



**THE RESIDENCES**  
AT FREMONT VILLAGE

**WELCOME PACKAGE**

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**We Welcome You Home!**

On behalf of the entire team here at the Onni Group, we welcome you to The Residences at Fremont Village.

We have created this Welcome Package with everything you need to know about your new home. This Welcome Package is a great resource to assist you with caring for your home and will answer the most common questions you will have while renting with a property management company.

We are committed to providing you with an exceptional living experience while residing with us, and will do our very best to go above and beyond your expectations. Our on-site team is committed to providing friendly and helpful service to all our residents.

If your question is not answered in our Welcome Package, we encourage you to reach out to a team member via phone or email. You can contact your on-site caretaker Brad Nelson at (604) 376-6748 or [theresidences@onni.com](mailto:theresidences@onni.com).

Welcome Home!

Sincerely,

The Residences at Fremont Village Team

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## MOVING IN

### Elevator Reservation

The building will be welcoming many new residents at around the same time, this is very exciting but can be a little hectic. Therefore, all moves must be scheduled in advance so that an elevator can be reserved to prevent double bookings. You will be contacted by the site team with your move-in time based on the start date of your lease. All residents will be given equal priority to use the elevator. This will help to ensure the process is as easy as possible.

- One Bedroom Units will have two hours of reserved elevator time
- Two Bedroom, Two Bedroom plus Flex, and Two Bedroom plus Den Units will have three hours of reserved elevator time

For more information regarding move in procedures and tips, please contact your on-site caretaker.

### Renter's Insurance

Renter's insurance is required for every occupied apartment and is the responsibility of the resident(s). Onni works closely with Square One Insurance Services and receives a preferred rate / service from them. You may purchase your renter's insurance policy by clicking **Square One Insurance**. However, you are more than welcome to use an alternate insurance provider of your choice.

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## UTILITIES SETUP

### Cable Television and Internet

We are thrilled to provide you with two different options for your cable television and internet needs. Both Shaw and Telus are pre-wired for service and provided at the building for your convenience. You will want to give your provider of choice a call at least two weeks prior to your move-in date to schedule your installation appointment. Please note, someone must be home when the cable/internet installer arrives to install your services; management cannot grant access.

**Telus:** 1-888-811-2323

**Shaw:** 1-888-472-2222

### Electricity

Arranging to set up a BC Hydro account should be done approximately one week prior to a move in date. All apartments are individually sub-metered. Residents are responsible for setting up their electricity by calling BC Hydro at 604.224.9376 (1-800-224-9376) or by applying for new residential service online by clicking **BC Hydro**

### Water, Sewage, Trash and Gas

Residents are responsible to pay the fixed monthly rate of \$57.00 in addition to their rent payable on the first of each month. This rate is subject to change based on the City of Port Coquitlam. Further information can be found in your tenancy addendum.

We strive to be as green and earth friendly as possible. This will take a collaborated effort from not only our on-site team members but also from our residents. If you have any questions about recycling, please click [here](#) for a detailed guide.

The garbage / recycling room is located in the parking garage on level P1, adjacent to stalls 194 and 196.

We kindly request that only household waste be deposited into the garbage bins and that recycling containers are cleaned and placed in the appropriate bins. All organics must be put into the Organics Bin. (Please be sure to close the lid on this bin to reduce odours in the Garbage Room and Parkade.)

Cardboard must be flattened and placed in the bin labeled for cardboard. Residents found misusing this area will be subject to a back charge and possible breach of their tenancy.

Please follow all posted garbage and recycling rules:

- All household waste is to be thrown into the garbage bins.
- All cardboard **MUST** be flattened and slid into the cardboard bin through the front-loading slot.

- Please note that Garbage Bins are pulled on Mondays, Wednesdays and Fridays, and cardboard bins are pulled Mondays, Wednesdays, Fridays, Saturdays and Sundays. While the garbage bins are on street level, please either dispose of your garbage into the bins while they are parked on the street, or refrain from bringing your garbage down to the garbage room until the bins have been returned.

Household Waste Only. Any non-household waste is to be disposed of off-site, by the resident, to the necessary processing depot. (i.e. Computers, furniture, storage containers, televisions, etc.)

### **Key Pick up and Move-In Condition Inspection**

It is important that you schedule your FOB and mailbox key pick-up appointment with the on-site caretaker as soon as your move-in date is confirmed, and your lease agreement is signed. At this time, your on-site caretaker will perform a Move in Condition Inspection with you to ensure your apartment is in perfect move-in ready condition. Prior to the apartment inspection, and receiving access devices, you must have your renter's insurance in place, and have paid your first months rent, security deposit and any other additional fees.

Residents will be provided with one (1) Access Device per bedroom, i.e. One Access Device for a 1-bedroom, two Access Devices provided for a 2-bedroom. If you require an additional Access Device, there is a non-refundable fee of \$30 per additional Access Device requested.

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## **RENT PAYMENT**

### **How to Make a Payment**

Here at The Residences at Fremont we pride ourselves on being as paperless as possible. Therefore, we have made it extremely easy to make all payments through the Tenant Pay app. Please refer to your Tenant Pay account set up instruction sheet emailed to you by your on-site caretaker, or click **Tenant Pay**

### **Due Date and Late Fee Calculation**

Rent and all other monthly charges, such as, parking, storage/bike lockers and utilities are due on the 1st of each month. Should you fail to pay your rent on time, you will be assessed a \$25 late fee. Please be advised, Tenant Pay takes approximately 3 days to process. As such, we ask that residents please make payments on or before the last day of the month. To avoid late payment, payments can be set up for automatic withdrawal just like a monthly bill through your online banking.

Please note, Onni does not withdraw money from your bank account. Through Tenant Pay, and your own online banking, you can schedule your monthly rent and associated charges as a bill payment if you choose that option.

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## **PARKING**

### **Resident Parking**

We are happy to provide parking options for our residents at The Residences. The resident parking garage is gated and monitored with motion sensor security cameras, with stair and elevator access into the building. Parking will be offered based on availability and assigned to residents who have registered for parking. Parking will be offered for a minimum of one month. For availability and rates, please contact your on-site caretaker at (604) 376-6748 or [theresidences@onni.com](mailto:theresidences@onni.com)

Each resident who has registered for parking is allocated a specific stall number. This parking stall is for the exclusive use of the registered resident(s). We ask that you please respect your neighbors and be sure to only park in your designated parking stall.

Parking rental payments are due on the 1st of each month and may be paid in a lump sum and in the same transaction as your monthly rent payment.

If you find that someone has parked in your parking stall, please email a photo of the vehicle and stall number to your on-site caretaker at (604) 376-6748 or [theresidences@onni.com](mailto:theresidences@onni.com)

Please abide by all parking rules. For additional information, please refer to your parking agreement. Vehicles and or residents found in breach of parking rules may have their vehicles towed at the owners' expense.

\*Secondary parking spots may be rented based on availability.

\*At least one month's notice must be given to management to cancel a parking agreement.

\*Parking rates based on availability and rates subject to change at any time without notice.

### **Visitor Parking**

We are happy to provide our residents' visitor(s) parking in our garage when visiting The Residences at Fremont Village.

Please be advised that visitors parking must abide by the following:

- 24-hour maximum stay
- Vehicles must be insured and operational
- No double parking
- No trailers

\*Vehicles that do not follow these rules or restrictions may be towed at the owner's expense

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### **STORAGE LOCKERS**

The Residences at Fremont Village offers residents the opportunity to rent either a bike or storage locker. The lockers come in two different sizes:

- \$30 - 2' x 6' x 6'
- \$50 - 4' x 6' x 6'

Each resident who has registered for a storage or bike locker must be allocated a specific unit by their on-site team.

Residents are responsible for providing their own lock. Please be sure to keep your locker secured, and do not store any flammable or combustible materials in your locker. Please make sure all contents are in airtight container(s) as this will assist in protecting your items from water or moisture damage.

Bikes are only permitted in the underground parkade and storage room. Please use the parkade gate to bring your bicycle into the building.

Please be advised that the Landlord is not responsible for any lost or stolen items from the storage and or bike room(s). Please refer to your Storage/Bike Locker agreement for additional information.

Storage and bike locker rental payments are due on the 1st of each month and may be paid in a lump sum and in the same transaction as the monthly rent payment.

Please contact your on-site caretaker for storage / bike locker availability and rates.

## **PETS LIVING IN YOUR HOME**

### **Policy and Fees**

All residents accommodating pets are required to pay a pet deposit that is equal to half a month's rent. The pet deposit is due on or before your move-in date. If you become a pet owner after moving in, your pet deposit will be due the day the required pet addendum is signed with the on-site caretaker.

Residents that have approval for their furry friend to live in their suite, please take special notice. While we are sure that everyone will be respectful of their neighbours and the property, we would like to ensure that the following rules are adhered to:

- Maximum of two animals per apartment (i.e., 2 cats or 2 dogs or 1 cat and 1 dog)
- Maximum weight of 25 lb per animal.
- Animal owners are responsible for cleaning up after their animal(s) and disposing of any animal waste in the appropriate containers.
- Any new pets must be approved of, in writing, by the landlord, prior to moving the pet into the home.
- All animal(s) must be kept on a leash at all times while on the property, with the exceptions of the dog run and dog wash areas.
- All legal exotic animals must be approved by the landlord.

As a pet(s) owner, you are fully responsible for any noise disturbance(s) caused by your animal(s).

If animal waste is not picked up and disposed properly by the animal owner on or around the property, you will be provided a breach notice and possible back charge for any disposal or damage as a result.

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## **MAINTENANCE AND MOVE IN SERVICES**

### **Flat Screen Television Mounting**

We are happy to offer in every room inside your home, a pre-wired cable and electrical outlet for mounting flat screen TVs. Our on-site team can install your flat screen TV(s) at a fee of \$150 per television, this fee will be billed to your resident account. The tenant will be responsible for any repairs or alterations upon move out. The purchase of a TV mount is the responsibility of the resident(s). Should you want to schedule an installation appointment, please contact your on-site caretaker at (604) 376-6748 or [theresidences@onni.com](mailto:theresidences@onni.com)

### **Making Changes in your Suite**

It is our policy that tenants do not do repairs or alterations. If you want to make a special request for renovation, change or repair to the property, please submit your request in writing before making any changes. Do not proceed with any work until you are notified by the landlord.

If the request is acceptable, the tenant will be required to sign an agreement regarding the alteration/repair. The tenant must do one of the following prior to vacating the property:

Leave the alterations if this is part of the owner's condition to accept the alteration/repair OR

- Return the property to its original state if this is part of the owner's condition to accept the alteration/repair and pay for any necessary repairs to restore the alteration/repair to its original state

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## **APPLIANCE MANUALS**

To access appliance manuals please click on the buttons below for the specific appliance.

## MAINTENANCE REQUESTS

Here at The Residences at Fremont Village, we pride ourselves on customer care. If you notice any deficiencies, or require a service request in your unit, please submit an online service request by following the steps in the maintenance request document.

In the event of a building emergency, please call your on-site manager OR after hours building emergency number at 1-800-686-6619.

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## HOUSEKEEPING RECOMMENDATIONS

The Residences at Fremont is proud to be a LEED (Leadership in Energy and Environmental Design) Certified structure, we kindly ask that all residents use eco friendly cleaning products in their housekeeping.

### Flooring

Easy-Care Maintenance Tips for keeping your floors looking beautiful!

- Sweep, vacuum or dust mop with a non-treated mop regularly as dirt, abrasive and non-abrasive, are the most common threat to your flooring. If the particles are not removed regularly, they can damage the finish and surface of your flooring leaving unsightly scratches that can take away from the beauty of your flooring.
- Vacuum using air suction only; do not use a vacuum with a beater bar head and be certain that the wheels of the vacuum do not damage the finish.
- Periodically clean the floor with PH neutral cleaning products made specifically for laminate floors. Frequency will depend on the amount of traffic the floor receives. Follow the label instructions closely.
- Remove spills or liquids immediately using a soft and absorbent cloth. Use a recommended cleaning product to clean up any residue left from the spill.
- Do not allow spills or liquids to remain on the floor for an extended period as it may cause damage to your flooring.
- A lightly dampened mop can be used for spot cleaning.
- Never use wet mops, highly acidic or alkaline cleaners, jet spray cleaners or steam cleaners, non-recommended commercial floor cleaners or polishes, or treated mops that have been used to clean other floors or furniture.
- Clean with product sprayed onto a microfiber cloth or microfiber handle mop. Do not spray directly on the floor.
- Place felt floor-protector pads on furniture feet and protect your floor from hard casters on moveable furniture.
- High heels and pet nails can cause permanent indentation in floor surfaces. Use caution when wearing high heels and keep pets' nails trimmed.
- 70% to 80% of dirt on the floors in your home is tracked in from the outside. One square yard of matting can capture one pound of soil. Use entry-way (non-skid, cotton) mats to capture tracked-in dirt and soil and clean them regularly. Rubber or fiber-backed mats may stain or scratch the floor finish.
- No products with any acid what so ever should be used. This will eventually pit the base, resulting in necessary resurfacing. No sealer is recommended.

### Granite Countertops

We would like to recommend cleaning all granite surfaces with a few drops of neutral cleaner, granite stone soap or a mild liquid dish-washing detergent and warm water. Use a clean soft cloth for best results. Too much cleaner or soap may leave a film and cause streaks. Please refrain from using products that contain lemon, vinegar, or other acids. Rinse the surface thoroughly after washing with the soap solution and dry with a soft cloth. Do not use scouring powders or creams; these products contain abrasives that may scratch the surface.

### Cupboards

To help maintain the surfaces of your cabinetry, ensure that water or other liquids are not left in contact with the cabinet surfaces. Cleaning of the surfaces can be achieved by using warm soapy water and a soft cloth. Never use abrasive powders or liquid cleaners on any cabinet surface. Do not use solvents, thinners or mineral spirits on cabinet surfaces.

### **Dryer**

Dryer models in all suites at The Residences are vented. To prevent a fire hazard and increase efficiency, please ensure that your lint traps are cleaned after each use. In order for the dryer to function properly, the lint trap should be cleaned after each use. In addition to the lint trap located inside the dryer, there is a second trap located on top of the outside of the dryer. This secondary lint trap is covered by a white plate that can be popped out and cleaned. We advise that the external lint trap is cleaned on a monthly basis. Please note that the external lint trap is only located in units on floors 2-5.

### **Front Loading Washing Machine**

Only use the amount of soap recommended by the appliance manufacturer. Excessive soap can cause plumbing problems and damages the environment. We also recommend cleaning the stainless-steel drum regularly and using a clean cloth to wipe around the opening of the washing machine to remove moisture and prevent mold or residue after each use. Allow the appliance to dry after use by leaving the door slightly open.

### **Kitchen Fan and Filter**

The kitchen fan and filter require cleaning. The frequency of cleaning required will depend on how often the range is used and what type of cooking is done. The filter is made of a steel mesh that performs best when clean. It is easily removed and cleaned by soaking in warm water and regular detergent. In addition, it is also recommended to clean the fan and surrounding housing.

### **Paint**

Your suite comes professionally painted. Please do not paint your suite, as this will result in the landlord repainting your suite and you will be billed for the materials and labour cost. You may hang pictures/artwork with finishing or brad nails. Please ensure that any nail holes are filled prior to moving out of the suite.

### **Roller blinds**

Use a vacuum cleaner for best roller blind maintenance. Learn how to operate the roller blinds correctly depending on the rolling power so you don't damage or break them. If they are chain operated, always hold the chain with two hands pulling straight down and not to the side to open and close the blinds.

### **Shower Doors and Enclosures**

Cleaning of tempered glass is important to its lasting beauty. We suggest using a non-abrasive liquid cleaner. Never use scouring pads. An alternative is a glass squeegee. The anodized aluminum frame should be cleaned with a soft cloth. No abrasive cleaners should be used.

### **Smoke Alarms**

Smoke alarms are installed for your safety and protection. Please familiarize yourself with their function and care. To avoid setting off your smoke alarm, ensure that your kitchen fan is running while cooking and that the smoke alarm is free of excessive dust. For further detailed user information, please click [\*\*Smoke and Carbon Monoxide Alarm\*\*](#).

### **Stainless Steel Sinks**

Stainless steel sinks can be cleaned with a mild abrasive. Avoid steel wool as it will leave small bits of metal behind and will cause rust spots to show. Thoroughly rinse the sink after use.

### **Taps**

Taps should be cleaned with clear water and dried with a soft cloth. Do not use chemical cleaners or abrasive pads. These products may cause de-plating of the finishes.

### **Windows**

Tenants are responsible for cleaning window inside their unit and any window on the exterior they can safely reach. Use clean water for washing and rinsing. Do not use harsh detergents or abrasive cleaners.

### **Appliances**

To maintain the exterior of all stainless-steel appliances and keep them looking shiny and new, we recommend using a stainless-steel cleaner. We also would like to recommend using a soft cloth for best results while avoiding any and all scouring pads as this will create visible scratches to the surface, resulting in permanent damage. A glass cooktop cleaner such as Weiman's Glass Cooktop Cleaner should be used after each use of the range and or any spills, we recommend cleaning only after the cooktop has completely cooled down.

### **Balcony Dos and Don'ts**

The Residences at Fremont Village is proud to offer private balconies in each and every suite. We truly hope you enjoy all the advantages of having your very own outdoor space!

#### **To Lock the door**

Step 1: Close door and firmly lift handle upward

Step 2: Turn lock clockwise all the way to the right until it stops, and your door should be locked

To Unlock the door

Step 1: Turn lock counter clockwise until it stops

Step 2: Push firmly down on the door handle and the door will open

### **Furniture**

Your balcony may include outdoor furniture, such as seating, tables and potted plants. Outdoor umbrellas are not permitted.

### **Grills**

Please keep in mind that while propane and electric grills are allowed with the landlord's approval, charcoal grills are not permitted on your balcony. Please keep BBQs and grills away from the building walls. Please be considerate of neighbours regarding smoke and cooking odors.

### **Other**

Altering your balcony such as drilling holes into the walls or ceiling for hanging items is strictly prohibited. Bicycles, trash and animals are not to be kept on your balcony. Statues, plants, lights, flowerpots etc. are not permitted on balcony railings. Please place protective pot risers between the deck and your potted plants to prevent damage. Balconies shall be kept neat and clean at all times. All animal residents are not permitted to defecate on balconies, breaches and possible charges will be issued by management for offenses.

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### **YOUR COMMUNITY AND THE ONNI REWARDS PROGRAM**

Situated within the centre of vibrant Port Coquitlam, everything you need is close at hand at The Residences. With a direct connection to Lougheed Highway and only a 5-minute drive from the Mary Hill Bypass or West Coast Express, quick access to Metro Vancouver is always within reach. Here are a few helpful links for getting around:

Fremont Village Shopping Centre has everything, literally everything, you need. We hope you spend some time exploring your neighborhood and enjoy everything that's available to you as a resident of Fremont Village. To entice you further, we have partnered with local businesses to provide exclusive deals and discounts only available to our residents. Find out more about the exciting

## COMMON AREAS AND RESERVATION PROCESS

### Entertainment Lounge and Kitchen

The Residences at Fremont offers a fun and comfortable amenity space for residents and guests. The Residences offers the opportunity to reserve one or more of the amenity spaces for birthday parties, baby showers, dinner gatherings or any other special event. Reservation of the amenity space(s) is subject to change based on the landlord's discretion.

### Lounge with kitchen and Games Room

This is a professionally designed and furnished entertainment space featuring flat screen televisions, a shared computer, surround sound audio, bubble hockey, shuffle board, foosball and arcade games.

Located on the 1st floor, the Entertainment Lounge and Games Room may be reserved for a maximum of 6 hours, between 7:00 AM and 10:00 PM, with a refundable deposit of \$500 paid prior to the reservation date. This amenity space can accommodate a maximum of 30 guests for up to 6 hours (this time-frame includes an hour to prep before and an hour after to clean up following the event).

\*Please refer to all posted rules about the amenity space

Building Security and Safety

Visitor Entry System

For your protection and peace of mind, we have installed an enter-phone system at The Residences.

The visitor entry system operates with your landline or cell phone. Your guest simply scrolls through the electronic directory and selects your name and or unit number. Once your guest has found your name in the system, they must type in the 4-digit code indicated on the screen onto the number pad. Once the code has been entered, the system will then ring your phone that you provided upon move in. To unlock the main door, press "6" on your telephone. Your guest will then have a 3-minute time-frame to access the elevator to your suite. To refuse entry, simply hang up.

### Access Device

A FOB system secures the common area doors for the building including, the front doors, amenity space, elevator cabs, and parking garage gate. Your Access Device is programmed specifically for your suite and will be deactivated when you move out of the building. To unlock your door, place your Access Device over the black reader panel located above the door handle. When accepted, the black reader will flash a green light, followed by the door unlocking. The Access Devices are battery operated and will still operate in the event of a power outage to allow access to your suite.

To lock your door, place your Access Device over the black reader panel, the door will lock and the reader panel will flash red. Please note that your door does not automatically lock when you leave.

If your black reader panel located above the door handle flashes yellow or red when entering / unlocking your door, please contact your on-site caretaker as this indicates low batteries and will need to be changed out.

If you lose an Access Device please report it immediately by contacting your on-site caretaker at [theresidences@onni.com](mailto:theresidences@onni.com), so it can be deleted from the system thereby retaining the security of the building.

Additional Access Devices or replacement Access Devices are available from the on-site caretaker at a charge of \$30.00 per device. Please note that security is a joint effort, please do not allow anyone into the building without an access device, ensure all gates and doors close behind you, and report any suspicious activity to your on-site caretaker and local authorities if necessary.

### Elevators

There are two elevators located in the building. All elevators are inspected on a regular basis by a certified elevator technician from the provincial agency governing their operation. There may be times an elevator is not available, this may be due to regular maintenance or the elevator may be reserved by a tenant moving in or out. In the event both elevators are not operating or in the event of an emergency, please use the stairs located closest to your unit if it is safe to do so.

## **FIRE EMERGENCIES**

### **Fire Planning**

Know how to deal with different types of fire emergencies should one occur. Always have a predetermined plan of action in case of fire. Equally important is to plan and occasionally practice an escape route for your and your family should a fire occur. There will be regular safety checks of the fire warning system.

Be sure to establish a meeting place after escape with the other occupants in your suite. Know the location of fire extinguishers, fire alarms and fire exits. Pay attention to children and others requiring assistance.

It is important to keep in mind that a fire may occur at any time. Do not take fire safety for granted. Knowing the risks and being prepared may not only reduce damage but may very likely save lives.

### **Extinguishers**

There is at least one fire extinguisher cabinet per floor, for a total of 6 extinguishers. To access the extinguisher, break the glass with the metal bar. This extinguisher can be used on all fires. Carefully read the operating instructions on the side. If possible, you should familiarize yourself with its operation prior to a fire.

It is also recommended that you keep a personal fire extinguisher in your home. This type of extinguisher is small and would be used primarily to fight a small kitchen fire.

### **In Suite Fire Protection Equipment**

Each suite has been equipped with a building alarm, smoke detector and sprinkler system.

### **Building Alarm**

This alarm is activated by the building fire protection system. If this alarm should activate, you will hear a high pitch sound and see a flashing red light, and you should vacate the building using the stairwells if it is safe to do so. Follow the safety routes located near the elevators.

### **Smoke Detectors**

These devices have been installed throughout the building, they are hardwired with backup battery packs. Activation of this alarm does not affect the building alarm system. It is not linked to any other alarm system outside the home.

### **Sprinklers**

Your suite and the common areas are equipped with heat activated fire sprinklers. The heads are activated at approximately 155\* F. The sprinkler heads are localized. That is, only the head in the affected area of the fire will release water. The sprinkler system can only be shutdown by the fire department. The heads can be activated inadvertently by knocking the head and breaking the glass bulb. Be careful when moving furniture or working in confined spaces such as closets. Do not hang or attach any items from the sprinkler head.

### **Permission to Enter**

If you should schedule a service requiring access to your unit in your absence, such as cleaning or pet care services, please submit in writing to your on-site caretaker: the name of the company and/or the name of the individual of whom you are granting permission to enter your home, along with the date(s) and time(s) they will be entering the suite. Management will not provide access but does ask for this information to ensure we can monitor building security and access.

### **Good Neighbor Etiquette**

It is our goal to make your living experience beyond enjoyable and with your help we can make The Residences at Fremont an Elevated Living Experience for you and your neighbors!

### Quiet Hours

Please be considerate of your surrounding neighbors while listening to music, watching T.V, or entertaining guests. We ask that you limit the volume emitted from your suite during the City of Port Coquitlam's quiet hours of 11:00PM to 7:00AM.

### Sound Transmission

The most effective method of reducing sound transition complaints is by eliminating the amount of sound being generated from your home. When closing doors or windows refrain from slamming or banging them shut. Be mindful of neighbours below you when wearing heeled or hard soled shoes. Installing area rugs on hard surfaces helps to minimise impact noises.

### Cooking in Your Home

Please be mindful when cooking with pungent ingredients as they may produce smells that can be invasive to your surrounding neighbors. Please make sure to utilize proper ventilation while cooking as this will assist in alleviating strong cooking smells.

### Smoke-Free Community

The Residences at Fremont Village is a SMOKE-FREE community. No smoking is allowed on the property, common areas, parking garage or within 15 feet of any entry point. Smoking in your unit and on your patio/balcony is strictly prohibited. (This includes cigarettes, marijuana, e-cigarettes, and cigars.)

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## MOVING OUT

### Notice to Vacate

Eventually, you may choose to move, and we want you to be prepared when this is necessary.

A minimum 1 months' notice to vacate is required in writing prior to your lease expiration date. Please submit a "Notice to Vacate" form with the signature of each tenant listed on the lease. The Notice to Vacate form can be accessed by clicking on **Notice to Vacate**.

Before giving notice, check your rental agreement/lease to see if you are eligible to give notice. A lease is a binding agreement for a set period and you may still be bound to the lease. If you need to move and you are still committed to a lease period, contact your on-site caretaker to discuss your options.

After you submit your Notice to Vacate form, please click on our Move Out check-list to prepare your unit for move out. This checklist will instruct you on what to do during the notice period, how to set up your move out appointment and how to reserve the elevator if required.

The on-site caretaker only performs move out appointments during regular business hours, 9:00 AM to 4:00 PM. Move outs must be done no later than 12 PM on the last day of the month.

If there is anything we can do to retain your residency with us, we welcome an in-person conversation with you.

### Elevator Reservation

Please contact your on-site caretaker to reserve the elevator for your move out at least one week prior to move out date. Moves must be scheduled in advance so that an elevator can be reserved and to prevent double booking.

- One Bedroom Units will have two hours of reserved elevator time
- Two Bedroom, Two Bedroom plus Flex, and Two Bedroom plus Den Units will have three hours of reserved elevator time

### Schedule Move-out Inspection

A Move Out Inspection is required upon moving out, with you and your on-site caretaker prior to your lease end date. Please contact your on-site caretaker to setup your move-out inspection appointment.

### **Access Device and Mailbox Keys Drop-off**

After all your belongings have been removed from your suite and it has been cleaned, including the inside and outside of all appliances (this will avoid any move-out cleaning fees), please drop-off the original set of access devices and mailbox keys to your on-site caretaker office. A form acknowledging you have given back possession of your apartment will need to be signed by both you and the on-site caretaker. Failure to deliver keys and or access devices cause additional charges.

Remember to supply a forwarding address and telephone number for your security deposit refund. Your security deposit and pet deposit (if applicable) will be mailed to you within two weeks of completing your move-out inspection.

We are sorry to see you leave us and we thank you for your residency. We wish you the very best with your next home.

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### **OFFICE HOURS AND CONTACT INFORMATION**

Monday- Friday 8:30 – 5:00 pm

#### **The Residences at Fremont Village On-Site Caretaker:**

Brad Nelson

(604) 376-6748

theresidences@onni.com

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