



February/March 2022 Tenant Newsletter

EMERGENCY vs NON-EMERGENCY

Emergency or Non Emergency?

No hot water? Not an emergency, email your property manager to follow up on the next business day.

Plumbing leaks? If it cannot be contained! Yes! Call your property Manager during business hours, After hours? Call the emergency line.

Blocked sink, basin, bath etc? First, try and plunge it yourself. Blocked due to excess food or objects is a tenants responsibility and tenants pay the **invoice. Not** an emergency, email your property manager to follow up on the next business day, unless it is causing a flood.

Blocked toilet? First, try and plunge it yourself. **Blocked due to excess paper or objects is a tenants responsibility and tenants pay the invoice. Not** an emergency if you have another toilet in the home. Email your property manager to follow up on the next business day. **Yes** if is causing a flood, turn off the water supply to the toilet.

My washing machine is not spinning? Not an emergency. Send an email to your property manager to follow up the next business day.

No heat? Depends on the time of year and circumstances. Summertime? Email your property manager to follow up on the next business day. **Wintertime? Yes** call your property Manager during business hours, After hours? Call the emergency line.

No power? Check the neighbors, check your fuses, check with Hydro/Fortis. Call your property Manager during business hours, After hours? Call the emergency line. **Please note, if it is the fuse, you may be responsible for payment the call out.**

Gas/Carbon Monoxide leak? YES! GET OUT of your unit, call BC Hydro, Fortis Emergency line. Inform your property manager ASAP!

Fire? YES! GET OUT of your unit! CALL 911! Inform your property manager ASAP!

Roof leaks and or damage? YES, if it causing major damage or is effecting an electrical source, and is hazardous to people or property! **Please make sure you contain the leak and always inform your property manager.**

Locks? If you have lost your keys, locked yourself out, it is your responsibility to call a locksmith and make an additional key for your property manager. It is also your responsibility to let Strata know if you have lost a fob. NOT an emergency. The property manager cannot come and let you in. **Broken Lock? Yes** an emergency if the lock is broken. Call your property manager during business hours, After hours? Call the emergency line.



If you have any questions or concerns, contact your CASA Property Manager

Andrew Lambert
Licensed Property Manager
andrew@casarentals.ca
604-445-8769

Nikki Durham
Property Manager
nikki@casarentals.ca
604-445-8767

Brad Thain
Property Manager
brad@casarentals.ca
604-445-8763



For after-hour emergencies call:
604-273-6801

CASA Rental Management

110 - 6086 Russ Baker Way
Richmond BC V7B 1B4
info@casarentals.ca

a tradition of trust since 1979



ELECTRICAL

Landlord - Light fixtures, plugs that do not work, smoke detectors

Tenant - Light bulbs, Checking the fuse panel, replacing batteries

CLEANING

Landlord - Dryer vents, gutters. Please note: If you are in a Strata property, the Strata is responsible for many items, and it is usually scheduled in advance

Tenants - Indoor and outdoor accessible windows, dryer lint collections, indoor dryer vents, all air returns, air vents, carpets, floors

GARDENING

Landlord - Large tree trimming as needed

Tenant - General gardening, pruning bushes, weeding, mowing the lawn, keeping walkways clear

GARBAGE

Landlord - Cities and municipalities provide garbage cans and recycling

Tenant - Disposes of household garbage and recycling

PEST CONTROL

Landlord - Rats and mice, bedbugs, if you live in a Strata property, the Strata is responsible

Tenant - You are responsible for keeping your property clean, and sanitary. If the pest control company confirms that the pest infestation is tenant caused, the invoice will come to you for payment.



CASA Rental Management continues to be



proactive and please be aware that as tenants, your tenancy agreements already include a clause that prohibits smoking, and vaping, and are considered to prohibit the use of cannabis in the same manner.

This change is retroactive to all tenancies entered in to before the "Cannabis Control Date" which was the date this legislation became law.

The cultivation of cannabis in rental units has a retroactive prohibition on the growing, cultivation, and harvest of cannabis in all rental units across BC. Many strata's have the same restrictions. NO growing or cultivation is allowed.

NO SMOKING OR VAPING the use of tobacco, cannabis, vape devices is strictly prohibited in or outside any CASA rental property