

PROPRIÉTÉS
ARRIV
PROPERTIES

WELCOME HOME



**BIENVENUE
À LA MAISON**

Modern quality. Affordable living.

2024 | V4.2

Qualité moderne. Logements abordables.

TENANT GUIDE
GUIDE DU LOCATAIRE

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WELCOME TO ARRIV PROPERTIES

With an increasing shortage of affordable rental homes in the city, ARRIV Properties fills a gap by providing quality apartments and townhomes at affordable prices for moderate income households.

WHAT IS ARRIV PROPERTIES?

ARRIV Properties is a new brand designated for all affordable housing rentals developed by Ottawa Community Housing Corp. It represents a new concept to fill the Ottawa affordable rental market gap.

OFFERING COMMUNITY (SOCIAL) & AFFORDABLE HOUSING RENTALS IN OTTAWA

Shifting an organization based on needs is not unique to OCH, and as we continue to maintain current community (social) housing stock and develop and build affordable housing, those needs will continue to shift.

ARRIV Properties is an exciting milestone for OCH because it signals another offering in the housing continuum by providing apartments and townhomes at affordable prices for low- to moderate-income households. It offers homes at average or below average market prices, setting the standard for modern living and lifestyle at an affordable price.

ALL ARRIV PROPERTIES STRIVE FOR HIGH STANDARDS AND IDEALS, INCLUDING:

GREAT LOCATIONS

Well-located and transit-oriented, ARRIV communities are an attractive choice for young professionals, growing families, empty nesters, or senior citizens

AMENITIES AND FEATURES

ARRIV communities offer modern amenities and features that fit with an urban lifestyle.

SENSE OF COMMUNITY

ARRIV communities encourage a thriving, diverse, and socially inclusive place where people feel connected to each other.

RELIABLE & CONVENIENT SERVICE

ARRIV's experienced and hard-working team sets a high standard for tenant customer service.

MODERN BUILDING DESIGNS

ARRIV's new rental homes are designed with green living in mind, including energy-efficient and eco-friendly features.

AFFORDABLE LIVING

ARRIV homes fill a gap in the Ottawa rental market, offering homes at average or below average market prices, setting the standard for modern living at an affordable price.

HOW TO CONTACT YOUR ARRIV PROPERTIES TEAM

THE ARRIV PROPERTIES RENTAL AND TENANT EXPERIENCE TEAMS ARE DELIGHTED TO WELCOME YOU TO YOUR NEW HOME.

Everyone is dedicated to your tenant experience and is looking forward to interacting with you during your tenancy.

Here is a reminder of our roles and how we can help you.

The **MANAGER, TENANT EXPERIENCE** is responsible for the oversight of the ARRIV communities.

The **TENANT EXPERIENCE COORDINATOR** is responsible for your overall tenant experience.

The **MAINTENANCE AND PEST MAINTENANCE WORKERS** are responsible for the overall building maintenance.

HOW TO CONTACT US

During business hours: Monday - Friday 8:30 a.m. - 4:30 p.m.

Office location: Located within the apartment building at the main entrance.

Phone: 613-415-7865

Website: arriv.ca

FOR BUILDING RELATED EMERGENCIES (After business hours)

7 days a week 4:30 p.m. - 8:30 a.m.

Phone: 613-415-7865

Call 911 with any threats to a person or property

Call 311 for noise disturbances

Feel free to drop by the office to say hello or to make a request!





MOSAÏQ OTTAWA, MODERN, AFFORDABLE LIVING

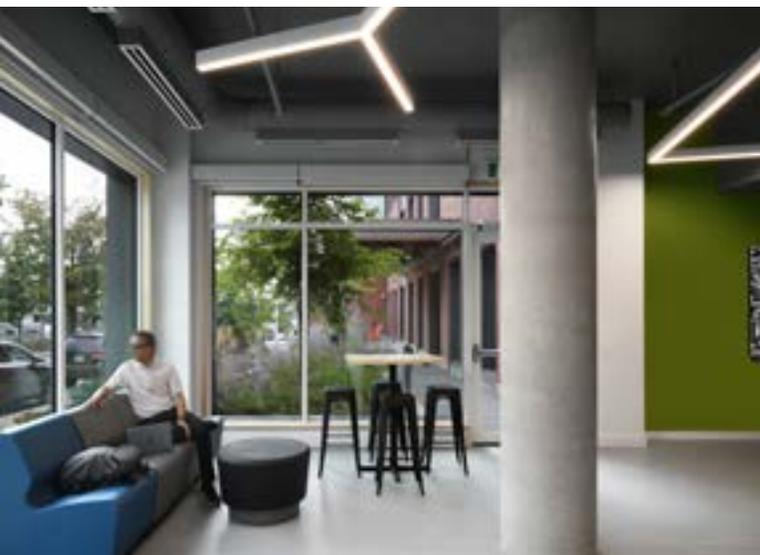
With a modern mix of energy-efficient apartments and townhomes, you will enjoy green living comforts, plus easy access to work, schools, shopping, entertainment, and transit at your doorstep. Mosaïq Ottawa is a smoke-free community, both inside and outside. We're pleased to offer you a wide range of amenities at Mosaïq Ottawa.

ABOUT YOUR MOSAÏQ OTTAWA AMENITIES

- > Courtyard designed as a park-like space with play area for small children, a community garden, and an outdoor sitting area
- > Landscaped terrace
- > For your parcel deliveries, Mosaïq Ottawa provides tenants with courier lock boxes through Lockourier www.lockourier.ca
- > Garbage and recycling centre
- > Access to high-speed internet is available (\$). Tenants must contact their preferred service providers

Card-controlled access for building amenities including:

- > Fitness room with a rubberized floor and mirror wall. Please note that no equipment may be left in the fitness room
- > Central laundry room with card access (\$) to washers and dryers serviced by COINOMATIC
- > Multi-functional lounge with space for homework, children's play, and business work area with free WIFI access
- > Community gathering room with a kitchen and universal washroom
- > Indoor heated scooter parking and charging stations
- > Secure bicycle parking is available on the ground floor and the parking garage level. Outdoor bicycle parking is available for visitors. To learn more about how to secure your bicycle, please visit www.dero.com or youtu.be/Gi8BoyXg5g0



**AMENITY HOURS
ARE POSTED IN THE
BUILDING**



MOSAÏQ OTTAWA TENANTS: LEARN ABOUT YOUR NEIGHBOURHOOD

Mosaïq Ottawa is nestled between the culturally diverse communities of Little Italy and Chinatown in one of Ottawa’s oldest urban neighbourhoods.



SOME OF THE SERVICES OFFERED IN THE AREA:

Shops and services within walking distance include restaurants, coffee shops, bakeries, hardware, pharmacy, and small grocery stores

Schools and daycare

- > Adult High School, St. Anthony School, Devonshire Community Public School
- > Somerset West Community Health Centre
- > Appletree Medical Centre
- > Dalhousie Parents Daycare Centre

Parks, Recreation, and Fitness

- > Plant Recreation Centre with pool, fitness, and splash pad, playground, and soccer fields
- > Dow’s Lake for outdoor enthusiasts to exercise, relax, and enjoy the Rideau Canal
- > McNabb Park with a playground, wading pool, outdoor skateboard park, outdoor skating rink, and dog park
- > Plouffe Park and Piazza Dante Park

Transportation

- > OC Transpo, steps from your front door
- > A 1 km walk to the current Pimisi LRT station and minutes to the future [Corso Italia LRT Station](#)
- > A short bike ride away from multiple cycling paths





MIKINÀK, MODERN, AFFORDABLE LIVING

Mikinàk's diverse community of tenants can enjoy green living comforts, in a modern mix of energy-efficient community. Offering below-market priced rentals, Mikinàk is home to the working middle class outpaced by the soaring rental costs in the City of Ottawa.

MIKINÀK AMENITIES

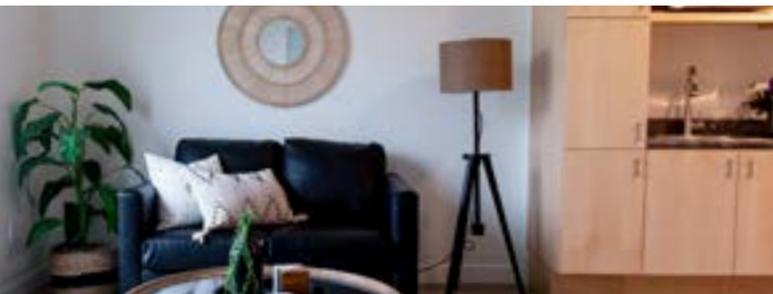
Residents will enjoy courtyard designed as a park-like space with a play area, a community garden, a BBQ area and outdoor sitting areas.

IN-SUITE APARTMENT FEATURES

- > Window coverings included
- > Triple-glazed windows for superior thermal comfort
- > Telephone entry system
- > Heating and water included
- > Fridge and stove are included
- > Cooling in the apartments included
- > LED lighting
- > Low-flow toilets and faucets
- > Passive house design to minimize ongoing heating/cooling energy costs
- > The design incorporates best practice design for seniors/accessible/visitable/barrier-free housing

OTHER DESIGN FEATURES:

- > Two elevators per building
- > 57 accessible apartments
- > Main lobby Canada Post mailboxes
- > Courier lockboxes for parcel deliveries
- > Garbage and recycling centre
- > Central laundry room with card access (\$) to washers and dryers serviced by COINOMATIC
- > Surface parking (\$) plus visitor parking
- > Controlled access to building amenities
- > On-site management
- > 24-hour emergency maintenance
- > CCTV security at all common areas and building entrances
- > Landscaped terrace
- > Indoor and outdoor bicycle racks
- > Access to high-speed internet is available (\$). Tenants must contact their preferred service providers
- > Car Share parking spaces available for use by tenants and the broader community
- > E-vehicle charging stations
- > Commercial space on main floors of all 3 buildings





MIKINÀK TENANTS: LEARN ABOUT YOUR NEIGHBOURHOOD



Mikinàk Community is the newest affordable housing development in Ottawa. Located in Wateridge Village, overlooking the Ottawa River, the legacy of the former Canadian Forces Base Rockcliffe lands, and modern urban design's brilliance.

WATERIDGE VILLAGE

Visionary and masterful in scope, Wateridge Village is now home to design-forward residences, retail and office space, unparalleled amenities, beautiful parks, trails, and so much more. Affordable housing was a key element of the master planning for this community. The neighbourhood is surrounded by National Capital Commission parkland with walking paths, a shopping mall and a community centre within walking distance. Local transit is also close by. Chinatown in one of Ottawa's oldest urban neighbourhoods.

NEIGHBOURHOOD SERVICES AND AMENITIES

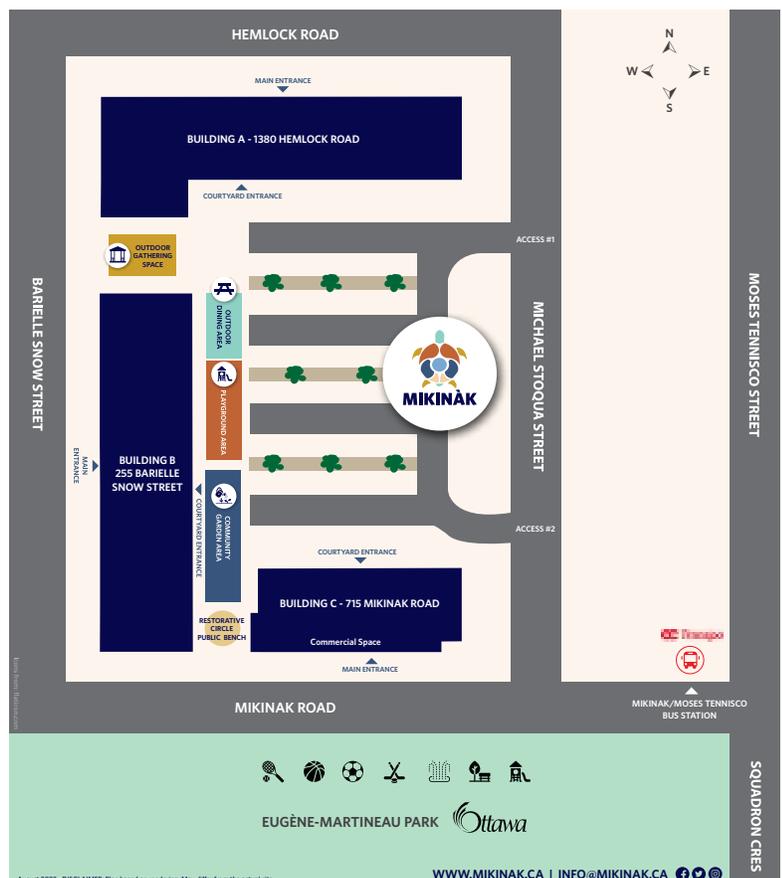
- Shops and services within walking distance include restaurants, coffee shops, bakeries, hardware, pharmacy and small grocery stores
- Collège Catholique Samuel-Genest Public School
- Montfort Catholic Elementary School
- Collège La Cité
- Rideau-Rockcliffe Community Health Centre
- Montfort Hospital

PARKS, RECREATION AND FITNESS

- Eugène Martineau Park
- Alliance Park
- Thorncliffe Park
- Canada Aviation and Space Museum

TRANSPORTATION

- OC Transpo steps from your front door
- 15-minute to the St-Laurent Light Rapid Transit station
- Short bike ride away from multiple cycling paths, connecting you to other parts of the city.



ARRIV HOME

Tenant Portal



ARRIV HOME YOUR TENANT PORTAL

The ARRIV Home Tenant Portal makes it easier to access your account and to request services online 24/7 from the comfort of your own home.

- ☑ Check account balances and transactions relating to your rent
- ☑ Get information to sign up for electronic rent payment
- ☑ View and update your contact details
- ☑ Check the status of repairs
- ☑ Request non-urgent repairs to your home

In order to create your account you must be an ARRIV Properties tenant, have an email address, create a password, and have access to internet service.

To create your ARRIV Home account and to learn more about this online service visit www.ARRIV.ca/ARRIVHome

ENTERPHONE INFORMATION

The Entry System is located at both entrances of your building.

Your guests can find you by searching your last name and initials on the directory touch screen.

Next to your name, a 4-digit code will be displayed. Your guests can enter this code to ring your telephone number, programmed in the system. Once you answer the phone, you must ask the name of your guest for the system to be activated. To unlock the door for your guest to enter, press #6 on your telephone keypad.

If you need to program your phone to the system, the ARRIV Tenant Experience team will do so for you. You can even have more than one phone number programmed into the system. However, if you need to make any changes, please contact the ARRIV team.

INFORMATION FOR YOUR TENANCY

PAYING YOUR RENT - IMPORTANT INFORMATION

According to your Tenancy Agreement, on or before the 1st day of every month. Payment received after the first day of the month are late and show that you have a record of rent arrears.

SET UP PRE-AUTHORIZED PAYMENT

We highly recommend that you sign up for our pre-authorized banking system, which will automatically process all future rental payments. This way, you won't have to worry about making payments manually every month.

Online banking, telephone banking and cheques are other great and convenient options. **Note** that you must allow up to three business days before your rent is due for these options.

To learn how to set up pre-authorized payments, please reach out to your Tenant Experience Coordinator at your closest ARRIV office.

To avoid late payment of rent, please ensure your rent is paid on or before the 1st day of each month. We do not accept cash or e-transfer.

AVAILABLE METHODS TO PAY RENT

Pre-authorized Payment (PAP)

An automatic withdrawal from your bank account on the 1st day of each month. Changes to the amount of your rent are made automatically. Visit www.arriv.ca.ca/resources to download the form.

Cheque or Money Order

Cheques or money orders must be made to Ottawa Community Housing Corporation. Please include your name, address, tenant I.D. # and your phone number. You may bring to an ARRIV Properties or OCH Office.

Interac

Not currently available

Online Banking

If you pay bills through electronic banking, you can set up the rent payment just like your other bills. Should you require assistance, please contact us.

E-Transfert and Cash Payment

OCH/ARRIV does not currently accept e-transferts or payment in cash.

Canada Revenue Agency

All ARRIV Properties buildings are owned and operated by Ottawa Community Housing Corp. OCH does not pay property tax. This affects the Ontario Energy and Property Tax component of the Trillium Benefits. It has no impact on the Sales Tax component.

The Ontario Trillium Benefit is a provincial program that is administered by the Canada Revenue Agency, which can provide more information on the Benefit.

The Canada Revenue Agency advises taxpayers that they should not include rent paid for a principal residence that was not subject to property tax when claiming the Ontario Trillium Benefit.

INFORMATION ABOUT MOVING IN OR MOVING OUT

LOADING/UNLOADING

- > You are allowed to move between 8:30 a.m. and 4:30 p.m. During loading and unloading of your belongings, vehicles should be parked in the parking areas only. Remember to dispose of your garbage in the appropriate area and containers.

RESERVING ELEVATORS

- > You must reserve the elevator before your moving day. When you have set a date for your move, call the ARRIV Call Centre at 613-415-7865 to book the elevator.

MOVE-IN INSPECTION

- > At this time, you may provide the Manager, Tenant Experience, with a list of repairs that may have been overlooked when preparing the home for your arrival.

MOVE-OUT INSPECTION

- > You will receive a notice to enter your unit to conduct a pre move-out inspection within 5 business days of providing a notice to vacate. Any areas of concerns during this inspection will be discussed with you at that time.



LIVING IN YOUR HOME & COMMUNITY

THERMOSTAT TO CONTROL THE TEMPERATURE

- > A thermostat for heating and cooling is installed in your home.
- > If your home only has one thermostat, it will regulate the temperature throughout your home.
- > If your home has multiple thermostats, they'll work as an average of all the rooms. You can adjust the heating and cooling (where applicable) by using the up and down arrows.
- > The thermostat will ordinarily display the room temperature. When you push the up or down arrow the thermostat will display the desired setpoint for a few seconds and, then it will switch back to show the room temperature.
- > You have control over the heating and cooling of your unit by selecting the up and down arrows on the thermostat. There will be a delay of several minutes between the mode selected.
- > The fan speed will adjust and run faster if the setpoint is several degrees from the room temperature.
- > If your thermostat isn't working properly, turn it off and turn it back on after 60 seconds. If there's no change, please contact the ARRIV team.

IN-HOME APPLIANCES

- > If an appliance in your home isn't working, please check that it's plugged in and that the circuit breaker or fuses haven't tripped or blown before calling the office. And don't try to fix the appliance yourself.
- > **Cleaning Your Appliances:** Regular cleaning will keep your appliances in good shape and save energy. If you damage your fridge or stove, please call the ARRIV team.
- > When cleaning the smooth surfaces of your appliances, use a mild soapy solution. A paste made of baking soda and water is good for cleaning off grease and dirt. Do not use rough cleansers because they will damage the surface of the appliance. You can also use a commercial oven cleaner for your oven.
- > **Refrigerator:** Your refrigerator has a thermostat control to regulate the temperature inside the fridge and freezer. The normal temperature setting is 5, but you can choose a different setting. Don't block the fan in the freezer compartment.
- > **Stove:** To reduce the risk of fire, clean grease and spilled food from the stovetop and oven. Don't use aluminum foil on the bottom of the oven, on oven racks, or pans under the stovetop elements, as this can cause a short circuit.
- > **Exhaust fan:** Clean the fan filters with hot, soapy water and a brush to remove grease and dirt.

IF YOUR HOME IS EQUIPPED WITH CEILING FANS

- > You'll find it helpful to know that your ceiling fans can change direction! In summer months, set your fan to run counterclockwise to make your room feel 8 degrees cooler. In winter months, change the blade direction setting to redistribute the warm air and make the room warmer.

AIR CONDITIONING UNIT INSTALLATION

- > Air conditioners are not permitted in the apartments as part of the Passive House best practices guidelines. Only floor model air conditioners are permitted in the townhomes. You must contact the ARRIV team to request permission before installing an air conditioner in a townhome.

WINDOWS

- > **Windows Limiters:** For your safety and your children's safety, all windows have limiters installed. These limiters will stop the windows from opening more than three inches. Please note that these limiters cannot be removed as they are required by Ontario building code.
- > **During winter:** It is important to keep the windows shut to prevent pipes from freezing. If there is any damage that results from not following these guidelines, the resident will be responsible.
- > **Your unit comes with window coverings/blinds:** They can be opened and closed by using the middle of the bar or pull-cord in the accessible homes. Keeping the blinds closed during the summer can help keep your home cool, while keeping them open during the winter can help keep your home warm by allowing the sun in.

MAKING CHANGES TO YOUR HOME

- > Before making any changes to your home you must request permission in writing and contact the ARRIV team.

LOCKED OUT OF YOUR HOME - OR LOST KEY OR FOB?

> Locked Out!

If you are locked out, call the ARRIV Call Centre at 613-415-7865. You will need to provide identification and will be charged a fee for unlocking a unit door.

> Additional Keys/Fobs:

You are responsible for the key FOB. Keep it in a safe place. Do not lend or give it to another person. Let us know as soon as you notice you have lost your keys or your FOB. There is a charge of \$20+tx for each additional or new FOB and a \$5 charge for a new key.

All keys and fobs must be returned to your nearest ARRIV office when you move out.

Locks

- > All locks are changed before you move into your new home. If you need to change the locks again, call the ARRIV Call Centre at 613-415-7865 to make arrangements. There is a \$75 charge for changing the locks. You may not change the locks without written permission. Please call us for additional information.

WHAT SHOULD NOT BE FLUSHED DOWN THE TOILET?

Flushing certain items in the toilet can result in a back-up of the sewer line into your home or can create problems at the City's wastewater treatment plant. There are only three items to flush which are the three Ps – pee, poo, and toilet paper!

THE FOLLOWING ITEMS SHOULD NEVER BE FLUSHED DOWN THE TOILET:

- > Personal care wipes/baby wipes
- > Diapers
- > Cotton swabs
- > Hair
- > Dental floss
- > Tampons
- > Sanitary products
- > Condoms
- > Medicine
- > Grease/fat from food

HOW CAN I DISPOSE OF THESE ITEMS?

Visit Waste Explorer at www.ottawa.ca/en/garbage-and-recycling/waste-explorer to find out how to dispose of these items.

WHY SHOULDN'T "FLUSHABLE" WIPES BE FLUSHED DOWN THE TOILET?

While products may be advertised as "flushable," in reality items such as baby wipes, makeup remover cloths, and disinfectant wipes do not decompose in the sanitary sewer system. These items should be disposed of in the garbage.

COMMON LAUNDRY FACILITIES

Each user is responsible for leaving washing machines and dryers completely clean after use.

Please show courtesy to your neighbours by removing your clothes from the machines as soon as possible.

For more information on the COINOMATIC machines, please refer to the posters in the common laundry rooms.

Washing Machines:

- > Please use High Efficiency liquid laundry detergents only. Using powdered detergent or bleach is prohibited. These products cause “caking” and may clog dispensers, leading to machine breakdowns.
- > Use the designated dispenser compartment for each liquid laundry product: detergent, bleach, and fabric softener.
- > Do not overfill dispenser compartments. Overfilling may cause messes in the laundry room and cause products to be dispensed too early.
- > Washing machine gaskets and drums should be wiped down after each use. This is to avoid transferring pet hair or other allergens to other users’ laundry.

Drying Machines:

- > Please do not place dirty clothes in the dryers.
- > Please clean the lint traps after each use and dispose of the lint in the garbage can provided.
- > Please remove any fabric softener sheets from the dryer when you remove your clothes and dispose of them using the garbage can provided.

Machine Breakdown:

**IF THE MACHINE YOU ARE USING IS NOT WORKING,
PLEASE CONTACT THE COINAMATIC CUSTOMER CARE
DEPARTMENT DIRECTLY AT 1-800-561-1972.
YOU MAY ALSO GO TO THEIR WEBSITE:
WWW.COINAMATIC.COM.**

Loading Kiosk and Card:

- > You can load your card at a COINOMATIC kiosk located in the laundry room.
- > If you lose your laundry card, you can purchase a new one at that same kiosk.
- > ARRIV Properties is not responsible for lost laundry cards.

FAMILY PETS

- > Please ensure that your pets do not disturb the peace and quiet of your neighbours
- > Pets must be on leash in all hallways and communities
- > Pets should be kept indoors or on a leash at all times when outside in all ARRIV Properties and communities
- > Pet owners must pick up and dispose of all pet droppings
- > To make a complaint about a pet call the City of Ottawa at 311.
For more information you may refer to the Animal Care and Control By-law at <https://ottawa.ca/en/living-ottawa/laws-licences-and-permits/laws/law-z/animal-care-and-control-law-no-2003-77>

BEING A GOOD NEIGHBOUR

As a resident of this community, it is important to be a kind and courteous neighbour. This will not only enhance your experience but also contribute to a positive environment for everyone.

To ensure this, please keep in mind the following guidelines:

- > If someone calls you through the entry phone system, please ask who it is before pressing #6 to allow them in, for everyone's safety.
- > Keep noise to a minimum while entertaining guests, so as to not disturb your neighbours.
- > Keep the volume of your stereos and TVs at a reasonable level.
- > Smoking of any substance, including tobacco, cigarettes, and cannabis, is strictly prohibited on the residential complex premises, including your unit and all common areas.
- > Dispose of garbage, pet waste, and recycling in the designated chutes, and place large cardboard boxes in the bulky room. If your building does not have garbage chutes, please ensure that your waste is placed in the appropriate locations in the garbage room.
- > Be mindful of your surroundings and neighbours at all times. If you have any concerns regarding a neighbour, please contact the Ottawa Police Service and report the issue.

WORKING TOGETHER FOR A SAFE COMMUNITY

Here are a few easy and inexpensive ways to help safeguard your home and your community:

- > **Report anything suspicious to the police** first and then to your local ARRIV office.
- > **While you are away** - Ask a friend to check on your home and to collect mail and papers while you are away. Notify the ARRIV office in writing if you'll be away for an extended period. Leave the name of a person to contact in an emergency. ARRIV Properties staff will not be responsible for checking your home during your absence.
- > **DO NOT let strangers into the building or in the garage.** ARRIV Properties is not responsible for any damages or stolen property.
- > Keep your doors and vehicle always locked. Don't leave anything of value in your vehicle.
- > **Fire Drills** - Participate in fire drills and make sure that every member of your household is familiar with the emergency procedure. Emergency Evacuation Plans are posted on each floor near the elevators in apartments.
- > **Special Assistance Registry** - Residents who require assistance to evacuate are encouraged to register their name and telephone number with the office using the Special Assistance Registry Form.
- > **Do not disconnect or tamper with** the fire alarms, smoke detectors, carbon monoxide detectors or any other building systems in your apartment, as this will affect the overall systems in the building. You could be charged under the Fire Code legislation. Please report any malfunctions to the ARRIV office.
- > **Protecting our children** - Encourage your children to practice safety precautions. Please do not leave bicycles or toys on sidewalks, stairways, or hallways.
 - > For their protection, children are not permitted to play or ride bikes in parking lots or driveways.
 - > We recommend that children be closely supervised in playgrounds and other recreational areas for safety reasons.
- > Residents are encouraged to contact the Ottawa Police Service to learn about neighbourhood crime awareness and crime prevention programs.

REQUESTING MAINTENANCE

MAINTENANCE AND SERVICE REQUESTS CAN BE MADE BY:

1. In person at the ARRIV office when staff are present.
2. Phone at 613-415-7865 during office hours or after regular office hours for urgent/emergency requests.
3. Request non-urgent repairs through the online tenant portal ARRIV Home www.ARRIV.ca/ARRIVhome

REMINDER KEEP YOUR WORK ORDER NUMBER

When you request repair or pest related services, you will be given a work order number for your reference and tracking.

You cannot submit maintenance requests via our social media channels. Please contact us through one of the ways noted here for all maintenance & repair work.

SERVICE STANDARDS DELIVERY TIME

The service standards give you a timeline of how long it takes to respond to maintenance requests and repairs. All requests are prioritized based on the level of urgency. Details provided to us when placing a maintenance request are important and provide us with the information to prioritize repair requests.

EMERGENCY MAINTENANCE REQUESTS (24 HOURS)

We will respond **within 24 hours** to investigate and repair emergencies such as:

- > Flood, or situations that could result in significant flooding (bath, sink or toilet overflowing)
- > Fire, Flames - ALWAYS call 911 first before calling ARRIV
- > Someone stuck in an elevator
- > Broken water main
- > Defective or missing smoke alarm
- > No water, electricity and/or heat
- > Blocked toilet (when there is only one toilet in the home)

URGENT MAINTENANCE REQUESTS (1-3 DAYS)

We will respond **within 1 to 3 days** to investigate and repair urgent repairs such as:

- > Blocked shower or bath
- > Blocked kitchen sink

REGULAR MAINTENANCE REQUESTS (WITHIN 7 DAYS)

We will respond to regular maintenance requests **within 7 days** for repairs including but not limited to:

- > Taps
- > Screens
- > Windows
- > Appliances (fridge, stove)
- > Kitchen cabinets
- > Drywall repairs

PLANNED MAINTENANCE REQUESTS (UP TO 60 DAYS)

A home or apartment can be scheduled for major renovations or more significant replacements, such as replacing the kitchen floor, cabinets or a bathtub. This type of work falls under “planned maintenance.” These requests **may take up to 60 days** to complete.

TENANT RESPONSIBILITY FOR MAINTENANCE AND REPAIR COSTS

- > All repairs/maintenance due to willful or negligent damage by the tenant, members of the tenant household or their guests, or failure to maintain tenancy conditions as per the lease agreement, either during the tenancy or upon vacating the premises.
- > Damages caused by “normal wear and tear” will not be charged to the tenant. They considered regular maintenance.

UNRESOLVED MAINTENANCE REQUESTS

If you are unsatisfied with our response to your maintenance request(s), you may report the issue to your Manager, Tenant Experience describing the problem to be resolved. We strive to meet your expectation for service. **A work order number is provided when placing a request for repair at the call centre only. Keep it close. It is important.**

If you've submitted a maintenance service request and the issue has not been resolved, Property Standards complaints can be made with the City of Ottawa By-Law department by reporting your complaint to 3-1-1.

PEST MANAGEMENT

Successful pest control is a partnership between the landlord and the tenant. It is important for tenants to understand that they are a critical partner in effective pest management.

Working Together

The tenant is responsible for proper housekeeping, reporting pest problems at first sight to an ARRIV staff and properly preparing their home and authorizing access for treatment. The landlord is responsible for providing the treatments. Without the two working together, we reduce our chance of success dramatically. Every effort is made to ensure that tenants live in healthy communities. **Check out the tenant resources page on the website for more information.**

What do I do if I see pests in my home?

- > You are responsible for reporting pest problems at first sight. By working together, we will increase our chance of success. Pest management issues are not a challenge specific to any landlord. Successful pest control is a partnership between the landlord and the tenant.
- > It is important for tenants to understand that they are not alone and that they are a critical partner in effective pest management.

FIRE SAFETY

Hundreds of Ottawa families are affected by preventable fires each year. You are encouraged to review the following fire safety information and visit www.ottawa.ca. Please contact us to report any fire safety concerns immediately.

Tenants may also report non-emergency fire safety issues to Ottawa Fire Service at 613-580-2424 ext. 15371 or FirePrevention@ottawa.ca.

YOUR HOME IS EQUIPPED WITH THE FOLLOWING CRITICAL LIFE-SAVING DEVICES:

- > **Sidewall Sprinklers** - installed on certain walls of the apartment units in the Midrise Building. Nothing must be hung from any sprinkler head, and you must maintain a minimum of 18" (460 mm) of clear space around them.
- > **Smoke Alarm(s)** - found in apartment units of the midrise building
- > **Smoke & Carbon Monoxide Alarm(s)** - found in townhomes
- > **Signal Devices** - with and without strobe lights.
- > **Concealed Sprinklers** - installed on the ceilings in the apartment units in the Midrise Building. It is essential not to block or remove the sprinkler head covers, and you must maintain a minimum of 18" (460 mm) of clear space around them



sidewall sprinkler



concealed sprinkler



smoke alarm & carbon monoxide alarm



Signal devices - with and without strobe lights

WHERE TO FIND THESE DEVICES IN YOUR HOME?

- > **Apartment:** it is the law for all Ontario homes to have a working smoke alarm in an area centrally located in your apartment, outside the bedrooms and within 3 meters of the kitchen.
- > **Townhome:** it is the law for all Ontario homes to have a working smoke alarm on every storey and outside all sleeping areas. If a sleeping area is served by a hallway, it must be located in the hallway. If a sleeping area is not served by a hallway, it must be located between the sleeping area and the remainder of the dwelling unit.

THESE ARE CRITICAL LIFE-SAVING DEVICES. THEY ARE HARD-WIRED INTO THE BUILDING SYSTEM FIRE PANEL. THEY CANNOT BE REMOVED, ALTERED OR TAMPERED WITH.

Never remove batteries from smoke alarms or carbon monoxide detectors. Doing so can result in serious danger to you, your family and other occupants in the building. If you experience any issues with the operation of these devices, please report the issue to us. This request is considered an "Emergency Maintenance Request."

Smoke alarms and carbon monoxide detectors must be inspected and tested annually by the landlord; you will receive a 24h notice for entry as the law requires. You are encouraged to participate in the annual fire drill for your property.

SPECIAL ASSISTANCE REGISTRY

We maintain a Special Assistance Registry that you or any household member can be added to by contacting a member of the ARRIV Properties Team.

The purpose of this registry is to identify supports that a tenant requires and may wish to disclose. This information helps firefighters find those who need their help in case of a building evacuation.

THE SPECIAL ASSISTANCE REGISTRY CAPTURES NEEDS THAT:

- > can be shared with the Ottawa Fire Department in the event of a building evacuation
- > can be used to notify tenants in the event of a vital service disruption
- > can be used to identify tenants who require assistance with any landlord accommodation under the *Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act or Residential Tenancies Act, 2006*

The City of Ottawa may collect information provided for the Special Assistance Registry to investigate and enforce landlords' compliance with the Rental Housing Property Management By-law. Information about how this is used is available on ottawa.ca or by calling 3-1-1.

NO-SMOKING

As of January 1, 2014, Ottawa Community Housing adopted a no-smoking policy for all its communities. You have signed a lease agreement that states you are not permitted to smoke in your home or in common spaces which include anywhere on the residential property.

Anyone found to be in breach of their lease agreement may result in termination of their tenancy.

If you would like to discuss this further, please feel free to visit an ARRIV office to discuss.

TENANT INSURANCE

PROTECT YOURSELF AND YOUR BELONGINGS

Every year, tenants in our communities lose belongings due to fire. Any damage that occurs in your home is your responsibility. Without any insurance, it may cost you hundreds or thousands of dollars to pay for the lost items affected by fire and any damage to the property.

Depending on your plan, insurance will cover the replacement and/or repair of belongings and property up to a certain amount. **You must provide us with a yearly confirmation of tenant insurance coverage.**

The tenant insurance policy protects you and your family in the case of fire, theft, or water damage to your possessions. It also protects you if you cause damage to your home and the property of others.

PROPERTY MAINTENANCE

SNOW REMOVAL

We work with contractors for the snow removal and salting services for our privately -owned streets, roadways and identified paths. Tenants are responsible for clearing and salting the paths to their front door where applicable.

Snow Season is defined as November 1 to April 30

Contractors are responsible for clearing all main pathways and designated secondary pathways, including from the sidewalk to the front door of apartment buildings and from the parking to the side door of apartment buildings.

- > The first pass for main and designated secondary pathways must occur once the following accumulation thresholds are reached:

PROPERTY TYPE	ACCUMULATION
apartment buildings	3 cm
stacked homes	3 cm
accessible homes	3 cm
row houses	5 cm

- > Additional passes for pathways must occur each time there is an additional five (5) cm of snowfall accumulation
- > The first pass for streets, roadways and parking lots must occur when snow accumulation reaches five (5) cm
- > Additional passes for streets, roadways and parking lots must occur each time there is an additional ten (10) cm of snowfall accumulation
- > The final clear must begin within six (6) hours after snowfall stops
- > During slippery (icy) conditions, contractors are required to spread either salt, a salt/grit mixture, or an ice-melter at entrances, pathways, garbage pads, and parking areas.

CLEANING - APARTMENT BUILDINGS

We hire building cleaning services for all apartment buildings, apartment walk-ups, and in some cases, community centres.

Your apartment building receives contracted cleaning services 7 days per week and includes:

- > litter and debris pick-up
- > vacuuming carpeted areas
- > spot cleaning glass, floors, ceiling and walls, laundry machines and surfaces
- > vacuuming elevator door tracks
- > emptying waste and recycling containers
- > sweeping and damp mopping floors

CITY BY-LAW REQUIREMENTS - TENANT AND LANDLORD RESPONSIBILITIES

LANDSCAPING

We complete landscaping and lawn care at all sites, including core services in common areas such as grass cutting, edge trimming, litter pick-up, bulky item removal, shopping cart removal, playground maintenance, spring cleaning, catch basin cleaning and fall leaf removal.

SERVICE	FREQUENCY	START DATE	END DATE
grass cutting	1X each week, weather permitting	April 16 - 30	October 5
edge trimming	1X each week, weather permitting	April 30	October 5
litter pick-up & removal (all other locations)	2X per week	year-round	year-round
bulky item collection	1X every 2 weeks	year-round	year-round
playground maintenance	annually & monthly	April 30	October 5
Spring cleaning	1X each year	as soon as weather permits	within 45 days of the start
catch basin cleaning	2X each year	last week of May (first visit)	first week of September (second visit)
Fall leaf removal	2X each year	between October 15 and October 26	As directed by the Tenant Experience Manager (second visit)

GARBAGE AND RECYCLING

All waste for apartments is collected in the tenant waste sorting room on the ground floor of each apartment building. Signage with a picture identifies these rooms and markings on the floor as to where to properly discard your garbage, recycling, and organics.

All tenants are responsible for bringing their waste to the waste sorting room and sorting it into the four streams:

- > Organics
- > Paper, cardboard (fibre)
- > Glass-metal-plastic
- > Garbage (landfill)

ORGANIC WASTE

- > Use a kitchen catcher for organics (provided at lease signing), you may mount it under the sink.
 - We recommend using paper bags or folded newspapers to collect your waste in the kitchen catcher.
 - Plastic bags may also be used to collect organic waste.

RECYCLING

- > Use recycling blue bag (provided at lease signing) for sorting and transporting recyclable materials to the waste sorting room.

GARBAGE

- > Each household must provide its own garbage can.
 - We recommend using small garbage bags (up to 21L or grocery bag size) will ensure you can place your garbage bin or chute. Bins and Waste & Recycling Sorting Room location varies by community.

BULKY ITEMS

Bulky garbage items including large cardboard boxes must be disposed of in the garbage room and placed within the marked floor lines. **Always inform the ARRIV staff when you deposit a bulky item in the room.**

HAZARDOUS WASTE DISPOSAL

There are no public hazardous waste disposal areas at any of ARRIV Properties locations. For information on how to dispose of hazardous waste and other special items, please refer to the City of Ottawa: <https://ottawa.ca/en/garbage-and-recycling/hazardous-waste-and-special-items>.

Do you have questions about garbage and recycling in your community?

Check out the following resources on the City of Ottawa website or or Call ARRIV Properties

- General info Garbage and Recycling: ottawa.ca/en/garbage-and-recycling
- What to Recycle: Waste Explorer : ottawa.ca/en/garbage-and-recycling/recycling/waste-explorer
- Hazardous Waste and Special Items: ottawa.ca/en/garbage-and-recycling/hazardous-waste-and-special-items.

TENANT PARKING

MONTHLY PARKING SPACE RENTALS

Your Vehicle Parking Space Rental Agreement clearly indicates your assigned parking spot(s).

Your vehicle must be:

- > Licensed
- > Insured
- > Roadworthy
- > Registered in your name

IMPORTANT PARKING CONDITIONS

- > The monthly parking charges only cover the use of the assigned parking space.
- > The tenant is responsible for showing proof of parking privileges to Precise ParkLink, Ottawa Police or By-law offices if required.
- > Tenants will report any unauthorized vehicles in their parking space to staff for the vehicle to be ticketed or towed.
- > We reserve the right to re-assign parking
- > Tenants must provide us with a 30-day written notice to cancel or surrender a parking space.

REMINDERS:

- > Do not use parking spaces to store tires and other personal belongings. These items are considered combustible materials and prohibited under the fire code.
- > Do not park in another tenant or visitor parking space without authorization
- > Do not give your assigned parking space to anyone
- > Do not park any motorized vehicle where the weight exceeds 3,000Kg (Tractor-trailers, boats, buses, cube vans, etc.)
- > Do not park on the grass, sidewalks, in front of garbage bins or no parking zones

QUESTIONS ABOUT MONTHLY PARKING

To report a complaint or to inquire about monthly parking: Call: 613-415-7865.

ON-STREET PARKING

Where visitor parking is not available, tenants must follow City of Ottawa street parking regulations and park their vehicle in accordance with those regulations.

Information regarding the City of Ottawa parking regulations and restrictions <https://ottawa.ca/en/parking-roads-and-travel/parking>.

EMPLOYEE RESERVED PARKING SPACE

Any unauthorized vehicle parked in the Staff Reserved Parking Space will receive a parking ticket and/or will be towed at the owner's expense.

ANY CHANGES IN VEHICLE OR OWNERSHIP MUST BE COMMUNICATED TO US IMMEDIATELY.

IF TENANTS DO NOT COMPLY OR FOLLOW THE TERMS AND CONDITIONS OF THE PARKING SPACE RENTAL AGREEMENT THIS MAY RESULT IN THE FOLLOWING:

- > removal of parking privileges, and/or
- > the vehicle being towed at the owner's risk and expense.

Vehicles parked in tenant spaces that are not registered will receive a City of Ottawa parking ticket from either staff, or Ottawa By-Law Services.



PARKING INFORMATION FOR VISITORS MOSAÏQ OTTAWA COMMUNITY ONLY

VISITORS PARKING (MOSAÏQ OTTAWA ONLY)

Vehicle owners must register their vehicle each time they park in a Visitor Parking Space.

FLOWBIRD SIGNS

Precise ParkLink Inc. is the company monitoring parking spaces. Signs are posted to identify how to register your vehicle with the new Flowbird sign. Vehicles that are not registered will receive a City of Ottawa parking ticket from either Precise ParkLink Inc. or Ottawa By-Law Services.

How to Register for Visitor Parking

- > **Online:** www.flowbird.ca
- > **Call:** 1-833-243-6901
- > **Mobile App:** Flowbird app, available on iOS (Apple Store) and Android (Google Play)



Visitor Parking sign



Flowbird Parking sign

FREE VISITOR PARKING PRIVILEGE

Daytime

Once you have registered your vehicle's license plate on the Flowbird mobile app., you will immediately be able to park the registered vehicle for up to 3 hours free during the day.

PAID VISITOR PARKING

If additional time is required over and above the free 3 hours daily, visitors can choose the following options.

- > **after 3 hours** \$1/hr with a maximum \$10 for 24 hours
- > **extended parking** \$25 for 3 days | \$40 for 1 week

Overnight

Visitors have the option to register for free overnight parking. Users can pay for overnight parking using the app. Users CANNOT use the app to register for the FREE overnight parking. This registration can ONLY be done by phone at 1-833-243-6902 or online at <https://validationipass.preciserd.com/CommunityHousing/OCH>.

Methods of payment accepted via Flowbird mobile application:

- > debit VISA
- > prepaid credit card
- > major credit card
- > **ParkLink:** 613-225-2640

LIVING COMFORTABLY IN A PASSIVE HOUSE

If you live in one of the passive house buildings, it is heated and cooled using a design that reduces the environmental impact of consumption and increases your overall comfort.

By building to Passive House construction standards, we are making a significant contribution to reducing the environmental impact of new construction, and demonstrating a commitment to reducing the carbon footprint. “A Passive House requires little heating or cooling to maintain a constant pleasant temperature. The direction the building faces, an airtight building envelope, excellent insulation, and highly efficient heat recovery systems make this possible.” ([Passivehouse-international.org](https://www.passivehouse-international.org/), 2018)

COMMONLY ASKED QUESTIONS IN A PASSIVE HOUSE

MAY I OPEN MY WINDOWS?

Of course you can! Although you probably won't feel the need to do so since the ventilation and air quality are much better in your new Passive Home. Sometimes the breeze from your window feels good, but it brings in pollen, dirt, pollution, and noise.

IF MY HOME IS AIRTIGHT, AM I GETTING FRESH AIR?

Yes, more than in a typical house or building, where air enters through gaps in the walls, windows, or insulation. You are getting lots of fresh air. The building has a system that filters the incoming air, removes moisture, and either heat or cools the air before it enters your home.

HOW DO I STAY COMFORTABLE IN MY HOME WHEN IT IS WARM OUTSIDE +18°C ?

- > Keep your windows closed to keep the cool air inside
- > Shut blinds during the hottest part of the day — 10 AM to 2 PM
- > At night, if the temperature drops below 18 C, it is an excellent time to open windows to cool your home
- > Try not to cook with the stove or oven as often. This will heat up and add humidity to your home
- > Use a microwave to lower the temperature in your home and save energy

HOW DO I STAY COMFORTABLE IN MY HOME WHEN IT IS COLD OUTSIDE?

- > Keep your windows closed
- > Dress for cold weather
- > Wear warm clothing, socks, and slippers
- > Open the blinds during the day to allow the sun to passively heat your home
- > When sitting for a long period-of-time use a blanket

