

## FYI

- Our preferred method of payment is through our online EPAY. You will be given a separate letter on how to use this service. Other options for payment are listed below
- Better Homes and Gardens Real Estate Approved Properties is available after hours for emergencies. Should you experience an emergency at your unit after office hours please call the office at 780-532-3388 and press 2 and you will be put through directly to the on call person. However please be advised that this number and our on call people are for heat and water emergencies only.  
**Should you call the number for a non-emergency issue you will be charged a \$50 after hour's fee.** Any call outs for maintenance issues whether during office hours or not may be charged back to the tenant if they are a direct result of Tenant neglect this may include but is not limited to items put in the toilet that clog it, lawn not maintained, holes in walls, etc.
- When the 1<sup>st</sup> of the month falls on a weekend or holiday you are given to the following business day to pay your rent without penalty.
- Late fees are charged at \$10 a day beginning from the 1<sup>st</sup> of the month until rent is paid IN FULL. These late fees are due with your next months rent, late fees are deducted 1<sup>st</sup> from rent collected then the remainder is put towards rent. Therefore if late fees are not paid with the next months rent you will be considered not to have paid full rent and late fees will again be calculated at \$10 a day until rent is paid in full.
- NSF cheques will be charged a \$30 servicing charge and NSF auto withdrawals will be charged a \$30 service charge. If you have 2 NSF cheques we will no longer accept cheques from you and rent will have to be paid with, money order, bank draft or E-pay.
- If utilities need to be hooked up in your name as stated in your tenancy agreement they must be hooked up affective your move in date. Delay in doing this may result in your utilities being shutoff. When you hook up your gas or electricity through direct energy they will normally do both for you on the same phone call. Just ensure when you are talking to them that they have hooked up both gas and electric as we have had numerous occasions where they have only hooked up one or the other.
  - Gas ó Direct Energy Gas ó 1-866-420-3174
  - Electricity ó Direct Energy Electric ó 1-888-420-3181
  - Water ó Aquatera ó 780-538-0340
- Complaints about other tenants of a multi-family dwelling must be made in writing for any action to occur. Complaints can be faxed to the office at 780-513-6879 emailed to [rentgp@approvedproperties.ca](mailto:rentgp@approvedproperties.ca) or dropped off during office hours.
- If mail doesn't get sent directly to your property but to a Canada post box located close to your property and you were not given a key upon move in you will need to take a copy of your lease agreement down to the Canada post office located by Walmart and they will Re-key the box for you. You can also request a rekey at [canadapost.ca](http://canadapost.ca). There is no cost to you for this service.
- If you do not have the postal code for your house you can get it by going to the Canada post website at [www.canadapost.ca](http://www.canadapost.ca) and clicking on the find a postal code tab.
- As mentioned in your lease agreement tenants should get tenants insurance upon moving into a property. The owners insurance does not cover you in the event of damage to the property. Costs for this are minimal and the policy should be in place for the first day of your lease.
- Rent must be paid at the Better Homes and Gardens Real Estate office located at #103B, 10055-120 Ave, Grande Prairie, AB T8V 8H8 **Cheque or money order may also be placed in the drop off bin after hours. Please call the office the following day to advise you have put money in the bin.**

**RENT CAN ONLY BE PAID BY CHEQUE, EPAY OR MONEYORDER. WE DO NOT HAVE THE ABILITY TO ACCEPT DEBIT, CASH, CREDIT CARD. WE CAN ALSO NOT ACCEPT EMAIL MONEY TRANSFERS BESIDES FOR YOUR INITIAL RENT AND SECURITY DEPOSIT PAYMENT.**

**Our regular office hours are Monday to Friday 9am-4pm.  
For non emergency issues please call the office during office hours!**