



ENCANTO
LUXURY RENTALS

Tenant Portal Access

You should have received an invitation by email to join the Lacroix Tenant Portal through Buildium. Please register your account as soon as possible.

With the portal, you will be able to:

- View upcoming and past rent payments and deposits
- Set up a secure account for e-payments or pre-authorized debit
- Submit maintenance or property requests (e.g., something needs to be fixed or changed)
- Use the built-in text messaging feature to contact your landlord or property manager directly
- Stay informed with announcements about services affecting all tenants (e.g., snow removal, scheduled maintenance)

This system helps us stay connected and ensures smooth communication and service. If you have not received your invitation or need help registering, please contact us at Info@EncantoRentals.ca.



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Water & Sewer Services

As part of your move-in process, the City of Ottawa allows tenants to be billed directly for water and sewer services through the Tenant-Billed Option. This means you'll receive the water bill directly from the City instead of the landlord.

Step-by-Step Instructions:

1. Fill Out the Required Form

You must complete the Tenant Authorization Agreement to Bill Tenant form. Access the form online:

🔗 Tenant Form – Authorization Agreement to Bill Tenant

<https://forms.ottawa.ca/en/form/finance/tenant-authorization-agreement-to-bill-tenant>

2. Information You Will Need

To complete the form, have the following ready:

Property address

Your move-in (occupancy) date

Your prior address(es), if applicable

Any previous City of Ottawa water account number, if you have one

3. Submit the Form

1. At the end of the form, sign and date the form

3. Click "Submit Online"

Your landlord will also complete their own form and submit the tenant form/landlord form at the same time.



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Enercare Rental Equipment

Tankless Hot Water Heater

Option 1: Call Enercare

Call Enercare Customer Service at: 1-855-514-6485

Hours: Monday to Friday, 8 a.m. – 8 p.m. (EST)

Ask to speak with the “Moves Team” to set up your Enercare account as the new tenant at the property.

Option 2: Fill Out the Online Form

Complete the online form at:

<https://www.enercare.ca/support/moves>

This form allows you to submit your move-in details and begin the account transfer process.

You will need to provide:

- Your full name and contact information
- Property address
- Move-in date
- Landlord contact details (for verification)

⚠ Important Notes

Do this promptly to avoid service disruption.



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Hydro Ottawa

To register for Hydro Ottawa services, please visit:

[MyAccount - Hydro Ottawa](#)

You will need to provide the following:

- Your full name and contact information
- Date of birth
- Current and/or new address
- Move-in date
- Landlord's contact information - Encanto Luxury Rentals - Info@EncantoRentals.ca
- One of the following IDs: driver's licence, passport, or Service Ontario photo ID

Enbridge Gas

To set up your natural gas service, please contact Enbridge directly to establish your account.

Contact Information:

1-877-362-7434

Monday to Friday, 8 a.m. – 6 p.m. (EST)

When calling, please have the following information ready:

- Full name and contact information
- Move-in date
- Full service address (including unit number)
- Date of birth
- Government-issued ID (e.g., driver's licence or passport)

⚠ Important Notes:

Please open the accounts for your lease start date to avoid any service disruption.



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Tenant Insurance Information

Name of Insurance Provider: _____

Address: _____

Policy Number: _____

Policy Start Date: _____

Policy End Date: _____

Proof of Insurance: Sent to Info@EncantoRentals.ca

Note: The policy must include liability coverage (minimum \$2,000,000) and list the rental address as the insured location.



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Community Mailbox Canada Post

Step 1 : Call Canada Post

Contact Canada Post's customer service line at 1-866-607-6301

Step 2 : Provide Your Information

Be ready to give the following details:

- Your full name
- Your complete home address

Step 3 : Wait for Delivery

Canada Post will mail you your community mailbox key along with all the necessary information about your mailbox location and access instructions.

Congratulations on your new home.



Encanto Luxury Rentals and Rogers have partnered to provide you with Rogers Xfinity Internet and TV included in your rental agreement.



Rogers Xfinity Internet

- Ultra-fast download speeds up to 1.5 Gbps¹
- Advanced WiFi security for worry-free protection²
- WiFi Satisfaction Guarantee for coverage in every corner of your home.
- Activation and setup fee waived (\$149 value)



Rogers Xfinity Bulk VIP TV

- Your content all in one place with easy all-in-one voice search.
- Crave TV, US News theme Pack & STARZ are available at an extra cost upon request
- Watch at home or on the go with Rogers Xfinity Stream app³

To active your service, contact our dedicated customer care team

1-855-759-5856

- > **Press 1** to activate services
- > **Press 2** to switch current services
- > **Press 3** for technical support.

Offer available to eligible new customers where access permits. Subject to change without notice. Subscriptions required for streaming apps. See rogers.com terms for details. Taxes extra. 1.Upload speeds up to 1.5 Gbps. Assuming optimal network, equipment and customer device conditions. Multiple wired and wireless connections required to max download speeds and symmetrical upload speeds where available. 2. Advanced Security does not guarantee protection. 3. Available on compatible iOS and Android devices within Canada. Out-of-home streaming limited to 2 devices at the same time and combined in-home and out-of-home streaming limited to 5 devices at the same time. Content and feature availability depends on licensed content rights. Data usage charges may apply when off your Rogers home WiFi network. Claims based on National Overall Experience awards for average Download Speed, Reliability Experience, Consistent Quality and Video Experience. Opensignal Awards - Canada Fixed Broadband Report May, 2024. © 2025 Rogers Communications. © 2025 Comcast

