


## CRITICAL MISTAKES TO AVOID WHEN RENTING

### IN EDMONTON





<input type="checkbox"/>	<input type="checkbox"/>
YES	NO

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#### WHO ARE YOUR NEIGHBOURS?

01

Does the property management do a thorough background check of prospective tenants?(including criminal, financial, past living and work histories) Why is this important? If a thorough check is being completed on you then rest assured your potential new neighbours will also have gone through the same checks.



<input type="checkbox"/>	<input type="checkbox"/>
YES	NO

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02

#### ARE YOU SAFE?

☐ YES ☐ NO

Are the common area doors locked? (not propped open) Is there an intercom system for letting in your guests? Is there adequate lighting outside the building, at the entrances, in the parking lot? Are the unit locks changed after every move- out? Does the building use security cameras to monitor unwanted guests / behavior (optional) Why is this important? Your safety and security should be the number 1 priority of the Property Management.





<input type="checkbox"/>	<input type="checkbox"/>
YES	NO

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#### IS THE BUILDING MAINTAINED?

03

Is there a 24/7 emergency phone number to use? Is there a process to request and receive maintenance or repair jobs for your apartment? Are the requests resolved within 7 days? Why is this important? You want to make sure Property Management is available for emergency situations (those that involve Fire, Flood or Blood) and they can be trusted to address your maintenance/ repair requests in a timely fashion.




<input type="checkbox"/>	<input type="checkbox"/>
YES	NO

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04

#### ARE THEY PROFESSIONAL ?

☐ YES ☐ NO

Is the person you meet appropriately dressed? Are they pleasant to talk with? Approachable? Do they appear to be organized, efficient and knowledgeable in their job? Do you feel they will listen to you and act on your concerns after you move-in? Do they have a set of rules and regulations to ensure the quiet enjoyment by all the residents? Why is this important? A professional management team is crucial to ensure your tenancy is successful in every way. You need to be assured that your tenant needs will be met as they arise.



☐ YES ☐ NO

## ARE THEY REPUTABLE?

05



Have you conducted a Google search to look for positive feedback from past and current tenants? It is natural for complaints from past tenants to be on-line – how does the Property Management address these complaints? Is it professional? Why is this important? When you decide to live in a professionally managed property you receive the benefits of capable staff who have access to tried and tested procedures to ensure your living experience will be the best that it can be.

06

## IS THERE A PEST CONTROL POLICY?

☐ YES ☐ NO



Does your building have a pest control policy? Can you see a copy? Are pests viewed as a serious issue that affects a tenant's quiet enjoyment? Is immediate action taken to eradicate pests in the building? Why is this important? It is expensive and time consuming to clear pests out of a building. The more aggressive the approach the better the chance of eliminating pests. Many companies choose to ignore the problem resulting in an ongoing headache for the residents – including many sleepless nights.

☐ YES ☐ NO

## ARE THERE ANY GUIDELINES?

07



Does the property management company have a set of resident guidelines for the tenants? Are there noise restrictions? Why is this important? As a resident you have a right to quiet enjoyment while living in your home – a set of guidelines can ensure this right.

08

## DO YOU HAVE A LEASE?

☐ YES ☐ NO



A tenancy lease is a binding contract – make sure you understand everything in the lease – read through it carefully. Ask for clarification if there is something you don't understand. Pay attention to: payment commitments, deposit procedures and inspection processes. Why is this important? Both you and the property management have a responsibility to follow what is in the contract to ensure that both parties are satisfied with the tenancy agreement.

☐ YES ☐ NO

## ARE YOU COVERED?

09



You are responsible to place tenant insurance on your unit when you move in. This will cover you in the event of fire, water or smoke damage. Also remember this will also come in handy if damage (i.e a fire) is caused by someone or something else. Why is this important? Unforeseen events happen and can cause you quite a bit of distress. Imagine a fire leaving the building uninhabitable – how do you replace your belongings? Where will you live? Tenant insurance is affordable and necessary to avoid this distress.

10

## DO THEY CARE?

☐ YES ☐ NO



Is there evidence the management has a sincere interest in you and are not just trying to make some money? Is there a connection to a social cause/charity of any kind? An interest in the 'greater good'? Why is this important? You are entering into a relationship of sorts with the property management/owners of the building you will be calling home – it is important that you feel this is more than just a financial transaction between you and the management.