



# RESIDENT HANDBOOK



## WHAT IS IN THIS HANDBOOK?

How to contact us.

How to set up your tenant portal.

How to make maintenance requests.

Information on pests, pets, and guests.

Rules & expectations.

Guidelines on moving out.

Maintenance tips and troubleshooting.

## WELCOME HOME!

Thank you for renting from Executives Property Management. We are an independently owned and operated residential property management company that specializes in managing rental properties.

At Executives Property Management we believe our job is more than just rent collection. We want to make sure your home is safe, well maintained, and that if you need to get in touch with us you know exactly how to reach us.

We look forward to servicing you as your property management team during your tenancy.

Experience the difference...you'll love it here!



## HOW TO CONTACT US

There are several ways to contact us.

If you have a maintenance need, please submit a maintenance request through your online Tenant Portal.

You can also call or text us at 1-236-766-1118 or e-mail us at [info@executivespm.ca](mailto:info@executivespm.ca)

Please note if you choose to send texts to any of our staff or your designated property manager on their personal cell phones we cannot guarantee a prompt reply.

Our office is located at: Mill Creek Crossing  
#302 - 1925 Enterprise Way  
Kelowna, BC V1Y 9S9

Our regular working hours are 9:00am - 4:00pm, Monday to Friday. If you reach our voicemail system, please leave a detailed message providing your name, property address, best contact number, and the reason for the call.

Our website address is [executivespm.ca](http://executivespm.ca)

## TENANT PORTAL

One of the greatest benefits we offer our residents is the Tenant Portal. The Tenant Portal provides you with access to information and services for your rental property 24 hours a day, 7 days a week. You will receive an e-mail from AppFolio with a link to your portal and log-in information. You can also download the app *Online Portal by Appfolio* to use on your smart phone.

Please check your SPAM/JUNK mail. If you do not see the invitation to activate your portal within 3 business days of moving into your home please give us a call and we would be happy to make sure that you get access. On the Tenant Portal you can review your account, view charges, request non-emergency maintenance, and communicate with us using the conversations tool.



## INFORMATION CHANGE REQUEST

If your contact information changes, please let us know immediately. Once we verify your information we will update your file and your Tenant Portal.

## LEASES

Executives Property Management uses a simple and easy-to-understand lease that was prepared with you in mind. Please be sure that you read it carefully to ensure that you understand everything in the document. Remember it is a binding, legal contract. If you have questions about some of the provisions, contact our office and we would be happy to review the document with you.

## TERMS

It is important to note the dates on your lease – when your lease begins and when it ends. Your lease only ends when you have completed your contract term, given proper written notice per the Residential Tenancy Act, and when you have returned the keys to Executives Property Management. Review your renewal process to verify your lease anniversary or end date.

There is a final move-out condition evaluation report completed after you vacate to ensure that you left the premises in as-good condition as it was when your lease began, and that the home is in rent-ready condition. If you plan to vacate the property before the end of your lease, please be aware of the lease expiration date because you are responsible and will be held liable for all rents due until the end of the lease.

## WHEN RENT IS DUE

Your rent is due in full and on time, to be received on the 1st of each month. If the 1st falls on a weekend or a statutory holiday, it is still your responsibility to ensure rent is received by the 1st. Call us immediately if you will not be able to meet this commitment. Please note that late rent and rent that is returned insufficient funds are both subject to a \$25 fee.



## SECURITY & PET DEPOSITS

The security and pet deposits you have already paid are not intended to be used as last month's rent. If you fail to pay rent you may be subject to collection efforts. If repairs are required or if you otherwise owe money to Executives Property Management, these amounts will be deducted from your security deposit prior to any refund. You will be paid within the timeframe required by the Residential Tenancy Act, and you can expect a statement of any withholdings made from your deposits.

## HOW TO PAY YOUR RENT

We know life gets busy and sometimes things get missed. At Executives Property Management we want to make it easy for you to pay your rent on time. Our preferred method of rent collection is by electronic funds transfer (EFT). As we are onboarding you as a tenant, we will get you to submit a Pre-Authorized Debit form which will allow us to pull the funds directly from your account each month.

If you choose not to get set up on EFT payments, alternative methods of payment is cash or a certified bank draft. We do not accept e-transfers or personal cheques.





## **PETS**

Your lease will specify if you are or are not allowed to have pets. If you can have pets in the home, there may be some restrictions as to the type, breed, and size of animal. Any pets not specified in the Lease Agreement are not allowed on the property. Any future animals need to be approved in writing BEFORE they can reside at the property. If you are authorized to have a Service Animal, however, we will accommodate you in accordance with the law. Pets may require additional deposit and/or rent and proof of tenant's and/or pet liability insurance. After move-out, you will be responsible if any fleas are discovered at the property as a result of you having a pet. If you are concerned this may occur, we ask you to contact a Pest Control company to have the property treated prior to the move-out evaluation.

## **PESTS**

Regular maintenance of the home in a pest free condition is the responsibility of the Resident. Please contact us if you have concerns about a specific situation.

## **ADDING RESIDENTS**

If you wish to add a resident to your lease, please contact us to discuss the situation. We must approve any additional resident(s) on the lease as well as conduct background checks.

There is no exception to this policy. In addition to keeping the residents of Executives Property Management safe, our company is bound by local and provincial regulations to maintain a safe, secure environment for our residents.



## **SMOKING/VAPING/USE OF COMBUSTIBLES AND/OR CANNABIS**

Your lease will have a provision stating whether smoking/vaping/use of combustibles and cannabis is permitted on or in your premises. If smoking/vaping/use of combustibles and/or cannabis is not permitted on the premises, you will be responsible for all costs associated with removing all smoke odor, stains or discoloration at the property as a result of its use.

## **GUESTS**

There is a fine line between when guests become residents. Your lease will state the maximum length of stay permissible by a guest. Our intent is not to restrict having visitors, but to help us keep track of the number of people who are residing at the property. In many areas, there are limits placed on the number of occupants a property may legally house by applicable fire, safety, and health regulations.

## **UTILITIES**

Your responsibilities regarding utilities are written in your lease. In most cases, you will be responsible for all costs associated with putting all utilities in your name prior to occupying the home. Some service providers require a security deposit or connection/set-up fee you will incur to obtain service.

If you live in a multi-family property where utilities are shared between suites, the utilities will be put in Real Property Management Executive's name. You will be sent an email reminder each month advising utilities are due, and the funds will be collected on the 18th of the month via electronic funds transfer.



## **MUNICIPAL SERVICES: WATER/SEWER/TRASH**

Water, sewer, and trash services are handled by many different vendors depending on the specific location of the property. If your lease agreement states that you are responsible for Water/Sewer/Trash or any portion of these bills, you may receive the bill through Executives Property Management (unless otherwise stated in your lease). You will be sent an email each month indicating your amount owing and the funds will be collected on the 18th of the month via direct debit from your Letus account. If you are unsure of who your service provider is, whether you can hold the account in your name, or if you should be paying Executives Property Management for water, sewer, and trash services, please contact us and we will be more than happy to help.

## **YARD MAINTENANCE, SNOW REMOVAL, AND LANDSCAPING**

Your lease will specify if you are responsible for yard clean-up, snow removal, and landscape maintenance of your property. Regardless of responsibility for landscape maintenance, the resident is responsible to ensure that the yard is free of debris, and is being watered within the watering guidelines for the municipality, as well as snow removal of driveways and walkways. Please report any malfunction of sprinkler systems, pools or hot-tubs to Executives Property Management immediately. If there are no sprinklers, the resident is responsible to ensure that the landscaping receives sufficient water. If you require assistance with snow removal or general landscaping, please let us know and we will be happy to provide you with the contact information for our preferred vendors whom you can hire for services.



## MAINTENANCE

Executives Property Management's goal is that you have a well-maintained and habitable unit that you can safely enjoy during the duration of your lease.

Non-emergency work may be requested through your Tenant Portal or by calling 236-766-1118. Requests go directly into our maintenance queue for prioritization, approval, and proper scheduling.

Once a maintenance request is received, Executives Property Management prioritizes the request in accordance with emergencies having the highest priority. Not everything is an emergency and Executives Property Management complies with the law in considering what must be fixed first so that the resident can safely live in the unit.

Here are some common examples of problems that are typically considered emergencies:

- No heat during winter months
- Loss of power or water
- Non-working toilet of the only toilet in the unit
- Sewer backup
- Flooding
- Security issues (i.e. damage from break ins)
- Some legal notices from housing departments/city inspection departments

If the maintenance request is not an emergency, Executives Property Management coordinates approval and funding with the Owner to ensure that the problem is addressed properly.

Executives Property Management uses contractors who are insured and licensed (when required) to perform maintenance services. If the maintenance item is found to be due to a resident's negligence or willful act, the resident(s) will be assessed the bill for repairs/replacement/damages.





## MAINTENANCE TROUBLESHOOTING

### **Smoke detector won't work when tested.**

- Check and replace battery

### **No power to plugs or switches.**

- Check breaker panel or fuse box
- Press "reset" on outlet

### **No lights.**

- Check breaker panel or fuse box
- Check to see if lightbulbs require replacement

### **No hot water.**

- Check thermostat on hot water tank
- Check if pilot light is on
- Check breaker panel

### **Hot water is too hot.**

- Check thermostat on tank and turn down

### **Faucet or toilet leaks.**

- Turn off water fixture under the sink / turn off valve behind toilet and submit maintenance request

### **Toilet or sink plugged.**

- Use a plunger
- Use drain clearing agent (follow instructions on bottle)

### **No heat.**

- Check thermostat and battery
- Check to see if pilot light is on
- Check to see if breakers have been tripped
- Check to see if the filter needs to be replaced

### **Dishwasher won't drain.**

- Clean food out of the bottom of the dishwasher
- Rinse dishes before washing

### **Refrigerator too warm or too cold.**

- Check thermostat

### **Clothes are coming out of the dryer covered in lint.**

- Clean lint trap after every load.



## RESIDENT RESPONSIBILITIES

When minor things break down or need attention, Executives Property Management wants to ensure they are attended to in a timely fashion. To prevent you from submitting unnecessary maintenance requests, please be aware of the following items that are the resident's responsibility:

- changing/replacing light bulbs
- housekeeping (including carpets and blinds)
- general landscaping (cutting/watering grass)
- snow removal of driveway and walkways
- changing batteries in smoke/carbon monoxide detectors, garage door openers, keyless locks, remotes, etc.
- pressure fitted shower rods and shower curtains
- window coverings (unless included on lease)
- furnishings (unless included on lease)
- vacuum cleaners and cleaning supplies
- lawnmower/garden tools
- replacing standard fuses (i.e. in stove)
- replacing lost keys or key fobs.

## PROPERTY EVALUATIONS

Executives Property Management conducts three types of evaluations. These evaluations are not meant to discover all maintenance issues, nor are they meant to be an invasion of privacy. Instead, these evaluations are designed to ensure that the unit is in good condition and to address concerns that you may have. You can expect advance notification of the timing of any evaluation in accordance with the law. These property evaluations include:

### Initial Evaluation

Executives Property Management will provide you with a condition report for your property. You should conduct your own evaluation when you move into the premises to make sure that the condition of the unit is reported accurately. As your Lease Agreement states, you accept the condition of the house "as is". The results of your evaluation will be used at the end of your lease term to help determine any responsibility that should be covered by your security deposit. Executives Property Management may rely on photographs and or video documentation of the condition when determining security deposit deductions.

### Periodic Evaluations

Periodic evaluations are conducted to ensure several things, such as determining that the basic systems in your home are in good working order. A periodic evaluation is a wonderful opportunity for you to identify any maintenance concerns you may have. Please realize that maintaining the quality of your unit is one of our obligations to the Owner of the home. Most often periodic evaluations will be conducted by maintenance personnel looking for drips, leaks, malfunctions, etc. Usually, evaluations are completed within 30 minutes, but the actual time may vary depending on the condition of the unit. Please be assured that you will be notified in advance of any period evaluation in accordance with the law. Executives Property Management may take pictures to document the condition of the premises.

### Final Evaluation

This evaluation is performed after you have moved out of the premises. It will be quite in-depth. As discussed in this Resident Handbook and in your Lease Agreement, the premises are expected to be cleaned to the level required in your Lease, and any damage(s) should be repaired to the satisfaction of Executives Property Management. If the unit requires extensive cleaning or repairs, you may have the costs of that effort deducted from your security deposit. If you would like to be referred to an approved cleaning service or carpet cleaning service, Executives Property Management will be happy to provide you with the contact information.





## BREAKING THE RULES

Executives Property Management has been hired by the property owner to make sure that his or her property is rented and maintained. Part of the owner's expectation is that all applicable rules, agreements, and laws are followed. The typical process Executives Property Management will take if it appears that you have violated a condition of the lease or a local ordinance is as follows:

1. We will attempt to contact you to confirm that a situation or violation exists.
2. If the situation or violation is confirmed, Real Property Management Executives will, at a minimum, make a note of it in the property records. Real Property Management Executives will confirm your conversation in writing.
3. If the matter is a major incident, the office may have no choice but to follow the legal process as appropriate in accordance with the law or other regulations.

## COMPLAINTS & COMPLIMENTS

Executives Property Management is a service-oriented business. We want your occupancy to be as enjoyable as possible, but we understand that sometimes complaints (or compliments) are inevitable. Please give us the opportunity to address any issues prior to making formal complaints. We prefer to go the extra mile to solve any problem, rather than to have you upset or go away angry in any way. While complaints are never fun to receive, we honestly believe that hearing them is the only way we can accept responsibility, resolve the situation, and work to make the systemic changes to prevent a reoccurrence. Likewise, we sincerely appreciate it when you recognize that a Real Property Management employee has gone the extra mile for you. Please feel free to notify us of what we did right for you.





## HOW COMPLAINTS ARE RESOLVED

Please call or email Executives Property Management with any concerns. Your feedback is used to improve our communications and processes. If your concern is a complaint, here is how we will resolve it:

1. We will do our best to clearly understand the situation from your perspective.
2. We may need some time to consider the issue and we'll make a commitment to respond with a status update within a reasonable amount of time.
3. When we respond, we'll either resolve the issue to your satisfaction, ask what you'd like us to do to resolve the issue, or provide options as to how the issue can be resolved.
4. We'll then do our best to resolve the situation in a timely manner.

We resolve most complaints this way. Be assured that we are committed to working honestly and reasonably with you to achieve our mutual goal of providing a great resident experience. Please feel free to contact us should you have any questions or concerns. Again, we look forward to assisting you to make your tenancy enjoyable.



## MOVING OUT

When terminating or fulfilling your lease, there are a few requirements:

1. Notify Executives Property Management in writing 30-60 days in advance if you do not intend to renew your lease. In accordance with the owner's instructions, we initiate a marketing campaign with the intention of finding new tenants. We appreciate your cooperation in re-leasing the property and providing reasonable access for showings.
2. Your Security Deposit is NOT LAST MONTH'S RENT. All sums are due and payable in accordance with the terms of your rental lease agreement. Failure to pay rent or other amounts due on time may result in late fees, service of legal notice, and other penalties.
3. The unit should be cleaned as required by your Lease Agreement and all damage must be adequately repaired. If your lease requires the property to have the carpets professionally cleaned, a professional business receipt for professional carpet cleaning must be provided to Real Property Management Executives at the time that you turn in your keys.
4. A move-out inspection will be conducted on the day of your move-out and must be scheduled with Executives Property Management in advance. Tenants must attend the move-out inspection, and failure to do so may result in forfeiting the return of your damage deposit.
5. Keys and fobs must be returned to Executives Property Management by 5:00 p.m. on the day of move-out.
6. Ensure all utilities are still turned on the day of move-out so that a thorough move-out inspection can be conducted. If the move-out evaluation cannot be completed due to utilities being turned off, you may incur expenses for reconnection and trip charges to complete the move-out evaluation.
7. If you leave and damages exceed your security deposit, you will be responsible for those additional costs/damages.



## MOVING OUT CLEANING REQUIREMENTS

As per the Residential Tenancy Branch, tenants are required to clean the inside of their rental unit to a certain standard when moving out. If cleaning is not complete upon move out, tenants will be subject to cleaning charges being deducted from their security deposit. If you would like Executives Property Management to take care of the cleaning for you, please contact us at least ten days in advance of your move out to make arrangements.

For your convenience, a detailed "Move Out Cleaning Requirements & Check List" was included as an addendum on your lease agreement. If you require another copy of this, please let our office know and we would be happy to send you one.

## IMPORTANT MOVE OUT REMINDERS

Moving out can be stressful, and there's lots to remember! Here are some helpful reminders to assist in keeping you organized:

- Ensure all the utilities are removed from your name effective your move out date.
- Contact Canada Post about forwarding your mail to your new address.
- Advise your tenant insurance provider of your address change.
- Notify your employer, banks, credit card companies, subscription services, friends, and family of your move.
- Ensure you are returning the same number of keys/fobs as you were given at move in.



## **SCHEDULE OF FEES**

Listed below for your reference are other fees that may be charged to your ledger over the course of your tenancy:

Non-Sufficient Funds: \$25.00

Late Fees: \$25.00

Rental Ledger (upon request): \$25.00

Call Out Fee: \$70.00/hour

Entry to home – lost key: \$50.00

Key Replacement: \$25.00

Fob Replacement: \$50.00

Lock Change (if lock is damaged during tenancy due to tenant negligence): \$120.00

Garage Door Opener Replacement: \$150.00

Maintenance for Tenant (if maintenance is needed due to your negligence or request): \$70.00/hour + supplies.