

- ◆ Real Estate Sales
- ◆ Project Marketing

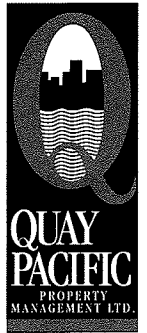
- ◆ Rental Management
- ◆ Strata Management

**Case Study and References for;
Quay Pacific Property Management Ltd.**

**The Montreux, Coquitlam
190 unit condominium site in 4 buildings**

Managed since May 2004

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Canada V3L 1A4
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Fax: (604)525-1299
email: quay@quaypacific.com



Assignment: Resident Manager Evaluation

Result: Replacement of caretaker with \$25,000/year savings

Shortly after assuming management, the council requested that Quay Pacific evaluate the resident manager's position. After reviewing his job description, we performed bi-weekly site visits for a number of weeks. Owners and council were most concerned with the janitorial aspects of his job description. The 6 year old condominium site required a few repairs. The minor work which was required normally was contracted out to a handy man service. The caretaker's job primarily involved light janitorial work and swimming pool cleaning. Management recommended replacing the caretaker with a pool maintenance firm and a janitorial firm. This created a saving of \$25,000 per year. More importantly, the janitorial work was now to the satisfaction of the residents.

As the year progressed, the janitorial duties expanded. The janitor has become involved with elevator padding, intercom and security modification, minor paint touch up, handyman repairs and emergency assistance.

Now, for the same cost of a single caretaker, the corporation has six day services by two cleaners and one supervisor. This has resulted in greater resident and council satisfaction than in the past.

Further details of this case including on site references, can be provided should the council wish to interview Quay Pacific for the position of Property Manager.