



RESIDENT HANDBOOK

Mainstreet

Living Made Simple

Welcome to your new home at Mainstreet!

We're thrilled to have you join our vibrant community. At Mainstreet, we believe home is more than just a place — it's where life happens, connections are made, and memories are created. From the moment you step through the door, we're committed to delivering a welcoming, comfortable and smooth experience.

This Resident Handbook is your go-to guide for everything you need to know about living in our community. Whether you're settling into your first home or making a fresh start, we're here to ensure your transition is as smooth and enjoyable as possible.

A new chapter begins here.

About Mainstreet

At Mainstreet, our purpose is simple: to create a living experience where people thrive.

We're proud to offer vibrant, welcoming communities for individuals and families seeking a place to call home. Rooted in the energy of urban living, our spaces blend authenticity, affordability and quality to provide you with a sense of ease and belonging.

Our commitment to you? Affordable living without compromise. We focus on what matters most: seamless services, comfortable spaces and a sense of belonging that turns apartments into homes.

At Mainstreet, it's not just about where you live — it's about how you live. Let's build something vibrant together.

Please Note: This handbook is designed to provide helpful information about living at Mainstreet and enjoying your home and community. Policies, procedures, and amenities may vary by property and may change from time to time.

This handbook does not replace your Lease Agreement. If there is any difference between this guide and your Lease Agreement, the terms and conditions of your Lease Agreement will always apply.

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Quick Start Essentials — Living at Mainstreet

Welcome home. Here are the key things to know.

Rent

- Due on the 1st of each month
- Payments are set up through pre-authorized debit (PAD)
- Late and NSF fees apply
- Contact us early if there is a payment issue

Maintenance

- Submit requests through your Resident Manager or the Customer Service Centre
- Emergency maintenance is available 24/7 at 1.866.480.6246

Urgent Situations

Call Mainstreet emergency line for:

- Flooding or major leaks
- No heat, water, or electricity
- Fire hazards

Call 911 for fire, medical emergencies or immediate danger.

Pests

- Keep food sealed and garbage removed
- Avoid second-hand furniture
- Report signs right away
- Do not use store-bought pest sprays

Smoking

- Not permitted in suites, balconies, or common areas

Noise

- Keep noise low from 10 p.m. to 7 a.m.

Parking

- Use assigned or permitted stalls only
- Visitor parking is for guests

Pets

- Pets require approval before moving in. Limits and fees apply.

Need Help

- Contact your Resident Manager for questions, service requests, and support.
- Customer Service Centre
1.866.480.6246 or customerservice@mainst.biz

Spread the Vibe: Invite a Friend, Build a Community

At Mainstreet, we believe great communities grow through connection. When you refer a friend to live here, you help make our community even stronger and more vibrant.

Here's how it works:

1. Invite a Friend – Share your Mainstreet experience.
2. Let Us Know – Tell us about your referral.
3. They Move In, You Earn – Once your friend joins, you'll receive a special thank-you. *
4. Feel the Vibe – The more you share, the better the community gets.

Ready to spread the vibe? Invite a friend today!

*Conditions apply.

Getting Settled

Moving into a new place is exciting, and just a little overwhelming. Here are a few tips to help you get comfortable quickly:

Set Up Utilities and Services

- If you haven't already, arrange utilities like electricity, internet, and water (if not included). Your Lease Agreement outlines what is covered in your rent.
- If you want mail forwarded from your previous address, you can set it up with Canada Post for a fee. Remember to update your address with your key contacts.

Know Your Space

- Take some time to get familiar with your new home. It helps to know how everything works, like the thermostat, appliances, and circuit breakers.
- Explore the building to locate waste bins, the laundry room (if applicable), and other amenities.

Unpacking and Organizing

- Start by unpacking the essentials like your kitchen items and personal belongings and then move on to other items.
- Organizing your space early can make a big difference. Arrange furniture to maximize space and light, and help your home feel open and cozy.

Meet Your Neighbours

- Introduce yourself and start building connections. A friendly hello or a quick smile can go a long way.

Explore the Neighbourhood

- Take time to check out your new neighbourhood. Whether it's a local coffee shop or a nearby park, getting familiar with the area will help you feel more connected.

Getting Settled cont'd

Make Your Home Yours

- Personalize your space by adding photos, artwork or plants.
- If you want to hang pictures or decorations, use small hooks and nails that won't cause damage to the walls. If you're unsure, check with us.
- Structural alterations, painting or wallpapering are not permitted.
- For safety and appearance, avoid placing doormats, décor, or personal items in the shared hallway outside your suite.

Renter's Insurance

At Mainstreet, all residents are required to have Renter's Insurance. This protects you and your belongings in case of water damage, fire, theft or other unexpected events. It also includes liability coverage if damage happens to Mainstreet's property or a neighbour's suite.

If you don't already have coverage, please ensure it's in place before moving in. We may request proof of insurance at any time during your residency.

For added convenience, you can ask us about coverage through our preferred insurance provider. It's a simple sign-up process, and the cost is added to your monthly payment.

Paying Rent

Rent is due in advance on the first day of each month, regardless of holidays or weekends.

For your convenience, rent payments are set up through pre-authorized debit (PAD), allowing for automatic monthly payments. Simply provide your banking information before your lease begins. The person listed on the PAD must also be named as a leaseholder on your Lease Agreement.

PAD allows for secure, automatic payments of rent and any related charges, helping you stay on track with no extra steps.

A \$50 late fee applies if rent is paid after the first of the month. If a payment is returned due to non-sufficient funds (NSF), a \$50 fee will be charged. Please include any late or NSF fees when making your payment.

Flexible Rent Payment Options with Zenbase

We've partnered with Zenbase to offer you a more flexible way to pay your rent.

With Zenbase, you can:

- Split your rent into two monthly payments
- Reduce financial stress
- Build your credit by reporting on-time payments

To learn more or sign up, visit myzenbase.com/mainstreet.

Maintenance Requests & Emergencies

Our Maintenance Associates are available to assist with service requests during regular business hours, Monday through Friday. We aim to respond promptly; however, during busy times, urgent issues are prioritized.

If something unexpected happens after hours, emergency maintenance is available 24/7. If your health and safety are at risk, or if there's potential for significant damage to your home, please contact us immediately at **1.866.480.6246**. Emergency requests may include:

- No electricity
- Flooding in your suite
- No heat or water
- Fire or fire hazards

If you are locked out of your suite, charges may apply for providing entry.

If we need to enter your suite for maintenance, we'll provide 24-hour written notice unless we have your verbal permission. In emergency situations, we may enter without notice.

Protecting Our Plumbing

Help keep your building's plumbing working smoothly by following a few simple guidelines:

- **What Not to Flush:** Wipes (even "flushable" ones), feminine products, paper towels, tissues, cotton balls, swabs, cat litter or medication. Dispose of these items in the trash or return unused medicine to a pharmacy.
- **What Not to Pour Down Drains:** Fats, oils and grease (FOG), food scraps like coffee grounds or harsh chemicals. Use eco-friendly products and dispose of food waste in the Organics bin (if available) or trash.

Prevention Tips:

- Every few months, treat drains with boiling water, baking soda, and vinegar to help clear hair and debris.
- Low-flush toilets can clog more easily. Using too much toilet paper is a common cause. A quick plunge now and then can also help to prevent bigger clogs.

Keeping Your Home Pest-Free

We want you to enjoy a clean, comfortable living space. Keeping your home pest-free is a shared responsibility, and simple habits can make a big difference.

Prevention Tips:

- Vacuum regularly and clean up crumbs, spills, and food residue right away.
- Store food in sealed containers and avoid leaving food out overnight.
- Take out garbage frequently and avoid leaving empty bottles or cans in your suite.
- Keep your home tidy and organized. Avoid piles of paper, boxes, or clutter.
- Inspect your mattress, bedding, and cupboards regularly for signs of pests.
- Wipe up moisture and report any leaks under sinks or around plumbing fixtures.
- Avoid bringing second-hand furniture or other items into your suite unless carefully inspected.
- Report small cracks or gaps around doors, windows, or plumbing so we can arrange repairs.

If you notice pests, contact us right away so we can schedule an inspection and treatment. Mainstreet covers the cost of professional pest control and will provide instructions to help you prepare.

Please avoid using store-bought sprays, powders, or pest control products, as they can interfere with professional treatment.

Make sure your suite is accessible and properly prepared on the treatment day to avoid delays or additional charges.

In some cases, multiple treatments may be needed to fully eliminate pests. Even if you don't see anything, we may schedule preventative treatments to keep your home pest-free.

Safety and Security

Your safety and peace of mind matter to us, and we all play a part in keeping our community secure.

Building Access

- Don't let strangers follow you into the building. Politely ask them to use their own key.
- Always make sure the door closes fully behind you.
- Only buzz in people you know or are expecting.

While You're Away

- Have a trusted person check on your suite if you're gone for an extended time.
- Use light timers to give your home a lived-in look.

Doors, Locks, and Windows

- Always lock your doors when you leave or step away.
- If your e-lock flashes yellow, let us know — the battery needs replacing.
- Never share your door code with others.
- Report any issues with locks, doors, or windows promptly.

Safety and Security cont'd

Vehicle Safety

- Lock your vehicle and keep valuables out of sight.
- Never leave your car running unattended.
- Store bikes and strollers inside your suite or in designated areas.

Stay Alert

- Report any suspicious activity to your Resident Manager or the Customer Service Centre.
- Being aware of your surroundings helps keep everyone safe.

Fire Safety

Keeping our community safe is a shared responsibility. Here are some fire safety tips to protect you and your neighbours:

Smoke Detectors

- Test your smoke detector monthly to ensure it's working properly.
- Learn the sound of the alarm so you can respond quickly in an emergency.

Kitchen Safety

- Never leave cooking unattended.
- If a grease fire occurs, **never use water**. Instead, cover the pan with a metal lid, use a fire extinguisher or sprinkle baking soda on small flames.
- Keep pets and children away from cooking areas.

General Fire Safety

- Avoid overloading electrical outlets and only use cords in good condition.
- Always extinguish candles before leaving the room.
- Turn off portable heaters when not in use.
- Keep flammable materials away from heat sources.
- Clean the dryer lint trap after every use to reduce fire risks.

Emergency Preparedness and Response

At Mainstreet, your safety is our priority. Our Emergency Management Plan follows best practices for major emergencies, including fire response and evacuations.

Be Prepared

- Know your building's evacuation routes and fire safety procedures.
- Identify at least two escape routes from your suite.
- Know where the fire alarm pull stations are located.
- Find out where the muster point is for your building.

Emergency Preparedness and Response cont'd

If the Fire Alarm Sounds

- If the alarm sounds for more than 10 seconds, evacuate immediately using the stairs.
- Do not use elevators.
- Follow instructions from Mainstreet staff and emergency personnel.
- Do not re-enter the building until you're given the all-clear.

If You Can't Leave Your Suite

- Stay inside and close the door.
- Block smoke from entering using towels or blankets.
- Move to a window or balcony and signal for help.
- Call 911 and provide your address and suite number.

We conduct regular evacuation drills to help you stay prepared. Please participate so you know what to do in an emergency.

If you notice any safety concerns in your building, let us know right away so we can address them quickly.

Parking

To help keep parking safe and stress-free, please follow these guidelines:

- **Assigned Stalls:** Please park only in your designated spot. Your vehicle should be registered, insured, and in working condition. Recreational and commercial vehicles are not permitted on the property.
- **Open Parking:** If applicable, these stalls are available on a first-come, first-served basis and are not guaranteed.
- **No Parking Areas:** Parking is not permitted in fire lanes, loading zones, building entrances, or any area marked "No Parking." Reserved and accessible stalls may only be used with proper authorization and valid permits. Visitor parking is for guests only and may not be used by residents. Please remind visitors to follow posted signs to avoid being ticketed or towed.
- **Unauthorized Vehicles:** If someone parks in your stall, please contact your Resident Manager or, where permitted, you may reach out to a towing company or local authorities directly. Be sure to have proof that the stall is assigned to you.
- **Vehicle Maintenance:** Please avoid doing repairs or maintenance on the property to keep the area tidy and safe for everyone.
- **Updating Your Information:** If you change vehicles, please let us know so we can update our records. To change or cancel your parking stall, just let us know with one calendar month notice.

Sound Advice for Shared Living

Noise can be a challenge in shared living, but with a little thoughtfulness and open communication, it can be easy to manage. By being mindful of noise and addressing concerns with care, we can build strong relationships with neighbours and ensure a positive living experience for everyone.

Reducing Noise

- **Lower Volume During Quiet Hours:** Keep volume low between 10 p.m. and 7 a.m. to support a restful environment for all.
- **Use Area Rugs:** Rugs help absorb sound in high-traffic spaces like living rooms and hallways.
- **Time Appliances Wisely:** Use noisy appliances like washers, dryers, and blenders during the day when others are less likely to be disturbed.
- **Try White Noise:** If external noise is an issue, white noise machines can help mask it.

Addressing Noise Concerns

- **Give a Heads-Up:** Planning a gathering or playing music? Let neighbours know in advance to avoid surprises.
- **Stay Respectful:** If a neighbour brings up a concern, listen calmly and be open to finding a solution.
- **Apologize and Adjust:** A simple apology and small change can prevent bigger issues.
- **Discuss Expectations:** If noise continues, consider discussing quiet hours directly with your neighbour to find a shared solution.

Using Shared Spaces Respectfully

To keep common areas safe and comfortable for everyone, all residents, guests, and members of the household are expected to use shared spaces responsibly. Parents and guardians are also asked to supervise children and help them follow these guidelines:

- **Keep Hallways and Common Areas Clear:** Hallways, stairwells, and lobbies should not be used for playing, gathering, or lingering. These spaces must stay clear of personal items like toys, food, or furniture to ensure safety and accessibility.
- **Use Outdoor Spaces for Play:** Outdoor courtyards may be used for recreation. Please avoid playing in parking lots, entranceways, or landscaped areas.
- **Ride Safely:** Bicycles, scooters, and skateboards should be used only on sidewalks or designated play areas.
- **Stay Within Your Building:** Please don't enter other buildings unless invited by a resident there.
- **Doors Must Remain Closed:** Never prop open building doors, as this creates safety and security risks.
- **Supervision:** Children should always be supervised and encouraged to use appropriate outdoor areas for play.
- **Damages:** Residents are responsible for any damage caused by themselves, their guests, or members of their household.

Smoking and Odour Awareness

In shared living, both smoke and strong smells can affect those around you. Please follow these tips to help keep our community clean, safe, and comfortable:

- **Minimize Odours:** Use your range hood or exhaust fan if available, or open a window while cooking. Ventilate your suite when needed and take out garbage regularly. Air fresheners or natural alternatives like baking soda or essential oils can also help reduce lingering smells.
- **No Smoking Indoors or on Balconies:** Smoking or vaping, including tobacco and cannabis, is not allowed in suites, on balconies, or in common areas.
- **Outdoor Smoking:** If your building has a designated smoking area, please use it. Otherwise, smoke only off property and at least five metres from doors, windows, or air intakes.
- **Dispose Properly:** Always put cigarette butts in appropriate containers. Do not leave them on the ground, ledges, or in planters.

Laundry Room Tips

We want everyone to enjoy a clean, hassle-free laundry experience. Here's how you can help:

- **Hours:** Laundry rooms are for resident use only and are typically open from 8 a.m. to 9 p.m. Please finish your loads within this timeframe.
- **Be Considerate:** Share machines, keep noise low, and limit your time so everyone has a chance to do their laundry.
- **Use with Care:** Follow machine instructions, load them properly, and clean the lint trap after each use.
- **Be Prompt:** Remove your laundry as soon as the cycle ends so others can use the machines.
- **Keep It Tidy:** Wipe up any spills and dispose of trash or empty detergent bottles.
- **Report Issues:** If a machine isn't working properly, let us know so we can arrange repairs.

Cleaning Tips

Keeping your home clean doesn't have to be a hassle. Here are a few simple tips to help maintain a fresh and tidy space:

- **Regularly Wipe Down High-Touch Surfaces:** Clean doorknobs, light switches and countertops to maintain cleanliness and sanitation.
- **Vacuum or Sweep Floors Regularly:** Especially in high-traffic areas, to remove dust and dirt.
- **Keep Your Kitchen Tidy:** Wipe down appliances, counters and the sink after use, and regularly clean inside your oven and fridge to prevent spills and food build-up.
- **Clean Your Bathroom Regularly:** Wipe down surfaces and disinfect high-touch areas like faucets and handles. Clean sinks, tubs and toilets to prevent soap scum and stains.
- **Use Natural Cleaning Products:** Where possible, choose natural products to reduce harsh chemicals and keep the air fresh.
- **Take Out the Trash Regularly:** Prevent odours and maintain a pleasant living space.
- **Declutter Regularly:** Keep belongings organized and make cleaning easier.

Appliance Tips

A few simple habits can help your appliances run smoothly:

- **Fridge:** Keep items away from interior vents so cool air can circulate. If the door doesn't seal properly or food isn't staying cold, contact us.
- **Oven & Stovetop:** Wipe spills after cooking to prevent smoke and odours. If you notice a burning smell, smoke that isn't from normal cooking, or a burner not working properly, please let us know.
- **Dishwasher:** Running the dishwasher regularly helps prevent smells and buildup. If you notice water pooling or dishes not coming out clean, let us know.
- **Washing Machine:** Avoid overloading the washer to prevent noise, vibration and wear. If the machine shakes excessively or won't drain, contact us.
- **Dryer:** Clean the lint trap after every load. If drying takes longer than usual, please let us know as restricted airflow can affect performance and may create a safety concern.

Sustainable Living & Waste Disposal

To help keep our community clean and welcoming, please dispose of garbage, recycling, and organics in the designated bins. Do not leave items in hallways, the lobby, vestibules, or outside the building entrance.

If your building has a garbage chute, use it only for small, securely wrapped items that fit easily inside.

Where available, use the appropriate bins for:

- **Recycling:** Keep items clean, dry and empty.
 - Acceptable items include:
 - Clean paper and flattened cardboard (e.g., cereal boxes, newspapers)
 - Plastic containers (e.g., bottles, yogurt cups)
 - Glass jars and bottles
 - Aluminum cans and foil
 - Rinsed food packaging (e.g., egg cartons, milk cartons)
- **Organics:** Remove food from packaging before placing it in the organics bin.
 - Acceptable items include:
 - Food scraps and plate scrapings
 - Food-soiled paper (e.g., pizza boxes, napkins, paper plates)
 - Compostable bags for organics are encouraged (no packaging or plastic bags)
- **Garbage:** Use for non-recyclable, non-compostable items.
 - Acceptable items include:
 - Non-recyclable food packaging (e.g., chip bags, candy wrappers)
 - Plastic cutlery and straws
 - Diapers and wipes
 - Styrofoam
 - Toothpaste tubes and brushes

Sustainable Living & Waste Disposal cont'd

Unwanted or Bulky Items

- **Donate** gently used clothing, housewares, and electronics to local charities whenever possible.
- **For large item disposal** (furniture, mattresses, etc.), check your city's waste collection rules or contact your municipality for proper disposal options.

Balconies, Patios & Windows

Balconies, patios, and windows are great ways to enjoy the outdoors. Please help keep them safe and tidy:

- **What's Allowed:** These areas may be used for outdoor furniture, propane BBQs, and planter boxes only. Don't use them for storage, recyclables, or drying clothes.
- **Keep It Clean:** Sweep regularly and remove leaves, dirt, or plant runoff. Make sure debris doesn't accumulate or drip onto other balconies.
- **Don't Hang or Shake Items:** Don't hang or shake laundry, rugs, or bedding from balconies or windows. Nothing should be thrown or allowed to fall from these areas.
- **No Antennas or Satellite Dishes:** These can't be attached to balconies, patios, or windows.
- **Window Coverings:** Use only the window coverings provided.

Staying Cozy in the Colder Months

Let's work together to keep things warm and comfortable during winter. Here's how you can help:

- **Give Heaters Space:** Keep furniture 4–6 inches away from baseboard heaters to ensure proper airflow and efficient heating.
- **Close Windows and Doors:** Even a small gap can let in cold air and freeze pipes. Keep windows and doors closed to prevent damage.
- **Keep Fire Doors Closed:** Closed fire doors help retain warmth in hallways and improve energy efficiency.
- **Keep the Thermostat Set:** Maintain a comfortable temperature to prevent frozen pipes.
- **Report Leaks Promptly:** If you notice a leak, let us know right away to prevent further damage.
- **Close Common Area Windows:** If you notice a common area window is open, please close it or let us know as it helps keep the building cozy.

Pets at Home

We love pets at Mainstreet, and we want to make sure they're a good fit for the community.

Please check with us for approval before bringing your furry friend home. You can have up to two pets, each weighing no more than 50 lbs. Small pets like birds, guinea pigs, hamsters or one fish tank (up to 25 gallons) are also welcome. Reptiles and exotic animals aren't permitted.

Service & Support Animals: Service animals are not considered pets and are always welcome with proper certification. Emotional support animals are also permitted with documentation from a licensed healthcare professional.

Pets at Home cont'd

Fees: In British Columbia, a one-time pet damage deposit of \$200 per suite is required. In Manitoba, a one-time pet damage deposit equal to half of one month's rent is required per suite. In all other provinces, a \$25 monthly fee per pet applies. Service animals and emotional support animals are exempt from all fees and deposits.

Vaccinations and Licenses: All pets must have up-to-date vaccinations and licenses, which you may be asked to provide.

Responsible Care: Pets should be well cared for, not left unattended for long periods and should not disturb neighbours. When outside, pets must be leashed and cannot be left unattended or tied to fences.

Clean Up After Your Pet: Please clean up after your pet right away to help keep our community clean and welcoming. A small fee may apply if cleanup is not completed.

Receiving Deliveries

We understand that receiving packages is exciting, and we want to help ensure your deliveries are secure. To avoid issues, please:

- Be home to receive your packages when possible.
- Use a pickup location with secure access if you're away.
- Ask a neighbour or friend to accept your delivery.

Unattended packages can be at risk of theft. While Mainstreet cannot be held responsible for lost or stolen items, following these tips helps keep your deliveries safe.

Seamless Suite Transfers

At Mainstreet, we're dedicated to ensuring your home suits your needs. If your current suite no longer feels like the right fit, we're here to help with flexible transfer options, including:

- Transfers to another suite within the same building
- Moves to a different building in your city
- Relocation to a Mainstreet property in another city

By transferring, you avoid the charges associated with a lease break. A transfer fee applies, and we're happy to provide details specific to your request.

To learn more or start the transfer process, contact us. We're here to make your transition as smooth as possible!

Wishing You Well on Your Next Chapter

If the time comes for you to consider moving elsewhere, we want you to know how much we appreciate the time you spent with us here at Mainstreet. Your choice to call our community home means a great deal, and we're thankful to be part of your journey.

While we will be sorry to see you go, we're here to make your move as smooth as possible. Please review your Lease Agreement for the required notice period and provide us with written notice of your move-out date, along with your forwarding address.

As we are preparing to welcome a new family, we understand that showing your suite might be an inconvenience, and we'll work to accommodate both your needs and those of potential new residents. If there are days when showing your suite is difficult, just let us know, and we'll do our best to make alternate arrangements.

To help with your move, you'll be provided with a move-out cleaning checklist. This will guide you in returning your suite to its original condition and help ensure a smooth final inspection. During your move-out inspection, we'll review the suite together and address any details related to your final statement.

Contact Us

Your comfort and peace of mind matter to us. Whether you need help with something or just have a question, we're here to support you.

- Your Resident Manager is available to assist you directly.
- You can also reach our Customer Service Centre at 1.866.480.6246 or customerservice@mainst.biz.

Thank you for choosing Mainstreet. We're glad you are part of our community.