly proposition to repair. Your dishwasher drain can also become easily clogged with food waste. Clean your dishes of food waste before putting them in the dishwasher.

Food waste disposer/garburator

Using your City/District/building's organic waste program is always recommended and the most environmental-safe option. In some areas, disposing of food waste other than through the food waste program is illegal. See your area's regulations for information on proper usage and organic collection times. Your rental property, however, may come with an food waste disposal system. The most important rule of thumb is to not put

anything in the waste disposal that is not biodegradable food. There are some foods items, however, that also should not be disposed of in your system. For example, do not grind extremely fibrous foods such as corn husks, celery stalks, onion and garlic skins. Starches such as potato peels will turn into a thick paste blocking the system. Expandable foods such as pasta and rice and even coffee grinds and animal bones should also be avoided. They can accumulate in drains and pipes and cause blockages. When you use your system, always grind with a strong flow of cold water. To kill odor-causing bacteria, pour a small amount of baking soda down the drain and let it sit for a several hours before running again.

Toilets

The list could be quite long for what to not flush down a toilet except for what the toilet is meant to be used for! As examples, do not flush hygiene products, disposable diapers and wipes, floss, hair, paper towels or other thick papers, cat litter, band-aids, cotton swabs and unused prescriptions or supplements down the toilet. Many paper products are designed to stay together and absorb moisture and cause obstruction to the sewer system

while others are also detrimental to the environment. If these items are flushed and cause a blockage, you will be held responsible for the cost of the repair.

High efficiency washing machines

Your rental property may have a high efficiency washing machine. All front loaders are high efficiency and some top loading machines come with this option. Typically, you'll find the "HE" symbol on the front of the machine at the detergent dispenser.

High efficiency machines require a specific HE detergent. Generally, they use 1/6 to 1/10 less water when compared to the non-HE models. Using non-HE detergent will result in overflowing soap suds and a huge soapy mess. It can also damage the sensitive electronics and the motor. It is very important the proper detergent is used. Look for the same HE symbol directly on the detergent packaging.

Remember to keep your HE washing machine door opened when not in use. This will help prevent mould and mildew from building up.

Dryer

Dryers are a hidden fire hazard in every home. It is either caused by the build up of lint in the dryer or a build up of lint in the venting leading to the outside. If your rental property is a strata property, they will have a maintenance program to clear the external air venting. If your property is non-strata, you must watch your external venting for build up. If your clothes are taking longer to dry or are extremely hot after drying, it may be time to have the external venting cleaned. Please call your Property Manager promptly. It is your responsibility, however, to clean the internal dryer vent after each use.

Don't leave appliances on while away

The fire department recommends that you never go out and leave your washing machine, dryer, dishwasher or oven operating while you are not there. Being around these appliances while they are running can potentially save a life and save a property from extensive damage.

Garbage, recycling and green waste

For curbside collection, you can find your property's collection schedule by going to your town, city, or district website. Most areas also have a phone app which will notify you of collection days.

Generally, garbage, hard plastic/tin, paper/newspaper, glass and organics/food waste are separated in different bins. The rules sometimes change so it's best to take a look at the city or district website for your area. Each area has their own bin limits so check these before you purchase bins. They also have strict rules about when you can put your bins curbside or in your laneway to discourage wild animals. Strata properties provide each bin in a common area to make it easy for you. You may just need internal bins to help transport your items to the common area. In many areas, throwing organics/food waste into the garbage is illegal. If you are charged, you are responsible for the fine.

There are also many separate recycling depots to collect items not collected curbside, such as batteries, wiring, styrofoam and plastic bags. You'll also notice recycling depots in your neighbourhood as well as various retail outlets collecting certain recyclables.

Snow removal and salting

If you are living in a single family dwelling, duplex or townhome and you have sole control over the walkways and driveways, you are responsible for the snow removal and salting of footpaths to ensure they are safe. Most require this to be done within a time limit or as soon as the snow has stopped falling. Check with your City/District for the details. They will also want you to avoid parking on the street to allow snow plows and salt trucks to safely clear streets. If you live in a building complex with shared walkways, the building maintenance staff will be responsible for snow clearing and salting.

Mould and mildew.

Its causes, control and prevention.



About mould

From time to time householders raise the question of mould and mildew in a household, especially in homes without an air exchange system. For mould to grow, three conditions must be present: mould spores, a sufficient food source and moisture.

Mould spores and a sufficient food source are naturally in the air everywhere in a home, through cooking fumes or even dust. Moisture, however, comes directly or indirectly from the people who live in it.

Prevention

- Air exchange system – If you have a system, ensure that it's operationally.
- Use fans – Use kitchen and exhaust fans when cooking or showering. Let the fan run for a few minutes after you are done.
- Keep your home well ventilated. Open windows in dry weather and use fans as needed.
- Reduce humidity – Keep humidity low (about 50% in summer and 30% in colder weather). If needed in your area, use a dehumidifier to reduce humidity levels.
- Clothing – Do not store damp clothes or shoes in a closet.
- Clean – Regularly clean and disinfect anything that holds water, like humidifiers, de-humidifiers and air conditioners. You can clean small and moderate areas of mould by yourself. See the Government of Canada Health website on Healthy Living for tips on safe removal.
- Cleaners – Do not use abrasive cleaners. Clean mould spots with water and dish detergent. There's no need to use bleach.
- Seal tubs and sinks – Ensure the seal is tight so water doesn't leak into the walls. If it's not, contact your Property Manager immediately.

A guide to the average amount of moisture generated per day:

Clothes drying  5l

Showering  1.5l

Per person  up to 4l

Dish washing  1l

Cooking  3l

Clothes washing  0.5l

Disaster readiness.

Be prepared.

In British Columbia, earthquakes, floods, tsunamis and wildfires are all potential hazards. Familiarize yourself with the hazards that could occur in your area.

Prepare your home

A household plan will help you cope with the stress of emergencies.

- Identify the risks for your region
- Complete the Prepared BC Household Emergency Plan, and identify at least two out-of-area contacts
- Pick a meeting spot in case you're separated from family members
- Assign someone to collect children from school or daycare if you can't
- Identify what official sources you'll get information from
- Learn how to turn off utilities
- Store enough emergency water and food for your family for a minimum of three days
- Identify any special needs, such as medications, baby formula or pet food, and make sure a proper supply is on hand
- Secure your space if you live in an area where earthquakes are a risk
- Create grab-and-go bags for every member of your household

Build an emergency kit

Ensure you have emergency supplies for your home, office and vehicle. They should all contain food, water, personal prescriptions and supplies for a minimum of 72 hours.

Meet your neighbours

The most immediate help following a disaster often comes from those directly around you.

Stay informed

Contact your local government's emergency management program to find out how it will share alerts and instructions during an emergency, whether it's via social media, sirens, radio or television. The most important thing is to seek out credible sources so you can make good decisions during a disaster.

If you're a social media user, start by bookmarking these trusted channels:



- @PreparedBC for preparedness information
- @EmergencyInfoBC for alerts
- @BCGovFireInfo for wildfire updates
- @DriveBC for road conditions



- Government of British Columbia
- BC Forest Fire Information

For more information, see:

- www.gov.bc.ca/PreparedBC
- www.getprepared.gc.ca
- www.redcross.ca
- www.DriveBC.ca

Maintenance.

Before you ring...



Electrical outlets or lights not working

No power to the property? No lights? No power from an electrical outlet? Check that it's not a system wide hydro outage. If you have access, connect to the BC Hydro outage map on <https://www.bchydro.com/power-outages/app/outage-map.html> or call them about an outage on 1-888-POWERON (1 888 769 3766).

If it's not a BC Hydro outage, check the electrical box. In most cases, the problem will be that a circuit breaker has "tripped" or turned off or a fuse has blown. This usually happens if you have a faulty appliance or if you have too many appliances turned on at the same time. Unplug lamps or appliances plugged into those outlets, including computers. Test other outlets and lights. Take special note of any switches that are in the off position. Turn the circuit breaker in the off position back on. If it trips again and you've determined it is not your appliances, you may have rare issue of loose wiring in the electrical box. Contact your Property Manager immediately.

In bathrooms and kitchens, you'll find electrical outlets with a ground fault circuit interrupter (or GFCI) device. They can be identified by a button on the electrical outlet. There are a few reasons why this outlet trips. It may be your electrical device, a device that is too sensitive, or an actual malfunction in the wiring or GFCI. If you believe it's your device, you can unplug your device, reset the GFCI by pressing the button on the outlet and use your device elsewhere. Otherwise, call your Property Manager and avoid using this outlet in the meantime.

If your rental property was built prior to 1950, you may still have "knob & tube" wiring which is an ungrounded system. If a fuse blows, never replace it as larger amp fuses are a hazard. Please call your Property Manager and report the issue.

No hot water

If you have a hot water tank within your rental property and are having temperature problems or your hot water is not lasting long, it may mean the pilot light is out or the circuit breaker is tripped. Also, review your family's hot water consumption to ensure that you're not using more

hot water than the tank can produce. If you can, inspect your tank for leaks or noise. It may need further inspection by a qualified contractor. Please contact our office and we will arrange for a contractor to attend to the repair or, if necessary, replacement of your tank. If you have a tankless water heater, no hot water may be an electrical or gas supply problem. Please contact our office and we will arrange for a contractor. If your hot water is supplied by the strata and it is not operating, the boiler for the building will not be operating. Your strata management will attend to this issue. At times, a building may have to turn off the water to conduct repairs. Building notices will forewarn you of this event.

Oven not working

Check that you have not accidentally put the automatic timer on. If the oven is on automatic, then generally you will have no power to the oven. Turn off the automatic setting and if that does not correct the problem contact your Property Manager as your oven may need a new element.

Kitchen or bathroom sink blocked

If you've been following the rules in the plumbing section, it's unlikely you will have a blocked kitchen or bathroom sink or tub drain. Over time, however, they do tend to become stagnant through general daily use. Perhaps easier, more cost effective and safer, however, is to first try a plunger. If that fails, pour a small amount of baking soda down the plughole and let that sit for a while. If these options fail, call your Property Manager. Consumer plumbing products can be unsafe to use and can erode the pipes. Remember blockages caused by foreign objects are the tenants responsibility.

Dishwasher not cleaning well

The dishwasher dispenser cup could be clogged or caked with old dishwasher detergent, so give it a clean if necessary. Also, check to ensure the detergent dispenser is releasing during the cleaning cycle. Check the bottom of the dishwasher for debris and clear it regularly. Often, lemon seeds, broken glass and food can build up in the bottom filter. You can also check that all the holes in the spray arms in the machine are free from debris. Use a toothbrush if necessary to clean seals & doors.

Food waste disposer/garburator not working

If it stops working, first check the reset button on the disposal motor underneath your sink. DO NOT put your fingers or items into the garburator. Check also for a tripped circuit breaker. If this fails, contact your Property Manager.

Garage door and/or entry remote not working

In homes with individual garages with a remote, check the battery as this is the most common cause. Also, check the battery contacts. If they are dirty, wet or worn out, the remote may not work. If there is a power outage, you may need to manually open the garage door. Your remote may need resetting once the power returns.

If you find your remote working intermittently or subject to interference, the batteries are likely getting weak. If you're in a strata please contact them for replacement. If not, you can likely change them yourself. Contact us if you're unsure.

Washing machine smells badly

If your washing machine is emitting a bad odour, try running a hot water cycle without clothing. There are cleaning products available at most grocery stores to assist. Stubborn spots, however, will need to be scrubbed and gaskets manually cleaned. Remember to not leave wet clothes in your machine for an extended period of time.

Pests

Whether a spider or rodent, a number of pests find their way into homes. There are a few precautions you can do to ensure they do not. Bedbugs, for example, are on the rise and they are very difficult to eradicate. Unfortunately, they are easily transported from one place to another. Vacuum suitcases after returning from vacation and be very weary of purchasing second hand furniture. It would be the tenant's responsibility to eradicate an infestation post

tenancy. Also, silverfish is another common insect that likes dark moist environments. Ensuring closed rooms receive some ventilation, vacuuming regularly, keeping food in tight containers and using a dehumidifier can all help to keep them at bay. If you suspect a pest problem, contact us.

Keys missing

If you have locked yourself out, you are responsible for gaining access to the property. If you are not in a strata property, you will have to call a locksmith. Some stratas allow you to change your own locks while others require only certain people to change locks with particular key types. You will have to contact your concierge if you have one and if not, contact your Property Manager. There will be a charge. You must supply your Property Manager with 2 copies of the key for any lock that has been rekeyed.

Remotes and fobs missing

If you have lost a remote or fob for your rental property in a strata complex, you must notify your concierge or strata immediately. They will need to deactivate your remote/fob to ensure others do not get access to your building. Strata's charge for lost remotes and fobs. If you are not in a strata complex, contact your Property Manager. There will be a charge to obtain a new remote/fob.

Tenant request.

Maintenance / repairs form.

It is a policy of our office that all repairs or maintenance requests must be in writing and posted, emailed or faxed to our office as soon as possible. We only accept emergency repairs by phone.

TENANT NAME:

PROPERTY ADDRESS:

CONTACT HOME PHONE

MOBILE:

WORK:

NATURE OF PROBLEM:

If the repair relates to any of the following appliances please list the make and model

STOVE

WASHING MACHINE

OVEN

FRIDGE

COOKTOP

DRYER

DISHWASHER

AIR CONDITIONER

HOT WATER **ELECTRIC** **GAS**

MICROWAVE

If this is an emergency, please dial 911 and then immediately phone your Property Manager.

TENANT SIGNATURE:

DATE:

Send to: Harcourts North Vancouver, 109-267 West Esplanade, North Vancouver, BC V7M 1A5

E andrea.butt@harcourts.net