

# Welcome

TO YOUR NEW HOME



TENANT'S  
HANDBOOK

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# Welcome

## Dear NewCastle Communities Resident:

Welcome to your new home!

We're thrilled to have you as part of our community and want to make your transition as smooth as possible.

Please take a few moments to review the enclosed handbook, which provides important details about your new apartment, community guidelines, maintenance requests, and more. This guide will help you settle in and ensure you get the most out of your living experience.

While your apartment is designed for comfort and convenience, regular maintenance is key to keeping it in great condition. If you ever need assistance with repairs or have questions, our team is here to help—just reach out using the maintenance request process outlined in this guide.

We hope you enjoy your new space and that this handbook serves as a helpful resource for any questions you may have.

Thank you for choosing to live with NewCastle Communities!

The NewCastle Communities Team



# IMPORTANT CONTACTS

Ambulance, Fire & Police	911
Police Services (Non-Emergency)	905-735-7811
Fire Services (Non-Emergency)	905-735-1700
Welland Hospital (Niagara Health)	905-378-4647
St. David's Co-Op Nursery School	905-734-4440
Quaker Road Public School	905-734-6110
Plymouth Public School	905-732-4110
Glendale Public School	905-735-5744
St. Mary Catholic Elementary School	905-734-7326
Welland Centennial Secondary School	905-735-0700
Niagara College	905-735-2211
Brock University	905-688-5550
Niagara Peninsula Energy	905-356-2681
Bell Canada	<a href="http://www.bell.ca">www.bell.ca</a>
Enbridge Gas	<a href="http://www.enbridgegas.com">www.enbridgegas.com</a>
Cogeco	<a href="http://www.cogeco.ca">www.cogeco.ca</a>
Canada Post	<a href="http://www.canadapost.ca">www.canadapost.ca</a>



## CHANGE OF ADDRESS CHECKLIST

- Drivers License
- Extended Health Care
- Dentist
- Cell Phone
- Hydro
- Bank
- Car Ownership
- Canada Post
- Veterinarian
- Car, Home & Life Insurance
- Water
- Credit Cards
- Ontario Health Insurance
- Doctor
- Lawyer/Notary
- Warranty Providers
- Cable TV
- Clubs



# Rental Process and Key Expectations

## Move-In Inspection

Before you move into your unit, a Pre-Move-In Inspection may be conducted with the landlord or property management team. This is an opportunity to document the condition of the unit, including appliances, flooring, walls, and fixtures. You may take photos or videos for your records. Any pre-existing issues should be noted and reported to the landlord to avoid disputes when moving out.

## Unit Condition and Maintenance

As a tenant, you are responsible for keeping your unit in good condition. Regular cleaning and prompt reporting of any maintenance issues will help ensure a comfortable living environment. If you notice any damages or required repairs, notify the landlord or property manager immediately.

- **Landlord's Responsibility:** Structural repairs, plumbing, heating, electrical systems, and general property maintenance.
- **Tenant's Responsibility:** Keeping the unit clean, preventing damage, and reporting maintenance issues as they arise.

## Reporting Maintenance Issues

For any required repairs, contact the property management team or landlord as soon as possible. Emergency repairs (e.g., heating failures in winter, plumbing leaks) should be reported immediately. For non-urgent repairs, follow the procedure outlined in your lease agreement.

## Rent Payment Schedule

Your lease agreement will outline your rent amount, due date, and accepted payment methods. Rent is typically due on the first day of each month and can be paid via e-transfer, post-dated cheques, or other specified methods. Late rent payments may result in fees as outlined in your lease.

## Lease Renewal & Moving Out

- **Lease Renewal:** If you wish to continue living in the unit after your lease term ends, discuss renewal options with your landlord at least 60 days before the lease expires.
- **Notice to Vacate:** If you plan to move out, written notice must be provided in accordance with the lease agreement (usually 60 days before the intended move-out date).
- **Move-Out Inspection:** Similar to the move-in inspection, a final walk-through may be conducted to assess the unit's condition. Any damages beyond normal wear and tear may result in deductions from your security deposit (if applicable).

## Annual Unit Inspection

This may include checking smoke detectors, plumbing, and general unit conditions. Tenants will receive advance notice before any inspections take place.

# Move-In Process and Key Dates

## Key Dates & What to Expect

Understanding the key dates and expectations of your tenancy helps ensure a smooth move-in—and move-out—experience. Here are a few important milestones to keep in mind:

**Rent Deposit** In Ontario, a rent deposit is a payment a landlord can collect from a tenant to cover the last month's rent. The deposit cannot exceed one month's rent for monthly tenancies. The deposit is specifically for the last rental period and cannot be used for other purposes like damage repairs.

**Lease Start Date** This is the official beginning of your rental agreement and the day your tenancy term (e.g., 12 months, 6 months) begins. Rent is usually due on or before this date unless otherwise specified in your lease.

**Notice to Move Out** If you plan to move out at the end of your lease, written notice—typically 60 days—is required. If you're considering ending your lease early, be sure to review your lease agreement to understand any applicable terms or fees. A move-out inspection may also be scheduled to assess the condition of the unit.



## Move-In Date

Your move-in date marks the official start of your tenancy—the day you can begin settling into your new home. Be sure to confirm this date with your landlord or property manager and ensure all required documents are completed and submitted beforehand.

### Rent Payment and First Month's Rent

Unless otherwise outlined in your lease, your first month's rent is due on or before your move-in date. Rent is typically paid via e-transfer, cheque, or cash. Going forward, rent is due on the first of each month, and late payments may be subject to additional fees. If you have any questions about payment methods or schedules, we're happy to assist.

- Send rent via e-transfer to:
- Auto deposit is enabled.

## 1. The Residential Tenancies Act (RTA)

*Understanding the Residential Tenancies Act (RTA)*

The Residential Tenancies Act (RTA) outlines the legal rights and responsibilities of both landlords and tenants in Ontario. Whether you're renting an apartment, house, or condo, this law governs important areas such as rent increases, repairs, eviction processes, and your right to privacy. All residential tenants in Ontario are protected under this Act.

## 2. Maintenance and Repairs

Landlords are legally responsible for maintaining the rental property in a good state of repair. This includes ensuring that heating, plumbing, and electrical systems are functioning properly and that the unit remains safe and livable.

If something in your unit breaks or needs repair, your landlord must address the issue within a reasonable timeframe after being notified.

## 3. Rent Increases

Rent increases are regulated by the province.

Landlords may only raise rent once every 12 months, and the increase must fall within the provincial guideline unless special approval is obtained. They must also provide tenants with at least 90 days' written notice before the increase takes effect.

## 4. Eviction Protection

Tenants in Ontario cannot be evicted without proper legal cause.

If a landlord intends to end your tenancy, they must follow the process set out by the RTA, which typically includes:

- Giving written notice
- Filing an application (in many cases) with the Landlord and Tenant Board (LTB)
- The LTB will then review the case and issue a decision.

## 5. Right to Privacy

As a tenant, you have the right to enjoy your home without undue interference.

A landlord may only enter your rental unit under specific circumstances, such as:

- To conduct repairs or inspections
- To show the unit to prospective tenants or buyers
- Except in emergencies, the landlord must give you at least 24 hours' written notice before entering.

## 6. The Ontario Landlord and Tenant Board (LTB)

The LTB is an independent tribunal that helps resolve disputes between landlords and tenants.

It provides:

- Mediation and adjudication services
- Information on tenant and landlord rights
- Guidance on common rental issues such as unpaid rent, maintenance concerns, and notice procedures

To learn more or access services, visit: [www.tribunalsontario.ca/ltb](http://www.tribunalsontario.ca/ltb)

# INSURANCE

## Renters Insurance:

Renters insurance is an essential step in safeguarding your personal property and protecting yourself from potential liabilities. With renters insurance, you can have peace of mind knowing that your personal belongings, improvements to your space, and liability are covered. It's an affordable investment for your protection.



## Insurance Coverage for Renters:

While the landlord may have insurance for the building itself, their policy does not cover your personal belongings or protect you from liability within your rental unit. This is why renters insurance is important. It ensures your peace of mind with a small monthly fee.

***\*NOTE: it is important for those renting the unit to also obtain insurance for liability, contents and contingency***

## Important Reminder for Renters:

It's essential to ensure that your renters insurance policy covers **liability**, your **personal belongings**, and **contingency insurance** to protect you in case of damage.

Consider providers such as:

- **TD Insurance**
- **Aviva**
- **Intact Insurance**

## Additional Coverage to Consider:

- **Contingency Insurance:** This covers the landlord's insurance deductible in case of damage to the building, which could potentially affect your costs.
- **Loss of Income Insurance:** If you're unable to live in your unit due to damage, this coverage can help compensate for any loss of income.

# HOME CARE AND MAINTENANCE

## Breaker Panel

- Units: 22,23,24,25,26,27,28 can be found on the wall opposite the utility room
- Units: 31,33,34,35,36,37,38,310, 11,12,13,14,15,16,17,18 can be found in the bedroom
- Units: 32,39 can be found in the second floor den

## Countertops

### Quartz

- Hot pans should never be placed directly on the surface. Be sure to use protective insulating pads
- Avoid use of abrasive cleaners or steel wool
- Bleach is not recommended for use on the countertop
- The countertop surface should not be used as a cutting board
- Clean with a damp soapy cloth, rinse and dry
- Always use a cutting board
- Any spills from acidic foods should be cleaned immediately to avoid damaging the finish

## Flooring

### Vinyl

- Non rubber backed door mats are highly recommended at all entry ways
- Frequently sweep the floors
- Use specialized cleaners, dish soap or apple cider vinegar to clean the floors. Avoid any abrasive cleaners.
- Select safe cleaning tools that will not cause marks on the floors (i.e., no abrasive brushes or hot steam)
- Clean spills immediately
- Use legs on furniture to avoid direct contact on the floor for air flow (especially in lower units)
- Avoid dragging heavy furniture and appliances across the floors
- Use floor-protector pads on furniture feet
- Be sure there's no nails on the bottom of furniture feet
- Be sure not to drench the floors as excess water can cause damage

A wicker chair with a curved backrest and armrests is positioned on a light-colored, wood-grain floor. The chair's legs are visible, and the floor extends towards the bottom of the frame.

## ***Home Care and Maintenance - Flooring Cont'd***

### **Porcelain Tile**

- High-quality floor mats at entrances and areas of constant pressure (in front of kitchen sinks, stoves and bathroom vanities) are important to reducing tile wear
- Sweep or vacuum regularly
- Clean with warm water on a damp mop (household detergents can leave a film and some products may damage the grout)  
Use a damp mop to remove any wet spills
- 
- Do not use wax as the surface may become dangerously slippery
- Use floor-protector pads on furniture or while moving heavy objects across the floor
- Never use steel wool or abrasive utensils as they can scratch and damage the surface of the tile

### **Furnace**

- Clean and/or replace the filter quarterly
- Be sure there is nothing obstructing or on top of the household vents
- Remove all flammable objects from around the furnace
- Clean the heating systems and ductwork at the beginning of each season

### **G.F.C.I.**

- A Ground Fault Circuit Interrupter (G.F.C.I.) is an additional electrical safety device designed to protect against accidental electrical shock
- The G.F.I.C. is installed in the electrical system and disconnects the power to a circuit whenever a fluctuation in balance between the energized conductor and the return path is detected.
- These specialty receptacle outlets are in areas such as kitchens and washrooms to provide protection from ground faults.
- If this breaker should trip, unplug the source of the ground fault and reset the breaker on the outlet itself or at the panel.
- It is recommended that G.F.C.I. outlets be tested monthly to ensure proper operation.

**Home Care and Maintenance Cont'd**

**Moisture Control**

Normal household activities such as cooking and bathing can lead to excess moisture. Your home has been built with tight seals to prevent air leaks and drafts in order to conserve energy which can increase humidity levels and condensation. A new home can be severely damaged by excessive amounts of moisture or from a lack of proper ventilation. Be sure to monitor your home for too much or too little humidity in order to avoid damages to finishes, furnishings, artwork, etc.

*Helpful Hints To Control Your Home's Moisture Levels*

- During the spring and summer, a dehumidifier may assist in removing some of the excess moisture in the air. Be sure to follow the manufacturer's instructions. In winter the air is naturally dryer, so the use of a humidifier is recommended. Be sure to follow the manufacturer's instructions
- Keep in mind that a large number of plants in your home can impact humidity levels
- Never vent your clothes dryer inside your home
- Avoid hanging wet clothes inside the home
- Any musty smells or odours should be sought out as this is often a sign of hidden moisture trouble
- Raise furniture off floor (i.e., couches on legs, beds on frames) to avoid trapping moisture (especially in lower units)



***Helpful Hints to Increase Your Home's Ventilation***

- Be sure to make use of the exhaust fans in your kitchen and bathrooms
- Keep the thermostat's fan setting "ON" for proper air circulation
- Drapes and/or blinds should be open as much as possible for better air flow around the windows
- Clean the dryer lint traps regularly

Outside Temperature		Ideal Relative Humidity
+40°F	+4.4°C	45%
+30°F	-1.1°C	40%
+20°F	-6.6°C	35%
+10°F	-12.2°C	30%
0°F	-17.7°C	25%
-10°F	-23.3°C	20%
-20°F	-28.8°C	10%

## Home Care and Maintenance Cont'd

### Paint

\*See page 18 for care and cleaning of painted surfaces

Location	Brand	Colour	Finish
Ceilings	Promar 400	Boosted White	Flat
Walls	Promar 400	Boosted White	Flat
Trim & Interior Doors	Promar 200	White	Semi Gloss

### Smoke & Carbon Monoxide Detectors

In accordance with the Ontario Building Code, all units contain a combination Smoke and Carbon Monoxide Detector that is hard wired into the electrical system eliminating the need for batteries. However, they will not operate in a power outage unless there is a battery backup. An LED light (usually green in colour) confirms the detector is receiving power while another LED light (red in colour) will indicate the smoke and carbon monoxide alarm. There is a test/silence button to check all alarm functions and to silence any nuisance alarms. It is recommended that the detector be tested monthly to ensure proper operation.

### Water Shut Off Locations

All Laundry, Bathroom, and Kitchen water shut offs can be found in the utility room  
All sink fixtures, including dishwashers, will have shut offs located beneath the sink

### Garbage, Recycling & Compostable Waste *(see page 21 for proper use instructions)*

- Garbage "Moloks" can be found at the near parking lot the entrance on the front side of the building

### Landscaping

- All landscaping including grass cutting, tree trimming, snow removal and sanding/salting will be provided and maintained with a landscaping company chosen by the landlord
- Planting of or removal of trees and/or shrubs is not permitted without consent from the landlord
- There is no riding of any kind on the landscaped areas of the property (e.g., bikes, motorcycles, dirt bikes)
- Renters are responsible for shoveling/salting for all exclusive stairs, porches, and decks

### Parking

- Only use the parking spot(s) that has been assigned to you
- Designated visitor parking spots are for visitors ONLY



## ***Parking Cont'd***

- Repairs on any motor vehicle is not permitted on the property
- There are bicycle racks provided on the property
- All laneways must be kept clear AT ALL TIMES for emergency vehicles
- See attached parking lot layout

## ***Pets***

- Only "Permitted Pets" (Pets under 45lbs) are to be kept on the property unless permission has been obtained. Permitted Pets must be accompanied by an occupant and kept on a leash or in a cage when outside of the unit
- No pets are permitted to be kept in any outside areas
- All pet "messes" are the responsibility of the owner and must be cleaned immediately

**\*\*\*No BBQ permitted\*\*\***

## ***Smoking***

There is NO smoking and/or vaping within the units or within 3 meters of the outside of the building.

## ***Billing & Utilities***

**35 Southworth Street**

**Welland, ON L3B 1X8**

*Here's what you'll need to know to get your services up and running:*

### **1. Hydro (Electricity) – Welland Hydro**

*Please set up your hydro account directly with Welland Hydro prior to move-in. You can register or update your account here:*

*<https://wellandhydro.com/accounts-billing/move-in-out/>*

### **2. Gas – Enbridge**

*For natural gas services, you'll need to open a new account with Enbridge:*

*<https://myaccount.enbridgegas.com/my-account/Im-Moving#open-new-gas>*

### **3. Water/Wastewater – City of Welland Water Meter & Billing:**

*[Wyse Meter Solutions - https://enrolment.wysemeter.com/tenant/tenant-enrol](https://enrolment.wysemeter.com/tenant/tenant-enrol)*

*To set up your utility services, register with the listed providers:*

*Please note we will request move out dates from the providers on your move in date. There will be a 24-hour grace period given. Tenant insurance can often cost little if you insure a vehicle. Call your provider. Keys to your unit will only be provided once proof of all below requirements is given.*

*Please ensure you arrange for Hydro, Gas and Water meter connections in your name prior to your move-in date to avoid any interruptions to service.*

## Property Management

Your rental home is professionally managed to ensure a smooth and reliable living experience. Whether managed directly by the landlord or through a trusted property management company, our team handles day-to-day responsibilities—like rent collection, maintenance coordination, repairs, inspections, and lease support—so you can focus on enjoying your home with peace of mind.

## Maintenance Requests & Emergencies

We make it easy to report maintenance issues—whether by email, text, phone call. Use whichever method is most convenient for you.

In most cases, our team is able to respond and resolve issues within 24 hours. For more complex situations, we begin work immediately and keep you updated throughout the process.

Prompt, respectful service is something we take pride in—and it's a standard we're committed to upholding for every resident.

## Maintenance & Service Requests

- For non-urgent maintenance (e.g., minor repairs), email, text, phone call.
- For urgent issues (e.g., no heat, water leaks, electrical problems), contact property management immediately.
- Emergency Contact Number:

**Non-Urgent Maintenance Requests Email:**  
**Phone:**





# TROUBLE SHOOTING GUIDE

## **Washroom plugs have no power:**

- Reset GFI (Ground Fault Interrupter)
- Reset breaker in electrical panel

## **Condensation on windows:**

- Run exhaust fan in washroom when bathing/showering for at least another 20 minutes Always keep furnace fan on Run stove hood fan when cooking
- Open windows (weather permitting) to allow for natural air Keep blinds/drapes/curtains open during the day Leave inside room doors open for proper air circulation
- Avoid blocking air vents with furniture
- All furniture should be raised and not directly on the floor (especially lower units)

## **Toilet blocked:**

- Low flush toilets may require multiple flushing Use plunger to force minor obstructions past trap
- A clean out auger (snake) may need to be run down the drainpipe to break up obstructions or to pull out lodged items

## **Furnace not working:**

- Have a look at the thermostat to ensure the setting is in “Heat” mode
- Set the thermostat slightly higher than the current reading
- If thermostat is programmable, be sure to check the batteries
- Reset the furnace breaker in the electrical panel In rare instances the panel outside beside the condenser may need to be reset
- Check the furnace switch is in the “ON” position Ensure exterior vents and condensers are free of obstructions including snow/ice

## **Appliance Warranties**

- All appliances are accompanied with a manual specifying the operating procedures for each machine. Always follow the instructions to maintain the manufacturer's warranty.
- Any warranty cards supplied with the appliances should be completed and sent to the manufacturer.
- There is a ONE YEAR manufacturers warranty on all appliances provided by The Brick starting at date of possession.

# QUICK REFERENCE: FREQUENTLY ASKED QUESTIONS

- **What does my rent cover?**

Rent is inclusive. Occupants will be paying for gas, hydroelectricity and water.

- **Can I have pets?**

Some apartments allow pets, but there may be rules about size or breed. This building has rules for pets. For rules, see page 13

- **How do I ask for maintenance?**

You can send a request online through our maintenance service form.

- **Is parking available?**

Yes, parking will be assigned.

- **Is smoking allowed?**

All units are non-smoking. This includes tobacco, cannabis, and vaping. Smoking is only permitted in designated outdoor areas, if any.

- **Are there laundry facilities?**

All units include in-suite laundry, stacked washer and dryer.

- **How do I pay rent?**

You can pay rent online, by cash, or direct deposit. Rent is due on a certain day each month.

- **How long is the lease?**

Most leases are 12 months, but month-to-month is available.

- **Can I stay after my lease ends?**

Yes! You can usually renew your lease, but the rent may change.

- **What is the neighborhood like?**

The area has schools, parks, stores, and public transport. It's safe and a great place to live!

- **What if something breaks in my apartment?**

If something needs fixing, you file a maintenance form. In the case of emergencies you may call our office directly at any hour.

- **Who do I contact in an emergency?**

For fire, medical, or police emergencies, dial 9-1-1. For building emergencies (e.g. flooding, power outage), contact the emergency maintenance line provided in this brochure. If something needs fixing, you can send an email to management.

- **What's the noise policy?**

Quiet hours are from 11 p.m. to 7 a.m. daily. We ask all tenants to be respectful of neighbors and report persistent disturbances to management.

- **How is garbage and recycling handled?**

Garbage Moloks are located on-site, outlined in the lot diagram.

- **How do I set up my utilities?**

A list of local utility providers is included in this brochure. You'll need to contact them directly to set up your gas, electricity, and water accounts prior to moving in.

## Quick Reference: FAQs Cont'd

### Who is responsible for snow removal and salting/sanding?

The property management team will take care of snow removal and salting in **common elements areas** EXCEPT units stairs, porches, and decks as well as in between cars where the snowplows cannot go. Tenants will be responsible for snow removal and salting of their own personal walkways.



### Where do I send my rent payments?

You'll receive instructions before your move-in date outlining the monthly rent amount and where to send payments. Rent is typically paid via e-transfer, cheque, or another method agreed upon in your lease. Preferred payment method is e-transfer to: paul@newcastlecommunities.com

### What are the common areas?

Common areas include shared spaces like the parking lot, walkways, and the designated garbage, recycling, and compost bins. Please help us keep these spaces clean and safe for everyone.

### Is additional parking available for rent?

Availability of extra parking spots varies by property. Please check with your landlord or property manager to see if any spaces are currently available for rent.

### Who is responsible if my vehicle is damaged in the parking lot?

Parking is at your own risk. If your vehicle is damaged, please contact your landlord or property manager for next steps, and consider reporting the incident to your insurance provider.

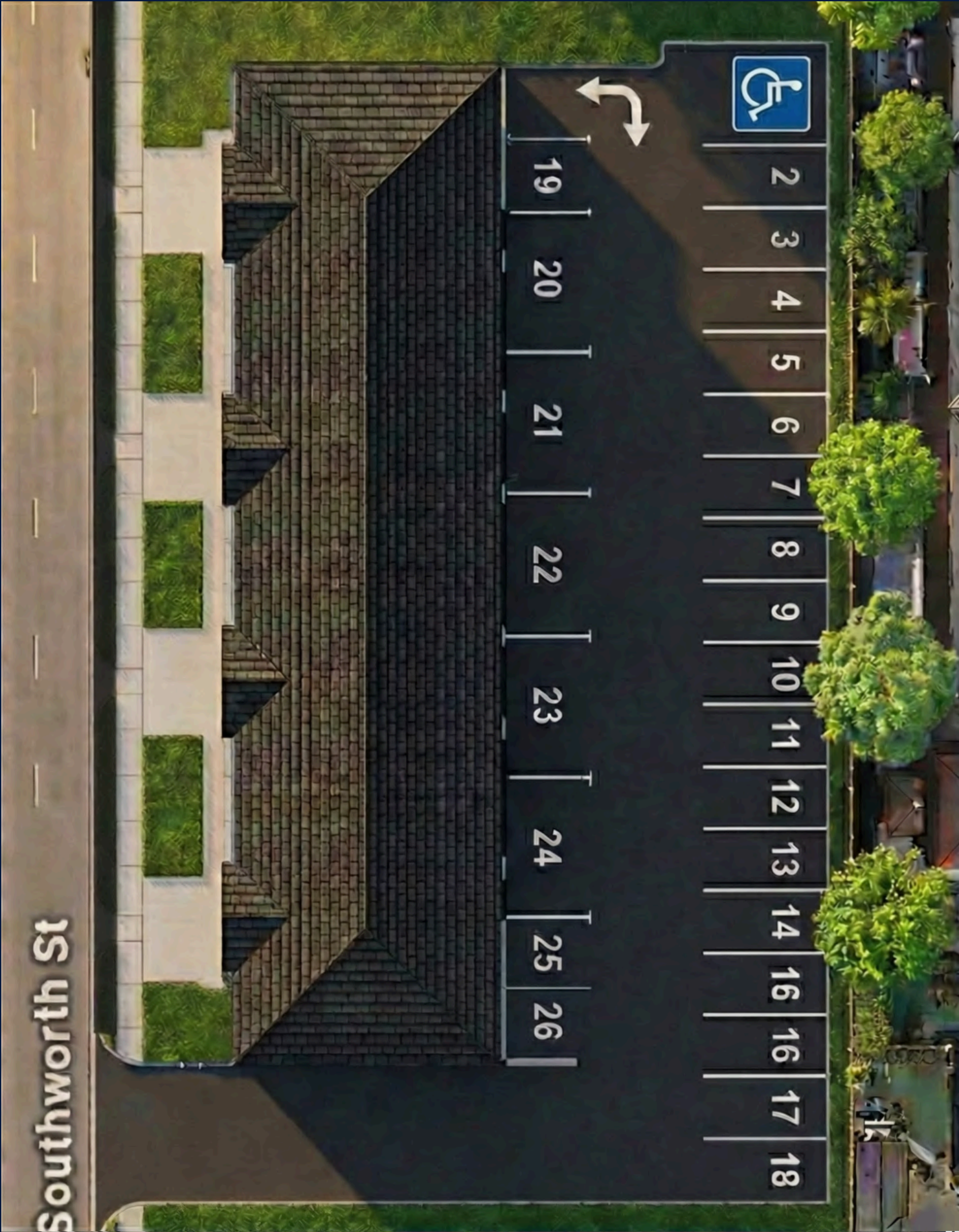
### Do I need tenant insurance?

**Yes.** All tenants are required to carry tenant insurance that covers personal contents, liability, and any improvements you've made. This protects both you and the property in case of unexpected events.

### Why am I not receiving my mail?

If you're missing mail after moving in, contact your nearest Canada Post office. It may still be held there while your address is being fully registered in their system.

# PARKING LOT DIAGRAM





**SHERWIN-WILLIAMS®**

## Care and Cleaning of Interior and Exterior Coatings

### Background:

Establish procedures to maintain and clean interior and exterior painted substrates. To assure maximum washability and durability, wait at least two weeks before washing the dry paint film. Exterior coatings typically are very soft and flexible to allow for expansion and contraction of the coating during changes of temperature. Any hard scrubbing of standard exterior coatings is likely to damage the film. To clean and maintain the interior and exterior surfaces, we recommend these procedures.

### Concentrated Cleaners, Liquid or Dry:

- Read all the package directions before using. It is always recommended to test any cleaner on a small, inconspicuous area prior to use.
- Mix or dilute the cleaner per package instructions. Solution strength may be adjusted depending on amount and type of soil.
- Remove any heavy debris and contaminants.
- Using a sponge or cloth, wash surface dirt and marks.
- Do not allow the cleaner to dry on the surface.
- Always clean from the bottom of a wall to the top.
- Rinse the surface thoroughly.
- Repeat if necessary.

### Premixed Spray Cleaners:

- Read all the package directions before using. It is always recommended to test any cleaner on a small, inconspicuous area prior to use.
- Turn spray nozzle to desired spray pattern. (Open with nozzle facing away from you.)
- Remove any heavy debris and contaminants.
- Apply the cleaner to the dirt and marks; apply just enough to wet the area.
- Using a damp sponge or cloth, wipe to remove the surface dirt and marks and any excess cleaner. For difficult stains, some scrubbing may be necessary.
- Do not allow the cleaner to dry on the surface.
- If recommended on the cleaner package, rinse the surface thoroughly.
- Repeat if necessary.
- Return spray nozzle to the closed position.

### Cautions:

- Thoroughly read and understand all the label cautions prior to using any cleaner.
- Be sure that the cleaner is appropriate for the dirt/contamination.
- Do not mix together any cleaning compounds containing bleach and ammonia.
- Abrasive cleansers may damage a paint film, use very carefully.
- Bleach and bleaching type cleaners may damage or discolor existing paint films. Bleach alternative cleaning solutions would be advised.

### WARNING!

- Removal of old paint by sanding, scraping or other means may generate dust or fumes that contain lead. Exposure to lead dust or fumes may cause brain damage or other adverse health effects, especially in children or pregnant women. Controlling exposure to lead or other hazardous substances requires the use of proper protective equipment, such as a properly fitted respirator (NIOSH approved) and proper containment and cleanup. For more information, call the National Lead Information Center at 1-800-424-LEAD (in US) or contact your local health authority.



**SHERWIN-WILLIAMS®**

## Care and Cleaning of Interior and Exterior Coatings

### The Sherwin-Williams Company Cleaning Products

**SuperDeck® Deck Wash** is designed to bring back the fresh, natural look of your deck. Enjoy the self-working, no scrub formulation. This product is an excellent choice to restore your surface or to use as a pretreatment for staining, preserving, or sealing. Use on decks and outdoor furniture made of pressure treated wood, cedar, pine, and most other woods. This product is intended for exterior use only.

**SuperDeck® Stain & Sealer Remover** is specifically designed to remove most semi-transparent and weathered solid latex and oil-based stains from decks and other exterior wood. SuperDeck Stain & Sealer Remover allows you to change the color of your deck or siding by restoring the natural beauty of the wood. SuperDeck Stain & Sealer Remover can be used on most exterior wood surfaces such as decks, siding and fences and will remove the following stains and finishes:

- Polyurethane and some weathered latex paint.
- Oil-based toners, semi-transparent, and weathered solid stains.
- Water-based toners, semi-transparent, and weathered stain.
- Water-reducible toners, semi-transparent and weathered solid stains.
- Old, weathered, clear protective finishes.

SuperDeck Stain & Sealer Remover will restore color to severely weathered and discolored wood.

**SuperDeck® Revive® Deck & Siding Brightener** is a fast-acting, ready-to-use cleaner specially formulated for cedar, redwood and other highly resinous exterior woods as well as dense woods such as mahogany. Due to the chemical characteristics of these types of woods, traditional cleaners can leave the surface with an unnatural, darkened appearance. SuperDeck Revive Deck & Siding Brightener will help remove dirt and unsightly stains caused by mildew and algae, gray and weathered wood, tannin bleed and nail bleed as well as stubborn mill glaze (a surface barrier to wood coatings found on most newly installed cedar and redwood) and restore the surface to its bright, clean natural look. SuperDeck Revive Deck & Siding Brightener can be used on any new or existing exterior structure including wood decks, fences, siding, shakes, shingles, boat docks, boardwalks, outdoor furniture, picnic tables, hot tubs, planters, benches, trellises and gazebos.

**H&C Concrete Etching Solution** is a phosphoric acid-based etcher that has been developed to acid etch concrete surfaces before applying H&C Silicone Acrylic Concrete Sealer, H&C Shield Plus Concrete Stain, and other coatings. Uses: • Basement floors and walls • Garage floors, carports and driveways • Porches, patios, walkways, steps • Swimming pool aprons • Recreation areas • Parking structures and parking lots • Retaining walls • Containment areas • Tilt-up construction • Removes efflorescence (alkali salts) • Reduces the pH of new concrete and new mortar joints.

**H&C Degreaser** is a concentrated heavy-duty cleaner that will remove most automotive fluids (oil, grease, brake fluid, transmission fluid, gear fluid and antifreeze) from concrete and masonry surfaces. Its primary use is to degrease and prepare concrete, block, brick, and masonry. Features: • Removes grease and oil stains • Prepares surfaces for paints, stains, and sealers • Increases any coating's ability to bond with the surface by providing a clean substrate. Recommended Uses: • Stadium Supports • Bridges and Bridge Structures • Parking Garages • Patios and Walkways • Pool Decks • Concrete Driveways • Garage Floors • Block & Stucco Walls • Athletic/Tennis/Shuffleboard Courts • Other Concrete Surfaces • Use prior to etching



# SHERWIN-WILLIAMS®

## BASICS OF TOUCH-UP

Often a painted area needs repair. Usually the damaged area is small and is repaired using a brush and roller. The art of repair is called "touching up" and there are many problems in making the repair as invisible as possible. Prerequisites for achieving good "touch-up" are that the paint be of the same color as the original, from the same manufacturer, from the same batch of paint and, ideally, from the same can, and that the area to be repaired has the same texture and appearance of the surrounding area.

If the "touch-up" patch is visible under all illumination conditions then it is poorly done; if one must search for it, then the "touch-up" is good.

### COMPONENTS OF "TOUCH-UP"

Touch-up complaints are often not specific about what aspect makes the repair visible. In fact, there are three separate and identifiable components that can be included in a "touch-up" problem. All three components contribute to the visibility of the repair and stem from the use of different application techniques for the original paint and the repair. Usually a brush repair over an airless sprayed original will be very visible. Most of the following comments concern that situation, but they can also be applied to other combinations. On some jobs one problem may be visible, on others they may occur in combinations. It is much easier to understand the cause of the poor "touch-up" if the problem components are identified.

#### 1. "HALO"

Halo's are created at the edge of the repair by tendrils of paint left by the brush as it enters and exits the area around the patch. Human eyes are very good at determining texture changes and are thus very sensitive to touch-up and "halo" in particular. The texture is more raised in these areas than the main part of the repair, so they produce shadows when illuminated from the far side and reflect light back to the observer when illuminated from the same side.

A painter can make the situation worse by attempting to feather the repair excessively. This creates more edge texture. Halo is diminished if the paint spreads smoothly and continuously over the original layer. If the repair paint thickens in viscosity rapidly as it is spread then it will not level well and the texture at the edge will be especially bad. Thus patching over porous paint, e.g. a flat paint, is more likely to cause a "halo" problem. In the field the "halo" problem may be alleviated by stippling with a brush or otherwise trying to duplicate the texture of the original. Diluting the repair paint by 10-15% may help by accommodating the wicking problem.

#### 2. DIFFERENT SHEEN

This part of the "touch up" problem is noticed as a difference over the whole repair patch particularly at oblique angles. The patch appears either shiny or dull compared to the background. The effect may be accompanied by a "halo".

Features larger than three mil, e.g. brush marks, roller stipple etc., produce shadowing or reflections like the "halo", but not a change in sheen. Sheen differences are due to changes in the way the light is scattered from smaller features, i.e., roughness, in the paint surface. The shape and the arrangement of the paint ingredients are what determine this. Changes in surface roughness are most visible at grazing angles of observation and illumination. This is often the way that poor touch-ups are first noticed. Drying conditions and application technique are important factors in determining surface roughness. Although paint can be formulated to minimize their importance, sheen differences may be seen when the original paint and the repair paint are applied differently or under widely different temperature and/or humidity conditions.

#### 3. COLOR DEVELOPMENT

This problem is much less likely to occur than the other two types of touch-up problem. It most often appears as a difference in the depth of the color rather than a color shift, and can be seen at almost any angle of observation, but particularly near the perpendicular (90° angle) in contrast to the "halo" and "sheen" components above.

Changes in the way light is scattered from within the body of the paint film are most visible straight on for both observation and illumination. Poor color touch-up results from differences in pigment particle separation caused by the differences in application techniques, e.g. brush vs. airless spray. Airless spraying inputs a very great deal of energy into paint and disperses pigment very well. Brushing or rolling shear-rates are two to three orders of magnitude less severe and may not disperse paint components in the same way.

*Reprinted from The Sherwin-Williams Materials Science R&D 1991, edited August 2008*

# Waste Sorting & Usage Guide for Moloks

## 1.What GoesWhere

Moloks typically have multiple compartments, each designated for a specific waste:

- General Waste
- Organics (food scraps, yard waste)

## 2. Color-Coding & Signage

- Lids and panels are color-coded and labeled clearly—photos or icons help guide proper disposal .
- Signage may include multiple languages or symbols for clarity.

## 3. Fast Filling, Less Frequent Emptying

- Around 60% of the container is buried, which compacts waste below the surface using gravity—this allows for up to 80% fewer pickups than standard bins
- A crane lifts out the internal container (“bag”) for swift emptying

## 4. Reduced Odor & Cleanliness

- Being underground helps naturally cool the contents, reducing odors and discouraging pests
- The compact system improves cleanliness in the area and minimizes overflows.

## 5. Using the Molok

- Open only the lid for the appropriate waste you’re disposing.
- If full, wait for next collection or contact property management—not around or on top of the container.
- Use lids correctly to prevent spills and maintain hygiene.

## 6. Accessibility & Safety

- Molok lids are low enough for children and accessible for those using wheelchairs
- Lids can be locked to prevent unauthorized dumping.
- Their compact design helps maintain accessible pathways.

Tip	Action
Sort correctly	Use color-coded lids and follow signage
Don’t overfill	Close lids and notify maintenance if full
Use lidsproperly	Prevent odors and pests
Contact us	For maintenance issues or overflows

# NOTES

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