



TENANT HANDBOOK APPENDIX

ח'לָפִיעַן (ARBUTUS CENTRE)

4105 Arbutus Street, Vancouver, BC V6L 0C5

CONTACT INFORMATION

YWCA – Building Maintenance

Maintenance and repairs:

- Non-emergency (example: broken light fixture, broken closet door) – Submit a repair request on the online portal:

<https://ywcavan.org/programs/housing/tikva-tenant-resources/tikva-repair-requestform>

Or

- Emergency (example: water leak, broken window, lost keys) – 604-282-7593

In case of fire or if you require immediate medical attention, please call 911

JEWISH FAMILY SERVICES

Viktorii Bernard, Housing Care Manager

Email: vbernard@jfsvancouver.ca

Phone: 604-558-5717

TIKVA HOUSING SOCIETY

Suite 104 - 1177 West Broadway, Vancouver, BC V6H 1G3

Email: info@tikvahousing.org

Phone: 778-998-4582

ADDITIONAL INFORMATION

BICYCLE STORAGE

Please use the designated bicycle storage room on level P2 to store your bicycles and refrain from placing them in your unit, balcony, or common areas.

GARBAGE AND RECYCLING

The garbage room is located on level P2, and you will need a fob to access it.

Please keep the room clean to avoid rodents and other pests.

In order to keep our community and environment cleaner, please ensure you are sorting your garbage and recycling into the right bins.

PARKING

In addition to the information provided in the tenant handbook, please note the following provisions specific to xʷłəpicən (Arbutus Centre):

- There are 12 parking stalls on level P3, including 2 wheelchair-accessible stalls.
- There is a monthly charge applicable to a parking stall.
- Visitor parking stalls are available on level P2. Visitor parking is limited to 4 hours.
- Tenants are not permitted to park in a different stall than the one allocated for them.

STORAGE LOCKER ROOM

Some units have in-suite storage, while others have a storage locker allocated to them. If your unit does not have in-suite storage, please contact us for more information about the location of your allocated storage locker.

Please do not store your belongings on your patio/balcony, but instead, use the storage room in your unit or your designated storage locker.

LAUNDRY FACILITIES

All units have in-suite washers and dryers. Tenants may not remove or replace these appliances.

QUIET HOURS

xʷłəpicən (Arbutus Centre) has quiet hours from 10 pm to 7 am.

SMOKING

Smoking is prohibited in individual units, including outdoor patios and balconies, or any common areas of the residential property, including in the property's elevators, parking garages, amenity room, 3rd-floor courtyard, or the rooftop patio. Smoking is banned within six meters of a doorway, open windows or air intake of common enclosed areas.

PETS

- Cats, dogs, birds, fish, gerbils, hamsters, and guinea pigs are the only pets permitted in the development. Snakes and other exotic pets are not allowed.
- Tenants are limited to one dog OR one cat OR two birds OR two small caged mammals (gerbil, hamster, mouse, rat, rabbit, de-scented ferret, hedgehog or guinea pig) OR one 10-gallon fish tank per unit.
- If you have a pet, you must pay a Pet Deposit of \$500.
- All pets must be registered with Tikva. Management reserves the right to refuse any pet it considers dangerous and to remove any pet that causes persistent noise, damage or other problems.
- Pets are not allowed in any of the common areas of the Rental Property. All pets have to be in a carrier case when in hallways.

IMPORTANT PHONE NUMBERS

- **Police Non-Emergency:** 604-717-3321 - Vancouver Police Department: 2120 Cambie St, Vancouver, BC V5Z 4N6
- **Fire Non-Emergency:** 604-215-4842

Additional numbers:

NOTES
