

Wester-Land

Welcome Home.

Tenant Handbook

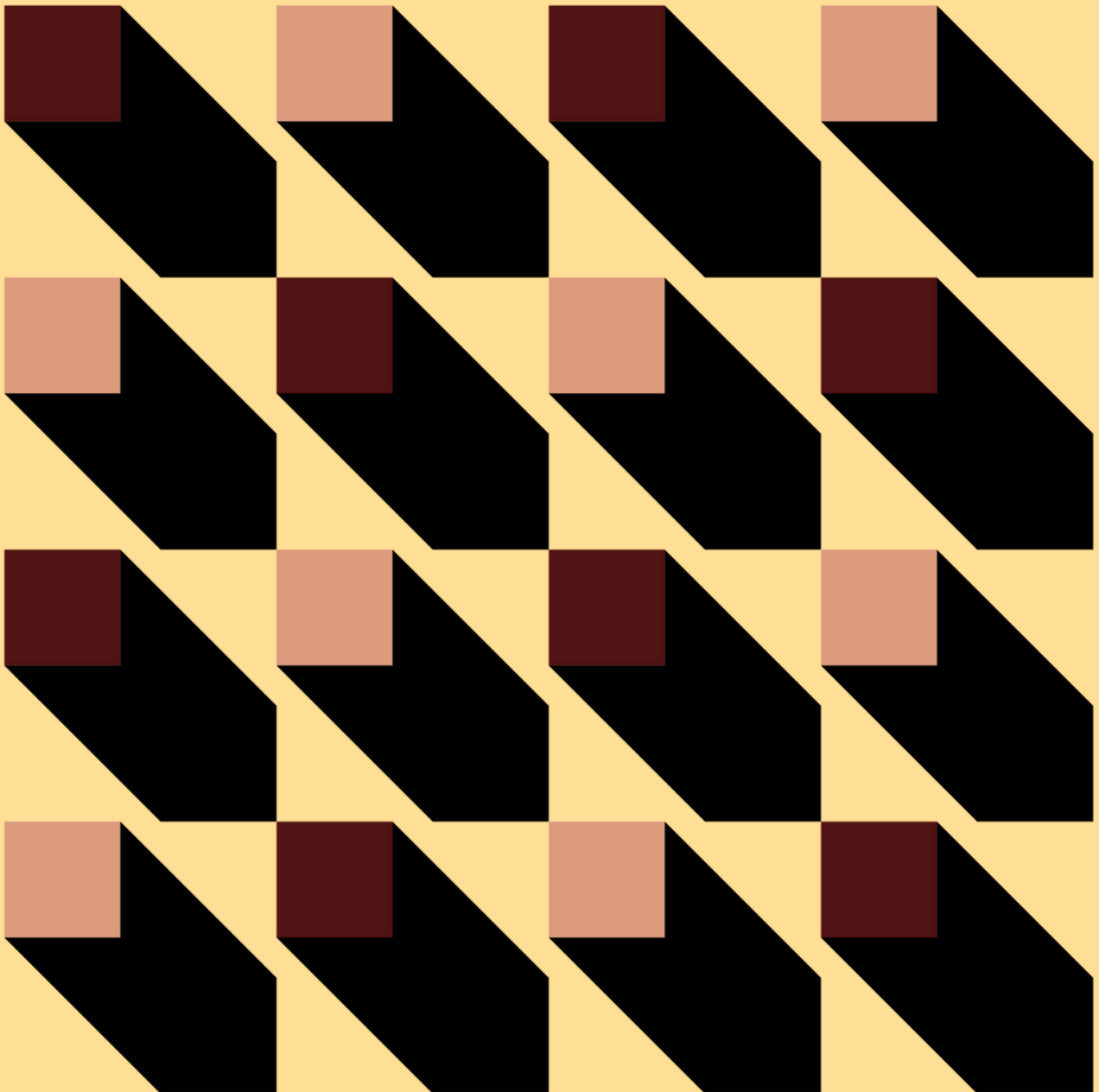


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MUST HAVE APPS FOR TENANTS

Resident Center

Submit maintenance requests, see your balance , pay your rent, and stay up-to-date with communication from Property Management.



See Appendix A & B for more information.

1VALET

Digital FOB that allows you access to the building, common rooms, and parking garage (if applicable).



See Appendix D for more information.

PAYRANGE

Required to pay for your laundry at BUBBLE KING Laundromat.



See Appendix C for more information.

GENERAL

Resident Center

The two types of inquiries are **a) Maintenance Requests** and **b) General Inquiries**

Key Resident Center Features:

- See your balance and make one-time or recurring payments any time, anywhere.
- Submit maintenance requests with attached photos within seconds.
- Stay up-to-date with announcements, texting and other communication features.

To download the app, go to either the Apple app store, or Google Play and search for “Resident Center”.



Everyone should have been invited to create an account on [Resident Center](#). If you need some help getting the account set up please reach out to nfldsupport@equimax.ca

Communicating with Us

Our property management team has set up the following systems to make sure that your building maintenance issues get dealt with promptly.

EMERGENCY NUMBER 24/7

Local: 1.902.876.2202

Please use the above numbers for emergencies, such as **fire, flood, propane leak**, etc that the property management team will need to be made aware of immediately. The line is available 24/7 for emergency requests.

These numbers **do not** take the place of **911**, please call emergency services if required.

NON URGENT MAINTENANCE AND INQUIRIES

Any non urgent requests should be submitted through Resident Center as either a Maintenance Request or a General Inquiry. Please provide as much information as possible so we can take action as quickly as possible.

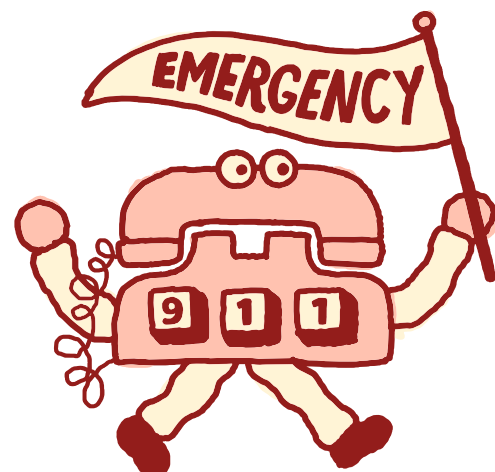
Maintenance Request Checklist

- **Nature** of the problem (e.g. leaky pipe).
- **Location** of the problem – be specific (e.g. the leak is coming from the black plastic drain pipe under the kitchen sink).
- **Severity** of the issue. Please be honest and be specific – tell us if it can wait a few days or if it's urgent (e.g. there's one drip every 5 seconds, I put a bucket under the drip. It's not an emergency – it can wait a few days).
- Include **photos**! Nothing is better than a picture of the problem.
- **Possible times for a service call.** Try to give us as many 3 hour time slots as you can, and check with your roommates when they can be home (e.g. Tuesday December 11th from 12PM-3PM).
- Let us know whether we have **permission** to go in and fix the issue without you present. Again, the more flexible you can be with this, the more likely we can fix the issue promptly.

See Appendix B for more information.

IMPORTANT CONTACTS

Police / Fire / Ambulance 911
Maintenance Requests Resident Center - Maintenance Task
Emergency/Urgent Requests Local: 1.902.876.2202
General Inquiries Resident Center - General Task
24/7 Call Centre 1.888.854.8655
Property Manager: Adam 708.885.9176, nfldsupport@equimax.ca



BUILDING POLICIES

Front Entrance

Tenants can access the building and common rooms using **1VALET**, which will act as your digital FOB. Click [here](#) for a full overview of 1VALET's features at Wester-Land.

Download the app to your smartphone:



Residents can also access 1VALET's library of help articles on their web-based [Resident Help Center](#).

If you share your FOB with someone who later gains access to the building, you are 100% responsible for their conduct while in the building.

It is forbidden for a tenant or visitor to use entrances, stairs and hallways for amusement or loitering unless otherwise given permission by the Landlord.

"No Tailgating" Don't let strangers trail in behind you when you are entering into the building. Never prop the door open unless you're moving in/out and are present in the entryway.

See Appendix D for more information on 1VALET.

Apartment Doors

Keep doors clean and free of any fire hazards. Be courteous of your neighbors when you are opening and closing doors, especially evenings and early mornings. No slamming of doors.

Elevators

Residents must keep elevators clean & clear at all times.

Residents will not obstruct doors, jump, or overcrowd the elevators; Residents will not use elevators in the case of fire or emergency, Tenants must take the stairs. If there are any issues, tenants must report them on Resident Center.

Parking Garage

The parking garage is home to 55 parking spots, 5 of which are accessible spots and 15 are outdoor. The garage is accessible via FOB. Any unauthorized vehicles will be **towed and/or ticketed at the owners expense.**

Tenants are not to leave any additional personal storage in these places, they are reserved for vehicles only. **Any unattended personal items may be disposed of without notice.**

Access to Parking

a) **Cars** - 35 underground parking spots. 5 accessible spots, and 15 outdoor spots.

These spots are only accessible for those with a parking pass. The parking garage is only accessibly by FOB.

b) **Bikes**

- 80 interior spots in the bike room

The bike room is accessible through the garage or through the stairwell. (No bikes in the elevators please). There is no cost associated with bike parking.

We are not responsible for any lost or stolen bikes or bike-related accessories. This room will be accessible 24/7. Please do not bring bikes in the elevators.

Package Deliveries

If you're ordering packages to the building, be sure to include your **unit number**. Delivery services will be able to drop your package off in the mailroom.

Canada Post will also have access to the mail room.

Mail

The Mail Room is located on the ground floor of *Building B* at *8 Lambe's Lane*. All 3 buildings mail will be delivered to this central location. You will be required to use your FOB to access this room. There are mailboxes for the corresponding units.



Lost /Mail

We are not responsible for any lost or stolen packages. Please make sure to provide explicit instructions on the order to specify to deliver.

Food Deliveries

If you make a food order, you can either meet the delivery person in the lobby or you can buzz them in using your FOB so they can deliver right to your unit. With most delivery services you are able to be specific about pick up / drop off locations, make sure you provide clear instructions!

Garbage & Sorting



All garbage and recycling should be in **black bags** & can be disposed of in the three 8 yard commercial bins located in front of Building B. At the moment, there are no recycling services at the building.

It is a requirement to dispose of garbage properly and refrain from disposing of large items like furniture, electronic equipment such as televisions, computers etc. on, in or around the garbage receptacles. Students must ensure their garbage does not leak or spill when transporting waste through hallways and in elevators. If it does, the resident is responsible for the cleanup or expenses incurred by the landlord for cleanup.

Large Item Disposal

If you are looking to dispose of larger items, please contact us via Resident Center. Include details like how big the item(s) are and how much they weigh. We will then provide you with a date and time for disposal.

CCTV Management

Our property management staff will have access to all CCTV footage from the cameras in the building. Cameras are located in all common areas, entries, circulation hallways, parking and outside areas. There is an office designated for monitoring all cameras and this will be operated by our property management team.

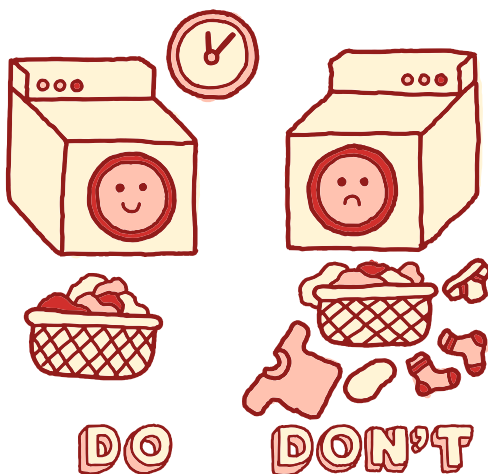
Footage may be observed in real-time or retroactively by our property management team both on site and remotely.

There are no cameras anywhere inside resident suites.

Laundry

The laundry room is located on level 1 of *Building B*. There are 17 washing machines and 18 dryers. The laundry room is referred to as **BUBBLE KING Laundromat**.

Tenants can pay using the [PayRange](#) paystations located in the laundry room. Payment methods include; Apple Pay, Credit Card or Interac Debit. Cost per wash is \$2.50 and \$2.50 per dry.



All laundry machines must be treated with care and not overloaded. PayRange will send your smartphone **“End of Cycle Alerts”** to notify you when your load is complete. Please utilize this feature to not hold up other tenants when your load is completed.

Residents are required to clean the dryer lint trap after each use.

If you are finding that the times you are looking to do laundry are busy, we recommend that you try using the machines during low traffic times like mornings and early afternoon.

See Appendix C for more information on PayRange.

Internet

Your internet is provided by **Rogers**. Each unit has their own router and network. The router will be located in the living room, typically near the TV stand.

For assistance with getting online, technical support, changing WiFi settings, or any other issues whatsoever pertaining to the internet, **tenants must contact Rogers directly.**

IMPORTANT: Wester-Land sold Rogers internet at a discounted rate to Wester-Land tenants. However your accounts are set up with Rogers directly.

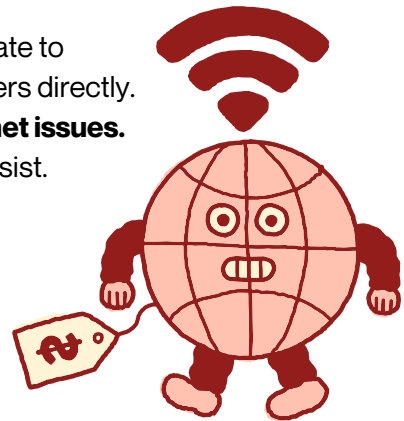
Wester-Land staff cannot and will not assist tenants with internet issues.

We do not have any access to the system and have no means to assist.

Tenants **MUST** contact Rogers.

For Technical support, contact **Rogers** dedicated customer care team: **1-855-759-5856**, > press 3 for technical support.

Please Appendix E for more information.



Fire & Smoke Detectors

The Tenant shall not permit anything to be done in the Rented Premises or the Landlord's Premises or bring or keep anything therein which in any way will increase the risk of fire or fire insurance therein, or obstruct or interfere with the rights of the Landlord or other Tenants of the Landlord, or in any way injures or annoys them, or conflict with the laws relating to fires or with the regulations of the Fire Department or with any insurance rules and ordinances of the Ministry of Health or with any statute or municipal by-law.

The Tenant agrees that no wood, coal, oil, gas, gasoline or other fuel or any combustible, hazardous or offensive material shall be stored inside the Rented Premises, communal parking garages, lockers or storage rooms within the Landlord's Premises.

The Tenant will maintain the smoke detectors in working order by replacing the batteries when necessary.

Tenants will not remove batteries from smoke detectors or in any other way disarm them.

If a tenant becomes aware that a smoke detector is not in working order after changing the batteries, **the tenant shall immediately advise the Landlord.**

Apartment Modifications

The Tenant is obliged not to make the following modifications to the premise, unless **written consent has been provided by Landlord:**

- Make holes in the walls(to hang a frame for example)
 - Paint the floors
 - Wallpaper the walls
 - Change the locks or install additional locks
 - Surcharge the electric circuit
 - Paint the walls
 - Installing an Air Conditioning unit
 - Place an object heavier than the premise can support
 - It is forbidden to attach signs on the balconies or the windows.
 - Storing bicycles, boats, tires, BBQs or having a clothesline from your window is not permitted
-

Lost Key Policy

- Each tenant will receive one (1) unit key
- Each unit will receive one (1) mail key
- Each tenant will have access to [1VALET](#) which will act as your digital FOB and will allow access to their building, the common rooms, car parking (if applicable), and bike room parking.

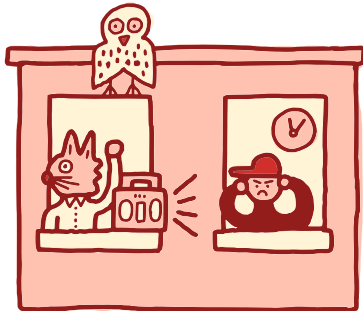


Replacement Costs

The replacement cost for a key is \$25 each. This payment will be due upon new key pick up. If you lose a key, please file a **General Inquiry** through **Resident Center immediately**. We will deactivate your lost fob. In the event that your lost/stolen key or fob is used to access the building, you will remain liable for the person who used it.

Please note: We do not have any obligation to provide a replacement fob/key by any particular time frame. Tenants may have to wait an extended period of time until we are able to provide a replacement. Replacements may be limited and tenants may be relegated to mobile key only in the event that they lose their fob too many times.

Noise & Noise Complaints



Tenants shall respect the rights of all other tenants/occupants of the building to peace and quiet and will not cause unreasonable disruption by shouting or other loud use of their voice, with noise, music, radios and televisions, odor, or in any other way.

What to do if there is a noise problem:

- 1.** Do not wait for it to go away and suffer silently. The best first step is to politely visit your neighbor and ask them to turn it down.
- 2.** If that doesn't work, or if you find yourself repeatedly requesting that they turn it down, send the Landlord an email and we will contact them.
- 3.** If they are still making excessive noise, dial 9-1-1 and make a noise complaint. Get a copy of the police report and send it to the Landlord via email, this will allow us to open a file and seek more severe or permanent consequences (included and not limited to eviction of the tenants in question).
- 4.** Make sure you keep track of the hours and nature of the noise violation. The documentation could later help at the courts if the Landlord files for the termination of the violator's lease.

All **abusive, disorderly, violent, or harassing** conduct by a Tenant, including but not limited to abusive and/or foul language, sexually explicit comments toward tenants, occupants, or management is **prohibited** and is **grounds for termination of tenancy**. Likewise, vandalism of any kind by a Tenant on or to Landlord's property is prohibited and the tenant will be sanctioned.

Guests

We understand that you're busy and social university students and we don't want to interfere with your daily routines. That's why we don't have any hard limit on how many guests you can have.

With that being said, for anyone that comes into the building as your guest, **you are responsible for them and their behavior**. If one of your guests is to do something against the rules, this will come back on you, so keep this in mind when you're deciding who to invite over to your unit.

Tenants are responsible for any damages or clean-up resulting from the conduct of their guests, visitors, and invitees.

Drinking

We understand that some tenants are of legal drinking age, but we also acknowledge that some of our tenants are underage and some would prefer not to participate. It is integral that regardless of personal decisions, we stay respectful of others.

We are quite reasonable with our drinking rules, but we ask that there is **ABSOLUTELY NO DRINKING** in the hallways, elevators, stairways, outdoor spaces or in any of the common spaces.

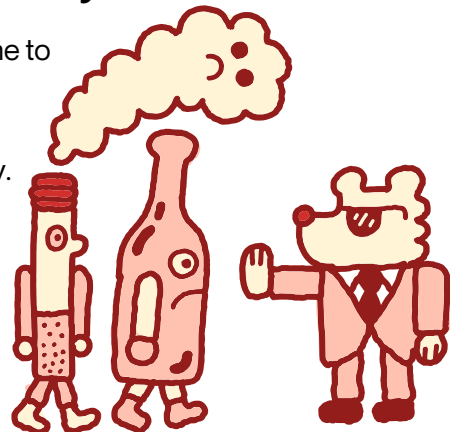
There is a **NO GLASS** policy that pertains to all of the common areas.

Zero Tolerance Smoking & Growing Policy

The Tenants and Guests shall not, and shall not permit anyone to smoke cigarettes, vapes, marijuana, or any other illegal substance in any indoor or outdoor part of the premises, the common areas, or in the perimeter of the Landlord's property.

No recreational or medical marijuana may be grown on the premises by the Tenants or Guests.

Possession, sale, or use of any illegal drug or drug paraphernalia in the premises or the building is **prohibited**.



Cleaning, Repairs & Costs

The Tenant agrees to leave the apartment in clean condition. Should the Tenant fail to return the apartment at the conclusion of their lease in the same condition, the Tenant agrees to compensate the Landlord for the cost of cleaning the apartment. **This would be deducted from the damage deposit that was paid upfront.**

Residents are responsible for maintaining the furniture in good condition, subject to ordinary wear and tear, and for any damage, loss or destruction. Any damage to the Furniture will be charged to the Resident at its costs of replacing or repairing the Furniture, including materials, parts and labor.

Banned Items

- Gas, benzene, oil, propane, varnish, and any other substance that may explode or contain dangerous chemicals.
- BBQ's
- Waterbeds
- No weapons of any kind – including novelty, historic or decorative weaponry. No guns or gun-like objects – including Airsoft®, paintball guns, etc.
- Any illegal drugs and/or drug paraphernalia
- Window coverings like sheets, towels etc.

TENANT POLICIES

Rent Payments

Rent Payments will be made automatically using either a) **The PAD** (Pre-authorized Debit) form or b) Through **Resident Center**. The account you chose on the **PAD** form or **Resident Center** will be charged on the first of every month for payments. Rent is due the first of every month.

Guarantors

We have Guarantors on file for all of our tenants. In a perfect world we won't need to contact them, however we may need to reach them if one or more of the following situations arise:

- Payment related issues
 - Discipline or Behavioral issues
 - Emergencies
-

Renewals

If you are interested in renewing your lease at Wester-Land please reach out through the Residence Center. We will be starting renewals in October 2025.

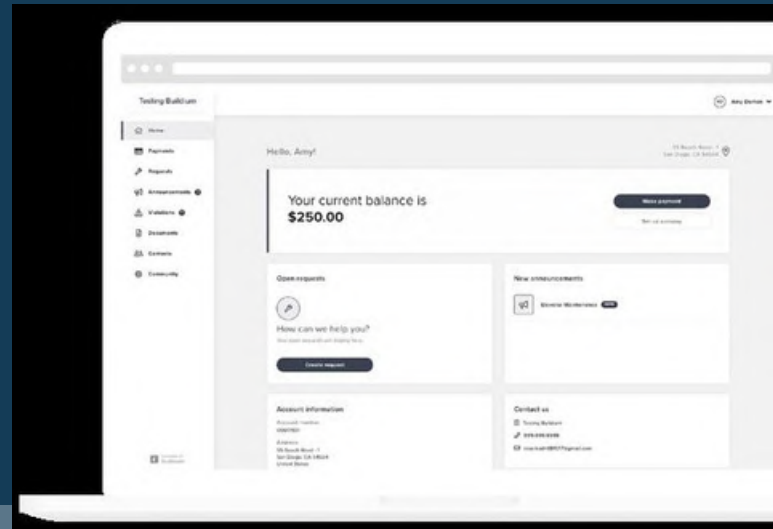
APPENDIX A: RESIDENT CENTER GUIDE



Say hello to a better residence experience.

Most of your life is managed online, so why should your resident experience be any different?

We are pleased to offer you the Resident Center, which gives you easy access to manage your living experience online.



BENEFITS



Online Payments

Make online payments and keep track of your payment history



Recurring Payments

Never worry about late fees by setting up automatic payments



Maintenance Requests

Submit maintenance requests from your mobile device or computer



Access Documents

Get easy access to important documents related to your lease



Messages

View notifications and announcements in one convenient place



Mobile App

Easily access the Resident Center app at anytime, anywhere



APPENDIX B: MAINTENANCE REQUESTS

Open requests

How can we help you?

Open requests will display here. If you want to create a request, tap the "+" icon.

New announcements

What do you want to do?

- Make payment
- Set up autopay
- Create request
- Send text message

How can we help you?

Maintenance request
Report a leaky faucet, cracked window, etc.

General inquiry
Ask questions about your lease, parking, etc.

Is this an emergency?
If this is an emergency, please call 911 for immediate help.

What is your request for?

- General
- Appliances
- Electrical
- HVAC
- Key and lock
- Lighting
- Outside
- Plumbing

Give a title to your request

Next

Tell us what's going on in detail

Next

Show us what's going on

Attachments help describe what's going on and allow us to better assess your request.

Add attachments

Scheduling information

Are we allowed to enter the property if you're not home?

☐ Yes ☐ No

Do you have any pets?

☐ Yes ☐ No

Any other entry notes?
Tap here to add entry notes

Review your request

Category: General Edit

Title: Broken door knob Edit

Description: The door knob on the bathroom door fell off and we're not able to close the door Edit

Attachments: Add media and files to describe your request Edit

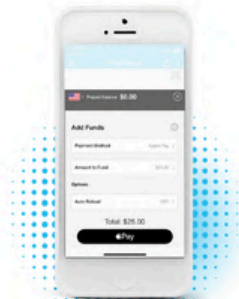
Scheduling: Permission to enter: Yes
Pets on property: No
Entry notes: Submit

Cancel request

APPENDIX C: PAYRANGE - LAUNDRY



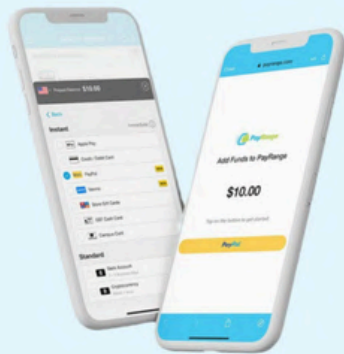
Download Free PayRange App



Add Funds

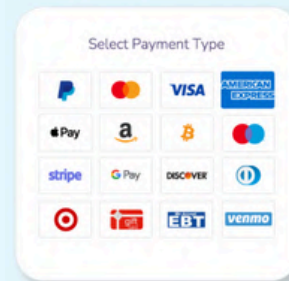


Slide to Pay



Endless way to pay

PayRange gives you endless ways to pre-load funds to the PayRange app.



Save Time

Make life easy, ditch the dirty coins and switch to touchless cashless payments.



Ditch the Hassle

No more digging for coins or fumbling with cash, PayRange lets you pay your way. Have your own digital wallet in your hand with a secure payment method of your choice.



Save Money

Earn money just from taking in app surveys, playing in-app games or completing fun tasks. The PayRange "Marketplace" is the go to place to earn simple credits that can be used towards free purchases.



Earn Rewards

Who doesn't like free purchases? With PayRange, the more you pay with mobile the more you earn towards free purchases.



Buy Now Pay Later

Pay day running late? We've got you covered. With Buy Now Pay Later, PayRange lets you fund your wallet on us.



End of Cycle Alerts

No more waiting around for your clothes to dry. With "End of Cycle Alerts," you can enjoy your free time and get notified when your laundry is done.




Wallet with No Limit

From old gift card balances to college cards, to EBT, to Venmo and more, PayRange let's you pay your way YOUR way.



APPENDIX D: 1VALET

1VALET®



Getting Started

Download the 1VALET Resident App

If you own a smartphone and have provided the number to your property manager, you'll receive an invite with a download link to the app and a **6-digit code** to create an online profile.


iPhone [Download from the App Store](#)

Android [Download from Google Play](#)

Haven't received your invite code yet?


Please reach out to your building management team for assistance.

1VALET App Features:




Remote Unlock

Remotely unlock building doors from anywhere in the world




Digital Fob

Access your common areas with your phone




Video Calls

See visitors before letting them in with 1-way video calls



Buy & Sell

Your community marketplace and bulletin board



Announcements

Keep up-to-date with building news

Need help?


Find answers on our Help Center or contact us through our dedicated support channels:


1VALET App Support

www.help.1VALET.com

support@1valet.com

1-833-993-1212





APPENDIX E: INTERNET

Internet services with Rogers



Rogers is providing Wester-Land residents with fast gigabit internet included in your lease. Here's what you need to know:

- Your internet connection is provided by and supported by **Rogers**. You can expect to see speeds up to 1 gigabit depending on device compatibility, WiFi signal strength, and network availability.
- While Wester-Land is delighted to have arranged for this service to be made available for you, **your property managers are not able to assist with technical support**, account setup, or service disruptions.
For any assistance related to your internet, you must contact Rogers directly.
- Use of this internet connection is subject to the Rogers terms and conditions, and other related policies available at rogers.com/terms

Account Activation & Technical Support

To activate your service, please contact Rogers to schedule an installation appointment.

For all technical support, you must contact [Rogers directly](https://rogers.com/terms). Your property managers are not able to assist with this.

1-855-759-5856

> Press 3 for technical support.

You will be required to provide your full address and unit number.

Please use the following format: Full address & unit number

ex. 6 Lambe's Lane - Building C, St. John's, NL, A1B 4E9 & C201

FAQ

1. How do I get help with activating or troubleshooting my internet service?

For technical support, please contact Rogers Technical support: 1-855-759-5856 x3
You will be required to provide your full address and unit number.

2. What is my WiFi network name and password?

Your WiFi network name and password are printed on your modem/router located in the living room. It's a tall rectangular box with two blue cables coming out of the back. Typically the WiFi network name is labeled "SSID" and the password is labeled "PSK".

3. My WiFi signal is weak in certain areas of my unit

Rogers has provided high performance wireless routers which should be more than capable of covering the largest units at Wester-Land. If you are seeing degraded wifi signal strength, try switching to a 2.4ghz network. If this does not resolve the issue, please contact Rogers for further support:

APPENDIX F: BUILDING MAP

