

VERSUS

# VERSUS

Dear Resident,

On behalf of ONE Properties, welcome to your new home!

Whether this is your first apartment, or you are a lifelong renter, we are certain that you will be pleased with your decision to join our community. We are committed to making sure that your tenancy with us is an enjoyable one.

The on-site team, including the Property Manager, Community Administrator, Maintenance, and Residence Experience staff are all committed to ensuring your experience is the best it can be. To that end, we are pleased to present you with this Resident Handbook, filled with helpful information about the building and neighbourhood.

Please take a few minutes to review it. Should you have any questions, do not hesitate to contact your Community Administrator.

Once again, welcome!

Yours truly,  
ONE Properties



# Contact Information



**Versus is professionally managed by ONE Properties:**  
Suite 1600, 10130 - 103 Street NW, Edmonton, AB T5J 3N9

## MAILING ADDRESS

Versus 919 10 Avenue SW Calgary, AB T2R 1A8

## ESSENTIAL NUMBERS

|                            |              |
|----------------------------|--------------|
| Leasing                    | 587.747.0355 |
| Service                    | 403.910.1889 |
| Concierge                  | 780.665.6555 |
| Property Management Office | 403.910.0486 |
| Security                   | 403.390.9460 |
| After Hours Emergency      | 403.390.9460 |

## OFFICE HOURS

|                            |                    |                    |
|----------------------------|--------------------|--------------------|
| Leasing Office             | Monday & Tuesday   | 11:00 AM – 7:00 PM |
|                            | Wednesday – Friday | 9:00 AM - 7:00 PM  |
|                            | Saturday           | 9:00 AM - 5:00 PM  |
|                            | Sunday             | 10:00 AM – 4:00 PM |
| Service                    | Monday – Friday    | 7:30 AM - 7:00 PM  |
|                            | Saturday & Sunday  | 8:30 AM - 5:00 PM  |
| Concierge                  | Monday – Friday    | 9:00 AM - 7:00 PM  |
|                            | Saturday & Sunday  | 9:00 AM - 5:00 PM  |
| Property Management Office | Monday – Friday    | 8:30 AM – 5:00 PM  |

## EMERGENCY CONTACTS

|                           | EMERGENCY      | NON-EMERGENCY |
|---------------------------|----------------|---------------|
| FIRE                      | 911            | 311           |
| POLICE                    | 911            | 403.266.1234  |
| AMBULANCE                 | 911            | 403.261.4000  |
| ENVIRONMENTAL EMERGENCIES | 911            | 780.422.4505  |
| GAS LEAK                  | 911            | 311           |
| KIDS HELP PHONE           | 1.800.668.6868 | -             |
| HEALTH LINK               | 911            | -             |



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# General Information

## BUILDING ENTRY ACCESS

### FOB

Access to the building, common areas, and your floor is gained through the fob that is included with your keys.

To unlock, simply pass your fob in front of the fob readers located at the main entrance, elevators, and common areas.

Each leaseholder is assigned one fob. Subject to Property Management consent, additional fobs may be available at an additional charge.

Residents are granted access to common areas and their floor only.

If a fob is lost or stolen, please contact Security and/or Property Management immediately. The fob I.D number can be deleted from the system, rendering the lost or stolen fob inoperable. If any devices are lost, stolen, or damaged, the applicable replacement cost will be charged to and be immediately payable to the Landlord.

### INTERCOM

The intercom system at Versus has been designed to provide both security and ease of operation. You are required to have an active telephone account to operate the intercom (either a land line or cellular will work).

Permitted guests must request entry into the resident tower via the intercom located at the building lobby entrance.

#### Intercom Operating Procedure:

1. On the intercom panel, visitors enter your suite number/search the touch screen directory
2. You will receive a call from 403.287.9634
3. Pick-up your receiver to talk to the visitor
  - a. Press 9 to allow entry; or
  - b. Hang-up to deny entry

Please be sure to verify your visitor. Do not allow access to anyone unknown to you. Your visitors will have access to the building and your floor for five minutes once you allow them entry.

### ELEVATORS & STAIRWELLS

There are two elevators located in the East Tower, and three elevators in the West Tower. The elevators are high speed with restricted floor access to provide

convenience and security. The hallways offer exits on each side. The stairwells are fire exit only, meaning you may get down at any time, however you will not have access up the stairwells to your floor.

## SECURITY

We have security on-site 24 hours. Our security team can assist with security-related concerns, after-hours emergencies, visitor parking, and parcel pick-ups outside concierge hours of operation. Security can be reached at [security@versusliving.com](mailto:security@versusliving.com) or **403.390.9460**.

## CONCIERGE

Concierge is available to assist with a whole host of helpful initiatives. From arranging for dog walking services, to handling the pick up and delivery of your dry-cleaning the team is ready and available to shoulder much of your day-to-day burdens. You can contact Concierge at [concierge@versusliving.com](mailto:concierge@versusliving.com) or **780.665.6555**.

#### Concierge Hours

|                   |                   |
|-------------------|-------------------|
| Monday – Friday   | 9:00 AM - 7:00 PM |
| Saturday & Sunday | 9:00 AM - 5:00 PM |

## AFTER-HOURS EMERGENCIES

In case of after-hour emergencies, contact the Security Team at **403.390.9460**. Please ensure you provide your name, address, and a phone number where you can be reached.

An emergency is defined as:

- A major plumbing problem.
- No heat, no water, fire, or flood.
- Any situation that can cause injury or damage to your belongings or the building.

Issues that are found to be caused due to resident negligence (e.g., clogged toilet due to incorrect disposal, clogged kitchen sink due to inappropriate use, etc.) will be billed back to the resident in full.

**For personal injury or medical emergencies, please call 911. For all other situations, please visit or call your management office during business hours.**

## RESIDENT PARKING

Parking stalls are available in the underground heated parkade at a monthly rate. Residents are only permitted to park in their assigned stall. A vehicle parked in the wrong stall may be ticketed and towed at the owner's expense.

To comply with our insurance requirements and to improve the appearance of your community, we ask that the following guidelines and regulations regarding parking be observed:

- All vehicles must be parked in designated or assigned parking areas. There is a limit of one (1) vehicle per stall.
- Recreational vehicles are not permitted. This includes, but is not limited to, large trucks, buses, commercial trailers, and recreational vehicles (e.g., RV's, trailers, boats, etc.).
- All vehicles must be insured, display valid license plates, and be maintained in full operating condition.
- Any unregistered, unlicensed, derelict, or illegally parked vehicles may be ticketed and towed from the property at the vehicle owner's expense. A warning notice may or may not be issued ahead of time.
- Repairs are not permitted to be conducted in a parking stall. Vehicles leaking fluid will be requested to be repaired or removed from the parkade upon written notice.
- Absolutely no storage of personal items in parking stalls at any time (including spare tires, boxes, etc.).
- Please note that propane vehicles are strictly prohibited in the parkade.
- Vehicles left unattended for prolonged periods must be covered or washed off-site regularly.
- All motorcycles must be parked in designated or assigned parking areas. There is a limit of one (1) motorcycle per stall.

## VISITOR PARKING

Keep your vehicles safe and warm in our heated underground secure resident parkade. Expecting guests? We have plenty of visitor parking and paid lots closeby.

## STORAGE LOCKERS

Storage lockers are located on the Mezzanine floor in each tower. These are available on a first-come-first-served basis at a monthly cost of \$50-\$75. Residents are required to provide their own lock and lockers must be locked at all times. Please visit Concierge or the Residential Experience Team to reserve yours.

## GARBAGE & RECYCLING

These are located on the ground floor and near the elevator bank of the building. Don't hesitate to ask Concierge for directions. You will also find a garbage chute on your floor close to the elevator. Kindly ensure that your bag fits easily into the chute before discarding to prevent blockage. Organic, bottle, and recycling bins are located in the garbage rooms on the main floor. Please break-down all cardboard boxes before disposing in the recycling bins.

Examples of items that should not be put down the garbage chute: furniture, clothing, shoes, pillows, glass bottles and cardboard boxes.

## DELIVERIES OF LETTERS & PARCELS

Mailboxes are located in the mail area of each tower, your mailbox will correspond to your suite number.

Concierge or Security will accept your packages on your behalf and keep them secure until you are able to pick them up. Accepted food parcels will be held for a period of 48 hours from the time of receipt, after which the parcel will be discarded.

With respect to furniture deliveries, please advise Concierge of the date and approximate time of delivery if you will not be home. Written permission is required if you would like Concierge to open your suite for a delivery to your suite. Parcel Pending lockers can be found in the East Tower.

Please contact Concierge at **780.665.6555** to answer any questions you may have.

# General Information

## SMOKING, VAPING OR BURNING OF ANY SUBSTANCE

Versus is a non-smoking facility. Smoking is not permitted in the residences, balconies/patios, all common and public areas including the parkade, stairwells, hallways, or at any other location at Versus.

Residents, occupants, and invitees are prohibited from engaging in the smoking or vaping of any products of any kind including, without limitation: tobacco, cigarettes, marijuana or any other substance, or the vaping, burning, or smoking of any other substance in the Leased Premises or in common areas inside or outside of the building (including all patios and balconies anywhere in the Community). All references to "smoking" are deemed to include the smoking or burning of any substance. The Resident will be responsible to pay the cost of repair to any and all damage. By law, violations can be subject to a penalty of up to \$500.00 for the Resident and/or eviction.

## BALCONIES

Balconies are to be used for their intended purpose - enjoying fresh air and city views from your private spot. To ensure a positive home experience for everyone, please abide by the following:

- Respect your neighbours
- Do not shake rugs over your balcony
- Birds and small animals are not to be fed from the balcony
- Balconies are to be used for seasonal furniture only
- Bird screening, flags, satellite systems, clotheslines, Christmas lights, enclosures or dividers of any kind are strictly prohibited
- Residents require written approval from the Property Management to affix anything to the balconies
- Balconies are non-smoking.
- Storage of bikes is prohibited on balcony

## PERSONAL BARBECUES

BBQs with propane tanks are allowed, however, propane tanks are not allowed to be transported in the elevator. As per the Fire Code, a fast-moving elevator may cause propane tanks to explode, due to the rapid change in pressure. You are welcome to use a propane tank on your BBQ, but they must be transported up the stairs to your suite.

## TENANT INSURANCE

It is important for the safety and security of your belongings that you carry adequate contents insurance. The insurance clause in your residential tenancy agreement stresses the obligation to insure your personal property against damage and maintain liability coverage throughout your tenancy.

Versus residents MUST provide proof of Tenants Insurance before taking possession of their suite. If proof of insurance is not provided at the time of move-in, the keys to your suite will not be released. Please provide insurance renewal information prior to the expiration date of the insurance coverage. A copy of your policy will be placed in your personal file in the community office.

Please ask your insurance company to provide a declaration page showing the following:

- Policy number
- Address of your home location
- Date of term (must cover the length of the lease term)
- Amount of insurance (must show a minimum of \$2 million liability insurance)
- Name of insurance company

All lease holders must have active renters insurance and be named on the policy.

## RENTAL PAYMENTS

In accordance with your Tenancy Agreement, your rental payment is due on or before the first of each month. For your convenience, you can use RENTCafé to make rental payments from the comfort of your own home via credit card, debit card, or you can sign up for pre-authorized payments. Additional charges may be applicable for online credit or debit payment.

You can speak to your Community Administrator or email [office@versusliving.com](mailto:office@versusliving.com) if you have any questions or would like help getting signed up, or scan the QR code below.



## MOVING IN/OUT

We endeavor to make your move as seamless as possible. Elevators can be reserved for a two-hour window on a first-come-first-served basis. Please see Concierge for assistance or the RENTcafé app.

## SERVICE REQUESTS

Although your suite has been constructed with adherence to the highest standards, on occasion, some maintenance work may be required.

You can submit maintenance requests through your RENTCafé account. If you do not have access to a computer or mobile phone, please visit Concierge.

### Tips to Avoid Typical Maintenance Issues:

- Do not hang anything from the sprinkler heads.
- Do not hang anything from tub faucets, showerheads, or handles.
- Wire shelves are rated to a maximum of 50lbs per shelf.
- Drawers are rated to a maximum of 25lbs per drawer.
- No moveable islands
- Absolutely no tampering or covering of smoke detectors.
- Kitchen sinks should only be filled to a maximum of 50% of total volume.
- Do not stand in sinks.
- The maximum weight for a wall-mounted television is 50lbs or 22.7kgs. This includes the weight of the mount. The mount needs to be secured into the steel studs behind the drywall. We strongly urge you to have a licensed, bonded professional install this for you. As a reminder, any monies we need to pay to repair damage to the suite are the sole responsibility of the renter.

## RENTCAFE PORTAL

All amenity room reservations can be made for a private function free of charge by going to our RENTCafé online booking system on your RENTCafé account. If you need assistance, you can connect with Versus' Concierge, and they will be more than happy to assist you.



## QUIET HOURS

Quiet hours are between 10:00 p.m. to 7:00 a.m. Monday to Saturday and 10:00 p.m. to 9:00 a.m. Sunday and Holidays.

All residents have the right to the reasonable enjoyment of their suite. Please remember that you are living near other fellow residents. Loud music and parties can be fun but are often inappropriate for this type of living environment. If you experience such behaviour from a neighbour, please advise Security.

Security: 403.390.9460

Concierge: concierge@versusliving.com or 780.665.6555.

## PETS

Dogs must be on a leash at all times when outside of your suite. Each resident is responsible for cleaning up any "accidents" their pet has left inside the suite, inside the building, or outdoors.

Types of pets allowed: Dogs, cats, birds, fish, rabbits

Number of pets allowed per suite

2 dogs or 2 cats or 1 dog and 1 cat or 2 birds or 1 rabbit. \$30/pet/month.

### Restricted Dog Breeds

Pitbull / Mastiff / Doberman / Chow / German or Australian Shepherd / Presa Canario / Cane Corso / Siberian Husky / Bull Terrier / Rottweiler / St. Bernard / Malamute / American Eskimo / Mountain Dog / American Bulldog / Husky / Staffordshire Terrier / Wolf Dog or Hybrid / Akita / Terrier / Dogo / Bassett Hound / Any other breed which is bred to be a guard or attack dog / Any mixed breeds are subject to approval.

- Guide and Service dogs are permitted. Valid documentation will be required.
- Fish tanks allowed up to 20 gallons.
- Birds must remain caged at all times. No Parrots
- Caged rodents allowed including hamsters, gerbils, guinea pigs, hedgehogs, rabbits. No uncaged rodents including ferrets permitted.
- No exotic pets, including snakes, lizards, spiders, scorpions, exotic cat breeds, etc.

## INTERNET

Moby offers a comprehensive bulk internet program designed to provide seamless connectivity for our residents. This program ensures that all residents have internet access immediately upon moving into their new homes. The cost of this service is already included in the monthly rental rate.

Moby, our dedicated internet service provider, will strive to deliver the necessary services and speeds to meet residents' needs. Their commitment is to ensure a smooth and efficient internet experience for everyone in the community.

# Versus Amenities

## GENERAL INFORMATION

### Amenity Hours of Operation:

24 hours / 7 days a week

- For the safety of all Residents and their guests, all occupants of Versus shall follow the rules and regulations as per their lease agreement, and observe all posted rules within the facility. The facilities will be periodically closed for cleaning, maintenance, or repair purposes during operations.
- The Resident and any guests accompanying, will be asked to leave if they are making excessive noise during the use of any of the facilities. The Landlord reserves the right to restrict privileges to anyone not in compliance with the regulations.
- The Landlord reserves the right to adjust hours of operation.

### WI-FI

There is complimentary Wi-Fi throughout the amenities floor.

Simply connect to:

- Network: Versus Guest 2.4GHz
- Password: Welcome1

### PET AMENITY USE

Pets are not permitted in ANY amenities areas.

## RENTCAFE

As part of our ongoing efforts to reduce our carbon footprint while providing innovation, modern technology, and unparalleled customer service at every opportunity, ONE Properties would like to introduce you to the capabilities of our online resident portal. The RENTCafe app is your go-to site for all things rent and ledger-related. You can reserve amenities, submit maintenance requests, receive building updates, and learn about our exclusive events.

## VERSUS RESIDENT EVENTS

Part of joining the Versus community means getting to know your neighbours and taking part in exclusive and entertaining get-togethers. You can stay informed about resident events by signing up and opting in to receive email notifications from Versus, by editing your RENTCafe profile settings.

If you have any ideas for events you would like to see, please send an email to [office@versusliving.com](mailto:office@versusliving.com).

## GUEST SUITE

Our guest suites are available for nightly rental. For booking details, please contact the Concierge at 780.665.6555.

- We require 24 hours' notice for cancellations. Cancellations received with less than 24 hours' notice will result in the full bookings charge (plus applicable taxes and fees).
- **The Guest Suite must be paid within 24 hours of your booking, covering the entirety of the stay for the guest checking in.** If canceled the charge is reversed and the credit goes towards next month's rent.

## FITNESS CENTRE

Versus' exclusive fitness centre offers the official equipment of the Olympics. The majority of cardio equipment is self-powered and features the same intuitive user interface/workout finder for selecting specific workouts. Fitness Centre is equipped with WIFI and has televisions in front of each cardio station.

## YOGA AND DYNAMIC WORKOUTS

- The yoga studio is equipped with mats, weights, and Bosu balls for your personal use.
- Fitness On Demand™ for your virtual workout, and is available to be used through the iPad located on the right of the TV inside the yoga room.

## LIBRARY / PRIVATE DINING AREA

Located on the 3rd floor amenities level, across from the Fitness Centre, our private dining room is the ideal spot for residents to study, work during the day, or hold meetings. This space features a wall mounted projection screen and is perfect for gathering with friends or working on that special project.

## PET WASH STATIONS

We love your furry friends so much that we have an amenity space just for them! The Pet wash stations are located in the bike storage room of each tower.

Please note that residents are responsible for ensuring that their pets do not disturb other residents.

## GAMES AREA

Located on the 3rd floor amenities level, our Games Area is equipped with a Brunswick Tournament Billiards table, Tournament shuffle board table, and ping pong table. It is available for booking to be used at your own leisure.

# Versus Amenities

## PATIOS & BARBEQUES

Our patios are a fantastic place to host small gatherings, barbeques, play some ping pong, or even work on your summer tan. Residents are expected to scrape the barbeques and wipe them down after use, so that they are ready for the next resident.

## MULTI-SPORT SIMULATOR

Bring your favourite games to life with precision and realism, from golf and soccer to baseball and basketball. Challenge yourself or compete with friends in an immersive, high-tech environment.

## CHEF'S DEMONSTRATION KITCHEN

As you tour through the Library/Private dining room, you will step into the sleek and contemporary gourmet chef's kitchen. Available on a first come first serve basis, residents may gather with friends, cook a meal or host an event by booking the amenity required through RentCafé! It is the residents' responsibility to handwash or place dirty items in dishwasher. Residents are expected to return the amenity kitchen to the state of cleanliness it was found in, after use.

- Tools, cutlery, and plateware are to be left in the kitchen.

## LOUNGE

The 3rd floor lounge features a fireplace, comfortable high-end couches and chairs, as well as a flat screen TV. Whether you are just looking to kick back and relax, or entertain your friends and family, the lounge is the perfect space! There is a sound system in there as well for light music.

## LOBBY

Located on the ground floor of each building, with complimentary WIFI and lounging area.

## BIKE STORAGE

Bike storage rooms are available on the ground level of each tower. Complimentary bike storage is available on a first-come-firstserved basis. Residents are required to provide their own lock and bikes must be locked at all times.

## AMENITY TERMS & CONDITIONS OF USE

- The undersigned/tenant is responsible for their guests at all times. Guests must adhere to the below conditions.

- The use of an access fob by any non-resident/non-tenant is strictly prohibited.
- If the access fob is lost, damaged or stolen, the undersigned shall pay a one hundred dollar (\$100.00) fee to Property Management prior to issuing a new fob.
- Management reserves the right to cancel access at any time if the undersigned is in violation of this Agreement.
- Versus and its employees shall assume no responsibility whatsoever for any loss, damages or injuries that result in Amenities use.
- Management may modify these terms for any reason at any time by posting an accessible copy on Rent Café.
- The tenant/resident agrees to adhere to any posted signs in Amenities.
- Dirty footwear is not permitted in the Amenities areas. Appropriate activewear must be worn when using the Fitness Centre.
- Smoking is, at no time, permitted in the Amenities areas. This includes indoors and all patios.
- The use of in-line skates, bikes, recreational motorized or unmotorized scooters, and skateboards are not permitted inside the Versus building, including the Amenities areas.
- Neglect or abuse of the Building and/or its equipment will not be tolerated. Any damages caused to lobbies, elevators and/or the Amenities will result in charges to the tenant and could result in termination of tenancy.
- Though pets are allowed at Versus, pets are not permitted in the Amenities areas. This is for health and safety protocol and fair accessibility to all tenants.
- Decorations – Tape and tacks are not to be used on any walls or ceiling without permission from Management.
- When the amenities space is used, it is required that the user leaves it cleaned and left in ready-to-use condition. Please ensure the below are completed:
  - All utensils, plate ware, flatware, cookware, etc., are to be cleaned and put away in the respective cupboard/drawer.
  - Countertops, stovetop, sinks and BBQ grills must all be clean and removed of any debris.
  - All garbage and recycling must be emptied and taken to the garbage room. Debris that might over-fill the bins is the responsibility of the tenant/resident.
  - Furniture is to be returned to its original locations if moved.
  - All decorations must be removed.
- A resident/tenant must accompany guests at all times
- Failure to comply with any of the above may result in charges to the tenant/resident, suspended access to the Amenities, or termination of tenancy.
- Management may modify these terms for any reason, at any time, by posting an accessible copy on Rent Café.

# LEED® at Versus

## LEED®

The LEED® (Leadership in Energy and Environmental Design) Certification program is the industry benchmark for high performance green buildings. When a property achieves LEED certification, this acknowledges the implementation of design, construction, and operational best practices to minimize the building's impact on the planet. The Versus team is proud to be LEED Certified and supports healthy indoor spaces, while also supporting high performance technologies and lower utility costs.

### Versus is:

- Well connected. Located within 300 meters of several public bus lines and two C-train stops.
- Walkable. Living at Versus means living within walking or biking distance from lively downtown Calgary
- Reducing its carbon footprint. Used 20% recycled material in its construction
- Designed to conserve water. Low-flow toilet and plumbing fixtures contribute to a reduction in water use by 54%
- Ready for the future. Electric vehicle charging stations use cutting edge, app-based technology to get you amped for your travels.

To learn more, contact the Versus team at [office@versusliving.com](mailto:office@versusliving.com).

# Versus Advantage Card

## TAKE ADVANTAGE

We're sure you'll enjoy using your Advantage card to explore vibrant downtown Calgary, located right outside your front door. You'll discover an array of amazing shops, restaurants, cafes, bars and more, offering you deals on their goods and services.

As a bonus to our Versus residents, you can enjoy our Versus Advantage Card that will offer great perks from participating retailers. Make sure you visit [versusliving.com/vip-advantage](https://versusliving.com/vip-advantage) to check out what's on offer from businesses participating in the Versus Advantage Card program.

\*One loyalty card per resident; ID verification is required to claim your card. Offers are subject to change based on the discretion of the business. Versus will not be held accountable for businesses failing to honour the offer.





# Resident Due Diligence

## PARTICIPATION

As a resident your participation is critical.

From the cleaning and maintenance of your balcony to the management of water vapor and air circulation inside your residence, to the timely reporting of any deficiencies in relation to water ingress, your diligence will prevent costly repairs from becoming necessary. Your involvement will help catch minor problems before they escalate into major repairs.

## UTILITIES

As a prerequisite to your residency at Versus, you are required to have set up service for electricity prior to your move in date.

- Electricity – consumers in Alberta are free to select their preferred electricity retailer. Refer to this link for a list of eligible retailers in Alberta as step one towards setting up your electricity account:  
<https://ucahelps.alberta.ca/retailers.aspx>.
- YES Energy management will be set up automatically upon move in for your water metering needs. Your water bill will be posted to your RentCafe account each month. Payment is to be made through your RentCafe account or at the property management office located on the 3rd floor of the East Tower.

## DECORATING

Your suite is your home, so feel free to bring out your creative side. However, please keep in mind that prior to moving out, you will be required to bring the walls back to their original condition from when you moved in (including, but not limited to, changing paint, filling nail holes, etc.).

## INTERIOR CARE & MAINTENANCE

### PLUMBING

- Please do not allow water to run, except when in actual use
- Proper use of plumbing fixture drain systems is essential to prevent clogs and back up. Do not dispose of leftover grease or cooking oil down sink drains. Do not flush non-flushable items such as paper towels, rags, feminine hygiene products, condoms, any kind of wet wipe, or Q-Tips.
- The Resident will be charged any costs due to improper disposal of items that results in drain clogs. Do not use drain cleaning products as they contain harsh chemicals that could pose a structural risk to the plumbing or a health risk to the resident if not used properly.

### QUARTZ COUNTERTOPS

- Virtually maintenance free, hard, non-porous surfaces require no sealing to renew its luster and are simple to clean. In most cases, soap and warm water or a mild detergent is enough to keep quartz surfaces looking like new. If necessary, use a mild abrasive cleaner (ex. Bar Keepers Friend) along with a non-scratch or delicate scrub pad. Afterwards, thoroughly rinse with clean water to remove residue.
- Quartz is more heat resistant than other stone surfaces including most granite, marble, and limestone, and is not affected by temperature lower than 150°C (300F). However, like all stone materials, quartz can be damaged by sudden and rapid temperature change. Therefore, hot pots and pans should never be directly placed on the surface. A hot pad or trivet should be placed on the surface under cooking units such as electric frying pans, crock pots, or roaster ovens.

### VINYL FLOORING

- For everyday cleaning purposes, it is sufficient to vacuum the floor or swept up with a soft broom.
- Foot marks and dust can be readily cleaned off with a damp cloth, however, only as a well wrung-out cloth. Never apply a wet cloth to the flooring or immerse it in water.
- We suggest fitting the feet of furniture items with felt gliders. Rolling furniture should be fitted with soft rubber chair castors.

### BATHROOM TILE & BATHTUBS

- The tiles in the bathroom should be wiped down occasionally to help prevent mildew. A solution of vinegar and warm water is recommended. Do not use detergent as it can make the surface slippery.
- Never use abrasive cleaners. These products could cause damage to the finish.
- Do not allow the surface to come into contact with acetone (nail polish remover), nail polish, dry cleaning solution, lacquer thinners, gasoline, pine oil, etc.

### BATHROOM & KITCHEN SINKS

- Do not use steel wool pads to clean the sink as they will leave a residue of small iron particles. They may not be readily visible, but they will lead to rusting and corrosion of the sink (Scotch Brite scouring pads should be used where vigorous scrubbing is required.)

# Resident Due Diligence

## EXTERIOR CARE & MAINTENANCE

Please do not sweep, shake, or throw anything out of the windows or onto patios below. Patios and/or balconies are to be used for patio furniture only.

- All planters are to be raised on supports to ensure water does not accumulate under the plant pots and sit or pool directly on the balcony membrane. Plants and foliage must be pulled away from the building to ensure proper ventilation. Creeping types of plants such as ivy, which tend to find their way under flashing, is not permitted.
- Balcony decks should be cleaned frequently to ensure long-term performance and to minimize the buildup of dirt and other contaminants that may ultimately stain and/or deteriorate the membrane. Report areas of pooling water or of water sitting against a wall.
- Decks drains must be free of blockage and or debris and must be monitored regularly to ensure free movement of water.

## WATER SHUT OFF VALVES

There are water shutoff valves for each water supply line into your suite, with the exception of the bathtub. For additional details please contact our service team at 403.910.1889.

## THERMOSTAT

Your Thermostat is located in your living room. The most cost efficient and user-friendly mode is AUTO. You can set the desired temperature range and the system will operate to keep your suite within that temperature. This uses the minimum amount of energy/electricity as the fan remains on a consistently lower setting. The higher the fan setting and heating/cooling difference, the more energy required. If you require any assistance, please contact our Service Coordinator at 403.910.1889.

## APPLIANCE TIPS & TRICKS

### DISHWASHER

- For best appliance cleaning results, wipe the print-resistant stainless steel with the grain, side-to-side, with a microfiber cloth.
- It is important to scrape your dishes, not rinse them, because the remaining food particles allows for the chemical reaction with the detergent to properly clean. When you rinse your dishes, the detergent has nothing to grab onto or eat away at, so it will eat away at your dishes instead.

- All blue areas in the dishwasher are "touch-points," which means they are customizable, such as the adjustable top shelf or removable cutlery tray separators.
- Tupperware containers and other plastics should only go on the top shelf, away from the exposed heating element on the dishwasher floor.
- Throw a dishwasher tablet directly in the drum once a month to ensure your appliance stays clean. You can do this with a full load of dishes, so no extra energy is wasted.

### STOVE/RANGE

- Your stainless-steel electric range with self-cleaning convection oven has a ceramic cooktop. It is best to avoid abrasive cleaning products or sharp tools on the delicate cooktop surface. Eco-friendly ways to clean a ceramic cooktop include a mixture of water and vinegar or green cleaning products such as Bayes Eco-friendly Cooktop Cleaner and Protectant.
- Refer to the manual in your suite to view instructions for self cleaning function: [manuals.ca/whirlpool/ywee730h0ds/manual?p=15](http://manuals.ca/whirlpool/ywee730h0ds/manual?p=15)

### MICROWAVE

- Place a mug of water with a bit of lemon juice in your microwave for a 90 second cook time for easy cleaning.

### FRIDGE

- The control panel for both the fridge and freezer can be found on the top interior of the fridge.
- Organize your produce by "style" not colour; leafy items go together, and items with skin / peel go together. This allows you to give the correct humidity control to your fruits and vegetables.
- Contact the service coordinator to replace filter as necessary.

### WASHER/DRYER

- Your suite is equipped with a full-size washing machine. Please sure appropriate settings and never overfill the washing machine.
- Two smaller loads will ensure the clothes are washed properly and do not overwork the machine.
- Less is more – every five cycles, wash your clothes without any detergent to strip your clothes of embedded soap and fabric softener for a deeper clean.
- Liquid detergent is preferred, but if you are going to use pods, please throw detergent pods directly in the drum of the washer before placing your clothes on top.
- Wiping under the rubber ring around the opening of the washer after each use will help maintain the seal of the door.
- Throw a washer tablet directly in the empty drum once a month to ensure

# Resident Due Diligence

your appliance stays clean. Do not include clothes in this cycle. Ensure this cycle uses HOT water.

- To prevent mold and mildew, leave the washer door and the detergent compartment slightly open to dry after every cycle.
- Your full-size dryer has two lint collection areas.
- The internal lint filter should be cleaned after every drying cycle in the front, and the secondary filter should be cleaned after every five drying cycles.
- More lint is not a good sign as it means you are likely drying your clothes for too long, and at too hot of a setting.

## PEST CONTROL

Please report any need for pest control to Property Management in writing immediately.

Report any signs of bed bugs. Do not wait. Even a few bugs can rapidly multiply to create a major infestation that can spread from one dwelling unit to another. Report any maintenance needs. Bedbugs like cracks, crevices, holes, and other openings. Request that all openings be sealed to prevent the movement of bedbugs from room to room.

- Check for bedbugs if you stay in a hotel or another home, inspect clothing, luggage, shoes, and belongings for signs of bedbugs. After guests visit inspect beds, bedding, and upholstered furniture.
- Keep the residence clean – practice good housekeeping standards.

## WINTER PREPARATION

To avoid pipes freezing and other issues with below-zero weather, your thermostat should be set at a minimum of 18 degrees Celsius during the winter months. Please also keep all windows and patio doors closed. A frozen pipe may burst and flood your suite as well as other suites.

Floods that are the result of resident negligence can and will be billed back to the resident in full.

## CORRIDORS

Hallways cannot be obstructed in any manner at any time by doormats, boot trays, strollers, shopping carts, or any other objects. These obstructions contravene the Fire Code.

## SMOKE DETECTORS

A smoke detector device has been installed in each residence. The Resident acknowledges upon the move-in inspection report that the residence has an activated and operational smoke detector. Do not disable the smoke alarm for any reason, disabling smoke detectors can put lives at risk.

In accordance with the Residential Tenancies Act of Alberta, Residents shall allow the Landlord access into the residence for the purpose of correcting any such defect, malfunction or failure. Resident shall allow the Landlord access to the residence to conduct annual inspections.

# Your Community

## SHOPPING

We encourage you to venture out and explore! Here is a brief list of neighbourhood grocery stores, restaurants, and major retailers you'll want to check out:

- Donna Mac
- Mid-town Market Co-Op Grocery
- Sucre Patisserie & Cafe
- NAM Vietnamese
- Safeway
- Posto Pizzeria & Bar
- Bonterra Trattoria
- District Studios

Now that you have begun to settle in, it's a good time to get to know your neighbourhood! Going for a walk can give you the opportunity to explore your surrounding stores, restaurants and other exciting features that the Beltline has to offer. If you would like any assistance locating a local service or business, please do not hesitate to reach out to Concierge at [concierge@versusliving.com](mailto:concierge@versusliving.com) or 780.665.6555.

As a bonus to our Versus residents, you get to enjoy our Versus VIP Advantage Card - allowing you to enjoy some great perks from participating retailers.



# In Case of Emergency

## IN CASE OF EMERGENCY



### VERSUS EAST TOWER

917 10 Ave SW  
Calgary AB  
T2R 0B5

### MY SUITE NUMBER

### MY PHONE NUMBER

### VERSUS WEST TOWER

1008 9 St SW  
Calgary AB  
T2R 1B1

### EMERGENCY SERVICES

Fire, Police, Ambulance

**9-1-1**

### Muster Point

- Cross 10 Ave SW.
- Meet in parking lot to the east of the fire station.
- Await for further instruction.
- Do not re-enter the building until you receive authorization to do so.

### FIRE OR FIRE ALARM IN THE BUILDING

- Stop what you are doing.
- Dial 9-1-1 and provide the complete address and location of the fire, if known.
- Close all windows and balcony doors.
- Check your door for heat.
  - If it's hot to touch, do not open it. Soak bedding, mattresses, etc with water and pile against the door.
  - If it's cool to touch, open door slowly.
- Check for smoke in corridor.
  - If corridor is clear, exit your suite and close the door behind you.
  - If corridor is not clear or impassible, remain in your suite.
  - Keep the door closed.
  - Stand on the balcony or by an open window.
  - Wave to signal your position.
  - Wait to be rescued.
- Remain calm.
- In a fire resistive building, you are safer in your suite with the doors closed than attempting to escape through fire and smoke.

### FLOOD SAFETY

- **Stay Informed:** Monitor local radio, television, and social media sites for information and updates.
- **Get to Higher Ground:** Get out of areas subject to flooding and get to higher ground immediately.
- **Obey Evacuation Orders:** If told to evacuate, do so immediately. Be sure to lock your home as you leave. If you have time, disconnect utilities and appliances.
- **Practice Electrical Safety:** Don't go into the parkade, or any room, if water covers the electrical outlets or if cords are submerged. If you see sparks or hear buzzing / crackling / popping noises, get out! Stay clear of water that may have electricity in it.
- **Avoid Flood Waters:** Do not wade through flood waters. It only takes six inches of moving water to knock you off your feet. If you are trapped by moving water, move to the highest possible point and call 911 for help.
- **Practice Cautious Driving:** Do not drive into flooded roadways or around a barricade. Water may be deeper than it appears and can hide many hazards, such as sharp objects, washed out road surfaces, chemicals, etc. A vehicle caught in swiftly moving water can be swept away in a matter of seconds. Twelve inches of water can float a car or small SUV and 18 inches of water can carry away large vehicles with ease.

### FIRE IN YOUR SUITE

- Stop what you are doing.
- Alert everyone in the suite.
- Dial 9-1-1 and provide the complete address and suite number.
- Exit your suite. Leave the door unlocked.
- Pull the fire alarm in the corridor.
- If the fire is in its incipient stage, use the building's fire fighting equipment.
- Only use stairways to exit your floor.
- Walk to the lobby.
- Meet the Fire Department outside of the building.
- Inform the Fire Department of the location of the fire.

# VERSUS

LIFE ABOVE THE LINE

919 10 AVENUE SW CALGARY, AB T2R 1A8

[VERSUSLIVING.COM](http://VERSUSLIVING.COM)



one properties