



Helping to make WHISTLER the place you call HOME

#325- 2400 Dave Murray Place, Whistler BC, V0N 1B2

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## Whistler Housing Authority Property Management Contract Proposal Terms of Reference

### PORTFOLIO

The Whistler Housing Authority (WHA) owns and manages 231 units of long term rental accommodation in the following projects:

Project	Address	Units	Rentable Square Feet	Monthly Rent
Whistler Creek Court	2178 Sarajevo Drive	20	22,600	\$23,200
Gondola Village	#3-2110 Sarajevo	1	396	\$750
Nordic Drive	2120 Nordic Drive	20	18,730	\$26,900
Beaver Flats	2400 Dave Murray Pl.	57	32,384	\$54,800
Nita Lake	5151 Nita Lake Drive	9	7,700	\$8,300
Lorimer Court	6320 Lorimer Road	14	13,090	\$17,440
Balsam Way	6415/16 Balsam Way	2	1,750	\$1,850
Nesters Pond	7525-7531 Seppos Way	53	46,970	\$67,300
Chiyakmesh	1060 Legacy Way	55	23,650	\$47,900
<b>TOTALS</b>		<b>231</b>	<b>167,270</b>	<b>\$248,220</b>

### MANAGEMENT REQUIREMENTS

The WHA is looking for proposals from fully licensed property management firms to manage the projects listed above. The management responsibilities would include:

#### Property Management

##### *Office Operation and Rental*

- Interviewing and screening waitlist applicants to qualify them to rent WHA units;
- Showing units to prospective tenants as units come available;
- Reviewing tenancy agreements and all policies, rules and regulations with tenants;
- Executing tenancy agreements with tenants;
- Inspecting all units and projects on a regular basis;
- Administering the WHA Rental Waitlist and reporting regularly to the WHA with waitlist updates;
- Coordination of 24 hour emergency response capability;
- Maintaining appropriate insurance coverage on all properties (costs to be paid by WHA);
- Maintaining regular office hours to respond to tenant inquiries and provide WHA information in the office provided at 320-2400 Dave Murray Place for a monthly rent of \$500.

## **Property Management (continued)**

### ***Financial Management***

- Collecting and depositing all rents;
- Maintaining financial records to meet WHA requirements;
- Maintaining and reconciling separate bank accounts for the WHA;
- Monthly income and expense statement and rent roll reporting to the WHA;
- Preparing annual operating budgets for all projects;
- Controlling spending within budget allocations;
- Managing all payables in a timely manner.

### **Property Maintenance and Management**

- Coordinating routine common area maintenance, snow clearing, landscaping and cleaning for all projects in consultation with the WHA;
- Coordinating unit maintenance as required by the WHA;
- Preparing and implementing a Capital Maintenance and Replacement Program for all projects in consultation with the WHA;
- Implementation of a parking management program at the WHA complexes;
- All maintenance services will be contracted or purchased after at least 2 quotes have been received and will be reviewed at least once a year;
- A full time or part time maintenance manager is required to supervise and perform regular maintenance on all projects.

## **COMPONENTS OF THE MANAGEMENT PROPOSAL**

1. The proposal must include a fee for providing the Property Management services listed above. This fee is to be expressed as a **percentage of the gross rental revenue**.
2. The property management professional submitting the proposal for services must be fully licensed to provide property management in BC. Please provide complete licensing details.
3. It is a high priority for the WHA to provide friendly competent service to all tenants. The individual that is actually delivering these services is expected to know the tenants, to be approachable and understanding, while being consistent and fair in the administration and execution of WHA policies and regulations. In many cases the property manager will be resolving issues, recommending solutions and working with the WHA and the tenants to revise and improve policies as required. The ultimate objective is that the tenants truly have the quiet enjoyment of their homes, and feel they have, through the property manager, a reasonable means to resolve any issues that arise. The proposal should clearly indicate the qualifications and experience of the individual who will be delivering the actual service. This must be a full time position for at least one individual and cannot be provided by a number of part-timers.
4. The proposal should contain any information that informs the WHA about the capability of the proponent to deliver all the services outlined under MANAGEMENT REQUIREMENTS.
5. It is intended that the contract for Property Management have a three year term. The actual terms of the contract will be determined by the WHA and the proponent selected. The draft contract may be provided by the proponent.

## **SELECTION PROCESS**

All proposals received at 325 2400 Dave Murray Place or by email to [marla@whistlerhousing.ca](mailto:marla@whistlerhousing.ca) before 12 Noon on Tuesday June 1<sup>st</sup>, 2010 will be considered by the WHA. Selection will be made on the basis of price and suitability. The proposal with the lowest fee will not necessarily be chosen. The WHA reserves the right not to select any of the proposals.

If proposal is sent by email, it is recommended that receipt of proposal is confirmed.

All proponents will be notified by June 9<sup>th</sup>, 2010 as to the outcome of the selection process.

Any questions regarding proposals should be directed to Marla Zucht at (604) 905-4688 ext 1# or by email to [marla@whistlerhousing.ca](mailto:marla@whistlerhousing.ca)

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