



WESTERN APARTMENTS HANDBOOK

UNIVERSITY APARTMENTS AND PLATT'S LANE ESTATES



Western





WELCOME

Welcome to Western Apartments, an on-campus independent living experience for all upper-year, graduate/post-graduate, specialized and doctoral/post-doctoral and professional students and their families. This handbook will provide an overview of the resources available to you as a tenant, and how to maintain your new home at the Western Apartments.

All Western Apartments tenants are required to abide by the Residential Tenancies Act, with a few exceptions as an academic institution (e.g. tenants are required to sign an N11 document). As such, tenants are expected to follow the terms of their lease agreement including care for their apartment, and contributing to a respectful neighbourhood.



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Please note that units are provided unfurnished. Decor and furnishings in the pictures are for illustrative purposes only.



COMMON TERMS

Lease – a contractual agreement where a lessee (tenant) pays a lessor (landlord) for the right to occupy a unit.

Tenant – a person specifically named on a lease and who pays rent in return for the right to occupy a rental unit. For all types of apartments, there may be more than one tenant. All tenants on a signed lease are jointly and financially responsible for the rental account and condition of the apartment.

Sublet – an agreement between a tenant and a person who rents their apartment for a short duration of time while the tenant is absent, whereby the tenant has the intention to return to the apartment after the sublet term agreed upon.

Occupant – any persons (in addition to the tenants) who live in the apartment. Additional occupants who are not signed tenants may be a spouse, partner, sibling or children. All occupants and changes to occupants in the apartment must be reported to the Rental Office.

N11 – An Agreement to Terminate a Tenancy. This must be completed by both the tenant and the landlord at the time of signing the lease which also requires approval from the Rental Office. Leases are not valid/complete without the N11 signed. Refusal to sign the N11 will result in retraction of lease offer.

Rental Office Request Form – this form is for tenants who are requesting to change or break their lease, requesting to sublet their apartment or requesting to transfer to another apartment.

ABOUT YOUR LEASE



All leases for Western Apartments (including University Apartments and Platt's Lane Estates) are legal binding documents that describe the terms and conditions of tenancy at Western. All leases are described as Termination Leases. Termination Leases differ from standard leases whereby there is no renewal at the end of the lease term. At the time the lease is signed, the tenant signs the N11 form in agreement that they will move out of the apartment on the last day of the lease, the date of which their tenancy ends. **Providing the standard 60 days'/two months' notice is therefore NOT required, nor accepted with this type of lease since the last day of tenancy is clearly defined.**

Before a lease expires, a tenant can apply for a new lease offer in order to remain in the apartment, provided that certain conditions are met. When it comes time to apply for a new lease, a notice with instructions is delivered to all tenants offering the opportunity to apply by a provided deadline. Typically, notice and deadline for lease applications to existing tenants are delivered approximately 3-4 months prior to the end of the current lease. For example, leases ending August 31 should expect to receive notice and instructions for new lease application with a potential deadline specified date in March.



Approval for a new lease is based on:

- Continued full-time student status, enrolment at Western Main Campus
- Rental payment record is in good standing
- No major or frequent conduct issues

All first-time tenants are offered leases at 12-month duration. For current tenants who have honoured their 12-month tenancy, they may apply for a shorter-term lease that will accommodate their academic term and graduation. Depending on available spaces, tenants may be offered a short-term lease past graduation in order to assist in their transition to housing off campus. If tenants miss

their provided deadline to request a new lease, their apartment will be offered to new incoming tenants after the current lease end date.

Western Apartments will not offer lease assignments or lease takeovers. This means that any existing occupants that are not signed tenants on a lease cannot be assigned or takeover the lease if the current tenant wishes to move out. Leases are only offered to applicants who have completed the application process online, and are selected at random for lease offers. This also means that tenants who wish to move out before the end of their current lease cannot offer their lease to another student.



SUBLETTING

Tenants who are living off campus for a short period of time but wish to return to their rental apartment at a later date may request to sublet their apartment while they are away. The sublet agreement is between the tenant and the person who will be living in the apartment for the short-term duration. The contractual relationship is with the tenant on the original lease whom is solely responsible for the unit and the person who will sublet in the apartment. All sublets must be approved by the Rental Office, and must be eligible to stay (example: upper-year/graduate full-time enrolment at Western). With this approval, the tenant provides authorization to the Rental Office for spare keys to be signed out by the person subletting for the purpose of move-in or in the event of a lockout. Western Apartments strongly recommends that tenants and subletters have a written contract in place. The Rental Office reserves the right to refuse a request to sublet if the subletter does not meet the apartment

eligibility requirements. Those who sublet but are not students will automatically be denied from subletting the apartment.

Persons that sublet who wish to become tenants must complete the apartment's application and may or may not be offered a lease. Their application is then treated as all other external applicants, for example, selected at random and offered 12-month lease as is standard for all first-time tenants.

BREAKING OR CHANGING LEASE

A new lease created at the request of existing tenants for the purpose of adding a new roommate will result in the unit being offered on an "as-is" basis. Cleaning and painting that normally takes place during a complete tenant turnover will not be carried out. The new tenant is strongly advised to inspect the unit before signing the lease, so that any damages can be charged to the vacating and returning tenant. Once the lease is signed, the



new tenant assumes responsibility for the existing condition of the apartment, including damages or cleaning charges. All changes that would include terminating a lease, as well as for any new lease signed, will require the 'N11 Agreement to End Tenancy' form to be signed.

Tenants remain financially responsible for the original lease signed, until approved by the Rental Office and a new N11 is signed by both tenant and landlord (any Rental Office staff) that will determine a new end date to the lease and tenancy. The date on the most recent signed N11 form will replace the termination date on the original lease.

TRANSFERRING TO ANOTHER APARTMENT

Existing tenants may apply to transfer to another apartment at any time. However, due to the volume

of applications for transfer, not all will be approved. Tenants who are selected for transfer are typically those with circumstances requiring them to occupy apartments with more or less space, rather than change in location. All transfer requests granted will be to those that have honoured their tenancy at one apartment for at least 12 months. Tenants who transfer apartments are required to sign a new lease, including a new N11 Agreement to End Tenancy form. Approval of all transfer requests is subject to inspection of the current unit whereby all damages from the current unit will be charged back to the tenant. Poor condition of current unit may result in retraction of transfer offer to new unit. Transfer requests are not guaranteed approval and are not based on a first-come-first-served basis. Rather than a traditional waitlist, the request for transfers that are approved are selected randomly and are also dependent on availability of apartment type requested.



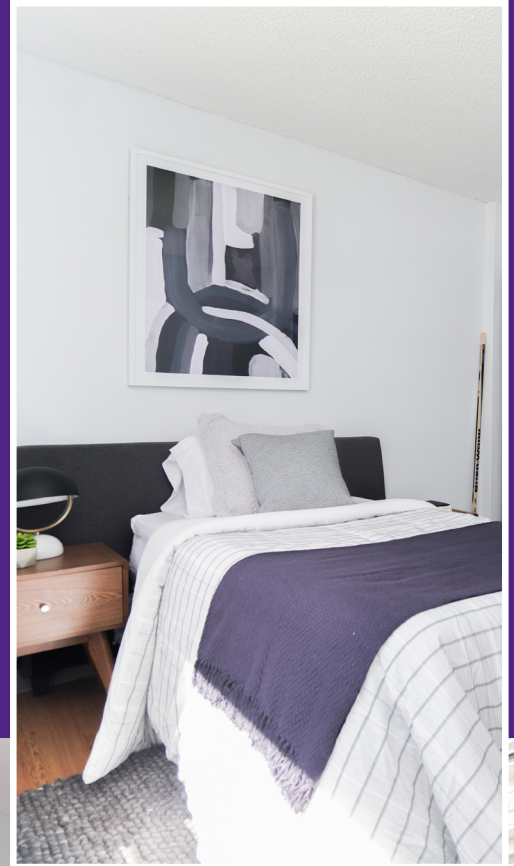
PERSONAL PROPERTY/ RENTER'S INSURANCE

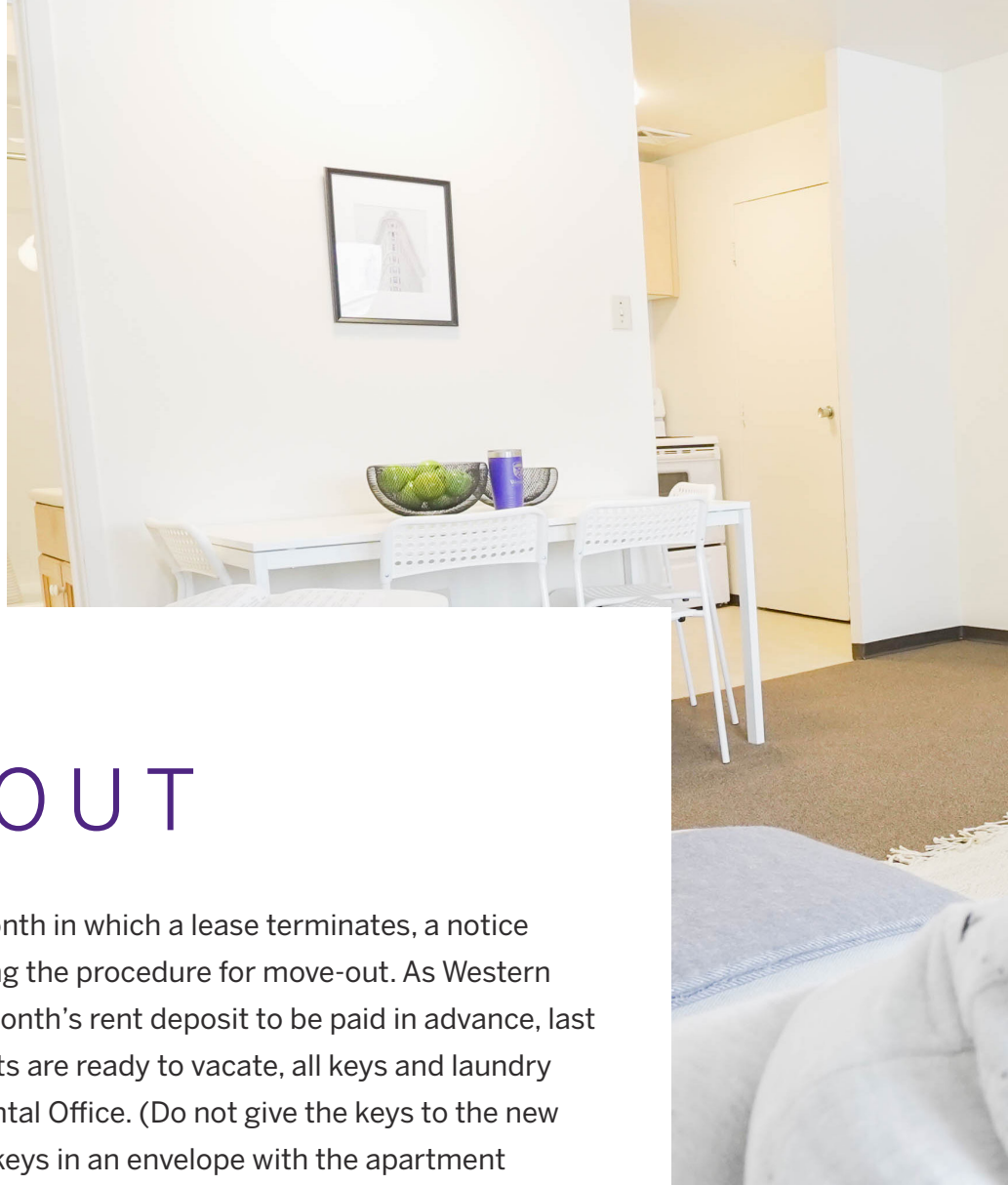
All personal property placed in the tenant's apartment will be done so at the tenant's risk. Western University will not be liable, directly or indirectly, for damage or loss of personal property by theft, fire, water or any other cause. Tenants are required to carry suitable Renters Insurance (contents + liability), which not only covers the tenant's own property, but also damage that may be caused as the result of a tenant's action/inaction. An example would include a tenant leaving the

windows open during the winter break causing a pipe to freeze, burst, and flood the tenant's rental unit, and nearby units. Appropriate insurance would cover the cost of repairs, the tenant's own belongings, and the damaged belongings of other tenants. Many tenants may be covered under a family's home insurance policy. This can be verified with the family member's insurance company, and any supplemental insurance may be purchased before the tenancy begins.

MOVING IN

Western Apartments attempts to provide cleaning in the apartments for new tenants. Depending on the number of apartment turnovers in a particular month, the light cleaning will take place between the first and fifth business day following the start of occupancy (if not completed prior to move-in). We will also attempt to complete any reported repairs or required paint touch-ups within the first month of occupancy. Apartment entry protocol for all maintenance related items will be communicated with the tenant prior to service people entering occupied apartments.





MOVING OUT

No later than the beginning of the month in which a lease terminates, a notice will be delivered to the tenant outlining the procedure for move-out. As Western Apartments does not require a last month's rent deposit to be paid in advance, last month's rent will be due. When tenants are ready to vacate, all keys and laundry cards are to be dropped off to the Rental Office. (Do not give the keys to the new tenant!) If the office is closed, place keys in an envelope with the apartment number on it and place in the drop box located outside the Rental Office.

Tenants are asked to vacate their apartment by 1:00 p.m. on the last day of the month of their tenancy. The only exception for moving out late is with written approval from the Rental Office. Often times, there will be new tenants moving into the apartment on the first day of the following month (the very next day).

Tenants are responsible for the condition of their unit at move-out. Under the terms of the lease agreement, the apartment must be left fit for occupancy by the next tenant. It is not the landlord's duty to clean the apartment. Failure to comply with this clause will result in additional charges to the rental account.

Additional charges can easily be prevented by planning ahead and regular cleaning. As outlined in the lease agreement, when a tenant vacates the apartment, the Rental Office will carry out an inspection report to determine the status of the apartment and to close the tenant account after (and if) damage costs are applied.



KEYS

All apartment keys are security keys—making copies of the keys is prohibited. All locks and keys produced on campus are university owned and numbered. Tenants will have access to sign out additional spare keys as available. Costs for lock changes for lost keys or keys not returned will be applied to the tenant's rental account.

If you are locked out during regular business hours when the Rental Office is open, keys can be signed out. If you are locked out of your apartment when

the Rental Office is closed (after hours and on weekends), spare keys are available at the Ontario Hall front desk (open 24/7). To pick up a key here, you must provide photo identification, OR Western ID card.

Only tenants who are listed on the lease are eligible to pick up keys. There is only ONE set of spare keys per apartment at Ontario Hall; tenants are asked to return the keys back to Ontario Hall or the Rental Office within 24 hours.



PARKING

Tenants who require parking for their own personal vehicle may apply for a parking permit at the Rental Office. Parking terms are governed by Western Parking Services. Proof of vehicle ownership and insurance in the name of the tenant must be presented. One complimentary parking permit will be issued per apartment lease. Additional permits may be available for purchase.

Permits will only be provided for vehicles registered in a tenant's name, or name of registered permanent occupant.

Under no circumstances should the permit be used for another vehicle. All tenant vehicles must have a current parking permit, along with valid license plates and be fully insured.

Enforcement times of apartment lots are indicated on marked signs at lot locations. Service vehicle spots, 10-minute spots, and marked fire routes are enforced all hours and days of the week. All signs identifying these spots supersede the lot entrance signs. Enforcement is at the discretion of Parking Services and occurs throughout the day at

unspecified times during enforcement hours, including the summer months. Any vehicle that is improperly parked (example: parked along a fire route or driveway, grass areas or sidewalks) will be ticketed and/or towed at the owner's expense.

Temporary passes for guests of tenants are available upon receipt of email request. The visitor pass will be provided by Rental Office staff. Vehicles without a valid visitor pass may be ticketed and/

or towed at the owner's expense. Visitor passes are not required outside of business hours Monday to Friday 8:30 a.m. to 4:30 p.m.

Tenants may view the University's parking rules and regulations online: www.uwo.ca/parking

Neither Western University nor Housing Services assumes any responsibility for loss or damage to vehicles parked on Western property.

MAINTENANCE AND GARBAGE

Maintenance requests can be submitted to the Rental Office via email to western.apartments@uwo.ca. Please include your apartment number in the subject line, and written permission to enter the apartment for the service if tenant is not home in the body of the email. If there will be a delay in service due to a material/part ordered, or a specified appointment made for service from a tradesperson, the tenant will be notified.

If tenants are in need of emergency maintenance service while the Rental Office is closed (evenings and weekends), tenants may call Campus Safety & Emergency Services (516-661-3300) for assistance.

Please be mindful of maintenance items that are not urgent and can wait for the next business day. Examples of emergencies are flood, fire, unexpected loss of power, and loss of hot water. If you are in need of emergency service, you will need to provide access to your apartment upon contractor's arrival.

All garbage and recycling are to be disposed of in the proper locations (sheds and enviro-bins on site). Garbage that is not disposed of properly is unsightly and invites infestation, especially in hot weather. Tenants must not allow garbage to accumulate on their patios or balconies.



Recycling is only possible when materials are properly sorted. Mixing of trash and recyclable materials will result in all contaminating recyclable material. Recyclable items include plastic containers, aluminum, steel, glass, milk cartons, juice boxes, newspaper, magazines, phonebooks, writing/computer paper, cereal and tissue boxes. Recyclables such as metals, plastics and containers should be rinsed—recyclables with food remnants cannot be properly recycled. All cardboard should be broken up and folded down so it cannot be reused.

Please do NOT try to recycle styrofoam, broken glass/dishes, aluminum foil, or wax-coated paper.

Garbage/recyclables must NEVER be left in corridors.

Bayfield Hall: tenants must tie garbage bags tightly and place them down the chute or in designated garbage areas as soon as possible to eliminate spillage and odour. Garbage chutes are appropriate for most garbage. However, for items that are large (boxes/furniture) or heavy (kitty litter), the garbage sheds/bins located outside must be used instead. The operation hours of the garbage chute are 8:00 a.m. to 11:00 p.m.

PARCELS AND MAIL

The Rental Office will NOT sign for ANY parcels on behalf of the tenants. There is no mail room, nor parcel service. Rental Office staff may provide access to the building for delivery personnel to deliver parcels directly to the apartments during business hours. Tenants should arrange with delivery personnel for pick-up at the front lobbies or directly to apartment doors, and contact the delivery service directly for the status of delivery.

If food boxes/deliveries are left in front lobbies or hallways for more than 24 hours, Rental Office staff reserve the right to dispose of those in order to avoid rot, smell and infestation.

It is the delivery personnel's responsibility to deliver parcels to the apartments; the Rental Office is not responsible to accept parcels on behalf of tenants nor are they liable for parcels as they arrive. In

the event that the office is closed and delivery personnel leave boxes in the lobby outside of the office, the boxes will not be brought in when the office opens.

If orders do not include apartment numbers, the parcels may be sent back to a depot location. Comments such as "leave at Rental Office" will not be honoured.

Mail via Canada Post

All townhouses tenants are also required to give their full address to Canada Post to receive a mailbox key. Tenants are reminded to ask which postal module corresponds to their unit. Keys must be returned to Canada Post when moving out.

Canada Post

Phone: 1-800-267-1177

RENT PAYMENT

Rent is due on the first business day of each month and can be paid by online banking, bank draft, money order, certified cheque, or personal cheque. Interact (direct debit) and credit card (Visa, Mastercard only) payments can be made at Bayfield Hall and Platt's Lane Estate Rental Offices. Cash is NOT accepted. It is the responsibility of all tenants to make sure that the rent is paid on time and in full. After office hours, rent cheques can be put in a sealed envelope and delivered to the Rental Office drop box outside the Rental Office. Cheques must be made payable to 'Western University', and should also include tenant name, student number, building and unit number.

Online banking is the preferred method of payment and can be set up with the following banks: Royal Bank, Scotiabank, TD Canada Trust, CIBC (included PC FINANCIAL) and Bank of Montreal. When adding this bill to your online banking account, search for 'Western',

then add "Western Univ - Apartments" as a payee. The account number for the bill payment is your nine-digit student number. This number must be entered correctly and match the number you've provided to the Rental Office. Review your selections before you confirm your payment.

NOTE: Online banking transactions can take 2–3 business days to be received.

Tenants who are having difficulties making their rental payments are encouraged to contact the Rental Office before the rent is overdue. If there are two tenants named on the lease, they are jointly financially responsible for the entire rent on the rental account.

Our apartments are tax exempt, therefore tenants are not eligible to claim the full amount of their rent paid (as per CRA) on their tax forms. Tenants can claim the specified amount on the form ON-

BEN as the Ontario energy and property tax credit, eligible as “Student Residence”. Since Western Apartments only provide apartments to students, rent paid to the University is claimable only as an Education Amount. A rent receipt is not required for this.

If rent is not paid on time, the University reserves the right to seal academic records until the amount owing is paid in full. Your payment is considered late if it is not paid on the first business day of the month that the office is open, and/or if it not the full monthly amount owed. Multiple late rent payments and/or default on payment plans will result in a tenant not being offered a new lease when the current fixed-term lease expires.

While rental statements are not viewable online, all tenants have the right to request and receive a copy of their statement and payment history. Tenants who share an apartment with another tenant will have a shared rental account and thus the account is accessible to both tenants.



REPORTS OF PESTS

Unfortunately, high density populations are occasionally subject to pest outbreaks including cockroaches and bedbugs. Sometimes pests are brought in unknowingly by a tenant in their luggage, marketplace cardboards, or trading/selling used items and furniture from other tenants.

Western Housing takes reports of any potential insect infestation seriously and is committed to addressing any complaints promptly. We encourage tenants to report any problems immediately to prevent them from getting worse. We will investigate your complaint and involve an independent, licensed pest control company to treat any problems. Depending on the type of pest or the severity of infestation, this may include the inspection of adjacent rooms/apartments in order to reduce the likelihood of the problem spreading and to ensure quicker resolution.

Your cooperation is essential to eradicating the problem. In order for treatment to be most effective, tenants may be required to clear items from kitchen/bathroom countertops & cupboards (including under the sink), remove drawers, launder clothing or linens, and move furniture away

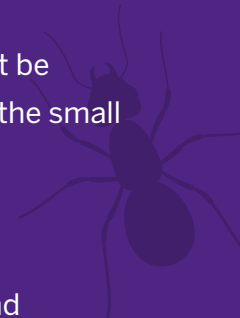
from the walls. The Rental Office will provide you with pre-treatment instructions that indicate what is required depending on the type of treatment being applied.

All pest control companies in Ontario are licensed and heavily regulated. The type of treatment they provide will be safe and based on the best industry practices. Treatment may involve using baited gels, liquid sprays, monitoring traps or a combination thereof. In order to ensure eradication, multiple treatments are usually required. Once a professional treatment program begins, we ask tenants not to use store-bought pesticides on their own (many common household products such as Raid will repel insects making the professionally applied products less effective). The best method of preventing common types of infestations from occurring is by ensuring that there are no readily available food sources for insects. Cleaning the counters/stovetop & walls of grease, prompt removal of garbage, and ensuring that food containers are sealed can make a huge difference. Where conditions that promote infestations exist, the Rental Office will ask tenant cooperation in cleaning up.

While pest control treatments will be at the cost of the landlord, Housing Services reserves the right to take action through the Landlord and Tenant Board where tenants refuse to cooperate with treatment or improve conditions within their apartment that may be attracting pests. Tenants may also have costs of service applied on their rental account due to refusal of service or lack of preparation or cleaning to Western Housing expectations.

Here are our tips to help you continue to keep your apartment clean and bug-free:

- Clean kitchen appliances, countertops and inside cabinets. Surface areas easily host bacteria and grease that is food for bugs.
- Clean surfaces to remove food spills and grease splatters from cooking with a strong grease cutting product, (for example disinfectant or anti-bacterial products). Professional treatments will not kill bugs if they are more attracted to food and grease.
- Store food in sealed containers for items inside the fridge and in cabinets. This includes food for animals. Bugs are really good at slipping into packaging that many foods are stored in.
- Empty pet food bowls at night, or seal in tight containers. Toss pet pee pads once soiled. Pet food should be stored in sealed containers or tightly packed, and pet pee pads should be clean and fresh.
- Use a trash can with a tight fitting lid, and dispose of trash properly when full (preferably daily).
- Wash and dry dishes daily to avoid moist areas that bugs are attracted to.
- Vacuum floor regularly to clean up any food crumbs that may have been left behind.
- Avoid bringing any furniture indoors if it has been left outside for any extended period of time.
- Keep dirty laundry tidied in a bin or basket. Any laundry piles on floors are good spots for bugs to hide, especially dirty clothes that may provide food.
- When shopping at markets or for fresh produce, break down the boxes and dispose of them immediately so that they cannot be re-used; bugs will make a good home in the small indents of the cardboard.
- Avoid the use of, or inspect thoroughly, secondhand appliances (like toasters and microwaves for example). The warm crevices in these are also a good home for bugs to hide.



LAUNDRY FACILITIES



Platt's Lane Estates – Building 536 (unit key required)

Bayfield Hall – Rooms 106, 283, 483

Beaver & Ausable Hall – Ground floor in each building stack

Common laundry facilities are available 24 hours per day. The security of items belonging to the tenant is their responsibility. Laundry should not be left unattended. If any appliances do not work properly, tenants are asked to report the malfunction to the Rental Office indicating the number labeled on the machine that is inoperable.

All machines are owned by Coinamatic and are card-operated. Value can be added to the laundry cards by debit at the loading machine stations located in the Platt's Lane laundry room or the Bayfield Hall front lobby. If either card loading machine is broken, please report it to the Rental Office. Card loading stations are also available for use at Ontario Hall. As per Coinamatic, the value added to laundry cards are non-refundable.

Hanging clothes by tying lines to fences outside the apartments is not permitted. Any lines suspended from outdoor fencing or balconies will be removed by our maintenance staff. Clothes that are extremely soiled that may leave excrements in the machines after use is also not acceptable. Tenants must leave all machines clean and user-ready for the next tenants to use.

INTERNET AND CABLE

INTERNET CONNECTION

For Bayfield Hall tenants:

A subscription to Connect-IT internet service is included in the rent for Bayfield Hall apartments. Connect-IT provides a minimum of one high-speed Ethernet connection in each apartment. Connect-IT subscribers enjoy no bandwidth limits. For detailed instructions on how to connect your devices via an Ethernet cable to Connect-IT's wired service please refer to their website (connect-it.uwo.ca). For wireless connections, tenants can bring their own personal wireless router, OR purchase a pre-configured router at the Rental Office. Hours of operation and contact information for Connect-IT are posted at the Rental Office, and on their website.

For other apartment tenants:

Tenants in Platt's Lane, Beaver Hall, and Ausable Hall will need to set up

their own account with Rogers/Bell or any other eligible Third-Party Internet Service Provider.

CABLE

Basic cable television service, provided by Rogers, is included in all apartments. If a tenant wishes to subscribe to an additional or premium service package with Rogers (for example: internet access, digital cable, pay-per-view), the tenant may do so at their own expense. In order to activate the cable box or if you experience any technical difficulties, tenants need to contact Rogers for assistance. Rental Office staff cannot call on behalf of the tenants as the service provided by Rogers requires direct contact with those living in the apartment. Tenants should call 1-888-764-3771, ask for technical support, and request for set-up under the "Western Bulk Account". Serial number on the box may be required for set-up.



PATIOS AND OUTDOOR SAFETY

Patios, balconies, and outdoor areas in our community are intended for enjoying outdoor space and are not to be used for storage (however, you may store your bike on your patio/balcony). Tenants are asked to ensure that these areas remain neat and tidy and remember the following:

ALL YEAR ROUND:

Ontario Fire Code regulations prohibit the use of barbecues on balconies and storage of barbecues/propane inside apartments. If barbecues are used on land, ensure that the cinders and waste are safely disposed of, and tanks are properly closed. Store away all belongings from yards after use in order to provide access for Western Grounds Crews in the summer and Snow Removal Crews in the winter.

Don't forget to pick up dog poop.





WINTER MONTHS:

For decorative lights, cords running through windows and doors from inside to outside are not permitted. Extension cords are for temporary use only, and no more than one power bar is to be used per outlet (building, fire and electrical codes of Ontario).

Keep all windows closed and air conditioners sealed or stored away.

Townhouse residents – shovel snow from door to sidewalk, apply salt or sand on porch and walkway for the icy days to prevent slips and falls. Check furnace vents to ensure it is not blocked. Turn off outside water tap (inside basement) and be sure that basement window is closed to prevent frozen pipes and leaks.

SUMMER MONTHS:

Refrain from attaching clothes lines to fences or balconies.

Any gardens not potted are not guaranteed to be untouched by Western Grounds Crews. We encourage potted plants or garden boxes instead of ground gardens.

Trampolines/pools/tents are all a potential danger to tenants and their neighbours. All pools and trampolines must be in enclosed yards with fences, therefore prohibited from Western Apartments complexes. Tenants who choose to have a wading pool must monitor while in use and store away after each use. Pitched tents should be stored away after no more than 2–3 nights of use.

FIRE SAFETY

FOR APARTMENT BUILDING TENANTS

All apartment buildings are equipped with a combination of smoke and heat detectors designed to detect a fire in the early stages. Individual apartments could have a combination of smoke and heat detectors or smoke/carbon monoxide alarms.

FOR TOWNHOUSE TENANTS

Smoke alarms are located on each story of the house, and consist of both hard wired and battery operated devices. In addition, carbon monoxide alarms are located in the hallway near each sleeping area as well as adjacent to the service room (one on the top floor and one in the basement).

Due to the equipment located in the basements, basements are not intended for use as sleeping areas. The Technical Standard Safety Authority prohibits the placement of beds in rooms that contain gas powered equipment. Such equipment includes the hot water heater and furnace. A one-metre clearance must be maintained around this equipment (including the electrical panel). Children are also not permitted to play in this area.

During inspections for fire and electrical safety, the technicians require access to electrical panels and equipment. If during the inspections, the technicians do not have access to complete the inspections, or they find unsafe practices in the units, the tenants may be charged fines enforceable under the Ontario Building Code or

Ontario Fire Code. Tenants may also be charged for the service call if work or inspection could not be completed due to no access.

FOR ALL TENANTS

Any removal of batteries, tampering or disconnecting of the smoke alarms, carbon monoxide alarms and/or fire alarm system detectors could result in immediate termination of your lease and/or legal action by the fire department or police department. Any devices which malfunction or are inoperable must be reported to the Rental Office and a replacement will be installed. Smoke alarms that are in need of replacement or repair will sound an intermittent chirp at which time the Rental Office must be notified. We also encourage you to contact us if there is not the required number of alarms in your individual unit.

Annual tests and maintenance for all devices are conducted by Western's Fire Safety team or contractor. Tenants are not required to be present for any test of devices in each individual apartment, although proper notice of entry will be provided when entry to individual apartment is required.

Testing your smoke/carbon monoxide alarm on a monthly basis is highly recommended.

GENERAL FIRE SAFETY TIPS

- Never leave candles or incense unattended. Blow out candles after use.
- Store matches, lighters and batteries safely

(stored/sealed out of reach, in a dry, room temperature or cool space).

- Keep combustible materials away from the stove, heaters and appliances.
- Keep a clear path to all exits and know at least two ways out in the event that evacuation is required.

ELECTRICAL SAFETY TIPS

- Put lamps on level surfaces, away from curtains or other flammable items.
- Allow adequate ventilation around electronic components that generate heat, such as televisions and computer/audio equipment.
- Small appliances like toasters and coffeemakers should be unplugged when not in use.
- Never split, tamper with or crimp cords. Homemade power bars are prohibited by codes.
- Do not use appliances or lamps with cracked or frayed cords, and do not plug in more than one appliance to one outlet.
- Extension cords are for temporary use only – Cords should NEVER run under rugs or mats, or through windows or doorways, especially cords from inside to outside (from balcony or front porch, for example).
- Never overload an outlet. For example, no more than one power bar can be used per outlet.
- Power bars should be of good quality and show no signs of damage or overheating.
- High power appliances like space heaters, hair dryers and air conditioners must always be plugged directly into an outlet and never in a power bar or extension cord.
- Never use a cord, appliance, plug or outlet after liquid has been spilled on it without having it thoroughly inspected.

KITCHEN & COOKING SAFETY TIPS

- Never leave cooking unattended.
- Deep frying or cooking with oil on the stovetop is not recommended and can be very dangerous.
- If cooking with oil, heat it slowly and keep pot/pan closed with the lid. Never try to put out an oil or grease fire with water as it may spread the fire.
- Clean up all spills and grease spots on the stovetop and counters after cooking using anti-bacterial and grease cutting products.
- Clean your oven regularly using oven cleaning products. Many kitchen fires start because of built-up grease inside of the oven and on stovetops.
- Turn pot handles in towards the wall, to avoid it from being grabbed or knocked down.
- If a fire starts in your oven or microwave oven, keep the door closed to prevent air from feeding the flames. Turn the appliance off or pull the plug, then call 911 if it persists.



EMERGENCIES AND EVACUATION

If there are any changes in the household occupancy, emergency contact or phone numbers, please inform the Rental Office immediately.

Emergency contact, occupancy and pet information will be used only in the event of an emergency and will only be shared with emergency personnel when requested (i.e. Police, Fire Services); otherwise this information is kept confidential.

Example of when this information could be used is in the event of a fire. When this happens, even if it is

a drill, it is mandatory for ALL residents to evacuate. Fire Safety Team, Campus Safety & Emergency Services and the City Fire Services will be arriving on site. If evacuation is not required during a test, residents will see notice on entrances/exits in advance of the test.

If you require assistance during an evacuation, please ask that the Rental Office include this in your occupancy record so we can be of immediate help to you during an evacuation.



WHEN YOU HEAR AN ALARM:

- Stay calm
- Safely stop your work and shut down equipment in use that may become unstable or prevent a hazard
- Gather your coat or personal belongings if it is safe to do so
- Close your door, but do not lock it
- Use the nearest safe exit (always know two ways to exit your home/building)
- Do not use the elevators
- Report to your designated assembly areas quickly and calmly

- Do not block any laneway, curb, fire route, road or pathway
- Wait for instructions from management or emergency responders for re-entry

YOUR DESIGNATED EMERGENCY EVACUATION ASSEMBLY AREAS:

If you live in Bayfield Hall:

- Basketball courts

If you live in Beaver Hall:

- Bayfield grass area (by fire route circle)

If you live in Ausable Hall:

- North and south parking lots

If you live in Platt's Lane:

- Closest parking lot to your location

FOR TENANTS OF PLATT'S LANE ESTATE TOWNHOUSES

UTILITIES

All townhouse tenants are responsible for registering with London Hydro (electric only) and Union Gas/Enbridge. Any further bills received by Housing Services will be paid on the tenant's behalf, and then added to the rental account as an additional charge. Included is a list of contact information that will help new tenants to make arrangements with transferring utility accounts prior to move-in. Tenants are asked to do this in advance of moving in to ensure that services will not be disconnected. Tenants will need to provide the new address to each utility service provider which is listed within the lease on the N11 Form. At the time of move-out, tenants will need to contact the utility providers to disconnect for the last day of the lease

(last day of tenancy), even if the tenant moves out early.

London Hydro

Phone: (519) 661-5503; Fax: (519) 661-5838

Apply Online: www.londonhydro.com

Enbridge/Union Gas

Phone: (519) 439-0151; Fax: (519)-758-2389

Apply Online: www.uniongas.com

For hot water issues during regular business hours that the office is open, please call or email the Rental Office to report the hot water issue. Outside of business hours, please call Enercare at 1-800-266-3939, as they provide the hot water tanks in each townhouse unit.



CHILDREN'S SAFETY

The safety of children in our community is everyone's concern. All motorists are expected to act in a responsible manner when operating a motorized vehicle. Tenants are to watch out for children and not exceed the maximum speed limit of 30 km/hour.

Privately owned wading pools are to be supervised at all times and must be drained and stored away immediately after each use. Unattended pools will be drained by our staff and placed in temporary storage. Hanging swings in trees are not permitted. Any ropes or chains secured to trees will be removed by our staff. Personal play equipment is restricted to each tenant's own patio area. Any

equipment that is set up in common areas will be removed. Trampolines are prohibited.

There are a number of play areas, some including playground equipment and basketball courts, available for use by families and their guests. These areas are unsupervised and adult supervision is the responsibility of the tenant.

As a tenant, you are responsible for the behavior of your children. Bullying and harassment will not be tolerated and may result in termination of tenancy. If you or any of your family members are victims of bullying or harassment, contact the Rental Office. Any urgent matters should be directed to the Western Special Constables Office at 519-661-3300, or email wscs@uwo.ca.

CONTACT US

University Apartments Rental Office
(for Bayfield Hall, Beaver Hall, Ausable Hall)
105 Bayfield Hall, 291 Windermere Road
London ON N6G 2J9
Phone: 519-661-3250
apartments.uwo.ca

Platt's Lane Estates Rental Office
536 Platt's Lane
London ON N6G 3A8
Phone: 519-679-4561
plattslane.uwo.ca

Email: western.apartments@uwo.ca

For emergencies outside of Rental Office hours (evenings and weekends):
Campus Safety & Emergency Services (CSES) 516-661-3300

