

Biggest changes in the new key day package.

If new HH has email – email package **no later than** two weeks before key day
If new HH does not have email – package to go into mail **no later than** two weeks before key day.

Time lines:

2 weeks before key day the marketing admin should send a completed key day package to the PM

PM is to do a unit inspection prior to key day

2 days before key day PM to reach out to new household to:

- Confirm date and time of meeting
- Confirm all verification that is required **before obtaining** their keys ie, hydro, gas, insurance
- Ensure they have paid (bring proof of payments) or providing the required funds on key day to obtain the keys

Occupancy Agreement – Co-op

Must be signed by Board before the key day. If a board poll is required then one should be done.

Unit Inspection and Fire Safety Acknowledgement

These two documents should be completed in the unit with the household in attendance.

A walk through with the new household to determine any deficiencies and having them sign off that everything is ok or note what deficiencies were found.

Both of these papers need to be returned to the Admin for the tenant file.

Paperwork to be handed out on site during key day

PM will need to work with their admin and put together a package that would be given at key day. Examples would be:

- Fire Safety Sheet
- Satellite Dish / Antenna Agreement
- Key Receipt
- Parking Agreement / Pass
- Who to call
- Heating / Cooling systems

All newly completed household files to be given to Stella before putting up for filing.