

Condominium Home Owners Association

A non-profit association serving strata owners since 1976

Bulletin: 400-003 Updated to Oct 20, 2009

STRATA CORPORATION

TERMS OF EMPLOYMENT AND

JOB DESCRIPTION

FOR

CARETAKERS

Please note: There are limitations to the scope of activities that a caretaker may perform under certain circumstances that may require licensing under the Real Estate Services Act, Regulations and Rules of the Real Estate Council. Please refer to the exemptions and requirements of the relevant legislation when delegating duties within a contractual agreement as they may constitute an agency agreement and the caretaker may be required to become a licensed strata agent.

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BETWEEN: Strata Corporation VR located at
Vancouver, B.C.

(hereinafter referred to as the " Owners")

AND:

(hereinafter referred to as the "Caretaker")

MANUAL INFORMATION

The information contained in this manual may be revised and updated from time to time by the Strata Corporation and/or its agent. The Caretaker is responsible for keeping his/her manual current.

In all conditions of this agreement the Property Manager will act on behalf of the Owners at the direction of the Strata Council.

The position of Caretaker calls for initiative, common sense and requires excellent communication with the Property Manager.

The Caretaker's responsibility is to common property. In the event of an emergency good judgement should be used to enter upon or assist an owner to deal with the emergency.

All work is subject to directions, supervision, guidance and discipline from the Property Manager. An outlined job description is attached for reference and understanding of the requirements of the position. The Caretaker will cooperate and observe a polite, friendly relationship with the Owners and Residents.

I HOURS OF WORK

The Caretaker will be required to provide emergency service to the complex after established working hours. This does not mean, however, that he must be on the property 24 hours per day.

General working hours are defined as 8:00 a.m. through 5:00 p.m. Daily lunch breaks at 60 minutes in length. Other schedules can be followed but must be approved by the Property Manager or Chairperson of Strata Council.

1. Notice of Schedule

A schedule shall be provided by the Property Manager outlining monthly days on-duty and holidays.

2. Time Records

A time record will be required to record vacation, sick or other leave. This record is to ensure an accurate record of work.

The Caretaker will take 2 consecutive days off per week on days to be agreed upon by the Property Manager. Statutory holidays must be taken within same period and added to regular days off. It is preferred that the

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days off are not on Friday or Saturday as these are believed to be busy days where the presence of the Caretaker is required.

II SALARY PAYMENT & BENEFITS

1. Semi-Monthly Salary Payment

The Caretaker is paid semi-monthly by direct deposit on the 15th and last working day of each month. When the last day of the month falls on a weekend or a statutory holiday, payment shall be made on the last working day of the month and will include the salary up to and including the last day of the month.

Payment shall be made by pre-authorized deposit into a bank account designated by the Caretaker. If required, the Caretaker shall provide a void cheque designating the bank and account number.

2. Salary Payment on Termination

A Caretaker who terminates his/her own employment shall receive all wages, holiday pay and all moneys due him/her from the Strata Corporation in full, and be provided a Record of Employment within five (5) working days of the last day of work.

In the event the Strata Corporation terminates the working relationship with the Caretaker, he/she will receive all wages, holiday pay and all moneys due from the Strata Corporation and a Record of Employment upon termination.

3. Injury at Work

If injured at work, it is vital that the accident be reported in writing to the Property Manager within two hours of the event happening.

Caretakers will comply in all respects with Workplace Hazardous Materials legislation and on-going education as required by law.

4. Change of Personal Details

Caretakers should ensure any changes in address, phone number, bank account, dependents, etc. are promptly forwarded in writing to the Property Manager.

5. Salary Review

During the annual process of Strata Corporation budget preparation, Caretaker salary adjustments will be reviewed.

6. Performance Reviews

Each Caretaker is required to review his/her performance with the Property Manager and Strata Council at least once a year. The report on the performance evaluation review is completed by the Property Manager

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and will be signed by the Caretaker.

All Caretakers are expected to conduct themselves in accordance with the policies and directives, both written and oral, of the owners as provided by the Property Manager. Any Caretaker who does not follow the direction of his/her supervisor is subject to disciplinary action which might result ultimately in his/her dismissal. Caretakers who repeatedly violate conditions and/or terms of employment or who act in a manner deemed detrimental to the Strata Corporation will receive a written warning and are expected to cease such behaviour. Consumption of alcoholic beverages during working hours is not permitted. Consumption of alcoholic beverages during lunch breaks is discouraged and may lead to disciplinary action if the employee's presentation or job performance are impaired.

7. Retirement

Under "normal" circumstances, 65 years is considered age of retirement. However, individual ability and physical fitness to complete tasks at hand may extend employment beyond this age parameter.

III HOLIDAYS AND VACATION

1. Paid Holidays

The following days shall be recognized as paid holidays:

New Year's Day	B.C. Day
Good Friday	Labour Day
Easter Monday	Victoria Day
Thanksgiving Day	Canada Day
Remembrance Day	Christmas Day
Boxing Day	

2. Vacation Entitlement

Annual vacation time will be of a .83s day for every full month worked.

All vacation time to be requested in writing and approved by the Property Manager and Strata Council.

Vacation time is not to be scheduled when the Property Manager is on vacation. "Annual Vacation" shall be within the fiscal year commencing February 1 and ending January 31.

3. Vacation Schedule

Vacation Schedule will be completed on a fiscal year basis. Vacation entitlement may be taken with the approval of the Property Manager any time during the vacation year except vacations will not be taken at the same time as the Property Manager.

Caretakers wishing to break their vacation into more than one period may do so as long as it does not interfere with the operation of the buildings.

4. Vacation Carry Over

Caretakers may not carry over vacation days to the next fiscal year.

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IV LEAVES OF ABSENCE

1. Special Leave

At the discretion of the Property Manager.

2. Compassionate Leave

In the case of bereavement in the immediate family, an employee will be entitled to special leave, at regular pay upon approval.

Such leave shall not exceed three (3) working day unless approved otherwise.

Immediate family is defined as the Caretaker's parent, spouse, common law partner, child, brother, sister, father-in-law, mother-in-law and other relative permanently residing in the

Caretaker's household or with whom the Caretaker permanently resides.

3. Jury Duty and Court Appearances

Caretakers called to serve as a juror or witness in a court action will be granted paid leave provided such court action is not occasioned by the Caretaker's private affairs and does not exceed five (5) days.

Court action arising from employment with the Strata Corporation, requiring attendance at court, shall be with pay.

4. Sick Leave / Medical / Dental Appointments

Caretakers will contact the Property Manager or a Strata Council member between 8:30 and 9:00 a.m. each day they are unable to attend work due to sickness.

Caretakers are entitled to occasional days off with full pay when unable to work due to illness. Any request for time off with pay in excess of 3 consecutive days or a cumulative amount of one (1) day per every 3 months must be accompanied by a note from a doctor.

5. Absence Without Pay

A request for "leave of absence without pay" must be submitted to the Property Manager in writing stating length of time required and reason for leave. Leave may or may not be granted based on individual circumstances, amount of notice to be given and subject to the needs of the Owners.

It is an essential condition of employment that all Caretakers maintain a professional attitude, appearance and manner at all times.

Property Management is founded upon the confidences of the residents and this trust must not be violated. Any complaints, criticism or appreciation from residents should be relayed to the Property Manager.

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V TERMINATION OF EMPLOYMENT

1. Cause

Thirty (30) days' written notice is required from both parties further to a successful probation period.

Dishonesty, theft, impropriety, drunkenness, drug abuse and other areas effecting the ability of the employee to carry out their duties to the best of their ability will be grounds for immediate dismissal without termination.

2. Abandonment

Any on-site staff member shall be deemed to have abandoned his/her job after not reporting to the Property Manager for three (3) consecutive working days and is unable to show just cause. Upon abandonment being established, employment will be terminated.

VI GENERAL

1. Press and Media

From time to time, local media and press may seek information or opinion on building activities. No Caretaker shall address the media. All such inquiries will be referred to the Property Manager or the Strata Council.

2. Conflict of Interest

This position is considered the employee's primary employment and source of income. No personal transactions or situation will be allowed to occur wherein there is a potential conflict of interest relating to the employment of the Caretaker by the Strata Corporation.

3. Accidents

Any accident that may occur on Strata Corporation property must be reported to the Property Manager without delay. A written incident report will be required to be provided to the Property Manager within 24 hours. This includes tenants, sub-trades, guests and invitees.

No acceptance of liability or discussions with complaints must take place. All discussions with insurance adjusters must take place in the presence of the Property Manager. No information will be provided on the telephone on these matters.

4. Thefts and Vandalism

In case of a theft or vandalism of common property, the following procedures are to be followed:

- a) Immediately notify local police authority. Obtain police file number and name of officer;
- b) Forward written report to the Property Manager including all details;

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- c) Calculate inventory of items lost and complete itemized statement (note: this does not apply to theft of resident's property).

5. **Master Key / Security Codes**

Master Keys and Security Access Codes must not be loaned out under circumstances unless authorized in writing by the Property Manager or the Strata Council. Contravention of this policy will result in immediate dismissal and may have further individual serious repercussions.

6. **Personal Work and Telephone Calls**

On-site staff shall restrict personal matters to lunch and off-duty hours.

All personal charges including long distance calls will be reimbursed to the Strata Corporation.

7. **Courses**

On-site staff members are encouraged to become knowledgeable and conversant with the buildings and work. Courses are often endorsed that will lead to more effective work performance.

On-site staff members requested to take course(s) by the Strata Corporation will be reimbursed 100% with proof of registration and completion of same.

8. **Professionalism / Confidentiality**

It is an essential condition of employment that On-site Staff members maintain a professional attitude, appearance and manner at all times.

Property Management is founded upon the confidences of the residents and this trust must not be violated. Any complaints, criticism or appreciation from residents should be relayed to the Property Manager.

VII **JOB DESCRIPTION**

1. **DUTIES AND RESPONSIBILITIES - GENERAL**

- 1.1 Establish routine schedules for efficient operation and/or anticipate changes in schedules due to holidays.
- 1.2 Assist tradesmen (where necessary) who are working on common property.
- 1.3 Make daily inspections of the common property (interior/exterior), noting areas needing attention or repairs, affect the necessary repairs (where possible), and report this information in the log book.
- 1.4 Report any incident or event that may be covered by insurance to the Property Manager.

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- 1.5 In the event of an emergency and where the Property Manager is not available, the Caretaker has the authority and the responsibility to contact the Building Committee Chairperson or the Council Chairperson.
- 1.6 Deliver, as required, monthly minutes, mail and notices to all suites.
- 1.7 Set up Recreation Room for monthly meetings.
- 1.8 If the elevators are equipped for pads, to install same on receipt of elevator booking. Pad elevators on receipt of elevator bookings. Take down pads and store same at end of move.
- 1.9 Collect move-in fees plus damage deposits for move-ins and move-outs and communicate with the Property Manager.
- 1.10 Spot painting, re-caulking and minor building repairs will be done at the request of the Property Manager or Strata Council.

2. JANITORIAL SERVICES

2.1 Building Cleaning and Maintenance

The common areas of the building shall be kept spotlessly clean at all times. Litter, cigarette butts, spills of any kind are to be cleaned up on an on-going basis.

Daily

- Vacuum and dust all lobbies, ensure newspapers are not littering entrance ways
- Ensure lobby windows are clean
- Clean glass doors, inside and out
- Empty junk mail, waste containers and garbage cans
- Check around garbage bins and pick up any litter
- Pick up litter from exterior, as required
- Vacuum and/or damp mop lobby and elevator, carpets/ceramic tiles (in morning)
- Wash elevator cab walls, polish chrome, clean thresholds, replace burnt out lights if required
- Check all areas for burnt out light bulbs and replace as needed
- Thoroughly clean mailbox exterior and front entry enterphone panel
- Sweep front entrances

Weekly

- Vacuum all carpeted areas, twice weekly
- Dust all hallway ledges (baseboards, door frames, light fixtures, ceilings, etc.)
- Vacuum and hose wash all painted concrete hallways or catwalks outside units
- Tour all stairways, locker rooms, hallways to remove litter, articles left in hallways and abandoned items. Articles removed to be disposed of or inventoried with posted notice in elevator or by mailboxes.
- Ensure all walls are clean of finger marks and accumulated markings.
- Damp mop all lobby areas on all floors
- Vacuum all carpeted exit staircases

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Monthly

- Ensure that tile surfaces and hallways and elevators are being maintained
- Damp mop fire stairwells
- Clean hallway light fixtures
- Clean walls above baseboard heaters in hallways and lobbies
- Dust mop and clean locker passage floors. Sweep corners and edges.
- Wash glass front of fire hose boxes on individual floors
- Balcony and parking stall storage inspection
- Wash lobby windows inside and outside on all floors

Quarterly

- Dust baseboards and remove marks as necessary
- Clean doors, door frames and door closures
- Powerwash catwalks
- Strip, clean and wax lobby floors to parkade
- Apply cleaner, polishing chemical to marble floors in lobbies
- Vacuum exhaust grills over pool (2), changing rooms (2) on fascia of roof above pool (1) (total 7)

Semi-Annually

- Clean gutters in Spring and Fall

2.2 **Recreation Facilities Cleaning and Maintenance**

- a) Clean all glass surfaces as necessary, including mirrors and glass partitions.
- b) Keep clean the Social Room, Exercise Room, Pool Room, Ping Pong Room and additional shared recreational areas including vacuuming, dusting and arranging of furniture, plants, planters and other chattels as required.
- c) Keep tiled surfaces clean at all times (either hose or damp mop). Regularly flush and disinfect floor mats in change rooms.
- d) Keep clean and rust-free all metal surfaces.
- e) Keep toilets, sinks, counter tops, showers, and saunas clean and in a sanitary condition at all times. Monitor and replace toilet paper, soaps and paper towels as required. Empty all garbage from change room or recreation room containers. Check under sauna bench and remove litter. Wipe out lockers and check locker tops for garbage. Wipe and clean all seating areas.
- f) Keep all change room walls, floors and shower surfaces clean and in a sanitary condition.
- g) Report immediately all acts of vandalism and/or damage caused through negligence by residents or their guests.
- h) Check thermostats and keep recreation facility temperature as follows:

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Jacuzzi - 38 degrees C
Pool - 80 degrees F
Air - 20 degrees C

- i) Maintain sauna wall and bench surfaces in a smooth, sanded and well-nailed condition.
- j) Wash all windows in recreational building inside and out every month.

2.3 **Swimming Pool and Swirl Pool Cleaning and Maintenance**

- a) Maintain chlorine, pH and total alkalinity levels for water clarity and water safety daily in accordance with the manual provided by the Department of Health and Engineering Services and to ensure that the pools meet Health Department standards.
- b) Keep clean and algae free the interior of the pools.
- c) Keep skimmers clean and algae free. Skimmers shall be checked and cleaned daily.
- d) Balance skimmers and main drain valves for proper suction.
- e) Vacuum pools as required for proper maintenance (at least once per week) to remove such items as bugs, hair or sand.
- f) Clean tile surfaces above water line daily. Brush clean pool and swirl stair treads.
- g) Hose pool / swirl decks as required.
- h) Add water to maintain proper water level for proper skimmer operations.
- i) Backwash filters, weekly or more, as required to ensure proper and efficient filter operation.
- j) Report piping leaks to Property Manager for repair. Submit requisition order with estimated costs for purchase order approval.
- k) Check underwater lights for proper operation. Replace lights as required. Submit requisition order with costs to Property Manager for further repairs.
- l) Keep chlorine injectors operational.
- m) Monitor all valves, belt, bearings and other mechanical equipment as required and report repairs as required to Property Manager for purchase order. Release water from compressor tank if required.
- n) Check main pool, swirl pool temperatures daily.
- o) Monitor swirl pool pumps for efficient operation.
- p) All daily pool maintenance routines to be completed as early as possible in the morning.

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2.4 Pool Supervision

The Caretaker will periodically monitor use of the pools and recreation facilities during peak use and/or "trouble times" to ensure resident bylaw, rules and regulation compliance.

2.5 Exterior Common Grounds / Landscaped Areas

a) Snow Clearing

- During periods of freezing, icing and snowfall, Caretaker assistance and participation will be required to clear and/or salt sidewalks, stairways and plazas to avoid and prevent potential risks to residents and guests.

b) Litter

- Remove all litter in the immediate areas exterior of the building daily.

c) Lights

- Check and replace all burnt out bulbs daily.

d) Other

- Keep visitor parking area clean at all times
- Spot clean garage oil spills
- Any other item as directed by the Property Manager

3. MECHANICAL / STRUCTURAL MAINTENANCE

The Caretaker is responsible for reporting problems to the Property Manager as soon as possible and for doing whatever is necessary to minimize damage to common property (shutting down water system, etc.) in the event of a leak or other problem.

Daily Boiler Room checks to be completed including pumps, motors, boilers, compressors, hallway ventilation system and filters, gauges, thermostats and hi/low temperature limits. Details to be recorded daily within written log located in Boiler Room. Boilers to be wiped down and cleaned to minimize dust and debris.

Check motor for clicking, excessive hum, rapid knocking in bearings and overheating.

Check couplings, belts for cracks, motors for debris and proper identification of all parts.

Boiler Rooms floors to be damp mopped and cleaned once a week.

Roof inspections should be completed monthly including all hatches, closures, thresholds, weather stripping, vents, stacks, flashing and general overall condition. Look for blisters, ridges or any movement or shrinkage. All areas of flat roof should be adequately protected by ballast (gravel) to avoid damage to membrane. Remove all loose pieces of metal, nails, etc. Inspect caulking around flashings.

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4. FIRE SAFETY SYSTEMS

Daily

- Check principal and remote trouble lights
- Inspect AC power light to ensure normal operation
- Ensure all roadways provide for Fire Department access at all times

Weekly

- Check all water supply valves (for fire fighting, sprinkler and standpipes) located within sprinkler valve rooms to ensure wide open and sealed/locked in that position.
- Run emergency generator for 30 minutes, detailing in log provided carrying loads, etc.

Monthly

- Inspect building fire extinguishers to ensure fully charged, operable, in its designated place and not tampered with.
- Inspect hose cabinets to ensure hose position in place and operable.
- Inspect all stairway doors to ensure they close properly.

Yearly

- Fire drill to be coordinated with the Property Manager and held at least once during each 12-month period.

5. RECORD KEEPING AND ADMINISTRATION

5.1 **Petty Cash**

The Caretaker will be provided with a petty cash fund of \$200.00 for small purchases. Proper record of items purchased must be kept and regular petty cash reports presented to the Property Manager. The Caretaker is required to follow without variance the control regulations established by the Accounting Department of the Property Manager. IOUs are expressly prohibited and the fund is subject to spot audits to ensure proper procedures are followed.

5.2 **Inventory**

An inventory list of all equipment entrusted to the Caretaker and belonging to the Strata Corporation must be kept current.

The Property Manager will provide the Caretaker with a list of owners, a parking list, and any other rosters for the Caretaker to use in the performance of his/her duties.

5.3 **Operating Costs and Annual Budget**

Prior to completion of each year, a proposed budget will be approved inclusive with costs for fixed and variable operating expenses.

Individual Caretakers will be requested to participate and provide information including for both short and long-term projects.

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5.4 **Purchasing Orders**

The management company has established centralized purchasing which enables volume purchases, thereby obtaining maximum savings for the owners. The purchase order system applies to all routine items, except small petty cash purchases.

5.5 **Monthly Reporting**

The Caretaker is required to maintain a daily record in a log book of the activities including visits of tradesmen, maintenance men, incidents of disturbances, equipment failures, violation of rules and/or bylaws, and any encounters with residents which are of more than an ordinary exchange.

In order to maintain clear and accurate records, 3 log books be maintained:

1. Residents queries and referrals - resident's first line of communication is to the Caretaker who will refer as appropriate;
2. Trades people admitted to the buildings, covering who, where, times in/out, and comments;
3. Maintenance log recording duties additional to job description.

This information is to be reviewed weekly by the Property Manager except in cases of emergency when necessary information should be relayed immediately. A monthly written report will be compiled from the daily log with the report to be presented to the Property Manager on the second Friday prior to the Council meeting so it may be placed on the Agenda.

5.6 **Rules, Regulations and Bylaws**

Rules and regulations are drawn up and adopted by the Strata Council. Bylaws for the Strata Corporation are established at General Meetings and are approved by the Owners. The Caretaker will make himself/herself familiar with the Bylaws, Rules and Regulations of the Strata Corporation. One of the major functions of property management is to see that the Rules and Regulations and Bylaws are adhered to by all residents and guests.

Initially, the responsibility for enforcing these Rules, Regulations and Bylaws will fall upon the Property Manager in conjunction with the Caretaker.

Whenever the Caretaker witnesses a violation of the adopted Rules, Regulations or Bylaws, he/she should approach the offender directly and bring the violation to the violator's attention. This should be done in a friendly and polite manner. If experience indicates that the personality of the resident or the nature of the violation warrants a written notice, the Caretaker should advise the Property Manager and a member of the Strata Council.

In the case of continued violation and disregard of requests for cooperation, the next level of action falls on the Property Manager. The details regarding the violation, time, place and nature should be provided in writing. In most circumstances, the Property Manager will most likely be called upon as the negotiator for infractions of a more serious nature. More often than not, the Caretaker will find rules are broken simply because the person was not aware of a particular rule and this should be kept in mind when dealing with residents.

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5.7 **Parking**

Procedures for the removal of illegally parked vehicles as outlined in policies established by the Strata Council must be adhered to very closely. The Caretaker will be made aware of present policy and will be responsible for authorizing the towing of illegally parked vehicles.

5.8 **Miscellaneous Requirements**

From time to time additional tasks may require assistance as per directive from the Property Manager. These are to be considered inclusive within this job description and terms of employment.

5.9 **Suite Entry**

The Caretaker will not access individual Strata Lots with the exception of emergencies or programmed repairs. In the eventuality of suite entry, a notice is to be left within detailing the reasons for entry and signed by the party entering.

Residents are to be notified between a minimum of 24 hours and a maximum of 72 hours (8:00 a.m. to 9:00 p.m.) prior to pre-arranged suite access for repairs or plumbing inspections. Repairs to resultant damage due to common property sources are to be coordinated with suite resident through the receipt of a signed "permission to enter" release from the resident.

Please sign and date the Caretaker's job description as received, acknowledged and agreed to. Retain a copy for your records and return one to the Property Manager. It is your responsibility to clarify points not understood.

Received, Acknowledged and Agreed to:

Signature

Date

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