

## WELCOME NEW TENANTS

**Dear Resident(s),**

We, the team of UCRez management, as well as your neighbor's, want to welcome you as an important part of our community. Residents like you make our property the one-of-a-kind community that it is. Decisions regarding your home and family are important. We are happy you chose our property as your home and we hope you find it to be a happy one!

It is our sincere desire that you are completely happy with your apartment and the service you receive from us. We can't possibly know if we are exceeding your expectations without hearing directly from you. We invite you to call if you have any questions or concerns with your new home or your experience at our property. We use your input to improve our service to you.

We look forward to seeing you soon. Thank you again and welcome home!

Best Regards,

UCRez Property Management Team

### **Landlord Contact Information**

- |                           |  |
|---------------------------|--|
| ✧ Landlord Name:          | <b>UCRez Property Management Inc.</b>            |
| ✧ Windsor Office Hours:   | Monday to Friday (10:00 am ~ 5:00 pm)            |
| ✧ Windsor Office Phone:   | 519-997-3325 / 226-946-1319                      |
| ✧ Windsor Office address: | 3165 Sandwich St., Windsor ON N9C 1A7            |
| ✧ Email address:          | info.ucrez@gmail.com                             |
| ✧ Website:                | <a href="http://www.UCRez.com">www.UCRez.com</a> |
| ✧ Property Manager:       | Jordan : 226-280-2260                            |
| ✧ Superintendent          | Peter : 519-791-2119                             |

# How to Make Rental Payment

We accept the following payment options:

## 1. **Electronic Fund Transfer (EFT)**

Go to [www.UCRez.com](http://www.UCRez.com), log into your account, select the Make payment, and fill in the information for setting it up. Please check the **Electronic Fund Transfer (EFT) Resident Rent Payment** on the next page for the instruction.

## 2. **Personal cheque**

- Your personal cheque payable to **UCRez Property Management Inc.**
- Please include your unit number on your cheque.
- There is a \$27.5 fee for all NSF cheques.
- UCRez is not responsible for mail service. If your payment is not received, a late payment fee will be charged to your account.

## 3. **Certified cheque, money order, or bank draft**

- Certified cheque, money order, or bank draft payable to **UCRez Property Management Inc.**
- Please include your unit number on your certified cheque, money order, or bank draft.
- Certified cheque, money order, and bank draft are able to be purchased from your bank, Money Mart, Western Union, and Canada Post.
- UCRez is not responsible for mail service. If your payment is not received, a late payment fee will be charged to your account.

**Mailing address:** *3165 Sandwich St., Windsor ON N9C 1A7*

## **RENT PAYMENT POLICY**

- *Rent payments are due no later than the 1st of each month, regardless of the day you move into your apartment. In issuing your rent checks, please write your apartment address in the memo section to ensure that the payment is credited properly. **NO CASH PAYMENT WILL BE ACCEPTED.***
- *Tips: UCRez Property Management Inc. would like to strongly encourage all tenants to participate in the **Pre-authorized Debit** payment plan whereby your rent payments are withdrawn from your bank account automatically each month., it is super convenience, it is **FREE** for our tenants.*
- *Returned Check Policy: If a rent check is returned by the bank to the lessor for any reason, there will be a \$27.5 penalty charged to the lessee. If checks are returned, only a certified check will be accepted as payment, No Personal Checks.*

**Remember:** You must give us a 60-day notice of your intent to move to be in compliance with your lease agreement. Please download the notice from our website [www.UCRez.com](http://www.UCRez.com).



Select  
Checking

Account type

Checking Savings

Transit number Institution number Account number

5-digit numt 3-digit number Account number Hide

Save my Banking info for next time

Review Cancel

**Step 3**

Review the payment,  
then select  
Send payment

- 1 Payment info
- 2 Review payment
- 3 Receipt

Note: Non-sufficient funds ("NSF") **NSF CHARGES** \$27.50 will be applicable if there are not sufficient funds in the account to cover the charges.

# How to Make Maintenance Requests

## **Online Maintenance Requests:**

Maintenance requests can be processed and facilitated online via our website: [www.UCRez.com](http://www.UCRez.com) Such work orders will be received and processed by the Maintenance Department and work order statuses will be updated regularly via the website until the work order is complete.

Steps to submit an online request:

1. Log into your account
2. Click on MESSAGES
3. Click on CONTACT US
4. Fill up the request form by writing detailed description of issues
5. **Upload at least one photo or video of issues (REQUIRED)**
6. Click on Submit

## **Office Maintenance Service:**

Maintenance requests can also be made at our local office:

Please visit our local office to fill out the Maintenance Requests Form in person, your request will be transferred to the Maintenance Department.

**Emergency Maintenance requests** will be taken 24 hours a day, 7 days a week by maintenance manager. Only emergency calls are taken. Please call Superintendent PETER: 519-791-2119

- What constitutes an Emergency?
  - Leaking issues
  - Clogged toilet unless there are multiple toilets within the apartment home
  - No hot water
  - No electricity
  - No heat

*Please do not utilize our Emergency Maintenance Service for non-emergency requests. The Maintenance Department is continuously striving to provide our residents with the best possible maintenance service. The Maintenance Department has completed a program of training that will enable them to identify preventive maintenance opportunities in each apartment. Therefore, when maintenance is called to your apartment for a repair they will be performing preventive maintenance checks in addition to repairing the item requested. We believe this type of program will eliminate many emergency work requests and therefore provide better service for all our residents.*

*For the non-emergency request, it will be processed within 14 days since the task has been forwarded to the Maintenance Department.*

# Online Tenant Portal

We are proud to announce our new online Tenant Portal for our best tenants. For your convenience, and to better serve all of our tenants, we now offer access to your account information 24 hours a day, from any computer connected online.

With our online Tenant Portal, you can:

- View your account balance, charges, and payments
- Get your rent receipt by E-mail.
- Submit maintenance requests online
- Download your lease agreement and other important documents
- Access an online directory of important phone numbers
- And much more

To get started, following these simple steps:

1. Point your web browser to our home page at [www.UCRez.com](http://www.UCRez.com)
2. In the Resident Sign In module select the Register online link under the *First Time Visitor* text
3. Follow the on-screen instructions by selecting your property and then by entering your name *exactly as it appears on your lease*
4. Enter your email address and then wait for a welcome email containing your temporary password

We hope this service will enhance your experience with us at UCRez Property Management. As always, we welcome your feedback and suggestions.

**UCRez** Property Management Inc.

Documents    Contacts    **Your Personal info** → My info  
Sign out

**Maintenance Request**

Payments    Messages    **Contact us**

Owed: **\$0.00**

**Transactions history**    Email statement → **Rent Receipt**

Date	Memo	Amount	Balance
07/01/2015	Payment – EFT	-\$297.35	\$0.00
01/01/2015	Payment – Recurring payment EFT	-\$1,700.00	\$297.35
01/01/2015	Charge – Charge Rent	\$1,700.00	\$1,997.35
01/12/2014	Payment – Recurring payment EFT	-\$1,700.00	\$297.35
01/12/2014	Charge – Charge Rent	\$1,700.00	\$1,997.35
24/11/2014	Charge – Charge flush & vac for cockroaches	\$297.35	\$297.35
03/11/2014	Payment	-\$1,700.00	\$0.00

Show more

**Balance:**  
**\$0.00**

**Lease information**  
Account: 00044678  
Payment is due by the 1st of the month. A one time late fee of \$50.00 will be charged on the 8th of each month.

**Prefer to pay by mail?**  
Send payment to:  
UCRez Property Management Inc.  
3050 Ellesmere Road  
Unit 901  
Toronto ON M1E 5E6