

# Resident

Handbook

vida

Creating Community



# Welcome to VIDA!



We're very excited to have you join our community.

← Scan the QR Code to view.



## Mission & Purpose

VIDA is on a mission to revolutionize affordable communities. We provide a place people are proud to call home!

## Resident Bill of Rights

We commit to upholding these rights for residents who pay their rent on time and contribute to a positive, respectful community for their neighbours.



Right to a safe home



Right to a clean building inside and out



Right to a response within 48 hours



Right to access VIDA opportunities



Right to an affordable home



Right to provide feedback on how to improve



Right to discounts from VIDA Community Partners



Right to be treated fairly and equally

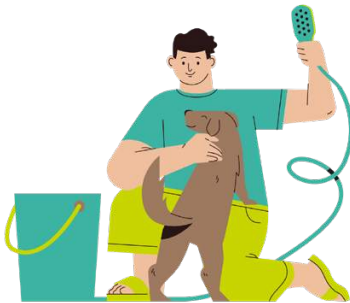
If you feel we aren't living up to these, please let us know at: [feedback@vidaliving.ca](mailto:feedback@vidaliving.ca)

# VIDA's 4 Pillars



## Safety & Security

The safety of our customers is paramount. Ensuring our residents feel safe and secure in their homes is our number one priority. Each property has an assigned Building Ambassador, secure entry and when possible, fob entry and video surveillance.



## Cleanliness

VIDA is committed to providing our customers with a clean place to call home. We encourage our residents to contribute to the cleanliness of the properties and educate them on how doing so will keep rents low.



## Opportunity

Opportunity is one of the cornerstones of individual and community success. At VIDA, we open doors and build pathways to help our residents get ahead in life. We offer work opportunities, the chance to become a Building Ambassador, and have community partners who provide perks and discounts for VIDA residents!



## Community

VIDA is creating community! We are intentional about how we develop a sense of pride in our buildings and neighbourhoods through special events and contests. Also, we believe that the safe, clean, community-based ecosystem at a VIDA property improves customer health, education, and employment outcomes. The network of relationships and social support that we aim to cultivate in every VIDA building has observable benefits to our customers' overall picture of physical and mental health. VIDA implements survey-based studies to measure these positive outcomes among our customer base.

# Your Building Ambassador



## What is a VIDA Building Ambassador?

A VIDA Building Ambassador is a resident who has chosen to support us in our mission to revolutionize affordable communities. Your Building Ambassador is the first and best point of contact at your building. We are proud to have Building Ambassadors supporting all our VIDA buildings!

## What do the Building Ambassadors do?

They are here to ensure each building adheres to VIDA's 4 Pillars of Safety & Security, Cleanliness, Opportunity and Community. Think of them like a building superintendent, but one that also organizes community events and can provide the resident base with work opportunities!

## Who is my Building Ambassador?

You likely met your Building Ambassador during your viewing and move-in process. You can also find information about your Building Ambassador on the bulletin board in your building.

## How to apply to become a Building Ambassador?

Please let us know about your interest by emailing [opportunities@vidaliving.ca](mailto:opportunities@vidaliving.ca).

## Here are a few helpful tips to help you get the most out of your Building Ambassador.

In order to keep rents low, we need to lean on our communities to help with small fixes around the building. Contractors are very expensive, and because we aim to continue keeping rents low, we want to call them as little as possible. Try to accomplish minor fixes around your home yourself, before calling your Building Ambassador. Everything in your apartment will be in working order when you move in, but small things crop up over time.



## Dos and Don'ts when communicating with your Business Ambassador



**DO** – Remember your Business Ambassador has a job and a family: take the time to ask your Business Ambassador when the best time to contact them might be.

**DO** – Treat your Business Ambassador and their time with respect.

**DO** – Offer your support to organize and participate in community events.



**DON'T** – Always expect an immediate response, especially at night or on weekends. As we mentioned, your Business Ambassador has a job and other responsibilities. We have a 48 hour turnaround time policy at VIDA.

**DON'T** – Attempt to fix major issues yourself. Some problems require a professional (like major plumbing and electrical).

Never hesitate to mention any issues you see to your Business Ambassador, and they will be glad to make it right!

**vida**  
Creating Community

**BA Journey Interview**

VIDA Resident: Sandra Wilson

Interviewer: Ron Lovett

Check out this interview about Sandra's journey being a VIDA Building Ambassador

← Scan the QR Code to view.



## How do you participate in keeping rents low for you and your neighbours?

As a resident, you play a critical role in keeping rents low! Here are the main ways:



Sort your waste properly, use the bins so we don't receive fines.



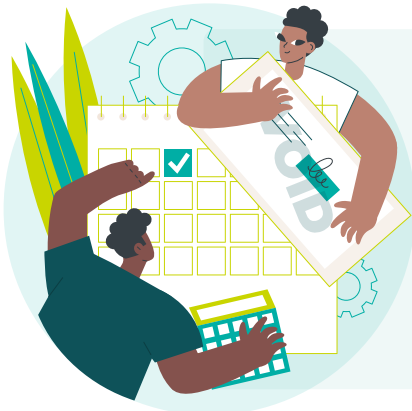
Complete small repair and maintenance tasks in your own unit so we don't have to call in a contractor.



Pay rent on time. Collecting late rent increases administrative costs and late rent means we can't pay our bills on time—so our expenses increase.



Keep your unit clean – dirty units can attract unwanted pests that are expensive to get rid of and disruptive to neighbours.



### Rent Payment

Rent is paid via automatic withdrawal. To set it up, please fill out a preauthorized debit form and submit it with a void cheque to [rent@vidaliving.ca](mailto:rent@vidaliving.ca)

To download and print the PAD form, please scan →



# Something broken in your unit?



## Here are some examples of minor fixes to complete yourself:

- Toilet plugged? Please plunge it.
- Hole in your window screen? Grab a small screen repair kit and patch it.
- Light bulb out? Replace it.
- Lights suddenly not working? Check your unit's fuse panel or breaker box.
- Stove stops working? Check the fuses at the top of the stove.

## When to text or call your Business Ambassador

- If you've tried any small fixes and the problem persists.
- If the 4 Pillars are not being upheld within your building.
- While we hope everyone is keeping their unit clean and we have no pest control issues, call your BA with any issues regarding insects.

The screenshot shows the RentCafe web interface. At the top left is the 'RentCafe' logo. Below it are two buttons: 'Payments' and 'Submit Request'. The main heading is 'Maintenance Request'. Underneath, there are two tabs: 'Submit Maintenance Request' (active) and 'Request History'. The form contains the following fields:

- Priority\* (dropdown menu)
- Category\* (dropdown menu with 'Select a Category' text)
- Sub Category (dropdown menu with 'Select a Sub category' text)
- Full Description\* (text input area)

## How to submit a Maintenance Request:

Please submit a maintenance request via your RentCafe resident portal at [rentcafe.com](https://rentcafe.com). We respond to each request within 24-48 hours.

If you are not set up for RentCafe and need assistance, please mention this to your Building Ambassador.

# Programs & Benefits



## Refer a friend, Get \$100 Rent Credit

\*Will be rewarded in 3 months if the new resident is in good standing and current on their rent!

### Bonus Rent Credits

VIDA's purpose is to help residents get ahead in life. By providing affordable rental suites, our residents are able to save more money and spend them elsewhere to increase their quality of life.

To celebrate the achievements and milestones in the lives of our residents, we award our residents with rent credits for the following occasions that VIDA in some way contributed to:

- 1st time home buyers
- paying off student loans
- buying your first car
- getting a promotion at work
- rejoining the workforce after a long time off

Email us photos or stories at [marketing@vidaliving.ca](mailto:marketing@vidaliving.ca).

### VIDA Connect

VIDA Connect is a texting service that sends updates to your phone! Residents sign up to receive all kinds of VIDA news including special deals and perks, work opportunities, contests, events, and much more!

To join, send a text message to  
**+1 (902) 900-0502**

Or visit  
[vidaperks.ca/vida-connect](https://vidaperks.ca/vida-connect) →



← Check out interviews  
to these stories from  
our residents





## Resident Businesses

Opportunity is one of our 4 pillars. VIDA loves to support entrepreneurial residents who run their own businesses any way we can.

VIDA is happy to promote your business via our social media, website, VIDA Connect and newsletters. All you need to do is get in touch with us [marketing@vidaliving.ca](mailto:marketing@vidaliving.ca).



## Perks Program

VIDA is committed to supporting our community members and helping them get ahead in life. Our perks program gives all residents exclusive access to:

- Benefits and Discounts
- Work Opportunities

Every resident receives a VIDA Perks card in their welcome basket. To receive the benefits from our community partners, please present your card at the point of sale.



## Community partners

We have an ever-growing list of businesses that have offered their services at a discounted rate for VIDA residents. If you know any businesses to refer to us, please email [marketing@vidaliving.ca](mailto:marketing@vidaliving.ca).

# Code of Conduct

## Noise

VIDA communities are family friendly. This means that parties are not permitted in the building and loud music should not be played after 10PM, but it also means that kids and dogs live here, so you can expect to hear them. Be respectful in the hall and stairwells.

## Parking

Please never block exits or garbage bins. There is no visitor parking so any visitors will need to park on the street. Please assist snow removal efforts by moving your car when they are at your building.

There is to be no storage in the lots (including storing un-plated cars).

## Waste

A sorting guide is included in this welcome packet, please familiarize yourself with the sorting guidelines for your municipality. It is important that garbage is **ALWAYS** sorted properly because VIDA can get charged by the city for every infraction. If we receive infractions each month, we will have to raise rent to make up for this added cost.

## Pets

Pets must always be on leash and under control while anywhere on the property, both indoors and out. Please be sure to always pick up after your pets.

## Contractors

VIDA will always give you 24 hours' notice if we need to enter your unit, but it will not always be necessary you are home to complete repairs and maintenance needs. We will always notify you of the timeframe when contractors will be entering your unit.

## Unit Condition

As per your lease agreement, all residents must uphold a standard of care and cleanliness within their unit and report any issues to their Building Ambassador immediately.

## Smoking

Most provincial or municipal bylaws state all smoking (of any kind, including vape users) must be 6 meters away from the building entrances, air intakes or operable windows, and VIDA upholds this law. **Please dispose of your butts properly!**

## Guest Access

Your visitors are your responsibility. Their conduct should follow all the VIDA pillars. Any negative behaviour from your company will reflect on your tenancy. Please do not allow access to the building to anyone you do not know. If a stranger asks you for access, please direct them to contact the Building Ambassador. Please inform your guests to not ring random residents looking to enter the building. **If you cannot get in the building yourself, please contact your Building Ambassador!**



← Check out our detailed house rules which are also included in Schedule B of every VIDA lease

# Frequently Asked Questions

## When is my rent due?

If you are set up for a pre-authorized debit, payments will be collected on the 1st day of the month (it can sometimes take a few days to clear from your bank account). If you are paying through the online resident portal, your rent payment is due on or before the 1st of the month.

## Who do I contact regarding rent payment issues?

Please email us at [rent@vidaliving.ca](mailto:rent@vidaliving.ca) and we will respond within 48 hours. This email address will not respond to issues that are unrelated to rent payment.

## Are VIDA buildings pet friendly?

Yes! We are 100% pet friendly. We provide safe and clean spaces for our residents to call home, where they can share their best moments with their pets and other members of our community. Check out our community pets on our Instagram page ([@vidaliving.ca](https://www.instagram.com/vidaliving.ca))

## What do I do when I want to move out?

First and foremost, residents need to follow the terms of the lease.

If your lease expired and you wish to move out, please inform your Building Ambassador. Please note that you must give notice in writing at least 3 full months before the move-out date, with a specific date of move-out indicated. If you are unable to contact your Building Ambassador for any reason, please send us an email at [feedback@vidaliving.ca](mailto:feedback@vidaliving.ca).

## I want to transfer to a different VIDA unit or building. What do I do?

While unit availability is extremely limited, we are sometimes able to offer our residents an opportunity to transfer to another unit or building. Please contact your Building Ambassador and let them know you wish to transfer, and they will add you to our Transfer Request List.






Any other questions, please visit [vidaliving.ca/faqs](https://vidaliving.ca/faqs) or use the following QR Code ↘





vidaliving.ca  
vidaperks.ca  
marketing@vidaliving.ca

↑ Email us if you'd like to do a  
VIDA Resident Journey Interview.

 /vidacommunities  
 @vidaliving.ca  
 "VIDA Living"



↑ Leave us a  
Google Review  
★★★★★



## Important Contact Information

In case of a building emergency (burst pipe, major electrical or security issue, etc.), first text or call your Building Ambassador! If you are unable to reach your Building Ambassador, call our office line at **902-417-8432**. For other inquiries, the best way to reach us is via the email addresses listed below.

Maintenance request should be submitted via your [RentCafe resident portal](#) (see more on Page 6)

Payment questions: [rent@VIDAliving.ca](mailto:rent@VIDAliving.ca)

Questions about your lease (e.g., renewal dates, adding parking or additional occupants, etc.):  
[leasing@VIDAliving.ca](mailto:leasing@VIDAliving.ca)

For accounts payable issues (e.g., payment for rendered work, security deposit returns/questions, etc.): [accounting@VIDAliving.ca](mailto:accounting@VIDAliving.ca)

To apply to work as a VIDA contractor, or for feedback about an existing contractor:  
[contractor@VIDAliving.ca](mailto:contractor@VIDAliving.ca)

For general feedback, questions about VIDA, to inquire about or apply for a Building Ambassador position, or for all other general inquiries:  
[feedback@VIDAliving.ca](mailto:feedback@VIDAliving.ca)

To receive bonus rent credits (e.g., bought a first home or paid off a student loan):  
[marketing@vidaliving.ca](mailto:marketing@vidaliving.ca)