

413 LINWELL ROAD  
ST. CATHARINES, ON L2M 7Y2



NIAGARAINAGRAFTON.CA  
905-935-6822 FAX: 905-935-6847

## Frequently Asked Questions Life Lease Agreements

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There are many variances when residents are moving out. We have answered the situation questions that did come up during the meeting below.

### **MOVING OUT PROCESS:**

**Step ONE:** Read through your lease agreement or provide copies of your lease agreement to your family members to review. Be familiar with your particular lease.

**Step TWO:** Contact the Leasing office, Valore MacNevin, at extension 260 with any questions.

**Step THREE:** The leasing department pulls your file and reviews your lease. Answer any questions you may have.

**Step FOUR:** Provide notice of termination of lease in writing– usually 60 days notice is required for move outs. (check your specific lease agreement). You can write a letter and deliver it to the Leasing department at the main reception desk in the Village Centre attention “Leasing – Valorie MacNevin” OR you can email your notice to [vmacnevin@niagarainagrafton.ca](mailto:vmacnevin@niagarainagrafton.ca)

**Step FIVE:** We will confirm receipt of your notice.

**Step SIX:** On your move out day, return your keys to Leasing at the main desk in the Village Centre.

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## FREQUENTLY ASKED QUESTIONS:

### HOW LONG DO I STILL NEED TO PAY MY MAINTENANCE FEES?

During your notice time, you will be required to pay your maintenance fees. Once you move out, as per your lease agreement, you will be required to continue to pay maintenance fees until a new resident signs the lease for your unit. Check your lease agreement for how long you are required to pay as this could be 6 months or a full year.

**EXCEPTIONS:** there is the potential for an exception where we consider waiving your maintenance fees after your 60 days' notice runs out and you vacate the unit, returning your keys. This can occur when we are unsuccessful at finding a new lease holder within your notice time and the decision is made to proceed with a full renovation without a new lease signed. Decisions like this are made on a case-by-case basis and are dependent on many factors. **Therefore, all residents must expect to pay their maintenance fees as indicated on their lease agreement.**

### HOW LONG WILL IT TAKE TO FIND SOMEONE NEW FOR MY UNIT?

As soon as we receive your notice, we begin to contact the wait list and bring people in for viewings. We provide 24-hour notice for viewings. It is our goal to fill your unit as quickly as possible and close your file. As soon as we sign a new resident to your lease and receive their deposit, we notify you and advise you of the last maintenance fee payment required.

### WHEN SHOULD WE EXPECT THE LEASE PAYOUT?

Once the file is closed – meaning, once a new resident is found for your unit and has signed the lease agreement and we are in possession of your keys – we process the lease payout.

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## **HOW WILL I PAY MAINTENANCE FEES HERE AND AFFORD COSTS IN THE NEXT PLACE I LIVE?**

You can choose to continue paying your maintenance fees in the same manner you currently do monthly OR you can ask that any maintenance fees owed are taken from your final payout. That allows for more cash flow for you.

## **CAN FAMILY STAY IN MY UNIT TO HELP CLEAR IT OUT?**

Yes, you have keys and access to your unit until your move out day. However, family members staying in your unit should be from out of town and it is suggested that they be your power of attorney or executor.

## **IF YOU HAVE SUCH A LONG WAIT LIST, WHY DOES IT TAKE SO LONG TO FIND A NEW PERSON TO TAKE OVER THE LEASE?**

We do have a long list and begin calls right away. Some people are not yet ready to move. We give everyone we call 24 hours to respond and book a time to come to see your unit. After they view the unit, they have another 24-48 hours to decide. It's a very quick process for the new resident, as it likely was for you. Each person on the list deserves an opportunity to respond and view the unit that is up for lease and to make an informed decision on this major life change. This process has always been in place.

## **WHAT HAPPENS IF I DON'T WANT ANYONE VIEWING MY UNIT WHILE I LIVE THERE?**

We will respect your wishes however, this will extend the time that maintenance fees are owing. Delays caused by the resident will affect the resident. It is in your best interest financially to be accommodating for viewings.

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## **WHAT IS POWER OF ASSIGNMENT?**

There is a form, available from leasing in the main office, that you can fill out, have stamped by Niagara Ina Grafton, and placed in your file called "Power of Assignment". A lawyer is not required. The form indicates who you would like the lease paid out to in the event of your passing. If you have a Power of Assignment filled out, we will follow those instructions and upon closing your file, as per your lease agreement, will pay out the lease to whomever is listed on your form. Should you have more than one person (i.e. two children) we will split the lease payout as indicated.

## **HOW DO I ARRANGE A POWER OF ASSIGNMENT?**

Contact Valorie MacNevin at extension 260 and she will check your file to confirm if you have this in place or not. She can also provide you the forms and once you fill it in, bring back to the main office to Valorie to stamp and place in your file.

## **HOW LONG DOES A UNIT RENOVATION TAKE?**

Currently our renovation turnover is approximately 6 – 8 weeks from when we start.

## **CAN NIAGARA INA GRAFTON ASSESS A PERSON'S ABILITY TO LIVE INDEPENDANTLY IN A LIFE LEASE UNIT BEFORE THEY SIGN A LEASE?**

We are clear about what services are available in all of our buildings before anyone signs a lease. If someone is in need of lifting or transferring, we advise that it is not available in buildings D&E or Bungalows. ANY resident can experience a decline and can request an assessment for Assisted Living Services onsite.



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## **WHAT IS AN INTERNAL TRANSFER?**

We ONLY offer internal transfers to residents for medical care needs. We do not offer an internal transfer for anyone just wishing to move to a different unit.

## **HOW MUCH DOES IT COST FOR AN ALL-INCLUSIVE UNIT IN THE MAIN BUILDINGS?**

Currently the cost includes the apartment, all meals, housekeeping, laundry and emergency button response. However, fees are subject to change so please call Valorie MacNevin extension 260 for current rates and to inquire about getting on the wait list for an internal transfer.

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We hope that these answers are helpful. It should be noted that all lease agreements are not exactly the same due to changes made over the years.

**Niagara Ina Grafton follow the lease agreement terms for each resident as that is the legal agreement between the two parties.**

### **Additional Lease Inquires:**

Valorie MacNevin, Admin Assistant Leasing/Finance

Phone: 905-935-6080 ext. 260

Email: [vmacnevin@niagarainagrafton.ca](mailto:vmacnevin@niagarainagrafton.ca)