

Welcome to Your New Home!

We have prepared this resident guide to help acquaint you with your new residence, answer many frequently asked questions, and provide helpful tips to maintain your home.

Contact Information

Resident Services:

Hours: Monday – Friday from 8:30am – 6:00pm

e. kwresidentservices@terracorp.ca

p. [519-725-1541](tel:519-725-1541)

Maintenance Requests:

Submit online: thegrandtrios.ca/resident-services#maintenance

Emergency Maintenance:

Includes, but is not limited to the following: no power, no heat, no water, leak, burst pipe, flood, fire, smoke/co alarm malfunction, gas leak or odour, or fridge/stove not working

Monday – Friday from 8:30am – 6:00pm

p. [519-725-1541](tel:519-725-1541)

After Hours:

For after-hours emergencies, please call [519-725-1541](tel:519-725-1541) to be directed to the on-call Resident Manager.

Parking Inquiries:

kwparking@terracorp.ca

FAQs:

thegrandtrios.ca/resident-services#faq

Before Move-In Checklist

Before you move-in...

LEASE: Welcome to the TerraCorp Management family. A copy of your signed lease will be emailed to you from leases@terracorp.ca.

UTILITIES: Residents are responsible for paying hydro and water through Metergy Solutions. When you signed your application/lease, you also set up an account with Metergy Solutions and were enrolled in paperless e-billing using the email you provided.

If you did not opt into Pre-Authorized Payments, alternative payment methods such as credit card or cheque will be provided on your invoice from Metergy Solutions.

RENTERS INSURANCE: As part of your lease, all residents are required to have tenant's content insurance. This helps protect your personal belongings in case of things like fire, flooding, or water damage. Please note that TerraCorp is not responsible for any damage or loss of personal items.

Before move-in, please email a copy of your insurance policy to your Leasing Agent and to kwinsurance@terracorp.ca.

Each year, you'll need to send us an updated copy. You can forward kwresidentservices@terracorp.ca and kwinsurance@terracorp.ca.

CABLE, PHONE & INTERNET: We encourage new residents to schedule their cable, phone, and internet installation on the day of their move-in or shortly after. Any provider that provides service to the building is acceptable, but we have teamed up with Rogers and Bell to provide you with an exclusive offer. Click [here](#) for Bell and [here](#) for Rogers.

CANADA POST: Don't miss any mail when you move. Set up Mail Forwarding to have your mail sent to your new address. For residential moves, you must submit your request at least five business days before you move. Visit Canada Post to change your address and/or to set up mail forwarding: [click here](#).

ELEVATORS: A member of the TerraCorp team will contact you to reserve the elevator at least one week prior to your move-in. If you have not heard from us, please contact your Leasing Agent. The elevator must be reserved to ensure that proper protection is in place to help mitigate damage to the elevator.

KEYS & FOB PICKUP: A member of the TerraCorp team will schedule a date and time to collect your two sets of suite keys, your mailbox key, and your fob. The fob provides access to the building, amenity spaces, and parking garage (if applicable).

You may purchase additional keys and fobs for other occupants named in the lease, or if your original set is lost.

Suite Lock/Key Replacement: \$75

Building Fob Replacement: \$25

Garage Fob Replacement: \$150

Mailbox Lock Replacement: \$35

MOVE-IN INSPECTION REPORT: At the designated time arranged for the key and fob pick up, you will also perform and complete a Move-In Inspection Report with your Resident Manager. This inspection form is used to record the original state of your suite at the time you take possession.

Congratulations! You're In!

Get acclimated...

PAYING RENT: Rent is due on or before the first of the month. At the time of your application/lease signing, you completed a Pre-Authorized Monthly Rent Payment Form and provided a void cheque or pre-authorized debit form, which allows TerraCorp to debit your account on the first of the month with the 2% prompt payment discount.

If your account has insufficient funds, the full legal rent amount is due and must be paid as a certified cheque payable to TerraCorp. Management Inc. Please include your full name, address, and suite number, and arrange a time to provide the certified cheque to your Resident Manager.

THERMOSTAT: When changing the thermostat from heating to cooling or vice versa, always put the switch in the off position, pause for two seconds, and then move the lever to the alternate setting, if this is not done correctly, it may result in permanent damage to the thermostat unit. Do not allow the room temperature to fall below 15°C. This could result in damage to your personal property as well as the building. To view your thermostat's brochure: [click here](#).

FRIDGE: To view your fridge's user manual, [click here](#).

STOVE: To view your stove's user manual, [click here](#).

DISHWASHER: To view your dishwasher's user manual, [click here](#).

MICROWAVE: To view your microwave's user manual, [click here](#).

WASHER: To view your washer's user manual, [click here](#).

DRYER: To view your dryer's user manual, [click here](#).

GARBAGE & RECYCLING: You'll find the garbage and recycling rooms on the ground floor next to the lobby in each building. Please make sure all garbage, recycling, and organics are placed in the correct bins. Need a refresher on what goes where? Check out Guelph's [Sorting Guide](#) for easy instructions!

AMENITIES: The Grand Trios welcomes residents and guests to enjoy our amenity spaces. Access is via fob, with rules posted in each area. Select spaces are available for rent—please contact Resident Services for details.

Fitness Centre/Yoga Studio/Spin Room:

Hours: 6:00am – 10:00pm

Location: ground floor of The Grand Trios II

Lounge

Hours: 8:00am – 10:00pm

Rental fee: \$150 (3-hour min), \$30 per additional hour

Location: Penthouse floor

Dining Lounge:

Hours: 8:00am – 10:00pm

Rental fee: \$30 (3-hour min), \$10 per additional hour

Location: Penthouse floor

Rooftop Terrace:

Hours: 8:00am – 10:00pm

Location: Penthouse floor

Bike Lockers:

Rental fee: \$20/month

Location: Parking Garage & The Grand Trios II

Pet Wash

Hours: 8:00am – 10:00pm

Location: ground floor of The Grand Trios II

Parcel Lockers

The parcel room is conveniently located on the ground floor of The Grand Trios II. To find it, starting from the lobby of The Grand Trios II, head to the main hallway, and turn right. You'll see the parcel room at the end of the link connecting both buildings, directly across from the pet wash.

When placing deliveries, be sure to include your suite and building number, and indicate the package should be delivered to the parcel/mailroom.

To pick up your package, follow the steps in this [Instruction Guide](#).

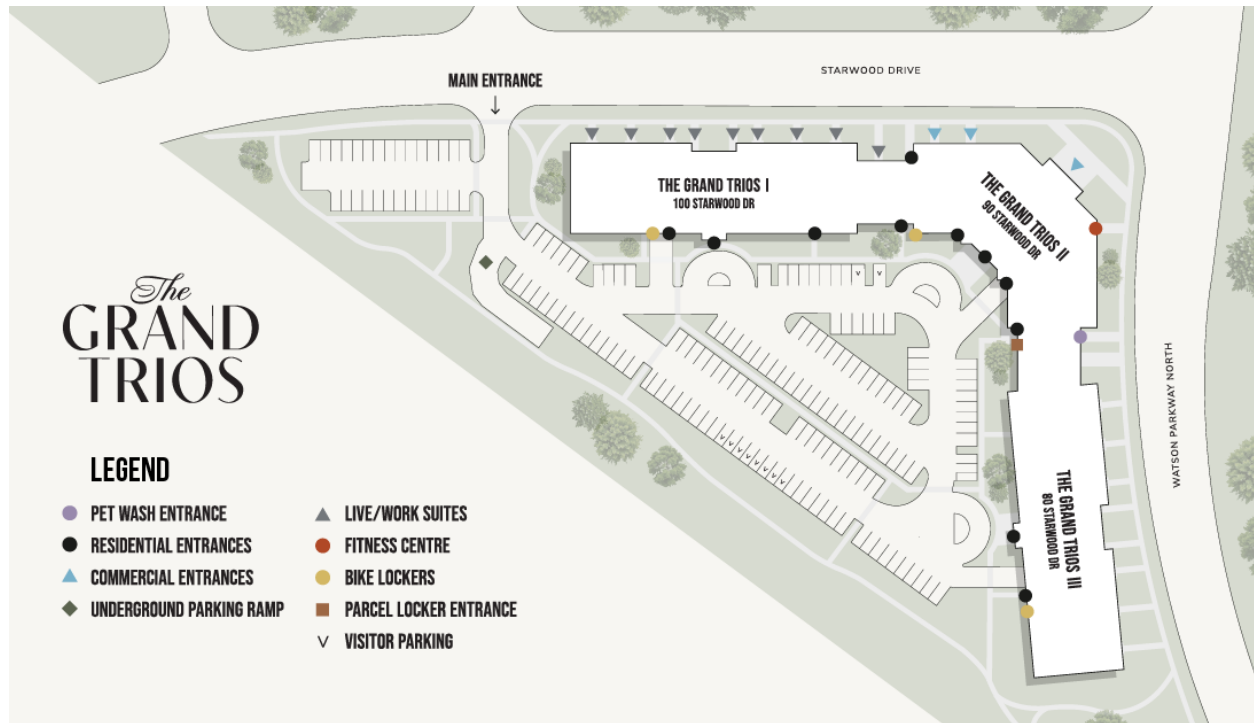
Mailroom

The Grand Trios I: You'll find the mailroom beside the entry vestibule, right before the hallway that connects to The Grand Trios II.

The Grand Trios II & III: Both buildings share a mailroom located next to the parcel lockers in The Grand Trios II.

EV Chargers:

There are four EV chargers located next to the visitor parking.



Maintenance

How to submit maintenance requests and after-hour emergencies...

SUBMITTING MAINTENANCE REQUESTS: Visit our Resident Services page at thegrandtrios.ca/resident-services#maintenance to submit a request online.

Tip: if applicable, please include a photo to potentially help expedite the process.

EMERGENCY MAINTENANCE: Includes the following: no power, no heat, no water, leak, burst pipe, flood, fire, smoke/co alarm malfunction, gas leak or odour, or fridge/stove not working.

For emergencies, please call Resident Services at **519-725-1541**.

For after-hours emergencies, please call **519-725-1541** to be directed to the on-call Resident Manager.

MAINTENANCE PROCESS: Once the request is submitted, our maintenance department will coordinate with site staff or technicians to address the issue. Next, you will receive a 24-hour Notice to Enter via email or letter delivered to your suite for work to be assessed and/or addressed. Non-emergency maintenance will be addressed within 5 business days. Any requests requiring possible outside trade or technician will be scheduled within the time frame appropriate for the matter. If you do not hear from Resident Services or your Resident Manager within 5 business days, please contact Resident Services at **519-725-1541**.

MAINTENANCE FAQs:

Do I need to be present for maintenance performed in my suite?

No, but you are more than welcome to observe.

Can I have the work performed and then submit a bill to you?

No, unauthorized repairs will not be reimbursed.

If a repair is not satisfactory, what do I do?

Please contact Resident Services so we can investigate immediately.

Can I paint my apartment a different colour?

Yes, but any changes must be restored to our building standard before you vacate the suite, at your cost.

Rules & Regulations

Some general notes to your lease agreement...

OCCUPANCY: On your application, you identified all the people who will live in your suite. Only people named on the lease and rental application are permitted to occupy your home. Please contact Resident Services if you would like to change the registered occupants on the lease.

SMOKING POLICY: As per your lease, smoking (any substance) or vaping is not permitted in your suite, on your balcony, or anywhere within the apartment community. If you are required to smoke marijuana for medical purposes, then you must inform Resident Services in writing and provide medical confirmation.

ALTERATIONS TO SUITE: You must have advance written consent from TerraCorp Management before you make alterations to the suite. Please contact Resident Services for alteration requests.

DOORS & LOCKS: Please do not alter locks, install a new lock, install a door knocker, or fix any other attachment, including wreaths, to your door. Any additions or alterations to your entrance door may hinder the ability of rescue crews to access or find your residence in the event of an emergency.

BALCONIES: For safety reasons, please follow these rules:

- You may use electric barbecues provided the smoke doesn't interfere with other residents' enjoyment of their homes. No propane or natural gas barbecues are permitted.
- No rugs or carpets are permitted as they damage the concrete on the balcony.
- Do not use the space for storage.
- Patio tables and chairs are welcome. Please ensure they are securely fastened, as high winds may blow them off the balcony. No indoor furniture is to be used on the balconies.
- Planters must be kept on the balcony floor or a table, not on railings or fences, and should be covered in the winter.
- Nothing may be hung over the patio fences or balcony railings.
- No radio, television aerials, satellite dishes or wires may be erected in or around any part of the suite or balcony.
- Do not throw cigarette butts, food, liquids, or other objects off the balcony.
- Pets are not permitted to be left unattended or to defecate/urinate on balconies.
- You are welcome to put seasonal decorations on your balcony, provided they are securely attached. However, they are not to become permanent fixtures and will need to be taken down within a reasonable time frame after the holiday (e.g., decorations acceptable between December 1st and January 31st).

NOISE AND CIVILITY: Residents and/or their guests, shall not create or cause noise or other disturbances within the rental suite, the balcony, or anywhere in the building that interferes with the reasonable enjoyment of fellow residents.

FIRE & CO SAFETY: A working smoke alarm and carbon monoxide ("CO") detector are provided in every suite. It is the responsibility of the resident to check the smoke alarm and CO detector each month and replace the batteries as needed. As part of the annual inspection, we replace batteries in battery-operated units, and repair or replace any units as needed.

If at any time you become concerned about the working order of your smoke alarm or CO detector, please call the Emergency Maintenance phone number.

It is against the law to tamper with the smoke alarm or CO detector.

PARKING: Parking at The Grand Trios is allocated based on suite type. Your Leasing Agent would have communicated the parking options available to you. As a reminder, outside parking spaces are not assigned whereas underground spaces are assigned. Please note that parking assignments may not be moved due to high demand.

VISITOR PARKING: Registered visitor parking spaces are available in the outdoor parking lot. Visitor parking is first-come-first-served.

- Visitor parking spaces are intended for visitors only, and vehicles must be registered.
- Each suite is limited to 192 visitor parking hours per calendar month. Registrations that exceed this are automatically blocked.
- Resident vehicles cannot park in visitor parking spaces or drop-off zones. Vehicles illegally parked in these areas are subject to ticketing or towing at the expense of the vehicle's owner.

Register your guest [here](#). If you have questions or need assistance, please email kwparking@terracorp.ca.

PARCEL LOCKERS: When your parcels are deposited, you will receive a notification via SMS or email from Snail, informing you of the delivery. This automated, real-time notification will provide you with a unique one-time PIN code (and QR code) necessary to collect your parcel at your convenience.

Resident information is already connected to the Snail system, using the contact information provided on your lease, and carrier providers have been notified allowing you to start using the automated smart lockers right away.

Please contact Resident Services if your contact details change, or if you are receiving email notifications and would prefer to receive text messages.

Moving Out

We're sad to see you go...

FIXED-TERM LEASE: A standard lease term is 12 months unless you have signed a promotional lease term agreement. It's important to note that leases do not automatically expire at the end of the 12 months or the promotional term. After the standard 12 months or the promotional term (if applicable), you must provide a 60-day notice to end your tenancy. Further instructions on providing notice to end your tenancy are provided below.

Note: A promotional lease term is typically longer than the standard 12-month fixed, with an incentive or offer, indicated and agreed upon at the time of signing your lease term agreement.

NOTICE TO END TENANCY: You must give notice in writing or by email to Resident Services 60 days before your termination date if you wish to terminate at the end of your fixed 12-month or promotional lease agreement period or if you wish to terminate after the fixed 12-month or promotional lease agreement period has passed. The termination date cannot be before the last day of your 12-month or promotional fixed lease agreement period and must be the last day of the monthly rental period. For example, if you give notice to end your tenancy on June 20, the earliest possible termination date would be August 31.

ASSIGNMENT: A resident can request to assign their suite following the Residential Tenancy Act and the Additional Terms provided within the lease. Previous written consent from TerraCorp must be obtained to accept the assignment as the Landlord (TerraCorp) has the right to refuse the assignment. There is a \$200 non-refundable administrative fee for all assignments, whether it's approved or not. Reach out to Resident Services for more information.

OUTGOING INSPECTION REPORT: Once the notice to end your tenancy has been accepted, Resident Services will arrange a time for you and the Resident Manager to perform and complete an Outgoing Inspection Report to document any necessary repairs and record the cleanliness of the suite.

FORWARDING ADDRESS: Ensure you have indicated your forwarding address on your Outgoing Inspection Report:

ELEVATORS: After your 60-day notice has been received and approved. Resident Services will contact you to arrange a date and time to schedule the elevator for your move-out. If you did not schedule a time and are using the elevator to move-out, to move large objects, or furniture, in an elevator not designated for moving-out, you will be held responsible for any damage caused to the elevator.

Move Out Day

Farewell...

SUITE CONDITION: The suite, appliances, and accessories must be left in the same condition as noted on your move-in inspection report, subject to reasonable wear and tear.

This includes the following:

- Leave all appliances provided by TerraCorp in clean condition inside and out.
- Leave all floors, walls, and ceilings in a clean and undamaged condition.
- Ensure all items including garbage are removed from your suite.
- Leave any storage areas clean, empty, and unlocked.
- Convert any alterations back to the original state.
- If you painted your suite, it must be painted back to the original colour.

Please note you could be subject to chargebacks if the above conditions are not met.

KEY, FOB & SUITE HAND OFF: At or before 1:00pm on the date that the tenancy ends, you must provide the Resident Manager with your keys, fob(s), and notice that your suite is vacated. You must also provide your new address to receive your key deposit.