

# HANGINGSTONE P O I N T

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## Tenant Guide

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# Welcome

Hello Neighbor!

Welcome to Hangingstone Point and thank you for choosing to stay with us in the beautiful Abasand area.

We understand that moving can be both a stressful and tiring experience – we've designed this booklet to help answer some of the questions you may have as you settle into your new home.

At any point, if you have any questions or concerns please reach out to the management team.

Sincerely,

All of us.

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# Security Deposits

A condition of your lease was to provide a security deposit equivalent to one month of rent. This is retained by us to ensure that the home is returned to us in good condition and ready to be shared with a new family when you leave.

Under the Alberta Residential Tenancies Act, security deposits cannot be used as the last month of rent prior to ending your tenancy. As such, pre-authorized debits for monthly rent cannot be cancelled one month prior to your departure to use this deposit instead.

Before you leave Hangingstone Point we will complete a thorough walkthrough with you and note any damages, missing items, cleaning or repairs that need to be completed to return the unit to good condition (a standard list of fees is listed in our Move Out Policies on page 13). We ask that you schedule the walkthrough with us at least two weeks before you plan to leave.

Any cleaning or repairs will be deducted from your security deposit and the balance returned to you within 45 days of your final date of occupancy.

# Parking Policies

As a new resident at Hangingstone Point we want to be sure that everyone has a place to park when they come home from school, work or wherever they may be. As such, we actively manage our parking and residents who are not compliant will be ticketed and towed accordingly.

## Parking Passes

All residents will be issued two passes to use during their stay with us.

- **Blue Parking Pass – Visitor Parking (1)**
  - These passes are for short term parking only and used for friends and visitors who may come to your home.
  - Residents may use this pass in the visitor parking area for a maximum duration of 48 hours.
  - Families with long term visitors must advise the rental management team via email and obtain permission in writing for use on vehicles that exceed this duration or risk being ticketed and towed.
- **Red Parking Pass – Private Area Parking (1)**
  - These passes are to be displayed when parking in your driveway or between neighboring units if you have rented a home with a front facing garage.

**A parking pass must always be displayed while parked anywhere on the Hangingstone Point site.** There is only one exception – vehicles parked in garages that are not visible from the street.

## Parking Enforcement

Checks to verify compliance to our parking policies will occur on a regular basis on the Hangingstone Point site. Residents who do not comply will be fined in accordance with current condominium bylaws and/or towed off the site.

We are not responsible for any damages or costs incurred to obtain your vehicle from the towing company should your vehicle be removed.

## Frequently Asked Questions

The neighborhood known as Hangingstone Point is spread across 14 acres, includes five streets (Acacia, Ashgrove, Alderwood, Almond and Applewood) and has 214 homes. The complex was completely rebuilt after the devastating wildfire of 2016 and keys were officially handed over on October 1, 2020.

The development is governed by a Condominium Corporation who arrange for community services, enforce bylaws, and look after owner issues. Unfortunately, after substantial expenses levied during the rebuild, many owners were unable to return, and the corporation has now assumed care and control of these homes which form the rental pool.

As an “owner owned” development, there is a considerable amount of pride on the site to ensure it stays clean and welcoming for the families who live here. Rentals are interspersed with owner residents and we appreciate tenants who take care of our homes like we do.

To keep our neighborhood clean and orderly the condominium has a selection of bylaws and policies which govern our community standards. Some of the most common questions for new residents are answered in the following pages. Please feel free to reach out to us if you have any further questions.

## Questions about living at Hangingstone (Services)

1. My unit didn't come with a **mailbox** or key – How do I get one?
  - a) Please take a copy of your lease, your drivers license or other photo identification to the nearest Canada Post outlet. Canada Post will arrange for you to have delivery to a community mailbox located at the entrances of key streets within walking distance to your home – Acacia, Alderwood, Applewood & Almond. There are three Canada Post locations near us:
    - i) Canada Post Office (Walmart Plaza) – 19 Reidel St #300, Fort McMurray, AB.
    - ii) Shoppers Drug Mart (River City Center) – 8600 Franklin Ave, Fort McMurray, AB. Tel (780) 743-1251
    - iii) Sobeys (Walmart Plaza) – 19 Reidel St #300, Fort McMurray, AB. Tel (780) 791-1550.
2. There are many different service providers for **electricity and gas**? How do I choose?
  - a) The neighborhood is serviced by several providers – Direct Energy is regulated by the province and provides fair rates that must be reviewed and approved by the Alberta Utilities Commission each month. Direct Energy does not require a contract. In addition to Direct Energy, several individual providers provide market competitive energy services although they may require a contract with you. We do not endorse any provider and suggest you shop around for the best rates prior to choosing one. A few examples are listed below:
    - i) Direct Energy Regulated Services – 1-866-420-3174
    - ii) Link Energy – 1-855-444-5465
    - iii) ATCO Energy – 1-844-687-2826
    - iv) Enmax – 1-877-571-7111
    - v) Get Energy – 1-780-665-4771
3. What are my options for **TV and Internet service** at Hangingstone?
  - a) The neighborhood was fully rewired with high-speed fiber optic cable during the rebuild. High speed offerings are currently available through both Telus and Shaw.
4. My unit seems to be missing the **garbage and recycling bins**?
  - a) Each home has a garbage and recycling bin. The bins are dropped off on a regular basis by scheduling it with the Regional Municipality of Wood Buffalo. Please **email the Pulse line** with your request if yours appear to be missing.



## Questions about BBQ's, pets, maintenance (Our Community Standards) ..

### 1. Can I have a BBQ?

- Yes. BBQ's are permitted on the site as long owners comply with our fire codes. This means that BBQ's **cannot** be stored on front facing balconies (A type units), on the front porch near the entry or within 10' of the building. Please enjoy your BBQ at a safe distance from your home in the backyard.

### 2. Are pets allowed?

- Yes. Some units are pet friendly and are leased as such. Tenants who wish to bring a pet must complete the pet addendum. There is a pet application fee of \$400/per pet. Upon the end of lease, carpets must be professionally steam cleaned to ensure dander and pet odor are not detectable.
- We expect that all pet waste is removed from outdoor spaces on a regular basis and owners must pick up after their pets when enjoying the common property.
- Pets must be leashed and remain controlled at all times while enjoying the grounds.
- Pets cannot be left unattended in yards for long periods of time, nor can they be considered 'outdoor' pets.
- All pets must be neutered; absolutely no breeding is permitted at Hangingstone Point.

### 3. Do I have to cut the grass?

- Yes. The condominium corporation is only responsible for keeping the common property clean and tidy including removing garbage, loose debris, cutting grass, taking care of snow and salting/sanding external walkways as required. Tenants are responsible for their own personal use areas which includes the enclosed backyard space and in front of your home.

### 4. Can I store garbage and recycling on the balcony or in the backyard?

- No. Unfortunately, Abasand is surrounded by crown land and the Boreal forest. We often have various kinds of wildlife including bear, lynx, fox and coyotes travelling through the area in addition to ravens who take advantage of unattended bags to look for food.
- Garbage must be stored in approved containers and not on balconies or in the backyard as per our bylaws.
- Any waste that is spilled or pulled apart must be picked up and cleaned immediately to prevent attracting more wildlife.

### 5. In the winter the balcony gets filled with snow – can I just leave it?



- No. In front facing balcony units the garage (and the electrical service) is below the balcony. To prevent damage from snowmelt during freeze thaw cycles, any accumulations greater than 2" must be removed on a regular basis.

**6. Could I store snowmobiles, ATV's, trailers or other recreational items in my yard?**

- No. The neighborhood has a policy that all motorized vehicles must be stored in an enclosed garage.

**7. What about tents or trailers? Could I have one of those in my backyard?**

- No. The condominium bylaws do not permit the erection of a building, structure, tent or trailer in any private use areas or on the common property. However, the board has approved a policy to allow sheds to be erected within private use areas subject to board approval if desired.

**8. My home is pretty hot – can I install window air conditioners?**

- No. Our bylaws do not permit air conditioners, recreational or athletic equipment or laundry as examples to be hung out of the windows. This is to ensure the safety of residents and protect the building envelope. You are **permitted to install floor mounted A/C units** which vent to the outside or may rent a unit with central A/C.

**9. The garage is pretty small – am I allowed to put up a shed?**

- Yes. Sheds are permitted in the backyards, subject to board approval if they comply with our community standards. Send an email to our admin team with your request and they will approach the board on your behalf.

**10. Garages in Fort McMurray are really expensive.. is it okay to swap my tires or change my oil in the driveway?**

- No. Vehicle repairs and maintenance are not permitted anywhere on the property or in the driveways.

**11. Can I park in front of my garage?**

- It Depends. The community has been designed to comply with the fire safety codes of the Regional Municipality of Wood Buffalo and we must always keep emergency access open.
- For the safety of our community and our families, residents who block emergency access routes and/or fire lines will be ticketed and towed.
- Tenants with **front facing balconies** may park in front of the garage (private driveway) or within the garage itself.
- Tenants with **front facing garages** are not permitted to park in front of the garage – either directly facing the unit or across the garage door. Vehicles parked in this manner block access routes for fire and emergency services and

the condominium corporation could be fined by the RMWB. Tenants with this unit style must park in the garage, between neighbouring units or on Abasand Dr.

**12. I still can't find a place to park and there are plenty of grassy areas. Could I just park beside my unit on the grass?**

- No. Unlike municipal developments where utilities and infrastructure are buried underneath roads, on private property owned by the corporation we have utilities and drainage ditches all over the site. Although quite deep we don't permit owners to park on the common areas to avoid any potential risk.
- In addition, as a brand-new development we have spent millions of dollars installing grass, shrubs trees and landscaping items over 14 acres. It would be unfair to expect owners to pay bills to replace damaged sod, repair broken curbs and/or level and fill tire ruts. Parking is permitted in designated areas only and the corporation will actively enforce this bylaw.

**13. Can I run a business from my home?**

- No, the condominium bylaws do not permit the use of residential units for home-based businesses for professional or commercial purposes or serving the public.

## Concerns and Issues

- 1. I'm concerned with a unit near me (noisy, not following standards etc.) – who do I call?**
  - Please reach out to our **admin team** to handle any concerns.
  
- 2. There seems to be some unusual activities in a nearby home. Is this a problem?**
  - Yes. Our bylaws specifically prohibit the use of any unit for activities that are contrary to any of our bylaws, provincial or federal statutes, regulations or laws. Infractions of this nature will be handled swiftly by the corporation as these behaviors are not welcome in our neighborhood. Please contact us immediately at [admin@hangingstonepoint.ca](mailto:admin@hangingstonepoint.ca)
  
- 3. One of my neighbors has a really messy yard and it looks terrible. Can something be done?**
  - Yes. Our bylaws state that residents must maintain their home and private areas in clean and tidy manner – not allowing any area to become unsightly or unsanitary. Let us know about your concern so we can address it properly.

# ByLaw Enforcement

Unfortunately, although we never want to issue warning letters or fines to enforce community standards, at times this becomes necessary to ensure Hangingstone Point is an enjoyable place to live. Residents who do not comply with condominium bylaws will be subject to escalating penalties and may have their tenancy terminated by Hangingstone (a condition of the lease upon signing).

Generally, standard by-law enforcement is as follows:

## 1. Warning letter:

- A notice will be prepared and sent via email to the address on file. The notice will state the concern and ask that it be remedied.
- Residents will have 10 days (including holidays and weekends) to correct the situation.
- Warnings are not issued in all cases. This section only applies to conditions that are not in violation of bylaws and lease clauses.

## 2. First Fine:

- After a warning is issued, if the situation is not remedied residents will be subject to a **fine of \$126.00 plus admin fee**.
- Residents will have an additional 10 days (including holidays and weekends) to correct the situation.

## 3. Second and Subsequent fines:

- If a resident continues to remain non-compliant, a daily charge of \$XXX for each day that the breach continues will be assessed.

## 4. Additional Enforcement:

- In all cases, where a substantial breach of our community standards occurs, Hangingstone reserves the right to terminate tenancy and/or exercise any remedies available to us by law to keep our families and community safe.

# Move Out Policies

Thank you for choosing to call Hangingstone point home! We hope that you have enjoyed your time with us and are sorry to see you go. To provide an easy transition to your new home we are providing a general checklist to follow prior to move out day.

To avoid unnecessary expenses, a cleaning checklist to complete prior to handing us back the keys has also been included. We expect your unit clean, in good repair and ready to accommodate a new tenant with all keys including mail key, remotes and parking passes returned to us.

Hangingstone staff will accompany you on a final walkthrough and inspection of your home, noting any deficiencies or required repairs with you. Any services that are needed such as cleaning, garbage removal, cutting keys, replacing remotes and parking passes will be deducted from your security deposit and the balance will be refunded to your account on file with us.

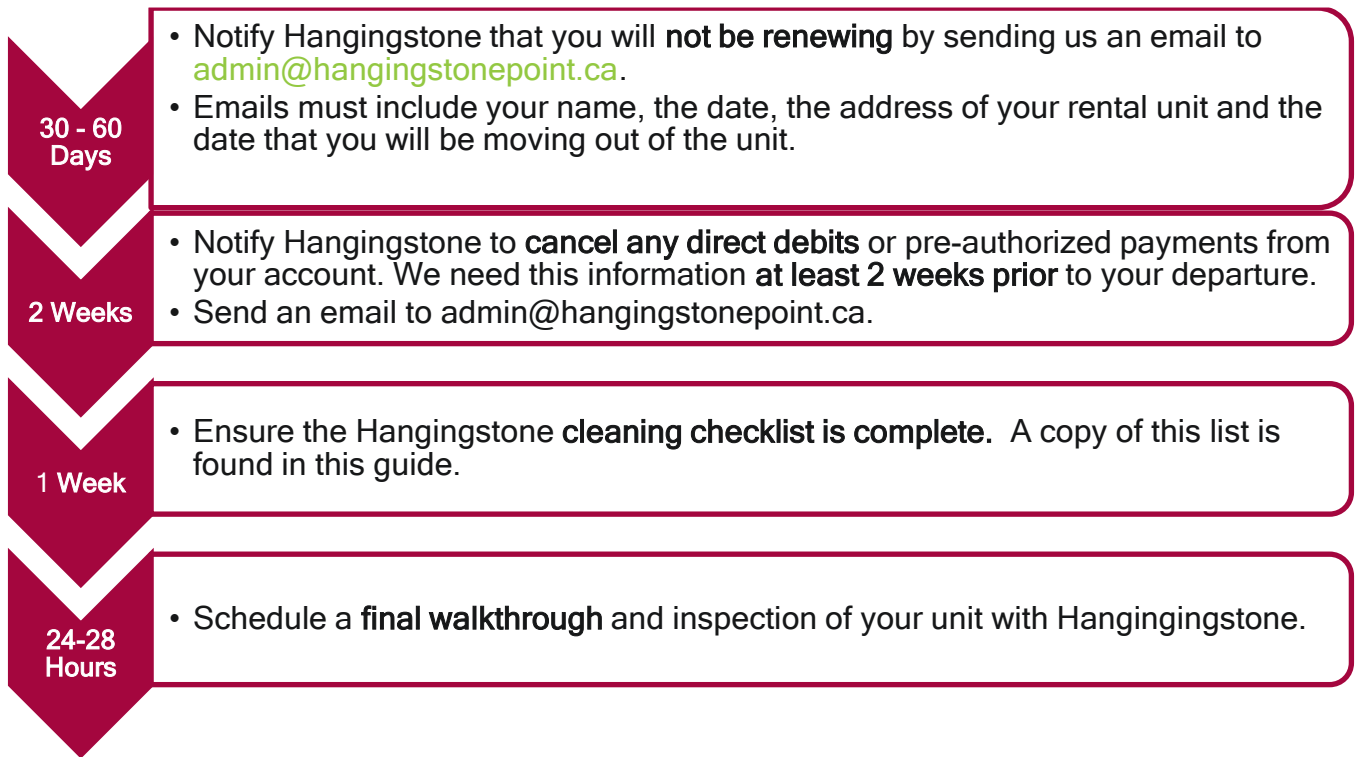
We charge the following fees to return units to good condition if required:

- Admin related calls and appointments: \$75/hr
- Additional cleaning (hourly) \$120/hr
- Steam cleaning carpet - \$300
- Re-cutting keys for doors - \$225
- Removal of garbage, furniture, mattresses - \$210 standard service fee which covers 1 hour, \$75 per additional hour plus any dump/waste fees
- Painting and repairs for damages – minimum \$120/hr, rate, time tbc at the completion of repairs
- Snow and ice debridement, driveway and walkway (equipment costs): \$550
- Parking and/or visitor pass replacement - \$35 each
- Garage door remote replacement - \$175 each
- Fireplace remote replacement - \$300 each
- Overhead fan remote replacement - \$175 each
- Replacement of sod, landscaping – Quote required
- Hourly services as required – subject to standard contractor rates
- Unit remarketing fees: \$500 per 3/month flat rate
- Flooring, hardwood or carpet: Requires an in suite inspection and quote
- Patio screen door replacement \$250
- Window screen replacement \$75/each

The balance of any security deposit remaining with us will be refunded within 30 days following any final cleaning, repairs and services that were required.

## Key Move Out Deadlines

Please note the following timeframes for moving out of your Hangingstone home.



## General Moving Checklist

✓	<b>SIX WEEKS BEFORE MOVING</b>
	Make sure that pets are up to date on <b>vaccinations</b> such as kennel cough if staying in overnight lodgings or travelling via air.
	Purchase <b>packing supplies</b> such as boxes, tape, labels.
	Create an <b>inventory of valuables</b> .
	Take photos of <b>cable hook-ups</b> for electronics such as computers & tv's.
	<b>Gather towels</b> , sheets, draperies and linens to use as packing supplies.
	<b>List damages</b> to wall surfaces, carpets, appliances etc. and notify Hangingstone.
	<b>Begin packing</b> boxes and cleaning out storage areas.
✓	<b>30 DAYS BEFORE MOVING</b>
	<b>Notify Hangingstone</b> that you will not be renewing your lease.
	Secure rental of your <b>moving van</b> or truck.
	Use or donate all <b>cleaning supplies</b> that can't be moved such as aerosol cans, bleach or liquids.
	Donate any <b>food items</b> that you can't use. We suggest calling the Salvation Army who provides free meals and a place to stay for residents experiencing homelessness in Fort McMurray. They are located downtown on MacDonald Ave behind Earls - 9919 MacDonald Ave, Fort McMurray, AB T9H 1S7 and are usually open from 10am-4:30pm with the exception of Sunday. Tel: 780-743-4315.
	If moving out of province – Call your <b>health providers</b> and collect all medical, dental & prescription records for your family. Don't forget vet records for pets. Plan for services at your new home.
	Call your insurance company to cancel <b>tenant insurance</b> or update them with your new address.
	Download a <b>moving app</b> such as <a href="#">ToteScan</a> and print off labels as needed.
	<b>Notify schools</b> and arrange for transfer of records and/or enrollment at your new home.
	Schedule a cleaning service to <b>remove pet waste</b> from the yard if needed.



✓	<b>2 WEEKS BEFORE MOVING</b>
	<b>Notify Hangingstone</b> to cancel or end any pre-authorized debits.
	<b>Notify Hangingstone</b> if you will be using a large moving van or truck which may temporarily disrupt traffic flow on your street.
	<b>Recycle or dispose</b> of any unwanted items such as mattresses or furniture, flammables or chemicals. The municipal landfill is located 1.6km south of Fort McMurray on Highway 63 – check their <a href="#">website</a> for fees and information.
	<b>Return anything</b> you've borrowed from family & friends.
	Cancel any <b>gym or health club memberships</b> at places such as <a href="#">Syncrude Sport &amp; Wellness</a> and <a href="#">MacDonald Island Park</a> .
	Refill any <b>prescriptions</b> .
	Change your <b>address with banks</b> , drivers license, insurers, credit card and loan providers.
	<b>Cancel or transfer utilities</b> and services such as electricity, gas and internet.
	Ensure your <b>mail</b> follows you by <a href="#">forwarding mail</a> to your new address.
	Update your address with Amazon and any <b>monthly subscription</b> services.
	Pack up and <b>return any internet or cable TV boxes</b> to service providers.
✓	<b>MOVING WEEK</b>
	Schedule <b>final walkthrough</b> with Hangingstone staff.
	Ensure the <b>Hangingstone cleaning checklist</b> is complete.
	Empty oil and gas from lawnmowers, bbq tanks and snowblowers.
	Pack an essentials box for the first 24-48 hours at your new home.
	Withdraw any cash needed to pay movers or other services.

## Hangingsone Cleaning Checklist (must be done)

Please make sure the following tasks are complete to avoid unnecessary charges for cleaning after you depart.

✓	<b>KITCHEN</b>
	Clean cabinets the fronts, drawers and doors inside and out
	Scrub sink, faucet, and countertops
	Clean and dust lighting and other fixtures, replace any bulbs that are burnt out
	Clean window and wipe down window sill
	Dust and remove cobwebs
	Wipe down baseboards
	Vacuum and mop floor
✓	<b>KITCHEN APPLIANCES</b>
	Clean oven inside, outside, and underneath, clean the burners on the stove
	Clean refrigerator inside, outside, and underneath – clean ice trays
	Check and remove any food from the fridge and freezer
	Check that the dishwasher is clean and in good repair (including trap)
	PULL OUT FRIDGE – vacuum behind and wipe down
	Clean microwave inside and out
✓	<b>BATHROOMS</b>
	Clean shower, tub, and faucet
	Clean sink, countertops, and faucet
	Clean the toilet both on inside and the outside
	Wipe down and clean cabinets and drawers inside and out
	Clean any fixtures, the mirror and the towel bar
	Clean window and wipe down windowsill
	Empty garbage cans and paper waste

	Mop floor
	Wipe down baseboards
✓	LIVING AREAS
	Vacuum carpets and stairs, tenants with pets must also have the carpets steam cleaned
	Look under all furniture / cushions for loose items or garbage
	Clean all windows, glass on patio doors, patio door tracks and window sills
	Clean fireplace (if present in unit)
	Clean and dust blinds and window coverings
	Wipe down lighting and fixtures
	Dust and remove cobwebs
	Wipe Electrical outlets throughout the house – the outside plate only
	Wipe down inside and outside of doors and doorknobs
	Wipe down walls and baseboards
	Check that smoke alarms are working (change batteries if necessary)
	Sweep and mop entryways and other hard surface floors
✓	LAUNDRY
	Wipe down the top, front and sides of machines
	Check the lint and washer traps – empty and clean

✓	<b>BEDROOMS</b>
	Vacuum carpets, tenants with pets must also have the carpets steam cleaned
	Clean windows and window sill
	Clean and dust blinds and window coverings
	Look under the bed and in the closet – remove any debris and vacuum, clean
	Clean inside and outside of closet doors/tracks
	Wipe down walls and baseboards
✓	<b>OUTSIDE AREAS – YARD, REAR PATIO / BALCONY</b>
	Pet owners – ensure all feces are cleaned up and nothing is left in the yard
	Clean and sweep front porch, clean outside of door
	Clean and sweep rear patio or stairs, clean outside of patio door
	Check to make sure any outside lights by the front door, balcony or patios door are working
	Clean the front and back yard of all garbage, cigarette butts etc. Dump and empty any garbage or recycling bins.
	Grass and/or snow properly cleared for easy and safe access
✓	<b>KEYS</b>
	Copies of all keys handed over
	Mailbox keys with location and number
	Garage door openers