



Policies and Procedures

Warm greetings! Welcome to our property. We hope that you will be happy here and that you will have a bright future in Moncton. As our tenant, your support and cooperation are necessary to maintain our high standards. This is your copy of our Policies and Rules, which you must read carefully. These policies and rules are integral to your rental agreement, and when you sign your rental agreement, you agree to abide by them. They are legally binding provisions of your rental agreement.

Please don't hesitate to get in touch with us if you have any questions. This document is an addendum and is part of the lease or rental agreement between 710939 NB INC., the Owner/ Agent, and the Tenants listed on the last page. The owner may adopt new policies, rules, or amendments to this document upon giving tenants 30 days' written notice.

Communication: The preferred way to communicate with the property manager is by email at 5068635364nb@gmail.com, and we'll try to respond from Monday to Friday between 9:00 AM and 4:00 PM. If you have an inquiry or maintenance request, please contact us at (506) 863-5364 via WhatsApp, text, or phone call. Please note that all communications will be conducted through email and text messages, and voicemails will not be returned. In case of an emergency, please call (506) 863-5364 or (647) 780-0910.

Guests: Please remove your shoes before entering the house as we do not allow outdoor shoes to be worn inside. The tenant is responsible for their conduct and that of all guests, including understanding and observing all policies and rules. Parties are strictly prohibited. If guests are found to have had a party without the host's permission, resulting in disruptions that alert neighbors, they will be asked to vacate the property immediately. If guests are suspected of carrying or using illegal drugs, the authorities will be contacted, and they will be asked to vacate the property immediately.

Noise: No tenant or their guest shall use or allow to be used any sound-emitting device inside or outside the premises at a sound level that may annoy, disturb, or otherwise interfere with the rights, comforts, or conveniences of other tenants or neighbors. Particular care must be taken between 9:00 PM and 9:00 AM, and quiet time begins at 10:00 PM. Please try not to walk heavily on the floor as it may cause the downstairs ceiling to vibrate and create disruptive noises for the tenants.

Black Mold - The best way to reduce the risk of black mold in a rental property is to control the humidity and moisture levels. Mold problems are usually caused by excess moisture, which can come from leaks or condensation. If you find any leaks, please inform us immediately and use a dehumidifier to prevent mold from growing. Tenants are responsible for controlling the humidity



by using their own dehumidifier, as it is not the landlord's obligation to provide one. Please inspect the unit when you receive it and ensure that you return it CLEAN and free of mold. Your unit is equipped with a working exhaust fan in the bathroom, which must be turned on during and after taking a shower to remove excess humidity and prevent problems. Please avoid creating humidity in the bathroom, as it can lead to mildew on the tiles, walls, around the tub, windows, and ceiling. It is your responsibility to keep the unit clean and in the same condition you received it when you move out. If the apartment needs to be repainted due to damage, the cost will be deducted from your security deposit. If additional funds are needed to restore the unit, the landlord will send a bill to the tenant and may file a legal suit to recover the costs in court.

Parking: No vehicle belonging to a tenant shall be parked in a manner that impedes passage on the street or prevents access to the property. Tenants must use only their assigned and designated parking spaces. Tenants must ensure that all posted handicap, fire zones, or other no-parking areas remain clear of vehicles. Vehicles parked in unauthorized areas or another tenant's designated parking space may be towed away at the vehicle owner's expense. If there is a shared driveway, tenants should coordinate with other tenants to avoid parking conflicts. Extra cars may need a permit from the city and must follow municipal parking rules.

Driveways: Vehicle repairs and maintenance are not permitted on the premises. All vehicles must be registered and in operable condition, and any damage caused by a tenant's vehicle to the driveway or yard must be promptly cleaned up. If a tenant's car leaks fluids onto the property, the tenant is responsible for cleaning it up. Trucks, commercial vehicles, recreational vehicles, motorcycles, bicycles, boats, or trailers are only allowed on the premises with the owner's advance written approval. All vehicles must be parked within the designated parking spaces and in compliance with parking regulations. The tenant is responsible for ensuring that their guests follow these parking policies and rules.

Patios/Balconies and Entry Areas: Patios, balconies, and entry areas are limited to patio-type furniture and must be kept clean and organized. Only with advance written approval, barbecues, or similar cooking devices may be used on the premises. No items may be hung from the premises at any time, and all entryways and walkways must be kept clear of anything that could be a hazard. The owner reserves the right to require the immediate removal of any items that detract from the appearance of the premises upon request. Unauthorized storage is not allowed at any time.

Wall Hangings: Please contact the owner for approval in advance, as any damage to the premises will be the tenant's responsibility. All walls must be left in the same condition as when the tenant moved in or left. Please inspect all walls upon move-in and ensure that you receive the unit in the same condition as you originally received it. Any holes drilled in the walls or any other damage to the apartment will be deducted from the security deposit at the end of the lease term to cover repair costs. The cost for repairing each hole is \$20. The cleaning fee ranges between \$200 to \$600, depending on the condition of the unit upon move-out, and it will be deducted from the security deposit. However, if the unit is returned in the same condition as it was received, no cleaning fees will be charged. The security deposit will be refunded within 3 to



10 business days after vacating the unit. If tenants wish to change bed sizes, a fee of \$150 per bed will apply, subject to the landlord's availability.

Trash: The tenant is responsible for keeping both the inside and outside of the premises clean, sanitary, and free from objectionable odours. The tenant shall ensure that all garbage, papers, and similar items are sealed in trash bags and placed in appropriate receptacles. No trash or other materials shall be allowed to accumulate to cause hazards or violate any health, fire, or safety ordinance or regulation. The tenant shall refrain from disposing of combustible or hazardous materials, and all trash shall be disposed of routinely according to local trash collection procedures. NO GARBAGE IS TO BE PUT OUTSIDE WITHOUT A PROPER GARBAGE BIN THAT HAS A LID TO KEEP ANIMALS AND BUGS OUT. Please do not put loose garbage on the garbage bins; instead, please bag your trash. According to the city schedule, waste must be placed on the curbside in the correct colours (blue or transparent). Please only use your designated garbage bin and ensure there is no loose garbage around it. If we hire someone to clean your garbage bin for \$50, this fee will apply each time. We do not tolerate any bugs on our property, so please dispose of the garbage inside the house or designated outside areas to prevent bugs from getting inside. Please note that it is your responsibility to inform us immediately of any bugs you see, so we can take quick action. If you fail to inform us, and the place becomes infested, you will be charged for pest control treatment. We want to maintain a decent and clean place for all of our tenants.

Animals or pets: The lease/rental agreement states that no animals shall be allowed in or around the premises without the prior written consent of the owner/agent. The tenant is prohibited from keeping or feeding stray animals in their rental unit or on the premises. Furthermore, they may not allow animals to temporarily stay in their rental unit or on the grounds. The tenant must inform their guests of this policy regarding animals and obtain advance approval from the owner/agent.

Maintenance: The Tenant agrees to promptly notify the Owner of any items that require repair at the premises. Requests for general maintenance should be sent via email, along with videos and pictures, to 710939nb@gmail.com. For emergencies such as floods, please contact us directly as soon as possible. Emergencies involving immediate health and safety, such as those requiring police, fire, or paramedic intervention, should be handled by the appropriate governmental agency. The Owner shall be contacted as soon as practical after that. Costs for any repairs, including repairs or clearance of stoppages in waste pipes or drains, water pipes, or plumbing fixtures caused by the Tenant's negligence or their guests, are the Tenant's responsibility. Auxiliary heaters, air conditioners, or fireplaces are only permitted on the premises due to the need to check the wiring. By signing this document, you acknowledge that you cannot block the smoke detector and are responsible for checking its working condition. If Tenants cause any damage to the property, it is their responsibility to pay for the damages. In the case of a blocked drain, it is the Tenant's obligation to pay for the repairs. There will be an extra cost if the Tenant needs the Landlord to unclog toilets, sinks, and drains or change burnt bulbs and batteries for equipment. It is the Tenant's responsibility to keep the unit clean at all times to avoid pests. If we need to intervene in pest control because of poor sanitary conditions, the cost of treatment will be the Tenant's responsibility.





Tenants are responsible for any damage caused by leaving windows open during cold weather. This can lead to frozen pipes that may burst and flood apartments or homes, resulting in costly repairs. Tenants must repair any undue damage caused by their wilful or negligent behaviour or that of their guests. Burst pipes caused by leaving windows open during freezing temperatures are considered undue damage and beyond reasonable wear and tear. Insurance companies may hold tenants accountable for such damage, and legal action may be taken against them. If tenants feel their unit is too hot, they should contact the landlord to adjust the temperature and refrain from opening windows to cool the apartment.

Inclement Weather: The tenant is responsible for ensuring that all windows, doors, and other building openings are closed before leaving the premises to prevent any damage caused by the elements. During the heating season, when the tenant is not present on the premises, they must set the thermostat to a minimum of 5 degrees Celsius to prevent pipes from freezing and any other potential damage. It's important to note that air conditioners are not permitted to be installed on windows.

Heat: We provide heating services as they are included in the rent, but the temperature is pre-set to 68°F or 20°C. If the seal of the heating system is violated, a charge of \$1,000 will be deducted from the tenant's security deposit. Additionally, electricity is included in the rent; however, the use of portable heaters or charging electric cars on the property is prohibited.

Lockout Procedure/lost Key: There will be a fee of \$50 for lockouts and lost keys during regular business hours, which are from 8 am to 6 pm, Monday through Friday. If services are required after hours, the fee will be \$100, subject to availability. If necessary, tenants may also call a locksmith at their own expense. The owner will only provide a key to the premises to the tenant listed on the rental agreement or to individuals who have submitted a written key release request to the owner in advance. This policy is in place to protect the tenants. If tenants are expecting guests or relatives, they should ensure that their guests have access to the premises.

Window Treatments: The tenant is required to obtain written approval from the owner before making any changes to the existing window coverings. If the owner grants permission, the tenant may only use white or neutral-colored window treatments. It is prohibited to use any materials, such as aluminum foil, that are visible from the exterior of the premises.

Insurance: The owner's insurance coverage does not provide any protection for the tenant's personal property or liability claims against the tenant. Therefore, it is mandatory for the tenant to obtain renter's insurance coverage for any damage caused by fire, water, wind, vandalism, theft, earthquake, hurricane, tornado, or any other damage. This includes coverage for their vehicles, furnishings, personal property, and moving expenses.

Smoking Vaping/Drugs: The tenant is strictly prohibited from smoking anything inside or outside the premises. If the tenant chooses to smoke, they must do so at least 15 feet away from any building entrance, and all cigarette butts must be disposed of in a fireproof container



that is kept away from the property. The use of drugs, including the growing of marijuana, is strictly prohibited on or around the premises. Any tenant or guest caught violating this policy will face immediate eviction.

Furniture and items: Please be advised that any stains on the bedsheets or towels will be charged as: Bedsheets \$49, Hand towels \$14 Bath towels \$24, Pillows 19.99, Blankets \$59 Mattress protector \$79, and other items will be accessed access market value if need replacement or repair.

Safety/Security: Safety and security are the sole responsibility of each tenant and their guests. The owner or agent assumes no responsibility or liability for any loss, damage or injury to persons or property that may occur on the premises. Tenants are responsible for ensuring that all doors and windows are locked and for immediately notifying the owner when leaving for an extended period (three days or more). Tenants may not use or store any combustibles on the premises, and keys will not be issued to anyone not on the lease unless prior written approval is given by the owner or agent.

Late Payment Charge: Rent is due on the LAST of every month. If rent is not paid on the 30th OR 31st late payment fee of \$100 tax will be included. The transfer must be sent to 710939NB@gmail.com and use the password "RENT01."

Notice to End Tenancy: It's recommended that tenants refer to the back of the lease agreement for more information regarding any further details or policies. If a tenant wishes to change units within the rental property, the property management will work with them. However, please note that there is a \$250 administrative fee and cleaning fee if the unit is not returned in the same condition as it was received.

Laundry: Please only leave your laundry unattended for a short period, as other house guests may need the laundry as well also need the laundry. (Please confirm if your laundry is shared and coin operated)

Storage: For units with available external storage spaces, an additional fee of \$25 per month will be charged. Please note that these spaces are to be used at your own risk and should not be used to store flammable materials or other items commonly restricted in building storage areas.

Guest Occupancy Policy: Guests who stay overnight with the tenant for more than 7 days will be considered as moving in, and an extra charge may be added to the rental bill. All new or departing roommates must notify the property manager of their move-in or out. All new roommates must fill out the rental application form for approval. Only those named on the lease are permitted to live or stay in the unit. The unit is suitable for four people, and if an extra person



wants to be added to the lease, there will be an additional \$150 included in the monthly rent. An administrative fee of \$150 will be charged for any changes to the lease.

Utility Shut-Off Locations: of an emergency, the utility shut-off for water is located under all sinks and toilets.

Snow and ice removal on the entrance and walkways: We would like to inform you that we offer snow removal for the driveway. We have hired a company with a tractor that usually comes right after the city tractor has cleaned the streets. If you pay close attention when they come to clean and immediately move your car out of the driveway, they can clean everything in one go, saving you time and hassle.

We want to clarify that snow removal will only be done on the driveway by the tractor. We do not remove snow and ice from the entrance of the property and walkways. We will leave shovels for you so that you can clear the snow and ensure that your walkway is safe for you to enter and exit the house.

Please be advised that if the snow is not removed, ice can build up and become slippery and dangerous. Slipping and falling on snow can be dangerous and cause injuries. It is your responsibility to ensure your safety by removing snow and ice from the doors, stairs, and other areas where the winter season is present.

Repainting Policy: If the unit requires repainting upon move-out or during the tenancy, the tenant will incur a charge of \$250 per room. This charge will cover the costs associated with repainting and restoring the unit to its original condition.

This fee is applicable if any damage to the walls or surfaces necessitates repainting beyond reasonable wear and tear. The tenant is responsible for maintaining the condition of the walls and surfaces throughout the tenancy to avoid additional charges.

Please ensure that the unit is returned in the same condition as it was received to avoid any deductions from the security deposit.