

Frequently Asked Questions

Q: How are utility costs calculated for each tenant?

A: Each suite is independently sub-metered - you will be billed at the current market rate for your electricity use only. Rates can fluctuate with peak hours and demand.

Q: Do I incur an expense if anything in the apartment needs to be repaired?

A: We look after all your maintenance needs for you at no additional cost. Should there be any damages to the suite, then you would be responsible for the repairs.

Q: Can I have pets in the apartment? If so, what are the approved pets and cost?

A: We love pets! All pets must be pre-approved by leasing or property management prior to your pet's move in date. You can request a pet application from property management that must be filled out. Any animals over 30lbs need to come in to meet with our leasing or property manager for further approval.

Pet fees are as follows:

- Cats: one-time \$50 fee/cat
- Dogs: monthly \$25/1 dog or \$40/2 dogs
- All other animals are subject to further approval

Q: What, if any, changes can I make to the inside of the apartment?

A: We want you to make yourself at home! You are more than welcome to hang things, we ask that any damages to walls (holes, dry wall anchors, TV mounts) are repaired to avoid additional maintenance costs after you move. Any further changes need to be approved by property management.

Q: Am I allowed to add a roommate?

A: Any additional occupants need to be reported and approved by property management. We are required to have all occupants of The Louvre on file in case of an emergency. Any occupants over the age of 18 will be required to fill out an application form for approval.

Q: Under what conditions can Property Management enter my apartment?

A: Should property management require access, a minimum of 24 hours notice will be given, unless there is an emergency where immediate access is required. We will always notify you prior to entry.

Q: Can I have a barbeque on my balcony?

A: You can have an electric barbeque. Propane and gas BBQs are not allowed at any time due to safety and insurance reasons.

Q: What are the property management office hours?

A: The Property Management office is in suite 224, accessible from the 2nd floor parkade. They are there 7 days a week: 8:00 AM - 5:00 PM

The Community Manager's Desk is in the main lobby. They are on-site Tuesday-Sunday from 8:00am - 5:00pm

Property Management 587.689.5490
After Hours Maintenance Emergencies: 780.224.0104

Email: Louvre@Procura.ca

Q: What are the hours of the facilities (fitness center, social areas, etc.)?

Fitness Centre is open 24 hours/7 days a week. We ask that if you are working out during quiet hours to be mindful of any excess noise while using cable machines, weight equipment, or music as there are neighboring suites.

Meditation & Yoga Space and Games Room are scheduled to open the end of April.

Media & Golf Lounge, Kitchen & Lounge, Hobby Room and Library are currently under construction and will be available in Spring 2022.

Q: Do any of the facilities require an extra fee to book?

A: There is no additional fee to book, but we ask you clean the space after use to avoid any cleaning fees.

Q: How many elevators and stairwells are there?

A: We have two elevators in the main lobby, one elevator on the west side and the fourth elevator on the east side of the building. There are also a set of stairs on each side of the building.

Q: Can I book an elevator? Is there a fee to book?

A: Yes, you can book an elevator. We ask that if you are moving any large items, or having any items delivered to book the elevator with property management, so we can hang up tarps to help protect the elevator from damage.

Q: Are there storage lockers available? What is the cost?

A: Yes, we have storage rooms conveniently on the third and fourth floor, on a first come and first serve basis. The monthly cost starts at \$25/month depending on the size of the storage locker.

NOTE: Tires and other flammable materials cannot be stored in the storage locker.

Q: Do you have bike storage or lockers available?

A: Yes, we have a secure bike storage room in the parkade available at no cost.

Q: How do people access the building?

A: There is a buzzer system at the front entrance. Residents will be set up when they move to buzz in guests and couriers. To buzz people in press 9 on your phone.

Q: Where are the fire extinguishers located?

A: There are multiple fire extinguishers and alarm pull stations on each floor.

Q: Is smoking or marijuana allowed in the building or on the premises?

A: We are a non-smoking property. No smoking of cigarettes, cigars, e-cigarettes or cannabis on premise, balconies or in front of building entry doors. There will be designated areas with cigarette disposal containers provided.

Q: Where is the nearest public transit? (LRT, bus, etc.)

A: The Century Park LRT and Bus station is located right outside the Louvre doors.

Q: Is there transportation to the airport?

A: There is an incredibly convenient bus route that departs from Century Park to the Edmonton International Airport. The (appropriately named) 747 Bus runs every 60 minutes during regular hours and every 30 minutes during peak hours - from 4:10 am to 12:30 am every day of the week.

<https://flyeia.com/parking-transportation/747-bus/>