

WELCOME TO THE YORK UNIVERSITY APARTMENTS!

If you have not already done so, please take the time to read the [York Apartments Tenant Handbook](#) as soon as you move in.

As a new tenant of the York Apartments, we wish to highlight the following important information and guidelines. Please read them carefully.

FOR MAINTENANCE AND OTHER SERVICE REQUESTS

Visit the York Apartments Front Desk at 101 - 340 Assiniboine Road.
Open Monday – Friday 8:30am to 7:00pm, closed on weekends and holidays.
Please note that all maintenance service requests must be submitted in person with a photo ID. For general inquiries email: yorkapts@yorku.ca.

For after hours emergency maintenance issues, Security may be called at 416-650-8000. Examples of emergency maintenance issues include major leaks and flooding, major power outage, lock problems and issues that can cause facility damage or security and safety issues and cannot wait until the next business day.

FOR LEASE INQUIRIES AND TENANT CONCERNS

Visit the York Apartments Rental Office at 105 – 340 Assiniboine Road.
Open Monday – Friday 8:30am – 5:00pm, closed on weekends and holidays.
Email: apstatus@yorku.ca

COMMUNITY STANDARDS AND GENERAL GUIDELINES

York Apartments is a community where tenants can live an independent lifestyle in a student friendly and family environment. It is important to understand that everyone is expected to follow our guidelines and be respectful of their neighbours so that we may provide a supportive environment that everyone can enjoy and study in.

Please be aware of some **common issues** that can arise in high density residences and we are asking everyone to do their part to reduce complaints.

SMOKING

Although smoking is allowed in private units, it is strictly prohibited in all public areas of the apartment buildings and within 9 metres of the building itself. If you choose to smoke inside your apartment, please take necessary measures to prevent any smoke from travelling outside of your unit or through the ventilation systems. Open windows can cause negative air pressure and smoke will drift into the public corridors and neighbouring units. Please use your ventilation fan in the unit where present, or a personal fan or air purifier to help dissipate any smoke inside your unit before opening your door.

SMOKING OF CANNABIS

The smoking of cannabis without medical permit is an illegal activity and is not permitted on the premises. Odours from the smoking of cannabis also spreads to other living units and can seriously interfere with the enjoyment of the premises by neighbouring tenants which can be grounds for termination of tenancy.

COOKING ODOURS

Cooking foods and using strong spices such as onions, garlic, curry, fish, can cause strong odours that travel easily throughout the building. Again, using a ventilation fan, air purifier and making sure you clean your kitchen immediately after cooking will help to reduce unwanted odours travelling outside of your unit.

PEST CONTROL AND GOOD HOUSEKEEPING

Reduce the spread of pests, in particular cockroaches by maintaining your unit in clean condition. Clean up any grease and foodstuff from cookware, appliances and surfaces after cooking. Report any sightings of cockroaches or other pests immediately to the Housing Office so that necessary steps can be taken to treat and mitigate the problem before it spreads to neighbouring units.

GARBAGE DISPOSAL & RECYCLING

Please dispose of your garbage correctly. Garbage must be bagged, tied and disposed of in the garbage chute or bins provided. Do not leave garbage on the floor of the garbage room or outside your door, and make sure it does not get stuck in the chute. Large items should be taken to your building's garbage room or outside bin. Do your part for the environment and take your recyclables (cans, glass, plastics and cardboard) to the recycle bins located outside your building.

CLOGGED DRAINS

Clogging and backing up of drains can cause floods and damage to other apartments around you. Do not allow food particles, grease, kitty litter, and non-degradable items to go down your sink or toilet. These items should be disposed of with your garbage. Strainers should also be used in sinks and tubs.

APPLIANCES

Installation of washers, dryers, dishwashers or water filters is strictly prohibited. It will restrict waterflow for neighbouring tenants and can cause damage to plumbing systems.

PETS

If you are a pet owner, please ensure your pet is maintained in a humane, healthy, and safe manner and make sure they do not disturb your neighbours or cause damage to the property.

- Persistent and prolonged barking should be kept under control or it may lead to eviction warnings.
- Practice good housekeeping inside your unit to reduce strong pet odours.
- Clean up after your pet outside and be sure to “stoop and scoop” and dispose of waste in appropriate containers.

- Take your dog for regular walks and exercise but keep them on a leash when travelling in public areas inside or outside of the building.

NOISE

Excessive noise levels can become a serious issue, particularly within a study environment. As a general rule, tenants are expected to maintain a reasonable level of noise at all times, but especially between 11:00pm and 7:00am and in accordance with the City of Toronto by-laws. Please be considerate when entertaining guests or when playing audio/video devices.

ILLEGAL RENTAL

York Apartments Tenancy is exclusively for the occupation of full-time York University students who are the signed leaseholders, and where qualified with the landlord, acceptable and registered “Sharer(s)” of the premises. Tenants may not contravene their tenancy agreement by advertising and renting their apartment unit, or bedspace within their unit on websites such as Airbnb, or it could result in termination of Tenancy and damages for improper use of the premises.

INSURANCE

We strongly recommend that you purchase contents insurance as the University is not responsible for any damage or loss to your personal property due to fire, flooding, theft or any other reason.

SAFETY AND SECURITY

Campus Security and Safety requires cooperation, support and active participation from all members of the York community. You can help protect yourself and others by following security procedures and contacting Security Services for emergency, urgent and non-urgent matters.

Please be diligent in not allowing people you don't know into the buildings. Report any activity to Security or the Police that isn't typical or that poses a threat or harm to the York community. If we all do our part we will create a safer community for everyone.

For emergencies: call 911 immediately, then Security Services at 416-736-5333

For Urgent Matters: call 416-736-5333

For Non-Urgent Matters: call 416-650-8000

You may also want to download the York U Safety App (<http://safety.yorku.ca/mobileapp/>) which provides easy access to safety services and information on campus.

Please enjoy your stay at the York Apartments and we wish you every success in your academic endeavours at York!

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