



LEASING QUESTIONS AND ANSWERS

1. When the Landlord is responsible to provide O & M services and WSI is responsible for managing the Lease, when is it appropriate to work directly with the Landlord and when should WSI involve Leasing in the process?

WSI should be monitoring the provision of the services. WSI should be working with the landlord to ensure that the services are being delivered as outlined in the lease.

2. What is the difference between Monitoring versus Managing a Landlord Tenant Improvement project?

Please refer to the Project Delivery Service Level Specifications (SLS)

3. Should WSI be directing our inquiries regarding Leasing responsibilities or issues to the Lease Manager?

Enquiries should go to the Lease Services Manager Brenda.Cook@gov.bc.ca or Director of Leasing, John.Marsh@gov.bc.ca

4. How can WSI get copies of the schedules for a Lease and how do we become informed of changes to the schedules?

Copies of schedules and relevant clauses are provided on all New/Renew/Amendments. The lease schedules and relevant information is sent to the Regional Property Management Assistants and are uploaded into Real Property 2 as an attachment found under building inventory.

5. What is a Corporate Let and how do we handle projects in Corporate Let space.

Enquiries should be directed to the Lease Service Manager, Brenda.Cook@gov.bc.ca

6. When we have long term leases (i.e. 20 year) where can WSI find explicit information regarding Landlord and tenant responsibility?

All information should be outlined on the schedule. If WSI does not have a schedule (due to age of the lease) they can request one from the Lease Services Manager Brenda.Cook@gov.bc.ca.

7. How does Landlord non-performance become an escalation to Leasing?

Please refer to the Issue Resolution and Escalation process

8. Is there an issue resolution and/or escalation process that can be followed by all parties?

Yes, Please refer to the Issue Resolution and Escalation process

9. If there is an escalation process does it have a specific timeframe associated regarding resolution?

Please refer to the Issue Resolution and Escalation process



10. When is it appropriate to use the Z17 Account to remedy gaps in Landlord provided O & M Service?

Please refer to the Landlord Non-performance process

11. Does the Landlord receive a copy of the Service Level Specifications that have been developed for Janitorial services?

They are included in the lease and with all lease renewals and set our cleaning outcomes/expectations.

12. Is there a place on the lease documents/schedules where recycling can be clearly specified, identifying who is responsible for each recycling stream?

Yes, Recycling is part of the schedule however recycling streams are not specified in the schedule.

13. Are Landlords and Vendors required to use recycled paper products and Green cleaning chemicals?

The lease does not specify this as a requirement however it is encouraged.

14. What does maintenance of tenant improvement mean on the Schedule C and how does WSI budget for these costs?

This refers to maintenance of the premises. WSI should budget the same way it budgets for anything else.

15. What is the difference between minor maintenance and major maintenance?

The lease differentiates HVAC and Elevators only as described in Schedule B of the lease document.

16. What is the definition of "Minor HVAC Repair"?

This is defined in Schedule B of the lease document.

17. In owned buildings WSI has Hazard Stations that identify items like Asbestos in the building. How do we know what or if there are hazards within the Leased space of a building?

If there are known hazards such as asbestos within a lease, this is documented in the lease. WSI is responsible to ensure that when the Landlord is providing services, the Landlord is managing the hazards responsibly.

18. What are the roles and responsibilities of WSI, SSBC, Landlord and client regarding a fire, flood or other disaster in both owned and leased space?

Please refer to the Standard Business Process and the Landlord Non-performance processes.

19. How do we ensure that the Landlord only deals with requests from WSI or SSBC and not directly from the client?

Through ongoing dialogue, education and communication with the LL and the client.



20. When the O & M changes from the Landlord doing the work to WSI, who is responsible to let the landlord know that this change has been made?

There will be a lease amendment. Leasing will be talking to the LL and WSI, see also answer to question #4 above.

21. When WSI is asked to engage in an energy reduction activity (lighting retrofits) what is the Landlords responsibility to participate?

There is no requirement for the Landlord to participate. SSBC is having open dialogue with the Landlords on this item

22. At the end of a lease term with no renewal, who is responsible for giving the DDC access to the Landlord?

The standard business process should be used to ensure open dialogue with stakeholders prior to the end of term of the lease.