

121 King St W Chatham The Boardwalk

Welcome Letter



Managed by:



2025/2026

The Boardwalk (BoT)
121 King St W
Chatham, Ontario
N7M 0K7



Welcome

Welcome to Your Home!

Dear Tenant,

Welcome to your home at The Boardwalk, Chatham's premier residence for elevated living. We are thrilled to have you join our community and can't wait for you to experience everything this incredible property—and downtown Chatham—has to offer.


Building Features & Add-Ons

- Spacious, modern floorplans (1 Bed, 1+Den, 2 Bed w/ Ensuite, 3 Bed)
- Elegant common areas
- Large windows with natural light
- Geothermal heating & cooling for comfort and efficiency
- Professionally managed by OLH Property Management
- Indoor Parking: \$100/month
- Storage Lockers:
 - Small: \$35/month
 - Medium: \$70/month
 - Large: \$100/month




Utilities

- Hydro must be registered in your name upon move-in.
- Water & Sewage: Paid by the landlord.
- Heat & A/C: Provided by a high-efficiency geothermal system.

Electricity Billing is managed through Carma:

- To register and set up your hydro account, visit:
 <https://carmabillingservices.com/residents/start-service/>
- Please ensure utilities are transferred to your name promptly to avoid disruption. The building is not responsible for missed payments or disconnections.

Rent Payment Details

- Payment of rent can be made via e-transfer to:
 -  etransfers@BoutinManagement.com
 -  Security Answer: Boutin
-  Be sure to include your unit number in the message field for accurate processing.

Key Policy

Lost, stolen, or damaged unit/building/mailbox keys are subject to a \$100 replacement fee. Please notify management immediately if you need a replacement.

Elevator Use for Moving




- To use the elevator for move-in, move-out, or furniture transport, you must:
- Submit a written request to Bahar Rouillard
- Make the request at least 48 hours in advance
- Receive written approval before use
- Unscheduled use of the elevator for these purposes is not permitted.

Smoking Policy

- Please note:

Smoking of any kind (including cannabis and vaping) is strictly prohibited on balconies and within units. This policy is in place out of respect for tenants with allergies and health sensitivities. Thank you for your cooperation.

Pet Policy

- Pets are welcome at The Boardwalk, but owners must clean up after them.
-  No urination or defecation is permitted inside or around the building.
-  Security cameras monitor all common areas.
-  Failure to clean up after your pet will result in cleaning or damage charges.
- Let's keep the building clean and respectful for everyone.

Tenant Insurance (Required)

- To protect you and your belongings, tenant insurance is mandatory. We've partnered with Matthew Ball from The BIG Insurance Group (The BIG), who offers affordable and comprehensive coverage for our tenants:

Get a real-time quote now 📞 <https://www.thebig.ca/matthew>

Contact Matthew directly:

Matthew Ball

The Big Insurance Group (The BIG)

📞 226-780-0802 x19502

✉️ matthew@thebig.ca

Simply send Matthew your signed lease to get started immediately.

Internet & Cable Setup

- Tenants are responsible for setting up their own internet or cable service. The building is serviced by the following providers:
- Bell Canada
- TechSavvy

Please contact your chosen provider directly to arrange installation or account transfers.

Emergency & Contact Information

 **FIRE – POLICE – AMBULANCE**

📞 Dial 911

Need Assistance?

If you have any questions, please reach out directly to:

Bahar Rouillard – Property Manager / Partner

✉️ bahar@olhgroup.ca

📞 226-782-9677 🗨️ **Texting is available and preferred for faster response.**

⚠️ Do not contact this number outside business hours unless it's an emergency.

Emergency Access

In the event of an emergency:

- Police and fire services have our direct management contact information
- They can also press the emergency button on the entry panel to reach us directly
- In urgent cases, they also have access to a master key stored securely in an on-site lockbox

This ensures that emergency services can respond quickly while keeping the building secure.

Termination of Tenancy

If you wish to terminate your tenancy, please note the following:

- If you are on a fixed-term lease, you may only terminate at the end of your lease term.
- If you are on a month-to-month lease, you must complete a legal N9 Form and submit it to our office.
- 🚫 We do not accept emails, letters, or verbal notice.

To access the N9 form, you can search online for "N9 Form Ontario" or visit the Ontario Landlord and Tenant Board website.

We're so excited to welcome you to the community. The Boardwalk is more than just a building—it's a place to live, grow, and thrive. If there's anything you need during your stay, we're just a message away.

Welcome home.

— **OLH Property Management**