

Tenant Handbook

Catana Property Management · how your tenancy works, in one place

Welcome home. We manage your home on behalf of its owner, so for anything about your tenancy, talk to us rather than the owner. Keep this handbook handy. Your lease always comes first: if anything here differs from your lease or from Ontario law, the lease and the law apply.

WHO TO CONTACT

Everything: rent, repairs, questions	Almir Moura , Property Manager · (226) 507-2118 (call, text or WhatsApp) · management@catanateam.ca
Emergencies, 24/7	(226) 507-2118 . If anyone is in danger, call 911 first, then us.
Repair requests	catanateam.ca/pm/repair (add photos), or text photos to (226) 507-2118
Paying rent	e-Transfer to rent@catanateam.ca
Gas smell	Get out first, then call 911 from outside. Then tell us.
Condo buildings	Your building office or superintendent handles fobs, elevator bookings and amenities. We'll give you the contact.
Written notices	Use the landlord address for notices in your lease (or in your latest Notice to Tenant), and email a copy to management@catanateam.ca .

Non-urgent messages get a reply within one business day. Please put requests in writing (form, email or text) so there is always a record.

YOUR FIRST WEEK

1. **Confirm your details** at catanateam.ca/services/property-management/tenant-transition. It takes two minutes and makes sure rent, receipts and messages reach the right person.
2. **Send proof of tenant insurance** (provider and policy number). Your lease requires it, and it covers your belongings and your liability, which the owner's insurance does not.
3. **Utilities:** if your lease says you pay gas, hydro or water, open the accounts in your name from your move-in date and send us the account numbers.
4. **Rent:** add rent@catanateam.ca as an e-Transfer contact before the 1st.
5. **Walk through your home** and send us photos of anything worn, damaged or not working within 7 days, so it's on record and never charged to you.
6. **Find and test:** electrical panel, main water shut-off, furnace switch and filter, outside tap shut-off, smoke and carbon monoxide alarms (press test).
7. **Condo?** Register with the building office (fobs, parking, elevator booking) and read the building rules we send you.

PAYING RENT

- Rent is due on the **1st of every month**, weekends and holidays included.
- Pay by e-Transfer to **rent@catanateam.ca**. Write your **address and unit** in the message. If you pay from a different email than the one we have, tell us.
- Step-by-step help for your bank, including an automatic monthly e-Transfer: catanateam.ca/pay-rent

- Receipts are free. Ask any time.
- Can't pay in full on time? **Tell us before the 1st.** We would much rather agree on a plan early. Unpaid rent otherwise leads to a formal notice under the Residential Tenancies Act (Form N4).
- Rent can go up no more than once every 12 months, with at least 90 days' written notice, as set by the Residential Tenancies Act.

REPAIRS AND MAINTENANCE

How to ask

- Use **catanateam.ca/pm/repair** and add a photo or short video. Say what is happening, where, since when, and what you have already tried.
- We reply within one business day, book the right trade and tell you who is coming and when.
- We give **24 hours' written notice** before anyone enters, for a time between 8 a.m. and 8 p.m., unless it's an emergency or you agree to another time.
- Please don't hire your own contractor: we can't reimburse work we didn't arrange. In an emergency when you can't reach us, do only what stops the damage (e.g. shut off the water) and keep any receipt.

Quick checks that often fix it (and save a service charge)

- **No power in one area:** switch the breaker fully OFF, then ON. Press the reset button on kitchen, bath or outdoor (GFCI) outlets.
- **No heat:** furnace switch ON, thermostat batteries fresh, filter clean, outside furnace vent clear of snow and ice.
- **Water softener running non-stop:** put it in bypass and tell us.
- **No hot water:** check the sticker on the tank. If it's a rental tank, the number on it gets the fastest service. Tell us as well.

Your part

- Light bulbs, furnace filter every 3 months (where you can reach it), dryer lint trap after every load, softener salt, keeping the home clean and ventilated.
- Test smoke and CO alarms monthly and tell us right away if one chirps or fails. Never disconnect or remove an alarm.
- Run the bathroom fan during showers and wipe condensation from windows. Report leaks, moisture or mould early: small problems stay small.

When a repair may be charged to you

- Damage caused by you, your guests or your pets (beyond normal wear and tear).
- Blocked drains caused by items that don't belong in them, a call-out where the fix was a breaker, GFCI or switch, or a missed appointment you confirmed.

Never flush or pour down drains: wipes (even "flushable"), diapers, cotton swabs, floss, bandages, cigarette butts, paper towel, hair, coffee grounds, food scraps, fats, oils and grease. Garbage or green bin instead.

EMERGENCIES

Call (226) 507-2118 now, day or night, for: flooding or a burst or frozen pipe · no heat in cold weather · sewage backup · no power to the whole home (check your hydro company's outage map first) · a lockout · a door or window that won't lock.

Water leak: turn off the main water shut-off, then call us.

Gas smell: don't use light switches or phones inside. Get out, call 911 from outside, then call us.

Fire, smoke or CO alarm sounding, or anyone hurt: get out and call 911.

Not emergencies (use the repair form): air conditioning, an appliance, one outlet, a dripping tap, a noise. We still handle them, during business hours. During storms please keep after-hours calls to real safety issues so we can reach everyone who needs us.

If you can't reach us right away, keep calling and texting, and leave your address in the message. If you're locked out and we can't get to you quickly, a locksmith you call yourself is at your cost.

LIVING IN YOUR HOME

- **Guests** are welcome. If someone moves in with you, tell us so they can be added to your file.
- **Noise:** keep it reasonable at all hours. For a problem neighbour, note dates and times, call city by-law (or police if needed), then send us the details and any occurrence number.
- **Smoking, cannabis and pets:** follow your lease and, in a condo, the building's rules. Clean up after pets right away.
- **Changes to the home:** ask us in writing first before painting, mounting TVs or shelves, or adding appliances. **Never change or add locks** without written consent.
- **Subletting, assigning your lease or short-term rentals (e.g. Airbnb):** only with our written consent.
- **Parking:** your assigned spot only. Keep your plate on file with us. No unplated or broken-down vehicles.
- **Garbage and recycling:** follow your city's schedule (its waste app sends reminders). Bulky items and extra junk are yours to remove.
- **Fire safety:** no barbecues on balconies unless your building allows them. Charge e-bikes and scooters only inside your unit, never in hallways or common areas, and never leave them charging unattended.
- **Pests:** keep food sealed and garbage out regularly. Report early and follow the preparation steps before a treatment.

Living in a condo

The condo corporation's rules apply to you too: noise, pets, parking, balconies, garbage rooms, amenities and booking the elevator for moves. Under Ontario's Condominium Act, tenants must follow them, and the building can enforce them. Report problems in common areas to us and to the building office.

THROUGH THE SEASONS

- **Winter:** keep the heat at 17°C or higher, even when you're away. Shut off and drain outside taps before the first freeze. Keep furnace and dryer vents clear of snow. Clear snow and ice where your lease makes it your job.
- **Storms:** close windows and doors and secure anything outside. Report roof, eavestrough or fence damage through the repair form.

- **Summer:** a broken air conditioner isn't an emergency. Window air conditioners need our written OK (many condos don't allow them).
- **Away for more than a week?** Tell us your dates and an emergency contact, keep the heat on, arrange snow clearing and mail, and check with your insurer.

MOVING OUT

- **Notice:** give at least **60 days' written notice on Form N9**, ending on the last day of a rental period (for most tenants, the end of a month) and not before a fixed term ends. You can also end the tenancy early by written agreement with us (Form N11).
- Tell us your forwarding address and book final readings with your utilities.
- Leave the home clean and empty: appliances inside and out, cupboards, floors, bathrooms. Remove all belongings and junk.
- Return every key, fob and remote, labelled with your unit.
- We walk through the home with you and take photos. **Normal wear and tear is never charged.** If there's damage beyond that, we'll show you and talk it through. (Damage deposits aren't allowed in Ontario.)

YOUR RIGHTS

Your tenancy is governed by the Residential Tenancies Act, 2006. You can find the rules for both sides, and the official forms, at the Landlord and Tenant Board: tribunalsontario.ca/lrb. We use your personal information only to manage your tenancy and share it only with the owner of your home and with the trades we send to it.

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