

September 17, 2025

Quay Pacific Property Management Ltd.
Real Estate Management Sales & Investments
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Dear Council,

It was recently brought to our attention that Councils may not have been adequately informed of the transition of management services from Haven Properties to Quay Pacific Property Management Ltd.

Please accept our sincere apologies as we assumed that the Managing Broker and Property Managers of Haven had informed Councils directly of this change, prior to it taking place, as is customary. We would like to take the time now to provide you with some more details to clarify the situation.

Haven Properties is no longer offering strata management services and therefore has assigned their strata management contracts to Quay Pacific. Had we known that full disclosure had not taken place prior to the transition, additional information would have been provided from us along with our initial welcome package.

Quay Pacific has been proud to provide strata management services to the Lower Mainland since 1998. We are not a new company. Our firm has developed robust systems and a skilled staff. Quay Pacific has three (3) office locations to better serve all our clients.

Our primary goal is to provide you with a sense of relaxation and peace of mind, knowing that you have a reliable partner with decades of experience managing every detail of your strata corporation. All we need is your direction; you can rest assured that everything will be handled. Most strata corporations expect This level of service from a management company but often don't receive it.

Our managers are always available to take your calls and respond to emails. We pride ourselves on promptly responding to phone calls and emails, typically within 2 business days. In short, we do what you expect a property manager to do!

Thank you for your understanding and cooperation. We look forward to working with Council to ensure a smooth transition and continue success managing your Strata Corporation.

Warm regards,



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