

CONGRATULATIONS! YOU ARE MOVING INTO A SIFTON WEST 5 HOME!

HERE'S WHAT TO EXPECT FROM THE LEASING PROFESSIONAL PRIOR TO YOUR SCHEDULED MOVE-IN DATE:

FINAL LEASE SIGNING

The Leasing Professional will book a convenient time for you to sign the lease OR facilitate digital signing of the lease document. You will also have an opportunity to discuss the particulars of the tenancy agreement.

PROOF OF INSURANCE

Before you move in we require proof that you have tenant insurance for your new home. Check out the attached handout titled "Why You Need Rental Insurance." If your insurer requires building information please contact the Leasing Professional for additional information.

RESIDENT WELCOME PACKAGE

The Leasing Professional will meet to review our full welcome package which is provided to you on a USB that you keep for future reference. Information covered includes parking, waste disposal, how to contact us, office hours and more. The Welcome USB also includes service manuals for the equipment and green technology in your home.

MOVE-IN INSPECTION

We want to insure you are happy with the condition of your new home; the Leasing Professional will complete a move-in inspection with you on your scheduled move-in date. The inspection takes 30-45 minutes and you will receive a copy of the form via email 1 business day after move-in.

AFTER MOVE-IN TOUCH POINT

The Leasing Professional will connect with you 7 business days after your scheduled move-in date to insure you are settling into your new home and address any concerns. This is what we call our After Move-In Touch Point and it's intended to insure you have a positive move-in experience. The Leasing Professional will also complete a Green Tech session with you to insure you are comfortable using the LED lighting system, the Sense unit and the heating/cooling system in your home.

THANK YOU FOR CHOOSING SIFTON!

The Leasing Professional will be in contact with you on multiple occasions prior to your move-in to facilitate the above items and insure a happy welcome to your new Sifton home.

Maintenance service requests to be completed within 7-10 business days.

Customer Care & Maintenance: servicewest5@sifton.com

Office: 519-471-4590

After Hours Maintenance Emergencies: 519-471-4590

For all things West 5 go to west5.ca

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