

 		<b>Quality Appraisal Form- Procedure/Work Instruction</b>	
<b>Subject/Title</b>	Quality Appraisal Form (QAF)	<b>Number:</b>	WSI - FMS – 300 -04
<b>Author:</b>	Regional Director	<b>Effective Date:</b> (As approved by Owner)	July 1, 2013
<b>Owner:</b>	Regional Director	<b>Revision:</b>	1

### 1.0 PURPOSE

Prior to lease renewal, the QAF is used to identify issues that have occurred over the term of the lease and/or remedial work that is required. The information is used by the Lease Manager (LM) during renewal negotiations.

### 2.0 SCOPE

The QAF is completed jointly by SSBC, the Ministry Facility Management Unit representative and WSI. In situations where SSBC is unable to attend the site, WSI will complete the QAF with the Ministry Facility Management Unit (FMU) representative present. The QAF document identifies issues that the tenants have experienced during the previous term of the lease, incorporates service complaint information from RealSuite, and identifies any improvements that may be required during the renewal term to ensure the space continues to meet the standards utilized for provincial government office buildings.

### 3.0 PROCEDURE/WORK INSTRUCTION STEPS

The QAF process incorporates two steps; the completion of the QAF and the follow-up on remedial items included in the renewal negotiations.

#### **Step 1 - Completion of QAF – Prior to Lease Renewal:**

- SSBC liaises with Ministry FMU to identify any requirements of the Ministry tenants within the space.
- SSBC Leasing sends an email to [WSI-SA.Team@wsi.brookfieldjci.com](mailto:WSI-SA.Team@wsi.brookfieldjci.com) identifying the need for a QAF to be completed and attaches the QAF Document with the header information completed
- WSI Service Administration Team creates a work order, attaches the QAF document and dispatches to the Facility Manager (FM) responsible for the buildings
- FM contacts SSBC LM to arrange to meet on site. SSBC LM contacts FMU representative. If the LM is not able to participate in person, the LM and the FM discuss any particular items relating to client or site
- LM/FM/ FMU representative completes QAF (FM may request assistance from Technician Team)

- FM closes the work order and forwards completed QAF to SSBC LM.

## **Step 2 - Completion of QAF items – Lease Renewal Completed:**

- SSBC LM completes Renewal Negotiations and applicable paperwork
- A list of all negotiated time based improvements are emailed to [WSI-SA.Team@wsi.brookfieldjci.com](mailto:WSI-SA.Team@wsi.brookfieldjci.com)
- WSI Service Administration Team creates work order to the FM c/w all documentation attached and uploads all into RealSuite
- FM reviews lease amendment and confirms:
  - Remedial work being undertaken and associated timelines;
  - Potential changes to lease area and/or services being provided by WSI
  - Determines if an SLC is required
- FM monitors progress or remedial items and follows up with the LL as required
- If the required completion date is not going to be achieved, FM informs SSBC LM, FMU representative, and building tenant identifying steps being taken to ensure work is expedited. FM extends the work order accordingly.
- Once the work is complete, the FM closes the work order and emails SSBC LM confirming completion.

## **4.0 OUTPUT**

Attached is a sample of the QAF document

## **5.0 DOCUMENT REVISION HISTORY**

***THIS TABLE DESCRIBES THE REVISION AND DATE CHANGES MADE TO THE DOCUMENT***

<b>Revision</b>	<b>Effective Date</b>	<b>Author</b>	<b>Approved By</b>
01	July 1, 2013	Joanne Lawrence	Joanne Lawrence