



Richmond Kiwanis Seniors Citizens Housing Society

TENANT HANDBOOK

A GUIDE TO THE RULES AND REGULATIONS

This manual is to be retained in your Suite for reference.
Property of Kiwanis.

Robert Long Building (North Tower) 7388 Gollner Avenue, Richmond, BC, V6Y 0H4
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WELCOME TO KIWANIS

This booklet was prepared by The Board of Directors of the Richmond Kiwanis Senior Citizens Housing Society. The Board sincerely hopes the information contained herein will help make your residency in Kiwanis Towers more comfortable and more enjoyable.

The contents are listed in alphabetical order. This book should be read from beginning to end. It should then be placed in a convenient location for easy reference. A good place to keep it would be with your telephone directory.

The Board of Directors welcomes any suggestions you may care to make regarding this booklet or any other aspect of Kiwanis Towers. Please put your suggestions in an envelope addressed to the Board and leave with the Office Manager.

THE RICHMOND KIWANIS SENIOR CITIZENS HOUSING SOCIETY

Kiwanis is a worldwide service organization for individuals who wish to become personally involved in the leadership and improvement of their communities. As a group we can achieve what individuals cannot do alone. Our motto and the cornerstone of Kiwanis is:

“WE BUILD”

The Richmond Kiwanis Senior Citizens Housing Society was founded in 1959 to build and operate affordable senior citizens housing to serve the local community.

Through the hard work and efforts of the Richmond Kiwanis Senior Citizens Housing Society members and the co-operation and support from the City of Richmond and BC Housing, Kiwanis Towers has now been realized. Kiwanis Towers provides 296 new affordable homes for seniors.

WELCOME TO YOUR NEW HOME.

FIRE REGULATIONS

- Fire escapes and fire doors are for **EMERGENCY** use only.
- Fire doors must **NEVER**, at any time, **BE WEDGED OPEN**.
- Doors with proper doorstops can be kept open using the doorstop.
- Obstructions must never be placed on the fire escapes or in front of fire doors. Halls must be kept clear.
- Fire alarms will be tested occasionally during daylight hours. **DO NOT BE ALARMED**.



PRECAUTIONS

1. FAMILIARIZE YOURSELF NOW WITH THE WAY TO THE NEAREST FIRE ESCAPE. THE CARETAKER WILL ADVISE YOU IF YOU ARE NOT CERTAIN.
2. **ALL KIWANIS BUILDINGS ARE NON-SMOKING.**
3. Know where the closest fire alarm is and how to sound the alarm.
4. Know how to get out of your building quickly.
5. Participate in every fire drill so that your reactions will be automatic whenever a fire alarm sound.
6. On discovering a fire (unless it is so small that it can be put out immediately), sound the fire alarm and leave the building at once. Let the fire fighters fight the fires.

FIRE: DIAL 911

Go to the next building and call the Fire Department at 911 and then call the Office Manager at 604-278-7772.

IMPORTANT TELEPHONE NUMBERS

Richmond Fire Non-Emergency.....604.278.5131	Emergency.....911
Richmond RCMP Non-Emergency.....604.278.1212	Emergency.....911
Ambulance Services	Emergency.....911
Manager's Office.....604.278.7772	

Please leave a message on the Office Manager's answering machine: briefly state the problem and be sure to provide your name, phone number and suite number. In the event of an after-hours emergency, please call:

Property Manager:

AWM-Alliance Real Estate Group Ltd.
T:604.685-3228 / F: 604.270.9951

GENERAL REGULATIONS

ABSENCES

Residents who may be absent from the suites for one (1) day or more should notify the Office Manager. This allows firefighters to be advised that a suite is vacant should a fire occur.

If the absence is due to sickness, a family member, friend or neighbour should advise the Office Manager. This is important to allay concerns regarding your wellbeing.

During the period of the tenancy agreement, any resident absent from their apartment exceeding three months without a written medical doctor's confirmation of hospitalization or extended medical care will be considered in breach of their tenancy and will result in the early termination of their tenancy.

AFTER HOURS EMERGENCIES

As a resident of Kiwanis, you have access to the AWM Emergency Line for after-hours emergencies only. Residents may contact the AWM After Hours Emergency Line at 604.685.3227 after regular Kiwanis Office hours. When calling the Emergency Line, briefly state the problem and be sure to provide your name, phone number, suite number and address.

Emergency maintenance are issues that require immediate attention for the safety of the occupants or the property. Examples of Apartment emergencies include

- You are locked out of your suite or have lost your keys
- Fob is not working
- Elevators not working
- Water leak or flooding
- Blockage of plumbing drains such as sinks or toilets that will not drain or are backed up
- Garage Door not closing
- Damage to entry door or building

Routine maintenance are issues that do not require immediate attention and can be handled during normal business hours: Monday-Friday from 9:00 AM – 4:30 PM. (Refer to Office Hours & Repair Section on Page 16)

AIR CONDITIONERS

Installation of any type of air conditioner units is not permitted.

ALCOHOL & DRUGS

The safety and peace of mind of all those living in Kiwanis Towers is of paramount importance to the Board of Directors. The use of alcohol is each resident’s personal choice; however, residents should be aware that the abuse of alcohol and/or drugs will not be tolerated and will result in the eviction of the offending person.

ALTERATIONS TO PREMISES

Installation of wall mounted televisions are not permitted. Residents wishing to hang pictures or erect book shelves, or carry out other in suite changes, must contact the Office Manager. Because of his over-all knowledge of the structure of the buildings and the Society’s policies, the Landlord's permission must be obtained prior to changes being made.

Installation or use of portable washing machines, dryers, dishwashers, air conditioners, bidets, and garburators is not permitted in the suites. No alterations are allowed to any of the electrical or plumbing systems in the building.

AMENITY ROOM HOURS

- Multi-Purpose Room..... Monday-Saturday from 8:00 AM – 5:00 PM
- Laundry Room.....Daily from 8:00 AM – 9:00 PM
- Games Room.....Daily from 7:00 AM – 11:00 PM
- Fitness Room.....Daily from 7:00 AM – 11:00 PM
- Reading Room.....Daily from 7:00 AM – 11:00 PM
- 2nd Floor Lounge Room.....Daily from 7:00 AM – 11:00 PM

APPLIANCES

Residents should be aware that any electrical appliance not functioning properly can be a potential shock and/or fire hazard. Therefore, any such appliance, which is the property of Kiwanis Towers, should be reported to the Office Manager.

Electric refrigerators must be kept clean and in good working order. These are major appliances and abuse can result in costly repair bills to the Society and an inconvenience to the Tenants while repairs are being carried out.

A qualified person should service the appliances that are the property of the tenant. The tenant should never attempt to make repairs or adjustments themselves.

BALCONIES & PATIOS

Only summer patio furniture is acceptable. No items, including brooms, mops, laundry lines, towels, clothes, freezers, boxes, banners, or other unsightly articles, may be placed, stored or displayed on the balcony except for outdoor patio furniture that is in good condition and appearance. The hanging of clothes for drying is not allowed on either balconies, patios or other parts of the building.

The balconies and patios must be kept clean and free of debris. When cleaning the balcony or patio, a wet mop is allowed as long as no water drips off the balcony. The shaking of mops or dusters of any kind, and throwing any refuse out of the windows, doors, or balconies, is not permitted.

Plants on the balcony must have a “catch-basin” for water run-off. Care should be taken when watering plants so water will not flow down onto another resident’s balcony or on the building.

BARBECUES

Barbecues are an explosive and a fire hazard. Additionally, they create a major nuisance with their potential to smoke and smell.

For the above reasons they are not permitted on balconies or patios.

BATHROOM FIXTURES & PLUMBING

Bathroom fixtures and plumbing should be kept clean and in good working order, and the area is to be kept clear of storage items such as boxes.

Toilets should never be used for anything except the purpose for which they were designed. Blocked toilets can be both an expense to the Society and an inconvenience to the resident. No alterations are allowed to the plumbing systems in the building.

Report defective toilets or sinks promptly to the Office Manager. The resident will be responsible for the cost of any repairs resulting from abuse or negligence.

BICYCLES & ELECTRIC SCOOTERS

Bicycles and three and four-wheel electric scooters are **not** permitted in the apartments, elevators, hallways, or any other common areas. Bicycles and scooters are to be stored in permitted storage areas only. There are several electrical outlets in designated storage areas as plug-ins for scooters.

Resident(s) must register their bicycle or scooter at the Office to be given access to designated bicycle or scooter rooms

In order that emergency vehicles will have access at all times, parking regulations must be strictly adhered to.

BLINDS

Blinds may not be changed, removed or altered in any way. Residents(s) may not install any window coverings that are visible from the exterior of the building.

CARPETS

Residents shall not install permanently affixed carpets within the suites. Area or scatter rugs are permitted. No door mats allowed in the common hallways.

Management will issue letters to residents(s) that cause spills and stains on the common area carpets. The cleaning costs associated with the cleaning of the spills and stains to the carpets may be charged back to the suite.

COMMUNICATION

There will be regular notices regarding specific Kiwanis activities posted on the community boards within the buildings. These boards will also reflect any community events that may be upcoming to aid in providing information to the Residents of the Kiwanis tower of activities going on within the community.

Should the resident wish to give feedback to the landlord on specific maintenance or general concerns, these are to be directed to the office or residents are to complete a general request form available at the office

In the specific case of a resident's complaint, a complaint form must be obtained from the office and completed in its entirety. The Landlord will then ensure this is reviewed and meeting held with the resident in order to resolve the specific complaint.

DAMAGE DEPOSITS

All Kiwanis residents are required to pay a damage deposit upon rental of their unit. The damage deposit is collected at the start of the tenancy period. The damage deposit amount is calculated as half of the monthly total of your rental amount. Provided the unit is deemed to be in acceptable condition by the Property Manager, the Society and or an agent acting on behalf of the Society, the damage deposit will be returned in full, with the applicable interest upon the termination of the tenancy period.

DAMAGE TO PROPERTY

Damage to property must be reported promptly to either the Property or Office Manager. Residents may be liable for damages, if, in the opinion of the Office Manager or the Society, the apartment has been mistreated.

ELEVATOR ENTRAPMENTS

If you find yourself trapped in the elevator, push the button in the elevator with the telephone symbol next to it. The button will connect you to the elevator monitoring company and a technician will come and get you out.

EMERGENCY CONTACT INFORMATION

In case of an emergency, residents should provide and update their emergency contact information with the Kiwanis Office.

ENERGY CONSERVATION

The cost of heating and other electricity is the responsibility of the resident. In order to minimize your monthly Hydro bill, you should be aware of your hydro use and conserve wherever possible.

Some of the ways you can help conserve electricity is by using smart and effective energy conservation methods such as:

- Ensuring doors and windows are closed at appropriate times, such as when the heat is on.
- Turning off lights and appliances when not needed, and ensuring these are off when leaving your apartment.
- Choosing to use power-smart and low-energy appliances.
- Choosing to recycle.

It is your responsibility, so please operate your apartment in a power-smart manner. Thank you for your co-operation.

FEEDING OF WILD ANIMALS AND BIRDS

The feeding of birds, squirrels, rabbits or other wild animals is prohibited on common property including, but not limited to, balconies and gardens.

FITNESS ROOM

To access the fitness room, you must register with the Kiwanis Office and sign a liability waiver form.

FOOD SCRAPS

Kiwanis provides a food scraps program. There are organic waste containers located within the designated garbage rooms. Residents must ensure they are properly disposing of any organic waste. There is specific signage outlining the appropriate items to be disposed through the organic waste containers. Please refer to the pictures on what's allowed and not allowed in the food's scraps bin.



No plastic bags allowed in the food scraps bin.

FUNCTIONS

Private resident functions must be booked through the office. Private birthday parties, anniversaries, or memorial services may be held in the 2nd floor lounge room. The multi-purpose room is **not** available for reservations for private functions.

A \$50 DEPOSIT IS REQUIRED AND WILL BE RETURNED IF THE ROOM IS LEFT IN GOOD CONDITION.

GARBAGE & RECYCLING

ABSOLUTELY NO LARGE ITEMS, INCLUDING BUT NOT LIMITED TO FURNITURE AND MATTRESSES ARE TO BE LEFT IN THE GARBAGE ROOM OR ANYWHERE AROUND THE BUILDING COMMON AREAS.

Recycling containers are placed in designated locations, within the garbage rooms.

The following is a basic (but not exhaustive) list of the most commonly recycled household items:

1. **FOOD & BEVERAGE CANS and CONTAINERS:**
 - * Aluminum foil, drinking cans, coffee tins and metal food containers.
2. **GLASS:**
 - * Glass bottles and jars, wine bottles, drinking glasses and eye glasses.
3. **PLASTIC CONTAINERS:**
 - * Plastic containers (milk and pop bottles) and plastic toys.
4. **PAPERS, NEWSPAPERS and MAGAZINES**
 - * Any paper-based products, junk mail, books, newspaper and magazines.

There is an extensive list of items and their recycling procedures available from the Richmond Recycling Program. They can be contacted as follows:

1. by website <http://www.richmond.ca/services/recycling.htm>
2. by phone at: 604-276-4010
3. by email at: garbageandrecycling@richmond.ca
4. in writing or in person at:
 - City of Richmond
 - 6911 No. 3 Road,
 - Richmond, British Columbia, V6Y 2C1

Please consult the Richmond Recycling Program if you have specific questions about what is eligible for recycling.

If you don't follow the instructions, please do not participate in the program as it defeats everyone else's efforts. When recycling, please remember to wash all containers thoroughly.

GARDENING



Each year in February, an expression of interest for a community garden plot is posted on the bulletin board. Kiwanis will be asking for your interest in the **2 options** for the usage of these garden plots:

Individual Garden Plots - this would be each tenant's individual responsibility, where we would put your name into a lottery draw to determine who will receive a plot.

Collaborative Garden – this would require all interested tenants to work together and form your own self-managed group, with assigned duties in maintaining the Garden as a team.

Residents who have been allotted Garden Plots for their use and enjoyment must ensure they are properly maintained. If, in the opinion of the Office Manager, the plot is being neglected and appears unsightly, the allocation and use could be withdrawn.

GREASE

DO NOT POUR GREASE DOWN THE DRAINS. Pouring grease down the drain causes the grease to quickly harden into a congealed, gluey mess. The result? Clogged pipes, backed-up sewers and expensive repairs. If there are any plumbing repairs caused from a blocked pipe from grease and was found to be caused by the resident, the resident will be responsible for all costs associated with the repair of the clogged pipe.

GUESTS

Residents are allowed to have guests in their suites for brief periods of time, up to three (3) days in a thirty (30) day period for the purpose of visiting, because of illness, or for other valid reasons. The landlord will consider requests for longer periods.

The Office Manager must be advised in writing of visitors who will be staying overnight.

HUMIDITY/CONDENSATION MANAGEMENT

HUMIDITY/CONDENSATION MANAGEMENT IN YOUR SUITE

Normal activities cause condensation. As you live in your home, your daily lifestyle contributes to the moisture in the air. Cooking, showering and plants all add water to the air in your home. Your daily routine can minimize the amount of moisture in your home, thereby reducing condensation on interior surfaces.

TIPS TO REDUCE IN-SUITE MOISTURE

- Do not cover or interfere, in any way, with the fresh air supply to your suite;
- Do not allow wet clothes to dry indoors. Dry your clothes in the dryer in the laundry room;
- Run the hood fan when you are cooking;
- When cooking, put a lid on boiling water;
- Run your bathroom fan when taking a shower. Continue running the fan for approximately 1 hour following your shower.
- Main bathroom fan timers must be turned-on for a minimum of 8 hours per day (e.g. 4 hours sessions, 2 times a day – usually in the morning and evening when the suite is occupied and increased humidity exists).
- If you notice condensation forming on your windows and mirrors, increase ventilation by opening a window slightly. This will allow humidity to escape;
- Open blinds and drapes so air can circulate freely over windows;
- Do not allow furniture/bookcases to touch outside walls – this will improve air circulation around the cooler outside walls;
- Keep your suite temperature between 18 - 24°C, **at all times**;

If you observe condensation, ventilate your home by turning on a fan or opening a window. Next, confirm your home's heating system is running 24 hours per day, 7 days a week (see above for temperature setting requirements).

Examples of condensation damage include:

- Mold growing on window frames, drywall and other surfaces;
- Cords on the window blinds swelling, making the blinds hard to operate and likely to break; a
- Water filling the bottom window track and damaging the drywall and wood sill beside it. If your windows are fogged up or wet on the inside, you are damaging the suite. You will be held accountable for the damages. Remove standing water from your window sill(s) and ensure it does not travel to adjacent drywall/baseboards. Take steps to ensure condensation does not re-occur.

Many issues are reported as leaks when in fact they are moisture related issues from condensation and not warrantable.

INSPECTIONS

In order that regular maintenance of buildings and apartments can be scheduled and carried out, the Caretakers will make a yearly inspection of apartments, or more frequent inspections if deemed necessary. Twenty-four (24) hours written notice will be provided for any inspection, except in emergency situations.

Earlier repairs can be requested by the resident completing a suite entry permission form available from the office.

INSURANCE

Residents must purchase a “tenant’s insurance package.” A copy of this insurance policy must be provided to the Landlord prior to occupancy as a condition of the lease. Such insurance must be maintained at all times without interruption during continuation of occupancy.

The policy will provide the following coverages:

- 1) Content
- 2) Liability
- 3) Loss of use

LAUNDRY

The laundry facilities, which are located on floor two of each building, are for the exclusive use of Kiwanis residents only. Laundry equipment are operated with rechargeable smart cards only. The machines will not accept coins. Smart cards can be recharged at terminals located within the laundry rooms or the Manager’s Office using credit or debit cards.

The washers and dryers are available to all residents on a first come, first serve basis.

Please follow the Laundry Room Guidelines:

- Hours: 8:00 AM – 9:00 PM ONLY
- Washing machines and dryers are on a first come, first use basis.
- Only use HE (High Efficiency) detergent.
- Measure your soap. DO NOT use too much detergent, it will cause machines to malfunction.
- DO NOT over load the machines.
- Remove clothes promptly from the washer and dryer after each use.
- Clean the inside of the washing machine of any dirt and lint.
- Remove lint from lint basket in the dryer & wipe the inside of the dryer after each use.
- If you spill something on the floor, please wipe or sweep it up immediately.
- Dispose of your detergent containers properly in the recycling room.

LIGHTING FIXTURES - SUITES

If you require assistance, please contact the Kiwanis Office.



LOBBY ENTRANCE ETIQUETTE

Residents and their visitors are requested to wipe their feet on the mats provided at the entrance lobby doors before entering the building. Residents are also requested to shake off excess water from their umbrellas when entering the building.

Please try to avoid touching the walls with any wet items such as umbrellas, wet coats, jackets to prevent any damage to the paint on the walls.

LOST KEYS & FOBS

Arriving home to a locked door without your keys can be most inconvenient and also very expensive.

Keys are the responsibility of each resident and we encourage you to have spare keys in your suite as well as with a neighbour, friend or relative. Do not give keys, combinations, security cards or other means of access to the building, the parking garage or common areas to any person other than an employee, occupant, or guest.

The Society accepts no responsibility to have someone with keys available at all times. We will help by providing assistance, as available. Assistance will be limited to opening the suite door and will not include locksmith services that may be required should you lose all keys.

Building and parking entry fobs will cost \$50.00 if lost. Lost mailbox keys will fall to the tenant(s) to have changed with the cost of a new lock being charged.

MEETINGS

Resident meetings, held in the Kiwanis large amenity room, are scheduled as needed.

MOVING ITEMS - IN/OUT

All moves must be booked through the Kiwanis Office and are to be done with a minimum of 7 days notice, unless otherwise approved by the Landlord. This ensures the staff can prepare the elevators in advance of any moves, and also ensure there is not more than one move booked. At the time of a move being booked, a move-in/move-out booking form must be completed to ensure all information has been provided for the move.

NIGHT CHAINS

Night chains are not to be installed on entrance doors. In cases of emergency, these chains can present problems. The Board has instructed the Caretaker to remove any night chains found on the entrance doors. All costs to remove the chains will be borne by the tenant.

NOISE

Noise affects different people in different ways. Unnecessary noises can be both a source of irritation and a cause for anxiety. Residents should realize that living in a close community such as Kiwanis Towers, they must strive at all times to avoid making unnecessary noises so that all can live together in peace and quiet.

In consideration of your neighbors, we ask that residents and their guests be reasonable in determining the sound levels of stereos, televisions and audio equipment. This is of special importance during the late evening and early morning hours when Tenants may be sleeping. Vacuum cleaners must not be operated before 8:00am or after 8:00pm.

After-hours noise violations should be referred to local law enforcement.

OFFICE HOURS & MAINTENANCE REQUESTS

Office hours are Monday to Friday from 9:00 AM – 4:30 PM.

A request for repair(s) of any nature may be made by contacting the Office Manager. In order that your request may be properly recorded and not forgotten, please submit all maintenance requests in person or by phoning the Office Manager at 604-278-7772 during business hours or by email at richmondkiwanistowers@awmalliance.com.

When appropriate, repairs may be paid for by the Society.

Please be advised that the building manager may be away from the Office from time to time to respond to tenant requests, contractors, emergencies and other related tasks.

PAINTING & WALLPAPERING

Painting and wallpapering are not permitted. The use of Mactac or other similar adhesive products may not be used on any walls or cupboards.

PARKING

All parking regulations are clearly stated on the Information Signs located in the visitor parking area.

- **VISITOR PARKING**
 - Visitor Parking is only in designated areas. Kiwanis recommends visitors to display the suite number that he/she is visiting. 7388 Gollner Avenue has 1-hour visitor parking and 7378 Gollner has a 2-hour visitor parking limit. Any vehicle found in violation of the Information Sign regulations is subject to immediate towing at the vehicle owners' expense.
- **RESERVED PARKING**
 - Two Reserved Parking Stalls are located at Tower 2 visitor parking lot for Vancouver Coastal Health Staff. The parking stalls are reserved from Monday to Friday from 9:00 AM – 5:00 PM. Visitors may park in these stalls on the weekends and prior or after the posted times on the sign.
- **RESIDENT PARKING – PARKADE**
 - Tenants are requested to be aware of the parking needs of other residents, and to ensure they do not park in the parking spaces of other residents. Please park between the designated lines of the assigned parking stall. Whether they are used on a daily basis or not, all parkade parking stalls are reserved. Parking stalls cannot be used for the storage of items other than cars. All vehicles parked or operated on the Kiwanis Towers site must have current valid Insurance.
 - When driving or bicycling in and out of the parkade, please wait for the gate to close completely behind you before driving or riding away. It is mandatory to wait for the gate to close completely to prevent thieves gaining access into the parking lot by following drivers or bicyclists who failed to wait for the gates to close completely.
 - Do not leave any valuables in your vehicle.

PEST CONTROL

Spotting any pests? Please contact the Office Manager with any identified pest concerns.

PETS

Residents or visitors are not permitted to keep pets of any kind on the property, other than legal guide dogs as approved by the Landlord.

RENT PAYMENTS/LEASE RENEWALS

All rents are payable monthly on the first day of each month, and are deducted from bank accounts using pre-authorized withdrawals unless an alternative payment method has been approved. You have authorized this procedure by completing a form at the offices of the Office Manager, providing the name of the bank and your account number.

All tenancies at the Kiwanis Towers are a fixed term 1 year tenancy.

Three months prior to the expiry of your tenancy with Kiwanis Minoru Towers, a Landlord representative will contact the resident to confirm whether they wish to renew their Lease with Kiwanis Towers. The Landlord will require a lease renewal application to be completed to ensure that all information is still current and valid. Once completed, the Landlord will review the renewal application, and have written confirmation provided to the resident 60 days prior to the expiry date whether their lease with Kiwanis Towers is to be renewed.

SAFETY & SECURITY

Protecting your safety and security is very important. Residents at Kiwanis Towers should work together to maintain the property as a safe place to call home. The security of your building depends largely on the precautions you take to ensure your own safety and the safety of your fellow residents.

Below are some precautions you can take to ensure the safety of your building:

- Residents should be vigilant and aware of their surroundings in the building. Please report to the police any suspicious person(s) loitering in or around the building. Please call 9-1-1 or the non-emergency number at 604-278-1212.
- Close and lock your apartment and building doors at all times. When using the entercom system, be sure to ask the caller to identify himself or herself so that “uninvited” persons cannot gain access to the building.
- Do not allow strangers to follow you through the door when you enter and exit the building. If you see another resident doing this, please kindly remind them that this precaution is for the safety of all residents.
- Please under no condition, let anyone into the building, no matter how friendly they look unless that person is known to them. This particularly applies to persons claiming to be tradesmen or delivery persons since there is no reason for them to enter the building unless the person they are calling is at home.

SMOKING

As per the terms of your lease, Kiwanis Towers is a smoke free environment. Smoking is strictly prohibited in all interior and exterior areas of the building at all times. Smoking, including but not limited to recreational and medical marijuana is not permitted in a suite, lobby, hallway, elevator, stairway, laundry room, apartment balcony, under-ground parking area or any other area in or around the property.

Because of the potentially costly and long-term damage to the smoke-affected areas, as well as the potential health hazard to other tenants, and the danger due to the use of oxygen needed by some tenants, smoking anywhere on the Kiwanis Towers property is not prohibited.

Residents(s) in violation will be served a one months' notice to end tenancy for cause in accordance with the terms of the tenancy agreement.

STAIRWELL/COMMON AREA LIGHTS

Report defective lights to the Office Manager.

THERMOSTATS

Report thermostats not functioning properly to the Office Manager.

USE OF PROPERTY

Each apartment shall be occupied as a single-family residence only. Unless otherwise authorized by the Society, there shall be no more than 2 occupants per single-bedroom suite.

VANDALISM

Anyone tampering with, or damaging equipment by disconnecting, removing parts, changing parts, or signs may be subject to eviction. This particularly refers to door locks, door closures, fire alarms, smoke alarms, fire equipment, fire doors, fire equipment and safety exit doors.

VISITORS

Please keep in mind that you are responsible for your visitors. If you have visitors, it is important that they are respectful of the rules, regulations and other residents.

There are no set “visiting hours” or restriction on your activities. You, your family and friends may come and go as you please provided you are not disturbing the quiet enjoyment of other tenants. Your suite is your home, so you decide who enters your suite, or if you want overnight guests.

WIFI

Free WI-FI was installed for the residents of Kiwanis in four of the amenities rooms in both Towers. WI FI is available in the following rooms:

Tower 1 – Main Lobby
Tower 1- Amenities Room - 2nd floor
Tower 2 – Library Room
Tower 2 – Amenities Room – 2nd floor

No special software or password is required; all you need is a Wi-Fi enabled device. Just follow these steps:

1. Select the #TELUS network name from your device’s Wi-Fi settings menu.
2. Open your browser and you will be automatically re-directed to the TELUS Wi-Fi registration page.
3. Enter your email address and agree to the TELUS Wi-Fi Service Terms.

Once you have registered, you can connect seamlessly to all TELUS Wi-Fi locations for 30 days. After 30 days, you will need to register again. The #TELUS Wi-Fi network is open to TELUS and non-TELUS customers.

WINDOWS

Interior window cleaning is the responsibility of the tenant.