PARAGON
PROPERTY MANAGEMENT

THE PARAGON LIFESTYLE

Welcome to your new home.

A warm welcome. A helpful guide.
A team that cares.

Every Door Matters.

Safe Homes. Protected Investments.
Stronger Communities.

From our family to yours.



Welcome home. We are so pleased to welcome you to the Paragon community.

As a local, family-owned business, we know a home is where everyday life happens: family dinners, fresh starts and the moments that matter. Behind every door is a person, a family and a story worth caring about.

Our commitment is to listen, communicate clearly and care for your home with professionalism and respect. We hope you feel comfortable reaching out, asking questions and making this space your own.

Warmly, Corine & Sarah

Corine Wagenaar, Owner
Sarah Molnar, Director of Operations & Sales

Care you can count on.

Three connected services support your home and the people behind every door.

01 Accounting | Financial Clarity

Clear account information, organized records and helpful answers about rent and payments. We believe good communication builds confidence and trust.

02 Leasing | The Right Rental Experience

From your first inquiry to moving day and beyond, we help you understand the next steps, settle in and find the information you need.

03 Maintenance | Care That Protects Value

Responsive coordination, preventative care and attention to safety help protect your home, the property and the community around it.

The Paragon Lifestyle

Respectful relationships. Pride in your home. Neighbours who look out for one another. A team you can reach when you need help.

Tenant relations, documentation and fair, consistent processes connect all three pillars. Every Door Matters guides how we serve residents and property owners.

We are here to serve you.



Our office, leasing and maintenance teams work together to make your rental experience feel organized, welcoming and supported. Tell us what you need, and we will help connect you with the right person.

One number. The right help.

519-351-5551
Press 1: reception and general questions
Press 2: service and maintenance
Press 7: 24/7 property emergency call centre

A little detail makes a big difference.

Include your address, unit number and a callback number whenever you contact us. Let us know if you need an accessible format or a different way to communicate.

General: info@paragonproperty.ca
Service: service@paragonproperty.ca

Settle in. Live well.

Keep this booklet somewhere easy to find.

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This guide is for residential tenancies covered by Ontario’s Residential Tenancies Act. Your lease and applicable law prevail. Services and arrangements vary by property; confirm the details for your address with our team.

October 2026 edition.

Make yourself at home.

A few simple steps make moving day easier.

Before moving day

Confirm keys, access, your rent due date and payment method. Arrange utilities where your lease requires them and tenant insurance in line with its terms. Plan moving vehicles so neighbours and emergency access remain clear.

When you arrive

Test your keys. Locate your smoke and carbon monoxide alarms, exits and any building emergency instructions. Ask us to identify your home’s electrical panel and water shutoff if applicable.

Within seven calendar days

Complete your self-led condition inspection and send us your notes and photos. Activate Resident Center, confirm collection arrangements and update your mailing address.

We have prepared your home

Paragon completes a move-in inspection, smoke and carbon monoxide alarm testing and a professional clean before move-in. Please tell us if anything has been missed.

Our post-move-in call is a chance to check how you are settling in. Please do not wait for the call to report a concern.

Your seven-day check.

Return within seven calendar days of moving in. Attach photos or additional pages as needed.

Property address / unit

Resident name / contact

Move-in date / report date

Review doors, windows, locks, walls, floors, kitchen, appliances, bathroom, plumbing, heat, lights, alarms, exits and cleanliness.

Existing damage, cleaning concerns or items not working

[ ] No move-in concerns found at this time.

Email your report to info@paragonproperty.ca, with your address and unit in the subject. Submit repair requests in Resident Center. Urgent concerns: phone us.

If no report is received, we assume you have no move-in concerns to report at that time. Keep reporting later issues. This deadline does not limit your rights or the landlord’s repair obligations.

Your home online.

Resident Center by Buildium keeps everyday tenancy information close at hand.

1. Open your invitation

Find the welcome email for your Paragon tenancy and check your junk folder. Follow its activation link. If you applied through Resident Center, try your existing sign-in details.

2. Sign in & save the link

Use the resident website or the Resident Center app by Buildium. Keep passwords and verification codes private. Ask reception for help if you cannot access your account.

3. Check your information

Confirm your email, phone number and address. Turn on useful notifications and keep your details current.

Use it for everyday tasks

View available account activity and documents, submit routine maintenance requests with photos and follow updates. Messaging and payment features depend on your account settings.

Resident Portal

paragonpropertymgt.managebuilding.com
/Resident/portal/login

Emergencies need a phone call. Do not wait for portal or email replies.

Rent & payments.

Know your due date

Pay the amount stated in your lease by its due date, generally the first of the month, using the approved payment method. Keep confirmations and review posted activity in Resident Center.

Questions or payment difficulty?

Contact us early if a payment appears missing or you expect a delay. We can discuss your circumstances; any payment arrangement should be confirmed in writing. Ontario notice and LTB processes may apply to unpaid rent.

Your last month’s rent deposit

For covered tenancies, this is for the final rental period, not damage. Ontario law governs allowable deposits and annual interest.

Rent Rewards

Paragon offers Rent Rewards for eligible residents, subject to current program terms, enrollment and required authorizations. Ask our team or visit paragonproperty.ca for details and participating service providers.

Clear communication builds trust

Include your address and unit with account questions. A landlord notice is not an eviction order; the required legal process still applies.

Help us help you.

Report problems early so we can coordinate the right response.

Tell us what is happening

Include your address, unit, room or appliance, callback number, when the issue started and whether it is worsening. Describe what you see, hear or smell. Add photos if safe.

Tell us about access

Mention pets and any access or accommodation needs. We give lawful notice for repairs; a request alone does not authorize entry without notice. See page 29.

YELLOW | Urgent / safety

Report promptly by phone: 519-351-5551, press 2. These concerns need attention but do not present an immediate threat. The team aims for same-day initial triage when appropriate.

GREEN | Routine

Submit through Resident Center or service@paragonproperty.ca. The internal target is to address routine items within ten business days, subject to the work, parts, trades, access and required approvals.

Targets guide triage and scheduling; they are not guarantees of completion or replacements for legal duties. Do not arrange major repairs on the owner’s behalf without written authorization, except where permitted by law.

Keep your appointment.

HVAC technicians, electricians and other trades reserve time to help care for your home. Keeping agreed appointments helps avoid wasted visits and delays for everyone.

When you arrange or confirm a visit

Confirm the date, time, contact number and access plan with Paragon or the authorized contractor. Tell us about pets or other access needs. Arrange to be available if your presence is needed and you have agreed to attend.

If your plans change

Contact Paragon and the contractor as soon as possible. Follow any cancellation instructions provided. Do not leave a contractor expecting you without advising them.

Missed visits & actual costs

If you fail to keep an agreed appointment or prevent lawful access and the work cannot proceed, you may be responsible for reasonable, documented costs where Ontario law allows recovery. We assess the circumstances, the access arrangements and the contractor’s invoice; there is no automatic no-show penalty.

Being away is not automatically a missed visit

With valid entry notice, you need not be home unless your participation is required and arranged. If lawful access allows the work, absence alone does not justify a charge.

Disputes follow the LTB process. Source: LTB Interpretation Guideline 10.

When it is an emergency.

911 | Immediate danger

For fire, smoke, a carbon monoxide alarm, suspected gas leak or danger to life, leave the affected area and call 911 from a safe location. Notify Paragon once safe.

For a suspected gas leak, avoid switches, flames and devices inside. Do not go back inside until emergency responders say it is safe.

RED | Property emergency

519-351-5551, press 7
24/7 emergency call centre

Call for uncontrolled water, sewage backup, a dangerous electrical condition, loss of heat in cold weather or another urgent property threat.

The call centre assesses the issue and forwards genuine property emergencies to the on-call agent. Paragon targets initial emergency triage within one hour; this is not a guaranteed attendance or repair time.

Give your address, unit, callback number and clear details. Stay away from hazards. If the situation worsens or you have not connected with help, call again.

Please phone. Email and Resident Center are not emergency dispatch channels.

Safety starts together.

Smoke & carbon monoxide alarms

Paragon tests alarms annually and before each new resident moves in, meeting the Ontario Fire Code requirement for annual testing and testing after every change in tenancy. The landlord supplies replacement alarm batteries and maintains the alarms. We also arrange required testing after battery replacement or changes to the electrical circuit.

Never cover, disconnect or remove alarm batteries. Report missing or faulty alarms promptly. Know your exits and keep halls and stairs clear.

Electricity & heat

Use outlets safely. Keep heaters and vents clear and never use an oven to heat your home. Report damaged outlets, unusual smells or equipment faults. Leave repairs to qualified people arranged by Paragon.

Security & access

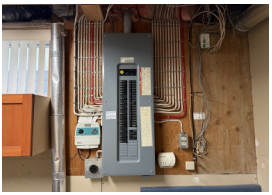
Do not prop shared doors open or share access codes publicly. Report lost keys and damaged locks. Ask Paragon before changing locks or installing fixtures or additional appliances.

Alarm testing: Ontario Fire Code, Division B, Subsections 6.3.3 and 6.3.4. We provide lawful notice for scheduled testing.

When an alarm sounds

Treat a fire or carbon monoxide alarm as an emergency. Leave and call 911 from a safe place. Do not assume a sounding alarm is only a battery issue.

Lights & batteries.



Know your electrical panel. Keep access clear. Never remove the cover, touch wiring or repeatedly reset a tripping breaker.

A light is out? Start here

Check the switch. If safe, turn the light off, let the bulb cool and try a matching replacement. Follow the fixture’s bulb type and wattage limit. Ask for help with high or inaccessible fixtures.

Routine bulbs & batteries

Residents replace bulbs in their own lamps and batteries in personal devices. For accessible bulbs and ordinary batteries in supplied equipment, follow your unit’s lawful home-care arrangements. These do not transfer the landlord’s repair duties; ask Paragon if unsure.

Smoke & carbon monoxide alarms

The landlord maintains these alarms, including their batteries. Report chirping, faults or missing alarms promptly. Never remove a battery to silence an alarm. For a sounding alarm, leave and call 911.

Common areas & repairs

The landlord handles common-area lighting and maintenance. Report dark shared areas and faulty fixtures, switches, wiring or integrated LEDs. Do not attempt electrical repairs.

Power issue? Tell us whether one device, your unit or neighbouring homes are affected. For sparks, smoke or immediate danger, leave and call 911.

Sources: Ontario standard lease guide; LTB Maintenance and Repairs.

Heat & furnace filters.





Examples supplied by Paragon: heating equipment (left) and a furnace filter label (right). Your equipment may differ.

Single-family homes & individual furnaces

Check your furnace filter every three months. Follow the replacement schedule provided for your home and the manufacturer’s instructions. Contact Paragon if you are unsure which filter to use or need help.

Match the filter to your furnace

The example shown is 16 x 25 x 5 inches, MERV 11, part X6670. This is not the size for every home. This deeper filter has an estimated service life of up to 12 months; do not assume all filters have the same schedule.

Give equipment room

Keep vents and equipment access clear. Do not adjust gas valves, wiring, venting or hot water tank controls. Report leaks, unusual noise, no hot water or loss of heat promptly.

Gas smell or carbon monoxide alarm: leave immediately, avoid switches and flames, and call 911 from a safe location. Never use an oven as a heater.

Filter reference: Lennox Healthy Climate HCC specifications (X6670).

Your water shutoff.



Example: black water meter in the centre; yellow-handled water valve at right. Your equipment and valve locations may differ.

Know the location before a leak

The main shutoff is often near the meter where the water service enters the home. Ask Paragon to identify and label the valve serving your unit. Shared buildings may have different arrangements.

If a pipe bursts

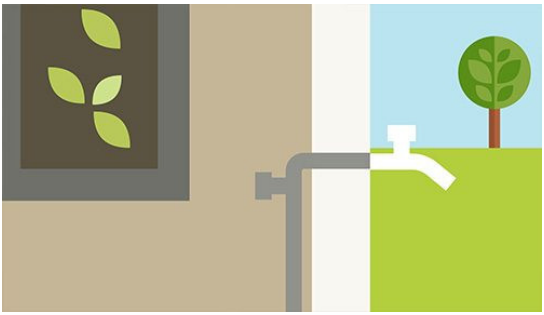
If you can reach the confirmed valve safely, close it and call Paragon immediately. A wheel valve usually closes clockwise. A quarter-turn lever is closed when perpendicular to the pipe. Never force a stuck valve.

Stay clear of standing water near electrical equipment. Do not operate gas valves, street shutoffs, meter seals or fire-sprinkler valves. If unsure, stop and call for help.

Hot-water tank supply: see the illustrated guide and valve-location notes on page 24.

Photo enhanced for illustration. Main-valve guidance: City of Toronto. Equipment varies by home.

Winterize outdoor taps.



For single-family homes with a separate outdoor-tap shutoff. Confirm your setup and seasonal tasks with Paragon.

1. Disconnect the hose

Before freezing weather, disconnect and drain garden hoses, splitters and attachments. Store them for winter.

2. Close the indoor branch valve

Close the confirmed valve feeding the outdoor tap. This is the outdoor water line’s valve, not the main supply for the whole home. Never guess which valve to turn.

3. Open the outside tap & drain

After closing the indoor valve, open the outside tap to drain. Follow Paragon’s fixture-specific instructions for any bleeder steps and final tap position. Stopped flow does not guarantee the pipe is empty.

Frost-free taps and irrigation may need different steps. If a valve is missing or stuck, or water keeps flowing, contact Paragon. Do not dismantle plumbing.

Illustration: City of Toronto. Guidance: Toronto frozen-pipe prevention; CMHC Your New Home Manual.

Drains & repairs.

No grease. No objects. No wipes.

Keep fats, oil, grease and food scraps out of drains. Cool and collect grease for garbage disposal. Flush only toilet paper and human waste. No wipes, even “flushable” ones, paper towels, hygiene products, diapers, litter or toys. Teach children these rules.

When a blockage is your responsibility

You are responsible for reasonable costs when intentional or negligent misuse by you, your child, another occupant or guest causes a blockage or damage, such as flushing a toy. We establish the cause; plumbing defects and ordinary-use blockages are not automatically your responsibility. Disputes follow the LTB process. Report overflows promptly and stop flushing.

Appliance repairs are a high priority

The landlord maintains supplied appliances. Report faults with the model, symptoms, error codes and photos if safe. We arrange service as quickly as possible. Same-day attendance is not always available: our regular repair companies generally work weekdays and may be backlogged.

Why repairs or replacements take time

Diagnosis and parts orders take time. If repair is too costly or impractical, we promptly arrange replacement, which requires ordering, delivery and installation. We follow up and keep you informed. Report loss of your fridge or cooking appliance, and accommodation needs, so we can assess urgency and interim options. Delays do not remove the landlord’s maintenance duties.

Everyday care: clean dryer lint screens after each load; report leaks, moisture and pests. Ask before changing fixtures or appliances. Never reconnect equipment disconnected for safety.

Sources: RTA ss. 20, 34; LTB Maintenance and Repairs; LTB Guideline 5.

Prevent & report pests.

Before you move in

Paragon inspects every unit for signs of pests before occupancy and addresses identified concerns. Hidden pests may be missed. Report any signs promptly, including during your first week.

Everyday prevention

Keep your home ordinarily clean, store food securely and remove garbage regularly. Reduce clutter so cleaning and inspection are possible. Look closely at furniture, mattresses, luggage and other belongings before bringing them inside. Be especially careful with second-hand or discarded furniture.

If you see signs of pests

Contact Paragon right away with your address, location and photos if safe. Do not wait for the next inspection. Follow the pest professional’s instructions; do not move suspect items through shared areas or into another unit.

Treatment needs cooperation

Prepare your home as directed and permit lawful access for inspections and treatment. Tell us early if you need help preparing or an accommodation. Follow-up visits may be needed.

Pests are not proof of poor housekeeping; bedbugs can occur in clean homes. Paragon coordinates required pest control. Costs are not automatically charged because pests appear after move-in or used furniture is present. Any claim based on proven negligent conduct or substantial interference must comply with Ontario law.

Sources: LTB Maintenance and Repairs; Health Canada bedbug prevention guidance.

Damage & repair costs.

Your responsibility under the RTA

Under section 34, residents are responsible for undue damage caused intentionally or negligently by themselves, another occupant or someone they permit in the property, including a friend, guest or visitor. This applies inside the home and in common areas.

Normal wear is different

Ordinary aging from reasonable use is not tenant-caused damage. We consider the cause, age and condition of an item when assessing repairs or replacement; a resident is not automatically responsible for the full price of a brand-new replacement.

Report damage promptly

Tell Paragon what happened, where and when, even if someone else caused it. Provide photos if safe. Reporting early can reduce further damage. Do not conceal damage or arrange major repairs on the owner’s behalf without authorization, except as permitted by law.

Evidence & fair cost recovery

We review inspection records, photos, contractor findings and reasonable repair estimates or invoices. If liability is disputed, the applicable LTB process determines it. There is no blanket damage charge.

Where evidence establishes liability for pest-related damage or avoidable treatment costs, Paragon may seek reasonable compensation through a lawful agreement or the proper LTB process. Necessary maintenance and pest response continue while responsibility is assessed.

Sources: RTA ss. 34, 89; LTB Guidelines 5 and 10.

A good neighbour lives here.

Ordinary cleanliness

Please keep your home and the areas you use clean and tidy. Clean kitchens and bathrooms regularly, dispose of garbage properly and clean up spills promptly. Keep floors, exits and walkways free of clutter. Everyday care helps prevent pests and keeps the property safe and welcoming.

Make room for one another

Keep noise reasonable. Use assigned parking and storage and ensure visitors do the same. Follow lawful property arrangements for shared laundry, outdoor areas and smoking.

Care for shared spaces

Keep entrances and walkways clear. Clean up spills, break down boxes and return emptied waste containers promptly. Clean up after pets and keep them under control in shared areas.

Speak respectfully

Tell us about persistent concerns with dates, locations and details. Avoid confrontations. Our team follows up fairly while respecting everyone’s privacy.

When extra help is needed

For noise disturbances, contact local police non-emergency services when appropriate. If police attend, send Paragon the occurrence number the next business day. Call 911 for immediate danger.

Pet and guest rights are governed by Ontario law and lawful building-specific rules. Ask us about your property or an accommodation you need.

Keys & lockouts.

Keep your keys secure. Lost or forgotten keys are normally a personal lockout, not a property maintenance emergency.

During office hours

Call reception at 519-351-5551, press 1 before visiting. Where available, our single office key may be borrowed after identity and tenancy are verified. It must be returned by the time agreed with our team.

Refundable borrowed-key deposit

A refundable deposit of up to $75 applies, capped at the expected direct replacement cost of the key or access device, as Ontario law requires. The deposit is refunded when the borrowed key is returned. It is not a penalty or security deposit for possible rekeying.

If the office key is not returned

Tell us promptly. We may need to replace the key or assess whether rekeying is necessary for security. Any recovery of documented costs must be lawful; an unreturned key does not create an automatic rekeying fee.

After hours

Arrange a reputable locksmith for non-destructive entry at your expense when you lose or forget your keys. Do not change locks without Paragon’s consent. If no locksmith is available and assistance is urgently needed, call 519-351-5551, press 7; attendance is subject to availability.

Any permitted charges must be explained before service. If anyone is in immediate danger, call 911. Key deposits and replacement charges: O. Reg. 516/06, s. 17.

Copies & access devices.

Ordinary household keys

You may make a copy of your ordinary unit key at your own expense. Keep copies secure, share them responsibly and return all unit keys when your tenancy ends. Copying an ordinary key does not authorize changing the lock.

Mastered or restricted systems

Some properties use a master-key system or restricted, controlled keys. Check with Paragon before copying these. Restricted keys may need to be ordered through an authorized locksmith or building representative. Do not copy the office master key or bypass access controls.

Condo entrance keys, fobs & cards

Condominium buildings may have specific ordering, programming and replacement procedures. Ask Paragon about the process before ordering. The direct cost can be higher than an ordinary key, including an actual condo replacement charge where lawfully recoverable.

What you may be charged

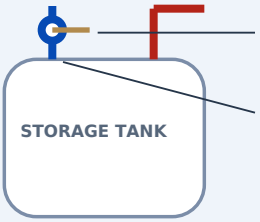
Additional or replacement keys and access devices requested by a resident are limited to their lawful direct cost. Any refundable deposit is limited to the expected direct replacement cost. A condo fee or administration label does not by itself make a charge recoverable.

Lost, stolen or unreturned devices

Tell Paragon promptly so we can assess security and any needed deactivation. Any rekeying or other cost recovery depends on the facts and Ontario law; it is not an automatic penalty.

Source: O. Reg. 516/06, s. 17; RTA ss. 24 and 35.

Hot-water tank shutoff.



Cold-water supply shutoff

Tank inlet: COLD / C

Typical layout only. Ask Paragon to identify your valve.

1. Locate the incoming cold-water line

Find the tank’s COLD/C inlet, usually on top, and trace its pipe to the shutoff. Ask Paragon to identify yours; do not rely on colour.

2. Check the valve before touching it

The bottom drain, pressure-relief lever and gas valve are not the cold-water shutoff.

3. If the tank leaks, call Paragon

Call 519-351-5551, press 7. Close only a confirmed valve if safe and directed. Water isolation does not turn off heat; stored water can still leak. Paragon arranges safe shutdown. Do not drain or restart the tank.

Complete these safety notes with Paragon:

Main water shutoff location	**Tank cold-water shutoff location**
Outdoor supply valve location(s)	**Outdoor tap / winter instructions**
Electrical panel location	**Seasonal preparation / date**

Never force or operate an unidentified valve. In shared buildings, do not shut off another unit’s supply without direction.

Guidance: A. O. Smith and Rheem. Step-by-step format inspired by A Plus Water Heaters.

Waste & bulk pickup.

Your regular collection

Use chatham-kent.ca/collection or Recycle Coach to confirm your address, recycling week and holiday changes. Follow your building’s arrangements. Use approved containers; bag or box garbage inside and follow lid instructions.

Standard curbside set-out: between 7 p.m. the night before and 7 a.m. on collection day. Special downtown arrangements may differ. Keep shared areas tidy.

Large items need a booking

Do not leave furniture beside bins or out with weekly garbage. Chatham-Kent collects eligible bulk items quarterly by advance booking through Recycle Coach. Request pickup at least seven days before your designated date.

Limit: three eligible items per residential unit per quarter; properties with six or more units have a shared limit of 15 for the entire property. Contact Paragon to coordinate shared-property bookings. Confirm accepted items before set-out; appliances and e-waste are excluded.

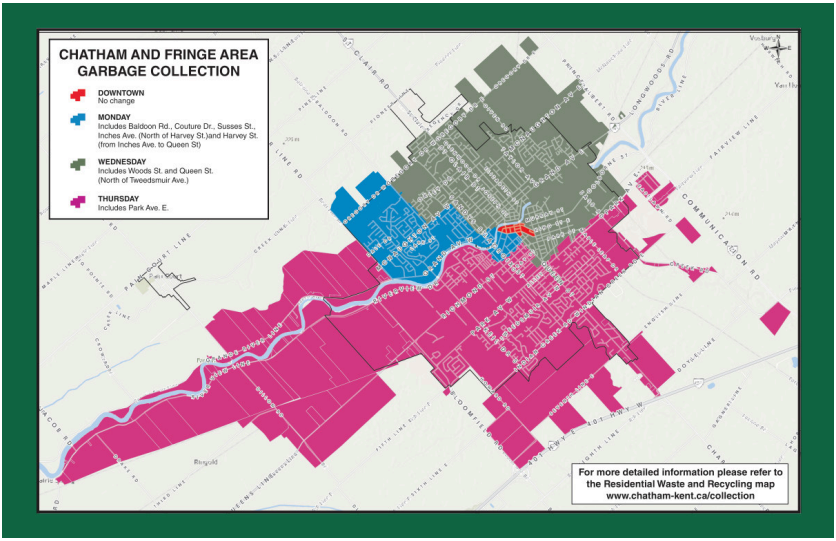
Scan or click to book

Open Recycle Coach from the municipal page, enter your address and request bulk pickup. Help: 311 or 519-360-1998.

Printed 2026 recycling calendar correction: green/yellow weeks are reversed in March, November and the last week of May. Use the live schedule.

Chatham garbage.

Find your address and match its route colour to the legend. Downtown collection has separate instructions.



These overview maps are retained from the earlier welcome package. For street-level detail, search your exact address in the live municipal collection map. Confirm holiday changes before set-out.

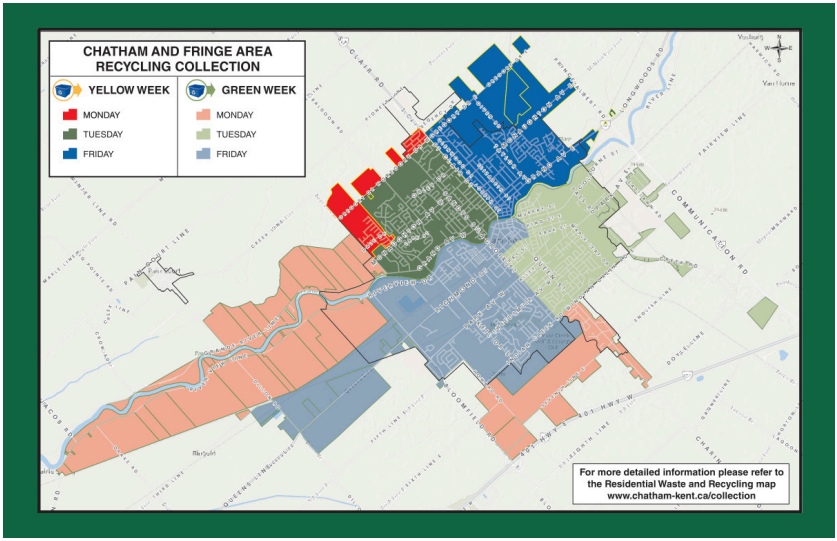
Check the live schedule

The 2026 printed calendar has green/yellow week errors in March, November and the last week of May. Private collection arrangements may differ.

Source: Municipality of Chatham-Kent, 2026 Recycling & Waste Collection Guide. Official schedule: chatham-kent.ca/collection

Chatham recycling.

Confirm both the weekday and green or yellow recycling week for your address.



These overview maps are retained from the earlier welcome package. For street-level detail, search your exact address in the live municipal collection map. Confirm holiday changes before set-out.

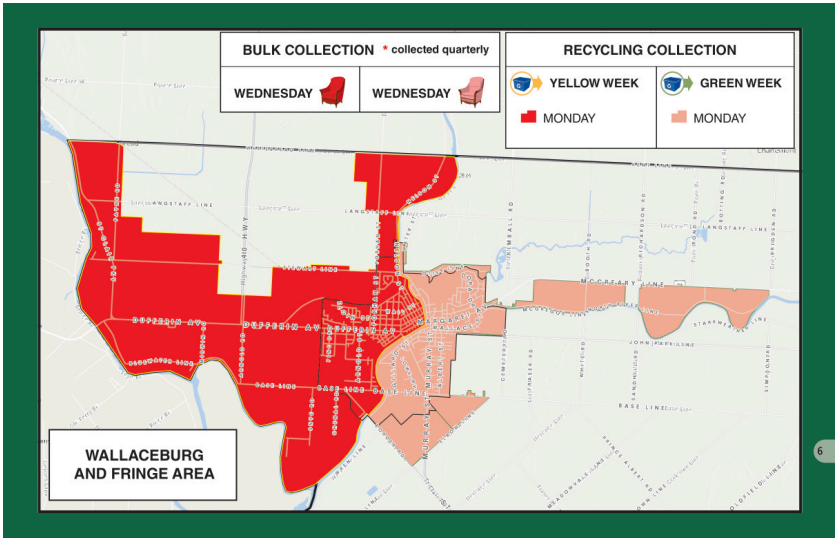
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The 2026 printed calendar has green/yellow week errors in March, November and the last week of May. Private collection arrangements may differ.

Source: Municipality of Chatham-Kent, 2026 Recycling & Waste Collection Guide. Official schedule: chatham-kent.ca/collection

Wallaceburg recycling.

Confirm your recycling zone and next collection date in the live address schedule.



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Check the live schedule

The 2026 printed calendar has green/yellow week errors in March, November and the last week of May. Private collection arrangements may differ.

Source: Municipality of Chatham-Kent, 2026 Recycling & Waste Collection Guide. Official schedule: chatham-kent.ca/collection

Repairs, notice & entry.

At least 24 hours' written notice

Under RTA section 27, Paragon may enter for repairs, replacements, work or a reasonable inspection after giving valid written notice at least 24 hours before entry. It states the reason, date and time between 8 a.m. and 8 p.m. A reasonable time window may be used where appropriate.

Do you need to give permission?

With valid notice for a lawful purpose, additional permission is not required and you do not have to be home. Please allow lawful access and secure pets. A repair request alone does not authorize entry without notice.

We respect your schedule

We work hard to consider scheduling requests. Let us know promptly about a conflict or accommodation need. We will discuss reasonable options; a preferred appointment time cannot always be guaranteed, and lawful entry does not depend on your availability.

Entry without advance notice

RTA section 26 permits entry in an emergency or with your consent at the time of entry. Other statutory exceptions apply, including certain showings after notice or agreement to end the tenancy, with reasonable efforts to inform you.

Keep records of repair requests. Do not withhold rent on your own; official LTB remedies are available. A termination notice is not an eviction order. Your lease and Ontario law prevail.

Sources: RTA ss. 26-27; LTB Interpretation Guideline 19. See the linked entry guide on page 31.

Mail & moving on.

Make sure your mail finds you

Update your address with employers, banks, schools and service providers. Include your unit and postal code. Consider Canada Post Mail Forwarding while you update records.

Community mailbox keys

If keys are not provided for a Canada Post community mailbox, request them through Canada Post. They can confirm the location and compartment. Follow their pickup instructions and identification requirements. For building mailbox keys, contact Paragon.

Thinking of moving?

Contact us early. A fixed-term lease generally continues month to month when it ends. Many monthly tenancies require at least 60 days' written notice ending on the proper date; fixed terms and exceptions need careful review.

A smooth handover

Confirm notice and key-return instructions. We may arrange pre-move-out and final inspections. Remove belongings, leave the home reasonably clean and return all access devices as instructed.

Keep your contact information current and review insurance terms with your insurer, including belongings, liability and additional living expenses.

Insurance matters.

Renew every year. Send us your proof.

Where required by your lease, keep tenant liability insurance active throughout your tenancy. Renew it every year and provide Paragon with updated proof of coverage at each renewal. Tell us if your policy is cancelled or changes.

Liability: protection when accidents happen

Liability insurance may respond if you are legally responsible for accidental damage or injury to others—for example, an overflowing bathtub damages the unit below, or a visitor slips on water left on your floor. Coverage depends on your policy, limits and exclusions. It generally does not cover injuries to you or members of your household.

Contents coverage is optional—and valuable

Your landlord's property policy does not insure your belongings. Optional contents insurance can help replace furniture, clothing and electronics after a covered fire, theft or water loss. Flood and sewer-backup coverage vary; ask your insurer what is included. Ask about additional living expenses if a covered loss makes your home uninhabitable.

Helpful resources

Resident Center: your secure resident account · Paragon & Rent Rewards: paragonproperty.ca
LTB forms: tribunalsontario.ca/ltb/forms-filing-and-fees/
Ontario tenancy and entry guidance: LTB guide to the RTA; entry guide / RTA ss. 26–27
Bulk pickup: booking link and QR code on page 25
Mailbox help: canadapost.ca > community mailboxes

Sources: Ontario standard lease guide, s. 11; Insurance Bureau of Canada, Types of home coverage. Insurance guidance reviewed October 29, 2026. Confirm policy details with your insurer. Resource details may change. Scope: RTA-covered housing; shelter or short-term arrangements may differ.

Welcome home.

We are glad you are here. Let’s care for your home and strengthen our community, together.

Your address / unit

Garbage day / cart or bin location

Recycling day / green or yellow week

Parking / laundry / mailbox arrangements

519-351-5551

Press 1: reception | Press 2: service
Press 7: 24/7 property emergency call centre

Immediate danger: call 911 first.
info@paragonproperty.ca
service@paragonproperty.ca
paragonproperty.ca

Every Door Matters.