

# FAQs

## Important Contact Information

### Who do I contact and when?

911: Urgent emergencies such as fire or unruly guests.

#377 or 780-423-4567: Non-emergency issues (e.g. theft, break and enter)

211 x3: Report someone in distress.

Please contact Property Management ([louvre@procura.ca](mailto:louvre@procura.ca) | 587-689-5490) during business hours for anything post-move including maintenance requests, rental inquiries, and amenity upkeep.

After Hours Maintenance (780-224-0104) is an extension of Property Management, so emergencies such as lock-out, water leak, loss of heat, gas smell, and smoke can be dealt with in a timely manner.

Our Event Coordinator ([events@procura.ca](mailto:events@procura.ca) | 587-405-3455) handles all things amenity bookings and resident events. Can be contacted during business hours, Monday to Friday.

Save this information so you always have access to it when you need it.

### What are Property Management Office hours and where is the office located?

Monday to Friday | 8:00am - 5:00pm

Saturday & Sunday | Closed

The Property Management Office is located in the side office just left of the front desk in the North Lobby.

### What are Leasing Office hours?

Monday to Friday | 10:00am - 7:00pm

Saturday & Sunday | 10:00am - 6:00pm

The Leasing Office is currently located in a side office located in the North stairwell off of P2.

# FAQs

## General Building Information

### **How do the buzzers work?**

We have buzzers located at the North entrance. Property Management will program the primary phone number on file, unless otherwise instructed. From there, guests can be instructed to dial your apartment number and press the green phone button. You'll receive a call and then you press '9'.

A friendly reminder to only buzz in guests you are expecting to keep the building secure.

### **How many elevators are there?**

There are four elevators at Le Louvre. (2) in the North Lobby, (1) on the West side, and (1) on the East side. All elevators can access P1 all the way up to the 6th floor, but the East elevator is the only one that goes up to the 7th floor.

### **Can I book an elevator? Is there a fee to book?**

Yes, you can book an elevator by contacting Property Management - we ask that you use our moving elevators for any large items. There is no cost to book.

### **Where can I receive packages?**

There is a parcel room on the main floor, accessible with your fob between 7:00am - 7:00pm. Our Community Coordinator and other staff let delivery drivers in the parcel room during office hours.

### **Are there storage lockers available?**

Yes, they are available on a first-come, first-serve basis. Please contact Property Management for more information.

### **Do you have bike storage available?**

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

### **Can I have pets in my apartment? If so, what are the approved pets and cost?**

We love pets! We allow cats and dogs under 30lbs. An application form must be filled out and authorized by Property Management for our records. There is a \$25 monthly fee for one pet and a \$40 monthly fee for two. Any pets over 30lbs must be approved by Property Management.

# FAQs

## General Building Information (Continued)

### When are quiet hours?

Daily from 10:00pm to 8:00am.

### What parking options are available?

Residents are welcome to park in our heated, underground lots for \$125/month. Please contact Property Management to coordinate.

There is free 12-hour visitor parking located on the South side of the building and free 45-minute parking around the other sides of the building. If there are no spots available, guests are welcome to pay for parking in the Century Park lots North of Le Louvre.

### Is smoking or cannabis allowed in the building or on the premises?

Smoking, vaping, and the use of cannabis in Le Louvre, on balconies, or in the courtyard is strictly prohibited. Residents are required to go outside the perimeter of Le Louvre and adhere to City Bylaws. If you're caught smoking, vaping, or using cannabis in Le Louvre, on balconies, or in the courtyard, you will be fined and possibly evicted.

## Amenities

### What are the amenity hours?

- Hobby & Craft Room (8:00am - 10:00pm)
- Media & Golf Lounge (8:00am - 10:00pm)
- Kitchen & Lounge (8:00am - 10:00pm)
- Fitness Centre (24-Hours)
- Courtyard (8:00am - 10:00pm)
- Games Room (8:00am - 10:00pm)
- Meditation & Yoga Space (8:00am - 10:00pm)
- Library (8:00am - Midnight)
- Century Bark Dog Park (24-Hours)

### What amenities are bookable and how do I make a reservation?

All residents are welcome to book the Hobby & Craft Room, Media & Golf Lounge, Kitchen & Lounge, Games Room, and the Meditation & Yoga Space via [IMPAK](#). Please note that there is a \$250 deposit required for Kitchen & Lounge bookings, but the fee won't be processed unless there are damages/extra cleaning required.

# FAQs

## General Apartment Information

### **Something is wrong in my apartment, how do I submit a maintenance request?**

Please notify Property Management as soon as something is wrong in your apartment so we can act quickly.

All non-urgent requests, pictures, and/or videos can be submitted directly via [IMPAK](#). If there's something urgent such as a water leak, please call Property Management during business hours or After-Hours Maintenance outside of business hours.

### **If I'm going to be away for a period of time, who do I contact?**

Please contact Property Management if you're going to be away from your apartment for several days in a row. We want to keep an eye on things to avoid emergencies.

### **How long are visitors allowed to stay with me?**

Visitors are welcome to stay with you up to 14 days; however, if they're going to be with you longer or they turn into a long-term roommate, please notify Property Management.

### **Do I incur an expense if anything in the apartment needs to be replaced?**

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.

### **What, if any, changes can I make to the inside of my apartment?**

We want you to make yourself at home! You are more than welcome to hang things and 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.

### **Under what conditions can Property Management enter my apartment?**

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.

### **Can I have a BBQ on my balcony?**

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

# FAQs

## Billing

### What's included in my rent and what's extra?

- Heat and water are included.
- Each suite is individually metered for electricity usage and read monthly. The monthly amount will vary per person based on usage and common area portionate share.
- Parking and storage are rentable items cost varies depending on your needs. Please contact Property Management for more information.

### When am I billed for my electricity?

Each suite is individually metered and read monthly. Hamdon Electricity Management will automatically withdraw funds from your account 5 business days after you receive an invoice.

### My banking information has changed, what do I do?

Please notify Property Management about your new banking information by the 20th of the month.

## Community

### How do I access the Resident Portal?

The Resident Portal can be accessed [www.livelouvre.ca/residentportal](http://www.livelouvre.ca/residentportal).

### How do I stay up-to-date on all upcoming events around the building?

The Resident Portal is the best place for you to stay up-to-date. The Event Coordinator will also send a weekly Event Newsletter every Friday and we'll also post signage around the building.