

OVERVIEW

At Macdonald Commercial Real Estate Services Ltd., we are pleased to provide the management and administrative services your Strata Corporation needs to operate your building in an efficient and responsible manner.

FINANCIAL MANAGEMENT

We provide a full range of financial services including monthly bookkeeping, budgeting, capital planning, collections and fund management. We use the latest version of *Yardi* and have implemented *PayScan*, their one-stop-shop for electronic uploading, approving, and storing invoices.

RECORDS MANAGEMENT

We ensure that all correspondence, minutes, documents and other records are properly maintained and up-to-date in compliance with regulation and all approved requests for documents are completed in a timely manner.

ADMINISTRATION AND GOVERNANCE

We fully understand the duties and responsibilities that come with a position on the Strata Council of your Strata Corporation. Whether it's conducting meetings, enforcing the Bylaws or dealing with infractions or collections, we can provide expert advice, guidance and direction to help you properly discharge your responsibilities.

REGULATORY

It is our responsibility to make sure your Strata Corporation is, at all times, in compliance with all Strata Bylaws, government regulations, statutes or other regulations as may apply. We also undertake to ensure all filings are completed within the appropriate time frames.

REPAIRS AND MAINTENANCE

We can assist with annual and long term maintenance and repair planning. With extensive experience in construction, we are able to provide help in specification writing, tendering and supervision of all building maintenance and repair. We also maintain all warranty and service records.

24/7 EMERGENCY SERVICES

Macdonald Commercial offers a 24/7 emergency service that will promptly dispatch the appropriate trades to attend to all of the Strata Corporation's emergency repairs and services.

OWNER RELATIONS

The Manager will maintain businesslike relations with owners. Record and consider service requests received from the owners and indicate the action taken with respect to each request. Serious complaints shall be thoroughly investigated and a report distributed to the Strata Corporation with appropriate recommendations. Receive and respond to all correspondence with owners.

SERVICE CONTRACTS

Service contracts are established or renewed after a complete review of the scope and standard of work required and in accordance with budget guidelines. Contracted services are monitored throughout the year. A bidding process is applied where appropriate.

INSURANCE

As instructed by Strata Council, to arrange for property value appraisals and insurance coverage.

PAYABLE PROCESS

We adhere to a strict purchase order system for the purchase of supplies, materials and contracting of any labour required to maintain the property. In consultation with the Strata Council, various levels of expenditure approval for the property and the Property Manager will be determined.

PERSONNEL AND PAYABLE ADMINISTRATION

On-site staff, if required, will be hired, trained, and evaluated by our Property Manager. Our services include preparation and maintenance of personnel files, payroll records and related reporting and remittances. A schedule of duties and responsibilities is provided to each employee. The Building Caretaker and other full time staff (if required) will receive the Macdonald benefit package (i.e.: dental, disability, extended care, etc.) on a very cost effective basis, allowing us to attract the most suitable employees for the property.

SITE INSPECTIONS

We perform regular physical inspections of the buildings and grounds and use this opportunity to maintain close contact with Council Members and staff, as well as to review the work of contractors and investigate operational issues.

RENTALS

Macdonald shall assess move-in fees as per the Strata Corporation's bylaws and as instructed by Strata Council, and provide Form K's to Strata Council upon them being received.