

WESTERN APARTMENTS HANDBOOK

UNIVERSITY APARTMENTS &
PLATT'S LANE ESTATES

Lambton Hall

Western 


A photograph of a modern living room. On the left, a large flat-screen television is mounted on a stand. In front of it is a dark-colored sofa with a light green cushion. To the right, a large window with white frames and light-colored curtains looks out onto a snowy landscape with bare trees. A wooden coffee table with a patterned rug underneath is in the foreground. A small blue vase sits on the windowsill.

WELCOME

Western University and Housing Services are pleased to welcome you to the Western Apartments (University Apartments & Platt's Lane Estates).

The University Apartments are focused on providing accommodations to upper-year and graduate students. Platt's Lane Estates offers accommodations to all upper-year and graduate students, as well as post-graduate students, visiting scholars and students with families.

The Western Apartments are diverse communities where the rights of others are respected with regards to study and sleep habits in this academic community. All tenants are expected to show their fellow tenants the respect and consideration that they would expect from others. City bylaws call for no excessive noise 24 hours per day. All tenants are required to be considerate of their neighbours, especially between the hours of 11:00 p.m. and 7:00 a.m.



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COMMON TERMS

Lease:

A contractual arrangement where a lessee (tenant) pays a lessor (landlord) for the right to occupy a rental unit.

Tenant:

A person specifically named on a lease and who pays rent in return for the right to occupy a rental unit. In a two-bedroom apartment, there may be two tenants. Both tenants are jointly and financially responsible.

Sublettor:

A tenant who rents their apartment to another person.

Sublettee:

A person who pays a tenant for the right to occupy the tenant's rental, typically while the tenant (sublettor) is absent.

Boarder:

A person who pays a tenant for the right to share an apartment, commonly referred to as a roommate or additional occupant.

As-is:

An arrangement whereby a person accepts a unit in its current condition (with no cleaning or maintenance). This is typical in lease assignments or transfers.

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.

Breaking a Lease:

Cancellation of a lease before the originally agreed upon end date. Requires tenants to re-sign a new N11 form to confirm approval of a new lease end date.

Rental Office Request Form:

This form is for tenants who are requesting to change, break, extend or renew a lease, sublet, or transfer to another unit.

PERSONAL PROPERTY

All personal property placed in the tenant's apartment/townhouse 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 AND 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 parents' home insurance policy. This can be verified with the parents' insurance company, and any supplemental insurance may be purchased before tenancy begins.

ABOUT YOUR LEASE

All leases for University Apartments and Platt's Lane Estates are Termination Leases. Termination Leases differ from standard leases and do not automatically renew at the end of the lease term. At the time the lease is signed, the tenant(s) signs a termination form (N11) agreeing that he/she will move out of the rental unit on the last day of the lease. 60 days' notice is not required, nor accepted with this type of lease. The last day of tenancy is clearly defined.

Before a lease expires, a tenant can sign a new lease and remain in their apartment provided certain conditions are met. These include, continued enrolment at Western and having **no late rent payments** or conduct issues during the period of the existing lease. When it comes time to apply for a new lease, a reminder notice is delivered to all tenants offering opportunity for lease renewal by a deadline.

December 15 – renewal deadline for leases expiring January–June

March 15 – renewal deadline for leases expiring July–December

With the approval of Housing Services, a lease can be renewed for subsequent terms based on the following:

1. At least one of the original tenants must be returning.
2. The tenant(s) are enrolled in full-time study at Western University (full-time status as defined by the program of study).
3. Tenant(s) rent payment record is in good standing and there have been no major or frequent conduct issues.

LEASE FAQ

A lease is a binding legal document that describes the terms and conditions of a tenancy. An existing lease cannot be changed or altered to end it early or add a new roommate/tenant. In this case, the tenancy must be terminated and a new lease signed.

Do I still have to give 60 days' notice if I sign a Termination Lease?

No. You signed an N11 Form in an agreement with the landlord along with your lease so that the last day of your tenancy is clearly stated. Unless you apply for a new tenancy, you (and any roommates) must vacate the unit no later than the time specified in the original lease.

May I stay in my apartment for another year?

Provided you meet the eligibility criteria, you can renew your lease on a yearly basis. If your renewal request is accepted, you will be required to sign a new one-year lease. Once the renewal signing deadline has passed, any apartments for which new renewed leases have not been signed will be offered to new applicants on a first-come, first-serve basis.

December 15 – renewal deadline for leases expiring January–June

March 15 – renewal deadline for leases expiring July–December

Can I move out early?

While you can move out early, you are still financially responsible for your unit until the end of your lease. Completing a Rental Office Request Form allows the rental office to attempt to rent your unit early. If successful, this would allow you to break the lease.

I live in a one-bedroom apartment but I have a roommate. I am the official tenant but I am graduating. Can my roommate take over my apartment?

Unfortunately, your roommate does not have any rights to your apartment. Once your lease expires, it will be assigned to the next applicant, unless your roommate submits a separate application and signs a new lease before the provided renewal deadline. If your roommate is offered an apartment through this process, they can request to remain in the unit.

My roommate is graduating, but I still have another year in my program. Will I be able to sign a new lease for my two-bedroom apartment for another year?

You are eligible to sign a new lease if you are one of the original tenants offered an apartment. You can bring another roommate and have them added to the new lease.

Can I still sublet my apartment or assign my lease?

Provided the person you wish to sublet or assign your lease is eligible to live in the Western Apartments, and is approved by the rental office, you can do so. However the sublet/assignment agreement must end at the same date/time as the original lease. The sublettee/assignee is not eligible to renew the lease.

My program only requires that I remain in London for an extra month or two beyond the end of my one-year lease. Is it possible to have a lease for less than a full year?

You may contact the rental office to let them know the exact dates your program will end. Depending on the time of year, and the status of the application waiting list, a limited number of short-term leases may be possible.

Tenants are reminded that they are bound by their lease for the full term specified. If tenants request to break their lease prior to the expiration date of the initial period of tenancy, they are still responsible for paying rent until someone is found to assume the lease. A change in personal circumstance (e.g. financial, academic, etc.) will not be considered cause to release any tenants from their lease obligation.

MOVING IN

Housing Services attempts to provide cleaning in the units for new tenants. Depending on the number of apartment turnovers in a particular month, the light cleaning will take place between the 1st and 5th business day following the start of your occupancy.

Housing Services will also attempt to complete any reported repairs or required paint touch ups within the first month of your tenancy. The rental office will require your permission for service people to enter your unit in the event you are absent when they arrive to complete the maintenance.

Platt's Lane Estates Townhouse Tenants are required to assume utility charges effective on the first day of their lease. Failure to do so will result in charges assigned to the tenant's account by the rental office.

DAMAGES

As a new tenant of The Western Apartments, in order to avoid damage charges, please be aware of the following:

1. The only keyed door locks in your unit are the main doors. Bedroom, bathroom and closet doors must not have keyed locks (with exception of Lambton Hall bedrooms). If you find such locks please report this to the rental office immediately. If such locks are found when you move out and it has not previously been reported, it will be assumed that you installed them. Charges will be applied to restore the original door hardware.
2. All fire detection equipment in each apartment is inspected annually. Tampering with such equipment in any way (including covering or disconnecting) is considered grounds for eviction. To confirm your smoke detector is not disconnected, watch for an intermittent flashing red light. If this is not present, or if the detector is covered, it must be reported to the rental office within one week of the start of your tenancy. Housing Services recommends that you test your smoke alarm on a monthly basis by pressing the "Test" button.
3. Tenants are responsible for any costs incurred as the result of false fire alarms they may cause, either wilfully or through negligence. Costs may include: electricians required to re-set the fire alarm; London Fire Department response costs; other emergency personnel response costs.
4. If you are assuming the lease of another tenant, or are a new roommate, be aware that unless you request a unit inspection before you move in, you are responsible for any damage/clean-up in the unit dating back to the time the original lease was signed. Assuming a lease also means assuming responsibility for any damage not already charged to the previous tenant.
5. Avoid painting, wall papering, or any sort of structural changes to the units. The cost of excessive cleaning and painting, and any repairs to damaged areas or fixtures will be billed to the tenants. The approximate rate for repair is \$45/hour (rates may change without notice) per maintenance person.
6. Housing Services requires all tenants to purchase renter's insurance (contents and liability coverage). Tenants are responsible for any damage that they may cause to the property or other tenants' possessions as the result of wilful acts or negligence. Landlords in Ontario are not responsible for tenants' personal possessions.
7. Tenants residing in townhouse units at Platt's Lane Estates are not permitted to plant gardens on patios or on backyard areas. Tenants are welcome to add potted plants to patios and porches.

PAYING THE RENT

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) 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 next to the rental office door). Cheques can be made payable to Western University, and should also include name, student number, building and unit number.

Online banking is the preferred method of payment and can be set up with the following banks:

1. Royal Bank
2. Scotiabank
3. TD Canada Trust
4. CIBC (included PC FINANCIAL)
5. Bank of Montreal

When adding this bill to your online banking account, search for 'western', then add "The University of Western Ontario – HOUSING" as a payee. The account number for the bill payment is your nine-digit student number. It is imperative that this number is entered correctly and matches the number you've provided to the rental office to ensure that your payment is credited to your account. Review your selections before you confirm your payment. You will want to write down or print out your reference number and the date you made your payment.

NOTE: Online banking transactions can take 2–3 business days to be received. You will be sent an email notifying you when your payment has been received.

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

Student tenants are ineligible to claim a tax credit on personal income taxes for rent payments. Since Western Apartments only provide units to students, rent paid to the university is claimable only as an Education Amount.

LATE RENT

Rent is due on or before the first business day of each month. If rent is not paid on time, the University reserves the right to seal academic records until the amount owing is paid in full. Multiple late rent payments will result in a tenant not being allowed to sign a new lease when the current fixed term lease expires. 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.

Statements showing charges and payments are available to the tenants online through their housing portal at myhousing.uwo.ca. For tenants who share a unit with another student tenant roommate, only one tenant has access to this online statement.

SUBLETS

Tenants wishing to sublet their unit need to complete a Rental Office Request Form. This form simply confirms that the potential sublettee is a full-time student eligible to live in Western Apartments, and then must be approved by the rental office. It does not create any sort of contractual relationship between the sublettee and the Western Apartments. The tenant (sublettor) remains responsible for the unit. We recommend that tenants (sublettors) and sublettees create their own contract (sublets can only exist for the period remaining on a tenant's lease). It is the tenant's responsibility to provide permission to the rental office to sign out spare keys. Without this permission, spare keys will not be issued to third parties.

Tenants who arrange to sublet their apartment or townhouse will be held responsible for all provisions of the lease, including rental payments and damage charges. Tenants are also responsible for the conduct of their sublettees while the sublettees are living in the rental unit.

TRANSFERS

In some extreme cases, transfers between units may be permitted, at the discretion of the rental office. Transfers are considered on the grounds of family situations that either require an increase or decrease in the size of a rental unit, rather than a change in location. Transfers can only be considered during non-peak periods (October to April) and after completion of the first lease period. Please see the rental office for more information if a transfer is required.

Please note, those tenants who transfer units are required to sign a new lease and are subject to the same regulations as new applicants. Also, all transfers must accept a unit as is, or pay a fee to cover cleaning costs. Regular maintenance will be completed within the first month, if necessary.

MOVING OUT

No later than the beginning of the month in which a lease terminates, a notice will be delivered to the rental unit outlining the procedure for moving out.

REMINDER – The Western Apartments do not require a last month rent be paid in advance as a deposit. This means you are required to pay your full last month's rent.

When you are ready to vacate your rental unit, bring all sets of keys and your laundry card to the rental office. **Do not give your keys to the new tenant.** If the office is closed, place them in an envelope with your name and unit number along with your forwarding address and deposit this in the drop box.

Tenants are asked to vacate their unit 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 consent from the rental office.

Tenants of townhouses in Platt's Lane Estates are required to continue to assume utility charges (Union Gas & London Hydro) until the last day of their lease regardless of actual move out date.

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

Additional Costs May Include:

1. Temporary accommodation fees (e.g. hotel costs) incurred by the new tenant should the unit be left unfit for human occupancy or failure to move out by the prescribed time stated in your lease.
2. Pest control treatments for failure to report pest infestations. If reported and the tenant does not comply with treatment procedures and follow up (for example preparation of unit, or refusal of entry), additional treatments or service call charges will apply at the Landlord's discretion.
3. Removal of unwanted furniture, appliances or garbage left in the unit or on the balcony/ patio area, including improper garbage disposal. Any extra cleaning costs including appliances, floors (tiles and carpet), walls, kitchen and bathroom exhaust fans, cupboards, inside windows, bathroom sink, tub and toilet. Removal of animal excrement found in backyards.
4. Removal of wall paper, stickers and borders.
5. Failing to return all keys issued for a unit. The cost of the lock change will be charged to the outgoing tenant(s).

Additional charges can easily be prevented by planning ahead and regular cleaning. For more information, contact the rental office.

As outlined in your lease, when you vacate your apartment the rental office will carry out an inspection report to determine the status of the unit and to close out the tenant account after (and if) damage costs are applied.

All keys, parking permits, and laundry cards must be returned to the rental office upon move-out. Platt's Lane Townhouse mailbox keys must be returned to the Canada Post Office.

LOCKED OUT?

During regular business hours, Monday through Friday 8:30 a.m. – 4:30 p.m. tenants may obtain a spare key from the rental office. The spare key must be returned within 48 hours.

After business hours, and during the summer months, spare keys can be signed out at Ontario Hall. Tenants will be required to show ID. Spare keys must always be returned to the location they were originally signed out from.

There is only ONE spare key available per unit, and if it is not returned, the tenant will not be able to gain access to their unit should they become locked out again.

If a tenant loses their key, additional keys can be ordered for a fee.

Any keys not returned at move-out will result in an automatic lock change at a cost of \$50.00 which will be added to the tenant's account.

PARKING

Parking Rules and Regulations

Tenants who require parking for their own personal vehicle may apply for a parking pass at the rental office. Parking terms are governed by Western Parking Services. Tenants agree to these regulations as a condition of being issued a permit. Proof of vehicle ownership and insurance in the name of the tenant must be presented. One parking pass will be issued per rental unit. Additional passes may be available for purchase.

The parking pass must be clearly displayed either by hanging it from the rear view mirror, or by attaching it to the inside of the front windshield by the driver's side. Under no circumstances should this pass be used in another vehicle.

All tenant vehicles must have a current parking permit clearly displayed, along with valid license plates and be fully insured.

Any vehicle that is improperly parked (for example, parked along a fire route or driveway, grass areas or sidewalks) will be ticketed and/or towed at the owner's expense.

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

Visitor Parking

Visitor passes can be issued from the rental office during regular business hours. If tenants are expecting guests after business hours, they must pick up visitor passes in advance to avoid being ticketed. The entire pass must be completely filled out to be valid. Vehicles displaying a non-valid visitor pass may be ticketed and/or towed at the owner's expense. Visitor passes are not required outside of business hours, Monday–Friday 8:30 a.m. to 4:30 p.m.

OTHER SERVICES/ AMENITIES

Maintenance/Repair Requests

Maintenance requests can be submitted to the rental office in person, by phone, email or in writing. Unless noted otherwise, in order to provide prompt service, you may be asked permission for maintenance staff to enter your unit if you are not home in order for the work to be completed.

Package Deliveries

Students ordering packages through delivery services, and/or online purchases, must indicate unit number and contact information on all orders. The rental offices are not responsible and liable for package receipts and/or status, and rental office staff are not permitted to accept packages on behalf of tenants.

Bicycles

All tenants must use the bicycle racks provided in their area. Any bicycles attached to trees or any other permanent fixtures will be removed. Bike storage on balconies/patios is allowed.

Garbage

Tenants must tie garbage bags tightly and place them down the chute (Bayfield Hall, Lambton Hall) or in designated garbage areas as soon as possible to eliminate spillage and odour. 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.

Where available, garbage chutes are appropriate for most garbage, however for items that are too large (boxes/furniture), or heavy such as kitty litter, the garbage sheds/bins located outside must be used instead. The operation hours of the garbage chute are 8:00 a.m. – 11:00 p.m. Garbage must never be left in corridors.

Recycling

Recycling is only possible when materials are properly sorted. The cooperation of tenants is required to prevent the mixing of trash and recyclable materials. Tenants who choose not to sort their recyclables are encouraged to dispose of everything in the trash rather than contaminate the recyclable material sorted by other tenants.

There are two types of recycle bins inside each shed:

1. **Co-mingled beverage:** includes beverage and liquid containers, aluminum, steel, glass, milk cartons, and juice boxes. Please rinse all containers.
2. **Co-mingled paper:** newspaper, magazines, phonebooks, writing/computer paper, cereal, and tissue boxes.

Cardboard – crush cardboard and place it in the large bin beside the recycle shed. Please do not place cardboard in the sheds.

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

Bedbugs & Other Insects

Unfortunately, high density populations are occasionally subject to pest outbreaks including bedbugs. With the declining use of pesticides coupled with increased exposure due to travel, outbreaks of bedbug or other pest infestation have been occurring at fine hotels, college/ university residences, apartments and hostels across Canada and the U.S. Sometimes bedbugs or other insects are unknowingly brought to the apartment by a tenant in their luggage or market groceries in cardboard boxes. If you suspect your unit has bedbugs or other pests, please contact your rental office right away. We will take actions to investigate, and if the presence of pests or other bugs is confirmed, we will involve a professionally licensed pest control company to treat the problem. To reduce the likelihood of further infestation, we may inspect adjacent units as well. As an occupant, your cooperation and active participation in the treatment process (for example proper preparation of unit pre- and post-treatment) will also be required. Please note that should any pests be confirmed, no refund or reduction of rental fees will occur and you will not be relocated to another unit. Bedbug and pest eradication is often a lengthy process and it may take repeated actions to treat the problem in your unit.

If a complaint regarding animal or insect infestation is placed, the apartment must be cleaned thoroughly by tenant to remove all food crumbs and garbage before a maintenance crew member will inspect the apartment/townhouse. If the apartment is not kept in a tidy manner, treatment will not be scheduled for that tenant until they do so.

Laundry

Platt's Lane Estates: Building 536 (unit key required to open laundry room door)

Bayfield Hall: Rooms 106, 283, 483

Lambton Hall: Room 111

Beaver & Ausable Halls: Ground floor of each building

The common laundry facilities are available 24 hours a day. The security of items belonging to the tenant is their responsibility. Laundry should not be left unattended. If any of the appliances do not work properly, tenants are asked to report the malfunction to the rental office, and call the Coinomatic Service number located on each machine.

The University Apartment laundry facilities are card-operated. Value can be added to the laundry cards in the following two ways:

1. **Debit/credit card:** Using the loading station located in the Platt's Lane laundry room, or near the Bayfield Hall Rental Office.
2. **Cash:** Using the cash-loading stations located in Ontario Hall.

Please note the value added to laundry cards is non-refundable.

Hanging clothes by tying lines to fences outside the unit is not permitted. Any lines suspended from outdoor fencing will be removed by our maintenance staff immediately.

Patios and Balconies

These areas are intended for enjoying outdoor space and are not to be used for storage. Tenants are asked to ensure that these areas remain neat and tidy, and refrain from attaching clothes lines to fences or balconies. Ontario Fire Code regulations prohibit the use of barbecues on balconies. Tenants are also reminded that noise from the balconies travels far and can disturb others in the building. They are asked to keep noise to a minimum.

Sliding Windows—Apartments

Wooden braces that limit windows from sliding open are available for those tenants interested in added window security. Housing Services recommends that tenants always lock both windows and doors when leaving their apartment/townhouse.

Stove/Oven

The stove/oven must be cleaned regularly, including removing grease from appliances. Tenants are also responsible for ensuring that the stove and oven are cleaned sufficiently when they move out. Tenants are also reminded not to leave their stove or oven unattended while it is on. Appropriate cookware, including pans, pots, and sheets are recommended for all cooking endeavours. The use of newspaper, paper towel, or waxed paper to shield the areas around the stove top from grease is a fire hazard.

Stove top elements should be cleaned regularly and can be done so by simply removing the coil element from the outlet. Gently pull the coil straight out from the connection and clean with warm soapy water. The drip tray underneath should also be kept cleaned, and can be washed with warm soapy water as well.

RezNet (Bayfield Hall & Lambton Hall Only)

A subscription to RezNet's internet service is included in the rent for the University Apartments (Bayfield & Lambton Hall only). RezNet provides a minimum of one high-speed Ethernet connection in each apartment. RezNet subscribers can also enjoy no bandwidth limits.

For detailed instructions on how to connect your devices via an Ethernet cable to RezNet's wired service please refer to the RezNet Handbook. You can find an online version of the RezNet Handbook at reznet.uwo.ca.

If you wish to connect your devices wirelessly, you will need to register a personal wireless router with RezNet. You can do this by visiting reznet.uwo.ca and submitting an Additional Device Registration form.

If you have questions about internet, call the RezNet hotline at 519-661-4225 or email reznet@uwo.ca.

Cable

Basic cable television service, provided by Rogers, is included in tenants' rental charges. If a tenant wishes to subscribe to an additional or premium service package with Rogers (e.g., Internet access, digital cable, additional outlets or pay-per-view channels), the tenant may do so at their own expense.

Off-Campus Housing Service

Western's Off-Campus Housing Service operates on a self-serve basis. Staff assistance is available from 8:30 a.m. – 4:30 p.m., Monday through Friday, and listings may be viewed each day from 8:30 a.m. – 8:30 p.m. (including Saturdays, Sundays, and statutory holidays). Online listings can be viewed at any time on www.offcampus.uwo.ca.

Rm 3C1 Ontario Hall, Western University
230 Sarnia Rd. London, Ontario N6G 0N2
Phone: 519-661-3550
Fax: 519-661-3687
Email: off-campus.housing@uwo.ca
Website: offcampus.uwo.ca

SUGGESTED SOLUTIONS

to Common Maintenance Problems

The following list has been compiled for easy reference in case there is any need for repairs in a tenant's unit. Requests for basic repairs should be reported to the rental offices as following:

University Apartments Rental Office
Phone: 519-661-3250
(Business Hours: Monday to Friday, 8:30 a.m. – 4:30 p.m.)

Platt's Lane Estates Rental Office
Phone: 519-679-4561

After hours and on weekends, *emergency repairs only* should be forwarded to the Campus Community Police (519-661-3300) who will contact the superintendent or a University tradesperson.

Tenants who choose to call an outside service provider will be responsible for all associated costs.

Electric range does not operate properly

1. If a particular element or burner is not working, check the fuses inside the stove top.
2. If the oven will not operate, check that the timer mechanism is in the correct position.
3. If the complete range will not operate, check the breaker switch.
4. If the range is still not working, call for non-emergency repair.

Electric outlet is not operational

1. Some outlets have breakers on the outlet. If it has tripped, indicated by a popping sound with a corresponding button coming out from the wall, simply push it back in to reset the outlet.
2. Check the corresponding breaker in the breaker box. If it has been tripped, reset it.
3. Some outlets have been wired to be activated by light switches. Try a light switch that does not turn on any lights.
4. If the outlet is still not working, call for non-emergency repair.

Smoke detector does not work

The smoke detectors in University Apartments and the upper floor of the townhouses in Platt's Lane Estates are electrically operated. If it activates and does not stop, push the silence button on the smoke detector. This will hush the smoke detector for seven minutes with intermittent beeping. If the smoke detector continues to chirp, manually trip the breaker in the breaker box, and call the office for repairs. If the battery operated smoke detectors, located above the front entry, and in the basement staircase in Platt's Lane Estates are activated, apply pressure to the outer case to hush the detector. If the detector continues to sound, remove the battery from the terminals by gently removing the outer case and detaching the battery. Call the office for non-emergency repairs.

Smoke detectors should not be tampered with by any means, including covering or disarming. These detectors have been installed according to provincial law, and must be in working order at all times for your safety.

The entire fire alarm system including all detection devices and alarms are tested on an annual basis. It is recommended that tenants test their smoke detectors on a monthly basis by pressing the “test” button. Report any problems to the rental office.

No hot water

During regular business hours please call the rental office. Outside of business hours, University Apartments and Platt’s Lane Estate apartment (not townhouse) tenants please call Campus Police at 519-661-3300. Platt’s Lane Estates townhouse tenants, when the rental office is closed, please call Enercare at 1-800-266-3939 to report the problem.

Toilet is overflowing

1. Shut off the water by closing the valve in the pipe below the toilet on the wall.
2. Clean up water off the floor to prevent further damage.
3. If you are aware that a foreign object has been dropped into the toilet bowl, it may have to be removed by hand or by a hook made out of a wire coat hanger. Small, softer objects may move on through the drain system with the use of a plunger.
4. Most obstructions can be cleared with a plunger.
5. If the problem persists call the rental office during regular business hours, or for emergency situations, call the Campus Community Police after hours at 519-661-3300.

Leaky water tap/water will not shut off

To stop water, turn off the valve located under the fixture. In Platt’s Lane townhouses, the main valve is located in the basement. Report this problem to rental office for follow up service.

Heating problems

During regular business hours please call the rental office. Outside of business hours, call Campus Police at 519-661-3300.

Townhouse Tenants—Before calling Campus Police, check the label located on the furnace to determine the installer. For faster service, provide the name of the installer to Campus Police.

The safety of our tenants is utmost importance. Housing Services would like to remind all townhouse tenants that due to the equipment located there, basements are not intended for use as sleeping quarters. 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.

Additionally a one-meter clearance must be maintained around this equipment (including the electrical panel).

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 to the equipment.

FIRE SAFETY

If you detect fire, sound the alarm and evacuate the building.

Each apartment and townhouse unit has a hard-wired smoke detector system wired in the ceiling. In addition, two battery-operated smoke/CO₂ detectors are located on the main floor and basement in the Platt's Lane Estates townhouses. Tampering with the smoke detectors is strictly prohibited.

There are two separate parts to the Fire Alarm System;

1. Smoke detectors: These units sound if there is smoke or fumes present in a tenant's apartment/townhouse. The alarm will only ring in that unit. It does not set off the building fire alarm. Smoke detectors located in common corridors of apartments will set off the building alarm. Tenants should test the smoke detectors on a monthly basis.
2. Heat detectors: These units are triggered when the temperature reaches 130°F/54.4°C. They will set off the alarm throughout the entire building. Heat detectors are located in apartment buildings only.

To stop an apartment smoke detector when it goes into alarm:

- a. Find the source of the smoke and stop it (e.g. remove pan from stove or toast from toaster). If the source of smoke is a working fire, tenants' safety should be the first priority. Evacuate the premises and contact the fire department by calling 911.
- b. Open the window and door to ventilate the room. Apartments only: DO NOT OPEN THE HALLWAY DOOR. If the smoke reaches the building corridor, it will set off the building alarm.
- c. Push the 'hush' button found on the outer case of the smoke detector. Fan the smoke detector with a book or newspaper to clear the smoke away from the detector. The alarm will stop when the smoke is cleared from the area. The smoke detectors will cease, with intermittent 'chirps' until the smoke is cleared.

Additionally, pull stations are provided in the apartment corridors. These will activate a full building alarm. Fire hoses are to be used by trained personnel only.

Tampering with the fire-safety systems could endanger the lives of all tenants and will result in eviction, action under the Western's Student Code of Conduct, and possible criminal charges under the Criminal Code of Canada.

Things to remember:

1. Never ignore a fire alarm.
2. Respond quickly and evacuate the building.
3. Keep the exits clear.
4. Stay out until given the signal to return to the building (when a fire alarm stops ringing, it does not mean that it is safe to go back in).

Fire drills are required under the Ontario Fire Code and must be conducted at least once a year in all campus buildings. For assistance with fire-safety issues, please refer to the Fire Safety & Emergency Management website at fire.uwo.ca.

To avoid having unnecessary fire drills, particular care should be taken when using the stove or oven. The following are easy precautions:

1. Never leave cooking food unattended (even for a few minutes).
2. Both the oven and stove drip pans should be cleaned of grease on a regular basis.
3. If something is burned, do not open your apartment door. This allows smoke into the hallways which will activate the building alarm. Open your window to clear the smoke.
4. Do not disconnect or cover the in-room smoke detectors or alarm speaker. They are for your safety.

Fire alarms caused by cooking are the result of negligence on the part of the tenant. As such, any costs which may be assessed by the London Fire Department will be charged to the tenant(s) responsible. In addition, an electrician is required to reset the building fire alarm system. After hours call-in for an electrician can cost more than \$225. Taking simple precautions and being vigilant when cooking will help to avoid both the costs and inconveniences of such alarms.

Specific Information for Platt's Lane Townhouse Tenants

Included is a list of telephone numbers that new tenants will need to call when transferring utility accounts. Although these utility companies have been previously notified of the arrival of any new tenants, only the tenant can initiate these accounts:

London Hydro: (519) 661-5503

Union Gas: (519) 439-0151

When initiating service with any of the energy companies, it is recommended that tenants select monthly billing. If tenants pay quarterly, which is the standard option with most energy companies, they may end up paying an inaccurate amount (either more or not enough) when their tenancy expires.

Canada Post: 1-800-267-1177

All townhouse tenants are required to give their full address to Canada Post to receive a mailbox key. Two keys will be delivered to the tenant's unit. Tenants are reminded to ask which postal module corresponds to their unit. Keys must be returned to postal outlet when moving out.

Grass Cutting

Grass cutting in Platt's Lane Estates is not set to a particular schedule and can be done at any time. To assist the University's grounds crew members in their grass cutting, we ask that all residents keep their yards tidy. The crew will not move any items left on the lawn areas.

The University, Platt's Lane Estates, or any of their representatives will not be liable for damages to items not removed from all common areas, or personal gardens that extend beyond the private yard area.

Air Conditioner Sleeves – Townhouses

Pre-made sleeves are available and must be used when installing an air conditioning unit in double-hung windows.

Furnace Problems

See "Heating Problems" – page 19.

Children's Safety (Platt's Lane Estates)

The safety of the children in our community is everyone's concern. All motorists at Platt's Lane Estates are expected to act in a responsible fashion 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 immediately after 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.

Playgrounds

There are a number of play areas, some including playground equipment, available for use by families and their guests. Please note that these areas are unsupervised and that providing adult supervision is the responsibility of the tenant.

IMPORTANT NUMBERS

Platt's Lane Rental Office	519-679-4561
University Apartments Rental Office.....	519-661-3250
CCPS (Campus Police, non-emergency)	519-661-3300
Canada Post	1-800-267-1177
Enercare	1-800-266-3939
London Hydro.....	519-661-5503
RezNet	519-661-4225 or 519-661-2111 x84225
Rogers Communications.....	1-888-ROGERS1
Union Gas	519-439-0151

CONTACT US

University Apartments

105 Bayfield Hall
291 Windermere Road
London, ON
N6G 2J9
519-661-3250
university.apartments@uwo.ca
apartments.uwo.ca

Platt's Lane Estates

536 Platt's Lane
London, ON
N6G 3A8
519-679-4561
platts.lane.estates@uwo.ca
plattslane.uwo.ca

FOR EMERGENCIES CALL 911

FIRE, POLICE, AMBULANCE

Non-Emergency/After Hour Maintenance

For non-emergency situations, such as noise complaints or after hour maintenance concerns, the Campus Community Police can be reached at 519-661-3300.

We encourage all tenants to contribute to the safety and security of the rental complex by reporting any suspicious persons, activities or hazards to the Campus Community Police.

Emergency maintenance issues are those that threaten the safety of tenants or have the potential to cause immediate damage to property. Examples include loss of heat, burst pipes, or unexplained smoke or fire. This type of concern should be reported to Campus Community Police for immediate action.

Non-emergency situations include those where reasonable action taken by the tenant can prevent damage until the problem can be taken care of during regular business hours. Examples include leaking faucets, refrigerator failure, and plugged toilets (unless plunging has already been attempted). These problems should be reported with the understanding that appropriate action will be taken during regular business hours. A message left in the rental office drop box or telephone line is appropriate.



Western