

# Frequently Asked Questions

## How can I view townhomes?

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

As this is a brand new property currently under construction, these homes cannot be viewed in person.

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

A security deposit in the amount of half the monthly rental amount (excluding parking) will be required to lease a Townhome. 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 townhomes?

The amount of natural light in your home is dependent on the direction the townhome is facing. For example, a south facing townhome would generate greater natural light than a north facing townhome. All townhomes 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 townhomes?

Bug screens are not provided with the townhomes. You may source a contractor who can provide you with a quote and complete the installation on your behalf.



## Why is there a window well located in the bedroom of level P1?

As this bedroom is located below ground this window well allows for daylight into this bedroom. The window well is constructed of concrete with a metal grate on top.

## What type of flooring are in the townhomes?

All townhomes have a durable vinyl plank flooring throughout the living / dining area. The bedrooms and staircases are carpeted. The bathrooms are tiled.

## Are appliances in the townhomes energy efficient?

All townhomes are equipped with Energy Star Appliances that comply with UBC's Residential Environmental Assessment Program (REAP).

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

These townhomes have a full size washer/dryer.

## Can I bring my own washer and dryer?

Due to liability issues, we do not permit installation of personal appliances.

## Can we install our own AC units?

A cooling system is already installed in each townhome and controlled by the resident.

## Is there parking and how much is it?

Parking is available in the underground parkade. Each townhome will be allocated two parking stalls. Each set of parking stalls will have direct access to each individual townhome. Parking stalls are provided at no extra cost.

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

There are no charging stations currently available at this property.



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## Is there a compactor in the garbage room?

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

## Is bike storage designated?

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

## How safe are the bike storage rooms?

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 a mandatory requirement throughout your tenancy with Village Gate Homes.

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

Requests to transfer your home 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 home.

## How are townhomes allocated? How do I know if I will be contacted for a townhome?

All townhomes 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: [villagegatehomes.com/waitlist/](http://villagegatehomes.com/waitlist/)

## What colour are the cabinets in the townhomes?

There will be both a dark and light colour scheme in the townhomes.

## 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.

