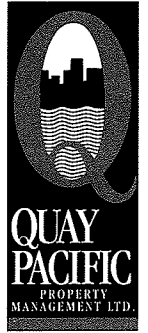


- ◆ Real Estate Sales
- ◆ Project Marketing

- ◆ Rental Management
- ◆ Strata Management

Case Study and References for Quay Pacific Property Management Ltd.

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Silver Oak Townhouses – Coquitlam 158 Unit townhouse site in 42 clusters

Managed since March 2002

Assignment: Painting and Deck Restoration Project
Result: Greater client satisfaction and \$50,000 savings

The painting project involved bi-weekly site visits to ensure the contractor was performing work as specified. Management scheduled work with the contractor, provided notification to the residents, provided progress reports to council and coordinated completion of deficiencies. This project was in excess of \$250,000 and was completed over 3 phases as quoted. Quay Pacific was requested to perform the supervisory duties after council became disappointed with the services of MPDA (Master Painter and Decorator Association) approved supervisor. Quay Pacific Property Management provided superior supervisory services to the corporation resulting in less resident and council frustrations.

The deck restoration project was initiated by Quay Pacific when an owner discovered a rotted deck beam. Management coordinated with the caretaker a unit by unit inspection of the decks. In a building less than 12 years old, one does not expect beams to become dangerously rotted. Management outlined to council proposed solutions and projected costs. A consultant was contracted to specify the scope of work. A quote was obtained to complete the work at a cost greater than \$5,000 per deck. Quay Pacific, aware of the carpentry skills of the caretaker recommended the work to be completed in house. An additional carpenter was hired to work along side the caretaker at an hourly rate. An engineer was contracted for specifications on scaffold and jack placement and construction details. The caretaker and assistant carpenter were able to complete replacement of the decks at ¼ the cost of the quoted work. This resulted in savings to the corporation of over \$50,000.

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.