



YOUR RESIDENT HANDBOOK

Guiding you home

A complete guide to everything you need to know about living in Accora Village.



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**WELCOME
TO THE ACCORA
VILLAGE COMMUNITY!**

As our new neighbour, we want you to feel in-the-know about everything that your new home and community has to offer. Within this handbook, you will find the information and tools you need to navigate your new life at Accora Village.

As a community that prioritizes the importance of having the freedom to live your life, we take great pride in ensuring the happiness and health of both our residents and employees. We believe that to drive change within our community, it is essential to connect with our residents through exciting initiatives and activities.

At Accora Village, we value keeping our residents well-informed and up-to-date. We encourage you to browse the information within this handbook, and to let us know if you have any questions.

We wish you the best in getting settled in your new home!

Sincerely,

The Accora Village Family

Accora Village is proud to provide you with more than a home – we strive to create a lifestyle that allows you to make connections. To keep you updated on community events, revitalization projects, and new programming, we will be communicating with you in several ways:



*Our Accora Living
newsletters &
Recreation Guides*



*Notices posted in
common areas (laundry
rooms, elevator landings,
front entrances)*



connect@accoravillage.com



www.accoravillage.com



www.facebook.com/accoravillage



*www.twitter.com/accoravillage
[@AccoraVillage](https://twitter.com/AccoraVillage)*



*www.instagram.com/accoravillage
[@accoravillage](https://www.instagram.com/accoravillage)*

RENTING AT ACCORA VILLAGE

The moving and renting process can be a headache for many people. At Accora Village, our plan is to make this transition as easy and stress-free as possible. On the next page, you will find information about your tenancy with us, including utilities, insurance, municipal taxes, as well as rent renewals and payments.

ABOUT TENANCY

As members of Accora Village, we must work together to make our community a better place. In your tenancy agreement, you will find your rights and responsibilities as a renter, as well as our own responsibilities as your landlords. This is a legal document that you should read carefully, but we are happy to answer any questions you may have at the Resident Service Centre or Rental Office.

We like to know the names of our neighbours, so we ask that everyone in your home be noted on your lease as an occupant and registered at your Resident Service Centre.

KEYS & LOCKS

The key to the Accora Village lifestyle.

- You will receive two sets of keys upon moving in.
 - » More keys can be purchased or replaced at your Resident Service Centre.
 - » All keys must be returned upon moving out.
- If you are locked out of your suite before 5:00PM, contact your Resident Service Centre.
- If you are locked out of your suite after 5:00PM, call our Emergency Service number.
 - » We can only allow access to the suites to registered leaseholders and occupants, with identification.

- In the event of an emergency, we ask that you please give a copy of your key to your Resident Service Centre.
- Need to change the locks? Call or drop by the Resident Service Centre to get written permission from us.

UTILITIES

(INC. CABLE/TELEPHONE)

Get hooked up.

- Many of our homes include utilities in the leasing agreement. However, for those that do not, we will save you the trouble and contact the companies ourselves on the date you move in. Any subsequent payments are your responsibility.
- All homes have at least one telephone jack and one cable jack. If you are an electronic whiz, visit us at the Resident Service Centre to request permission for additional jacks.
- For repairs, connections, and cancellations, contact your telephone or cable provider.

INSURANCE

Protect yourself, and your community.

Many renters don't understand the importance of applying for renter's insurance, which could put themselves and their community at risk. At Accora Village, we require you to purchase the Tenant's Insurance Package, which protects you, your belongings, and your neighbours.

TAXES

Contributing to your community, made easy.

We have put a system in place that allows a portion of your rent payment to go towards municipal taxes and school taxes. We offer you the freedom to choose which school board receives your payment:

- Public School Board
- Separate School Board (*Catholic religion*)
- Language School Board of your choice (*English or French*)

At the end of each year, you will receive an Assessment Notice that provides details on which board your taxes were directed to. If they are not being sent to the school board of your choice, complete the complaint section of the notice. Please note that all family and/or friends living with you must be included in this Assessment Notice.

MOVING

We love to have you here and are sad to see you go.

- If you decide to end your lease with us at Accora Village, we ask that you provide us with a minimum of 60 days notice before you plan to move, in accordance with the Residential Tenancies Act.
- Your Property Manager will inspect your home prior to your move, to ensure that no repairs are needed. If repairs are required, a fee will be issued to you. Accora Village will inspect your home again after you have moved out.

- Any items left behind will be charged to you for their removal, so please make sure you have taken all your personal belongings.

FEES & PAYMENT DETAILS

Some common cents about renting.

- Rent can be paid through pre-authorized payments, post-dated cheques, or money orders made payable to Accora Village.
- Rent must be paid on the first day of every month for the length of your lease.
- Be sure to write your correct name and the Accora Village address on each cheque--no nicknames or pet names, please!
- You can either leave your rent payments at your Resident Service Centre or mail it in at least 5 business days before the first of every month

RENEWALS / ASSIGNMENTS / TRANSFERS

Feel like shaking things up?

If you're wishing to transfer to another property within Accora Village, make an appointment to speak with one of our Leasing Consultants. If you wish to renew or assign your tenancy, simply stop by the Resident Service Centre for more information.

CHARGE-BACKS

Respecting your home is respecting your community.

When you move into your new home, your Property Manager will be inspecting your home to ensure it is in good condition. Upon moving out, your Property Manager will conduct a thorough inspection to take note of any damages. Should any of these damages occur in your home above the normal wear-and-tear of daily life, you will be charged for these repairs.

Some examples of these damages include:

- Walls painted bright and/or dark colours
- Deep scratches and/or grooves in flooring
- Broken appliances
- Scratched, burned, or peeled countertops

INCREASES

To strengthen our community, it sometimes needs a little boost.

Each year, your rent increases by a certain percentage as determined by the government. Capital expenditures done in your area may result in Above Guideline Increases (AGI).

If you have any questions, or wish to learn more about our Capital Plan, please contact the Resident Service Centre.

CARING FOR YOUR HOME

We want to make your space beautiful and give you the freedom to live your life your way. We place trust in our residents to maintain the cleanliness of their suites, and so we ask that you keep your area as beautiful as it was when you first moved in.

Here are some tips to help you keep your home looking and functioning at its best.

INDOOR

KITCHENS

- Use a cutting board to cut food, rather than the countertop. This reduces the risk of scratches and dents.
- Lay down a kitchen towel or potholder for hot pots and dishes. This will prevent any melting of the countertops.
- Clean all kitchen surfaces with a gentle cleaner that does not scratch or tarnish.

BATHROOMS

- Do not flush or rinse any of the following down the sink or toilet, as they will lead to clogging: oil, lint, sanitary napkins, tampon applicators, paint, food, paper towels, Q-tips, etc.
- To prevent mould, wipe down damp shower and bathroom walls with a towel.
- Avoid water damage by tucking the shower curtain inside the bathtub.

WINDOWS

- Stay warm in the winter. Close all your windows during this long season. In the event of damage caused by neglecting this, a tenant will be required to pay for repairs.
- Keep yourself safe and lock all closed windows and keep window restrictors in place.
- Limit potential fire hazards by making sure any curtains are at least 3 inches (6 cm) away from heaters.

- Keep our community looking beautiful on the outside from the inside by using only curtains or blinds with white backings to cover your windows. Blankets, sheets, flags, and aluminum foil are not allowed.

APPLIANCES

- Keep your oven and stove clean of grease, food, and oil, and do not cover any part of these appliances with aluminum foil. Use hot, soapy water and a scrub brush to make sure the fan filter is running smoothly and keeping your food safe.
- Before using the dishwasher, rinse dishes in the sink, and be sure not to overfill!
- Dish soap and laundry soap do not belong in the dishwasher. Only use dishwasher detergent.
- Before using the washers and dryers, check to make sure that the lint traps are clean. For the best performance, don't overfill washer or dryer.
- Do not use any portable washers or dryers in your home.

UTILITIES

- Stay warm during our chilly winter and keep the temperature at a minimum of 15°C/ 60°F.
- If a light bulb burns out in your home, replace it as needed. Most of our bulbs are compact fluorescent GU24, but double-check before replacing.
- Ask for written permission from your Resident Service Centre to add or change any of the following in your home: satellite dishes, telephone/computer wires, or air conditioners.

WALLS & FLOORING

- Do not put up signs for the public anywhere inside or outside of your home.
- Keep your floors gleaming by using only a damp mop to clean them. Do not use polish or soak the floors.
- Please keep all common areas tidy and do not leave items such as bicycles, toys, and rugs in or near hallways, stairways, sidewalks, on your front lawn, or in parking areas.

RECYCLING & GARBAGE

Apartments

- Wrap and close all garbage in plastic bags.
- Do not send boxes and large items down the chute. Take large items to the basement.
- Bring large items for recycling to the basement and put them in the correct container.
- Smaller recycled items can be recycled using the tri-sorter chute.
- Do not leave garbage on the floors of the garbage room.

GARDEN HOMES & TOWNHOMES

- Bring your garbage to the correct garbage area near your home.
- Ensure you put garbage inside the garbage bin, and not outside of the bin.
- Do not leave garbage in front of your home at any time.

- Please check with your Resident Service Centre for the correct day and location for your garbage pick up.

For more information about recycling and garbage, please ask your Property Manager.

OUTDOOR

Garden

- We love our greenspace, so we ask that you do not cut or damage any trees or shrubs. If you would like to plant trees or shrubs, or contribute structures to the community's parks, we ask that you contact your Resident Service Centre for written permission.

Snow

- For your own safety, we ask that you please clear away snow from your steps.

Balcony

- We take pride in offering our residents balconies with beautiful views. Please respect them by not hanging laundry (clothes, carpets, blankets, sheets) from them.
- Do not keep garbage, bicycles, barbecues, mops, brooms, etc. on your balcony.

Pets

- Please keep all pets on a leash at all times.
- Pick up waste from your pets with a plastic bag immediately and throw it away in the garbage bins provided.

SERVICE REQUESTS

WHEN TO CALL ALEX:

- Save yourself the hassle of trying to fix appliances and call **(613) 366-ALEX** for assistance. Before you call, check all plugs, fuses, and circuit breakers. It could be a simple fix!
- If you're experiencing dripping taps, leaks, or mould problems, call **(613) 366-ALEX**.
- In the event of a drain blockage in your sinks, tubs, or toilets, please use a plunger or call **(613) 366-ALEX**.

SUBMITTING A SERVICE REQUEST

You may request repairs or maintenance in your home in one of the following ways:

- Call **(613) 366-ALEX (2539)**
- Visit accoravillage.com to fill out an online service request form.
- Visit your Resident Service Centre to fill out a service request form.

SERVICE IN YOUR HOME

Service calls will be completed in one business day. They are scheduled between 8:00AM – 5:00PM in 4-hour time blocks.

If a repair looks like it will take longer, we will leave a note to explain why, and provide a 24-hour written notice before we plan to come back to complete the repairs.

PARKING

PARKING PROCEDURES

- Ask your Resident Service Centre about renting or cancelling parking spaces.
- Park only in the space(s) given to you. Please keep your Parking Identification sticker on the front windshield or wrapped in plastic, face up on the dashboard.

For parking issues, first call **(613) 782-2201**.

For City of Ottawa bylaw, call **(613) 580-2400**.

Be sure to show a copy of your Parking Addendum with your parking spot number if any issues arise.

VISITOR PARKING

- Ask your Resident Service Centre for overnight parking passes for visitors on the first business day possible.
- Give your Resident Service Centre the visitor's license plate number, make of vehicle, and the dates for which you will need the pass.
- Keep the parking pass face side up in the front window of the visitor's vehicle.
- Visitors without passes will get a ticket or be towed. The owner will be responsible for paying for the cost of the ticket and/or towing.

Call **(613) 782-2201** for after-hours visitor registration.

SAFETY & SECURITY

At Accora Village, we strive to make sure that you, your home, and your community are safe and sound. It is important that you have the peace-of-mind in knowing that the place you call home is protected at all times.

Owned by Ferguslea Properties, Accora Village is the recipient of the Landlord of the Year Award from the Crime Free Multi-Housing Program for all of North America (2013).

PROTECTING OUR RESIDENTS

- All entrances to our high-rise buildings have electronic key fob security access to grant entry to only our residents.
- Accora Village provides after-hour emergency response between the hours of 5:00PM and 5:00AM.
- Security cameras take note of activity in and around all of our common areas.
- We increase water safety knowledge in the community by offering Water Safety Workshops at the beginning of every summer to ensure that our residents have a safe and fun summer.

FIRE SAFETY TIPS

COOKING

- Never leave the stove unattended when you are cooking.
- Turn off the oven and stove before you leave your home.
- Keep children away from the oven and stove.
- When cooking with oil, always use a CSA-approved deep fryer.

FIRE ALARMS

- Please do not tamper with the fire alarms, smoke detectors or intercom systems in your apartment.
- Replace batteries in smoke detectors. The detector will make a short "beep" sound if batteries are low.

- Please notify your Resident Service Centre immediately if your alarms are not working.
- Plan an escape route from your home in case of fire. Fire escape plans are located beside the elevators in all apartment buildings.
- If you have a fireplace in your home, please use it responsibly – do not use gas or flammable liquids, and always keep fireplace doors closed.

BUILDING SAFETY TIPS

- Please do not open doors into buildings or garages for strangers, even if they seem friendly.
- Lock all car doors and garage doors.
- Please do not leave valuables in your car.
- Do not use real Christmas trees for decoration.
- Use of barbecues is not permitted on balconies.
- Please make sure your social gatherings do not disturb your neighbours. Keep the volume low on TVs, radios, stereos, etc.
- Do not smoke in hallways, garages, lobbies, or any other common areas of the buildings.
- Do not wear roller blades or use skateboards, scooters or bicycles indoors.

GENERAL SAFETY TIPS

- If any occupants need assistance with exiting your home in case of emergency, be sure to register their name at your Resident Service Centre.
 - Leave a friend's contact information with your Resident Service Centre if you are going out of town for a long period of time. Ask a friend to pick up your mail for you.
 - Do not leave any obstacles, such as bicycles or toys, on sidewalks, stairs, or in hallways.
 - Be sure to stay with your children at all times when in parks, playgrounds, swimming pools and at the Accora Centre.
 - Do not bring any shopping carts into Accora Village.
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PRIVACY

HANDLED WITH CARE

At Accora Village, your privacy is important to us. We comply with Canada's new private sector privacy law, PIPEDA (Personal Information Protection & Electronic Documents Act), to give you confidence in knowing that your personal information will be secure in our hands. When you share your personal information with us, we:

- Protect your personal information at all times.
- Only share your personal information with permission from you, or if required by law.
- Tell you exactly what your personal information will be used for.

If you feel your information has not been taken care of appropriately, you may contact us and ask for more information.

You may withdraw permission to share your information at any time by contacting your Resident Service Centre.

CONTACT INFORMATION

LET'S GET SOCIAL!



www.accoravillage.com



www.facebook.com/accoravillage



www.twitter.com/accoravillage



www.instagram.com/accoravillage

EMERGENCY NUMBERS:

911 For fire, crime,
or an ambulance

613.236.1222

— For less severe crime

MAINTENANCE:

613.366.ALEX

AFTER HOURS EMERGENCIES OR PARKING:

613.782.2201

Emergency issues include: no heat, no hot water, leak, sewer blockage, no electricity, gas leak, locked out, broken appliance, noise from neighbours.

**ACCORA VILLAGE
RENTAL OFFICE**

98 Woodridge Cres.
Ottawa, ON | K2B 7S9
613.667.3958

**HOURS OF OPERATION:**

Mon to Thurs: 9:00AM – 8:00PM

Fri: 9:00AM – 6:00PM

Sat & Sun: 10:00AM – 4:00PM

**ACCORA
RECREATION CENTRE**

98 Woodridge Cres.
Ottawa, ON | K2B 7S9
613.828.6642

HOURS OF OPERATION:

Mon to Wed: 6:30AM – 8:45PM

Thurs & Fri : 6:30AM – 9:45PM

Sat & Sun: 8:30AM – 8:45PM

RESIDENT SERVICE CENTRES

Visit your Resident Service Centre to talk to your Property Manager and/or Property Administrator about your home, repairs and maintenance, leasing inquiries, and rent payments.

OPEN

Mon to Fri 8:00AM – 5:00PM

THE ESSEX

25 Woodridge Cres.
Ottawa, ON | K2B 7T4
613.828.7904

COBALT

90
Woodridge Cres.
Ottawa, ON
K2B 7T4
**613.
828.4038**

TOWNHOME

47 Woodridge Cres. Unit 2
Ottawa, ON | K2B 8G1

DESCHÊNES COURT

220 Woodridge Cres. Ottawa, ON | K2B 8G1
613.216.0914



www.accoravillage.com