



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 emergency?
- What time frame can I expect a response in?
- What is the best method of communication?

(Tip: Always confirm conversation in writing)

Building and Unit Safety

- What measures are in place to ensure tenant safety?
- What are the surrounding neighbourhoods like?
- Do all windows and doors lock properly?
- Is there a peephole in the unit door?

Maintenance

- Is any unit maintenance required prior to move-in?
- Are there any expected renovations to happen this year?
- If yes, how long will it take? What disturbances should be expected?
- Will there be lawn/driveway maintenance?
- Are there any unique maintenance process?
- Who does the apartment maintenance?

General Care & Upkeep

- Is any repair required before move-in?
- Are the walls in need of patching/repainting
- Are the light fixtures, nails, windows hardware, etc painted over and still functional?
- Are there any surface or storage space in disrepair and still functional?
- Are pre-existing damages documented?

(Tip: Take unit photos before move-in and email landlord as a record.)



Household

- Are there any mold/mildew problems in the unit or close by?
- Has this unit ever had bedbugs? If so how were they treated and how recently?
- Does this unit have any issues with mice, cockroaches, or other pests?
- Are there pests in the unit?
- What is the plan to resolve the pest issue?



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 a certain time of year? And if so, when?
- If the unit requires electric heaters or fans to keep temperature 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?

Buzzer

- How do I let someone in 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?

Mail

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

Internet & Cable

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



Room and Unit

- How many bedrooms does this unit have?
- 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?
- If so, what does it cost and what is payment method?



Pets

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

Additional notes: