



# WELCOME TO YOUR NEW HOME!

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159 Avenue Rd, Toronto,  
ON M5R 2H7  
Tel: 416.222.6175



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# Welcome to your new home!

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We appreciate that moving home can be stressful and time consuming therefore we would like to make this process as smooth as possible for you. If you have any queries on the process or require additional information please do not hesitate to contact us.

We have a frequently asked questions portion to our website for you to benefit from as well. Our commitment to exceptional customer service and satisfaction sets us apart.

# Before Move in

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Documents and details pertaining to your recently signed lease would be required before your move in. The main details would usually be:

- Proof of Utility account setup (Hydro, Water, Gas etc)
- Proof of renter's insurance (general liability amount is stipulated on lease)
- Agreed payment method for rent (PAD or Post dated cheques)
- Valid government issued ID
- Key deposit payment
- Time, date and location of key exchange

You should also be receiving an email to login to your tenant portal from our property system, Propertyware. Through here you can update your contact information, view your lease and other important documents relating to you. If you have not received the link, please check your junk mail and/or contact your portfolio manager if you have any issues. Please note, the portal will only become active the day of your lease start date and the email link will expire after twenty-four hours.

Your portfolio manager will be sending your lease documents across to the Condominium Corporation's management company and will obtain the rules of the building and resident forms to send to you to register appropriately. Each building has its own rules and must be followed at all times. Building staff and portfolio managers should know the building better than anyone, do not hesitate to contact them if you have a query.



For your convenience we created a checklist to assist you with your move:

- Register with Condominium Corporation  
Book service elevator (not required for townhomes)
- Hiring of movers/moving vans
- Mail forwarding from previous address through Canada Post
- Change your address (updating driving license, employer, bank, register to vote)
- Register with Family Doctor/Schools

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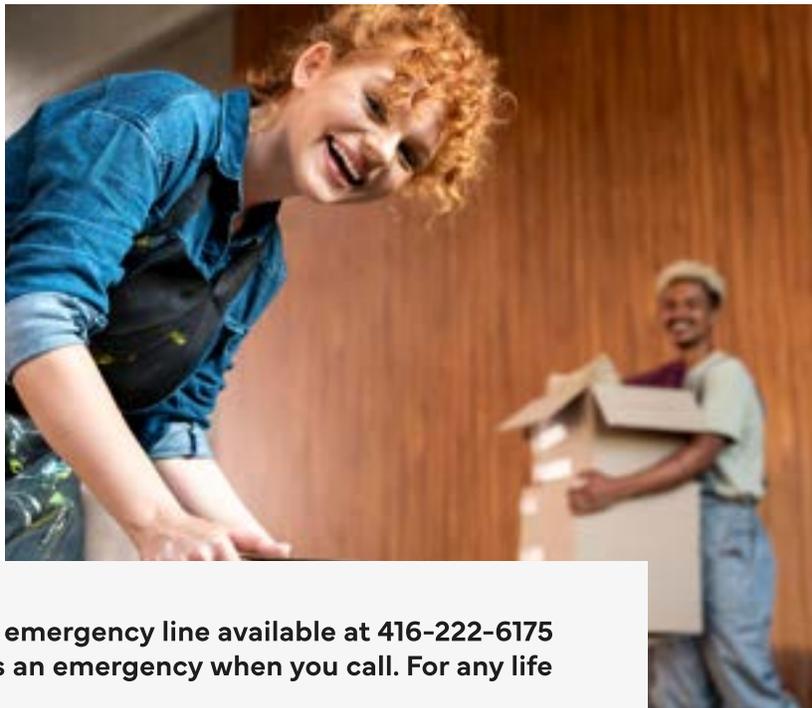
# Key exchange/ Move in day

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At the time of the key exchange, your portfolio manager will complete an initial walk through of the property with you to officially welcome you to your new home. The portfolio manager will highlight the main areas to provide insight into your new home's operations and items for you to be aware of, such as shutoff valves etc. Please note, the main shutoff will likely only be turned off by the condominium building. A photograph of the keys provided will be taken and logged for our records.

Photos and details would have already been taken of the property for us to log the current condition. We recommend that occupants fill out our unit checklist document so they also log the current condition of the property. If you have not already received this, you can request this from your portfolio manager. You have ten (10) days from after the key exchange to return the document signed for it to be accepted.

Should you need maintenance or fixing, beyond your capabilities, please log a ticket through your tenant portal and your portfolio manager will be sure to answer your ticket. If you require more urgent attention please contact your portfolio manager by phone.



**For emergencies, we do have an after hours emergency line available at 416-222-6175 ext. 8. Please be mindful of what qualifies as an emergency when you call. For any life threatening emergencies please dial 9-1-1.**

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## After Move in

Throughout your tenancy you are responsible for certain items within the property which will be outlined in your own specific lease, please make sure you are familiar with your lease's details.

It is important that you as the occupant understand that the cleaning of the property and it's appliances, as well as promptly reporting repair issues, would fall under your responsibility, as neglecting cleaning or reporting issues could cause further damage. If you are unsure of certain responsibilities, please clarify with your portfolio manager, they are here to assist.

The portfolio manager will conduct inspections on the property when needed and will always provide a minimum of twenty-four hours access.

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# Some helpful notes

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## Filter Changes:

We recommend the tenants to change the necessary filters on your AC/Heating/HVAC every season (three months). Each filter would be specific to the size of the heat pump or furnace, you are best to get the measurement from the last filter before disposing.

Please note, if they are not regularly changed it will affect the air quality and may potentially cause a leak, due to clogging the drip pan with too much dust.

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## Winterization:

Make sure to turn off any outside faucet water supply, if applicable. Water left undrained can freeze, which can cause the pipes to burst. Isolated shutoff valves will be located on the inside of the property. If your property has an external AC unit and has a cover it is recommended to put this on before the first freezing temperatures.

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## Washing Machine & Dryer:

Please make sure after every wash, that your washing machine door is left open to air, in a wet environment mold will grow. Your dryer will likely have two lint traps - one is in the ceiling and the other is within the appliance - both should be changed regularly (after every three uses). If the dryer is ventless it often creates more moisture within the appliance and if there is no drain, you will need to empty the tray manually and the second filter located at the bottom of the appliance.

It is important to note that in some models this can overflow if the water tray is not emptied. It is the tenants responsibility to understand the correct operation of the appliance. Manuals can be provided on request, if they are not already located in the unit.

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## Wall Hangings:

Stipulations on hanging portraits, art, pictures or securing furniture to walls within the property will be highlighted in your lease agreement. The lease often states that written permission is required before hanging anything on the wall. It is the responsibility of the tenant to return the wall in the exact condition it was provided. Holes are not considered wear and tear.

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## Pet Restrictions:

Many buildings have pet restrictions, if you are bringing a pet or are considering getting one make sure to confirm the type and size is allowed as per your building regulations. Please note that tenants are fully responsible for any and all damage and associated fee as a result of your pet. In common areas of the condominium, your pet must be on a leash at all times.

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# Some helpful notes

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## Solid Waste:

The garbage/recycling chute is located on each floor, unless otherwise specified. Do not throw large items down the chute as this can create obstructions. Large items should be brought down to the building disposal area and disposed of correctly.

Tenants will be responsible for 'dumping' charges if the building determines that the resident has violated this rule. If you have large, heavy furniture items that cannot be disposed of by the building, you will need to arrange for the appropriate disposal directly. The city of Toronto garbage collection department can be called on 416-392-7742, or you can contact a donation drive and coordinate a pickup date and time. Please note you are best organizing this disposal in advance of moving out.



## Balconies and Terraces:

The balcony is viewed as a common element by the condominium corporation. Like other building common elements, no owner can make changes to the balcony without the consent of the condo corporation. The restriction also applies to anything you might want to put out on the balcony floor such as carpeting. Carpets retain moisture, which can permanently deteriorate the concrete.

The balcony is not to be used as a storage area for any items except seasonal furniture. Please do not hang clothes or flower boxes from the balcony or railing. In almost all buildings, barbecuing is not permitted on your balcony unless otherwise stated. This practice is not only against the rules of the condo corporation, but most importantly it is a fire hazard and a breach of the fire department's by-laws and codes.

Enjoy your new home and please reach out to us if you have any questions!



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# Exclusive additional services to Dash's renters:

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In response to increased inquiries, we are excited to announce a new service with Dash where we can assist you in finding a new home whether you're leasing or buying it. We have been helping thousands of individuals over the last 20 years with finding homes, and our Dash realtors, being the top 1% of realtors in Toronto, have a wealth of knowledge to provide clients with critical market insight. Dash realtors can offer clients the following:

## A \$100 gift card on a lease\* Up to \$2,500 cash back when you buy\*\*

Handyman services: If you need help moving in or want to refresh your space midway through your lease via hanging up paintings or your television, cleaning, installing light fixtures, or completing other minor tasks, then you will be able to book these services through the Tenant's Portal.

\*Applicable when you sign a new lease via a Dash realtor

\*\*Applicable when you buy or sell via a Dash realtor

Terms and conditions are subject to change by Dash without notice. Dash reserves the right to refuse service to anyone for any reason at any time.



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## Renters Specialized Insurance Opportunity\*

\* This offer is exclusive to DASH residents clients. DASH does not act as the insurance Broker, Coverage is provided through Insurance Brokers.

- Flat rate for any apartment size (one of the lowest on the market)
- Convenience
- Seamless customer service
- Pay as long as you rent, not more

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