

from first
brushstroke to
final finishes,
we are precise,
passionate
and poetic.

Tenant Handbook



Welcome home.

We would like to congratulate you on the lease of your new unit.

Our tenants are just as important to us as our homebuyers, which is why you'll find the experience of leasing from Kettlebeck a particularly enjoyable one. This document contains an important step-by-step overview of information relating to your lease. Please review it in detail and do not hesitate to connect with us for the duration of your lease.

To assist you in directing your inquiries to the appropriate person at Kettlebeck, please contact the following people:

For questions relating to your Lease Agreement, please contact our Head Office.

You should receive a copy of the executed Lease Agreement shortly after the offer has been accepted by our office. If you have already been in touch with a Kettlebeck representative, communicate with them directly.

| If you are new to Kettlebeck, contact us via email or phone at:
rentals@kettlebeck.com or ***toll-free at 1-(877)-606-2926*** (please selecting the appropriate options)

For concerns relating to deficiencies in finishing,

Please contact our Home Care Services Department.

| Business-hours request maybe submitted by phone:
call toll-free at 1-(877)-606-2926.
Home Care Services requests are processed from Monday to Friday between the hours of 9 to 5

| After-hours requests may be submitted via e-mail to:
care@kettlebeck.com and will be processed within two (2) business days of receipt.
Please fill out a Homecare Request Form (KR/WHC/03-01) and submit it within the first 30 days of your lease for timely repairs. You should allow Kettlebeck's representatives or subcontracts access to your home during regular business hours, at a mutually acceptable time arranged in advance through our office, in order to complete work.

| To renew your lease, contact our office via:
e-mail info@kettlebeck.com or call toll-free at 1-(877)-606-2926.
You may view available listings at kettlebeck.com

Please ensure you review your lease agreement in detail, as certain facets of the agreement may have unit-specific conditions that tenants are obligated to fulfill.

Should you have any questions pertaining to your agreement, contact our head office.



Important notes.

Condominium registration

Please register with concierge and provide them with your emergency contact details, cell phone number etc. at the time of your move-in. Email info@kettlebeck.com to confirm this is complete.

Hydro

The current hydro account for your unit is metered under Kettlebeck Rentals Limited. Please contact Toronto Hydro at (416)-542-8000 or email at suitemeters@torontohydro.com to register yourself as a new tenant in the unit. Email info@kettlebeck.com to confirm this is complete. Should you fail to transfer the account in a timely manner, Kettlebeck Rentals Ltd. reserves the right to claim reimbursement from you, beginning from the date of occupancy.

Pets

Kettlebeck Rentals Limited strongly discourages pets in small, confined spaces. We do, however, recognize the importance of a household pet to many. Household pet shall mean caged birds, aquarium fish, one (1) or two (2) domestic cats or one (1) or two (2) domestic dogs unless such animal or pet, in our opinion, acting reasonably, constitutes an unreasonable interference in the use and enjoyment by other owners of other residential units and exacerbates the unit's wear and tare. Please remember to "poop and scoop" after your pets. Be advised that Kettlebeck Rentals Limited reserves the right to claim damages from tenants disrepair exceed normal wear and tare.

Air conditioning

Please do not block the vents from the fan coil unit. In below freezing winter temperatures, DO NOT leave the windows open adjacent to the heating unit.

We hope you enjoy the process of leasing from us. We're keen on delivering extraordinary living experiences, and we hope we're doing just that! Please keep in touch with us. You can see all the shenanigans we're up to, as well as receive exclusive offers from our lifestyle partners like Bang&Olufsen, Miele or H.J. Pfaff Audi by connecting with us on Instagram or Facebook (no selfies—we promise!).

Washer | Dryer

Please ensure the washing machine is switched off from the main switch in the washing machine closet after each use to avoid water overflow.

Insurance

Tenants are reminded to please ensure their home contents, as they are not covered under our insurance.

Home inspections

As a quality control measure, we will send a home inspector to each of our rented properties bi-annually to ensure appropriate upkeep of the unit. You will be informed 7 days in advance and our office will coordinate a time between the hours of 9am to 5pm that is mutually convenient. If the findings of the inspector reveal significant concerns, we will connect with you directly to rectify these issues immediately.

Home care requests

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