

Original Date:09/24/13		Date Revised: 09/24/13	
Service Descriptions: 1.1= Standard Lease Services Business Process and Practices, 1.2=O&M, 1.3=Projects, 1.4=QAF, 1.5=Emergency/AI Management, 1.6=General			
Line of Business – 1.0 Operations & Maintenance			
Service Category – O&M Supervisory Services		Service Type – Lease Contract Management	
<i>Purpose: Manage Leased Properties/Portfolio on behalf of the Province to ensure Property Management Services are delivered to provincial tenants in a manner consistent with Provincial Requirements, this includes delivery of all service aspects including WSI Direct Delivered and those supplied by Third Parties.</i>			
Service Standard Number	Service Description	Level of Service WSI Managed (WSI delivered Services)	Level of Service WSI Monitored (LLD delivered Services)

1.1	Standard Lease Services Business Processes and Practices:	<p>Prior to an issue being raised the following standard business processes and practices should be utilized;</p> <ul style="list-style-type: none"> • The originator of an issue should discuss any questions and/or concerns directly with their counterparts and work to resolve issues at an operational level. • All parties will work together for a collective successful resolution. • Wherever possible, operational relationships should be used to pre-empt the development of issues into escalations. • 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 The Issue Resolution and Escalation Process(see attached) • Team members will consult with others within their work groups who may inform and otherwise advance resolution. <p>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 is available for clarification and questions for the subject Leases.</p>	<p>Prior to an issue being raised the following standard business processes and practices should be utilized;</p> <ul style="list-style-type: none"> • The originator of an issue should discuss any questions and/or concerns directly with their counterparts and work to resolve issues at an operational level. • All parties will work together for a collective successful resolution. • Wherever possible, operational relationships should be used to pre-empt the development of issues into escalations. • 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 The Issue Resolution and Escalation Process(see attached) • Team members will consult with others within their work groups who may inform and otherwise advance resolution. <p>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 is available for clarification and questions for the subject Leases</p>
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1.2	O&M	<p>Provide operations and maintenance services as outlined in the specific lease agreement and general Letter of Authority to Landlords (see attached). These services include:</p> <ul style="list-style-type: none"> the handling of indoor air quality complaints attending health and safety meetings interaction with building tenants on service level issues utility and energy management items Manage all communications between all stakeholders on building service issues. Provide pre project consultation for potential leases on building systems, electrical systems, space layout and provision of order of magnitude estimates for operations services. <p>Where a Service Level Specification (SLS) exists, e.g. janitorial, snow removal, energy management and environmental, this document should be referenced to outline specific service outcomes.</p>	<p>Monitor operations and maintenance services provided by third party landlords (as outlined under respective leases). Monitoring of these services include:</p> <ul style="list-style-type: none"> the dispatch of work orders to third party landlords through the Operations Centre, conducting site inspections providing reasonable assurance as to third party landlord fire, life and safety compliance interaction with building tenants on service issues. Communication with third party landlord, SSBC and building tenants on utility and energy management. Manage communications between all stakeholders on building service issues. <p>Where a Service Level Specification (SLS) exists, e.g. janitorial, snow removal, this document should be referenced to outline specific service outcomes.</p>
1.3	Projects	Reference Project SLS attached	Reference Project SLS attached

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1.4	QAF	<p>Prepare Quality Appraisals for existing leases prior to renewal and where WSI is deemed responsible, implement renewal items based on list of negotiated time based improvements.</p> <p>Reference QAF process attached</p>	<p>Prepare Quality Appraisals for existing leases prior to renewal. Monitor progress and follow up with the Landlord for all negotiated time based improvements outlined in the lease renewal and identified through work order dispatched to the Landlord via WSI Operations Centre.</p> <p>Reference QAF process attached</p>
1.5	Emergency Issue Management	<p>Once the immediate cause has been identified; preventive and corrective action is provided as required to address the hazards. WSI will notify Landlord and SSBC and receive further direction. All accidents / incidents / near misses will be investigated to determine the incident type and the root cause of the incident. WSI will document incident via an Accident Incident report to be automatically distributed to SSBC. Any and all remedial work identified will be implemented via standard processes.</p>	<p>Once the immediate cause has been identified; preventive and corrective action is provided as required to address the hazards. WSI will notify Landlord and SSBC and receive further direction. All accidents / incidents / near misses will be investigated to determine the incident type and the root cause of the incident. WSI will document incident via an Accident Incident report to be automatically distributed to SSBC. Any and all remedial work identified will be implemented via standard processes.</p>
1.6	General	<p>Additional Reference Documents</p> <ul style="list-style-type: none"> Lease Management Process for Landlord Non-Conformance Issue Resolution and Escalation Process Leasing Definitions Leasing Questions & Answers 	<p>Additional Reference Documents</p> <ul style="list-style-type: none"> Lease Management Process for Landlord Non-Conformance Issue Resolution and Escalation Process Leasing Definitions Leasing Questions & Answers