



JOE'S HILL MANOR ESTATE PROPERTY MANAGEMENT SERVICES (RFP)

LIST OF QUESTIONS FROM INTERESTED VENDORS

1. No. 6 in the RFP under “qualifications, knowledge and experience “says that the individual responsible for day-to-day management of the site should hold a property management certification. Is there a specific certification that SSB has in mind?

While having a property management certificate is not a sole requirement, having one will be beneficial. Experience will also be taken into consideration.

2. Will the Property Manager be managing?
 - A sole single family dwelling unit
 - A number of single-family dwelling units and if so; how many?
 - Multi-family dwelling buildings; if so; how many bldgs.?
 - how many units in each building?
 - Will the Estate comprise a combination of single family dwelling unit(s) and multi-family dwelling unit(s)?

The Property Manager will be managing 52 residential units and one commercial building, as described in Section 2 of the RFP. The units are comprised of: -

(6) 1-Bedroom Condo
(18) 2 Bedroom Condo
(6) 2 Bedroom Split Level Condo
(13) 2 Bedroom House
(3) 3 Bedroom House
(2) 2 Bedroom Townhouse
(4) 3 Bedroom Townhouse
(1) 3-Storey Commercial Building

3. Will units be occupied by private owners, their tenants or SSB tenants?

The residential units will be occupied by private owners and the commercial building by tenants.

4. Will units be independently owned or owned by SSB?

The units will be independently owned.

5. Will SSB be selling undeveloped and/or developed property of the Estate?

SSB will be selling developed property of the Estate.

6. Will units/property rented or owned be under covenants?

The units owned will be under covenants.

7. Will ownership of units be freehold or leasehold?

The ownership of units will be freehold, and the commercial space will be leasehold.

8. Please explain the specific role SSB will be playing in relation to the Property Manager and the Estate.

Refer to Section 3.3: Common Reporting

9. Does SSB expect a baseline cost to be included in the monthly cost for all of the below or would they be on a as required basis? Regarding the current RFP for Property Management of Joe's Hill Manor there is a section that outlines the following: *Management Service for Revitalization*.

Routine contracted services will include, but not be limited to the following:

Exterior Landscape Maintenance, Trash/Recycling Removal, Custodial Services, Pest Control, Maintenance, Security, Plumbing Maintenance, Electrical Maintenance, Parking Lot Management Services to include policing and towing of unauthorized vehicles, Parking Lot Maintenance.

SSB expects a fixed monthly cost.

9b. Would these services be expected to be paid by the property manager and then reimbursed by the SSB?

The Management Service for Revitalization is expected to be paid by the Property Manager from the fees collected through the homeowners as outlined in Section 3.2

10. Is there a designated space allocated on the property for an office and storage to facilitate the property management services? The site and office for property manager and his team?

A designated space can be allocated in the commercial building on a rental basis.

11. As it relates to the security and monitoring of CCTV cameras, who will provide the equipment for the CCTV cameras? Who will be responsible for strategically installing same throughout the property? Or will the service only include monitoring of the CCTV?

The equipment and installation of CCTV cameras will be facilitated by a selected security services company hired by the Property Manager.

12. Is the expectation that the security service be a 24hr function throughout the property?

The security coverage will be proposed in the RFP by the bidder.

13. As it relates to the procurement of property insurance, please provide clarity as to what is being insured specifically?

SSB expects all buildings/infrastructure to be insured

14. As it relates to the handling of emergencies, please provide clarity on what type of emergencies is being referred specifically?

The Property Manager will be responsible for contacting emergency services that are available to the public such as but not limited to Police, Fire and ambulance. Infrastructure/property emergencies.

15. As it relates to the collecting of dues and related fees, please provide clarity on what type of dues and fees are expected to be collected.

The type of dues and fees are expected to be collected are homeowners and insurance.

16. As it relates to the vacancy report and collection activities, specifically the collection activities, please provide clarity on what is the expectation of the services provider in this service.

Collection activities involves commercial rent and residential dues.

17. As it relates to the custodial services, please provide clarity on what type of custodial services are expected by service provider.

Refer to 3.4 Management Service for Revitalization of the RFP.

18. Is insurance coverage mentioned to cover all buildings and infrastructure, or are property owners expected to have any insurance with their mortgage?

See question 14

19. Regarding payment of the housing association fee by the property owners, is there any mechanism that will be put in place to guarantee payment is made to the property management company? For example, payments can be made along with their mortgage.

No such mechanisms will be in place; however, Bidders can make recommendations with their bids.