

# WSI / IWS Lease Management Process for Landlord Non-Performance

## **Background and Scope:**

The following business instruction outlines the requirements specific to Landlord non-performance escalations in situations of Routine and Emergency Service Requests.

The General rule of thumb should always be to mitigate and communicate. The process leverages the existing Resolution and Escalation process. The only difference is clarity on what actions and information should be taken prior to implementing action through the Escalation process.

## WSI Unable to get Landlord to Carry out Routine Service Request

### **Objective & Purpose:**

This process is intended to provide the methodology to be used in cases where there are outstanding service issues in leased facilities and Workplace Solutions Inc. (WSI) is unable to carry out minor repairs or rectify minor deficiencies deemed a Landlord's responsibility within the Lease. This process shall be initiated where it is not appropriate or cost effective for IWS to invoke Article 5.06 (the 72 hours notice clause) for such minor items.

More specifically, this process provides the appropriate remedial steps for cases where the Landlord has refused to perform a service or has delayed beyond any reasonable period (taking into consideration such things as weather and contractor availability) that form part of his contractual arrangement within IWS Lease Agreement.

Standard business processes and practices should always be the first step in managing any leasing issue this includes Landlord Non-performance.

**Standard Business Processes and Practices:** Prior to an issue being raised the following standard business processes and practices should be utilized. The originator of an issue should first discuss their questions and/or concerns directly with their counterparts and work to resolve issues at an operational level where all parties will be attempting to work together for the collective successful resolution. If the parties fail to agree on an action plan through standard business processes or an action plan fails at the operational level then parties should move to Stage One of escalation Process.

The Operational level group members are: WSI FM, FMS Superintendent, Landlord Contact, and building Occupant site contacts. SSBC Leasing Services Manager, [Brenda.Cook@gov.bc.ca](mailto:Brenda.Cook@gov.bc.ca) is also available at this point for clarification and questions regarding the subject Leases. Team members will consult with others within their work groups who may inform and otherwise advance resolution.

# The Process

## **Stage 1: (Operations Centre):**

When a WSI Service Request (SR) has reached "Follow Up 2" and the WSI Service Administration team has made minimum 2 calls to determine if the work is complete or they have made at least 2 attempts to dispatch the work to the landlord, the WSI Service Administration team will dispatch the SR to a WSI Facility Manager (FM) to invoke the formal process listed below.

## **Stage 2: WSI FM**

1. The WSI FM makes one additional follow-up call to the LL then proceed with sending the landlord a formal letter (template available) via mail / fax / email requesting immediate response with associated timeline for completion of the initial SR.
  - a. **Where costs to be incurred are equal to or less than \$500**, the FM may proceed with the work after documenting at least two failed contact attempts.
  - b. Where no progress is made and **cost to be incurred exceeds \$500** move to Stage 1 of **Escalation Process**.

The Submission to the escalation process shall clearly define the statement of the repair/deficiency (e.g. broken lock, leaky faucet, burnt out light bulb, etc.) and accompanying summary describing:

- Summary of all calls including times and dates made by the WSI Service Administration team Centre and the WSI FM
  - A description of any meetings / teleconferences with Landlord to resolve the issues;
  - Other supporting documents including e-mails / correspondence sent to the Landlord, including, where available, the Landlord's response, notably documentation of refusal to complete work;
  - An estimate of the cost to complete the outstanding work.
2. The WSI FM or Service Administration team shall set the status of the Work Order to "On Hold" pending resolution; the customer shall be notified the issue is being resolved jointly between WSI and SSBC Leasing.
  3. At this point the **Escalation Process** will now move the issue through to Resolution.

## **WSI Unable to get Landlord to Carry out Emergency Service Request**

### **Objective & Purpose:**

This process is intended to resolve outstanding /exceptional / emergency service issues where the Landlord cannot be reached and it is critical the work is done immediately.

In those cases that involve insurable damage, the **response should not go beyond** what is immediately necessary to control and contain the emergency situation. The Landlord and/or his insurance company and the SSBC Leasing Services Manager, [Brenda.Cook@gov.bc.ca](mailto:Brenda.Cook@gov.bc.ca) or SSBC Director of Leasing,

[John.Marsh@gov.bc.ca](mailto:John.Marsh@gov.bc.ca) should be notified by the WSI FM immediately to coordinate further remediation and repairs.

Examples of Exceptional / Emergency issues include but are not limited to:

- A water leak that must be stopped to mitigate damage to the building and to customer's property.
- Building fire.
- Any other item that could threaten life, safety, building integrity or extended business continuity.

## The Process

Emergency Service Requests must always be dispatched to a 'Live body'; this process must be initiated when attempts have been made to contact the landlord through all available contact numbers.

### Stage 1:

1. When no contact has been made with the Landlord, The Operations Centre initiates the WSI escalations process to locate a WSI Technician, Vendor or Facilities Manager capable of responding; once they have accepted the ETA, they are dispatched the SR. (Emergency Service Requests must always be dispatched to a 'Live body' who accepts the ETA)
2. WSI response should not go beyond what is immediately necessary to control and contain the emergency situation (e.g. Shut off water, board up window, securing premises etc.).
3. The WSI FM will continue efforts to contact Landlord and document all efforts to do so with date, time and actions taken, plus a record of all mitigation work.

After two failed attempts to contact the Landlord, the FM should contact the SSBC Leasing Services Manager, [Brenda.Cook@gov.bc.ca](mailto:Brenda.Cook@gov.bc.ca) during business hours and SSBC Director of Leasing, [John.Marsh@gov.bc.ca](mailto:John.Marsh@gov.bc.ca) afterhours/weekend/holidays with a copy to the SSBC Superintendent (via email ) as soon as possible outlining the following;

- The outstanding /exceptional / emergency service issues
  - Summary of all contact attempts to the Landlord including times and dates made by the WSI.
  - A description of any mitigation work that has taken place..
  - An estimate of the scope and cost to complete the necessary remediation and repairs.
1. At this point the Facility Manager will continue to monitor the situation and await further direction from SSBC.
  2. SSBC will provide direction to WSI FM asap.