

# LANDLORD Q & A

## Landlord / Property Manager Contact Information

Name :

Phone # :

Email :

Unit Address :

## Landlord / Rental Office

- Who do I contact for routine occurrences?
- Who do I contact in case of an emergency?
- What timeframe can I expect a response in? What is the best method of communication?

*Tip: Always confirm conversations in writing*

## Maintenance

- Is any unit maintenance required prior to move-in?
- Is there any projected maintenance or renovations expected in the unit/building this year?
  - If yes, how long will it take? What disturbances should be expected?
- Are there any unique maintenance processes?
- Who does apartment maintenance?
- How is apartment maintenance handled?
- What is the timeframe for minor repair completion?
- Will there be lawn/driveway maintenance?

## Household

- Are there any mold / mildew problems in the unit or adjacent units?
- Has this unit ever had bed bugs? If so, how were they treated? How recently?
- Does the unit have any issues with mice, cockroaches, or other pests?
- Are there pests in other units?
- What is the plan to resolve pest issues in future?

## Building and Unit Safety

- What measures are in place to ensure tenant safety?
- What is the surrounding neighbourhood like?
- Do all windows and doors lock properly? Is there a peep hole on the unit door?

## General Care & Upkeep

- Are the walls in need of patching/repainting?
- Are the light fixtures, nails, window hardware, etc. painted over? Still functional?
- Are any surfaces or storage spaces in disrepair? Still functional?
- Are pre-existing damages documented? *Tip: Take unit photos before move-in and email to landlord as a record*

## Heating & Cooling

- What type of heating is used in the building? (e.g. Electric, gas, etc.)
- Is there air conditioning?
- Does the tenant or landlord control the heating/cooling?
- Does the heating/cooling turn off during certain times of year, and if so, when?  
*Tip: In Ontario, landlords must keep units at 20°C between September and June*
- If the unit requires electric heaters or fans to keep temperatures reasonable, will the additional expense be covered by the landlord?

### Front Desk

- Is there a front desk in the building?
- What hours are the front desk present?
- What services do they provide?
- Who is on-call 24/7 for the building? How do I contact them in case of an emergency?

### Mail

- Where does mail get delivered?
- What is the policy on package deliveries?

### Room and Unit

- How many bedrooms does the unit contain?
- What are the specific room dimensions?
- What is the total unit square footage?
- Is there en-suite laundry?
  - If not, is there laundry in the building?
  - How much does it cost?
  - What is the payment method?

### Buzzer

- How do I let someone into the building?
- Is there a buzzer? How do I get my number added?
- If it is a house, is there a working doorbell?
- Are there any rules about guests?

### Internet & Cable Connections

- What rooms have a wall connection to connect a router?
- Is wifi included or will you need to secure your own?
- Does the building have a preferred service provider?

### Pets

- Are pets allowed in the building?
- Is there a weight/size/type restriction? Is there a pet fee? If so, how much is it?

### Additional Notes

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