

MOVE-IN CHECKLIST

PAYING YOUR DAMAGE DEPOSIT



Pay online through your Tenant Portal

Required within 24 hrs of signing lease

Deposit held in trust and disbursed at end of tenancy



Tenant insurance is required and your policy must be submitted prior to move-in

Submit policy through your Tenant Portal

Rent is due on the lease start date, regardless if the policy has been submitted

See below for our recommended local insurance providers:



PROPERTY INSPECTION

A move-in inspection is required on the first day of your tenancy

A video of the entire property will be recorded and stored

Photographs will capture any damages

You are responsible for identifying damages to be documented prior to move-in

A report will be signed at the end of the inspection



On your first day of tenancy, contact NL Power to transfer the power bill into your name

Please email OXEN confirmation once complete

Your landlord will contact NL Power to ensure a \$0 balance as of your move-in date



Contact your preferred telecommunications company to setup your internet, cable or phone

If the telecommunications company is connecting to the property for the first time, please contact OXEN for permission and oversight

Other Steps:

Update Canada Post with your new address

Update your bank, credit card company, insurance provider, and employer with your new address

Book a U-Haul for move-in day

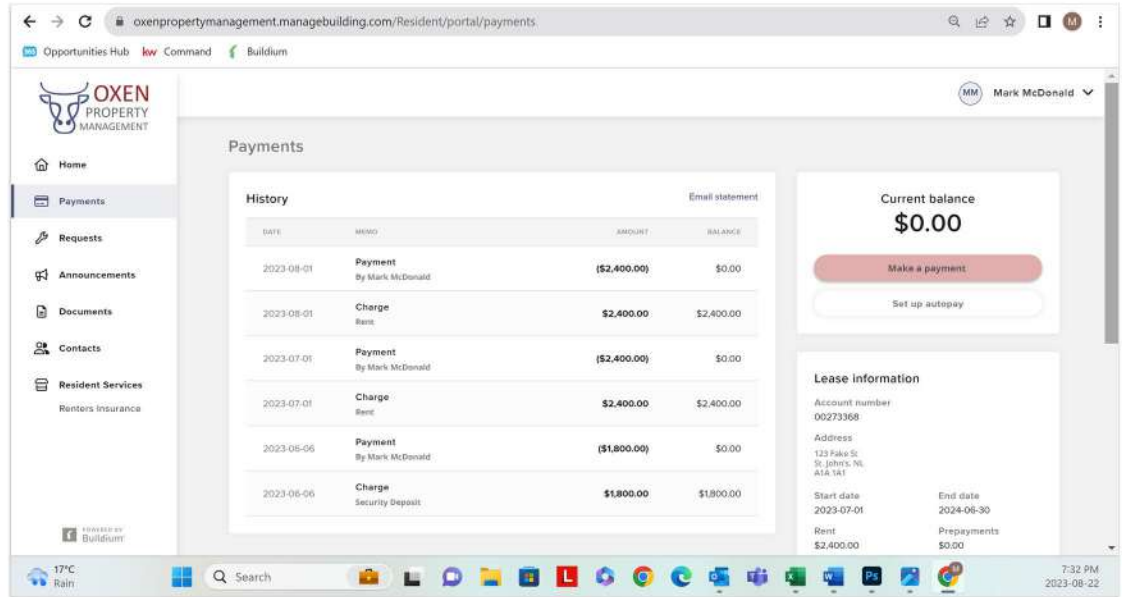
Contact a local charity for drop off/pick up of unwanted furniture, equipment, etc



Book Your Inspection:
t. 709.999.OXEN
e. info@oxenpm.ca
w. oxenpm.ca

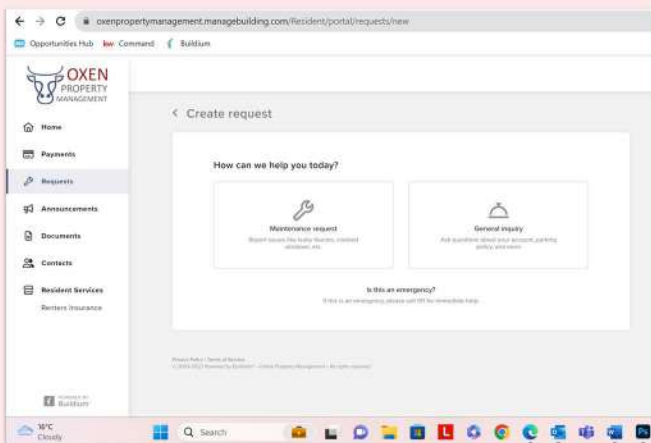
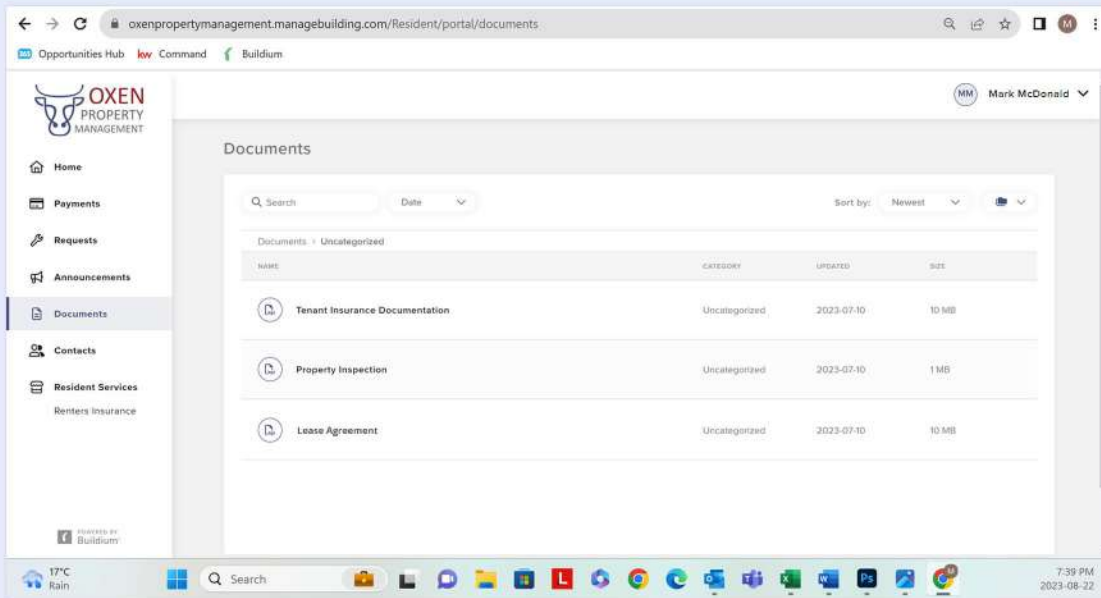
ONLINE PAYMENTS

- Pay rent online
- No limit on EFT transfer
- Set up autopay
- Pay damage deposit
- Track payment receipts



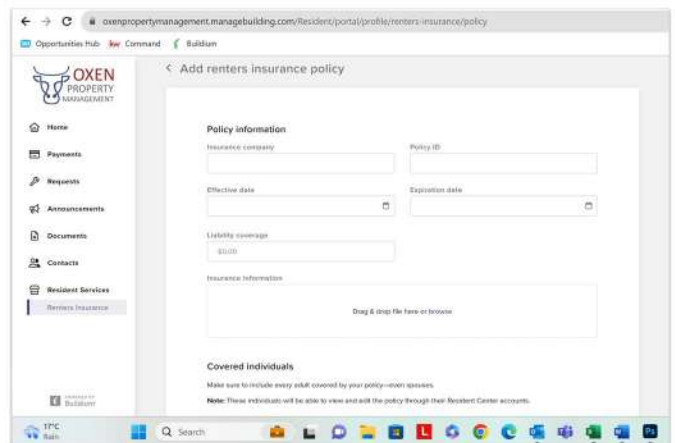
DOCUMENTATION

- Access rental documents
- Property Inspection Report
- Lease Agreement
- Tenant Insurance Policy
- Payment Receipts



MAINTENANCE REQUESTS

- Submit maintenance requests online
- Chat with OXEN on general enquiries



INSURANCE POLICY

- Upload a copy of your tenant insurance policy and track its expiration date

TENANCY GUIDELINES



The Residential Tenancies Act is attached to your welcome email

Review the act to understand your rights and responsibilities

Join the NL Tenant & Landlord Support Group on Facebook

DIGITAL GOVERNMENT AND SERVICE NL

Mediate and adjudicate landlord and tenant disputes

Responsible for enforcement of the Residential Tenancies Act

t. 1.877.829.2608
e. landlordtenant@gov.nl.ca



Provide general information and education about the law to all Newfoundlanders and Labradorians, with the intent of increasing access to justice

t. 709.722.2643
e. info@publiclegalinfo.com



After hours (5pm-9am)
Emergency calls only
Provided by Telelink Answering



Telelink is an award-winning answering service based in St. John's, Newfoundland. With over 55+ years experience, they have a specialized property management division with a large team of bilingual agents.

WHAT IS AN EMERGENCY?

Broken water line / frozen pipes
Flooding / sewer backup
Broken lock on door
Outlet sparking
Toilet clog (only 1 toilet in unit)
Hot water boiler leak
Fire / gas leak
No heat in winter
No A/C in extreme heat
Carbon monoxide detection

If you are in danger, dial 911



You have the right to sublet

You are liable for the subtenant and their actions

Any profit above your rental agreement is owed to the landlord

The landlord reserves the right to oversee subtenant selection

You are required to provide an ID, income verification, and references for each subtenant

TENANT RESPONSIBILITIES

Be mindful of neighbours with respect to noise

Keep the property clean

Remove garbage

When at fault, repair damages to pre-rental condition

Advise on maintenance issues

Pay rent on time

No smoking inside the property

If pets are allowed, do not leave them alone for long periods and repair damages they cause

Enjoy the rental and stay in touch

WHAT IS NOT AN EMERGENCY?

Burned out lightbulbs

Appliance malfunction

No hot water

Locking yourself out

No A/C (moderate heat)

No heat (moderate cold)

Noise complaints

Parking disputes

Minor leaks



Call OXEN direct:
709.999.OXEN
Mon-Fri, 9am-5pm