



Resident Handbook

June 2024

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Welcome to Le Louvre

Thank you for choosing to live at Le Louvre!

We've put together this master guide to help ensure that your time with us is as seamless and stress-free as possible. Feel free to refer back to it at any point and please don't hesitate to contact us should you require any assistance or have any questions.

Important Contact Information

| | |
|---|-------------------|
| Property Management Office..... | 587.689.5490 |
| Property Management Email..... | louvre@procura.ca |
| After Hours Emergencies..... | 780.224.0104 |
| Emergency Services - Fire, Ambulance, Police..... | 911 |
| Edmonton Non-Emergency Police Services..... | 780.423.4567 |
| Leasing Office..... | 587.405.1823 |
| Louvre Events/Amenity Bookings..... | events@procura.ca |

**Please add louvre@procura.ca and events@procura.ca to your safe sender list to avoid important information going to your spam folder*

Hours of Operation

Property Management Office

Monday to Friday | 8:00am - 5:00pm
Saturday & Sunday | Closed

Leasing Office

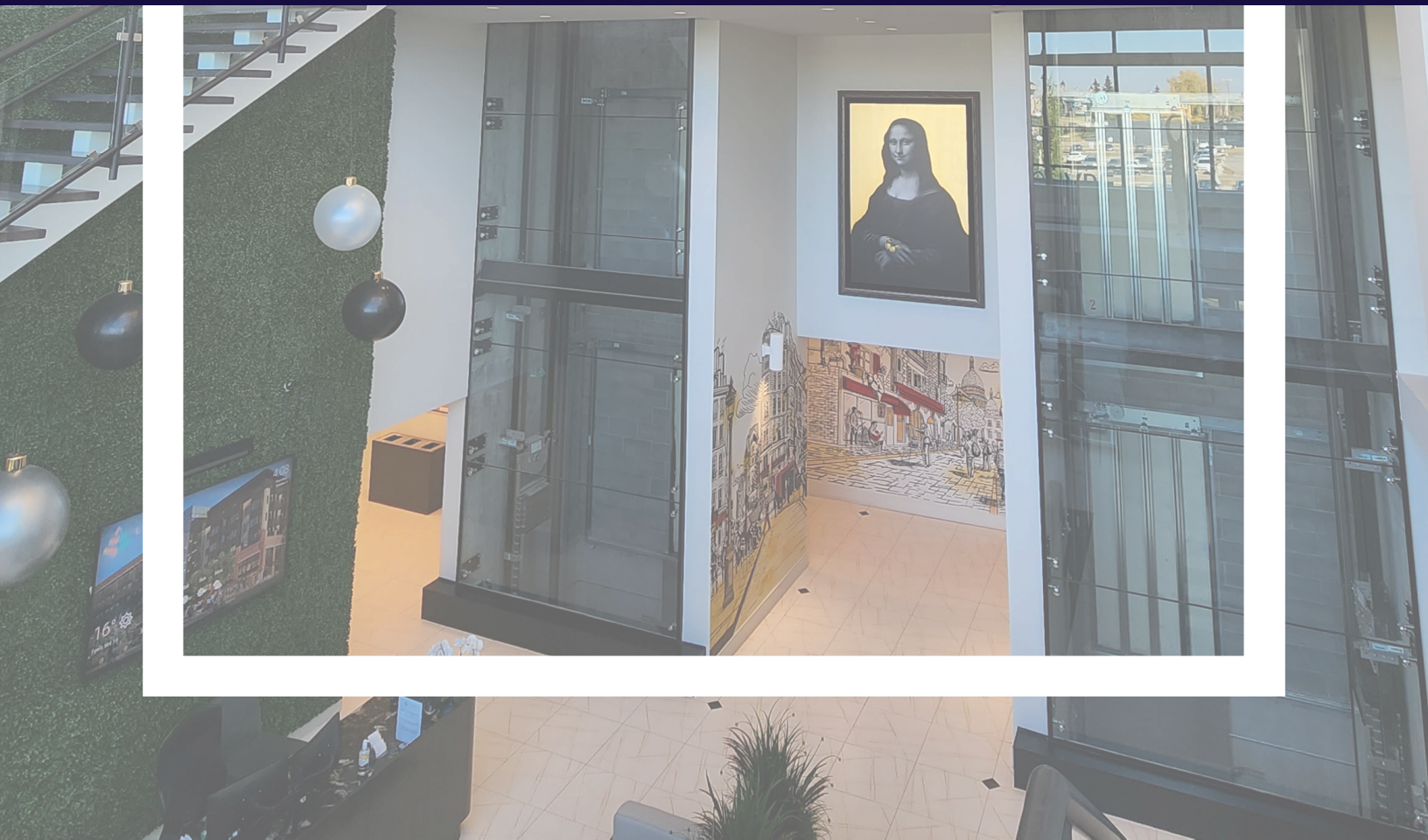
Monday to Friday | 10:00am - 7:00pm
Saturday & Sunday | 10:00am - 6:00pm

**Holiday hours may vary - please keep an eye on your emails for notifications about this*





The Building



General Building Information

Entrances & Exits

All entrances and exits at Le Louvre are fob accessible and monitored by video surveillance. We kindly ask that you ensure the doors are secure and that no unauthorized persons are bypassing our security measures when you enter or exit the building, by car or foot. Doors should NEVER be propped open and you should always have your fob with you.

Buzzer System

Your guests can be buzzed in via the North Lobby only at the moment (East Lobby buzzer will be completed soon). Instruct your guests to dial your apartment number and press the green phone button. You'll receive a call on the phone that's been registered with Property Management and then you press '9'.

**To keep the building secure, please only buzz in guests you are expecting*

Common Area Surveillance

We have several cameras located around the building in all common areas. This is to help deter any negative actions and allows us to review footage should an incident occur.

Elevators

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.

Parcel Room

Have a parcel being delivered and you won't be home? No problem! As long as there are no outstanding fees or a signature required, couriers are welcome to leave your packages in our secured parcel room located off the mailroom in the North Lobby during business hours. Please make sure your unit number is listed on your delivery and collect your parcels as soon as possible (daily between 7:00am - 7:00pm) to avoid theft or abandonment.

If you have a large item being delivered (e.g. desk), you can borrow one of our trolleys to help you move the item up to your apartment. Please connect with Property Management at the front desk.

If you're having any larger furniture delivered (e.g. couch), please contact Property Management to coordinate an elevator booking.

**Our staff are unable to accept packages on your behalf*

General Building Information

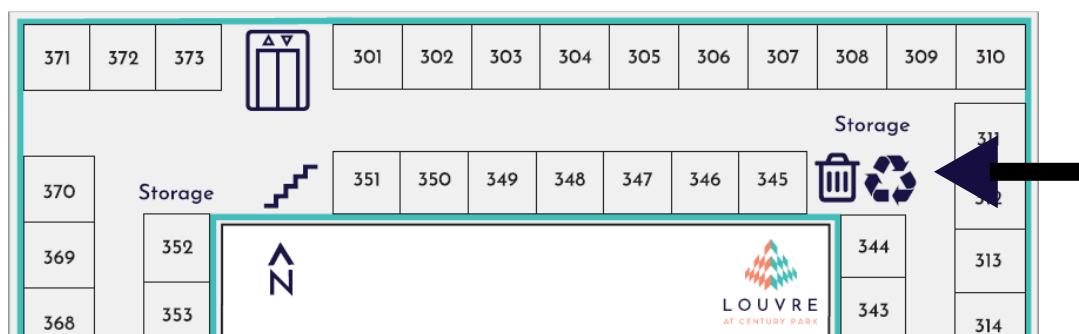
Waste & Recycling

Please ensure all waste is properly secured, bagged, and disposed of in the appropriate bins and/or chutes. Waste cannot be kept on balconies, or any of the common areas, including hallways, entrances, and parking facilities, at any time.

No appliances, large household items, and cardboard boxes should be disposed of down the garbage chutes at any time and residents are responsible for arranging disposal of large items (e.g. mattress). If you are caught abandoning these items, you will be fined and possibly evicted.

Located on your floor in the NW corner.

Floor 2 go to floor 3
Floor 7 go to floor 6



Storage

We have storage lockers and bike storage available so you can free up some space in your suite!

- Storage lockers are a rentable item and start at \$30/month
- Bike storage is free and located just off the parkade on the first floor in the NW corner

Please contact Property Management if you're interested in taking advantage of either of these storage options so they can process your request and give you access.

Pets & Pet Care

We are a pet-friendly building! We kindly ask that your pets are always on a leash when passing through any of the common areas or walking outside, and that you pick up after them. Pets are NOT allowed in the Courtyard at any time. There are plenty of other alternatives for you to explore, including Blackmud Creek Ravine and our exclusive dog park Century Bark, NE of Le Louvre.

**Please make sure your pet is registered with Property Management to avoid fines and possible eviction.*

General Building Information

Building Cleanliness

We do our best to keep the building clean and tidy on our own, but we do appreciate your assistance. We kindly ask that you clean up after yourself when you leave a common area and you're always welcome to contact Property Management if there's ever an area that requires attention. Thanks in advance!

Quiet Hours

Le Louvre is a shared space and we therefore ask that you be mindful of the time of day and the level of noise within your suite and common areas all hours of the day. In particular, strict quiet hours run 10:00pm - 8:00am. Should you ever experience any noise disturbances, please contact Property Management.

Parking

Resident parking in our heated, underground parkade is a rentable item. Please contact Property Management to coordinate and note that you will need to give 30 days notice to cancel.

Free Visitor Parking

12-hour visitor parking is located on the South side of the building. Please instruct your guests to scan the QR code on the signage and use the code 'LOUVREVISITOR2024' to validate for free (up to 7 times per month per license plate). Additionally, free 60-minute visitor parking can be found on all other sides of the building, simply scan the QR code on the signage to validate (1 time per day per license plate).

Paid Visitor Parking

Free parking is limited, so if there are no spots available, you can direct your guests to the Century Park lots North of Le Louvre. Please register vehicles via the QR codes on the signage to pay and validate.

**Parking is regularly monitored and enforced. Should someone exceed the parking restrictions mentioned above, they will be ticketed and can result in being tagged and towed at the owner's expense.*

Smoking & Vaping

Smoking and vaping 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 or vaping in Le Louvre, on balconies, or in the courtyard, you will be fined and possibly evicted.

Amenities

We have so many amenities for you to enjoy while you're living here at Le Louvre! Whether you want to host a fancy dinner party, play some virtual golf, or study in the library, there's something for everyone.

For any questions or comments about the various amenity spaces, please contact events@procura.ca.

List of Amenities

- Hobby & Craft Room*
- Media & Golf Lounge*
- Kitchen & Lounge*
- Fitness Centre
- Courtyard
- Games Room*
- Meditation & Yoga Space*
- Library
- Century Bark Dog Park

Amenity Wifi

Free wifi is available in all amenity spaces!

Louvre Amenities

LOUVRERES2022

Booking Amenities

All amenities are free to use on a first come, first serve basis; however, the amenities marked with an * above can be reserved for free via [IMPAK](#). Here are links to instructional videos to help you make your booking requests:

Logging in to IMPAK: <https://youtu.be/Lheie2KW3LM>

IMPAK Amenity Reservation: <https://youtu.be/PoNwGz6Fu6A>

Please pay attention to the booking restrictions. You must complete a new PAD Form (downloadable from IMPAK) to cover the \$250 deposit for all Kitchen & Lounge bookings. This fee won't be charged unless there are damages/extra cleaning required following your booking.

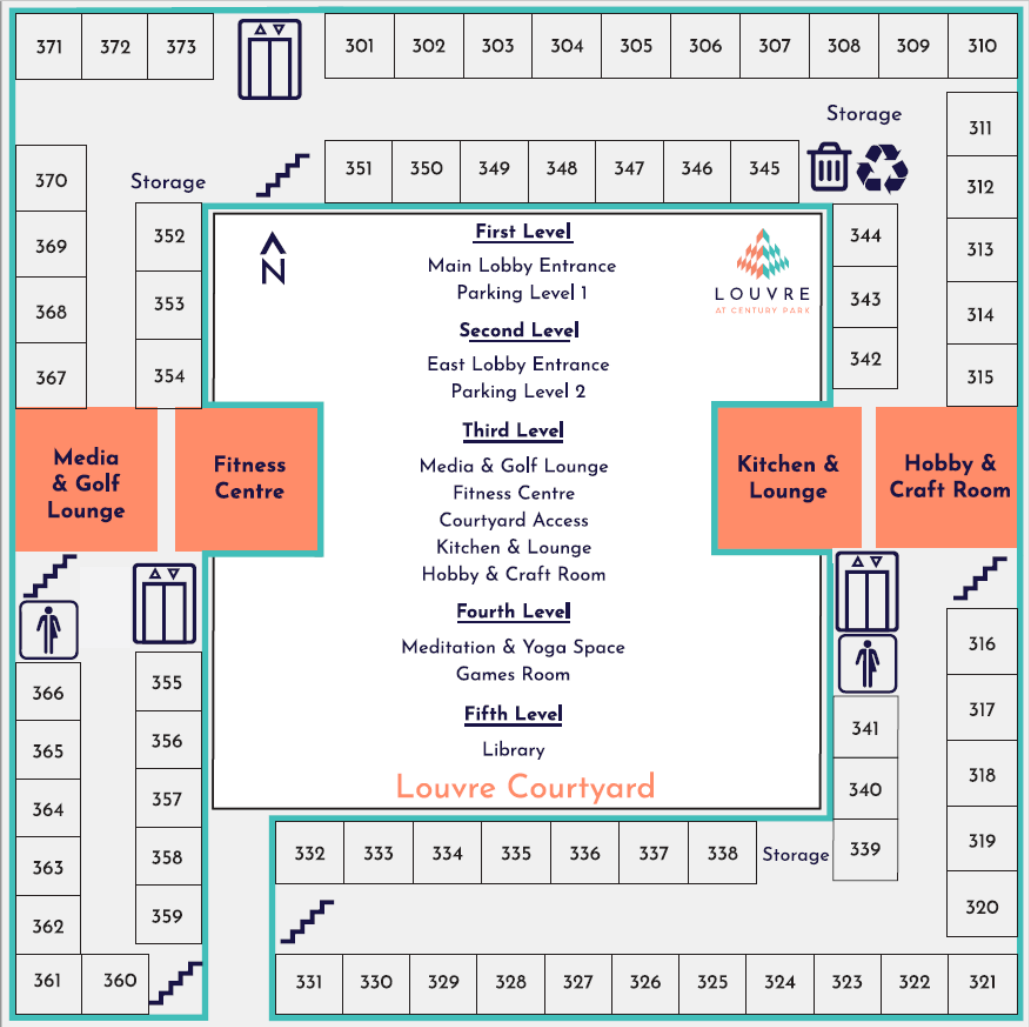
Communal BBQs

There are two gas BBQs available on a first come, first serve basis in the courtyard for your convenience. To turn on the gas for 30-minutes, open the casing above the BBQs and push the red button. BBQs can then be operated as normal. Extra BBQ utensils are available to borrow from the Kitchen & Lounge under the oven. Please ensure BBQs are cleaned and that any borrowed items are cleaned, returned, and ready for the next per to use when you're done.

3rd Floor Amenities

Hobby & Craft Room | 8:00am - 10:00pm

A multi-purpose space with tables and chairs that you can move around to suit your needs whether it be painting, knitting, puzzles, etc.



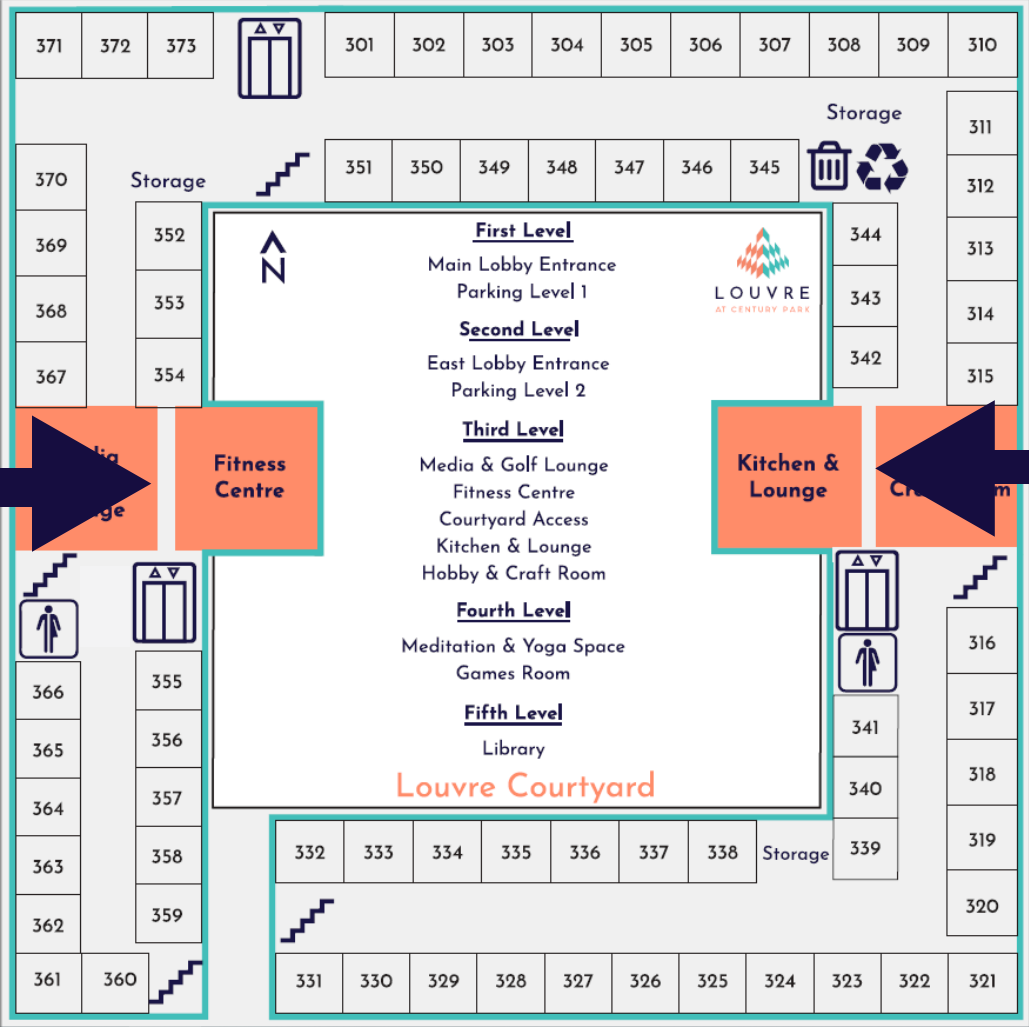
Play virtual golf courses from all over the world, stream your favorite movies with a group of friends, and so much more!

Media & Golf Lounge | 8:00am - 10:00pm

3rd Floor Amenities

Kitchen & Lounge | 8:00am - 10:00pm

A fancy place to host a dinner party, birthday, and more, plus access to the Courtyard and BBQs.



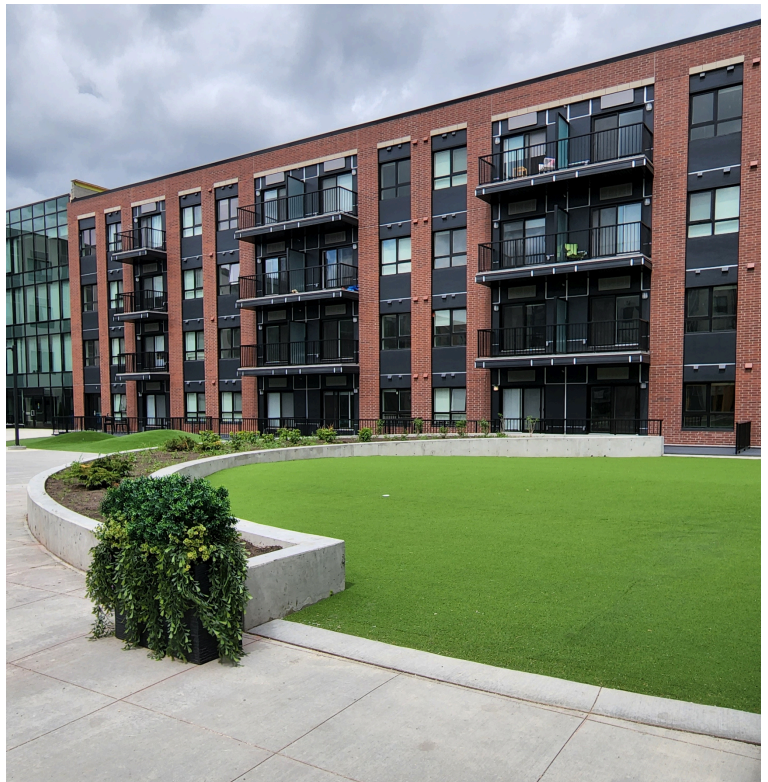
Features commercial grade free weights, Smith machine, power rack, plenty of cardio equipment, and courtyard access.

Fitness Centre | 24-Hours

3rd Floor Amenities

Courtyard | 8:00am - 10:00pm

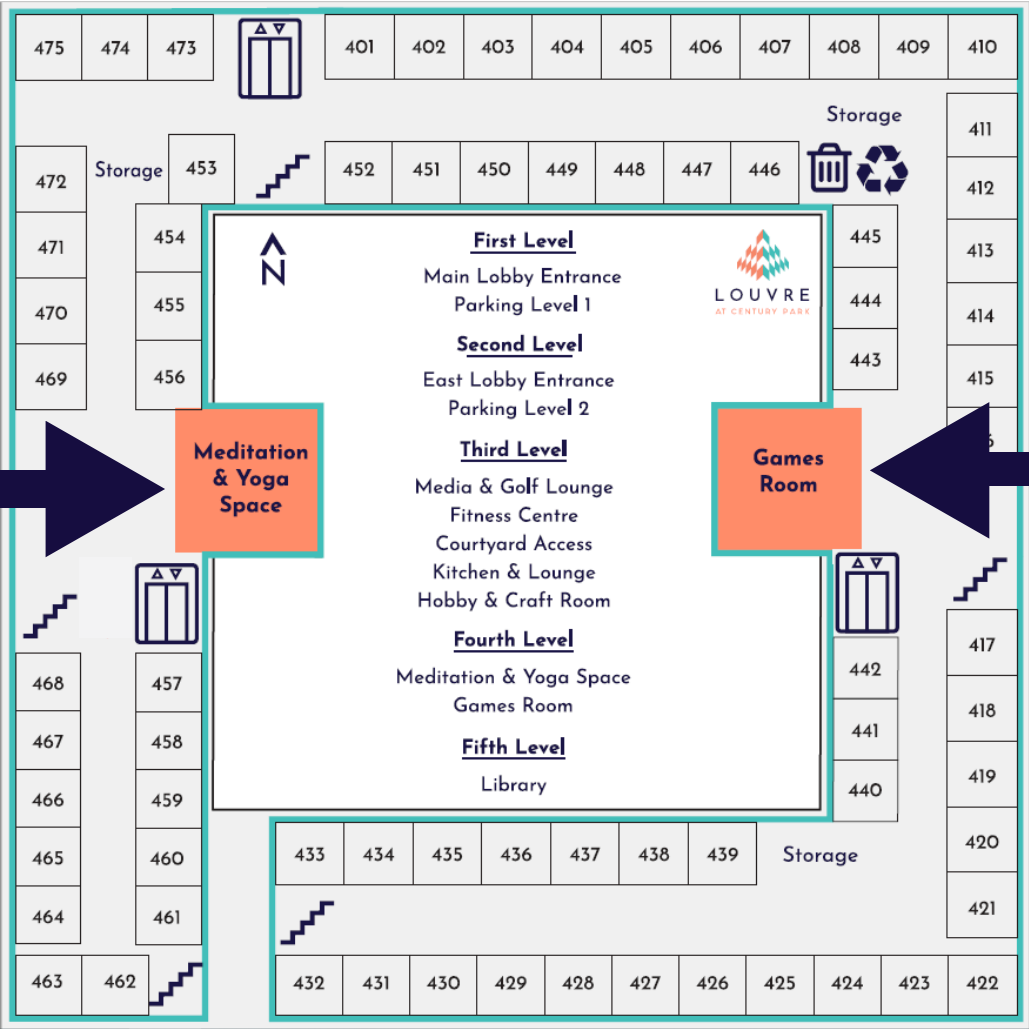
Accessible from the Kitchen & Lounge, Fitness Centre, 3rd Floor Lobby, and the South gate.
Features gas BBQs, firepit, putting green, and an outdoor fitness area.



4th Floor Amenities

Games Room | 8:00am - 10:00pm

Features a pool table and table tennis, plus lounge seating, board games, and a balcony overlooking the courtyard.



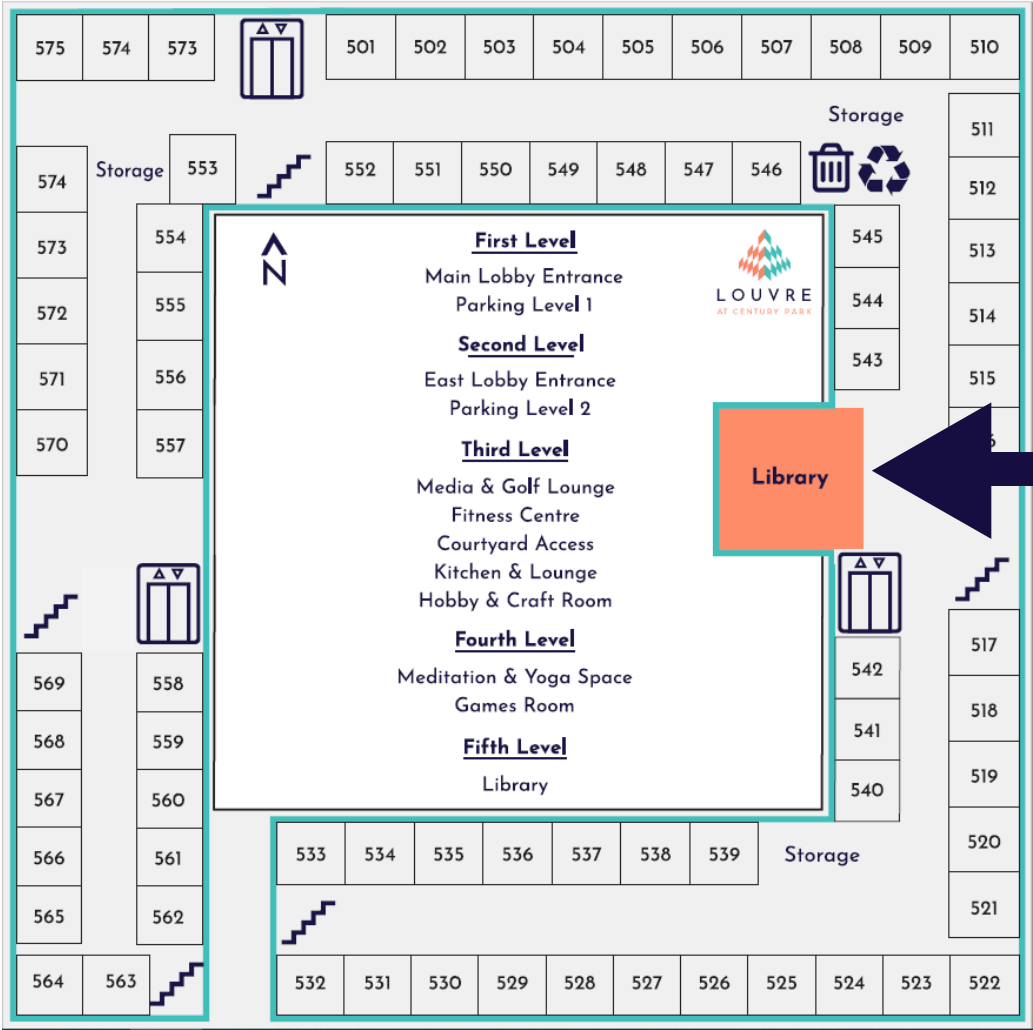
The perfect place to wind down, plus access to a large balcony overlooking the courtyard.

Meditation & Yoga Space | 8:00am - 10:00pm

5th Floor Amenities

Library | 8:00am - Midnight

Lounge seating, tables, and a side room - perfect for working or studying. Plus, a wide selection of non-fiction, adult, young adult, and children's books you can borrow.



Century Bark | Dog Park | 24-Hours

2.5 acre gated dog park located North East of Le Louvre with two separate areas for large and small dogs.





Your Apartment



General Apartment Information

Maintenance Requests

All maintenance requests and relevant pictures/videos can be submitted via [IMPAK](#). Please submit a request as soon as you notice issues so we can act as quickly as possible.

**If you are experiencing an emergency such as a water leak, loss of heat, gas smell, smoke, etc. please contact our After Hours Emergencies line for immediate assistance (780.224.0104)*

Extended Time Away & Long-Term Visitors

If you're going to be away from your apartment for several days in a row, please notify Property Management. We want to keep an eye on things to avoid emergencies such as water leak and loss of heat.

Visitors are welcome to stay with you for up to 14 days; however, if they're going to be with you longer, please notify Property Management.

Fobs & Mail Keys

Each resident listed on the lease will receive a fob once the move-in inspection is completed; however, if you require an extra fob for a visitor or need a replacement, there is a \$100 fee.

Mail keys are also provided once the move-in inspection is completed and cost \$50 to be replaced.

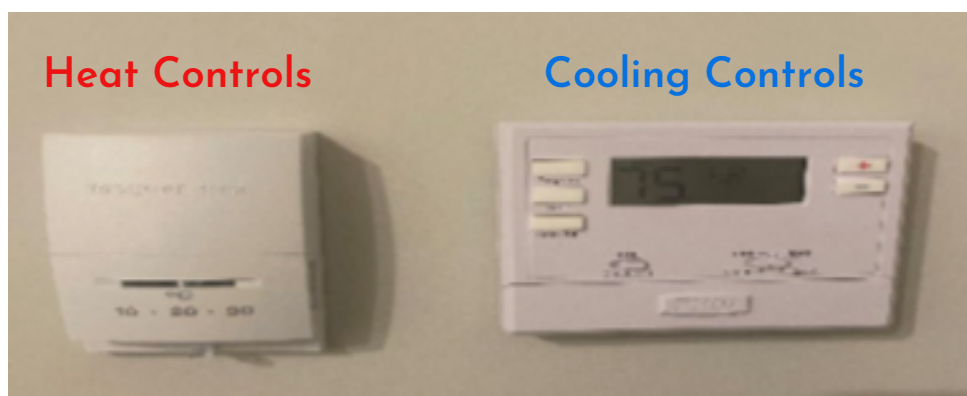
Please contact Property Management if you need assistance with either of these items.

BBQs

Residents are more than welcome to have electric BBQs on their balconies at Le Louvre. Propane BBQs are NOT permitted on balconies for safety reasons.

If you don't have a BBQ, you're more than welcome to use the communal BBQs in the Courtyard during warmer months.

Heating & Cooling Controls



Heating (Winter Mode)

- The sliding thermostat (Heat Controls panel above) controls the heat in your suite and should be set between 18-25°C
- Ensure the digital thermostat (Cooling Controls panel above) is turned 'OFF'
- If your suite becomes too warm, set the digital thermostat to 'COOL' and the fan to 'AUTO'. This will allow fresh air to cool your space. When your space has cooled off enough, turn the digital thermostat 'OFF'
- **NEVER** open a window or your patio door for cooling in the winter. This can freeze the heating lines and cause flooding.
- **DON'T** turn the sliding thermostat all the way up on extremely cold days.

Cooling (Summer Mode)

- The digital thermostat (Cooling Controls panel above) should be set to 'COOL' and **NEVER** run below 67°F
- Turning the fan to 'ON' will allow fresh air to circulate into your suite and turning it to 'AUTO' will cycle the fan on and off to maintain cooling
- **DON'T** run your A/C and leave your windows open. This will result in higher electricity costs and inefficient cooling of your apartment.

General Information

- Base building airflow is supplied 24/7 from an air duct located at the entrance to your apartment. This airflow is tempered air and is not meant to heat or cool your entire suite, but to always provide air flow and circulation.
- Heat is supplied via the baseboard heaters located on the perimeter of your suite, while A/C is supplied via the unit in your living room.

Rent & Utilities

Your rent and utilities will be automatically withdrawn from your bank account on the 1st of every month based on the banking information provided. Please ensure you have adequate funds in your account to avoid late fees and possible eviction.

We know that life happens, so please contact Property Management if you require a payment plan at any time and we'll do our best to accommodate your needs. If you don't pay your rent on the 1st of the month more than once, you may receive an eviction notice.

If you need to make changes to the banking information on file, please do so by 20th of the month.

**DON'T send an e-transfer unless otherwise instructed by Property Management*

Electricity

Each suite at Le Louvre is individually metered and read monthly. Residents are then billed back through Hamdon Electricity Management and funds will be automatically withdrawn from your account 5 business days after you receive the invoice based on the banking information provided.

Please note there is a monthly service fee of \$15 included on your invoice.



Community



Online Community

We're all about community here at Le Louvre and we want you to feel welcome from day 1!

Resident Portal

We created a private online hub that hosts all the important information you need, including a copy of this handbook, a list of upcoming events, important numbers, and so much more!

[Click here to access the Resident Portal](#)

**Pro Tip: We recommend you bookmark this page so you can have quick access*

Resident Discounts

We're always working hard to network with local businesses in the area and as a result, we've been able to secure some discounts for you! Keep an eye on the Resident Portal for all the current deals you have access to.

Social Media

Like/follow us on social media (@livelouvreyeg) and be sure to tag us in your posts!

We love to share our wonderful community, so feel free to send pictures/videos of you using the amenity spaces, your furry friends, etc. to events@procura.ca, as well as your social handle if you'd like to be tagged.

In-Person Community

Whether it's a resident gathering, a watch party, or fitness classes, we do our best to make sure there's something for everyone.

If you have any questions about what we currently have planned or you have an idea for an event, please contact events@procura.ca.

Amenity Tour

We know that there's a lot of information to take in when you move to a new place, which is why the Events Coordinator will follow up with you shortly after you move-in to summarize all amenity information and coordinate an amenity tour (if you're interested). The tour will remind you where all the amenities can be found, how to work all the equipment in the various amenity spaces, and walk you through how to book an amenity.

**Please note the Events Coordinator handles all things events/bookings, while Property Management manages maintenance*

Event Information

As events are coordinated, there are several ways to stay up-to-date!

A calendar invite will be the first thing you receive. Leading up to the event, you will also be updated via:

- Community Newsletter (1st Wednesday of the month)
- Event Emails
- Elevator Signage
- Community Board (located in the mailroom)
- TV in the North Lobby
- Resident Portal



Welcome to Le Louvre

