

RESIDENT CARETAKER DUTIES

Strata Corporation NW 2153, Cascade Village

Schedule A to "RESIDENT CARETAKER EMPLOYMENT AGREEMENT"

OBJECTIVE: To outline the position, duties and responsibilities of the Resident Caretaker for Strata Corporation NW2153, aka Cascade Village (the "Strata").

ADDITIONAL DOCUMENTS: Resident Caretaker Employment Agreement

DATE APPROVED: September 2024

Overview:

The Resident Caretaker is responsible for the day-to-day operations of the property of the Strata, and for the performance of building management duties.

Reports to:

Strata Council through the Strata President or another designated council member.

Remuneration & Benefits:

- Annual salary.
- One-bedroom suite at rent below market value with utilities and parking stall.

Attributes Required:

The following attributes are integral to the role of Resident Caretaker:

- Planning and Organizing: Developing, implementing, evaluating, and adjusting plans to reach goals, while ensuring the optimal use of resources.
- Problem Solving: Able to identify problems, interpret data and information and find solutions.
- Accountable: Takes responsibility for actions and reports to Council in an honest and transparent manner.
- Communicator: Has clear communication skills and is able to foster positive relationships, working effectively and professionally with the Strata President, Council, Owners, vendors and suppliers.
- Attention to Detail: Works in a conscientious, consistent, and thorough manner.
- Independent: Takes initiative, able to routinely work without supervision, begins and finishes tasks and activities independently, without requiring additional prompting from supervisors.
- Decision Making: Makes rationale and well-reasoned decisions appropriate to circumstances.
- Concern for Safety: Takes appropriate action in order to maintain a safe environment.

Prerequisites:

- Strong background and proven work experience in a construction, renovation, building management or similar environment.
- Minimum of five years' experience in the direct day-to-day operations of a strata.
- Must be Bondable.
- Competent in the use of Microsoft Office or similar software.
- Possess a valid driver's licence and access to a vehicle.
- Good command of the English language, both speech and writing.

- Able to meet and maintain physical and mental demands of position, such as lifting, squatting, kneeling, crouching, sitting for long periods and routinely assessing and interpreting data and information.
- Technical diploma in operations or similar field an asset.

Functions:

The Resident Caretaker provides services under the guidance of Strata Council with day to day oversight through the Strata Council President, or their delegate, in accordance with Strata policy, and the assigned duties and responsibilities.

The functions of the Resident Caretaker are:

- to maintain order and appearance of the interior and exterior of the Strata buildings and Strata property, and ensure that they are safe, clean and attractive at all times;
- to ensure electrical, mechanical and other building and property systems and equipment are in operating order;
- to prevent potential equipment failures, building deficiencies and monitor work by contractors;
- to control and report on all aspects of security and safety of Strata property;
- to be available to Owners in cases of emergency;
- to see that Rules, Regulations and Bylaws are adhered to by all Owners and guests by reporting violations witnessed to the Property Manager and Strata Council.

Duties and Responsibilities:

The Resident Caretaker may be responsible for and be required to perform duties in addition to the following.

Contractors and Trade Workers

- Oversight and administration of contractors and trade workers providing services to Strata and on Strata common and limited common property, including, but not limited to:
 - Maintain record of contractors and trade workers entering the Strata property and buildings.
 - Coordinate access to Strata property and buildings for contractors, service trades, workers etc.
 - Issue purchase orders.
 - Ensure services are satisfactorily completed.
 - Monitor worksites and ensure worksite or work area is kept clear of debris, that materials are properly stored and Common and Limited Common areas are cleaned at the end of each work day.

Administration, Record Keeping and Reporting

- General administrative services including, but not limited to:
 - Maintain the Strata office filing system.
 - Coordinate and manage rentals of the Rec Centre areas that are available for Owners to rent (Lounge, Guest Suite, Theater and Meeting Room).
 - Collect monies and deposits on behalf of the Strata Corporation, keep accurate records, ensure monies are properly handled and remitted to the Property Management Company.
 - Order office and other necessary supplies with approval of the Property Manager and/or Strata Council.
 - Keep and update necessary records, such as a record of all building chattels, Strata equipment and Owners and Tenants.

- Keep a daily log of all activities and incidents around the Strata and prepare weekly reports for both Strata Council and the Property Manager, in a form acceptable to the Council.
- Prepare monthly reports for Strata Council and Property Manager in a form acceptable to Council.
- Coordinate all Move-Ins and Move-Outs.
- Collect fees for access devices and maintain updated lists of device numbers.
- Assists Strata Council and/or Property Manager with review and evaluation of maintenance contracts.
- Report to Property Manager any incident or event that may be covered by insurance or that may impose liability on Strata.
- Deliver documents to Owners as instructed by Strata Council or Property Manager.

Emergency and After Hours

- Management of emergencies in accordance with Strata policy, including, but not limited to:
 - Available during and after working hours for emergency calls.
 - Take all necessary steps to deal with the particular emergency, including entry into Strata Lots to prevent further damage due to water leaks, floods, electrical problems, etc and/or ordering necessary emergency work to preserve the property.
 - Call, assist and guide emergency service personnel.
 - Advise the Property Manager as soon as appropriate and before taking action where feasible.

Building & Property Maintenance

- Maintain order and appearance of Strata complex, including but not limited to:
 - Conduct regular reviews of interior and exterior common areas.
 - Report any observed Bylaw or Rule violations to the Property Manager.
 - Ensure the day-to-day operation and maintenance of building systems and report any issues requiring action to the Property Manager.
 - Ensure all storage, mechanical, electrical and service rooms and common corridors are kept clear of any hazardous or combustible materials.
 - Routinely check all light fixtures and replace bulbs as required.
 - Routinely inspect all access doors and undertake or arrange for necessary repairs.
 - Check all roof drains and clear debris as needed.
 - Become knowledgeable of fire regulations and evacuation procedures for each building and facilitating contractors to conduct fire alarm testing in all common areas.
 - Conduct regular visual inspection of the exterior of each building and report any concerns requiring action/repair to the Property Manager.
 - Remove snow from common area entrances and sidewalks, apply snow melt or salt as required and coordinate with contracted snow removal company.
 - Attend to any cleanliness issues in common areas (spills, broken glass, etc), and clean and maintain common property (note: Cascade Village hires a Janitorial service for regular cleaning).
 - Use and maintain small machines in order to maintain cleanliness of common areas (power washer, snow blower, etc).
 - Manage and maintain the recreation centre and guest suite.
 - Inspect the underground parking areas and report water or oil leaks, inappropriate storage or any unlicensed and uninsured vehicles to the Property Manager.

- Patrol visitor parking areas and report violations of parking policies and/or Bylaws to Property Manager and have vehicles towed when warranted.
- Ensure garbage and recycling areas are kept clean and clear of debris and fliers and report “dumping“ violations.
- Undertake minor repairs and maintenance duties as required, such as carpentry work, painting and the like.
- Move recycling containers from storage areas to curbside for pick up and return to proper location, per the City of Burnaby scheduled collection days.
- Maintain the white metal fences and gates through the property and are cleaned regularly and the mold and green algae is removed.
- Power washing the undergrounds, forecourt gates brick and aggregate are attended twice yearly, more if needed.

Rec Centre, Gym, Pool and Hot Tub

- Inspect gym, sauna, change rooms on a daily basis to ensure all plumbing fixtures are operational and cleanliness is maintained.
- Perform minor plumbing repairs as required.
- Report any major issues in the Rec Centre Areas, including, Gym, Pool, Hot Tub, Sauna and Change Rooms to the Council President and Property Manager, to arrange for quotes for repairs as required.
- Inspect the Pool and Hot tub to ensure safe use and operation in compliance with the Pool Safety Plan and Fraser Health requirements. Complete daily testing of the chemical balance by testing the water, adjusting balances and maintaining the testing log book.
- Maintain proper heat settings for the Pool and Hot Tub.
- Receive requests for and schedule Lounge and other Room Rentals (i.e. Theatre or Small Meeting Room) in accordance with Cascade Village Rules.
- Collect payments and damage deposits for rentals of the Lounge and other room rentals and submit them to the Property Manager.

Guest Suite

- Receive requests for and schedule Guest Suite rentals in accordance with Cascade Village Rules.
- Collect payments and damage deposits for rentals of the Guest Suite and submit them to the Property Manager.
- Inspect Guest Suite before and after each rental. Report damage or cleanliness issues to the Property Manager and/or Council President immediately.
- Arrange for cleaning, repairs and maintenance of the Guest Suite as required.