



Tenant Handbook

A friendly guide to caring for your Atiilu-managed home

We want to hear from you

A small concern is often easiest to fix when it is reported early. Please tell us about maintenance issues promptly - even when you are unsure whether they are serious.

Urgent maintenance - 24 hours

Call **867-222-1343** for loss of heat, loss of water, active leaks, flooding, electrical hazards, fire or smoke concerns, or any immediate safety issue.

Non-urgent maintenance: maintenance@pangniq.com

General inquiries: atiilu@pangniq.com

Office: 867-979-1343

1. Looking after your home

Your home should be kept reasonably clean, safe and protected from damage. Regular attention helps prevent costly repairs and keeps the home comfortable.

- Keep floors, counters, bathrooms and appliances reasonably clean and dry.
- Use appliances, fixtures, doors and windows for their intended purpose.
- Do not overload electrical outlets or use damaged extension cords.
- Keep exits, hallways, mechanical rooms, vents and heating equipment clear.
- Report unusual smells, sounds, moisture, staining, pests, cracks or changes in heat and water pressure.

Windows in winter

Never leave windows open or partially open during cold weather. An open window can freeze plumbing, damage heating systems and cause extensive water damage in a short time.

2. Leaving the home in winter

Between **September 1 and June 30**, notify Atilu before the home will be unattended for more than 24 hours. Arrange for a responsible person to check the home every day.

- Confirm the heating system is operating and every area of the home remains warm.
- Check for leaks, frozen pipes, water on floors, unusual noises or alarms.
- Run every tap for at least five minutes and flush every toilet.
- Confirm windows and exterior doors are fully closed and secure.
- Check the fuel level when the home has its own fuel tank.
- Contact Atilu immediately if anything appears unusual.

Fuel tanks

Tenants must monitor fuel levels where the home has an individual fuel tank. Atilu may charge back emergency call-out costs or related expenses caused by allowing a tank to run empty.

3. Water and sewage systems

Atiilu manages homes with different municipal service arrangements. Follow the guidance that applies to your home.

- **City piped water and sewage:** report low pressure, discoloured water, slow drainage, backups, leaks or unusual sounds promptly.
- Do not flush wipes, paper towel, grease, hygiene products, cat litter or other materials. Only toilet paper should be flushed.
- Never ignore a toilet that continues running, a dripping fixture or moisture around plumbing.

Trucked water and sewage in winter

Ensure sewage is pumped at least every two days. Use enough water that the sewage fill light turns off after service. Monitor water and sewage indicator lights and report any irregular operation promptly.

If trucked service is missed, the tank indicator behaves unusually, or water stops flowing, call Atiilu. Water-related problems are urgent.

4. Heat, ventilation and moisture

Northern homes need steady heat and controlled moisture. Small changes in temperature or condensation can be early warning signs.

- Do not turn the heat off, block heat registers or cover thermostats.
- Keep furniture and belongings away from baseboard heaters and heating equipment.
- Use bathroom and kitchen exhaust fans during and after bathing or cooking.
- Wipe condensation from windows and sills. Report persistent condensation, frost, dampness or mould-like growth.
- Keep exterior vents clear when safely possible, but do not climb or take risks.

Loss of heat is always urgent

Call 867-222-1343 immediately. Do not wait for an email response or rely only on the online maintenance form.

5. Kitchens, bathrooms and appliances

Good daily habits help prevent plumbing, moisture and appliance problems.

- Never pour grease, oil or food scraps down sinks.
- Use range hoods and exhaust fans and keep filters reasonably clean.
- Clean dryer lint screens after every load and report unusually long drying times or burning smells.
- Do not use ovens or stovetops to heat the home.
- Report loose toilets, damaged caulking, slow drains, leaking faucets or appliance leaks early.
- Follow manufacturer instructions for appliances supplied with the home.

Leaks can become serious quickly

Turn off a fixture only when it is safe and you know how, move belongings away from water, and call 867-222-1343 for active leaks or flooding.

6. Fire, carbon monoxide and general safety

Tenants should take reasonable steps to protect everyone in the home.

- Do not disable, cover or remove smoke or carbon monoxide alarms.
- Report chirping, damaged or missing alarms promptly.
- Keep combustible items away from heaters, stoves and electrical equipment.
- Never leave cooking unattended.
- Store flammable products safely and away from heat sources.
- Keep exits accessible and know how to leave the home safely during an emergency.

Immediate danger

For fire, suspected carbon monoxide, serious injury or another life-threatening emergency, leave the home and call emergency services first. Then notify Atilu when safe.

7. Reporting maintenance

The fastest and most organized way to submit a non-urgent request is through the Tenant Services page.

- Go to www.atiilu.com/tenant-services/ and select the maintenance request form.
- Include your name, email, civic address and a clear description. Photos are helpful but optional.
- You will receive a reference number and emailed copy of your request.
- Atiilu will email you when the case status changes to assigned or completed.
- You may also email non-urgent issues to maintenance@pangniq.com or atiilu@pangniq.com.

Please report everything

We would rather receive a report that turns out to be minor than learn about a problem after it has caused avoidable damage.

8. Access for repairs

Repairs sometimes require Atilu staff, contractors or service providers to enter the home.

- Use the permission-to-enter checkbox when you are comfortable authorizing access.
- Tell us about pets, alarms, locked areas or special access instructions.
- Atilu will try to provide reasonable notice, except where urgent access is needed to protect people or property.
- Keep the work area reasonably accessible and secure valuables before scheduled work.
- Do not attempt repairs that could be dangerous or cause additional damage.

Contractor appointments

Please make reasonable efforts to keep scheduled appointments. Missed access may delay repairs and may result in additional costs where permitted by the lease or law.

9. Outdoor areas, garbage and pests

Care of the surrounding area also protects the home and neighbourhood.

- Use approved garbage and recycling arrangements and keep waste secured.
- Do not allow garbage, food or pet waste to accumulate indoors or outdoors.
- Report signs of insects, rodents or other pests early.
- Keep steps, decks and entrances reasonably clear of personal belongings.
- Do not alter, attach to or paint the property without written authorization.

Neighbours and community

Please avoid excessive noise and use shared areas respectfully. Contact Atiilu if a property-related concern cannot be resolved safely.

10. Quick reference checklist

Keep this page somewhere easy to find.

- **Urgent:** heat, water, active leak, flooding, electrical hazard or immediate safety concern - call 867-222-1343.
- **Non-urgent online:** www.atiilu.com/tenant-services/
- **Non-urgent email:** maintenance@pangniq.com or atiilu@pangniq.com
- **Winter absence:** notify Atiilu if away over 24 hours from September 1 to June 30 and arrange daily checks.
- **Daily winter check:** heat, water, leaks, windows, doors, five-minute tap runs, toilet flushing and fuel level where applicable.
- **Trucked services:** ensure sewage is serviced at least every two days and the fill light turns off.

Thank you for helping us care for your home

Safe, healthy homes depend on good communication. Atiilu appreciates tenants who report concerns promptly and work with us during inspections and repairs.

Atiilu Real Estate & Property Management

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Office: 867-979-1343 | 24-hour urgent maintenance: 867-222-1343

www.atiilu.com