

resident

welcome guide



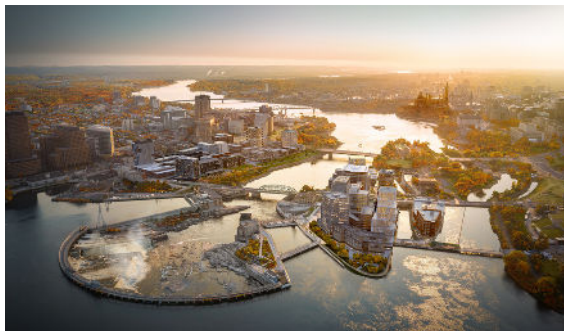
rhapsody
PROPERTY MANAGEMENT SERVICES

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voda

CO-LIVING | COHABITATION



Welcome Home to Voda!

Welcome to your new home, and thank you for choosing a Rhapsody-managed property. We are thrilled to have you join Voda within the Zibi community!

At Rhapsody, we are dedicated to providing an exceptional living experience. Our professional, onsite team is here seven days a week to ensure your needs are met and to help you make the most of your new home. Whether it's a quick question or a more complex request, we are always just a call or email away.

Your new home within the Zibi community holds deep cultural and historical significance. The name "Zibi" comes from the Algonquin Anishinaabe word for "river," while "kitchizibi," meaning "Great River," refers to the majestic Ottawa River that runs through the heart of this region. This name is a meaningful recognition of the Indigenous traditional territory of the Ottawa-Gatineau area and a celebration of the rich cultural heritage surrounding the beautiful riverfront.

As one of the first communities in Ottawa and Gatineau to prominently feature Algonquin Anishinaabe culture throughout its design and environment, Zibi offers a unique opportunity to connect with and learn about the region's diverse histories, languages, and traditions.

Your building, located at 300 Mìwàtè Private, bears the Algonquin name “Mìwàtè,” meaning “glare” or “glow” from light or fire. This name truly comes to life as you take in the breathtaking sunsets over the river, especially from Pangishimo (Sunset) Park.

We are excited to introduce you to even more opportunities to explore and appreciate Algonquin First Nation culture as you settle into your new home!

Inside this welcome packet, you’ll find everything you need to get started, including essential information about your home, community, and all the resources available to you. Should you have any questions or require assistance, please don’t hesitate to reach out to our friendly team—we’re here to make your transition seamless and enjoyable.

Once again, welcome home! We’re so glad to have you here and look forward to being part of this exciting new chapter in your life.

Warm regards,
The Voda Team

property directory

address:

300 Miwate Pvt., Ottawa, ON K1R 0E8

hours:

9:00 AM-5:00 PM Monday - Friday

phone:

(613) 800-9744

email:

voda@rhapsodyliving.ca

amenities:

- Coworking Lounge
- Party Room
- Fitness Center
- Media Room
- Outdoor Terraces with BBQs
- Complimentary Wi-Fi in Common Areas
- Keyless Remote Entry
- Luxer One Smart Lockers
- Underground Parking
- Bike Racks
- Access to Sustainable Transit
- On-Site Maintenance
- On-Site Management

moving in

On move-in day, our team will be there to greet you, answer any questions you may have, and provide your keys. We'll also conduct a walkthrough of your new home to ensure everything meets your expectations.

rent payments via rentcafé resident

To view your payment history, check current balances, or make rent payments, please use the link provided by our Leasing Team to download the RentCafé Resident app in the Apple or Google Play Store.

mailboxes

Resident mailboxes are located on the Ground Floor Lobby. Both Canada Post and Luxer One Parcel Lockers are available on-site.

leasing & management office

Our Leasing and Management Teams are here to support you with any inquiries you may have. They're located on the Second Floor Management Office.

Office Hours:

- Monday to Friday: 9:00 AM – 5:00 PM



your yuhu resident app

Your Yuhu Resident App is your new digital home.

Submit maintenance requests, and view any notices directly from your mobile phone, tablet, or laptop!

You should have received an account activation email. If you haven't, please reach out to your Property Management team.

Scan to download the app:

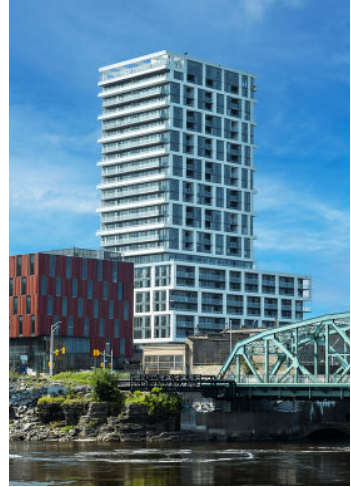


Have Questions?

Reach out to your Property Management team for any questions on how to use the app, or visit <https://yuhusupport.helpdocs.io> to check out Yuhu's support documents.



about your new home



1

about zibi

Zibi is a unique urban neighbourhood on the Ottawa River, straddling two provinces where leisure, world-class entertainment, and recreation are seamlessly integrated. Access to public transit, endless walking and bike paths make it easy to visit and explore. Roam nearly 8 acres of riverfront greenspace and find an urban refuge at the parks in the community.

Zibi is growing fast, with vibrant commercial spaces, plazas, and shopping taking shape. Committed to becoming Canada's most sustainable community, Zibi lives up to the guiding principles of One Planet Living. Welcome to Zibi, the waterfront city. Visionary. Integrated. Sustainable.

2

one planet living®

Zibi adheres to all 10 principles of the One Planet Living framework developed by Bioregional and the World Wildlife Fund. From eliminating carbon-emitting energy sources to encouraging social equity, we are working to reach our goal of becoming one of Canada's most sustainable communities. As a resident of Zibi, you play an important role in helping us reach our goal!

	Health and happiness	Encouraging active, social, meaningful lives to promote good health and wellbeing
	Equity and local economy	Creating safe, equitable places to live and work which support local prosperity and international fair trade
	Culture and community	Nurturing local identity and heritage, empowering communities and promoting a culture of sustainable living
	Land and nature	Protecting and restoring land for the benefit of people and wildlife
	Sustainable water	Using water efficiently, protecting local water resources and reducing flooding and drought
	Local and sustainable food	Promoting sustainable humane farming and healthy diets high in local, seasonal organic food and vegetable protein
	Travel and transport	Reducing the need to travel, encouraging walking, cycling and low carbon transport
	Materials and products	Using materials from sustainable sources and promoting products which help people reduce consumption.
	Zero waste	Reducing consumption, re-using and recycling to achieve zero waste and zero pollution
	Zero carbon energy	Making buildings and manufacturing energy efficient and supplying all energy with renewables

3 intercom registration

You will be listed in the directory under your last name, first initial.
 Example: John Smith could be found as “Smith, J.”

Please dial [*] to unlock the main entrance Lobby doors.

To provide elevator access to your residential floor, please use the unique code provided to you by your Leasing Agent.

4 elevator registration

On move-in day, the service elevator will already be reserved for you by our Leasing Team, as part of your application process. When you arrive in the Lobby, simply check in with the Concierge, and they will place the elevator in service to assist you with your move.

5 furniture deliveries

If you need an elevator for a furniture delivery, you can reserve one through the Yuhu Resident App. The Maintenance Team will be happy to assist you with your reservation.

6 parcel deliveries

We understand that convenience is key when it comes to package deliveries. That's why we've partnered with Parcel Pending to offer our residents a seamless and secure way to receive packages, big and small.

With regular parcels, once you've registered for the service through a simple email link provided upon move-in, you'll be instantly notified by email, text, or directly through the Yuhu Resident App when your package arrives. The best part? You can quickly access your package by entering the access code on the locker kiosk touchscreen.

For larger parcels, our Concierge Team handles the delivery process. When a bulky package is delivered, you'll get a notification through the Yuhu Resident App. Your package will be safely stored in our parcel holding area, where you can pick it up at your convenience.

7 recycling, composting and garbage disposal

Waste chutes are located on each floor and are connected to a tri-sorter system. The tri-sorter allows you to indicate what type of waste you are putting down the chute, then the system will guide it into the correct bin in the main floor waste room. If you have large items to throw away, please bring them down to the waste room in the main floor service hallway.

The City of Ottawa collects four (4) different streams of waste at Voda: compost, container recycling (glass, metal and plastic), fibre recycling (paper and cardboard) and garbage. You will notice the tri-sorter can accept compost, container recycling and garbage, but you will have to bring fibre products to the main floor waste room for proper disposal. We also ask that you please bring glass items down as well to avoid breakage.

Not sure how to sort your waste? There's an app for that! Download the Ottawa Collection Calendar app and use the Waste Explorer function to know what goes where.



8 decorating your suite

If you would like to change your suite's wall colours, contact the Maintenance Team for approved colour options. Additionally, Rhapsody has partnered with Plenish to offer residents a \$200 discount on rentable furniture. Visit withplenish.com or check the 'Promotions' section under the 'Building' tab on your Yuhu Resident App.

9 resident portal access

To access the Resident Portal on RentCafé, visit www.vodaliving.ca and click the 'Login' button. This portal allows you to view upcoming and past payments.

10 maintenance requests

Our team of in-house Maintenance Technicians is here to help you! To submit a maintenance request, log into your Yuhu Resident App, go to the 'Maintenance' tab, and select 'New Service Request'. The Maintenance Team will be notified and will respond promptly. For urgent assistance, you may also call the Concierge.

11 parking spots

When signing your lease, you had the option to rent a parking spot. Your parking spot number can be found in your lease agreement. If you would like to add a parking spot after moving in, speak with your Leasing Consultant.

12 visitor parking

Visitor parking is available in the underground parking garage. For your convenience, a complementary 30-minute parking space, labelled V-9, is available for deliveries, pick-ups and drop-offs. For all other visitor parking, please adhere to the posted signage for rates, rules and regulations set by the Indigo Parking Authority.

13 bicycle parking

Complimentary bicycle storage is available to residents on the P1 and P2 levels, offered on a first-come, first-served basis. Residents who store bicycles onsite do so at their own risk and are fully responsible for their property. To enhance security, we strongly recommend using a personal bicycle lock. Please note that bicycles are not permitted in the main entrance, Lobby, or elevators of the building. Instead, kindly use the parking garage entrance located on Chaudière Private for access.

14 locker rentals

Storage lockers are conveniently located on the P1 and P2 levels of the underground parking facility. They are available in two sizes to suit your storage needs: standard lockers are priced at \$45, while large lockers are available for \$100.

15 setting up utilities

Each suite in the building has its own Hydro Ottawa meter that measures usage of all electricity within the suite. Tenants of traditional rental units will have an account with Hydro Ottawa and will receive and pay invoices for this metered energy use directly.

Voda is connected to Zibi's District Thermal Energy System (DT) which provides heating and cooling energy to all buildings in the community. The DT takes heat from the hot wastewater at Kruger, a nearby paper products factory, to heat units and uses river water for cooling.

The DT is operated as a stand-alone company – Zibi Community Utility (ZCU). Tenants of traditional rental units will receive an invoice for the heating and cooling energy used within their suite, based on the meter readings in the fan-coil unit and a proportionate share of fixed DT charges.

Thanks to hydroelectricity and the DT, Zibi can offer net-zero carbon energy to tenants. This means that just by living at Zibi, your carbon footprint is lower!

16 noise policy

To ensure a peaceful living environment for all residents, we ask that noise levels be kept to a minimum. Please be mindful of your neighbours when hosting gatherings, playing music, or moving about your suite. Excessive noise that disrupts others is not permitted at any time. We encourage open communication among neighbours to address minor concerns and kindly ask that unresolved issues be reported to Management for further assistance.

17 balcony use

Balconies are provided as a shared part of our living environment and must be used responsibly to ensure comfort and safety for all residents. They are not to be used as a space for disposing of pet waste, as this creates unsanitary conditions. Smoking is strictly prohibited on balconies to maintain a clean and healthy atmosphere, free from odors and fire risks. Additionally, the use of barbecues on balconies is not permitted, as this poses safety hazards and can disturb neighbors.

18 smoking rules

Our community is a smoke-free environment, and smoking of any kind, including cigarettes, cigars, pipes, and vaping devices, is strictly prohibited within suites, balconies, common areas, and shared outdoor spaces. This policy promotes health, safety, and comfort for all residents. Smoking is permitted only in designated areas, if available, and we kindly ask that all residents and their guests adhere to these rules.

19 pet policy

We welcome pets as part of our community! To ensure harmony, we require pets to be supervised in common areas, kept on a leash at all times outdoors, and not left unattended on balconies. Residents are responsible for cleaning up after their pets and ensuring their behaviour does not disrupt others. Excessive noise, such as persistent barking, or any aggressive behavior must be addressed promptly.

tenant insurance

as per the terms outlined in your lease agreement, it is a requirement for all residents to maintain an active tenant insurance policy

To streamline the process of collecting proof of insurance, we have partnered with CoverTrack to digitally track and manage Tenant Insurance policies across Rhapsody's communities.

If insurance has not been uploaded or purchased through APOLLO, the team at CoverTrack will reach out to you directly to collect your insurance policy.

need insurance?

Get a quote:

info.apollocover.com/rhapsody



have insurance?

Upload your documents:

covertrack.ca/rhapsody



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