



'BOB'S NORTHERN SUITES'

*Not just a good place,
... a great place to call home.*
<ADDRESS>



2004

WELCOME!

Welcome to Your New Home provide by BOB'S NORTHERN SUITES.
We provide quality suites and homes to quality respectful tenants like yourself.

*"Not just a good place
,... a great place to call home."*

Here at BOB'S NORTHERN SUITES, we welcome you as our valued tenants. In an effort to ensure your tenancy with us in our rental suites is not just a good place...but a great place to call home; we provide a

'Tenant Handbook' with important notices and information of interest for you as a tenant.

At your fingertips are our Policies & Procedures and important useful tips in maintaining and caring for your rental suite and property.

Quick reference to critical names and numbers & how to get a hold of us.

Please include all future communications you receive throughout your tenancy into this Tenant Handbook by slipping papers into the inside pockets. You may include your tenancy lease agreement, as well, to keep all your tenancy records together.

So what will you find in this handbook?

This Tenant Handbook is intended for the exclusive use of BOB'S SUITES tenants. *Please **return** this Handbook to the Landlord at the end of your tenancy. Replacement cost is \$25.00.*

Lots of "Must Know" information tidbits

"Important Tenant Reminders for the Season" are items specific to each respective season and will be posted in a quarterly/seasonal newsletter for tenants to take note of and follow through if required Please ensure these reminders receive you attention.

Contact Directories are provided for your convenience. There are two contact directories for easy reference. The first is "Office Contact Information – Protocols". Please note, there is a

protocol for tenants to follow when calling into the office.

The second directory is an "Important Phone Numbers" directory listing common emergency numbers and other service providers for your area.

You will already have the "Tenant Policy Handout". Another copy is provided in this Handbook as it outlines your responsibilities as a tenant for the proper maintenance of the rental property, as well as, a "Vacating Checklist" for such time. Please familiarize yourself with these requirements.

And when making such a move, whether in or out, there is a "Moving In & Out Checklist" provided as a notification guide to ensure a smooth transition of services and mail delivery for you as a new or moving tenant.

Continued...

Why Do I Need Tenant Insurance?

Tenant Insurance is an important component to your financial security and peace of mind. To find out why, refer to *“Important Tenant Insurance Requirement”* and *“Why Do I Need Tenant Insurance?”*

What do I need to know about where I live?

There are crucial items that will need your attention and follow-through. We have also selected specific information that will be of use to you during your tenancy with us such as, useful tips to maintain and care for the property while saving energy, resources and yes, money on utility usage. Lawn and yard maintenance tips from _____ and City of _____ are very informative, as are the city bylaw requirements for snow removal in winter.

What would you do if there were an interruption in the use of utilities?

We have provided helpful information to assist you in this situation if it should occur, as well as, information as to the location and how to accurately read utility meters.

Safety Information is included as a courtesy and reminder for your safety with respect to power, water and gas service.

We trust you will find this handbook useful throughout your tenancy.

We welcome your comments and suggestions. We are committed to ensuring a neat, clean residence for you to occupy and we are especially proud of our outstanding Property Management Team in keeping our commitment!

We look forward to an enjoyable association with you and are thankful to have you as tenants.

