

QUALITY MANAGEMENT LTD.

In the case of a maintenance emergency, parking passes, or security after hours, call our after hours emergency message service at:

AFTER BUSINESS HOURS MAINTENANCE EMERGENCY: 943-1711.

HOUSE RULES

Quality Management Ltd. is providing you with sections of the Residential Tenancies Act that refers to you, the tenant.

HOUSE RULES:

11(2)A landlord may, in addition to the obligations set out in a tenancy agreement under subsection (1), establish and enforce a rule concerning the tenant's use, occupancy and maintenance of the rental unit or residential complex or services and facilities if the rule is in writing, is made known to the tenant, and is reasonable in all circumstances.

PARKING:

- * The tenant shall park only in assigned parking, not in Visitor Parking or in the Fire Lane.
- * Handicapped stalls are provided for visitors who have a valid and recognized permit. Parking without proper authorization will result in towing at owner's cost.
- * All vehicles authorized to park in assigned stalls must have a Quality Management Ltd. tag clearly displayed from the rear-view mirror. If vehicle is in wrong stall it may be towed at owner's cost.
- * Quality Management Ltd. shall not be responsible for damage to vehicles or contents of those vehicles parked in the assigned parking stalls and/or anywhere on property owned, operated or managed by Quality Management Ltd.
- * Any vehicle parked between the hours of 3:00 a.m. and 6:00 a.m. in those areas designated as Visitor Parking, that does not have a valid Parking Pass clearly displayed on the dash of the vehicle, will be towed at the owners expense. (Chateau 100 has limited visitor's parking available and requires parking passes at any time of the day or night.)
- * Quality Management Ltd. requires a full calendar month notice to cancel parking.
- * Parking fees considered rent and are due and payable on the first day of the month.
- * All vehicles must be registered, insured and in working order when parking on properties owned/operated/managed by Quality Management Ltd. Any vehicle deemed as a danger to the public, or damage to the building structure, such as leaking gasoline, will be towed immediately at the owner's cost.
- * Tenants are encouraged to maintain a "clean -car" policy. Do not leave anything of value inside your vehicle to entice theft. The use of anti-theft devices is encouraged.
- * Auto body or mechanical repairs may not be conducted on the property/site.
- * All minor vehicle maintenance to be conducted on Quality Management property must be authorized by the Site Manager.
- * Parking areas are to contain one vehicle only and may not be used as a storage area for materials of any kind.
- * It is the responsibility of the Tenant to find alternative storage facilities for any vehicle not insured or not in operable condition. Such vehicles will be towed at the owner's cost.

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SECURITY:

Any disturbance problems in the building after business hours, please call the emergency #943-1711 for assistance. To assist in the security of your home, we must ask that you not open the door for people in the foyer, as this is known to be a prime cause of unsavoury characters gaining entry to a building. Do not buzz up anyone that you do not know. Do not prop open any doors to regain entry. Always take your keys with you. Do not confront fellow tenants or their guests on behavioural matters. Police should be called if there is any threat of physical violence. Remember to keep your suite door and patio doors locked at all times.

RENT:

- * All rents are due and payable to Quality Management Ltd. on or before the first day of the month and must be delivered to the on-site office in the lobby. Two lates per year could result in eviction.
- * **Strict No Cash Policy. Due to Safety factors no cash is received at any of our sites.**
- * Please ensure that the suite number and the building address are clearly marked on the cheque.
- Late payments will only be accepted by Interac or money order. Post-dated cheques dated other than the 1st of the month will be returned to the tenant. Payments accepted after the 1st day of the month will be subject to late fees which are calculated at a rate of \$10.00 for the 1st of the month and \$2.00 for each additional day late, up to and including the date the payment is received. Example: Payment received on the 4th of the month will be charged a late fee of \$16.00 which is due at the time of rental payment.
- **Discounts are offered at the discretion of the landlord. Discounts can be discontinued during the term of your lease if rent is not received on the 1st of each month as per the terms of the said lease.**

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CHILDREN:

- * Children are not permitted to play in lobbies, hallways, elevators, front entrance ways, parking lots, or garages.
- * Skateboarding, roller blading or bicycle riding will not be permitted in the building or parking areas.
- Quality Management Ltd. strongly recommends adult supervision at all times when children are outdoors on the apartment complex property. Please be reminded that the parents are responsible for the actions of their children and guests, and can be evicted if found warranted by the Site Manager. Respect for the privacy of your neighbours, and safety of both property and your children, is of the utmost importance .

APPLIANCE USE:

Quality Management Ltd. is not responsible for food that is damaged due to the malfunction of a fridge or stove. Quality Management Ltd. will repair or replace the appliance as soon as possible upon being contacted by the tenant. During after business hours contact 204-943-1711.

SATELLITE DISHES

Satellite dishes are prohibited on Quality Management Ltd. property without expressed written permission.

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GARBAGE:

Do not try to push boxes, etc. down the garbage chutes. They will plug up the chutes and cause problems. Newspapers, glass bottles, etc., along with large items, are to be disposed of in the recycle bins. The garbage chutes are only equipped to handle small tied bags of garbage.

GROCERY CARTS:

Grocery carts brought home from the store are not to be left in hallways or lobbies as per City of Winnipeg Fire Regulations.

LAUNDRY ROOMS:

Please leave machines clean. Clean all lint screens in dryers. If a machine is not operating properly, please notify the office or call Coinomatic directly. Quality Management Ltd. is not responsible for clothes left in the washer or dryer. Please stay with your laundry. The laundry room usage is restricted to the hours posted.

SMOKE DETECTORS:

Each suite is equipped with a 10 year Lithium smoke detector. It is the tenant's responsibility to maintain the smoke detector in good working order. The tenant is to test the smoke detector once a month. If you think there is a problem with the operation of the smoke detector, contact your Manager or caretaker immediately. Tampering with any smoke detector or emergency speaker system will result in eviction, criminal charges, plus costs.

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LOCKOUTS:

Lockouts are subject to a \$20.00 charge if you require the caretaker to open your door in the event that you have lost your keys. This amount is due directly to the caretaker.

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DELIVERIES:

The on-site manager is not obligated to receive parcels or admit delivery personnel with furniture. Please make arrangements for when you will be at home. If a delivery absolutely must be made when you are not at home, arrangements must be made with the office prior to the delivery. Quality Management staff will not sign for any deliveries.

The on-site manager will not accept any deliveries from couriers, etc. without the expressed written consent of the tenant. Quality Management Ltd. is not responsible for any articles lost or damaged.

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CHRISTMAS TREES:

Real evergreen trees are a fire hazard and create major clean up problems. Tenants must use artificial trees.

SUITE OCCUPANTS:

Only those persons named in the lease as "Tenant" or "Other Occupant" may reside in the unit. Any variation to the number of occupants should be immediately reported to the manager. Please note the following taken from the Residential Tenancies Act:

- * **Overcrowding** 76. A tenant shall not permit so many persons to occupy the rental unit on a continuing basis that a contravention of health, safety or housing standards set out in law or in the tenancy agreement results.

TENANT INSURANCE:

Due to the enormous losses to tenants that have occurred in apartment blocks and to the enormous amounts of personal liability for damages, all tenants must carry, at the very least, basic fire, theft, water damage, and personal liability tenant insurance. The Landlord is not responsible to replace damaged personal goods caused by water /fire/theft, or pay for damages caused by a tenant or uninvited/invited guests. Tenant Insurance will cover your financial losses and pay for temporary accommodations. A proof of Annual Tenant Insurance and renewals is a condition of tenancy. All tenants will adhere to this condition as of the date of Notice of Change to HouseRules (May 1, 2017).

Tenant Insurance Policy# _____

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GYM & SAUNA:

Gym and Sauna hours, and rules of operation, are clearly posted at the entrance to these areas. Please ensure that you read fully and understand.

SERVICE AND REQUEST FORMS

Service and request forms are available at the site managers/ caretakers office. These forms are provided for our tenants with busy schedules and /or those who want to voice a concern. We encourage you to use these forms to facilitate your needs.

LOCK CHANGE:

Please note the following taken from the Residential Tenancies Act:

- * **Change of locks or doors: rental unit**
53(2) A landlord or a tenant shall not, except with the other's consent, change or interfere with a lock, door, or other device that has been installed to secure a rental unit, neither the landlord nor the tenant shall withhold consent unreasonably.

PETS:

Quality Management does not allow pets. This includes birds, snakes, etc. This includes visiting animals. Due to complaints from our tenants, all pets or visiting pets are not allowed in the building.

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CARE OF SUITE:

Please note the following taken from the Residential Tenancies Act:

- * **Obligation to take care and repair damage**
72(1) A tenant shall take reasonable care, and ensure that any person he or she permits in the residential complex takes reasonable care, not to damage wilfully, negligently or by omission the rental unit or residential complex, including services and facilities, and shall, subject to subsection (2), repair any damage in a good workmanlike manner within a reasonable time after receiving a written notice to do so by the landlord.
- * **Exception for reasonable wear and tear**
72(2) A tenant is not liable for reasonable wear and tear to the rental unit or residential unit or residential complex, including services and facilities provided by the landlord.

If it is deemed by Quality Management that the housekeeping practices in your suite are detrimental to the natural life of the unit, or of a safety concern, you will be notified in writing to resolve the matter immediately. Failure to do so could lead to eviction.

Quality Management Ltd. cannot warranty against physical effects caused by past occupants of the suite.

BALCONY:

Nothing is to be permanently attached to the balcony or railing at any time without expressed written permission of the landlord. Any costs resulting from damage, or to return to original condition, is the cost of the tenant. The balcony is not to be used as a storage area or hanging clothes.

Debris or any other item which falls from your balcony, through either accidental, carelessness, or through deliberate action, is grounds for eviction under the safety to others section of the Residential Tenancies Act.

BARBEQUES:

Only gas barbecues, which are CGS approved, may be used by tenants on the balcony. No open fires, fireworks, charcoal, or wood fires may be used at any time. If you are found to be using a device that is a possible danger to others, you will be evicted under the safety to others section of the Residential Tenancies Act, plus the City of Winnipeg Fire Department will be informed.

ALTERATIONS OR REDECORATION:

Please note the following from the Residential Tenancies Act:

- * **No alteration or redecoration without consent**
71(1) A tenant shall not alter or redecorate a rental unit or residential complex without the prior consent of the landlord.

The leaseholder is responsible for the costs of returning the suite to the originally presented suite, with regards to alterations and decorating changes, upon move-out. These costs will include supplies and labour.

USE OF SUITE LIVING SPACE:

Due to health and safety reasons, all beds must be composed of a mattress and/or box spring, and elevated above flooring by a bed frame. Bed furniture is restricted to designated bedroom areas only, as per suite floor plan.

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IN-SUITE DISHWASHERS, CLOTHES WASHERS, AND CLOTHES DRYERS

The use of portable dishwashers, clothes washers and clothes dryers are prohibited by Quality Management Ltd. Clothes dryers cause undue amounts of moisture in suites which could result in high humidity levels and damage to the suite. Due to the hot water pressure system malfunctions caused by the use of dishwashers and clothes washers, they are strictly forbidden. Any damages caused to Quality Management property, or the property of other tenants, due to the use of these added appliances will be the sole responsibility of the tenant.

BEHAVIOR:

The tenant, their family, guest and/or invitees will not cause a nuisance or disturbance to other tenants at any time, night or day. Damages caused to any part of Quality Management property by the tenant, family, guests, and /or invitees is the responsibility of the tenant. Threats or acts of physical violence could lead to immediate eviction.

ASSIGNMENT OR SUBLET:

The tenant has the right to assign his/her apartment. The tenant must complete forms provided by the landlord and provide an administration fee of \$75.00 at the time of applying to assign. The landlord has the right to reject prospective applicants on the basis of credit, income and rental reference inquiries. The tenant will be responsible for the rent until the approved applicant moves into the suite.

ELEVATOR / MOVEOUTS

The service elevator is to be used for moving purposes, the other elevator is for passenger usage only. Elevators must be booked with the manager, prior to the move-out date. If you have not scheduled an appointment, you will have to wait for the next available time slot.

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POSSESSIONS LEFT AFTER MOVE-OUT:

Any possessions left by the tenant after vacating the property may be held by the landlord. Cost of removal and storage of contents will be the responsibility of the tenant. If deemed worthless, or for safety and health reasons, the landlord has the right to dispose of possessions left by the tenant. Any costs incurred by the landlord will be paid by the tenant.

Cost of removal of furniture left at garbage bins (which the City will not take) will be charged back to the moving out tenant.

ALCOHOL IN PUBLIC AREAS:

Alcoholic beverages must not be in original containers, ie. bottles, cans. Open liquor is not allowed in stairwells, elevators, hallways, lobbies, and laundry rooms. If a tenant, or their guests, cause a disturbance involving intoxicated persons, the police will be called.

HYDROPONIC METHOD FORBIDDEN:

Due to possible damage to suites from humidity and water, Quality Management Ltd. forbids the use of hydroponics to grow plants of any kind, including those for medicinal purposes.

NON-SMOKING AREAS:

All public areas within our buildings are considered no smoking areas. This includes stairwells, elevators, hallways, lobbies, laundry rooms and activity rooms, etc. If you are a heavy smoker Quality Management Ltd. may request that a door sweep be installed on your suite door at the tenant's cost or purchase an air filtering system.

SMOKING / COOKING ODORS

Offensive odours emanating from a suite is considered a disturbance to others comfort. It is advised that smokers purchase an air filtration appliance to aid in removing smoke odours if they choose to smoke in their suites.

VERBAL OR PHYSICAL ABUSE OF STAFF:

Quality Management Ltd. will not tolerate verbal or physical abuse, harassment or violence from tenants directed to our staff or other tenants. We believe that concerns may be resolved through constructive and respectful communication. If an incident is deemed excessive, the tenant could be served with a Notice of Termination under the "Safety to Others" section of the Residential Tenancies Act and/or be subject to criminal charges.

Above are the rules and regulations outlined by the landlord and/or Residential Tenancies Act. Please read them carefully, initial where requested, and sign below that you have read them and fully understand them.

Tenant _____ Date _____

Tenant _____ Date _____

Witness _____

Building Manger Phone Numbers:

Often during the beginning and end of the month, move-ins and move-outs necessitate managers leaving their offices. If you wish to ensure that the manager is in the office to accept your rent, or to arrange a time to meet to pay rent, you may call the appropriate number for your building address:

RIVERVIEW TOWERS A	3 DONALD ST.	452-0110 ext. 105
RIVERVIEW TOWERS B	240 STRADBROOK AVE.	452-0110 ext. 106
CHELSEA I	130 BELIVEAU RD.	452-0110 ext. 110
CHELSEA II	88 ERIC STREET	452-0110 ext. 109
CHATEAU 100	72 DONALD ST.	452-0110 ext. 103
COTTONWOOD AND JASPER	170-190 WATT ST.	452-0110 ext. 111
LINDEN	365 THAMES AVE.	452-0110 ext. 112
REGIONAL OFFICE	72 DONALD ST.	452-0110 ext. 101
ALL OTHER PROPERTIES		452-0110 ext. 210