

# Frequently Asked Questions



## How can I view a suite?

Virtual tours, photos, unit plans and floor plans are available online at:  
[www.villagegatehomes.com/properties/mundell-house/](http://www.villagegatehomes.com/properties/mundell-house/)

As this is a brand new building 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 half 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 half 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 restricter 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 /dining and bedroom(s). 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 capacity of the washer/dryer?

Capacity varies based on suite size:

- Studio & 1 bedroom suites - apartment size;
- 2, 3 & 4 bedroom suites - full size

## 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?

Underground parking is limited and available at a rate of \$65 per month. Parking stalls will first be allocated to 3 and 4 bedroom suites, followed by a parking lottery to allocate the remaining.

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

Storage lockers are limited and available for \$20 per month. Storage Lockers will first be allocated to 3 & 4 bedroom suites.

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

There are 4 parking stalls capable of supplying power 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 your vehicle will accommodate the space.



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## 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 compactor in the garbage room.

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

Shared bike storage is available at no 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. Please ensure your bike is included on your insurance policy, which is mandatory to maintain throughout your tenancy with Village Gate Homes.

## 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 the UBC's 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: [www.villagegatehomes.com/wait-list-application/](http://www.villagegatehomes.com/wait-list-application/)

## 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.

