



WESTERN APARTMENTS HANDBOOK

UNIVERSITY APARTMENTS AND PLATT'S LANE ESTATES





WELCOME

Welcome to Western Apartments, an on-campus independent living experience for all upper-year, graduate/post-graduate, specialized and 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 Western Apartments.

All Western Apartments tenants must abide by the Residential Tenancies Act, with a few exceptions as an academic institution (e.g., tenants must 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 who rents their apartment to and another person for a short duration of time while the tenant is absent, whereby the tenant returns to the apartment after the agreed upon sublet term.

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 child. 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, sublet their apartment or transfer to another apartment.

ABOUT YOUR LEASE



All leases for Western Apartments (including University Apartments and Platt's Lane Estates) are legal binding documents describing the terms and conditions of tenancy at Western. All leases are described as termination leases. This includes leases signed by new incoming tenants and existing tenants who require new leases due to a change in roommates.

Termination leases differ from standard leases whereby there is no renewal at the end of the lease term, nor is tenancy continued month to month. 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 (about 2 months)/two months notice is therefore not required, nor accepted with this type of lease since the last day of tenancy is clearly defined. Western Apartments operates with a joint lease. Each tenant on a lease is held individually and jointly responsible for complying with all the conditions set out in the lease, including the full rent amount for the unit.



Therefore, leases are only issued to students. If tenants wish to add an additional person to their lease, they must also have student status for that academic year. Please note, only students are permitted to be listed as tenants on the lease.

Occupants in the home who are not students must be in relation to the student tenants on lease (such as spouse, sibling, parent, child, etc.). Occupants who are not in relation to the student tenants on lease will not be approved to stay in the apartments. Please note, for emergency purposes, Western Housing does require all occupants to be listed on file at the rental office.

Occupancy Standards:

If during tenancy, occupant household numbers are below the National Occupancy Standard (for example, 1 occupant living in a 3-bedroom townhouse), Western Housing may insist that the occupant(s) move to another more suitable apartment on campus after a current lease is ended and the tenant has applied for a subsequent lease. If during tenancy, an occupant household exceeds the space within the unit (for example, 5 occupants in a 2-bedroom apartment) and the tenant applied for a transfer to another unit, the Rental Office is not obligated to offer another unit and therefore may or may not offer another unit. Offers for transfer to another unit type are based on availability, the circumstances of other internal applicants and the volume of external applicants.

Applying for Another Lease:

Housing seeks to balance the needs of many students within the Western community. As such, tenants are required to re-apply for a lease after every lease. Western Apartments are intended as transitional student housing, not for long-term permanent housing. New leases are offered at the discretion of the Rental Office.

Before a lease expires, a tenant can apply for a new offer to remain in the apartment, provided 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, notices and deadlines for lease applications to existing tenants are delivered about 3–4 months before the current lease ends.

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

**Conduct issues can be noise complaints from community members, reports of smoking in the units or on apartment grounds, condition of unit, unreported occupants in the units, disrespect made*

to the Rental Office staff according to the Rental Office Expectations, unreported maintenance or pest infestations or non-compliance with regular or necessary maintenance services, including required pest treatments.

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 long-term or shorter-term lease that will accommodate their academic studies. Tenants may extend their lease by one month to transition to off-campus housing. If tenants miss their provided deadline to request a new lease, their apartments will be offered to new incoming tenants after the current lease end date.

Tenants who wish to end their tenancy before their current lease expires, two (2) months' notice to the Rental Office is required.

Western Apartments will not offer lease assignments or lease takeovers. This means that any existing tenants cannot offer their apartment or lease to other students. Leases are only offered to applicants who have completed the application process online and are selected by Western Housing.



SUBLETTING

Tenants who wish to take temporary leave from their lease and return to their rental apartment later may request to sublet their apartment while away.

A sublet agreement is between the tenant and the person living in the apartment for the short-term. Sublet agreements are not leases and do not imply any contractual relationship between Western Housing and the person who sublets the apartment. A subletter's contractual relationship is with the tenant on the original lease. Therefore, the tenant is responsible for the apartment and the person who will sublet it. All sublets must be approved by Western Housing and must meet eligibility requirements to reside in Western Apartments. Sublets are also asked to provide all occupants that will accompany them in the unit (family members).

Subletters are covered under the tenant's renters' insurance provided by Western Housing, if they are eligible to stay in the apartments, are approved by Western Housing and the subletter and tenant have a written contract in place.

Once a sublet is approved, the tenant will be required to provide authorization to Western Housing 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 Housing reserves the right to refuse a request to sublet if the potential subletter does not meet the apartment eligibility requirements. Sublet terms are approved at four (4) months in duration.

Persons that sublet who wish to become tenants must complete the apartment's application and may or may not be offered a lease through the lottery process.



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 can be accommodated. All transfer requests granted will be to those that have honored 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.

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 the current unit may result in the retraction of transfer offer to new unit.

Offers for transfer to another unit type are based on availability, the circumstances of other internal applicants and the volume of external applicants. Rates offered to a tenant selected for transfer may be at the new tenant rate or rate determined by Western Housing.

BREAKING OR CHANGING LEASE

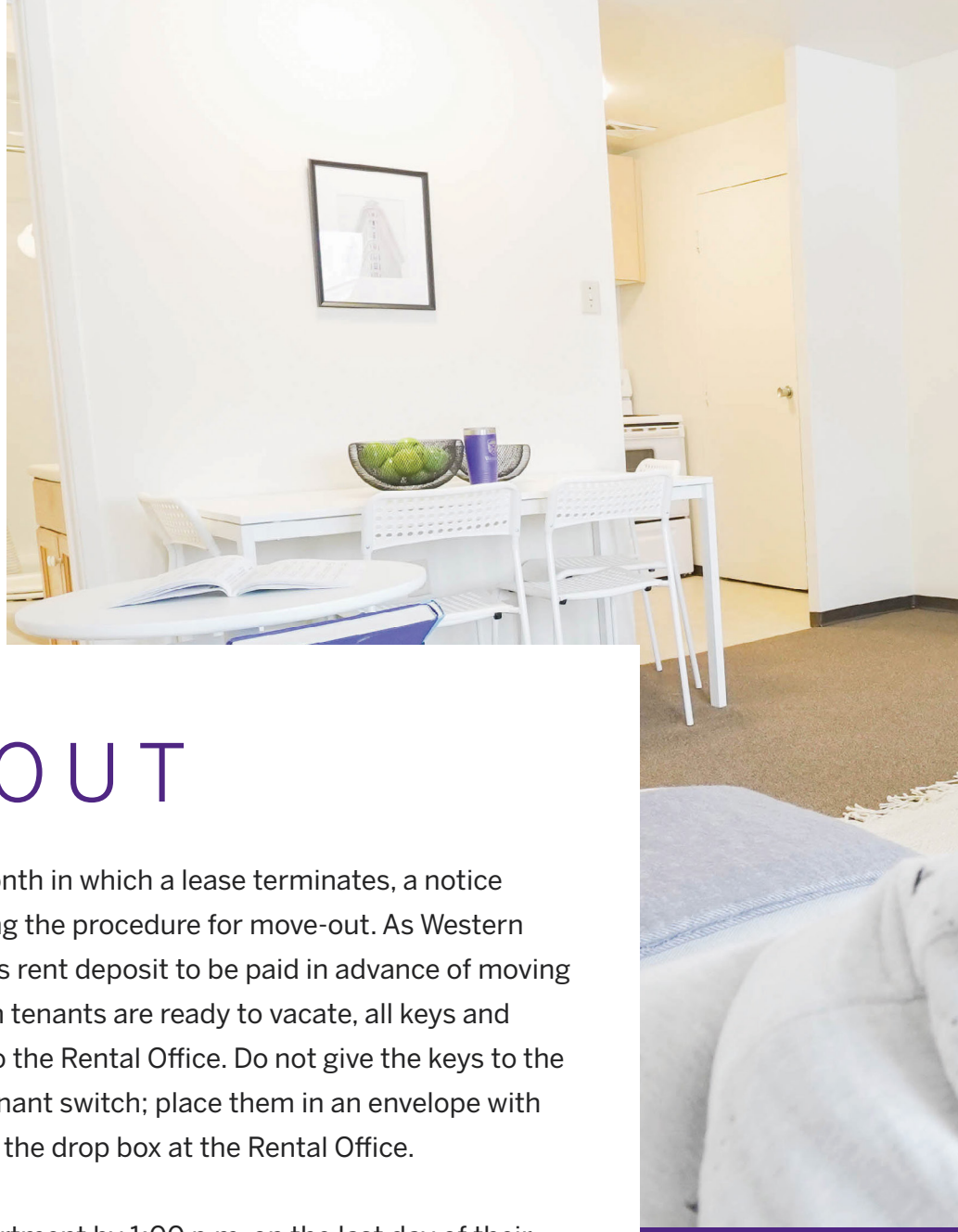
Existing tenants who wish to add a new roommate/tenant to the lease or switch roommate/tenants may request approval from the Rental Office. A new lease will then be created and will result in the unit being offered on an “as-is” basis. Cleaning and painting that normally takes place during a complete tenant turnover will not be carried out.

Tenants can request to end tenancy earlier than their lease end with two (2) full months’ notice (if it is not their first 12-month lease). Tenants remain financially responsible for the original lease signed, until approved by the Rental Office and a new N11 is signed by both tenant(s) that will determine a new end date to the lease and tenancy. The most recently signed N11 form will replace the termination date on the original lease and N11.

MOVING IN

Western Apartments provides light cleaning in the apartments and pest control inspection before all move-ins for new tenants. We will also attempt to complete any reported repairs or required paint touch-ups within the first month of occupancy (if not prior to moving in). The entry protocol for maintenance services will be communicated to tenants before any service personnel enter their 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 Housing does not require last month's rent deposit to be paid in advance of moving in, 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 there is a roommate/tenant switch; place them in an envelope with the apartment number and leave it in the drop box at the Rental Office.

Tenants are asked to vacate their apartment by 1:00 p.m. on the last day of their tenancy. The only exception is if written approval is obtained from the Rental Office. Please note that new tenants may be scheduled to move in 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 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 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

Only tenants who are listed on the lease are authorized to pick up keys. All apartment keys are security keys and making copies is prohibited. All locks and keys are university-owned and numbered. Tenants may sign out additional spare keys as available. Costs for lock changes due to lost or unreturned keys will be charged 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 Residence front desk (open 24 hours), located on the third floor. To pick up a spare key there, you must provide photo identification i.e. your Western ONECard.



PARKING

Platt's Lane Estates Parking Lots: Tenants of Platt's Lane Estates who have their own personal vehicle may apply for a parking permit at the Rental Office.

- One parking permit will be issued complimentary per lease for the Platt's Lane Parking Lots only. Additional permits may be available for purchase.
- Temporary passes for guests of tenants are also available. You may request temporary passes prior to your guests' visits via email. Visitor passes are not required outside of enforcement hours.

Beaver + Ausable Hall Parking Lot:

Tenants of Beaver + Ausable Hall who have their own personal vehicle may apply for a parking permit at the Rental Office.

- One parking permit will be issued complimentary per lease for the Beaver/ Ausable Lot only (overflow parking at Bayfield Lot allowed). Additional permits may be available for purchase.
- Temporary passes for guests of tenants are available for purchase on site or at the office of Parking Services. Visitor passes are not required outside of enforcement hours.

Bayfield Hall Parking Lot:

Tenants of Bayfield Hall who have their own personal vehicle may apply for a parking permit at the Parking Services office.

- Parking permits are not included in the lease terms. Purchase of student passes via Parking Services is required to park at Bayfield Hall Lot and other marked student lots on campus.
- Temporary passes for guests of tenants are available for purchase on site or at the Parking Services office. Visitor passes are not required outside of enforcement hours.

Parking terms for all vehicles are governed by Western Parking Services.

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.

Parking enforcement in apartment lots is in effect from 8:00 a.m. to 4:30 p.m. Monday to Friday. Service vehicle spots, 10-minute spots and marked fire routes are enforced 24/7. All signs designating these spots take precedence over lot entrance signs. Enforcement is Managed by Western Parking Services and may occur at any time during enforcement hours, including summer months. Vehicles parked improperly—such as in fire routes, driveways, grass areas or sidewalks—will be ticketed and/or towed at the owner's expense.

For more information on parking please visit [Western Parking Services](#).

Western University and Western Housing do not assume any responsibility for loss or damage to vehicles parked on Western property.

BIKE SAFETY

Full-sized bike lockers are available for rent on site for a nominal fee. Alternatively, bikes may be stored on bike racks at no cost; however, using a proper bike lock is recommended to prevent damage or theft. You may also store your bike inside your unit.

Note: London Fire Department conducts regular inspections to ensure building safety and clear evacuation pathways. Any items left in hallways are prohibited (including bikes, strollers, shoes, etc.,) and may be removed. They may impose municipal fines at their discretion.



MAINTENANCE AND GARBAGE

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

If tenants need emergency maintenance service while the Rental Office is closed (holidays, evenings and weekends), tenants may call Campus Safety & Emergency Services (519-661-3300) for assistance. Examples of emergencies are floods, fire, unexpected loss of power, loss of hot water and broken toilets. For all non-emergent maintenance or leasing requests, please continue to send them to

western.apartments@uwo.ca. These requests will be addressed during business hours. All garbage and recycling are to be disposed of in the designated locations (sheds and enviro-bins on site). Improper disposal can lead to unsightly conditions and attract pests, particularly in hot weather. Tenants must ensure that garbage does not accumulate on their patios or balconies.

Recycling is effective only when materials are properly sorted. Mixing trash with recyclable materials contaminates all recyclable items. For more information on proper waste management, please visit [City of London recycling page](#). Garbage and recyclables must NEVER be left in corridors.

Bayfield Hall tenants must tie garbage bags securely and dispose of them in the chute or designated garbage areas as soon as possible to prevent spillage and odours. Most garbage should be disposed of via the chutes. However, large items (such as boxes

or furniture) and heavy items (such as kitty litter) should be placed in the outdoor garbage sheds or bins. The garbage chute operates from 8:00 a.m. to 11:00 p.m.

PARCELS AND MAIL

The Rental Office does not sign for or receive parcels or mail from current and previous tenants, as there is no mailroom or parcel service available. Rental Office staff may provide access to buildings for delivery personnel to deliver parcels directly to units or to the designated mail areas. Tenants should make arrangements with delivery personnel for pick up and contact the delivery service directly for status updates. Front lobbies, entrances and areas outside the office are not secured, so parcels and deliveries should not be left unattended.

If delivery personnel leave boxes in the lobby outside of the office when it is closed, the boxes will not be brought in when the office reopens. Food deliveries left in front lobbies or hallways

may be disposed of by Rental Office staff to prevent spoilage, odours and infestation if left for an extended period. Parcels lacking apartment numbers may be returned to a depot. Requests such as “leave at Rental Office” will not be honoured.

Bayfield Hall (only):

Parcels are now delivered to parcel lockers on the north side of Bayfield Hall. Tenants will receive a notification and a barcode via their Western email to open the locker and retrieve their parcel. Canada Post may deliver some parcels directly to the tenant's door or via the parcel locker. Food boxes may not be delivered via parcel lockers.

PAYING THE RENT

Rent is due on the first business day of each month and can be paid by any of the following methods:

- Online banking
- Mastercard, Visa, Debit Mastercard or Visa Debit online
- Interact and credit card (Visa, Mastercard) at the Rental Office
- Bank draft, money order, certified or personal cheque, dropped off at the Rental Office
- International payments through Convera

Cash is strictly NOT accepted.

Online Banking:

Payments can be made via most major banks. 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 associated with the tenant on the lease. It is imperative that this number is entered correctly and matches the number provided to the Rental Office to ensure that payment is credited to the correct rent account. Review your selections before confirming payment. Be sure to note the reference number and the date the payment was made. Online banking transactions can take 2–3 business days to be received. Mastercard, Visa, Debit Mastercard or Visa Debit online

Online payments made with a Mastercard, Visa, Debit Mastercard or Visa Debit are accepted and can be made through the [myHousing Portal](#) using the student's

Western credentials. In the portal, via the 'On-Campus Apartments & Family Housing' tab, click on 'Pay your rent online'. Follow the prompts to add payment to card and submit. A confirmation receipt will be available on the myHousing Portal after payment has been processed.

Debit or Credit in the Rental Office:

Payments can be made in person at the Rental Office during business hours, using Interact or credit cards (Visa, Mastercard, American Express is not accepted). A receipt for the payment will be provided.

Bank Draft, Money Order, Certified or Personal Cheque:

Cheques should be made payable to Western University. To ensure proper

identification of the tenant, please include name, student number, building and unit number on the cheque.

International Payment through Convera:

International payments can be made via bank-to-bank transfer through Convera's online platform for students. Please follow the link provided on the Apartments website to complete your payment. All tenants are responsible for ensuring that the rent is paid on time and in full. Those experiencing difficulties with payments are encouraged to contact the Rental Office before the due date. Where there are two tenants named on the lease, they are jointly responsible for paying the full amount of the rent.



Western Apartments are property tax exempt, so tenants are not eligible to claim the full amount of their rent according to [CRA Guidelines](#). However, tenants may claim an Ontario Energy and Property Tax Credit of \$25 on Form ON-BEN. No receipt is required for this claim. For more information, please visit the [Ontario Ministry of Finance website](#).

If rent is not paid on time, the University reserves the right to withhold academic records until the outstanding amount is paid in full. This may prevent the issuance of grade reports, transcripts or diplomas, and could affect admission, readmission or registration. Payments are considered

late if not made on the first business day of the month that the office is open or the full monthly amount is not paid. Repeated late payments or defaulting on payment plans may result in the tenant being ineligible to sign a new lease upon the expiration of the current fixed-term lease, should they re-apply.

While rental statements are not available online, tenants have the right to request and receive a copy of their statement and payment history. Tenants sharing an apartment will have a shared rental account which is accessible to both parties.



PERSONAL PROPERTY/ RENTER'S INSURANCE

All personal property placed in the tenant's apartment is at the tenant's own risk. Western University is liable, directly or indirectly, for any damage or loss of personal property due to theft, fire, water or other causes. Whereas off-campus housing tenants may be required to carry renter's insurance, Western Housing automatically provides coverage for all tenants in on-campus apartments. This coverage includes personal belongings (contents at \$10,000 + \$2,500) and liability protection (up to \$1,000,000) through Marsh Insurance. This insurance is intended to protect the tenant's property as well as cover damages caused

by the tenant's actions or inactions. Insurance covers the cost of repairs, the tenant's belongings and any damaged belongings of other tenants. Coverage applies to tenants on lease and includes all registered occupants in the home. Subletters are also covered if they are eligible to stay in the apartments, are approved by the Rental Office and have a written contract with the tenant. While subletters are encouraged to obtain their own renter's insurance, if they do not, the coverage limits provided by Housing under this policy will be shared. Tenants may also purchase additional renter's insurance at their own expense (optional).

REPORTS OF PESTS

High density populations are occasionally subject to pest outbreaks including cockroaches and bedbugs. Pests can sometimes be unknowingly introduced by tenants through luggage, marketplace cardboard or trading and selling used items and furniture from others.

Western Housing takes reports of potential insect infestations seriously and is committed to addressing complaints promptly. We encourage tenants to report any issues immediately to prevent them from getting worse. Upon receiving a report, we will investigate and involve an independent, licensed pest control company to address the problem. Depending on the type of pest or severity of infestation, this may include inspecting adjacent rooms or apartments to minimize the spread and ensure a quicker resolution.

Your cooperation is essential in preventing pests and preparing for effective treatments. To maximize the success of pest control efforts, tenants may be required to clear items from kitchen and bathroom countertops and cupboards (including under the sinks), remove drawers, launder clothing or linens and move furniture away

from the walls for better access. Pre-treatment instructions will be provided, detailing specific requirements based on the type of treatment.

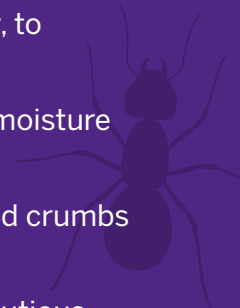
All pest control companies in Ontario are licensed and strictly regulated, ensuring that the treatment they provide is safe and adhere to industry best practices. These treatments may involve baited gels, liquid sprays, monitoring traps or a combination of methods. To fully eradicate pests, multiple treatments are often necessary. Once a professional treatment program is in place, we strongly advise tenants not to use store-bought pesticides or home-made remedies, as common products like Raid can repel insects, making the professional treatment less effective.

Preventing infestations primarily involves eliminating readily available food sources for insects. Regularly cleaning counters, stovetops and walls to remove grease, promptly disposing of garbage and sealing food containers can significantly reduce the risk. If conditions that promote infestations are present, the Rental Office will require tenant cooperation in maintaining cleanliness.

While the cost of pest control treatments will be covered by the landlord, tenants are expected to cooperate by preparing their apartments for treatment, addressing conditions that may attract pests and allowing access for scheduled inspections and treatments. Failure to comply may result in service costs being charged to the tenant's rental account (for refusal of service or inadequate preparation/cleaning for a treatment) and could affect the approval of any future lease requests or applications by the Rental Office.

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

- Clean kitchen areas. Wipe down appliances, countertops and inside cabinets regularly. These surfaces can easily collect bacteria and grease which attract bugs.
- Remove food residue. Use strong grease-cutting products (e.g., disinfectants or antibacterial cleaners) to clean up food spills and grease splatters from cooking. Bugs are less likely to be drawn to treated areas.
- Store food in sealed containers. Keep all food, including pet food, in airtight containers in the fridge or cabinets. Bugs can easily slip into standard packaging.
- Empty pet food bowls at night or store them in sealed containers. Dispose of soiled pee pads and clean litter boxes regularly to maintain a fresh environment.
- Use a trash can with a tight-fitting lid and dispose of trash regularly, ideally daily, to prevent attracting pests.
- Wash and dry dishes daily to prevent moisture buildup which attracts bugs.
- Vacuum floor regularly to clean up food crumbs that may attract pests.
- Avoid bringing in outdoor items. Be cautious about bringing in furniture or items left outside, as they may harbour pests.
- Keep dirty laundry contained in a bin or basket to prevent bugs from hiding in clothes, especially those that may provide a food source.
- After shopping at markets or buying fresh produce, break down and dispose of the boxes immediately. Bugs can hide in the small indents of the cardboard, making them easy to transport.
- Avoid using or thoroughly inspecting secondhand appliances, like toasters and microwaves, as their warm crevices can be ideal hiding spots for bugs.



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

Common laundry facilities are available 24/7 but the security of your belongings is your responsibility. Please do not leave laundry unattended. If any appliances malfunction, tenants are asked to report the issue to the Rental Office indicating the number labelled on the machine that is inoperable.

All machines are owned by Coinamatic and operate via card. You can add value to your laundry card using debit at the loading stations located in the Platt's Lane laundry room or the Bayfield Hall front lobby. If a card loading machine is broken, please report it to the Rental Office. Additional card loading stations are available at Ontario Hall and Saugeen-Maitland Hall (both open 24/7 from September to April). Note that per Coinamatic policy, the value added to laundry cards is non-refundable.

Hanging clothes by tying lines to outdoor fences or balconies is not permitted. Any such lines will be removed by maintenance staff. Please ensure that extremely soiled clothing, which may leave residue in the machines, is cleaned beforehand. Tenants are expected to leave machines clean and ready for the next user.

INTERNET SERVICES (BAYFIELD HALL ONLY)

Connect-IT internet service is included in the rent for Bayfield Hall apartments. This service offers convenient wireless and high-speed wired internet with no bandwidth limits. For detailed

instructions on how to connect your devices, please visit [Connect-IT](#). Hours of operation and contact information for Connect-IT are posted at the Rental Office and on their website.



PATIO/ BALCONIES AND OUTDOOR SAFETY

These areas are designed for enjoyment and are not to be used for storage (bikes are allowed). Please keep these areas neat and tidy and adhere to the following guidelines:

ALL MONTHS

Ontario Fire Code regulations prohibit the use of barbeques on balconies and storage of barbecues or propane inside apartments. If barbeques are used on the ground, ensure that cinders and waste are safely disposed of and that propane tanks are securely closed. Please store all items away from yards after use to ensure clear 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, do not run cords through windows and doors from inside to outside. Extension cords should be used only temporarily and only one power bar is allowed per outlet, in accordance with Ontario's building, fire and electrical codes.

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

Townhouse residents: Shovel snow from your door to the sidewalk and apply salt or sand on the porch and walkway to prevent slips and falls. Check furnace vents to ensure they are not blocked. Turn off the outside water tap (located inside the basement) and ensure the basement window is closed to prevent frozen pipes and leaks.

SUMMER MONTHS

Refrain from attaching clotheslines to fences or balconies.

Gardens planted directly in the ground may be disturbed by Western Grounds Crews. We recommend using potted plants or garden boxes instead of ground gardens. Bricks, rocks or any other edging that interrupts the lawn are not permitted.

Trampolines, pools and tents pose potential safety hazards to tenants and their neighbours. As per city by-laws, all pools and trampolines must be in enclosed yards with fences, therefore prohibited in Western Apartments complexes. Tenants who use wading pools must supervise them while in use and store away after each use. Tents should be stored after no more than 2–3 nights of use.

FIRE SAFETY & SMOKE DETECTORS

FOR APARTMENT BUILDING TENANTS

All apartment buildings are equipped with a combination of smoke and heat detectors designed to detect fires in their early stages. Each apartment may have a mix of smoke and heat detectors or smoke/carbon monoxide alarms.

FOR TOWNHOUSE TENANTS

Smoke alarms are installed on each floor of the townhouse and are Bluetooth-connected. If one alarm is triggered, all connected alarms will sound. In addition, carbon monoxide alarms are placed in the hallway near each sleeping area and on the ground floor.

FOR ALL TENANTS

Any removal of batteries, tampering with or disconnecting smoke alarms, carbon monoxide alarms or fire alarm system detectors can result in immediate lease termination and/or legal action by the fire department or police departments. Any malfunctioning or inoperable devices must be reported to the Rental Office for replacement. Smoke alarms in need of replacement or repair will emit intermittent chirping sounds, signaling the need for attention. Please notify the Rental Office if there are not enough alarms in your unit.

Western's Fire Safety team or an independent contractor conducts annual testing and maintenance of all devices. Tenants do not need to be present for these tests, although proper

notice will be provided if entry into an individual apartment is required.

We highly recommend testing your smoke/carbon monoxide alarms monthly and practicing emergency evacuations with any dependents living in your home.

ELECTRICAL SAFETY TIPS

- Place lamps on level surfaces, away from curtains or other flammable materials.
- Ensure proper ventilation around electronic devices that generate heat, such as televisions and computer/audio equipment.
- Unplug small appliances like toasters and coffeemakers when they are not in use.
- Avoid splitting, tampering with or crimping 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 into a single outlet.
- Extension cords are for temporary use only and should never run under rugs or mats, or through windows or doorways.
- Never overload an outlet. For example, only one power bar should be used per outlet.
- Ensure power bars are of good quality and free from damage or signs of overheating.
- High-power appliances like space heaters, hair dryers and air conditioners must always be plugged directly into an outlet, never into a power bar or extension cord.
- Never use a cord, appliance, plug or outlet after it has been exposed to liquid without having it thoroughly inspected.

- Avoid running cords through windows or doorways, especially cords extending from indoors to outdoors, such as from a balcony or front porch.
- Keep combustible materials away from stoves, heaters and appliances.
- Ensure that all exits are easily accessible and familiarize yourself with at least two ways out to exit the building.

KITCHEN & COOKING SAFETY TIPS

- Never leave cooking unattended.
- Deep frying or cooking with oil on the stovetop is not recommended due to the high risk of fire.
- If cooking with oil, heat it slowly and keep the pot or pan covered with a lid. Never use water to put out an oil or grease fire, as this may cause the fire to spread.
- Clean up all spills and grease spots on the stovetop and countertops after cooking using antibacterial and grease cutting products.
 - Do not wash leftover fats and oils from cooking pots and pans down the drains, as they can clog pipes. Instead, wipe them up and store them in cups (available at the Rental Office) or in a jar, then dispose of them in the garbage when full.
 - Regularly clean your oven using appropriate oven cleaning products. Many kitchen fires start due to built-up grease inside of oven and on stovetops.
 - Turn pot handles towards the wall to prevent them from being grabbed or knocked over.
 - If a fire starts in your oven or microwave, keep the door closed to prevent oxygen from fueling the flames. Turn off the appliance or unplug it and call 911 if the fire continues.

GENERAL FIRE SAFETY TIPS

- Never leave candles or incense unattended. Blow out candles after use.
- Store matches, lighters and batteries safely in a sealed container, out of reach and in a dry cool place.

Specific Fire & Electrical Safety for Townhouse Tenants:

Due to the equipment located in basements, these areas are not intended for sleeping or daily living activities. The Technical Standard Safety Authority prohibits the placement of beds in rooms containing gas-powered equipment, such as hot water heaters and furnace. Basements, with no escape route, should only be used for laundry and storage. Tenants using basement for sleeping or recreational activities will be contacted by the Rental Office and required to cease such activities immediately.

Valuables stored in the basement should be kept above ground, for example, on raised crates or shelves, to avoid potential damage from leaks or ground water.

In addition, a one-meter clearance must be maintained around basement equipment, including the electrical panel. During fire and electrical safety inspections, technicians require access to electrical panels and equipment. If technicians cannot complete their inspections due to lack of access or identify unsafe practices, tenants may be subject to fines under the Ontario Building Code or Ontario Fire Code. Tenants may also be charged for the service calls if work or inspections cannot be completed due to restricted access.



OCCUPANCY, EMERGENCIES AND BUILDING EVACUATION

If there are any changes in household occupancy, emergency contacts or phone numbers, please update the Rental Office. This information will be used solely in emergencies and shared only with emergency personnel when necessary (i.e., Police, Fire Services); otherwise, it will remain confidential.

In the event of a fire or even during a fire drill, all residents must evacuate the building. The Fire

Safety Team, Campus Safety & Emergency Services and the City Fire Services will respond. If an evacuation is not required during a test, notices will be posted at entrances and exits in advance.

If you require assistance during an evacuation, please inform the Rental Office so that this can be noted in your occupancy record, enabling us to provide immediate help if needed.



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.
- Proceed quickly and calmly to your designated assembly area.
- Do not block driveways, curbs, fire routes, roads or pathways.
- Wait for instructions from management or emergency responders for re-entering the building.

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 (electricity only) and Enbridge Gas. If any bills are received by Western Housing, they will be paid on the tenant's behalf and added to the rental account as an additional charge. A list of contact information is included to assist new tenants in transferring utility accounts before moving in. Please complete this process in advance to avoid service disconnections.

Tenants must provide their new address to each utility service provider listed in the N11 Form lease. At the time of move-out, tenants are required to contact the utility providers to disconnect services for the last day of the lease, even if they move out early.

London Hydro

Phone: 519-661-5503

Apply Online: www.londonhydro.com

Enbridge Gas

Phone: 519-439-0151

Apply Online: www.uniongas.com

Mail via Canada Post:

All townhouse 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.

Phone: 1-800-267-1177



Hot Water Issues:

During regular business hours, please call or email the Rental Office to report any hot water issues. Outside of business hours, please call Campus Safety & Emergency Services at 519-661-3300, who will then notify Enercare to arrange service for your unit.

CHILDREN'S SAFETY

The safety of children in our community is a shared responsibility. All motorists must drive responsibly and adhere to the maximum speed limit of 30 km/hour.

Privately owned wading pools must be supervised and drained immediately after use. Unattended pools will be drained and placed in temporary

storage by our staff. Hanging swings in trees are not permitted. Any ropes or chains secured to trees will be removed. Personal play equipment is restricted to each tenant's own patio area. Any equipment set up in common areas will be removed. Trampolines are prohibited.

There are several play areas, including playground equipment and a basketball court, available for families and their guests. Please note these areas are unsupervised. As a tenant, you are responsible for your children's behaviour. Bullying and harassment will not be tolerated and may result in termination of tenancy. If you or any of your family members experience bullying or harassment, please contact the Rental Office. Any urgent matters, contact Campus Safety & Emergency Services at 519-661-3300 or email wscs@uwo.ca.

CONTACT US

University Apartments Rental Office

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

Our Rental Offices are open:

Monday to Friday 8:30 a.m. to 4:30 p.m.

(Holiday/Break hours are posted in advance)

Email: western.apartments@uwo.ca

For emergencies outside of Rental Office hours (evenings and weekends):

Campus Safety & Emergency Services (CSES) 519-661-3300

