
RENTAL APPOINTMENT FAQs

HOW DO I FIND CURRENT AVAILABILITY AND PRICING?

Starting prices for each unit type are indicated on our website on the “Floorplans and Pricing” page, subject to change as units are rented. Home prices increase with the view depending on how high the floor is in the tower. Contact us by email for updated availability and pricing at rent@thecityoflougheed.com

For the best selection and availability, we recommend you select and secure your home as soon as possible.

HOW ARE UNITS ASSIGNED?

Available homes are assigned to approved applicants on a first-come, first-served basis. To secure a home, we recommend submitting a rental application for approval, providing the required deposits and completing your lease documents as soon as possible. Security and Pet deposits are each calculated at a half month's rent.

HOW DO I SCHEDULE AN APPOINTMENT?

Please select a date and time for your appointment by clicking on the link provided in the email. Only one appointment per household may be scheduled either in-person or virtually. We ask that any cancellations or rescheduling is done at least 24 hours in advance of the appointment through the online booking system.

WHERE DO I CHECK-IN FOR MY APPOINTMENT?

Please arrive at The City of Lougheed Leasing Office (lower level lobby) at your scheduled appointment time located at **3866 Evergreen Place, Burnaby, V3J 0L3**.

A member of our team will greet you at the door at your scheduled appointment time. Masks are optional.

HOW DO I GET THERE?

Transit:

Lougheed Town Centre Station is located directly across from The City of Lougheed Presentation Centre and is within a 2-minute walk from the Skytrain Station.

Vehicle:

If you have a vehicle, you may park in the designated Rental Appointment Parking stalls.



WHAT IF I AM UNABLE TO ATTEND MY APPOINTMENT IN PERSON?

We are happy to meet with you virtually if you cannot attend an in-person viewing. Please contact us at rent@thecityoflougheed.com to schedule a virtual showing. Applications, lease documentation and security deposit payments can be easily executed through our online tenant portal.

HOW LONG IS MY APPOINTMENT?

An appointment is approximately 30 minutes from the time you arrive at the Leasing Office. This includes a walk through of our show suites and available units within Tower FOUR.

HOW DO I SELECT AND SECURE A SPECIFIC UNIT DURING MY APPOINTMENT?

To select and secure a unit your rental application must be approved. Once approved, you can secure a specific unit by completing the lease documentation and providing a security and pet deposit if applicable.

HOW DO I PAY MY DEPOSITS?

You can make your deposit payment via the following methods:

Online Payment Portal: You can make a one-time payment using your Canadian Bank Account's Transit, Branch and Account number. (Please bring this information with you to your appointment.)

Debit Card: Prior to your appointment, please ensure that your daily allowable limit is temporarily increased by calling the number on the back of your debit card to request a "daily debit limit increase".

Bank Money Order: A Money Order or Bank Draft is guaranteed, and secured funds obtained directly from your financial institution. Money Orders should be addressed to "Shape Property Management Corp".

International Wire Transfer: Instruction will be provided by the Rental Team*

Cash, personal cheques, and credit card payments are not accepted.

WHAT IS THE PET POLICY?

We allow one dog or two cats per unit on designated pet floors. Pets cannot exceed 35 lbs. If you have a pet, you will be required to complete a Pet Addendum and provide a pet deposit at the time you sign the tenancy agreement. Dogs will require registration with "Poo Prints" for a one-time registration fee of \$70 to the tenant.



IS PARKING AVAILABLE?

Parking is limited and based on availability. Parking will be available from \$100 per month. EV stalls have limited availability and rent for \$150 per month, not including electricity.

ARE STORAGE LOCKERS AVAILABLE?

Storage lockers are complimentary for new tenants for the first six months then charged at \$50 a month thereafter.

HOW IS THE LEASE DOCUMENTATION COMPLETED?

Applications, lease documentation and security deposit payments can be quickly and easily completed via our Online Resident Portal.

WHEN WILL THE LEASE TERM START?

The lease term will start on the first of the month. If the home is ready at an earlier date, you will be contacted and provided the opportunity to move in earlier.

WHAT LEASE TERMS ARE AVAILABLE?

The minimum lease term is 12 months. If you begin your tenancy on August 1, your term will end on July 31, and will automatically continue on a month-to-month basis.

We do not accommodate short-term or furnished rentals.

WHAT IS INCLUDED IN THE RENT?

- Integrated European appliances including a dishwasher, refrigerator and bottom mount freezer
- A Multi-function wall oven and 4 burner electric cooktop with pull out hood fan
- Gorenje side-by-side washer and dryer and with build-in storage, hanging rod and work surface
- Access to a three level, 18,000 SF private amenity facility which includes a state-of-the-art 6,000 SF Fitness Centre
- Professional management by SHAPE
- Full-time concierge with 24-Hour automated parcel service
- 24-Hour security
- 6 months free storage *ask for details
- Hot and cold water
- No move-in or move-out fees
- Exclusive access to The City of Lougheed Shopping Centre Insider Program

WHAT IS THE TENANT RESPONSIBLE FOR?

- BC Hydro (Electricity)
- Tenant Insurance
- Cable / Internet (One free year of cable and internet with TELUS.)

ADDITIONAL QUESTIONS

Our team is here to help make the process of finding your new home as easy as possible. Call, text, email or bring your questions to your appointment. We're here to help.

E: rent@thecityoflougheed.com

P: 604-317-6342

3866 Evergreen Place, Lower Lobby, Burnaby, BC V3J 0L3

SHAPE