



TENANT HANDBOOK

GBI Property Management
102-746 Baseline Rd E, London ON N6C2R5

519-266-6757

landlord@gbifm.com

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Welcome!

We are pleased to welcome you to your new home. We hope this handbook will be a helpful and convenient source of information for you. It provides describes what you can expect while living here, and what we expect from you. It gives useful information such as how and where to pay your rent, how to report maintenance concerns in your unit, and other.

The lease agreement that you signed contains very detailed information about your tenancy. The lease is a legal document and you should be familiar with what it says and keep a copy of it in a safe place. **Please make sure you understand the lease agreement very well.**

We want to help build a community that you can enjoy and take pride in. We look forward to working with you to make your home a great place to live.

We always do our best to respond to tenants' requests in a timely manner. Our **preferred method** of communication is **email**. This way we can always get your request and you have a record of your request. Details of our contact information and office hours are listed below. To meet with staff, please call the main number and make an appointment.

GBI Property Management

Address: 102-746 Baseline Rd E, London ON N6C2R5

Hours: 9am to 4pm Mon-Fri. Closed on weekends.

Phone: 519-266-6757 (including after hours)

Email: landlord@gbifm.com

Note: Email is the preferred method of communication.

Contact Chart

The chart below helps you in figuring out who to call in case you face any of the issues listed:

Issue	Contact Name and Number
Rent payment issues	Contact us immediately via email to avoid penalties. Contacting us does not guarantee waiver of late fees and fines.
Maintenance issues	Please note that most property maintenance is the responsibility of the tenant , not the landlord. As the tenant, you are required to perform basic maintenance of the property like replacing light bulbs, cleaning the property, landscaping (where applicable), changing the furnace filter, etc.
Safety issues	GBI is a property management firm so we are not responsible for your safety. If you feel like you are unsafe, please call the police directly.
Neighborhood conflicts	We do not get involved in these types of issues and we expect the tenants to take care of them.
Breakdown of appliances	Note that when you moved in, you were given a fully functional property with working appliances. Should they stop working use or abuse, it is your responsibility as the tenant to replace them. We will be happy to give contact information where you can get new ones or get them repaired.
Heating / Cooling issues	Please call Reliance Home Comfort directly (519-858-0858). GBI buys protection plans for each of its properties so you are fully covered. Note that we do not coordinate for the technicians to come to your property to avoid inefficiencies.
Enbridge Gas	1-877-362-7434
London Hydro	(519) 661-5503

Moving In

Once your application has been approved and you have given the required deposits, you will need to go through several steps to ensure that your move-in is smooth:

Before you move in:

- **Contact all utilities** as identified on your lease and ensure that they are transferred to your name as of the first day of the lease. If you fail to do so and GBI has to follow-up, you may be required to pay fees/fines to transfer.
- Get **tenant insurance**. Note that GBI is not responsible for any loss of your personal belongings in case of theft, damage, or fire. There are many insurance companies in the market that can provide this at a very reasonable rate. Tenant insurance is very useful as it can help you replace personal items such as furniture, kitchenware, etc. and pay for accidental damages.
- Contact the **post office** and let them know you are moving in on the specified date. Make sure you get your mailbox keys and submit the necessary change of address form.

On the day of moving in:

- Fill out the **move-in checklist** with the property manager (in person) and make note of all deficiencies in the property. This move-in checklist is the official record of the condition of the property as accepted by you. The property manager reserves the right to take photos for GBI's record.

Once You Move In:

- Once you move in and find that something has been missed on the move-in checklist, notify the landlord immediately so that this can be rectified. If the landlord is not notified within a week of you moving in, you may be held liable for the repairs.

General Information and Policies

Guest Policy

You are welcome to have guests in your unit for up to two weeks without written approval from your PA. If you think your guest may stay longer than one week, please contact the office as soon as possible for written approval. Longer guest stays require approval to make sure that your lease is valid. Any violation of the lease can trigger a possible eviction process.

Absence from the Unit

If you or any member of your household will be absent from the unit for more than 30 days, you will need to let the office know immediately.

Paint and Wallpaper

If you wish to paint or wallpaper your unit, you must first get permission from GBI. When you move out you will need to remove wallpaper and you may be required to repaint to a more neutral color. There may be tenant charges at move out if wallpaper has not been removed or if dark paint has been left on the walls.

Lawn Care and Snow Removal

If you live in a single family or semi-detached home, you have the responsibility to maintain the area around your home which includes cutting grass and removing snow from your driveway/sidewalk. Note that if your grass becomes too tall, then the City will fine you for over \$400 so best to maintain the property. If you live in a condo corporation, this does not apply.

Illegal Activity

It is strictly forbidden to perform any illegal activity (such as drugs, trafficking, etc.) in our properties. We take this very seriously and will pursue all legal avenues to evict you should this happen.

Garbage Collection

Unless otherwise instructed by the office, you can look up your address on the city's website and put your garbage on the curb. There are exceptions. See below.

Exceptions:

- 147 Pond Mills – Use the cannisters outside to put your garbage and recycling
- 629 Baseline Rd – You can temporarily store your garbage during the week under the stairwell facing the road. Use your own bin and on the day of pickup, you will need to move that bin to the curbside.
- Condos – You will need to put your garbage in the central dumpsters.

Moving Out

If you wish to move out of your unit, you will need to give our office a written 60-day notice on the first of a month. Note that your rent is still due throughout the duration of your tenancy except for the last month if you have given that rent as a deposit.

Unit Inspection

After you give notice to vacate, GBI personnel will inspect your unit and take move-out photos. During move-out, you will go over the move-out checklist with the property manager and sign off on it. This is required before you are refunded the key deposit.

You need to return the unit to its original condition, such as removing wallpaper you put up and removing possessions left behind. If you fail to return the unit back in original condition, you will be liable for any repairs and cleanup that are considered above and beyond regular maintenance (for example: holes in walls, dark paint on walls, stuff left behind). If we fail to get payment for the repairs from you before the end of the lease, we will pursue collections and report it on your credit.

Eviction

GBI is in the business of building safe and comfortable communities for its tenants. We understand that challenges do occur in tenants' lives they need help. We are willing to work with you on all reasonable issues.

Having, said that, you will be evicted for the following:

- Non-Payment of Rent.
Note that if you know ahead of time that you will not be able to pay rent on time, you must let the office know in advance so that we can make appropriate arrangements with the bank. Failure to tell us ahead of time will result in an N4 situation so please try and avoid this at all costs!
- Repeated late payments.
- Falsification of information on your application form.
- Adding tenants to the property without permission of the landlord.
- Threaten the safety of another tenant.
- Conduct any illegal activities on GBI property.
- Violating any conditions of the lease.

The eviction process is not a pleasant one for neither you nor GBI. However, we take our standards very seriously and will do whatever it takes to enforce them during and after your tenancy. This means that we will continue to pursue your file even after tenancy is over. We have a strong legal team that is very successful at collecting what is owed to us. Any damages to the property will be considered a criminal activity and GBI will pursue related damages accordingly.

Again, our desire is to have the best landlord-tenant experience so we really hope that we never have to have this conversation!