



Welcome to your new home at Capital

*This Resident overview will provide you with detailed information on
your community, your building,
and your new home!*

C A P I T A L





Introduction

Welcome to Capital Apartments, nestled along Jasper Ave, you'll have easy access to Edmonton's cultural scene, dining, and entertainment options, creating a perfect blend of work and play. You have joined a community that values sustainable luxury, where green living meets contemporary comfort. Kickstart your day in our inviting coffee lounge, a perfect space to socialize or study over a cup of freshly brewed coffee. Stay fit and active in our modern fitness center and later unwind on the rooftop patio with park and river views across the city.

Enjoy large social evenings? Our communal and social dining table space allow you to cater events for large groups of friends or family. Designed with students in mind, our meeting rooms offer an ideal environment for group projects or focused study sessions. In your home, enjoy spacious open-concept designs with individual heating and AC controls, in-suite laundry, walk-through closets, and high-quality modern finishes. Pet-friendly policies allow you to bring your furry friends along for the journey.

Property Management Team

Chantal Steele - Building Manager
Gabrielle Cantos – Property Manager
Mary Flores – Property Administrator
Marc Bourdage - Building Technician-Maintenance

Building Inquiries
email: residentialedmonton@strategicgroup.ca
phone: 587.404.0809

Emergency Contact List

Call 587.404.0809 for all After-Hour Emergencies

In the event of an Emergency, please call 911 for Ambulance, Fire, and Police

In the event of a fire alarm, please exit the building

Our Property Management team is equipped to answer all questions! If you have any questions or concerns, please get in touch; our door is always open!

Communications

Signing your lease

Prior to your move in date and inspection we will send you the lease electronically to be signed. All occupants over the age of 18 will be required to sign the lease and will receive a link via email. If you are having any issues, please email our Property Management team:
residentialedmonton@strategicgroup.ca

Move Inspection and Key Handover

Please contact the Property Management team for your move inspection and key handover date. A calendar invite will be sent to hold your place.

How to Pay Rent

We require all residents to be on PRE-Authorized Debit (PAD) form or to sign up for Zenbase. Zenbase offers smart rent payments that build your credit and can be split into two payments each month (**see page 9**). **Rent is due in full on the 1st day of each month.** You will need to provide a void cheque or direct deposit form to accompany the Pre-Authorized Debt (PAD) form.

Tenant Insurance

Please be advised, as per your Lease Agreement, each Resident is required to obtain and carry General Comprehensive Liability Insurance with a minimum of \$1 Million. A copy must be provided to the Property Management prior to your move in date.

Electricity Setup

The Utility Supplier is Metergy and set up will need to go through them. We need confirmation that this has been setup as part of your tenancy agreement. This must include your unit number and address of building with the service start date. Please have available for your move inspection and key handover date.

Booking an Elevator

An elevator booking is required for moving anything larger than luggage and small boxes. Please book your elevator time with our Building Manager at residentialedmonton@strategicgroup.ca. There is a loading dock at the back of the building, which can accommodate your moving vehicle. Please do not move through the parkade.

Failure to book an elevator may result in damage to the elevator.

Any costs repair damages to elevators and common hallways, will be the responsibility of the Resident.

Maintenance Repairs

Rent Cafe is an online portal for our residents that allows a seamless experience for you, right from the convenience of your cellphone or computer. Complete online maintenance requests and review your account. Please see Rent Café overview on **page 8**.

Building Features

Your Pets

Please take your pets off the premises to do their business. Pets are not to defecate on your balconies or any common areas of the building.

If you have moved in and have decided to bring a pet into your home, please contact residentialmonton@strategicgroup.ca to **complete the Pet Agreement Form**, prior to bringing your new pet home.

Please refer to your lease agreement and contact your Property Management Team for more information regarding the pet policy.

Bicycle Storage and locker Options

Bike rooms are located in North Tower Parkade. please contact property management to gain access.

Please note, if you choose to use one of the bike rooms to store your bike, this is at your sole discretion as Management is not responsible for any lost or stolen bikes. Please ensure you lock your bikes up with your own lock.

Storage Lockers are available to rent out to residents. There are storage rooms at the parkade level - P2. Please contact the Property Management for pricing and available options.

Underground Parking

Underground heated parking is accessible with a parking pass. Please contact Property Management if you would like to access the parking garage or to lease additional stalls.

All parking is offered at an additional rate.

Parking is accessible from 101 street and 106 Avenue

Keyless Access

When your batteries in your Salto lock need to be changed, the solid red light will start flashing red. It is important the batteries are changed immediately at this point. If you do not know how to change, please issue a maintenance request. If your lock dies and it is after hours, there will be a charge-out call of \$250 for our team to gain access to your suite.

Soon to come is the Justin Mobile app. This will allow access to the building and your unit via your phone. This is available in both the Apple Store and Play Store. Once downloaded, please contact Property Management and let them know you are looking to program the app. They will add this to your account on the SALTO system. Then you will be able to use it to open building doors, and your suite door.

Building Features cont.

Mail Room

The mail room should not be used for package delivery. **There is a Snaile locker system by the main floor elevator that allows for packages** that are delivered to be placed into a secure box.

If you receive a package that is secured into the Snaile Lockers, you will receive a text message with the information needed to retrieve your package. If further assistance is required, please contact Property Management.

Elevators, Hallways, and Stairwells:

Per the fire and safety code, please do not store anything in the hallways outside your suite or place any mats outside your suite door. Please contact Property Management to book any elevators for moves or furniture deliveries.

Built Green Certified

CAPITAL has been built to be a green building. What this means is that we have used Energy Efficient systems such as: windows, heat recovery ventilator units, Energy Star certified appliances, and energy efficient lighting – just to name a few ways we are working to be as Green as possible.

Emergency Exits

All Emergency Exits are marked with illuminated signage.

Security

Building security is everyone's responsibility. Please ensure all doors are closed behind you before proceeding from the entrances. Do not let anyone in you do not know, ensure a fob is scanned for anyone trying to follow you into the building.

If you have any concerns, please reach out to the Property Management Team.

Amenities

- **Main Floor:**
 - Gym with WIFI
 - Coffee Lounger with machine for tenant use
- **13th Floor Community Lounge**
- **Electric Car Charging Stations**
- **Rooftop Patio**

Use of Amenities

When using any amenity, please ensure there are no pets on any of the furniture. When using any amenity, please clean up after yourself: if you move furniture, please place it in the same spot it was prior, leave no mess behind– if a mess is made you can't clean up, please advise Property Management. For any of the BBQs, please ensure to clean up the BBQ and the utensils you used.



Your Community

With trendy shops, boutiques, and restaurants, the community is a walkable, street-level shopping and dining district. The nearby parks and pathways make this one of the best communities to live in Edmonton. Discover the inner-city amenities such as: library, tennis & volleyball courts, museums, parks, playgrounds, skating rinks, swimming pools, etc.

Your Home

Resident Responsibilities

As per your Lease Agreement – rent is due on the 1st of the month. Any late payments are subject to late fees

Please refer to your Lease Agreement – any questions can be directed to the Property Management Team.

Any replacements fobs are subject to \$150.00 charge; parking passes \$150.00 charge and mail keys are \$75.00 charge.

Heating and Cooling in Your Suite

Each Suite is equipped with a Heat Pump and A/C – controlled in-suite. **Filters in the Heat Pumps need to be replaced on a regular basis.** This is completed by the Strategic Team.

Intercom System

On the date of your move in we will be programming the name and number on your application form into the intercom system.

Once the intercom is hooked up to your phone number, your visitor will dial your suite number, and you will receive a phone call. Once you answer the phone and confirm it is the visitor you are expecting, press 9 on your phone. This will unlock the door and give your visitor access to the main lobby.

Appliances

Ensure you are cleaning out the “Booster Trap” above the washer and dryer unit – this is the same as cleaning out a dryer lint trap. This should be done on a regular basis to ensure proper function. To clean, remove the white plastic face and proceed with cleaning.

Appliances are stainless steel and certain scrub brushes will cause damage to the appliance. Fridge filters are to be replaced by Tenants.

Balconies and Roof-Top Patio Space

Public patios will be open seasonally, and close when the snow starts.

The roof-top patio as well as all resident balconies, **are non-smoking areas.**

The roof-top patio is open to all residents and cannot be blocked off or booked for personal use.

Cable / Internet Contact

The building is set up with Telus, Shaw and Moby. Please contact them directly for set-up.

Your Home cont.

In-Suite Safe

Each suite is equipped with a safe to provide you with a safe place to keep any of your valuables. This safe is located in the master bedroom closet. The safe is run on batteries and we will provide you the first set to get the safe up and running– all batteries needed after that are the responsibility of the tenant. To use the safe please follow these steps:

1. Push the red button on the inside of the safe (this is behind the safe door) until you hear a beep
2. Enter your preferred code (ex: 1234A)
Please ensure you select A when entering your code
3. Enter the preferred code again
4. Close and lock the safe The safe is now ready for use

Notice to Vacate

Notice to Vacate must be provided in writing to your Property Manager and must be received 30 days, or by the first of the month, prior to your move out.

We do not accept mid-month move outs; you will be required to pay for the full months' rent,

Garbage Disposal and Recycling

The building has **recycling, compost, and garbage containers located in the P1 level** of the parkade.

Garbage is not to be left in any common areas. It is the Residents responsibility to put their garbage in the allocated areas.

Water Shut Offs and Other Valves

For each location in the Suite that has a water source, here is the location of the shut off Valves.

- **Laundry Closet**– Open Panel to Shut Off Valve
- **Kitchen** – Located under the sink
- **Toilets** – Located behind the toilet

Non-Smoking

The building is a non-smoking, cannabis free, and non-vaping one. These are not permitted anywhere in the building. This includes all common spaces, patios, your suite, and your suite balconies.

Please **head to either the back or front doors and proceed 5 meters from the entrance**, or any air vents, to smoke or vape – per The City of Edmonton Bylaws.



Rent Café

What is Rent Café?

Rent Café is an online portal for our residents that allows a seamless experience for you, right from the convenience of your cell phone!

Rent Café allows Residents to have online access to:

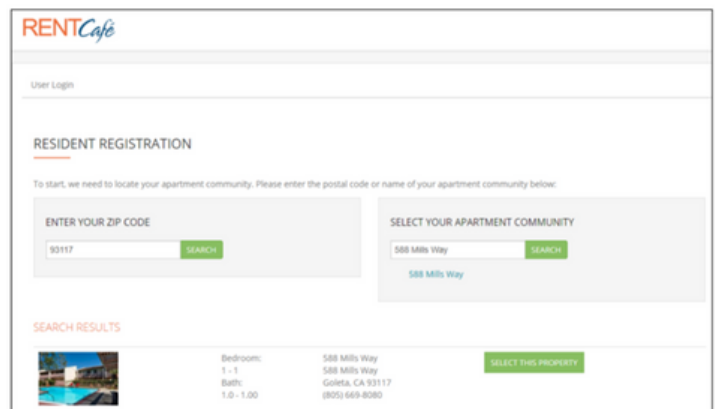
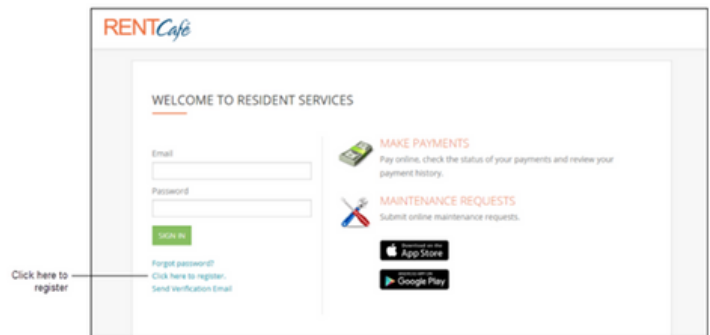
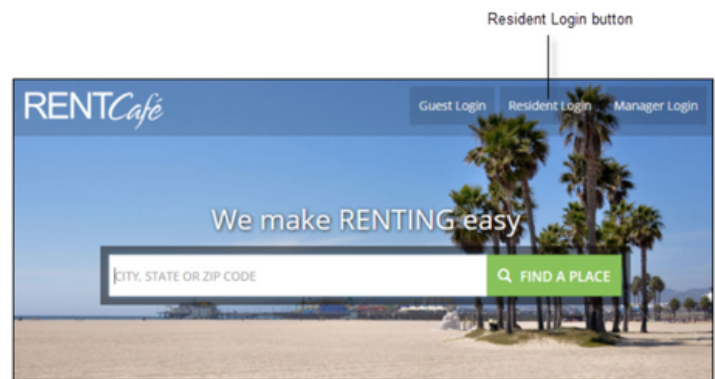
- Checking your balances
- Viewing lease documentation
- Submitting maintenance requests

How do I sign up?

Go to www.RENTCafe.com and select Resident Login
Select **Click Here** to register.

The Resident Registration page will appear.

Enter the Postal Code (**T5J 0L3**) and the name of the apartment community (**CAPITAL**).
A User Registration Form will pop up.



Rent Café cont.

Complete the form

You must use the exact name that was entered in Breeze (first and last), and the Email address must be an exact match as well. This information was provided on Application and Lease signing.

When you are finished, scroll to the bottom of the page.

Select I'm not a robot. Select the check box for Terms and Conditions. (Another page appears, where you click Accept.) Click Register. A confirmation message appears.

Activating Your Account

The next step is to activate your account. Check your email. There should be a message from Rent Café. Click the blue link and the log in page will appear.

You should be set to use Rent Café.

Questions?

Reach out to residentialedmonton@strategicgroup.ca

The screenshot shows the 'USER REGISTRATION' page on the Rent Café website. At the top, it says 'Already a member? Click here to login.' Below this is the 'PERSONAL DETAILS' section with fields for 'First Name*', 'Last Name*', 'Registration Code' (with a help icon), and 'Phone Number'. There is an 'OR' separator. To the right of these fields is a 'My Property' section showing a photo of a house and the address '588 Mills Way, Goleta, CA 93117', with a 'SELECT ANOTHER' button. Below the personal details is the 'ACCOUNT INFORMATION' section with fields for 'Email*', 'Password*' (with a strength indicator 'Weak Medium Strong'), 'Confirm Password*', 'Security Question*' (with a dropdown menu), and 'Security Answer*'. A 'REGISTER' button is at the bottom right of the form.

The screenshot shows an email confirmation message. It starts with 'Dear Peter,' followed by 'Thank you for registering on Resident Services. Please activate your account by clicking the following link: <https://www.rentcafe.com/residentservices/588-mills-way/0/userconfirmregistration.aspx>'. Below this, it says 'Once activated, your Resident Portal account will provide you online access to:' followed by a bulleted list: 'Enjoy 24/7 self-service account management', 'Check your balances and make payments', 'Schedule recurring auto-payments for rent and other dues', 'Submit maintenance requests', 'Check out upcoming community events', and 'Much, much more!'. A note at the bottom states: 'Should your email address change, please remember to update your Resident Portal account profile. Your email address must be current to receive payment notifications, community updates, and other online activity confirmations. If you have any questions, please contact us. We appreciate the opportunity to serve you.' At the bottom of the email is a 'CONTACT INFO' section with the address '588 Mills Way, Goleta, CA 93117' and phone number '(805) 669-8080'.

Zenbase

Strategic Group is proud to partner with Zenbase to offer you smart rent payments that build credit & can be split in two for your new home! Automatically build your credit with your rent payments reported to Equifax PLUS you can split your rent to pay half at the beginning of the month and half later in the month. **Build your credit with any payment method, Improve cash flow between paychecks, Enjoy stress free and on time rent payments**

Sign up in minutes at myzenbase.com/strategic and experience rent day bliss with Zenbase!

Garburator Do's and Don'ts

Proper use of your garburator can prevent maintenance issues and keep it running smoothly. Follow these guidelines:

Garbage Disposal Do's

Clean Regularly: After washing dishes, run cold water with a bit of dish soap through the garburator for about a minute.

Use Frequently: Regular use prevents rust, corrosion, and clogs.

Grind with Cold Water: Cold water solidifies grease, allowing it to be chopped up before reaching the trap.

Grind Small, Hard Materials: Items like small bones, eggshells, and fruit pits help clean the chamber walls.

Cut Large Items: Chop large food pieces into smaller ones and grind them one at a time.

Removing Fallen Objects

Unplug First: Always disconnect power or turn off the circuit breaker.

Use Tools: Try needle-nose pliers, an automotive finger gripper, or a bent coat hanger to safely retrieve items.

Wear Gloves: Protect your hands from the blades while handling the garburator.

By following these simple practices, your garburator will remain a helpful and reliable kitchen tool!

Garbage Disposal Don'ts

Avoid Non-Food Items: Do not grind glass, plastic, paper, or combustibles.

No Grease or Oil: These can accumulate and clog the unit.

Skip Fibrous Foods: Avoid corn husks, celery, onion skins, and artichokes, as they can jam the motor.

Don't Use Hot Water: It liquefies grease, causing clogs.

Limit Starchy Foods: Avoid large amounts of potato peels, pasta, or rice. These expand and cause jams.

No Large Animal Bones: Stick to small bones only.

Maintenance Tips

Prevent Clogs:

- Avoid coffee grounds—they eliminate odors but can accumulate in pipes.
- Use ice cubes monthly to clean the chamber and sharpen blades.

Neutralize Odors:

- Grind citrus peels or frozen vinegar cubes for a fresh scent.
- Sprinkle baking soda or Borax into the drain for stubborn smells.

Avoid Harsh Chemicals: Use natural cleaners like Borax to sanitize without damaging the blades or pipes.



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