



---

# NEW TENANT WELCOME PACKAGE

---

It is our pleasure to welcome you as a new tenant. Please take some time to review the contents of this package which we hope will clarify any questions you may have and provide you with quick access to important information.



PO Box 1291 STN MAIN, Camrose, AB T4V 1X3

# Contents

Property Management Information .....	2
Emergency Information.....	3
After Hours Call-Out Service .....	3
Emergency Definitions .....	3
Tenant Information .....	4
Rent Payments.....	4
Utilities.....	4
Move In.....	4
Content Insurance (Tenant Insurance) .....	4
Appliances .....	4
Maintenance Issues .....	5
Inspections.....	5
Waste.....	5
Move Out.....	5
Cleaning Checklist .....	6
EFT Authorization .....	9

# Property Management Information

Scott Sitler

Sitler Property Management Inc.

PO Box 1291 STN MAIN

Camrose, Alberta T4V 1X3

Telephone: 780-678-6674

Email: [sitlerpm@gmail.com](mailto:sitlerpm@gmail.com)

Office hours: Monday to Friday 9:00am – 5:00pm

Administrator: Robin Grosh

Email: [bookkeeping.sitlerpm@gmail.com](mailto:bookkeeping.sitlerpm@gmail.com)

# Emergency Information

## After Hours Call-Out Service

We can be reached 24 hours a day at 780-678-6674 for **EMERGENCIES**. Non-urgent matters should be called in or emailed during regular office hours.

## Emergency Definitions

An emergency is an urgent, sudden, and serious event or an unforeseen change in circumstances that necessitates immediate action to remedy harm or avert imminent danger to life, health, or property.

Emergencies include:

1. FIRE
2. NO WATER
3. NO HEAT
4. MAJOR WATER LEAK
5. DAMAGE THAT PUTS THE TENANT(S) OR BUILDING AT RISK OF HARM (broken doors/windows, toilets, etc.)

**Note:** Tenant/Guest damage may be subject to a call-out service charge in addition to the repair costs if the Property Manager or other serviceman is called-out after hours.

**IF YOU HAVE A FIRE / POLICE / MEDICAL EMERGENCY, CALL 911 AND INFORM US WHEN IT IS SAFE TO DO SO.**

If you smell natural gas or if you have no heat, call **ATCO Gas emergency line at 1-800-511-3447**.

It is recommended that you familiarize yourself with the gas and water shut off valves in your home. If you need assistance, please do not hesitate to ask us.

# Tenant Information

## Rent Payments

Rent payments are due on the 1<sup>st</sup> of the month for that month. Late fees of \$25 per day will begin accruing on the 5th of the month unless other arrangements have been made.

The preferred method of payment is EFT or e-transfer. An EFT authorization is included in this package. E-transfers can be sent to [sitlerpm@gmail.com](mailto:sitlerpm@gmail.com).

## Utilities

For those utilities not included in your rent, please make arrangements prior to your move-in date. Most utility providers in Camrose require 1 weeks' notice and may require a new account deposit.

Proof of utilities is required for us to release keys.

## Move In

A move-in inspection has or will be conducted with you; a copy will be provided for your records.

Please do not block sidewalks, stairwells, elevators, or doorways for longer than absolutely necessary.

## Content Insurance (Tenant Insurance)

It is mandatory that you obtain and maintain this coverage throughout your tenancy. Please provide Proof of Coverage to our office at the start of your tenancy and annually thereafter.

## Appliances

Please be mindful of the appliances in your home. In order to keep them running well, they require regular care.

In addition to keeping your appliances clean, the tips below will also help keep your appliances running smoothly. In the event that one of the appliances included in your lease requires repair, please contact us, not a \*repairperson.

*Range:* Stoves and ovens are particularly sensitive to regular cleaning. Cleaning your range regularly, and lining the burner trays and oven with foil, will save you hours of hard scrubbing on move-out day!

*Sinks:* Use your sink drain catchers! Please leave your drain strainers in to catch excess food or debris from going down the drain. Remember to regularly clean hair from bathroom sinks and tub drains as well.

*Washer:* Regular household washers are not built to wash heavily soiled or greasy items. Please do not wash these at home. Do not overload machine. If the washer has an HE symbol, please use HE detergent. As well, please leave the door open after washing to allow washer to dry out and prevent mildew.

*Dryer:* Empty lint trap after each use.

\* Please note that if you contact a repairperson directly you may be required to cover the cost of the repair yourself.

## Maintenance Issues

Let us know as soon as an issue or concern arises, so that we can deal with it in a timely manner.

Please be aware that waiting until Friday night or the weekend is not ideal as it is harder to get a trades person out and they charge overtime.

And once again, if you contact a repair person directly you may be required to cover the cost of the repair yourself.

## Inspections

We are required to inspect the property semi-annually. We will coordinate these inspections with you a few days in advance.

## Waste

Please look into your garbage/recycling schedule and requirements if utilizing City of Camrose service.

If your property has a collection bin, please ensure you are only disposing of household waste.

Furniture, appliances, and dangerous goods are not allowed.

**ADDITIONAL CHARGES WILL APPLY IF WASTE, OTHER THAN HOUSEHOLD IS PUT IN THE BIN OR LEFT BESIDE IT.**

## Move Out

Written notice, not less than one calendar month, must be provided if/when you intend to vacate the premises.

We have included a cleaning checklist for you to use upon moving out.

In the event the rental premises are not cleaned to our expectations upon your move out we will withhold a portion of your security deposit to hire a professional cleaner.

A move-out inspection will be conducted. You are encouraged to participate in the inspection.

Please do not block sidewalks, stairwells, elevators, or doorways for longer than absolutely necessary.

# Cleaning Checklist

Remember that anything belonging to the property such as blinds, drapes, carpets etc, that were at the property when you moved in are still expected to be there when you move out. Make sure you also take your garbage, recycling, and personal belongings with you when you leave.

## **KITCHEN/DINING ROOM**

Refrigerator:

- Move refrigerator away from wall
- Remove grease and grime off wall behind refrigerator
- Scrub and mop floor where refrigerator normally stands
- Clean sides of refrigerator
- Move refrigerator back in place
- Defrost freezer and clean
- Remove and clean all shelves and crispers
- Clean inside of refrigerator before replacing shelves and crisper

Stove:

- Remove grease and grime off wall and cabinet sides around and behind stove
- Scrub, mop, wax floor where stove normally stands
- Move stove back in place
- Remove grease and grime off range hood outside and inside
- Clean range top, front and doors
- Remove grease and grime from oven, including racks and broiler
- Auto clean, if possible, and wipe out afterward

Cupboards and Drawers:

- Remove all food/debris particles from all surfaces
- Wash and rinse all shelves and drawers and dry
- Clean all cabinet doors and drawer fronts inside and outside

Dishwasher:

- Clean inside and outside, including door edges

Light Fixtures:

- Remove all fixtures, clean, replace burnt out bulbs, and put fixtures back in place

Walls/Doors:

- Wipe down any spills or dirty spots
- Wipe door handles and all along door jambs where they get dirty from handling

Baseboards:

- Wash and wipe dry

Work areas and under sink:

- Clean under sink, making sure it is debris and grease free
- Clean countertops and sink

Floors:

- Scrub and mop all floors; scrub grout on tiled floors

## **BATHROOM**

- Remove soap scum and stains from tub, tub fixtures and shower rod
- Clean and shine wall tile around tub areas
- Scour sink and soap holder
- Clean vanity cabinet inside and out, including doors
- Clean inside and outside of medicine cabinet and cabinet door (including mirror)
- Disinfect, scrub and remove stains from inside and outside of toilet
- Clean linen closet/shelves and both sides of door
- Remove light fixture(s), clean, replace burnt out bulbs and put back in place
- Scrub and mop bathroom floor, making sure to remove dirt

## **WASHER/DRYER UTILITY ROOM**

- Clean behind machines, outside walls, front
- Empty out lint catcher and wipe around that area
- Clean the inside of both machines and doors if dirty
- Sweep and mop floors
- Clean shelving, walls etc.

## **BEDROOMS/HALLWAYS/LIVING ROOM**

- Clean windowsills, frames, tracks, casing, and both sides of glass
- Clean closet shelves, rods, tracks, casing, and both sides of doors
- Clean both sides of all doors including casings
- Remove light fixtures, clean, replace burnt out bulbs, and replace light fixtures
- Vacuum all carpets and cobwebs
- Wash all baseboards
- Scrub and mop all vinyl or tiled areas

## **UTILITIES, POST OFFICE and KEY RETURN**

- Call all utility companies and notify of move-out date
- Make certain all utility payments are current.  
(Remember you are responsible for all payments until the time of your move out date.)
- Notify Post Office of your change of address
- Notify Sitler Property Management Inc. your new address
- Return keys at time of final inspection

## **WINDOWS, DRAPES, BLINDS**

- Clean all sliding window tracks of any dirt, bugs, or mould.
- Wash or dry-clean dirty drapes
- Hand wipe or dust dirty blinds

## **GARBAGE/LAWN MAINTENANCE (IF APPLICABLE)**

- Clean and sweep the garage and walk
- Mow the lawn or shovel the walk depending upon the season
- Water the plants etc.
- Please let Sitler Property Management Inc. know of any damage that needs fixing or anything you think may need attention before the next renter moves in.
- Expect a thorough cleaning of a house to take several days. It is best to do as much cleaning as you can days before you are supposed to move out and then do the final cleaning after your things are out.

## **CARPET CLEANING**

Carpets are to be cleaned by a professional carpet cleaner upon move out, plan to provide a copy of the receipt to the property manager showing proof of cleaning. Alternatively, the property management will have the carpets professionally cleaned and the expense will be deducted from your security deposit.

Thank you for your efforts.



sitlerpm@gmail.com

# Electronic Funds Transfer (EFT) Authorization

PO Box 1291  
Camrose, AB T4V 1X3

New

Change

Cancel

## Tenant Information

Name:	
Address:	
Telephone:	
Email:	

## Financial Institution Information

Name of Financial Institution:	
Branch Address:	
Branch Telephone:	
Bank Transit Number:	
Bank Account Number:	
Bank Institution Number:	

By signing this authorization form, the tenant acknowledges that:

1. This authorization will remain in effect until a change or cancellation is received in writing by Sitler Property Management Inc. using this form.
2. Sitler Property Management Inc. agrees to use the foregoing information for the sole purpose of effecting electronic fund transfers and/or automatic withdrawals from the above financial institution.
3. The tenant shall be responsible for all losses or transaction fees which may arise directly or indirectly by reason of any error or omission of the foregoing information and in providing any subsequent change in bank information.

## Authorized Signature

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

To ensure accuracy of bank account and other information, please attach a void check to this authorization.