

## Student Housing Move-in Process

### ***PICK UP KEY / MOVE-IN PACKAGE***

#### **DATE**

You can pick up your keys on or after the **first day** of your tenancy stated in your lease agreement unless otherwise agreed upon. We may not be able to deliver or mail the keys.

#### **LOCATION**

**Office Address:** Unit 101, 188 King St N, Waterloo, ON, N2J 2Y5. (Opposite to Laurier Career Development Center, at the corner of Lodge/King)

**Office Hour:** Monday-Friday, 10 am to 5 pm (Holiday Hours may change)

#### **Note:**

- ❖ If you signed a **group lease**, we would recommend you send **ONE** tenant on your lease to pick up the keys for all group members.
- ❖ If you signed an **individual lease**, make sure to pick up keys **IN PERSON** with ID presented upon arrival.
- ❖ The tenants who are not coming to pick up the keys can send an authorization email to [info@hrsproperty.com](mailto:info@hrsproperty.com) with the representative cc'd, for us to hand over the key to your representative. The representative has to present the email and ID upon arrival.

*Example:*

*From: John Mary*

*Cc: Bob White*

*I, John Mary, give consent to Bob White, to pick up my keys for 81 Columbia West Unit 1 Room 2.*

### ***MOVE-IN PACKAGE***

There will be key(s) and a welcome letter in your move-in package.

In order to get your move-in package, you have to submit all the following **AT LEAST 14 DAYS** prior to your move-in date.

1. Last Month Rent & Refundable Key Deposit
2. Signed Lease Agreement
3. Guarantor Form

4. Guarantor ID
5. Tenant ID
6. Tenant Information Form
7. Pre-authorized Debit Form OR Post-dated Cheques
8. Any other required forms and/or deposits if applicable

Failure to submit any of the above may result in a delay in receiving the keys. If you sign a group lease, failure to submit any of the above by any group member may result in a delay in key pickup for the entire group.

### **CODES AND COMBINATIONS**

If applicable, the combination to access building/unit/room/mailbox/amenity rooms will be indicated in the move-in package.

### **WELCOME LETTER**

The welcome letter provides useful information to help your move go smoothly and to welcome you to your new home.

It will answer most questions upfront and you can always refer to the letter if you have questions or concerns in regards to appliances, report maintenance issues, parking, garbage disposal, etc. You will know who to turn to if you are locked out and come across emergencies. There are also some rules that may need your attention.

### ***PARKING***

No guest/visitor parking is provided in any rental apartments.

However, tenants' guests are allowed to park for a maximum of 30 minutes on move-in day. At no time are they allowed to park in handicapped parking spaces, fire lanes, on the lawn, in front of dumpsters or any other place deemed unacceptable by HRS properties. Any tickets and/or towing fees resulting from improper parking will be the responsibility of the tenant.

Except moving, vehicles without valid parking pass will be ticketed or towed at owner's expenses.

### ***MONTHLY RENT***

We will withdraw from your account directly via the method of PAD or post-dated cheques. We **DO NOT** accept email-transfer for monthly rent.

## ***UTILITIES***

The list is here for your reference. You do not necessarily have to contact the providers if your utilities are included.

1. Hydro (i.e., electricity): Our properties use Waterloo North Hydro as a hydro provider. Please give them a call at 519-886-5090 to open an account over the phone. (No account number or meter number is needed. Just provide them with your address).
2. Water: Go to City of Waterloo website and download a Water Designate Form. Fill it out and send to [info@hrsproperty.com](mailto:info@hrsproperty.com).
3. Gas: Contact Union Gas website New Customer page (<https://www.uniongas.com/residential/start-stopmove-service/new-customer>). Click on the “Start Gas Service” button and follow their instructions to open an account.
4. Internet: You may choose your own provider if your internet is not included in your rent. Otherwise, you can refer to our FAQ (<https://www.hrsproperty.com/faq>) to check your internet provider.

Failure to set up an account may result in utilities being disconnected and/or management fees at tenants' expenses.

## ***CLEANING***

While houses and apartments, with full turnover, professional cleaning crews will be hired to clean up and sanitize all the rooms. However, you may have to clean it to your own standards.

Cleaning services may not be provided if an early move-in is agreed upon.

## ***MAINTENANCE REQUESTS UPON MOVE-IN***

The current state of all units will be inspected and recorded before the move-in. However, tenants may have any concerns regarding maintenance. Two days upon occupancy are allowed for reporting Move-in checklist. Any defect reports filed after two days of occupancy will be recorded under the new tenant's file. The move-in checklist is **ONLY** for record. **Sending it over to HRS cannot be considered as a maintenance request. A maintenance request must be filed online on our website <https://www.hrsproperty.com/for-tenants> to get maintenance services.** The maintenance team will respond within 1-3 business days.