

May 11, 2009

The Owners, VR 264, The Pendrell
1234 Pendrell Street
Vancouver, B.C.
V6E 1L6

Dear Owners,

RE: APPOINTMENT OF STRATA AGENT

We are pleased to advise that effective June 1, 2009 **BAYWEST MANAGEMENT** has been appointed by your Strata Council as Strata Agent for The Pendrell.

In its twenty year history Baywest has grown to become one of British Columbia's most progressive residential strata management companies. Your Strata Manager will work with your elected Strata Council in the management of the common property of your Strata Corporation. The Strata Manager will hold regular meetings with the Strata Council and provide Council with the information it requires to make prudent decisions. The Strata Manager's education and experience with similar Strata Corporations permits him to successfully guide the Strata Council through issues such as awarding maintenance contracts, resolving owner disputes, financial planning for the future, writing bylaws, and maintaining the property to a high standard.

Baywest provides twenty-four hour, seven day a week emergency services to the Strata Corporation. Emergencies are when a life or the property is threatened in some way. Please call our general telephone number, 604-257-0325, to receive emergency service at any time.

Your new Strata Manager will be **George Nicolaou**. George may be reached directly by telephone at 604-714-6386, directly by fax at 604-592-5285, or by email at gnicolaou@baywest.ca.

Our Accounting Manager, **Snoopy Sum**, will oversee the financial transition from IPM to Baywest Management. Please do not hesitate to contact Snoopy directly by telephone at 604-595-2780, directly by fax at 604-592-3681 or by email at ssum@baywest.ca should you have accounting related questions.

We also wish to introduce you to **Katie Khoo**, the General Manager of our Vancouver office. Katie may be reached directly by telephone at 604 - 714 - 1525, directly by fax at 604 - 592 - 3685 or by email at kkhoo@baywest.ca.

STRATA FEES

One of the biggest tasks associated with a change in management companies is reorganizing owners' strata fee payments. Most owners pay their strata fees by one of two methods - through the PAC system (automatic withdrawals) or by postdated cheques.

If you currently pay through PAC (automatic withdrawals)

You will need to complete a new application form to authorize the Strata Corporation's new bank, HSBC, to transfer the money from your bank account to the strata's bank account on the first of each month. A PAC form is attached. Please complete it and either mail or fax it back to our office. Don't forget to mail or fax a VOID cheque as well. As HSBC requires approximately five days to set up a new client in their PAC system please endeavour to have the form and VOID cheque back to us by May 25th.

As this change in management is taking place very close to month end, and given that HSBC requires approximately five days to process a new PAC client, your June payment will probably not be debited from your account on June 1. It will however be debited from your account during the first two to three weeks of June. Commencing July, your strata fees will be debited from your account on the first of each month.

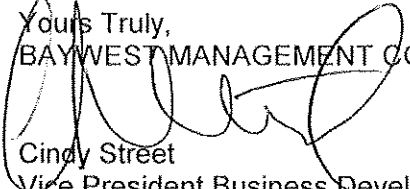
If you currently pay by postdated cheques

Your current manager will give Baywest Management all of the postdated cheques they are holding.

During the month of June we will work with all owners to ensure payment arrangements are re-organised. Owners will not be charged late payment penalties during this period. Do not hesitate to give us a call should you have further questions.

We look forward to meeting and working with the owners of The Pendrell. We trust you will enjoy reading our enclosed educational bulletin *Working with Your Strata Manager* and invite you to visit our website at www.baywest.ca. Please do not hesitate to contact the undersigned should you have any questions during the property management transition period.

Yours Truly,
BAYWEST MANAGEMENT CORP


Cindy Street
Vice President Business Development
Direct phone: 604-714-1521
Direct fax: 604-592-3631
email: cstreet@baywest.ca

IMPORTANT CONTACT INFORMATION

OUR VANCOUVER OFFICE: 604-257-0325

STRATA MANAGER: George Nicolaou
Direct 604-714-6386
gnicolaou@baywest.ca

ACCOUNTANT: Snoopy Sum
Direct 604-595-2780
ssum@baywest.ca

GENERAL MANAGER: Katie Khoo
Direct 604-714-1525
kkhoo@baywest.ca

PERSONALLY APPROVED PAYMENT SERVICE AGREEMENT
(To automatically pay monthly strata fees)

The undersigned hereby authorizes *BAYWEST MANAGEMENT CORPORATION* to draw monthly debits by paper or electronic entry covering payments due by the undersigned to:

Strata Plan : **VR 264**

Building Name: **THE PENDRELL**

Name: _____

Address: # _____ - 1234 Pendrell Street, Vancouver, B.C., V6E 1L6

Phone Number: _____

for monthly strata fees in the amount of \$ _____, commencing the first day of _____, 2009

The undersigned hereby:

1. Warrants that all persons whose signatures are required to sign on this account have signed this agreement;
2. Acknowledges that, in order to cancel this agreement written notice of revocation shall be given to Baywest Management Corporation by 24th of the month before the next scheduled date of pre-authorized debit.
3. Acknowledges that any delivery of this authorization by you constitutes delivery by the undersigned to the processing institution;
4. Agrees to inform Baywest Management Corporation in writing of any change of account information provided in this authorization by 24th of the month prior to the next scheduled due date of the pre-authorized debit;
5. Authorizes Baywest Management Corporation to increase/decrease amounts drawn on the account from year to year as future budgets adopted by my Strata Corporation affect monthly strata fees.

PLEASE ATTACH A VOID CHEQUE

Please return this form to Baywest Management Corporation before the 24th of the month for the withdrawal to be effective the 1st day of the following month.

I understand the personal information provided above is for the purposes of identifying and communicating with me, processing payments, ensuring the orderly management of the Strata Corporation and complying with legal requirements. I hereby authorize the Strata Corporation to collect, use and disclose my personal information for these purposes.

Signature _____

Date _____

BAYWEST MANAGEMENT CORPORATION
300 – 1770 BURRARD STREET
VANCOUVER, BC V6J 3G7
Phone: 604-257-0325 Fax: 604-592-6114

Working With Your Strata Manager

Our clients often ask us how to get the maximum benefit from their relationship with our Strata Managers. Between adhering to the Strata Property Act and the Real Estate Services Act, addressing the financial needs of the Strata Corporation, organizing repairs and maintenance, dealing with owner inquiries, and working within the guidelines of the Agency Agreement, what is the most effective way to work together?

Your Strata Manager is a licensed educated professional who has chosen a career in strata management. The Strata Property Act mandates that he/she work at the direction of the Strata Council on issues pertaining to the common property and agreed to under the Agency Agreement. With a few exceptions Strata Managers have no jurisdiction inside strata lots or outside of the common property. A Strata Manager can obtain landscaping quotations, a common property issue, but should not be requested to appeal property tax assessments for the owners as this is a taxpayer issue.

One of the main functions of a Strata Manager is to work with the Strata Council on the repair and maintenance of the property. It is within the Strata Manager's job description to obtain quotations for common property work. We often find however Strata Managers being requested to obtain quotations for work the Strata Council never intends to undertake or does not have the funding to undertake. Requesting quotes in these instances results in two negatives – the Strata Manager's time is being used in a way not beneficial to the Strata Corporation, and after a few 'empty quotes' are requested good contractors will no longer be interested in working with that Strata Manager or with that Strata Corporation. When a Strata Council is just curious to find out what a project might cost, it's best to ask the Strata Manager for a 'budget quote' as this information can be quickly obtained without taxing the time of the Strata Manager or the contractor.

If your Strata Corporation has not yet been introduced to Baywest's Operating Procedures ask your Strata Manager to bring a copy to the next meeting. One of the many topics addressed in the document is contracting and setting a policy on how contracting will be undertaken. We suggest, for example, that quotes not be obtained for small jobs, under \$1000, and that you use your corporation's preferred contractors for these jobs or have the Strata Manager recommend a quality contractor.

Another important topic covered in our Operating Procedures document is communication. It is vital to set communication protocols among the owners, the Strata Council and the Strata Manager. How should an owner communicate with Council?

How should an owner communicate with the Strata Manager? We recommend that all correspondence be funneled through the Strata Manager. The Strata Manager will deal with simple items, will communicate urgent items to Council, and will refer all other items to the next regular Council meeting. Owners should send a letter or an email to the Strata Manager and wait for a response. There is no need to follow up a letter with emails or phone calls. Depending on your strata's meeting schedule and the nature of the issue owners can rest assured that the issue will be dealt with through proper channels and that they will receive a response.

It is important to set up a communications protocol that all owners understand. It will result in owners being served faster and Strata Councils being aware if one or two owners are monopolizing the Strata Manager's time. The Strata Manager should be accommodated by Council if he/she requests assistance in smoothing out any communication hurdles that are robbing the Strata Corporation of the Strata Manager's time.

It is within the mandate of a Strata Manager to carry out the Directives received at a Council meeting. Depending on the nature of the Directives they may be carried out immediately following the meeting or before the next meeting. At most, Council meetings are three months apart and we recommend that at the end of each Council meeting Council set the agenda for the period between that meeting and the next. An organized fully functioning Strata Council, with assistance from their Strata Manager, should have no difficulty laying out what should be accomplished during this period. The Strata Manager may then leave the meeting and plan his/her time appropriately to ensure all Directives are accomplished. With the exception of emergencies, Councils should refrain from adding Directives to the list between meetings as it negates the Strata Manager's ability to plan and deliver.

Larger Strata Corporations tend to have Resident Managers or Caretakers to deal with day to day maintenance items. Examples of items a Site Manager may deal with include purchasing supplies at the hardware store or getting keys cut. While medium to small sized Strata Corporations do not have the luxury of a Site Manager they should not rely on the Strata Manager to perform such services. At Baywest we have a number of contractors that work with us in the capacity of 'off site caretakers'. Such individuals work for a number of Strata Corporations and are called upon as needed. Its like a time share on caretakers and its perfect for small to medium sized stratas! Ask your Strata Manager more about these types of services. It will keep your Strata Manager focused on more complex issues and maintain your property at the same time.

And lastly – operate your Strata Corporation like a business. It is often difficult to separate the personal from the business because the strata is your home as well as being a business entity. Whether you are an owner, a Council member or the Strata Manager, respect must be shown at all times and all parties must conduct themselves in a businesslike fashion. Your Strata Manager is on your team. Think of him/her as the eighth member of the Strata Council. He/she cares a great deal about your property and will work hard to maintain it when welcomed aboard the management team. It is our goal to do business with you with exacting efficiency and professionalism backed up by warm respect for the place you call home.

MEMORANDUM

To: All Residents of VR 264 – The Pendrell
From: George Nicolaou, Strata Manager
Re: **NEXT STRATA MEETING**

Please be advised that the next Strata Council meeting has been postponed until:

THURSDAY, JUNE 18TH 2009 AT 7:00PM

Baywest Management will be the Strata Agent for the Pendrell effective June 1st 2009.

Should you have any questions during the property management transition period, please do not hesitate to contact the undersigned at 604-714-6386.

Yours truly,
BAYWEST MANAGEMENT CORPORATION



George Nicolaou
Strata Manager
Tel: (604) 714-6386 Fax: (604) 592-5285
Email: gnicolaou@baywest.ca

