

CITIZEN  
ON JASPER



Dear Citizen,

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

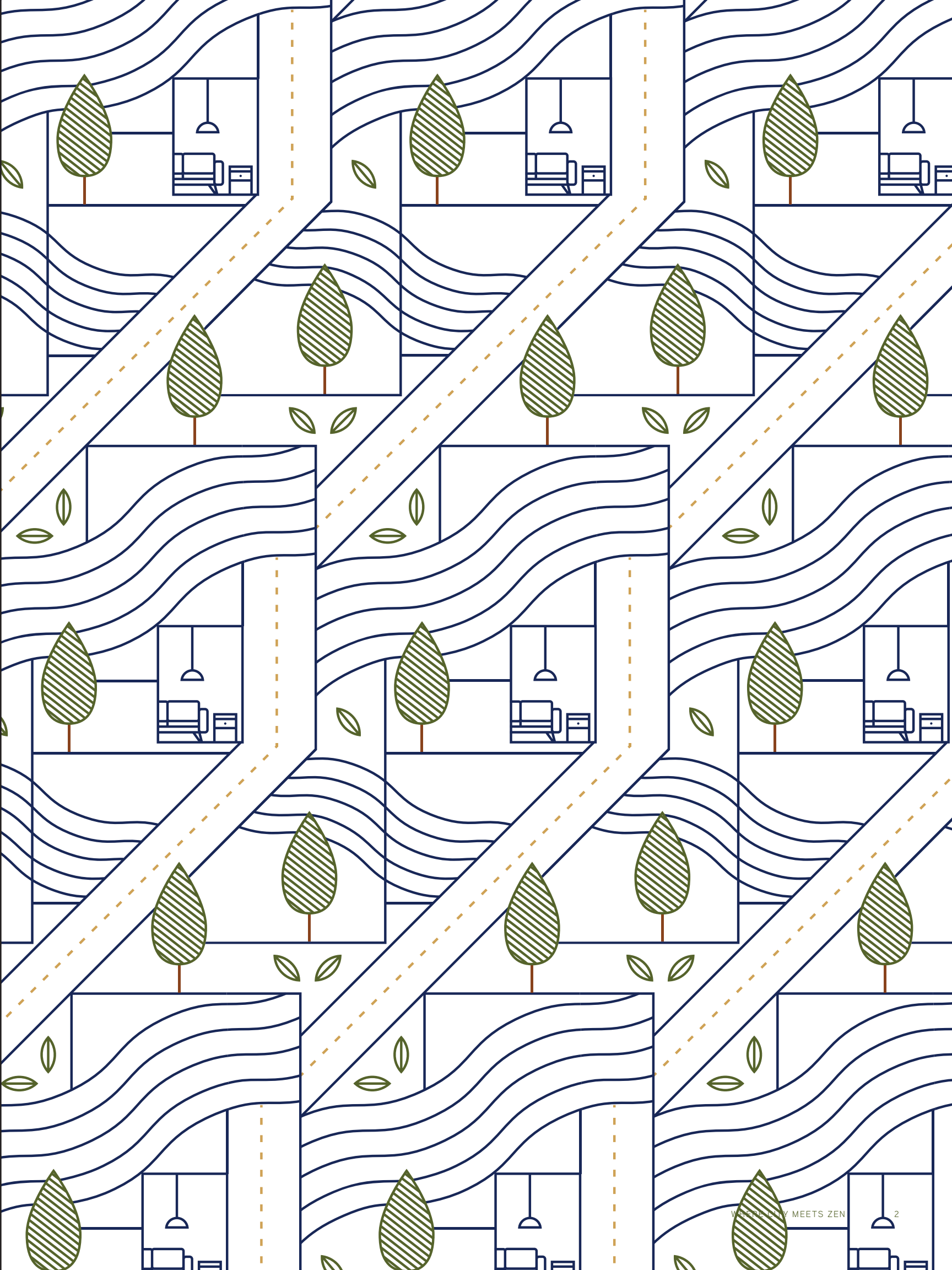
Whether this is your first apartment, or you are a lifelong renter, we are certain that you will be pleased with your decision to join our community. We are committed to making sure that your tenancy with us is an enjoyable one.

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



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

## MAILING ADDRESS

Citizen on Jasper 10110 120 St NW, Edmonton, AB T5K 0M5

## ESSENTIAL NUMBERS

Leasing	780.932.4193 ext. 1
Service	780.932.4193 ext. 2
Concierge	780.932.4193 ext. 3
Property Management Office	780.932.4193 ext. 4
Security	780.932.4193 ext. 5

## OFFICE HOURS

Leasing Office	Sunday & Monday	CLOSED
	Tuesday & Wednesday	9:00 AM - 5:00 PM
	Thursday & Friday	11:00 AM - 7:00 PM
	Saturday	9:00 AM - 5:00 PM
Service	Monday - Friday	7:00 AM - 3:30 PM
Concierge	Wednesday	CLOSED
	Thursday - Tuesday	11:00 AM - 7:00 PM
Property Management Office	Monday - Friday	8:30 AM - 5:00 PM
Security	Monday - Friday	5:30 PM - 8:30 AM
	Saturday - Sunday	

## EMERGENCY CONTACTS

	EMERGENCY	NON-EMERGENCY
FIRE	9-1-1	780-496-3900
POLICE	9-1-1	780-421-3333
AMBULANCE	9-1-1	780-423-4567
ENVIRONMENTAL EMERGENCIES	9-1-1	780-422-4505
GAS LEAK	9-1-1	3-1-1
KIDS HELP PHONE	1-800-668-6868	-
HEALTH LINK	8-1-1	-







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# General Information

## BUILDING ENTRY ACCESS

### FOB

Citizen on Jasper has partnered with Salto Systems to give you secure and seamless access throughout the building.

Access to designated common areas is gained through using the fob that is included in your resident move-in package. To unlock, simply pass your fob in front of the fob readers, granting access to your floor, unit and building common areas.

Each suite receives the designated number of devices at no charge. Subject to Property Management consent, additional devices may be available at an additional charge. All remote fobs have been assigned a unique identification number that has been entered into the building security system.

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.

In the event you are locked out of your apartment please contact Security or Concierge at [concierge@citizenonjasper.com](mailto:concierge@citizenonjasper.com) or **780.932.4193 ext. 3**. For your protection, only the authorized leaseholder(s) are permitted entry.

Safety chains or any additional locks may not be attached to suite entry doors without written consent from Property Management.

### INTERCOM

The intercom system at Citizen on Jasper 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, exterior loading bay entrance, visitor parking vestibule entrance.

#### Intercom Operating Procedure:

1. On the intercom panel, visitors enter/search the touch screen directory.
2. You will hear two short rings on your telephone when there is a call on the intercom.

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.

## ELEVATORS & STAIRWELLS

The elevators are high-speed with restricted floor access to provide convenience and security. Stairwells provide emergency exits and are supplied with their own air supply in the event of a fire.

## SECURITY

We have security on-site:

Monday to Friday: 5:30 pm - 8:30 am  
Saturday to Sunday : 7:00 pm - 11:00 am

Our security team can assist with security-related concerns, after-hours emergencies, and parcel pick-ups. Security can be reached at **780.932.4193**

## 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. The Citizen on Jasper Concierge Team has several local connections such as moving companies, valets, wine stores, and more! They would be delighted to connect you with any of these local businesses. You can contact Concierge at [concierge@citizenonjasper.com](mailto:concierge@citizenonjasper.com) or **780.932.4193 ext. 3**.

#### Concierge Hours

Thursday - Tuesday	11:00 AM - 7:00 PM
Wednesday	CLOSED

## AFTER-HOURS EMERGENCIES

In case of after-hour emergencies, contact Security Team at **780.932.4193 ext. 5**. 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 resident in full.



# General Information

**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. Any applicable clean up charges are the responsibility of the resident(s) and may be billed back accordingly.
- 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.

## VISITOR PARKING

Visitor parking is conveniently provided for both short and long-term guests of our community. All visitor parking reservations must include the vehicle make, model, license plate and contact phone number of the individual parking in the stall. Without this information, the vehicle is subject to being ticketed or towed at the owner's expense.

Short Term Visitor Parking :

- Four (4) stalls are available at ground level which are only reservable for Citizen resident's visitor use during non-leasing hours.
- Residents (each suite) may reserve a maximum of 4 times per month, up to a maximum of 6 hours per session.

Long Term Visitor Parking:

- Eight (8) stalls are located in the underground parkade. These stalls are available for Citizen resident's visitor use 24 hours a day.
- Residents (each suite) may reserve a maximum of 2 times per month, and the duration allotted is 24 hours.

## TOWING

If an unauthorized vehicle occupies an assigned stall, it is the resident's responsibility to have this vehicle removed. This can be done by contacting Cliff's Towing at 780-451-1555 and providing the authorized code 'PPCOJ'. The resident will need to provide proof of their Parking Agreement or proof of guest reservation to have the vehicle removed

## PERSONAL LOCKERS

Personal lockers are located in the parkade on levels P1, P2,P3, P4 and P5. These are available on a first-come-first-served basis at a monthly cost.. 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

We are pleased to offer an avant-garde parcel storage system – managed by Luxor and is located to the right of the Concierge desk. This will keep your packages safe and secure until you arrive home. We also have a larger room available for temporary storage of large items that may be delivered to you.

With respect to large 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.

Please contact Concierge at **780.932.4193 ext.3** to answer any questions you may have.

# General Information

## SMOKING, VAPING OR BURNING OF ANY SUBSTANCE

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

Resident, 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 not to be utilized for additional storage or bicycles
- Balconies are non-smoking
- Balconies are not to be utilized as a pet relief area. Please either access the designated exterior pet relief space on the Level 2 Amenities Floor or outside the exterior of the property, away from the entrance(s) to the building.

## 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.

Citizen on Jasper 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 fob 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 be listed on resident insurance policies

## 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 applicable for online credit or debit payment.

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



# General Information

## 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. Alternatively, you can call the Service team at **780.932.4193 ext.2**.

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
- Islands are not to be moved
- 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 costs that may be incurred to repair damage to the suite are the sole responsibility of the leaseholder(s).

## 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 Citizen's Concierge, and they will be more than happy to assist you.



## MOVING IN/OUT

We endeavor to make your move as seamless as possible. At the base of the tower, we have a pre-move area at the loading bay area that is next to the freight elevator. This will help keep the hallways clear as you relocate to and from the building and your vehicle. Elevators can be reserved for a two-hour window on a first-come-first-served basis. Please see Concierge for assistance or the RENTcafe app.

## QUIET HOURS

Quiet hours are between 10:00 pm to 7:00 am, 7 days a week and holidays.

Please be courteous of your fellow neighbour(s) and keep noise levels to a minimum. Sound, including base, many travel inadvertently, therefore please be cognizant of your surroundings. This also relates to use of the common and amenity space within the building.

If you experience unreasonable noise levels, please contact a member of our Citizen on Jasper team or Security team if after business hours.

Security: **780.932.4193 ext. 5**

Concierge: [concierge@citizenonjasper.com](mailto:concierge@citizenonjasper.com) or **780.932.4193 ext. 3**



# Citizen on Jasper Amenities

## GENERAL INFORMATION

### Amenity Hours of Operation:

7:00 a.m. to 12:00 p.m.

Fitness Centre, Pet Relief, Gym, and Pet Spa 24/7

Outdoor Hot Tub (seasonal): 7:00 a.m. to 12:00 p.m.

- For the safety of all Residents and their guests, all occupants of Citizen on Jasper shall follow the rules and regulations 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 Lobby and the 2nd floor and 33rd Sky Lounge.

Simply connect to:

- Network: #Telus
- No password required.

### PET AMENITY USE

Pets are not permitted in ALL amenities areas, with the exception of the Dog Park on the Level 2 patio and pet spa.

## RENTCAFE PORTAL (BOOKING INFO)

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.

## CITIZEN ON JASPER RESIDENT EVENTS

Part of joining the Citizen on Jasper 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 Citizen on Jasper, by editing your RENTcafe profile settings.**

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

## GUEST SUITE

Our guest suite is available for nightly rental. For booking details, please contact the Concierge at **780.932.4193 ext. 3**.

- We do require 24 hours' notice for cancellations. Cancellations received with less than 24 hours' notice will result in the full reservation 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 cancelled the charge is reversed and the credit will remain on the resident's account.
- We do have a small bank of items that are available upon request. If your guest has forgotten something, please do not hesitate to contact Concierge for assistance.

## FITNESS CENTRE

Our gym spans a large portion of the 2nd floor of the building.

## YOGA AND DYNAMIC WORKOUTS

- A private yoga and dynamic workout space is located on the 2nd floor and is available for private bookings, via RENTcafe resident portal. Please visit RENTCafé or Concierge to book a reservation.

## OUTDOOR HOT TUB AND TERRACES

Located on the 2nd floor, available for all residents to use, it includes a fire lounge and dining area with three barbecues.

The hot tub is available seasonally, Spring to Fall. We kindly ask that when you use the hot tub, you are mindful of noise for the residents dwelling around the hot tub deck. **Alcohol, food, drinks, and glass are strictly prohibited in the hot tub and around the hot tub deck.**

For instructions on how to use the fire lounge, please contact concierge at **780.932.4193 ext. 3**

### Hot Tub Safety Rules

- Shower with soap and water before you come in.
- Enter and exit the hot tub slowly.
- Please no jumping or diving.

# Citizen on Jasper Amenities

- Do not bring glass in or near hot tub.
- Do not use alcohol, narcotics, or medications. Patrons who are intoxicated will not be allowed to use the hot tub.
- Elderly person must consult a doctor before use.
- Pregnant persons should consult a doctor before use.
- Children under the age of 16 must be supervised by an adult.
- Maximum safe amount of time to soak in a hot tub will be 15 minutes in water temperature of 104°F (40°C) and up to 30 minutes if the water is between 95-100°F.
- Do not enter if temperature is over 104° Fahrenheit (40°C).
- Anyone with heart disease, diabetes, high or low blood pressure or any serious illness should consult with doctor before entering the hot tub.
- Please replace hot tub cover after each use.
- Please do not sit or lie down on the cover.
- Please turn off high jets after use.
- Please do not use soap, oil, bubble bath or other bathing products in hot tub.

## COWORKING SPACE

Located on the 2nd floor amenities level, our coworking space is the ideal spot for residents to kickback with a book, study, or work during the day. Please be mindful of noise levels while your neighbours are working.

## MEDIA LOUNGE

Located on the 2nd floor amenities level, is our Media Lounge. Residents will have access to a big screen tv and movie theatre seating to kick back and enjoy a movie with friends.

## DEMONSTRATION KITCHEN

Location on the 2nd floor amenities level, the demonstration is fully stocked with cooking tools and appliances. Available for residents to use on a first come first serve basis, residents may gather with friends, cook a meal, or host an event in the kitchen. 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. If you notice an item missing or the kitchen needs restocking, please notify a member of our team.

## BILLARDS ROOM

Located on the 2nd floor amenities level, the billards room is equipped with billiards to shoot pool with friends. The billards room is available for all residents to use on a first come first serve basis. For questions, missing or broken items, residents may contact concierge at **780.932.4193- ext. 3**.

## MULTI-SPORT SIMULATOR

Located on the 2nd-floor amenities level, our state-of-the-art multi-sport simulator is available to reserve via the RENTCafe app. Equipped with seventeen sports you will never get bored (golf, target pro tour, soccer, baseball, football, hockey, basketball, sport shooting, bowling, dodgeball, lacrosse, footgolf, hunting, cornhole, horseshoes, handball, bocce, and archery).

- Golf clubs and golf balls are available for use. To use, please visit the concierge/security desk to sign in/out.

## COMMUNAL BARBECUES

There are three designated barbecues available for residents to use on a first come first serve basis at their own leisure on the L2 rooftop terrace.

**Glassware is not permitted in this section of the patio, and food and drink items must remain within the designated dining area.** Please ensure that the BBQs are cleaned, and no garbage or food is left behind.

## SKY LOUNGE

Located on the 33rd floor, the Sky Lounge offers a mélange of co-working space, lounging space, and a bar stocked full of glassware. It also offers an outdoor patio providing breathtaking views of the Edmonton skyline. To allow a fair opportunity for all residents to enjoy the sky lounge, the following courtesies apply.

- Residents can book the sky lounge up to 30 days in advance.
- Fridays are unavailable for resident reservations.
- Each resident is allotted 2 sky lounge private bookings per month.

## LOBBY

Located on the ground level, next to the leasing centre, complimentary coffee is available for residents to use on a first come first serve basis. Complimentary coffee provided is to remain in the lobby, taken as used.

# Citizen on Jasper Amenities

## PET SPA

We love your furry friends so much that we have an amenity space just for them! The Pet Spa is located on the ground floor level.

- A custom-designed area where you can bathe and dry your pet.
- Located on the Ground Floor, in the back of house area.

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

## BIKE STORAGE

Bike storage is located in the parkade on P1 to P5. Bike storage is available for \$20 a month on a first-come-first-served basis. Residents are required to provide their own lock and bikes must be locked at all times. Our bike wash and repair station can be found on P1.

## 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 fee to Property Management prior to issuing a new access card.
- Management reserves the right to cancel access at any time if the undersigned is in violation of this Agreement.
- Citizen on Jasper 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.
- Please ensure the space is left clean to its original conditions after use.
- 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, and skateboards are not permitted

inside the Citizen on Jasper 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 Citizen on Jasper, 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.



# Citizen on Jasper Advantage Card

## TAKE ADVANTAGE

We're sure you'll enjoy using your Advantage card to explore vibrant Jasper Ave right outside your 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 Citizen on Jasper residents, you can enjoy our Citizen on Jasper Advantage Card that will offer great perks from participating retailers. Make sure you visit [citizenonjasper.com/vipadvantage](http://citizenonjasper.com/vipadvantage) to check out what's on offer from businesses participating in the Citizen on Jasper 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. Citizen on Jasper will not be held accountable for businesses failing to honour the offer.



# LEED® at Citizen on Jasper

## 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 Citizen team is proud to be pursuing a LEED Gold Certification to support healthy indoor spaces, while also supporting high performance technologies and lower utility costs.

Citizen is:

- Efficient. Estimated to use 25% less electricity and natural gas relative to code requirements.
- Resourceful. Designed to use 40% less potable water than conventional properties.
- Built for comfort. From the high performance HVAC system to rigorous design for thermal comfort, your well-being in Citizen is our priority.
- 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 Citizen team at  
[office@citizenonjasper.com](mailto:office@citizenonjasper.com).

# 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. Failure to report maintenance issues when discovered, may result in remediation costs being billed back to the resident(s).

## UTILITIES

As a pre-requisite to your residence at Citizen, you are required to have two valid accounts prior to your move-in date: one with an electricity retailer, and another with Metergy.

- 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>.
- Metergy - we have partnered with Metergy for your water metering needs. There is a \$50 admin fee for Metergy. Each suite is individually monitored and billed. If you have any billing inquiries, contact the Customer Care Team at 1.866.449.4423.

## 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 suite back to its original condition from when you moved in (including, but not limited to filling nail holes, etc.).

We do not allow 'live' Christmas Trees in our buildings as they can present a fire hazard. If you wish to celebrate the holiday season with a festive tree, we recommend purchasing a recyclable or re-usable tree.

## INTERIOR CARE & MAINTENANCE

### PLUMBING

- Please do not allow water to run, except when in after 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 tampons, condoms, wipes, or Q-tips in the toilet.

- The Resident will be charged any costs due to improper disposal of items that results in drain clogs.

## QUARTZ COUNTERTOPS

- Virtually maintenance free, hard, non-porous surfaces require no sealing to renew its luster and are simple to clean. In most cases, spa 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 (300°F). 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, white 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. For additional details please contact our service team at **780.932.4193-ext.2**.

## ELECTRICAL

Familiarize yourself with the location for the electrical panel in your residence (typically located on the wall behind a bedroom door or in a closet). This panel contains circuit breakers, which are labelled to indicate which circuits they protect.

Each electrical component is identified with a number that corresponds to the circuit breaker number. When a circuit is overloaded or shorted out, the breaker trips to the OFF position – to reset the breaker, switch the breaker back to the ON position.

### Ground Fault Circuit Interrupters (GFCI)

All bathroom outlets come with a GFCI outlet, therefore, if the GFCI usage is interrupted, the circuit will shutdown the bathroom outlets and lights. If there is too much of a draw, the power is automatically interrupted, and a red-light signal will appear. The same red light appears when you press down on the TEST button. To reset, simply press the RESET button; the red-light signal will disappear.

## THERMOSTAT

Your thermostat is 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 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 **780.932.4193 ext. 2**.

## 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.
- 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

- Tray position #1 refers to the lowest, bottom rack.
- Download the free Whirlpool app for this appliance and scan the QR code on the display for remote control (such as pre-heating your oven from a distance) or to live-chat with a Whirlpool appliance technician for troubleshooting.
- This “smart” appliance learns your cooking habits and can suggest/store your favorite meal cooking settings. This appliance is factory reset each time a new resident moves in so it will learn your individual cooking habits.
- The convection cooking/baking setting within the oven cooks your food evenly so you can, for instance, bake three sheets of cookies at a time instead of one.
- The self-cleaning function calls for 1 ¼ cup of distilled water in the floor of the oven, and only takes 40 minutes at 200°. There is a sponge in the appliance manual package you can place in the oven afterwards to soak up the excess water. And the best part is that you can still use your stove top during the self-cleaning.

# Resident Due Diligence

## MICROWAVE

- Place a mug of water with a bit of lemon juice in your microwave for a 90 second cook time for easy cleaning.
- There is a steam vessel accessory you can purchase from Whirlpool that allows you to steam fish, vegetables, or rice while locking in nutrients.

## FRIDGE

- The control panel for both the fridge and freezer can be found on the top interior of the fridge.
- Set your appliance to "Party Mode" when you are having company. This makes your compressor work that extra little bit to keep your items at the right temperature regardless of the increased opening and closing of the door. Party Mode automatically resets itself after 24 hours, or you can cancel at any time.
- 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.

## WASHER/DRYER

- This is a high efficiency washer, meaning you should only use "HE" detergent. It also means only a cold-water connection is required, and the warming of the water is done internally when needed.
- Activate the detergent setting on your washer prior to adding the detergent. Your washer will weigh your load and tell you exactly how much detergent to add in milliliters.
- 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.
- Throw detergent pods directly in the drum of the washer before placing your clothes on top.
- A full washer works best – clothes clean themselves better when the items rub against each other to release dirt and grime from the fabric.
- Activate the tumble fresh setting on your washer each time you do a load of laundry. This tumbles your clothes post-cycle for ten seconds at a time every ten minutes, for up to 12 hours, so you never have to worry about "stale" laundry coming out of your washer.
- Throw a washer tablet directly in the empty drum once a month to ensure 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 dryer works on a heat pump and therefore no venting is needed, but you should empty the water tank found near the top of the dryer after every cycle.
- The heat pump dryer works best when ½ to ¾ full. Hang dry your delicates and other clothing items and dry your sheets and towels in the dryer for best results.
- Increase your dryer conductivity setting to "5" for better drying results.
- 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. To clean the secondary filter, remove the mesh screen and rinse under warm water. Allow the filter to dry before replacing.
- 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.

## MOVING APPLIANCES

Please do not move appliances. While we can all appreciate a thorough cleaning we wanted to take the opportunity to caution against the moving of appliances as part of a cleaning regime as, if done so without the proper equipment, damage can be caused to the flooring in the units.

If you require any maintenance to be completed in your unit please contact the Citizen Service Department by emailing your request to [service@citizenonjasper.com](mailto:service@citizenonjasper.com) or submitting a maintenance request via your RENTCafé resident portal.

## 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. Reports 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.

# Resident Due Diligence

## WINTER PREPARATION

To avoid pipes freezing and other issues with below-zero weather, your thermostat should be set at a minimum of 20 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.**

## 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. Please test your smoke detector monthly to ensure it is operational.

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.

## 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.

# Your Community

## SHOPPING

Jasper Ave offers a multitude of shopping options minutes from Citizen. 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:

- Duchess Bake Shop
- Woodshed Burgers
- Government House Park
- High Street Centre
- Edmonton Downtown 124th Street Farmer's Market
- Paul Kane Park
- Versailles Cafe YEG
- Plum Home + Design
- Safeway
- Odd Company Brewing
- The Promenade (Boulevard)
- Bar Clementine
- Earls
- YEG Cycle Spin Studio
- Victoria Golf Course

Now that you have begun to settle in, it's a good time to get to know your neighbourhood! A walk can give you that much needed break and the opportunity to explore your surrounding stores, restaurants, and other exciting features that Jasper Ave offers. If you would like any assistance locating a local service or business, please do not hesitate to reach out to Concierge at [concierge@citizenonjasper.com](mailto:concierge@citizenonjasper.com) or **780.932.4193 ext. 3**.

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





# CITIZEN

ON JASPER

WHERE CITY MEETS ZEN

10110 120TH ST, EDMONTON, AB T5K 0M5

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

