



Frequently Asked Questions

What are the Kiwanis Office hours?

The Office hours are Monday-Friday from 9:00 AM – 4:30 PM. There is always an Office Manager or Building Caretaker on call to deal with any emergencies after business hours.

Can I submit my application in person at the Kiwanis Office?

No. Kiwanis only accepts applications by mail.

When and how will I know if my application has been accepted?

A confirmation letter will be mailed within 6-8 weeks once the application is received.

What are assets? What are the assets I should be listing?

Assets include cash, monies in your savings, chequing or tax-free savings accounts, stocks, bonds, homes, investment properties, vehicles etc.

Can my rent be subsidized utilizing Safer Housing Assistance from BC Housing?

Yes, this is an independent provincial subsidy program not administered through Kiwanis. The Office Manager will provide supplemental information to assist with your Safer application. More details can be found by either visiting the BC Housing Office from Monday to Friday between 8:30 AM – 4:30 PM (Suite 101 – 4555 Kingsway, Burnaby, B.C. - Telephone 604.433-2218) or by visiting www.bchousing.org/Options/Rental_Market/Safer.com

How will you dispose of my personal information? Will I get my application back?

Kiwanis has a 6-month limitation period on keeping the application. AWM is a professional management company. We will treat (i.e. file and/or shred) personal and confidential documents in a secure and appropriate manner.

What is the square footage of the suites?

The suites range from 589 to 676 square feet. All suites are 1 bedroom plus 1 bathroom.

How much are the rents?

Rents ranges from \$663 - \$783 plus utilities per month.

Do I need tenant insurance?

Yes, tenant insurance is mandatory. Contents & personal property in addition to third party liability insurance is required.

Is there any free-public Wi-Fi in the building?

Yes, free Wi-Fi is provided in some common areas that include lobbies, laundry rooms, reading room and the 2nd floor amenities room.

What type of amenities spaces does the building offer?

Residents have access to over 14,000 square feet of amenities, including:

- Games Room
- Fitness Gym
- Reading Room
- Hair Salon with manicure/pedicure services
- Multi-purpose Room for programs and events
- Large landscaped courtyard with walking path/gardens

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What are the utilities I have to pay for?

Residents are responsible to pay for any and all BC Hydro electrical, telephone, cable and internet services in their suite.

Where is the laundry room?

The laundry room is located on the 2nd floor of each building. The washing machine and dryers use a prepaid smart card. Laundry is \$1.25 per load.

How many elevators in each building?

There are two elevators per building, in case of power failure there will be back up power assistance, however the elevators will not operate in the case of a fire emergency.

Are pets allowed?

No pets, except guide dogs, are permitted throughout the property.

Is smoking allowed?

Kiwanis is a “smoke free” property. Smoking is not permitted anywhere on the property.

Are Barbecues allowed?

No, Barbecues are not permitted.

What appliances are included in the suite?

Fridge, stove and microwave are included.

Are the suites air-conditioned?

No, the suites do not allow air-conditioning units to be installed.

Are there grab rails fitted in the bathrooms?

Yes, in the shower and in most bathrooms.

Are there storage lockers?

No.

Is there rental parking available for residents?

Yes, but there is an extensive waitlist.

Is there Visitor Parking?

Yes, there is visitor parking in designated areas. 7388 Gollner has a 1-hour visitor parking limit and 7378 Gollner Avenue has a 2-hour visitor parking. Any vehicles found in violation of the parking rules is subject to immediate towing at the vehicle owners' expense.

Are Scooters permitted?

Yes, Scooters are to be stored in permitted scooter storage areas. There are several electrical outlets in the Scooter designated storage areas.

What are some of the security features?

- Electronic key fob-controlled access at all building entry points
- Building entry equipped with enter-phone
- Closed circuit cameras throughout the property