



WELCOME LETTER AND PACKAGE

Welcome Home!

We are thrilled you have chosen our property for your home!

We hope you had no troubles in your move. It is our mission to make your stay here as comfortable as possible. We are proudly a small family run business and we have been happily helping people find comfortable accommodation for over thirty years. Please keep this letter for a quick reference. Below is a FAQ to help you with your move and attached is a copy of an abbreviated Rules and Regulations sheet. Please keep this handy for easy reference. Please take the time to go over it and contact your landlord agent if you have any questions or concerns.

Sincerely,

All of us at Cormeau Management

FREQUENTLY ASKED QUESTIONS

Who do I contact and for what?

Name	Contact	Times	Services
Dan Cormeau, <i>CORMEAU MANAGEMENT</i>	403-999-5593	8AM to 5PM for all non-Emergencies EMERGENCY ONLY AFTER HOURS	All matters related to your tenancy. Maintenance concerns, neighbour concerns, rent payments and security deposits, lock outs, etc.
Pascal Cormeau, <i>FULL THROTTLE PLUMBING</i>	403-969-8421	EMERGENCY ONLY	Plumbing Emergency Heating Emergency
Noel Gagnon, <i>ANGUS MECHANICAL</i>	587-226-3128	EMERGENCY ONLY	Plumbing Emergency Heating Emergency
Morgan Munroe, <i>RED CANYON ELECTRIC</i>	403-801-6532	EMERGENCY ONLY	Electrical Emergency
LOCAL EMERGENCY NUMBER	911	EMERGENCY ONLY	Immediate assistance from police, fire department or ambulance for life threatening situations
CITY OF CALGARY	311	Regular business hours	Issues with Bylaws (Parking, Noise complaints, Garbage Disposal, Pet complaints, Etc)
Telus <i>BUSINESS LINE INTERNET</i>	1(800)-361-3311	Regular business hours	All matters with Internet issues
Landlord and Tenant Advisory	780-496-5959	Regular business hours	Answer questions regarding laws for Landlords and Tenants in Alberta

How do I handle maintenance problems?

As you settle into your new home, you may discover problems with maintenance. Please communicate with us as soon as they arise. Remember, an ignored repair may become a major problem and it is crucial that you communicate *all repair issues* as soon as they arise. Please submit a maintenance **request** in the resident center at www.cormeau.co. Send 5 or more photos of the problem from different angles.

What is the Resident Centre and how do I set it up?

In our quest to improve the experience for our tenants, we have set up a convenient resident centre at www.cormeau.co. Alternatively, you can download the app at <https://play.google.com/store/apps/details?id=com.buildium.resident.android>

In your centre you will have:

- a home page with your current total balance
- a way to access rental receipts
- a file with the copy of your lease and inspection forms
- a way to pay your rent (take advantage of our autopay feature!)
- a way to contact us with maintenance requests
- general announcements

You will receive a welcome email shortly after signing your lease with instructions on how to set up your login.

Where is my mailbox?:

If your mailbox is not on your residence, look for your Canada Post Community Mailbox in your area. If you do not have door to door delivery you will need to apply for a key to access your mailbox. Go to www.canadapost.ca and search for community mailboxes. Go through the online application. You will need your copy of your lease and you will need to go to your local canada post office.

My lease does not include all utilities. How do I get electricity set up?

You will need to call an energy supplier. Have your address ready and your lease. Enmax Easymax is our recommendation.

What do I do in the event of an emergency plumbing problem or leak?

Turn off the water line to the fixture by turning the valve off to the plumbing fixture. If this does not work or the fixture does not have a valve, turn off the water at the water main. Contact Dan, Pascal or Noel immediately.

What if I am having problems or concerns with a neighbour?

Please introduce yourself to your neighbours and start off your neighbourly relations on a positive note. Be respectful and remember that people are living around you. Be courteous and professional with your neighbours. Should you have an issue with a neighbour, please attempt to communicate with them first respectfully **and in person**. Of course, feel free to contact your landlord agent or Police if the situation is critical.

When will my place be inspected? Why is it being inspected?

Other than your move in and move out inspections, we carry out inspections every 6 months. We inspect once in the summer and once in the winter. We will give you plenty of notice to prepare. We carry out routine inspections to keep on top of maintenance and make sure tenants are taking care of the premises.

I signed a fixed term lease and I want to renew. How do I do this?

Make sure you discuss this with your landlord agent before your lease's expiry. Contact your landlord agent and they will send you a Lease Renewal.

**How do I find the black, green and blue bin schedule for our residential home?**

For Calgary, go to <https://www.calgary.ca/> and search for garbage pickup schedule and enter your address.

Help! I want to break my lease agreement and move out!

Contact Dan immediately to discuss your options.

I would like to move out, what do I do?

If your lease has expired or is about to, please contact your landlord agent and they will assist you through the process. If you signed a fixed term lease, **no notice** is required to move out on your lease expiry date. If you have signed a month-to-month lease/renewal you will need to give us **30 days notice**. If you have signed a year-to-year lease/renewal you will need to give us a **60 days notice** from the date of renewal. Once you contact us we will provide you with a move-out form to complete.

I want to live with a roommate. What are the steps?

1. First you should contact your landlord agent and communicate your intent.
2. You will need to send us the sublet application fee for covering the administrative costs of amending the lease and carrying out the application process. Contact your landlord agent for more details.
3. Send us their contact information so we can begin the reference and screening process. If all goes well they will be approved.
4. We will sign a new lease or renewal with you and your roommate.

My home is in a neighbourhood that requires a parking pass. How do I get one?

You will need to go to <https://www.calgaryparking.com/> and make yourself an account. You can apply online with a copy of your lease.