



Kiwanis Towers
RICHMOND

2017 TENANT MANUAL



This manual to be retained in your Suite

Property of

Kiwanis Towers

Richmond Kiwanis Senior Citizens Housing Society

KIWANIS TOWERS TENANT MANUAL

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Kiwaniis Towers
RICHMOND

Kiwaniis Towers Addresses:

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

Cecil Campbell Building (South Tower) – 7378 Gollner Avenue, Richmond, BC, V6Y 0H5

THE RICHMOND KIWANIS SENIOR CITIZENS HOUSING SOCIETY

Kiwaniis 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.

WELCOME TO KIWANIS TOWERS



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.

IMPORTANT TELEPHONE NUMBERS

RICHMOND FIRE OR INHALATOR	604-278-5131	EMERGENCY 911
RICHMOND (RCMP) POLICE	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 emergency, please call:

PROPERTY MANAGER:

AWM-Alliance Real Estate Group Ltd.
T: 604-685-3227 / F: 604.270.9951

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 sounds.
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.

GENERAL REGULATIONS

ABSENCES

Tenants who may be absent from the suites for one (1) day or more must notify the Office Manager.

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.

Tenants should remember that an empty suite could offer an opportunity to vandals. The sooner the Office Manager is informed a suite will be empty for a few days or longer, the more quickly he can set up a system to safeguard the premises.

It also allows firefighters to be advised that a suite is vacant should a fire occur.

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 tenant's personal choice; however, tenants 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, 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.

APPLIANCES

Tenants 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. At any time the suite is vacated, permanent fixtures and additions may not be removed without approval.

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. Planter box gardening is acceptable but should be undertaken with care so as not to plug drains.

These areas are not to be used for storing unused items, or for holding freezers, bicycles, boxes etc. 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 the throwing of any refuse out of windows, doors, or balconies, is not permitted.

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

BARBECUES

Barbecues are an explosive and 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 Tenant. No alterations are allowed to the electrical or plumbing systems in the building.

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

BLINDS

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

CARPETS

Tenants 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 tenant(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 tenant 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 tenant complaints, 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 tenant in order to resolve the specific complaint.

DAMAGE DEPOSITS

All Kiwanis tenants are required to pay a damage deposit upon rental of their unit. The damage deposit is collected at the start of each 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 Manger, 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. Tenants may be liable for damages, if, in the opinion of the Office Manager or the Society, the apartment has been mistreated.

ENERGY CONSERVATION

The cost of heating and other electricity is the responsibility of the tenant. 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 do this 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.

FRIDGES

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.

FUNCTIONS

The various activity rooms in Kiwanis Towers may be available for resident's private functions. Information regarding any community events will be posted on the community boards. Private resident functions must be booked through the office.

Private birthday parties, anniversaries, or memorial services may be held in the lounge or other facility if the room is available.

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 (soft and hardcover), newspaper and magazines.

There will also be organic waste containers located within the designated garbage rooms. Residents must ensure they are properly disposing of any organic waste. There will be specific signage outlining the appropriate items to be disposed through the organic waste containers.

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.

Tenants 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

GUESTS



Tenants 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.

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 tenant completing a suite entry permission form available from the office.

INSURANCE

Tenants must purchase a “tenant’s insurance package” and must include the following as additional insured:

Richmond Kiwanis Seniors Citizens Housing Society & AWM Alliance Real Estate Group Ltd.

The policy will provide the following coverages:

- a. Content
- b. Liability
- c. Loss of use

(Contents & personal property in addition to third party liability representing a minimum of one million dollars that may be subject to change). 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. As a courtesy to the tenants, insurance brokerage information may be obtained from the Landlord;

LAUNDRY

Washing is not to be hung on the balconies or patios at any time. Tenants using the Laundry Rooms will clean lint vents, turn off water and lights, and leave the room in a neat and tidy condition. Use of the Laundry Rooms in Kiwanis Towers is allowed from 8:00am to 9:00pm daily.

Laundry equipment will be 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.

UNIT LIGHTING FIXTURES



If you require assistance, please contact the caretaker.

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 Tenant 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

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

MOVING AND RENOVATIONS

All moves must be booked through the building site 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.

Tenants moving at their own request from one apartment to another within Kiwanis Towers will be invoiced for the full out-of-pocket expense to the Society incurred by this move. This is to include the cost of renovating the vacated apartment and any rental loss thereby created.

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. Tenants 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.



Radio and television sets must be operated quietly, having full consideration for other Tenants. This is of special importance during the late evening and early morning hours when Tenants may be sleeping. It is possible to have a device fitted to a television set which permits the sound to be heard and controlled adjacent to the viewer. Local T.V. and radio repair outlets can provide information on this device.

Vacuum cleaners must not be operated before 8:00am or after 8:00pm.

MANAGER'S OFFICE HOURS

Office hours are Monday to Friday from 9:00 AM – 5:00 PM.

PAINTING & WALLPAPERING

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

VISITOR PARKING

Visitor parking is only in designated areas. 7388 Gollner Avenue has a 1 hour visitor parking limit and 7378 Gollner Avenue has a 2 hour visitor parking limit. Kiwanis recommends visitors to display the suite number that he/she is visiting. Tenants may not use the visitor designated parking stalls. Any vehicle found in violation of the Information Signs rules is subject to immediate towing at the vehicle owners expense.

PARKING

Tenants are requested to be aware of the parking needs of other Tenants, and to ensure they or their family do not park in the parking spaces of other tenants. Please park between the designated lines of the 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. All tenants shall wait for the gate to close completely behind them.

BICYCLES, ELECTRIC SCOOTERS, STORAGE AND PARKING:



1. 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 both designated storage areas as plug-ins for scooters.
2. Tenant(s) must not leave any item anywhere on or in the common property. Doing so is at his or her own risk, subject to any claim that may properly be made under any insurance policy maintained by the Society or by anyone that is insured under that policy.
3. Without the consent of the Society, no public areas shall be used for storage purposes.

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

PEST CONTROL

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

PETS

Tenants are not permitted to keep pets of any kind, 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 tenant 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 tenant 60 days prior to the expiry date whether their lease with Kiwanis Towers is to be renewed.

REPAIRS

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 phone the Office Manager at 604-278-7772 between 9:00 am and 5:00 pm on weekdays.

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

Problem bathroom fixtures and other defective plumbing, electric heaters, fridges, hallway lights, stairway lights, stoves, taps, thermostats, toilets, washbasins, etc should be reported to the Office Manger.

After hours emergencies may be reported to the AWM Emergency Line at 604-685-3227. Please report floods, broken water lines, fires, fire alarms, stuck elevators, garage gate not working and other similar building/property issues requiring immediate attention.

SAFETY

Residents at Kiwanis Towers should work together to maintain the property as a safe place to call home. Please take precautions while entering and exiting the property so as not allow strangers inside the building. Any suspicious activity should be reported the office manager.

SMOKING

Smoking, including 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 permitted.

STAIRWELL LIGHTS

Report defective lights to the Office Manager.

THERMOSTATS

Report thermostats not functioning properly to the Office Manger.

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

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.

WINDOWS

Interior window cleaning is the responsibility of the tenant.