

# Frequently Asked Questions

## How can I view a suite?

Virtual tours, photos, unit plans and floor plans are available online at:

Pine House: [villagegatehomes.com/properties/pine-house/](https://villagegatehomes.com/properties/pine-house/)

Cypress House: [villagegatehomes.com/properties/cypress-house/](https://villagegatehomes.com/properties/cypress-house/)

As these are brand new buildings that are currently under construction, the suites cannot be viewed in person.

## Do I require a deposit to rent a suite?

A Security Deposit in the amount of ½ the monthly rental amount (excluding parking) will be required to lease a suite. Should you apply to have a pet(s), a Pet Deposit in the amount of ½ the monthly rental amount will also be required. Both deposits will remain on file.

## How bright are the suites?

The amount of natural light in your suite is dependent on the direction the suite is facing. For example, a south facing suite would generate greater natural light than a north facing suite. All suites have light color paint and ample windows.

## Are the windows double glazed?

All windows are double glazed.

## How wide do the windows open?

The majority of windows open vertically; however, a few open horizontally. They have a 4" restrictor in accordance to BC Building Standards.

## Are there any child safety locks on the windows?

We do not have nor provide child safety locks on the windows.

## Are bug screens provided with the suite?

Bug screens are not provided with the suite. You may however source a contractor who can provide you with a quote and complete the installation directly with them.

## What type of flooring are in the suites?

All units have a durable vinyl plank flooring throughout living and dining areas. Bedrooms have carpeting. Bathrooms are tiled.



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## Are appliances in the unit energy efficient models?

All suites are equipped with Energy Star Appliances that comply with REAP sustainability.

## What is the load/capacity of the washer and dryer?

- Washer Load: 7.0 kg
- Dryer Load: 7.0 kg

## Can I bring my own washer and dryer?

No, we do not permit installation of personal appliances due to liability issues.

## Can we install our own AC units?

For safety concerns, window mounted air conditioners are not permitted. Stand-alone units may be used within the interior of the suite granted the appropriate drain system is utilized to prevent overflow.

## Is there parking and how much is it?

Each suite is allocated one parking stall at a monthly rental rate of \$65 per month. Upon 100% occupancy of the building, if available, an additional parking stall may be rented on a first come first serve basis.

## Is there a storage locker and how much is it?

One storage locker is available per suite at no charge.

## Are there charging stations for electric vehicles in the parking area?

There are no charging stations currently available at this property.

## How are parking stalls allocated (esp. if I have a large vehicle)?

Parking stalls are allocated once the Residential Tenancy Agreement and Parking Agreement have been completed. With the exception of a few stalls, all stalls are to standard parking dimensions found in multi

-family parking facilities. It is recommended that you test your stall upon occupancy to ensure



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## What is the size of a parking stall?

Parking stalls range from approximately 7'x15' to 8'x18'.

## Are there security cameras in the building?

Yes, the safety and security of our tenants are important to us; hence, there are security cameras on the property, including some areas of the parking facility.

## Is there a compactor in the garbage room?

No, the building volume does not require a compact or in the garbage room.

## Are the bike storages designated and how much are they?

Shared bike storage is available free of charge on a first come basis.

## How safe are the bike storages?

Although the shared bike storage room is locked and fob accessible, we cannot guarantee the security of your bike or accessories.

## Can I transfer to a different unit after moving in?

Transfer of suites within the first year of your tenancy is not available. Please note that once you have fulfilled your one year lease term, you may request a transfer to a larger or smaller unit size.

## How are suites allocated? How do I know if I will be contacted for a suite?

All suites are allocated based on UBC's New Eligibility and Guidelines for Village Gate Homes Waitlist (established in December 2016). In cases where a unit is requested by multiple parties, the unit will be offered based on waitlist priority. Please ensure you have completed the Waitlist Application Form located on our website: [villagegatehomes.com/waitlist/](https://villagegatehomes.com/waitlist/)

## Are the rental rates negotiable?

Unfortunately we cannot offer flexibility in our rental rates. Careful review is placed when rental rates are established. This takes into consideration the market conditions, amenities and location.



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