



ARSENAULT PROPERTIES



RESIDENT INFORMATION PACKAGE

Please utilize this document as your guide to your residency with us. Building rules and policies are contained within.



GENERAL CONTACT:

✉ RENTALS@ARSENAULTPROPERTIES.CA
☎ 902-918-2248

OUR COMMITMENT TO YOU

We are dedicated to providing exceptional resident service and creating a living environment where you can truly feel at home. Our commitment to quality is reflected in our high-value rental properties, designed with your comfort and satisfaction in mind. We believe that every resident deserves a space they can be proud of and our team is here to ensure your experience is positive and fulfilling. Thank you for choosing to be a part of our community—we look forward to supporting you every step of the way!

We promise you'll have:

- Exceptional service and management
- Quality living spaces
- Proactive maintenance
- Transparent communication
- Personalized management and support
- A respectful living environment

ADDING VALUE FOR RESIDENTS



Order any Papa Johns menu-priced item online or through their mobile app and use the promo code **ARSENAULT25** to receive 25% off your order!

*Note: Papa Johns is located in Charlottetown.



When a vacancy (on any of our properties) is successfully filled by someone referred to us by another resident, that new resident will receive \$250 off of their first month's rent.

We hope that your experience is so great with us that you want to share that experience with people you know!



We offer a 15% discount for Arsenault Properties residents at Water Street Storage, located at 767 Water Street E, Summerside PE.



We are glad to have Eastlink cable and internet services available at all of our properties. Please contact Daniel.Macneil@corp.eastlink.ca for more information.

BUILDING STACK:

- Arsenault Properties uses [Building Stack](#), an online property management software that tracks lease agreements, unit allocation, and rent payments.
- You will receive instructions on setting up your account and automatic monthly payments; however, please visit <https://help.buildingstack.com/en/> for technical support guides.

CONTACTING MANAGEMENT:

- Please use [Building Stack](#) for any maintenance requests, complaints, etc.
- For any emergency maintenance requests, please contact your property superintendent and submit a [Building Stack](#) request right away.
- For any questions or inquiries regarding your lease agreement or rent payment, please email Geoff Kowalski at geoff@arsenaultproperties.ca.

RENT PAYMENTS:

- Rent payments are made on the 1st business day of each month.
- Rental rates are subject to an annual increase pursuant to the [Residential Tenancy Act](#).

LEASE AGREEMENT:

- Upon completion of your one-year lease agreement, it will automatically convert to a month-to-month.
- Should you wish to add a roommate or an additional person on the lease agreement, you must contact management.
- Should you wish to sub-let or assign your lease, the individual(s) must apply through our website and be approved by management.

GENERAL:

- Common courtesy for the property and your neighbors is expected at all times: noise levels should not interfere with your neighbors' right to quiet enjoyment of the property.
- The building is **non-smoking**, which includes balconies.

- You cannot smoke cigarettes, cannabis, vapes, pens, etc. in the building.
 - If you wish to smoke, you must be at least 15ft from the building and do not litter your cigarettes butts.
- Pets are not allowed unless you are in a pet-friendly unit and the pet has been approved by management.
 - If you have pets, you must clean up after them in the yard.
 - Do not let them make a mess near walkways, doors, or patios.
- BBQs and other cooking instruments are not allowed on patios due to provincial fire code.
- The countertops are made of quartz, which are durable, but please:
 - Only use mild cleaner like dish soap and water (or quartz specific cleaner).
 - Do not use abrasive cleaners.
 - Do not cut or chop directly on the countertops - use cutting boards.
 - Do not place extremely hot pots and pans on the surface.
- We encourage residents to use removable adhesive strips for wall hangings; any unreasonable damage requiring repair may be deducted from a resident's security deposit
- TVs may be wall-mounted; however, holes will need to be patched prior to receiving security deposits back.
- Short-term rental units are not allowed on our properties (i.e. no Airbnb).

SECURITY & ENTRY:

- Common entrances, including the entry vestibule, are video-monitored.
- Residents will be provided entry keys or key fobs for main door entry.
- Side exit doors are **exit only** and are not to be propped open.
- If you need to change your phone number in the main entry system, please contact your property superintendent.
- If you misplace your keys, please contact management immediately so we can take the necessary steps to replace your keys and/or lock.
- To "buzz in" guests:
 - Guests will use the keypad to call the listed unit
 - The system will call the listed cell phone
 - Answer the call and then hit "9" to open the door for them
- If you become aware of anyone/anything in the area that causes concern (e.g. loiterers, drug use, etc.), please call the police.

GARBAGE:

- Garbage Bins:
 - Bins are located in an easily identifiable area in the parking lot.
 - Bins are communal and are not specific to any particular unit.
 - Do not overflow bins – if the lid does not close, put your garbage in an empty bin.
 - Bin collection calendar can be found here: <https://iwmc.pe.ca/collection-calendar/>
- Recycling:
 - Unless your property has a large green recycling bin, please keep blue bags in your unit until collection day or take them to an IWMC drop off center
 - You can determine recycling pick up by searching your address here: <https://www.princeedwardisland.ca/en/feature/waste-watch-collection-days#/service/CollectionDays/CollectionDaysSearch>
- Sorting: As part of your lease agreement, you have consented to **proper sorting** of your garbage. If you are unfamiliar with how to sort your garbage, please familiarize yourself with IWMC's sorting protocol

PARKING

- Parking passes will be provided to residents to hang on your mirror or dash.
- Guest parking will be designated and communicated to residents to share with guests.
- Parking stalls are reserved for vehicles that are operational only (i.e. inspected, registered, and able to be driven).

SNOW REMOVAL

- Snow removal and salting is included in your rent payments.
- Walkways and sidewalks will be shoveled and salted; we do our best to ensure these are clear early in the morning.
- In the event of overnight snowfall, the laneways will be plowed early in the morning and then the plow will return later in the morning.
 - You will be responsible for moving your vehicle at this time to ensure your parking stall is cleared. If you do not move your vehicle, it cannot be cleared by the plow operator.

CONTACT	EMAIL	RESPONSIBLE FOR
Geoff Kowalski	geoff@arsenaultproperties.ca	Lease and Property Administration
Gordon Campbell	gordon@theportside.ca	160 Water Street, Summerside
Keith Johnston	keith@arsenaultproperties.ca	30 & 31 Schooner Street, Summerside; 68 Water Street, Summerside
Draven Kowalski	Dravenkowalski1@gmail.com	251 MacEwen Road, Summerside; 769-799 Water Street East, Summerside
Owen Arsenault	owen@arsenaultproperties.ca	67 & 73 Mercedes Drive, Cornwall; 522 Capital Drive, Cornwall; 54 & 58 Sherwood Road, Charlottetown