



CRHC
The Capital Region's Housing Corporation

**CAPITAL REGION HOUSING CORPORATION
BOARD OF DIRECTORS MEETING**

AGENDA

10:00 a.m., Tuesday, October 31, 2017
625 Fisgard St., Victoria
Room 488

- | | |
|----------------------------------------------------------|-------------------|
| 1. Approval of Agenda | <u>Att. #</u> |
| 2. Approval of Minutes of October 3, 2017 Meeting | 17-16 |
| 3. Common Area Laundry Equipment Leasing and Services | PPS/CRHC 2017- 29 |
| 4. Quarterly Financial Update – Third Quarter | PPS/CRHC 2017- 30 |
| 5. Turnover and Vacancy Quarterly Report – Third Quarter | PPS/CRHC 2017- 31 |
| 6. Management Report | PPS/CRHC 2017- 32 |
| 7. Adjournment | |



**Minutes of a Meeting of the Capital Region Housing Corporation Board of Directors
Held October 3, 2017 in Room 488, 625 Fisgard St, Victoria, BC**

PRESENT: **Directors:** D. Screech; J. Carline; G. Young; S. Price; W. McIntyre; R. Cooper
 Absent: B. Braude;
 Staff: R.Lapham; K.Lorette; C. Culham; D. Metcalf; R. Loukes; P.Kitson
 Recorder: K. Kusnyerik
 Guests: D.Yip; E.Lefrancois

The meeting was called to order at 10:01a.m.

1. APPROVAL OF AGENDA

It was **MOVED** by Director Price, **SECONDED** by Director Carline
 That the agenda be approved as circulated.

CARRIED

2. APPROVAL OF THE MINUTES OF JULY 25, 2017

It was **MOVED** by Director Carline, **SECONDED** by Director Price
 That the minutes of July 25, 2017 be approved as circulated.

CARRIED

10:02am Director Young arrived

3. PRESENTATION DEBRA YIP, Canadian Mortgage and Housing Corporation (CMHC)
Funding and National Housing Strategy

C.Culham introduced Elisabeth Lefrancois and Debra Yip from CMHC.

E.Lefrancois discussed that in the months to come there will be National Housing Strategy funding announcements. CMHC is working on 12 initiatives for which the framework is still being developed for implementation in the spring of 2018. CMHC is suggesting stakeholders develop partnerships and assemble land that is shovel ready in preparation for the funding announcements and the release of the National Housing Strategy. Director Price requested that CRHC share any information received with the municipalities.

10:25am R.Loukes left the meeting and returned at 10:32am.

10:39am D.Yip and E.Lefrancois left the meeting

4. Encroachment for Anchor Rods Agreement

C.Culham presented the staff report and discussed that there are indemnity clauses in the contract to protect CRHC.

It was **MOVED** by Director Price, **SECONDED** by Director McIntyre
 Authorize two Executive members of the Board of Directors to sign the Encroachment for Anchor Rods Agreement.

CARRIED

5. Quarterly Financial Update – Second Quarter

It was **MOVED** by Director Price, **SECONDED** by Director Cooper
Receives the Quarterly Report for information.

CARRIED

6. Turnover and Vacancy Quarterly Report – Second Quarter

It was **MOVED** by Director Price **SECONDED** by Director Carline
Receive the Second Quarter 2017 Turnover and Vacancy Report for information.

CARRIED

7. Management Report

It was **MOVED** by Director Price **SECONDED** by Director McIntyre
Receive the Management Report for information.

CARRIED

8. Close Meeting

It was **MOVED** by Director Price, **SECONDED** by Director McIntyre
Close the meeting in accordance with the Community Charter, Part 4, Division 3, Section 90
(1):

- (a) personal information about an identifiable individual who holds or is being considered for a position as an officer, employee or agent of the municipality or another position appointed by the municipality; and
- (e) the acquisition, disposition or expropriation of land or improvements, if the council considers that disclosure could reasonably be expected to harm the interests of the municipality.

9. ADJOURNMENT

It was **MOVED** by Director Price, **SECONDED** by Director Young
That the meeting the adjourned.

CARRIED

The meeting was adjourned at 11:30am.

David Screech, Chair

Kristine Kusnyerik, Recorder



REPORT TO CAPITAL REGION HOUSING CORPORATION BOARD OF DIRECTORS MEETING OF OCTOBER 31, 2017

SUBJECT **Common Area Laundry Equipment Leasing and Services #RFP 161/17**

ISSUE

The Capital Region Housing Corporation's (CRHC) common area laundry equipment leasing and services contract has expired and is on the 2017 list of service contracts to put out to market.

BACKGROUND

The CRHC has been providing common area laundry equipment to tenants through a ten year agreement with Coinamatic. This agreement expired in October 2015 and has been operating as a month to month service. Coinamatic supplies laundry equipment, repair and maintenance, smart-card reloading centres to manage revenues and coin pickup, where required.

Under the current contract, Coinamatic shares 40% of the revenues with CRHC after their daily minimum per machine of \$1.25 has been met. CRHC's portion of the annual revenues is approximately \$25,000 or \$250,000 over the ten year term.

CRHC had planned on testing the market in 2016 however could not find any other suppliers due to corporate acquisitions in the industry. Staff identified that BC Housing had an Expression of Interest open and waited until it was completed to determine if there were other vendors identified in that process. Another supplier was identified and CRHC staff developed and posted a Request for Proposal to the Capital Regional District's website and BC Bid.

Two proposals were received; Coinamatic and Sparkle Solutions. An evaluation of the proposals was made with Coinamatic receiving the highest score.

ALTERNATIVES

1. Approve Coinamatic as the successful proponent and delegate two members of the Executive to sign the contract #RFP 161-17.
2. Refer back to staff.

IMPLICATIONS

- Coinamatic is an established service provider on Vancouver Island. In staff's experience, Coinamatic has had sufficient staff capacity to provide quality customer service over the years and have been open to feedback when challenges have arisen.
- Coinamatic has increased the revenue sharing from 40% to 95% with the CRHC after Coinamatic's daily minimum per machine of \$1.17 (previously \$1.25) has been met. This is a significant increase from the previous contract and significantly higher than the alternative. Staff are estimating that the annual revenue will increase from approximately \$25,000 to \$60,000.

- There is the option to replace existing top loading washers for front loading washers to improve accessibility for tenants with mobility and dexterity challenges. Staff will work with tenants to determine requirements and preferences.
- The offer is valid for a five (5) year term with the option of one five-year term extension at the same rate.

CONCLUSION

Staff are recommending that the CRHC continues working with Coinamatic who is an established service provider with a positive history with the CRHC. Coinamatic has increased the revenue sharing option for the CRHC significantly in its proposal.

RECOMMENDATION

Approve Coinamatic as the successful proponent and delegate two members of the Executive to sign the contract #RFP 161-17.



Christine Culham
Senior Manager
Capital Region Housing Corporation



Kevin Lorette, P.Eng., MBA
General Manager
Planning and Protective Services
Concurrence

Attachment: Laundry Equipment Leasing & Servicing Contract 161/17

THIS AGREEMENT ("the Agreement") is dated for reference the ____ day of _____, 20____.

BETWEEN:

CAPITAL REGION HOUSING CORPORATION

631 Fisgard Street
Victoria, British Columbia, V8W 1R7
(the "CRHC")
and

COINAMATIC CANADA INC.

301 Matheson Blvd W, Mississauga, B.C. L5R 3G3
1-800-361-2646
(the "Provider")

WHEREAS the CRHC desires to engage the Provider to provide services to the CRHC and the Provider has agreed to provide such services, upon the terms and conditions contained in this Agreement;

NOW THEREFORE it is hereby agreed as follows:

1.0 Schedules

1.1 The following Schedules, if attached, form part of this Agreement:

Schedule A – Services

Schedule E – Additional Terms

Schedule B – Fees and Expenses

Schedule C – Insurance Requirements

Schedule D – Provider's Proposal

AGREEMENT AUTHORIZATION

| Content | Initial | Date |
|----------------|--------------------|------------|
| Procurement | <i>[Signature]</i> | Oct. 23/17 |
| Financial Plan | <i>[Signature]</i> | Oct. 23/17 |
| Content | <i>[Signature]</i> | Oct. 23/17 |
| GM Approval | <i>[Signature]</i> | Oct. 23/17 |
| Form | <i>[Signature]</i> | Oct. 24/17 |
| Authority | <i>[Signature]</i> | Oct. 24/17 |

2.0 Services

- 2.1 The CRHC agrees to engage the Provider to provide the services described in Schedules A and D, in accordance with this Agreement (the "**Services**").
- 2.2 Where there is a conflict between Schedule A and Schedule D, Schedule A will prevail in respect of the conflict.

3.0 Term

This Agreement shall commence on February 1, 2018 (the "**Commencement Date**") and end on January 31, 2023.

4.0 Renewal Option

- a) The Housing Corporation shall, at its discretion, have the right to renew the Agreement for an additional five (5) year term and any increase in the price at the time of renewal shall be negotiated between the Corporation and the Provider.
- b) Any such renewal shall be exercised not later than sixty (60) days prior to the expiry of the preceding term as set out above in Clause 3.

5.0 Fees

- 5.1 The CRHC agrees to pay the Provider only the fees (including applicable taxes) set out in Schedule B, unless otherwise agreed in writing by the parties, for the Services provided by the Provider under this Agreement (the "**Fees**").
- 5.2 Prior to the Commencement Date, the Provider will provide the CRHC with its GST registration number and any other applicable sales or value added tax registration numbers.
- 5.3 The CRHC is not responsible for making deductions from Fees paid nor for remitting amounts to the Canada Revenue Agency for Employment Insurance and Canada Pension Plan.
- 5.4 The CRHC shall make payments to the Provider in accordance with Schedule A, subject to any statutory or regulatory holdback requirements, including but not limited to the *Builders Lien Act* as amended.

6.0 Expenses

- 6.1 The CRHC shall pay or reimburse the Provider only for those reasonable and necessary expenses as set out in Schedule B, incurred by the Provider in the ordinary course of performing the Services (the "**Expenses**") upon presentation of proper accounts, statements, invoices or receipts for such Expenses.
- 6.2 The Provider will keep and maintain accurate time sheets, proper accounts and records of all expenditures in connection with the Services performed under this Agreement, and these shall at all times be open to audit and inspection by an authorized representative of the CRHC.

7.0 Work

- 7.1 The Provider shall perform and shall ensure all its employees and sub-contractors perform the Services with that degree of care, skill and diligence of Providers, employees and sub-contractors performing services similar to the Services, to the satisfaction of the CRHC.
- 7.2 The Provider shall perform the Services within the time limits specified in Schedule A or, if no time limit is specified, the Provider shall perform the Services promptly.
- 7.3 Subject to section 12.1, 12.2 and 12.3, the Provider shall comply with and ensure its employees and subcontractors comply with the CRHC's reasonable instructions given from time to time.
- 7.4 The CRHC shall not be liable for any damage or loss to the Provider's materials, equipment or tools including loss of use thereof, howsoever caused.

8.0 Guarantee of Materials and Workmanship

- 8.1 The Provider shall guarantee new equipment to be free of defects for the period equal to the manufacturer's warranty and maintained in good working order for the duration of the agreement. If no manufacturer's warranty is given, the Provider is responsible to provide reliable, working equipment in good visual and physical repair.
- 8.2 The Provider shall guarantee the workmanship of the Services for the duration of the agreement. Should any defects become apparent during this period, the Provider will repair or replace the affected works at the CRHC's discretion.
- 8.3 Should the Provider fail to complete the corrections in 8.2 in a timely manner, or at all, the CRHC shall undertake the correction and the Provider shall be liable for the costs incurred by the CRHC for the aforesaid corrective work.

9.0 Independent Provider

- 9.1 The legal relationship between you and the CRHC arising pursuant to this Agreement is that of an independent Provider and a purchaser of services. Nothing in this Agreement shall be interpreted so as to render the CRHC the Provider's employer, or partner, or the employer of anyone working for the Provider, and the Provider must not do anything that would result in anyone working for the Provider being considered the CRHC's employees.

10.0 Compliance

- 10.1 The Provider shall comply with and cause its employees and sub-Providers to comply with all applicable federal, provincial and local government laws, bylaws, rules and regulations in the performance of the Services.

11.0 Workers Compensation Act

- 11.1 Without limiting the generality of 11.0, the Provider shall comply with and shall ensure all its employees and sub-Providers comply with all obligations under the *Workers Compensation Act* (British Columbia).
- 11.2 The Provider shall provide the CRHC with evidence of the Provider and sub-Providers' compliance with its obligations under the *Workers Compensation Act* (British Columbia):
- (a) on or before the Commencement Date; and
 - (b) at any time during the term of this Agreement, upon request by the CRHC.

12.0 Prime Provider

- 12.1 In accordance with section 118 of the *Workers Compensation Act* (British Columbia), the Provider shall assume the role of Prime Provider.
- 12.2 As Prime Provider, the Provider is responsible for ensuring that the activities of employees, workers, and other persons at the workplace relating to occupational health and safety are coordinated and for doing everything that is reasonably practical to establish and maintain a system or process that will ensure compliance with section 118 of the Act and Regulations in respect of the workplace.
- 12.3 As Prime Provider, the Provider is responsible for ensuring that it is aware of any workplace hazards and for taking the necessary steps to inform and train all workers in dealing with those hazards.

13.0 Confidential Information, Intellectual Property and Privacy

- 13.1 The Provider acknowledges that certain of the material, information and data made available to the Provider by the CRHC in the performance of the Services will be of a confidential nature (the "**Confidential Information**"). The Provider recognizes that the Confidential Information is the sole and exclusive property of the CRHC, and the Provider shall use its best efforts and exercise utmost diligence to protect and maintain the confidentiality of the Confidential Information. The Provider shall not, directly or indirectly, use the Confidential Information for its own benefit or for any other purpose, publish, or disclose to another any Confidential Information, whether or not acquired, learned, obtained or developed by the Provider alone or in conjunction with others, except as such disclosure or use may be required in connection with the performance of the Services or as may be consented to in writing by the CRHC.
- 13.2 Notwithstanding section 13.1, the Provider shall not be liable for the disclosure or use of any of the Confidential Information to the extent that:
- (a) the Confidential Information is or becomes available to the public from a source other than the Provider and through no fault of the Provider; or
 - (b) the Confidential Information is lawfully obtained by the Provider from a third party or a source outside of this Agreement.

- 13.3 Unless otherwise expressly stated in this Agreement, all plans, maps, production media, content, documentation, codes, images, image maps, computer programs, reports, webpages, art work, graphics, files, specifications, equipment, manuals, data, information and all other property and materials which are produced under this Agreement (the "**Property and Materials**") and all intellectual property in and to the same are and shall remain the sole exclusive property of the CRHC regardless of whether such information was generated by the Provider or by others, or the Provider or another party has physical possession of them. Until the expiry or termination of this Agreement, the Provider may retain copies, including reproducible copies of the Property and Materials in connection with the Services. Upon expiry or termination of this Agreement the Provider shall deliver promptly to the CRHC all Property and Materials which are in the possession or under the control of the Provider or sub-Provider without retaining copies thereof. The Provider shall not use the Property and Materials on other projects or for other clients now or in the future, except with the written consent of the CRHC. Without limiting the generality of the foregoing, the Provider agrees to assign and transfer all intellectual property rights and moral rights in and to the Property and Materials to the CRHC and the Provider will execute and obtain any agreement or assignment required to confirm the CRHC's ownership of such rights.
- 13.4 This Agreement, all Property and Materials and other information, documents and data submitted to the CRHC by the Provider or otherwise received by the CRHC under this Agreement are under the control of the CRHC and as such are subject to the *Freedom of Information and Protection of Privacy Act* (British Columbia). The Provider shall specify which, if any, information supplied to the CRHC is being supplied in confidence.
- 13.5 The parties to this Agreement recognize that a breach by the Provider of any of the requirements contained in sections 13.1, 13.3 hereof would result in damages to the CRHC and that the CRHC could not adequately be compensated for such damages by monetary award. Accordingly, the Provider agrees that, in the event of any such breach, in addition to all other remedies available to the CRHC at law or in equity, the CRHC shall be entitled as a matter of right to apply to a court of competent equitable jurisdiction for such relief by way of restraining order, injunction, decree or otherwise as may be appropriate to ensure compliance with this section 13.
- 13.6 The covenants and agreements contained in this section 13 shall survive the expiry or termination of this Agreement.

14.0 Termination

- 14.1 Notwithstanding any other provision in this Agreement, if the Provider is in default in the performance of any of its material obligations in this Agreement, then the CRHC may, by written notice to the Provider require such default to be corrected. If within ten (10) days after receipt of such notice the default has not been corrected or reasonable steps to correct the default have not been taken, the CRHC, without limiting any other right it may have, may immediately terminate this Agreement and the CRHC shall pay the Provider that portion of the Fees and Expenses incurred pursuant to this Agreement equal to the portion of the Services that was completed to the CRHC's satisfaction up to the date of termination, less any amounts necessary to compensate the CRHC for damages or costs incurred by the CRHC or by any person employed by or on behalf of the CRHC arising from the Provider's default.

- 14.2 The CRHC may terminate this Agreement for any reason with written notice to the Provider. If the CRHC terminates this Agreement under this section 14.2, the CRHC shall pay the Provider that portion of the Fees and Expenses incurred pursuant to this Agreement equal to the portion of the Services that was completed to the CRHC's satisfaction up to the date of termination.

15.0 Indemnification

- 15.1 The Provider hereby agrees to release, indemnify and save harmless the CRHC and its directors, officers, employees, volunteers, agents, and Providers from and against all claims, demands, complaints, actions, causes of action, suits, damages, losses (including personal injury and death), liabilities, including without limitation health and safety liability arising under the Workers Compensation Act or otherwise, expenses and costs (including, without limitation, actual legal fees and disbursements), arising from or caused by any errors, omissions or acts of the Provider, its directors, officers, employees, agents and/or sub-Providers arising from or in relation to this Agreement.

16.0 Insurance

- 16.1 The Provider will maintain during the term and any renewal period the insurance, if any, set out in Schedule C and such other insurance as may be reasonably required by the CRHC. If the Provider fails to comply with any insurance requirements, the CRHC may obtain and maintain the required insurance coverage at the cost of the Provider and any amount of monies paid by the CRHC on account thereof may be deducted by the CRHC from any monies payable to the Provider.

17.0 Dispute Resolution

- 17.1 If a dispute arises between the parties under this Agreement the parties will make all reasonable attempts to resolve the dispute through good faith negotiations.
- 17.2 If the parties are unable to resolve the dispute in accordance with section 17.1 the dispute may, with the agreement of both the CRHC and the Provider, be submitted to arbitration pursuant to the *Commercial Arbitration Act* (British Columbia) to a single arbitrator appointed jointly by them. The award of the arbitrator shall be final and binding upon the parties and the costs of the arbitration shall be divided equally between the parties.

18.0 Additional Terms

- 18.1 The terms and conditions attached as Schedule E form part of this Agreement.

19.0 Governing Law

- 19.1 This Agreement shall be governed by the laws of the Province of British Columbia and the federal laws of Canada applicable therein. This Agreement is subject to all laws governing the CRHC including the Local Government Act, Community Charter and the CRD's bylaws.

20.0 Conflict

- 19.1 If there is a conflict between a provision in a Schedule to this Agreement and any other provision of this Agreement, the provision in the Schedule is inoperative to the extent of the conflict unless it states that it operates despite a conflicting provision of this Agreement.

21.0 No Duty of Care

- 21.1 The Provider acknowledges that the CRHC, in the preparation of the Agreement documents, supply of oral or written information to the Provider or other parties, review of proposals or the carrying out of CRHC's responsibilities under the Agreement, does not owe a duty of care to the Provider and the Provider waives for itself, its successors and assigns, the right to sue the CRHC and tort for any loss, including economic loss, damage, cost or expense arising from or connected with any error, omission or misrepresentation occurring in the preparation of this Agreement, the request for proposals, supply of oral or written information to proponents, review of proposals, or carrying out of the CRHC's responsibilities under this Agreement, as the case may be.

22.0 Amendments

- 22.1 Any amendment to this Agreement must be in writing and signed by both parties hereto.

23.0 Entire Agreement

- 23.1 This is the entire Agreement between the CRHC and the Provider with respect to the Services to be provided by the Provider to the CRHC and supersedes any prior agreements with respect to such services whether written or oral and may not be modified except by subsequent agreement in writing executed by the CRHC and the Provider.

24.0 Notices

- 24.1 Notices provided under this Agreement shall be in writing and must be either personally delivered or sent by double registered mail to the addresses set forth below. A party may change the address set forth above by proper notice to the other.

The CRHC: Capital Region Housing Corporation
Attention: Sharon Grigg, Senior Property Manager
631 Fisgard Street
Victoria, BC V8W 1R7

The Provider: Name: COINAMATIC CANADA INC.
Attention: Mike Morena (mmorena@coinamatic.com)
Address: 301 Matheson Blvd W
Mississauga, B.C. L5R 3G3

25.0 Assignment

- 25.1 This Agreement shall not be assigned by the Provider, without the prior written consent of the CRHC.

26.0 Waiver

26.1 No action or failure to act by the CRHC or the Provider shall constitute a waiver of any right or duty afforded any of them under this Agreement nor shall any such action or failure to act constitute an approval of or acquiescence in any breach of this Agreement.

27.0 Enurement

27.1 This Agreement shall be binding upon and shall enure to the benefit of each of the parties hereto and their respective employees and permitted receivers, successors and assigns.

28.0 Validity

28.1 If any part of this Agreement is or is declared invalid, the remainder shall continue in full force and effect and be construed as if the Agreement had been executed without the invalid portion.

29.0 Time

29.1 Time is of the essence of this Agreement.

This Agreement signed on the ____ day of _____, 2017 by the
CAPITAL REGION HOUSING CORPORATION by its authorized signatory(ies)

Per:

Name (Print):

Name (Print):

Signature:

Signature:

This Agreement signed, sealed, and delivered on the ____ day of _____, 2017 by
COINAMATIC CANADA INC. by its authorized signatory(ies)

Per:

Name (Print):

Name (Print):

Signature:

Signature:

SCHEDULE "A" **PROVIDER'S SERVICES**

This Schedule forms part of the agreement between the Capital Region Housing Corporation (CRHC) and **COINAMATIC CANADA INC.** (the "Provider") (the "Agreement").

The Provider will undertake, provide or be involved in the following services as per the specifications set out in RFP Appendix A:

APPENDIX "A" – SCOPE OF SERVICES

1. Background & Purpose

The purpose of this RFP is to select a qualified, capable and reliable Supplier for provision of laundry equipment under full service leasing agreement at CRHC's multi-family residential locations listed in Appendix C.

The list of locations and number of equipment units may change occasionally through amendment or a contract resulted from this RFP.

Full service leasing shall include provision of laundry equipment, preventative maintenance, smart-card management at each location as well as other related services specified in this RFP.

The CRHC develops, manages and promotes affordable housing for low and moderate income families, seniors and persons living with disabilities. We value keeping the cost per laundry cycle low to allow affordable access to the facilities on site with minimal barriers. Therefore CRHC would like to maintain its current \$1.75/wash and \$1.50/dry user cost across the portfolio. Increases of per cycle use during the term of the agreement would only be permitted upon mutual consent.

Currently CRHC leases approximately 67 washing, 71 drying appliances distributed across 36 multifamily buildings/properties located throughout the Capital Regional District, off the coast of British Columbia. *The counts includes Harbour Lane which is the one property CRHC owns and operates its own common area laundry equipment, which it is now considering to include in this agreement to eliminate the coin operation.* The style of current machines are top-loading washers which have some maintenance benefits however pose limitations for tenants with mobility challenges and uses larger amounts of water. When proposing upgraded appliances the Supplier is to consider environmental benefits, possible access & dexterity challenges and other aspects that may be a benefit or hindrance of one particular style over another. Solutions are to be included when hindrances are cited.

Qualified participants must have been in business in good standing for a minimum of five (5) years with WorkSafe BC, hold Commercial General Liability & Property Damage Insurance with a minimum coverage of \$3,000,000 and currently be providing similar service to two comparable local customers. They must be able to detail that there is adequate manpower to service the agreement for the full term and identify their ability to respond to CRHC's location if their operations are not based locally or on Vancouver Island.

The Supplier agrees to exercise good public relations in exercising his/her authority under this Agreement. This includes observing and maintaining the 'No smoking' restriction on all CRHC property.

2. Hours of Work

The Supplier's hours of access to CRHC sites unless responding to an emergency call out will be between the hours of 8:00 a.m. and 5:00 p.m. on weekdays, Monday through Friday, except as directed by the Property Manager. There will be no regularly scheduled work on CRHC properties on weekends or statutory holidays. The Work must be carried out an established and pre-approved schedule, where and whenever possible

3. Character of Workers

All workers must have sufficient knowledge, skill, and experience to perform properly the work assigned to them, and be tactful and courteous in dealing with the public. Any supervisor or worker employed by the Provider or sub-Provider who, in the opinion of the Property Manager, does not perform his/her work in a skilful manner shall, at the written request of the Property Manager, be removed from the site of the Work immediately and shall not be employed again in any portion of the Work without the approval of the Property Manager.

4. Service Requirements & Deliverables

4.1 Laundry equipment leasing. The Successful Proponent shall supply, deliver, install, to manufacturer's instructions, washers & dryer type laundry machines in common area laundry rooms located at CRHC's residential sites on an 'as and when needed' basis. In addition, machines shall be equipped with card readers and ready to be utilized immediately after installation. Number of machines required per site shall be adequate to CRHC's tenant populations and site specifics, and be mutually agreed between CRHC and the Successful Proponent. CRHC's common area laundry rooms' operation hours are typically Monday to Sunday 8:00 AM to 8:00 PM.

4.2 Laundry equipment requirements. All equipment supplied shall be brand new, commercial grade, CSA certified, display Energy Star Label, and meet the following requirements:

- a) Washers and dryers installed shall be of adequate durability, size and capacity for the use in multifamily residential dwellings considered to be social housing; Consideration is to be given to mobility and dexterity challenges that may occur at apartment buildings or other sites that CRHC identifies. This may change from time to time as tenancies turnover.
- b) All machines shall comply to current power, water and venting configurations;
- c) Washers shall be high efficiency top and/or front load washers, have minimum capacity of 8.0 kg/17lbs and have at least 3 wash cycles designed for regular, perma-press and delicate fabrics respectively;
- d) Dryers shall be front loading, high efficiency with minimum capacity of 8.0kg/17lbs; dryers shall have at least 3 dry cycles designed for regular, perma-press and delicate fabrics respectively and run for a cycle length that adequately dries the contents;
- e) All machines shall be white.

4.3 Preventative Maintenance. The Successful Proponent shall provide adequate regular preventative maintenance on all machines and perform related duties to ensure all units are operating according to the manufacturer's specifications.

4.4 Repairs and replacement. Successful Proponent shall ensure that all parts, tools and workforce required for repairing laundry equipment are available for all CRHC locations listed in Appendix C.

- a) If more than 20% of the washers or 20% of the dryers in any assigned laundry room are not operable the Successful Proponent shall replace any washer or dryer not repaired within two (2) business days of notification.
- b) Laundry equipment shall be replaced within five (5) business days if less than 20% of the washers or 20% of the dryers are not operable in any laundry room.
- c) Successful Proponent is expected to track and record repair call outs to monitor the frequency of repairs occurred for the same unit of equipment. If any machine is reported malfunctioning and it has been repaired 2 times within previous 12 months, the Successful Proponent shall replace the machine at no additional cost to CRHC.
- d) Successful Proponent shall propose a Replacement Plan to ensure replacement of worn, damaged, or malfunctioning equipment is implemented on a timely manner and according to requirements set out in this RFP.
- e) All repairs and replacements shall be completed at no additional expense to CRHC.
- f) Acknowledgment of service call-outs for malfunctioning equipment will be required within twenty-four (24) hours during business days, Monday to Friday exclusive of holidays of notification of a problem with any washer &/or dryer.
- g) During acknowledgment Successful Proponent will be required to propose and agree a schedule for fixing malfunctioning equipment in accordance with time requirements established in this RFP.

4.5 Smart card management. All laundry equipment shall be furnished with smart card-activated readers providing CRHC tenants with opportunity to pay for their laundry with smart cards issued by Successful Proponent.

- a) The Successful Proponent shall supply, deliver and manage serialized smart cards issued for each tenant of CRHC.
- b) Management of smart cards shall include a procedure for replacement of lost, defective or stolen cards at no additional expense to CRHC.
- c) Replacement of cards shall be implemented with none or minimum administrative burden to CRHC staff.
- d) Card reloading/allotment centres shall be located at each senior's building accepting credit/debit cards for convenience. At least one card reloading allotment centre shall accept cash and be located at CRHC's office, 631 Fisgard Street. All other locations will require a list of locations which are the nearest proximity to CRHC sites to avoid or reduce inconveniency and/or disruptions for CRHC tenants.
- e) Card reloading/allotment centres shall be available during common laundry room operation hours which are from 8:00 AM to 8:00 PM Pacific Time, Monday to Sunday.

4.6 Capability to deliver, install and manage laundry equipment. Successful Proponent shall have at minimum five (5) years' experience providing such services and employ an adequate number of experienced technicians and/or sub-contractors to deliver, install, and manage laundry equipment at all of the municipalities CRHC operates at (see Appendix C of this RFP).

4.7 Collections and reporting. All data about collections and proceedings above and beyond leasing fees shall be reported to CRHC on a monthly basis. The information contained in

these reports shall clearly identify CRHC's sites generating revenues and contain at a minimum the following data:

- a) name and address of CRHC's site
- b) number of washers and dryers per site
- c) total collections per month

Reports shall be submitted to CRHC together with monthly invoices to CRHCAccountspayable@crd.bc.ca All proceedings collected beyond the daily minimum costs shall have the revenue share calculated and CRHC's portion credited to their account within 30 days after date of invoice and report.

4.8 Customer/account service. The Successful Proponent shall provide a toll free number for CRHC's tenants to call for laundry equipment and/or smart-card reader troubleshooting, smart-card replacements and other issues that may arise in relation to a day-to-day usage of laundry equipment.

- a) Toll free phone number shall be available Monday through Sunday, 8:00 AM – 8:00 PM Pacific Time.
- b) In addition the Successful Proponent shall at a minimum provide a designated one (1) primary and one (1) back-up Customer Service Representative (CSR) to provide customer service support to CRHC's caretakers, Property Managers and Contract Administrator(s).
- c) The designated representatives shall provide customer service/account administration support relating to adding and removing laundry equipment, general inquiries and/or complaints, and shall assist in resolving issues and/or complaints arising during the term of an Agreement resulted from this RFP.
- d) The designated Customer Service Representatives shall be available Monday through Friday, 8:30 AM – 4:30 PM Pacific Time.
- e) The Successful Proponent shall provide a formal acknowledgment of each callout and/or purchase/work order received from CRHC within 24 hours after callout or purchase/work order placement.

4.9 Equipment operating instructions and training. The Successful Proponent shall provide professional signage for easy visibility for use of each piece of equipment in common area laundry rooms of CRHC's sites. Signs must include operation instructions and contact information for reporting equipment malfunction, and shall be available in multiple languages such as Arabic, Cantonese, Mandarin, and other languages specific to tenant population at various CRHC's locations. Successful Proponent will be required to identify and confirm in what languages instructions and signs shall be available for each of the sites listed in Appendix C to this RFP.

Training sessions about how to use new laundry equipment or card loading machines shall be provided to CRHC office and caretaking staff, if requested.

5. Existing Laundry Equipment Transition Plan

Upon contract award the Successful Proponent shall organize and complete a transition or replacement of existing laundry equipment at all CRHC locations listed in Appendix C to equipment required in this RFP. During transition period the Successful Proponent will be required

to ensure CRHC tenants have full access to laundry equipment within CRHC common area laundry room operating hours.

Transition/replacement of current laundry equipment shall be in compliance with Transition Plan mutually agreed between CRHC and Successful Proponent prior to commencing.

In the event that a change in Suppliers is a result of this RFP, CRHC will require a full 30 day calendar month notice to notify the current supplier of end of agreement and a possible 30 days transition period to transition between Suppliers.

Therefore the Transition Plan shall set out a reasonable timeframe and schedule to eliminate any inconvenience to CRHC tenants during the transition period.

6. Pricing, payment and invoicing

6.1 In order to be considered for evaluation and/or award Proponents must quote on ***all line items and all option terms*** stated in Appendix B – Form of Proposal. Proponents shall provide a percentage revenue split with any daily minimum revenue limits, if applicable, per set or machine of each style of washer/dryer type of laundry equipment as set out in the Appendix B – Form of Proposal to this RFP.

6.2 Pricing for initial term which is first five (5) years of the contract shall stay firm and fixed throughout the entire initial term. All rates shall be in Canadian Dollars and inclusive of all travel, labour, vehicles, tools and equipment required to perform the services. No other sundries shall be included and/or submitted for payment and no such expenditure will be paid by CRHC.

6.3 Optional Performance Terms. Proponents shall provide pricing for all optional terms submitted with both a proposed percentage increase/decrease and a firm, fixed price to be held for the duration of the one – five (5) year optional performance term.

Proponents should note that any price increases proposed should be limited to an economic price adjustment and supported by changes in the Product Price Index (PPI) or the Consumer Price Index (CPI).

At the time the option is exercised, CRHC will notify the Successful Proponent with no less than ninety (90) days' notice. The Successful Proponent shall be required to confirm pricing set for optional term at the time of this RFP or submit new, complete pricing if unforeseen changes in the PPI and CPI, with at least sixty (60) days prior notice to CRHC.

Any price changes shall be reasonable and justifiable based on current economic environment, and accepted by written mutual agreement of both parties.

6.4 Payment Terms. The Proponent shall include the payment terms proposed for the Services they are submitting. Proponents shall indicate these terms on Appendix B – Schedule of Pricing Form where provided. Please note that CRHC does not allow direct withdrawal for payments and the standard payment terms are Net 30 Days. Any other payment terms proposed by the Proponent shall require approval from CRHC/CRD.

6.5 Payment Methods. CRHC has implemented direct deposit payment (EFT) that requires all suppliers to set up direct deposits as the method of receiving payments from CRHC.

6.6 Invoicing. CRHC prefers to receive invoicing in pdf format, electronically via CRHCAccountspayable@crd.bc.ca . Each invoice shall contain at a minimum the following:

a) CRHC's site name, address

- b) The required submittal documentation for equipment being serviced (collection reports)
- c) Contract Agreement Reference Number - 161/17
- d) Date of service
- e) Date of invoice
- f) Total amount of invoice before taxes

No invoice shall be submitted for payment without collections report outlined in **4.7 – Collections and Reporting** section of this RFP and required at the time of invoice issuing.

7. Protection

The Supplier shall adequately protect all CRHC property and all CRHC tenant property from damage. The Supplier shall be responsible for and shall make good any damage whatsoever to CRHC's and/or tenant property resulting from any act or omission of the Supplier, his/her agents or employees, in the performance of this Service. If damage is not made good satisfactorily, CRHC will rectify the damage(s) and invoice the costs to the Supplier.

8. Safety

All safety measures respecting personnel and fire hazards recommended by National and Provincial codes and/or prescribed by the authorities having jurisdiction shall be observed at all times. Services must be provided in a safe manner and in compliance with WorkSafe BC.

9. Delivery/Storage/Handling

Delivery, storage and handling of materials and equipment are the responsibility of the Supplier. All waste materials are to be removed, become the property of the Supplier and must be disposed of in conformance with Municipal, Provincial, Federal and WCB requirements. Use of CRHC's receptacles on site by the Supplier is not permitted.

The Supplier shall not unreasonably encumber the site with materials or equipment.

10. Clean Up

The property is to be left in a neat and tidy condition at the completion of each delivery, removal &/or repair, prior to leaving the property. At the completion make good all areas affected by the Services, including, but not limited to, damage to fixtures, hallways, walls, thresholds, doors and doorways etc. to the complete satisfaction of the CRHC. The Provider will provide the services at the following location:

The list of locations and number of equipment units may change occasionally through amendment due to, but not limited to, acquisitions or the sale of properties &/or servicing need. See RFP Appendix C attached for current list of properties included in this Agreement. Harbour Lane's on boarding is to be determined.

| SAP # | Address | # of Units | Type | Current # Machines | Avg. total # of cycles/month | Contact | Notes |
|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|-----------------------------|-----------------------------------------|------------------------------|-------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|
| 71 | Amberlea (1990 - BCHMC) SAA 3330 Glasgow Avenue, Victoria, BC V8X 1M6 | 44 | 16 T/H 28 Apt | 3 W 3 D | 166 | Al 250-880-1203 | senior apt. with no hook ups and family townhouses which have hook ups but ints to supply |
| 70 | Arbutus View (1990 - BCHMC) SAA 2964 Harriet Road, Victoria, BC V9A 1T3 | 23 | T/H | 1 W 2 D | 6 | Norm 250-880-1263 | units have hook ups but no machines provided |
| 58 | Beechwood Park (1986 - CMHC) SAA 3936 Gordon Head Road, Victoria, BC V8P 4X3 | 48 | 23 T/H 25 Apt | 3 W 3 D | 184 | Norm 250-880-1263 | apt. with no hook ups and family townhouses which have hook ups but ints to supply |
| 76 | The Birches (1992 - BCHMC) VIC 1466 Hillside Avenue, Victoria, BC V8T 5H5 | 56 | Apt snr | 4 W 4 D | 233 | Tibor 250-880-1289 | senior apt. common area only, no unit hook ups available |
| 52 | The Brambles (1985 - CMHC) SAA 750 Miller Avenue, Victoria, BC V8Z 3C8 | 18 | T/H | 1 W 1 D | 4 | Scott 250-880-1223 | Common area laundry to supplement the t/h hook ups |
| 88 | Brock Place (1999- H/BC) LAN 882 Brock Avenue, Victoria, BC V9B 3C6 | 30 | T/H | 1 W 1 D | 0.5 | Stephen 250-880-1209 | Common area laundry to supplement the t/h hook ups |
| 77 | Caledonia (1993 - BCHMC) VIC 1211 Gladstone Avenue, Victoria, BC V8T 1G5 | 18 | T/H | 1 W 1 D | 6 | Todd 250-588-0120 | Common area laundry to supplement the t/h hook ups |
| 66 | Carey Lane (1989 - BCHMC) SAA 3910 Carey Road, Victoria, BC V8Z 4E2 | 22 | T/H | 1 W 1 D | 25 | Arthur 250-880-1206 | Common area laundry to supplement the t/h hook ups |
| 87 | Carillon Place (1998 - H/BC) VIC 625 Superior Street, Victoria, BC V8V 1V1 | 15 | T/H | 1 W 1 D | 13 | Mike 250-880-1216 | Common area laundry to supplement the t/h hook ups |
| 82 | Castanea Place (1994 - BCHMC) VIC 2840 Gillie Place, V8T 5J5 (F) 2860 Quadra Street, Victoria, BC V8T 4E7 (S) | 25 34 | T/H Apt snr | 1 W, 1D Gillie 2 W, 2 D Quadra | 2 131 | John M 250-588-0170 | apt. with no hook ups and family townhouses which have hook ups but ints to supply |
| 67 | Colquitz Green (1989 - BCHMC) SAA 945 Portage Road, Victoria, BC V8Z 1K9 | 20 | T/H | 1 W 1 D | 23 | John H 250-880-1269 | Common area laundry to supplement the t/h hook ups |
| 75 | Creekside (1992 - BCHMC) SAA 4288 Carey Road, Victoria, BC V8Z 4H2 | 24 | T/H | 1 W 1 D | 18 | Scott 250-880-1223 | Common area laundry to supplement the t/h hook ups |
| 57 | Firgrove (1986 - CMHC) ESQ 921 Devonshire Road, Victoria, BC V9A 4T9 741-747-755 Lampson Street V9A 6A7 | 32 | hse, tri dpx, 24 T/H | 2 W 2 D | 35 | Todd 250-588-0120 | Common area laundry to supplement the t/h hook ups |
| 69 | Greenlea (1990 - BCHMC) SAA 788 Shawnee Road, Victoria, BC V8Z 6M9 | 21 | T/H | 1 W 1 D | 10 | Scott 250-880-1223 | Common area laundry to supplement the t/h hook ups |
| 59 | Grey Oak Square (1986 - CMHC) SAA 4021 Saanich Road, Victoria, BC V8X 1Z2 | 24 | T/H | 1 W 1 D | 0 | Arthur 250-880-1206 | Common area laundry to supplement the t/h hook ups |
| 89 | Harbour Lane (2001 - H/BC) VIC 314 Kingston, V8V 4Z4; 324 Kingston Street, V8V 1V7; 515 Pendray Street V8V 2A3 | 28 | 10 T/H 18 Apt | 1 W 2 D | 74 | Dennis 250-880-1309 | *we own these machines but may consider adding them to the leasing program to eliminate the cash operation. Currently runs at \$1.25/cycle |
| 78 | The Heathers (1993 - BCHMC) SAA 3169 Tillicum Road, Victoria, BC V9A 2B4 | 26 | Apt snr & fam | 3 W 3 D | 104 | Trevor 250-880-1208 | Senior apt, no hook up and group home. All tenants use common area laundry |
| 79 | Heron Cove (1993 - BCHMC) NSA 10542 McDonald Park Road, Sidney, BC V8L 3J1 | 24 | T/H | 1 W 1 D | 0.5 | John H 250-880-1269 | Common area laundry to supplement the t/h hook ups *Can these be switched to card not coin op? If not, then vendor picks up money |
| 85 | Kings Place (1997 - H/BC) VIC 1070 Kings Road, Victoria, BC V8T 1X1 | 35 | 19 T/H 16 Apt | 2 W 3 D | 76 | Barry 250-880-1213 | Apt. do not have hook ups, townhouses do but tenants need to supply equip |
| 80 | Leblond Place (1996 - BCHMC) VIC 390 Waterfront Crescent (s) V8T 5K3 2980 Jutland Road (#1-8) Victoria, BC V8T 5K2 2981 JackLadder Lane (# 9-13) V8T 5K4 | 43 | 28 Apt & 2 g/h 13 T/H | 3 W 3 D | 107 | Trevor 250-880-1208 | senior apt. with no hook ups and family townhouses which have hook ups but ints to supply |

CAPITAL REGION HOUSING CORPORATION
COMMON AREA LAUNDRY SITES

| SAP # | Address | # of Units | Type | Current # Machines | Avg. total # of cycles/month | Contact | Notes |
|-------|-------------------------------------------------------------------------------------------------------------------------------------------|------------|----------------------------|--------------------|------------------------------|-------------------------|-----------------------------------------------------------------------------------------------------------------|
| 54 | Michigan Square (1985 - CMHC) VIC 330-336 Michigan Street, Victoria, BC V8V 1R5 | 62 | 1 hse 44 Apt 17 T/H | 4 W 4 D | 262 | Mike 250-880-1216 | 1 & 2 bdrm apt. with no hook ups and family townhouses which have hook ups but ints to supply |
| 48 | Oakwinds (1985 - CMHC) VIC 1311 Hillside Avenue, Victoria, BC V8T 2B3 1250 Kings Rd, Victoria, BC V8T 1X7 | 50 | T/H | 1 W 2 D | 20 | Stephen 250-880-1209 | Common area laundry to supplement the t/h hook ups |
| 55 | Olympic View (1986 - CMHC) SAA 4511 Chatterton Way, (#1 - #38) V8X 5L7; (#39 & #40) V8X 5L8; (#41 - #60) V8X 5L9 | 60 | T/H | 1 W 1 D | 28 | John H 250-880-1269 | Common area laundry to supplement the t/h hook ups |
| 65 | Parkview (1989 - BCHMC) SAA 825 Lodi Avenue, Victoria, BC V8Z 6T3 | 26 | T/H | 1 W 1 D | 1 | Arthur 250-880-1206 | Common area laundry to supplement the t/h hook ups |
| 51 | Pinehurst (1985 - CMHC) VIC 617 Battery Street, Victoria, BC V8V 1E6 | 20 | 1 hse has 9 Apt; 11 T/H | 2 W 2 D | 57 | Mike 250-880-1216 | Apt. do not have hook ups, townhouses do but tenants need to supply equip |
| 45 | Portage Place (1983 - CMHC) TVR 210 Island Highway, Victoria, BC V9B 1G2 | 17 | T/H | 1 W 1 D | 17 | Trevor 250-880-1208 | Common area laundry to supplement the t/h hook ups |
| 62 | Rosewood (1988 - BCHMC) SAA 1827 McKenzie Avenue, Victoria, BC V8N 1A6 | 44 | Apt snr | 3 W 3 D | 204 | Rob 250-880-1219 | Senior Apt , All tenants use common area laundry |
| 84 | Rotary House (1993 - BCHMC) VIC 1855 Quadra Street, Victoria, BC V8T 4B8 | 41 | Apt snr & fam | 4 W 4 D | 265 | Dale 250-880-1909 | We would like these to be card not coin op; currently cycle is \$1 per. Use may change if we increase the cost. |
| 47 | Royal Oak Square (1984 - CMHC) SAA 819 Lodi Avenue, Victoria, BC V8Z 6T3 | 38 | T/H | 1 W 1 D | 4 | Arthur 250-880-1206 | Common area laundry to supplement the t/h hook ups |
| 68 | Springtide (1990 - BCHMC) VIC 270 Russell Street, Victoria, BC V9A 3X2 | 48 | Apt snr | 4 W 4 D | 161 | Todd 250-588-0120 | Senior Apt , All tenants use common area laundry |
| 56 | Swanlea (1985 - CMHC) SAA 898 Seven Oaks Road, Victoria, BC V8X 3E7 | 14 | T/H | 1 W 1 D | 4 | Arthur 250-880-1206 | Common area laundry to supplement the t/h hook ups |
| 53 | The Terraces (1985 - CMHC) VIC 1635 Oak Bay Avenue, Victoria, BC V8R 1B3 | 20 | T/H | 1 W 1 D | 19 | Barry 250-880-1213 | Common area laundry to supplement the t/h hook ups |
| 90 | Tillicum Station ((2002 - H/BC) SAA 275/285 Hampton Road, Victoria, BC V8Z 1H3 3210/3240 Albina Street, Victoria, BC V8Z 3X2 | 40 | 20 T/H 20 Apt | 2 W 2 D | 90 | Al 250-880-1203 | Apt. do not have hook ups, townhouses do but tenants need to supply equip |
| 74 | Viewmont Gardens (1991 - BCHMC) SAA 4450 Viewmont Avenue, Victoria, BC V8Z 5L1 | 36 | Apt snr | 3 W 3 D | 165 | Scott 250-880-1223 | Senior Apt , All tenants use common area laundry |
| 49 | Village On The Green (1984) VIC 1132 Johnson Street, Victoria, BC V8V 3N8 | 38 | T/H | 2 W 2 D | 30 | John M 250-588-0170 | Common area laundry to supplement the t/h hook ups |
| 61 | Willowdene (1987 - BCHMC) SAA 1821 McKenzie Avenue, Victoria, BC (#1 - #8) V8N 6H4, (#9 - #15) V8N 6H5 | 15 | T/H | 1 W 1 D | 18 | Rob 250-880-1219 | Common area laundry to supplement the t/h hook ups |

SCHEDULE "B"

FEES (Section 4) and EXPENSES (Section 5)

This Schedule forms part of the agreement between the Capital Region Housing Corporation (CRHC) and **COINAMATIC CANADA INC.** (the "Provider") (the "Agreement").

Fees

Coinamatic Canada Inc. agrees to pay CRHC 95% of the Revenues in excess of \$1.17 per machine per day as per the specifications set out in the proposal (Schedule D).

Portfolio reporting and collections shall take place on a monthly basis and payments forwarded to CRHC upon reconciliation.

When and if, payments are required by CRHC, for services not covered in the revenue sharing transaction, they will be made within thirty days of receipt of invoice on all work that has been substantially completed and certified as such by either the site Caretaker, the Property Manager or the Owner's Consultant.

Additional Services

To be determined, as required

Eligible Expenses

Not Applicable

SCHEDULE "C"**Insurance and Requirements (Section 15)**

This Schedule forms part of the agreement between the Capital Region Housing Corporation (CRHC) and **COINAMATIC CANADA INC.** (the "Provider") (the "Agreement").

INSURANCE

1. The Provider shall, at its own expense, provide and maintain during the term of the Agreement the following insurance in a form acceptable to the CRHC with a company duly registered and authorized to conduct insurance business in the Province of British Columbia:

(a) Commercial General Liability Insurance

- i) The Provider shall purchase Commercial General Liability Insurance covering losses to a third party for bodily injury or death, property damage, and unlicensed vehicle and attached equipment operations, and
- ii) this insurance shall be an occurrence based policy with a three million (\$3,000,000.00) minimum limit, and
- iii) the CRHC shall be named as an additional insured, and
- iv) this policy shall contain the separation of insureds, cross liability clause in the conditions of the policy, and
- v) all such policies shall provide that no cancellation or material alteration in the policy shall become effective until 15 days after written notice of such cancellation, or alteration has been given to the CRHC, and
- vi) the Provider shall provide the CRHC with a certificate or certificates of insurance as evidence that such insurance is in force including evidence of any insurance renewal or policy or policies. Every certificate, or certificates of insurance shall include, certification by the insurance agent or the insurer that the certificate of insurance specifically conforms to all of the provisions required herein.

(b) Automobile Insurance

- i) The Provider shall maintain Third Party Legal Liability Insurance in an amount not less than \$2,000,000 per occurrence in respect of all vehicles owned and/or operated by the Provider in connection with this agreement.

(c) Property Insurance

Notwithstanding anything contained elsewhere herein or within the service agreement, it is understood and agreed that the CRHC will not be liable for any loss or damage to the Provider's equipment including loss of use thereof. Each and every policy insuring Provider's equipment to be used in the performance of the Services shall contain a waiver of subrogation clause in the favor of the CRHC.

2. The Provider shall require that each of its sub-Providers provide evidence of comparable insurance in the name of the sub-Provider to that set forth under this schedule.
3. Maintenance of such insurance and the performance by the Provider of its obligations under this schedule shall not relieve the Provider of liability under the indemnity provisions set forth in the Agreement.
4. The CRHC may take out and maintain the insurance required by the Agreement at the cost of the Provider if the Provider is in default under the Agreement.

SCHEDULE "D"
PROVIDER'S PROPOSAL (Section 2.0)

This Schedule forms part of the agreement between the Capital Region Housing Corporation (CRHC) and **COINAMATIC CANADA INC.** (the "Provider") (the "Agreement").

The Provider's Proposal is represented by the 37 pages attached.

PROPOSAL

Prepared for

CAPITAL REGION HOUSING CORPORATION

RFP No. 161-17

Closing Date: September 26, 2017

Important notice to the Reader

This proposal, its contents, ideas and information are the proprietary information and work product of Coinamatic Canada Inc. Coinamatic Canada Inc. (the "Company") reserves all rights with respect to this document and its contents, including copyright and rights of commercial confidence.

Commercial confidence includes acknowledgement that any of the material contained herein may be proprietary and confidential information of the Company, and the recipient agrees that neither the document in its entirety nor any part or excerpt may be attributed to, published, disclosed, displayed, exposed, shown or otherwise communicated in any manner to anyone other than the Recipient, or for any reason other than its intended purpose without the prior written permission of the Company, legal requirements excluded. Specifically, provision of this document or its contents or a copy thereof to a third-party supplier or to any competitor of Coinamatic Canada Inc. is strictly prohibited.

In exchange for its receipt, the Recipient agrees to safeguard this document in the same manner as it would its own confidential material.

APPENDIX "B" – FORM OF PROPOSAL

TO: Sharon Grigg

Senior Property Manager
CAPITAL REGION HOUSING CORPORATION
631 Fisgard Street
Victoria, BC V8W 1R7

The undersigned Proponent, having carefully read and examined the Instructions to Proponents, Specifications, Form of Proposal, Pro Forma Contract for Services, and all Appendices and Addenda, hereby agrees to the same and having full knowledge of the work required and of the materials and equipment to be furnished and used does hereby propose and offer to enter into a Contract to provide all necessary labour, materials and equipment to complete the work set out in the Request for Proposal for the amount indicated on the Submittal Form 3 – Schedule of Pricing.

The undersigned Proponent hereby agrees that the pricing schedule proposed shall be in effect and valid for the first 5 year term set out in the Contract for Services.

The undersigned Proponent hereby agrees that the CRHC is not bound to accept the lowest OR any Proposal received, that the award of the Contract is at the sole discretion of the CRHC, and that the Proponent has no rights or claims against the CRHC in any way whatsoever in the event that this Proposal is not accepted and/or no Contract entered into.

The undersigned Proponent hereby agrees that once the Proposals for this Contract have been opened, this Proposal and the offer constituted hereby shall not be revoked before EITHER acceptance thereof by the CRHC, OR the expiration of SIXTY (60) DAYS after the opening of Proposals for this Contract, whichever shall first occur.

Yours very truly,

DATED THIS 22nd day of September, 20 17.

Signed:  Dated: 2017-09-22
(Signature of Provider)

Name of tenderer: Ian Adamson Position: Director, Administration

Address: 301 Matheson Blvd W, Mississauga, ON L5R 3G3 Telephone No. 1-800-361-2646

Email Address: iadamson@coinamatic.com

Submittal Form 1

STATEMENT OF QUALIFICATIONS & COMPETENCY

(To be completed and submitted with Proposal)

Proponent Information

Proponent Name: Coinamatic Canada Inc.
 Contact Name: Mike Morena
 Authorized Signature: Ian Adamson 
 W.C.B. Registration: 749553 AQ(093) (NB: CRHC Maintenance & Accounts has our clearance on file)
 G.S.T. Registration: 101045326RT0001
 Address: 301 Matheson Blvd W
 City: Mississauga, Ontario Postal Code: L5R 3G3
 Telephone #: 1-800-361-2646 Fax #: 1-905-755-8885
 Email Address: mmorena@coinamatic.com

1. Does the Provider have a Victoria office? If yes, please list. YES ☐ NO ☒
 Address and telephone number.

If no, please comment on proximity and service times to attend to work in Victoria.
 (i.e start and end times in Victoria area)

Although Coinamatic does not have a physical branch in Victoria, our lead technician, Alex Brown and his assistant technician, Damian Daniels both live in Duncan and service Victoria on a daily basis. Alex has extensive experience with the laundry equipment at all CRHC locations and was instrumental in facilitating the installation of the existing equipment. Damian is also highly knowledgeable of the CRHC laundry machine portfolio. Together Alex and Damian form a strong team to ensure the laundry machines are kept in good working order.

Coinamatic's hours of regular service are Monday to Friday, 8:00 to 4:30 pm, excluding weekends and holidays. Emergency service (fire, flood and smoke) is provided 24 hours a day, 7 days a week. A technician is always on standby to ensure prompt after hours emergency service. Coinamatic has a 24/7 live voice, multilingual call centre, available to help assist your on-site personnel with their queries, troubleshoot problems, generate refunds and initiate service calls.

2. Number of employees in your company that would be assigned to this account? 9
 3. Open during normal (8:30 – 4:30) business hours? YES ☒ NO ☐
 4. Is staff available for minimum 24 hr. response during these hours? YES ☒ NO ☐
 5. CRHC implemented direct deposit payment (EFT) that requires all vendors to set up direct deposits as the method of receiving payments from the CRHC.
 Please identify your current payment status:
☐ Our company currently receives payment from CRHC through direct deposit
☒ Our company does not currently receive payment from CRHC through direct deposit. A CRHC/CRD direct deposit form & void cheque will be submitted upon award of the opportunity.

NB: As payments have been made to CRHC and not by CRHC, we have not set up EFT transfers. Currently, Coinamatic issues CRHC payments via cheque and will be able to offer direct deposit when available.

6. Has your firm been issued any non-compliance notices by Workers Compensation Board in the last five (5) years?
a) if yes, please provide the following details.

YES ☒ NO

| DATE OF VIOLATION | LOCATION | VIOLATION OF THE ACT SECTION NUMBER | BRIEF DESCRIPTION |
|-------------------|----------|----------------------------------------|-------------------|
| | | | |
| | | | |
| | | | |

If more space required please attach an additional sheet.

- b) Has your company had any insurance claims or subrogation claims due to faulty equipment or unsecured hook ups that caused property damage for the client in the last five (5) years?

YES ☒ NO

If yes, please provide the following details.

| MONTH AND YEAR OF OCCURRENCE | NATURE OF DAMAGE TO BUILDING | BRIEF DESCRIPTION OF ISSUE | DECISION ON SUBROGATION OR CLAIM |
|------------------------------|------------------------------|----------------------------|----------------------------------|
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |

If more space required please attach an additional sheet.

Submittal Form 2

LIST OF REFERENCES & PREVIOUS CONTRACTS

(To be completed and submitted with Proposal)

Work References

Provide sources for two (2) references, which includes companies for whom work of a similar nature, location and value was done in the past two (2) years, excluding the CRHC.

- 1) Company Name: University of Victoria
Contact Person: Mr. Chad Dalrymple Phone: 250-472-5559
Nature of Contract: Laundry Equipment and Service to UVic campus (Full Lease)
Project Date: Current and ongoing Approx. Value: Over \$100,000 gross revenue / year
Other Applicable Details, if any: Smart card operated washers and dryers for use by the students
- 2) Company Name: University of British Columbia
Contact Person: Ms. Victoria Wakefield Phone: 604-882-0125
Nature of Contract: Laundry Equipment and Service to Vancouver and Kelowna campuses (Full Lease)
Project Date: Current and ongoing Approx. Value: Over \$100,000 gross revenue / year
Other Applicable Details, if any: Smart card operated washers and dryers for use by the students

Financial References

- 1) Current Bank: Bank of Montreal
Branch: 04162 Phone: 416-867-3087
Address: 100 King St W, 18th Floor, Toronto, ON M5X 1A1
Manager/Credit Officer: Mimi Datto
- 2) Bidder's Company Principals:
President: Gordon W. Alderdice
Other Officers: N/A

| Name | Title |
|------------|---------|
| <u>N/A</u> | |
| <u></u> | <u></u> |

Submittal Form 3

SCHEDULE OF PRICING

(To be completed and submitted with Proposal)

For the purposes of comparison, the Provider shall break down the proposal amount into the following schedule. The cost of the work not specifically mentioned in this schedule shall be included in the item to which it is most applicable, so the proposal amount includes all work described in the Appendix A - Scope of Services.

| ITEM | DESCRIPTION | First Term: Revenue % split CRHC/Provid er | First Term: Guaranteed daily minimum compensation for the provider: indicate if it is per machine or per site | Second Term: Revenue % split CRHC/Provid er. | Second Term: Guaranteed daily minimum compensation for the provider: indicate if it is per machine or per site |
|-------------|----------------------------------------------------------------|--------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|
| Opt. 001 | Leasing Compensation: A. Top loaders | *See Below (1) | \$ N/A | N/A | \$ N/A |
| | B. Front loaders (2) | 95% / 5% | \$ 1.17 per machine per day | 95% / 5% | \$ 1.17 per machine per day |
| | | | | | |
| Opt. 002 | Proponent's proposed Compensation or Costs A Top Loaders | N/A | N/A | N/A | N/A |
| | B. Front Loaders | N/A | N/A | N/A | N/A |

If in Option# 001 the proponent is suggesting more or less machines than is currently maintained at each site, as per Appendix C please provide a new list with the number of machine to be supplied. (3)

Using that list or the one provided, whichever is appropriate please provide a pricing sheet to show the **monthly minimum compensation** to the provider across each of the sites.

Option# 002 the proponent may put forward a compensation package to CRHC not reflected in a revenue split. If this option is chosen then unit pricing and monthly site costs must be shown. ie. if in the form of a unit leasing/rental price with revenue coming to CRHC. This option should present a case of expected revenue and a business case to support the offer, highlighting risks &/or value to both parties.

(1) As stated in Appendix "A" - Scope of Services, the current washers are top loading. Generally speaking, tenants prefer top loading washers over front loading washers. While front loading washers are more energy efficient, due to the extremely low usage of the laundry machines, CRHC is unlikely to see a significant energy cost savings.

While we have submitted our bid using front loading washers to meet the Energy Star label requirement of Appendix "A" 4.2 as top load washers are not Energy Star rated, we recommend that CRHC use a combination of front loading and top loading washer using the front loading washer to meet disability requirements.

Our financial bid will remain unchanged regardless of the equipment selected.

(2) The Provider will pay 95% of the Revenues in excess of \$1.17 per machine per day paid on a portfolio basis as is currently being done today.

(3) The Provider is suggesting the current quantity of machines but will adjust as needed upon the request of CRHC.

APPENDIX "C" – LIST OF PROPERTIES TO BE INCLUDED

28/08/2017

CAPITAL REGION HOUSING CORPORATION
COMMON AREA LAUNDRY SITES

Page 1

| SAP # | Address | # of Units | Type | Current # Machines | Avg. total # of cycles/month | Contact | Notes |
|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|-----------------------------|-------------------------------|------------------------------|-------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|
| 71 | Amberlea (1990 - BCHMC) SAA 3330 Glasgow Avenue, Victoria, BC V8X 1M6 | 44 | 16 T/H 28 Apt | 3 W 3 D | 166 | Al 250-880-1203 | senior apt with no hook ups and family townhouses which have hook ups but ints to supply |
| 70 | Arbutus View (1990 - BCHMC) SAA 2964 Harriet Road, Victoria, BC V9A 1T3 | 23 | T/H | 1 W 2 D | 6 | Norm 250-880-1263 | units have hook ups but no machines provided |
| 58 | Beechwood Park (1986 - CMHC) SAA 3936 Gordon Head Road, Victoria, BC V8P 4X3 | 48 | 23 T/H 25 Apt | 3 W 3 D | 184 | Norm 250-880-1263 | senior apt. with no hook ups and family townhouses which have hook ups but ints to supply |
| 76 | The Birches (1992 - BCHMC) VIC 1466 Hillside Avenue, Victoria, BC V8T 5H5 | 56 | Apt snr | 4 W 4 D | 233 | Tibor 250-880-1289 | Common area only, no unit hook ups available |
| 52 | The Brambles (1985 - CMHC) SAA 750 Miller Avenue, Victoria, BC V8Z 3C8 | 18 | T/H | 1 W 1 D | 4 | Scott 250-880-1223 | Common area laundry to supplement the th hook ups |
| 88 | Brock Place (1999- H/BC) LAN 882 Brock Avenue, Victoria, BC V9B 3C6 | 30 | T/H | 1 W 1 D | 0.5 | Stephen 250-880-1209 | Common area laundry to supplement the th hook ups |
| 77 | Caledonia (1993 - BCHMC) VIC 1211 Gladstone Avenue, Victoria, BC V8T 1G5 | 18 | T/H | 1 W 1 D | 6 | Todd 250-588-0120 | Common area laundry to supplement the th hook ups |
| 66 | Carey Lane (1989 - BCHMC) SAA 3910 Carey Road, Victoria, BC V8Z 4E2 | 22 | T/H | 1 W 1 D | 25 | Arthur 250-880-1206 | Common area laundry to supplement the th hook ups |
| 87 | Carlillon Place (1998 - H/BC) VIC 625 Superior Street, Victoria, BC V8V 1V1 | 15 | T/H | 1 W 1 D | 13 | Mike 250-880-1216 | Common area laundry to supplement the th hook ups |
| 82 | Castanea Place (1994 - BCHMC) VIC 2840 Gillie Place, V8T 5J5 (F) 2860 Quadra Street, Victoria, BC V8T 4E7 (S) | 25 34 | T/H Apt snr | 1 W, 1D 2 W, 2 D Quadra | 2 131 | John M 250-588-0170 | senior apt. with no hook ups and family townhouses which have hook ups but ints to supply |
| 67 | Colquitz Green (1989 - BCHMC) SAA 945 Portage Road, Victoria, BC V8Z 1K9 | 20 | T/H | 1 W 1 D | 23 | John H 250-880-1269 | Common area laundry to supplement the th hook ups |
| 75 | Creekside (1992 - BCHMC) SAA 4288 Carey Road, Victoria, BC V8Z 4H2 | 24 | T/H | 1 W 1 D | 18 | Scott 250-880-1223 | Common area laundry to supplement the th hook ups |
| 57 | Firgrove (1986 - CMHC) ESQ 921 Devonshire Road, Victoria, BC V9A 4T9 741-747-755 Lampson Street V9A 6A7 | 32 | hse, tri dpx, 24 T/H | 2 W 2 D | 35 | Todd 250-588-0120 | Common area laundry to supplement the th hook ups |
| 69 | Greenlea (1990 - BCHMC) SAA 788 Shawnee Road, Victoria, BC V8Z 6M9 | 21 | T/H | 1 W 1 D | 10 | Scott 250-880-1223 | Common area laundry to supplement the th hook ups |
| 59 | Grey Oak Square (1986 - CMHC) SAA 4021 Saanich Road, Victoria, BC V8X 1Z2 | 24 | T/H | 1 W 1 D | 0 | Arthur 250-880-1206 | Common area laundry to supplement the th hook ups |
| 89 | Harbour Lane (2001 - H/BC) VIC 314 Kingston, V8V 4Z4; 324 Kingston Street, V8V 1V7; 515 Pendray Street V8V 2A3 | 28 | 10 T/H 18 Apt | 1 W 2 D | 74 | Dennis 250-880-1309 | *we own these machines but may consider adding them to the leasing program to eliminate the cash operation. Currently runs at \$1.25/cycle |
| 78 | The Heathers (1993 - BCHMC) SAA 3169 Tillicum Road, Victoria, BC V9A 2B4 | 26 | Apt snr & fam | 3 W 3 D | 104 | Trevor 250-880-1208 | All tenants use common area laundry |
| 79 | Heron Cove (1993 - BCHMC) NSA 10542 McDonald Park Road, Sidney, BC V8L 3J1 | 24 | T/H | 1 W 1 D | 0.5 | John H 250-880-1269 | Common area laundry to supplement the th hook ups *Can these be switched to card not coin op? if not, then vendor picks up money |
| 85 | Kings Place (1997 - H/BC) VIC 1070 Kings Road, Victoria, BC V8T 1X1 | 35 | 19 T/H 16 Apt | 2 W 3 D | 76 | Barry 250-880-1213 | Apt. do not have hook ups. townhouses do but tenants need to supply equip |
| 80 | Leblond Place (1996 - BCHMC) VIC 390 Waterfront Crescent (s) V8T 5K3 2980 Jutland Road (#1-8) Victoria, BC V8T 5K2 2981 JackLadder Lane (# 9-13) V8T 5K4 | 43 | 28 Apt & 2 g/h 13 T/H | 3 W 3 D | 107 | Trevor 250-880-1208 | senior apt. with no hook ups and family townhouses which have hook ups but ints to supply |

28/08/2017

CAPITAL REGION HOUSING CORPORATION
COMMON AREA LAUNDRY SITES

Page 2

| SAP # | Address | # of Units | Type | Current # Machines | Avg. total # of cycles/month | Contact | Notes |
|-------|------------------------------------------------------------------------------------------------------------------------------------|------------|----------------------------|--------------------|------------------------------|-------------------------|-----------------------------------------------------------------------------------------------------------|
| 54 | Michigan Square (1985 - CMHC) VIC 330-336 Michigan Street, Victoria, BC V8V 1R5 | 62 | 1 hse 44 Apt 17 T/H | 4 W 4 D | 262 | Mike 250-880-1216 | 1 & 2 bdrm apt. with no hook ups and family townhouses which have hook ups but ints to supply |
| 48 | Oakwinds (1985 - CMHC) VIC 1311 Hillside Avenue, Victoria, BC V8T 2B3 1250 Kings Rd, Victoria, BC V8T 1X7 | 50 | T/H | 1 W 2 D | 20 | Stephen 250-880-1209 | Common area laundry to supplement the t/h hook ups |
| 55 | Olympic View (1986 - CMHC) SAA 4511 Chatterton Way, (#1 - #38) V8X 5L7; (#39 & #40) V8X 5L8; (#41 - #60) V8X 5L9 | 60 | T/H | 1 W 1 D | 28 | John H 250-880-1269 | Common area laundry to supplement the t/h hook ups |
| 65 | Parkview (1989 - BCHMC) SAA 825 Lodi Avenue, Victoria, BC V8Z 6T3 | 26 | T/H | 1 W 1 D | 1 | Arthur 250-880-1206 | Common area laundry to supplement the t/h hook ups |
| 51 | Pinehurst (1985 - CMHC) VIC 617 Battery Street, Victoria, BC V8V 1E6 | 20 | 1 hse has 9 Apt; 11 T/H | 2 W 2 D | 57 | Mike 250-880-1216 | Apt do not have hook ups, townhouses do but tenants need to supply equip |
| 45 | Portage Place (1983 - CMHC) TVR 210 Island Highway, Victoria, BC V9B 1G2 | 17 | T/H | 1 W 1 D | 17 | Trevor 250-880-1208 | Common area laundry to supplement the t/h hook ups |
| 62 | Rosewood (1988 - BCHMC) SAA 1827 McKenzie Avenue, Victoria, BC V8N 1A6 | 44 | Apt snr | 3 W 3 D | 204 | Rob 250-880-1219 | All tenants use common area laundry |
| 84 | Rotary House (1993 - BCHMC) VIC 1855 Quadra Street, Victoria, BC V8T 4B8 | 41 | Apt snr & fam | 4 W 4 D | 265 | Dale 250-880-1909 | We would like these to be card not coin op; currently cycle is \$1 per. Use may change if we increase the |
| 47 | Royal Oak Square (1984 - CMHC) SAA 819 Lodi Avenue, Victoria, BC V8Z 6T3 | 38 | T/H | 1 W 1 D | 4 | Arthur 250-880-1206 | Common area laundry to supplement the t/h hook ups |
| 68 | Springtide (1990 - BCHMC) VIC 270 Russell Street, Victoria, BC V9A 3X2 | 48 | Apt snr | 4 W 4 D | 161 | Todd 250-588-0120 | All tenants use common area laundry |
| 56 | Swanlea (1985 - CMHC) SAA 898 Seven Oaks Road, Victoria, BC V8X 3E7 | 14 | T/H | 1 W 1 D | 4 | Arthur 250-880-1206 | Common area laundry to supplement the t/h hook ups |
| 53 | The Terraces (1985 - CMHC) VIC 1635 Oak Bay Avenue, Victoria, BC V8R 1B3 | 20 | T/H | 1 W 1 D | 19 | Barry 250-880-1213 | Common area laundry to supplement the t/h hook ups |
| 90 | Tillicum Station ((2002 - H/BC) SAA 275/285 Hampton Road, Victoria, BC V8Z 1H3 3210/3240 Albina Street, Victoria, BC V8Z 3X2 | 40 | 20 T/H 20 Apt | 2 W 2 D | 90 | Al 250-880-1203 | Apt do not have hook ups, townhouses do but tenants need to supply equip |
| 74 | Viewmont Gardens (1991 - BCHMC) SAA 4450 Viewmont Avenue, Victoria, BC V8Z 5L1 | 36 | Apt snr | 3 W 3 D | 165 | Scott 250-880-1223 | All tenants use common area laundry |
| 49 | Village On The Green (1984) VIC 1132 Johnson Street, Victoria, BC V8V 3N8 | 38 | T/H | 2 W 2 D | 30 | John M 250-588-0170 | Common area laundry to supplement the t/h hook ups |
| 61 | Willowdene (1987 - BCHMC) SAA 1821 McKenzie Avenue, Victoria, BC (#1 - #8) V8N 6H4, (#9 - #15) V8N 6H5 | 15 | T/H | 1 W 1 D | 18 | Rob 250-880-1219 | Common area laundry to supplement the t/h hook ups |

APPENDIX "D" – EVALUATION FORM

| Evaluation Criteria | Points |
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| <p>Company Information & Experience</p> <p>- Describe your company's experience in providing similar services in residential multifamily buildings comparable to CRHC's size and scope.</p> <p>Executive Summary</p> <p>Our experience in the Commercial laundry equipment industry gives us the knowledge to assist the unique needs of the housing market and how it differs from simple apartment living. Coinamatic has been serving Canadians since 1946 celebrating over 70 years in business and continuing to be "Canada's Most Trusted Name in Apartment Laundry" and providing sustainable laundry solutions to over 15,000 customers in 525 communities across Canada.</p> <p>Coinamatic has long-standing business relationships with individual and institutional investors in multi housing industry, property management companies, government agencies, universities, housing co-operatives, subsidized housing and strata corporations.</p> <p>Our extensive technologies help to support the laundry requirements for the residents of affordable housing for low to moderate income families, seniors and persons living with disabilities.</p> <p>Coinamatic was the pioneer in smart card laundry and continues to integrate new technologies. Coinamatic also built the first Interac certified debit/credit card reload device in the industry. Our smart card program continues to be the largest reloadable smart card payment system in Canada, processing over 3 million transactions every month. We still process more coin than all other Canadian laundry services companies combined.</p> <p>- Identify number of residential buildings and number of laundry equipment machines currently served by your company in British Columbia, particularly on the Vancouver Island under full rental/leasing agreements.</p> <p>Coinamatic currently services over 4,000 residential buildings representing approximately 23,000 machines in BC under various service programs – including approximately 2,500 laundry machines on Vancouver Island.</p> <p>Provide at least two references identifying contact persons' name, position title, email, and telephone.</p> <p>See next page for references.</p> | <p>5</p> |

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| <p>University of Victoria</p> <p>Coinamatic provides card operated laundry services to the University of Victoria. Equipment includes roughly 200 washers and dryers in numerous laundry rooms throughout the campus. Coinamatic has been UVic's laundry equipment supplier of choice since 1999.</p> <p>Mr. Chad Dalrymple Associate Director, Residence Facilities Contact Email and Phone Number: ctd@uvic.ca, 250-472-5559</p> <p>University of British Columbia (UBC) Vancouver and Kelowna Campuses</p> <p>Coinamatic provides card operated laundry services to both UBC campuses. Equipment includes roughly 1,000 washers and dryers in numerous laundry rooms throughout both campuses. Coinamatic has been UBC's laundry equipment supplier of choice since 1995.</p> <p>Ms. Victoria Wakefield Mgr SHHS Contact Email and Phone Number: victoria.wakefield@ubc.ca, 604-882-0125</p> | |
| <p>Equipment Management</p> <p>- Demonstrate how laundry equipment will be managed and identify key benefits the management model provides.</p> <p>Please submit information about the following aspects to include but not limited to:</p> <p>i. Equipment specifications. Please provide a summary of product specifications as requested in this RFP. In addition, submit full specification sheets, photos and summary of features for each of the proposed products;</p> <p>Coinamatic offers new Speed Queen Commercial card operated laundry equipment. Speed Queen laundry equipment is manufactured by Alliance Laundry Systems, the world's largest Commercial laundry company. The Speed Queen product has been selected as it provides energy efficiency, durability and reliability over competing brands.</p> <p>Coinamatic will provide front load, front control washers, matching front control single dryers. The installation will include the supply of new washer fill hoses, new drain hoses and new dryer venting.</p> <p>Front loading products have met every design standard to be 100% ADA compliant.</p> | <p>20</p> |

Washer Details

- Front load washer model SFNNYASP113CW01. CSA certified, front control, capacity of approx. 9.5 kg or 21.5 lbs, water temperatures – Hot, Warm and Cold, wash cycles include Normal, Perm Press – Delicates/Bulky, available multi-level vend pricing and light, medium and heavy soil level settings.

The Speed Queen front load washers are **ENERGY STAR** qualified.

Energy Star sets the standards for North America. To qualify for the Energy Star rating, a washer must have a Modified Energy Factor (MEF) > 2.2 and a Water Factor < 4.5. Please refer to <https://energystar.gov/productfinder/product/certified-commercial-clothes-washers/> for further details.

Dryer Details

- Single dryer model SDENYAGS153CW01. CSA certified, front control, capacity of approx. 8.2 kg or 18 lbs, dry cycles include High, Medium, Low, Delicates and No Heat. Users have the option to purchase additional minutes of drying time beyond the completed one (1) hour cycle.

There shall be a display on each machine that provides the user with dollar value of dollar balance remaining on the card, the vend price and cycle time remaining and cycle status.

The price per wash and 60 minute dry cycle at commencement of the contract is proposed to be \$1.75 for each wash and \$1.50 for each dry. Increases per cycle use during the term of the agreement will only be permitted by mutual consent.

ii. Preventative maintenance. Clearly describe preventative maintenance practices your organization apply towards keeping laundry equipment in good shape, reducing malfunction of equipment and ensuring continued use of machines. Submit preventative maintenance plan/schedule reflecting frequency of preventative maintenance activities per year;

Preventative Maintenance

When a technician responds to a service call, he will also check the other machines for deficiencies and make repairs as necessary.

Coinamatic believes that it is our superior service that sets us apart from our competitors. Our service technicians adhere to high operational excellence (OPEX) standards to deliver exceptional service. OPEX is about how we present and conduct ourselves as a company. It sets out the performance benchmarks in how we maintain and stock our service vehicles, how to manage our equipment and signage, and how we will report any laundry room deficiencies to on-site personnel to help present a friendly laundry environment and prevent any potential breakdowns.

The following are some of our Operational Excellence (OPEX) standards:

- Machines are professionally installed to the manufacturer's standards in a safe operating condition in accordance with the National and Provincial codes
- Machines are identified and decalated properly
- Proper signage, with detailed instructions will be installed in each laundry room
- All card readers are secured and in good working order
- Report any signs of vandalism to site management
- Report to the site management if there is insufficient lighting in the laundry room
- Ensure the smart card reloading terminals are working properly
- Ensure drain hoses and fill hoses are secured and in good operating condition
- Soap dispenser drawers are clean and in good operating order
- Front load washer door hinges and boots are secured and in good working order
- Report to site management any signs of water found as a result of a building related matter
- Ensure all dryer exhaust ducts are installed and secured properly
- Ensure all dryers are free from combustible material build-up when servicing
- Ensure dryer exhaust systems with fan are operational
- Ensure exhaust terminations are inspected for correct operation
- Ensure make up air is sufficient for safe operation and no room exhaust fans are causing adverse effects
- Identify location and accessibility for laundry room water shut off valve
- Report to on site management any signs of inefficient venting as a result of a building related matter
- Identify and report to the on site management insufficient or unsafe electrical conditions

iii. Repairs and replacement. Describe your company's practices related to repair of laundry equipment under full leasing program;

- Coinamatic offers responsive repair services on a call-out basis. CRHC's residents or on-site personnel will contact Coinamatic's call centre to report the issue. A service call will be dispatched to the service team responsible for doing service for the CRHC portfolio.
- Response time - within 24 hours of notice by CRHC.
- Coinamatic's hours of regular service – Monday to Friday, 8:00 to 4:30 pm, excluding weekends and holidays.
- Emergency service (fire, flood and smoke) – 24 hours a day, 7 days a week. A technician is always on standby to ensure prompt after hours emergency service.
- Coinamatic has a 24/7 live voice, multilingual call centre, available to help assist CRHC's residents or on-site personnel with their queries, trouble shoot problems, generate refunds and initiate service calls.
- Our toll free service number is 1 800 561-1972.

- Coinamatic shall provide CRHC with a schedule of repair if the laundry equipment is unable to be repaired immediately on site within one (1) business day to the appropriate building staff.
- Coinamatic's service trucks are outfitted with an extensive supply of parts to repair the equipment on the first call. Our goal is to complete a service call within one (1) to two (2) business days.

Identify logistics of parts and workforce intended to attend to CRHC's locations listed in Appendix C (parts warehouse locations in BC, process and lead time for ordering parts out of local stock, qualified technician aid hubs/branches location throughout the province of BC);

Out of stock parts will be ordered by our Victoria technicians and/or contractors and can be shipped same day from our Richmond, BC facility.

Operating as the main service hub in Western Canada, our Richmond service centre warehouses a large inventory of equipment and replacement parts that can be deployed throughout the province of BC.

Provide Replacement Plan/Schedule outlining timings, frequency, and process of laundry equipment replacement required in this RFP.

Coinamatic is committed to replace any machine that is beyond repair for any cosmetic or mechanical reason – within five (5) business days. CRHC reserves the right to request that a machine be replaced or be supplemented as experience and conditions dictate. All machines will have CSA approval.

iv. Capability. Clearly demonstrate your company's ability to deliver, install, and manage laundry equipment at all of CRHC locations listed in Appendix C. Include information about technicians and sub-contractors (if any) performing delivery, installation, and repair services your company intends to use to meet requirements of this RFP. Provide a list of subcontractors and technicians with names and area of their responsibility, if applicable.

Our presence in the Victoria market is unmatched. We exceed all competitors in number of service technicians, service vehicles, inventories of equipment and parts and can ensure smooth equipment replacement with minimal interruption to CRHC's residents.

We have two full time service technicians on Vancouver Island, Alex Brown, lead technician and Damian Daniels, assistant technician to Alex Brown.

Coinamatic employs the services of experienced service contractors in Victoria. Our contractors are well trained and properly equipped to service Speed Queen equipment.

Derek's Appliance

Derek Paul, Owner
Victoria, BC
250-386-2208

Jack's Appliance Service

Jack Kotaba, Owner
Victoria, BC
250-661-7035

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| <p>In support of our own dedicated team of professionals, for delivery and installations we also employ the services of:</p> <p>Shalom Trucking Ltd. Carlos and Erick Gutierrez, Owners Vancouver, BC 604-561-9957</p> <p>Being the incumbent supplier with 12 years' experience specific to CRHC's portfolio, we understand your needs to provide a functional laundry solution that includes quality laundry equipment, timely service, decreased effort from CRHC's staff, and the need for resident convenience and satisfaction. Coinamatic prides itself in listening to and working with CRHC to ensure your requirements are met.</p> <p>Our sophisticated smart card management programs, backed nationwide but with a dedicated local presence, has made it easier to subsidize costs to a sensitive resident base while still controlling usage and minimizing costs and administrative burden on CRHC. We are pleased to continue this focus and present the latest technologies that may be of interest.</p> <p>With Coinamatic's in-depth knowledge and experience, CRHC can be assured of the quality and responsiveness to ongoing equipment maintenance, card system management, customized reports and customer service.</p> <p>Coinamatic focuses on flexibility and value leveraging our economies of scale and industry knowledge to select the best product for our clients at competitive prices.</p> <p>Our operational efficiencies also allow us to keep overhead costs low that helps us to offer CRHC the best value for the highest quality service in the industry.</p> | |
| <p>'Smart Card' Management</p> | <p>15</p> |
| <p>Describe how your company intends to manage smart-cards to meet these RFP requirements:</p> <p>i. Identify key features and capabilities of payment system and card reader technology proposed; confirm whether system is capable to track and record collections with purpose to identify collections above and beyond leasing fees;</p> <p>Smart Card Management</p> <p>CRHC currently uses the Coinamatic Greenwald Card Management System. There are and will be a total of seven card reload centres – denoted in point iv below and two card reload centres at CRHC's head office. Every reload centre is capable of topping up laundry cards with extra funds using credit or debit cards, providing a receipt for all transactions and allowing the user to review their card balance.</p> | |

The Coinamatic Greenwald Card Management System has the added flexibility of having public Cash Reload Centres (CRC) in seven retail locations throughout Victoria. This allows all residents from all the CRHC locations to perform cash to card transactions that will add value on to their laundry cards.

All locations that do not have an on-site reload centre, will continue to be serviced by our CRC locations. Please see attached – described under Coinamatic Canada Inc. Public Cash Reload Centres (CRC) list.

Laundry Cards

Laundry cards can be purchased by CRHC for a cost of \$5.00 each.

ii. Identify a number of monthly free tokens available prior to uploading smart cards with additional amount;

Not applicable.

iii. Submit procedure for replacement of lost, damaged and/or stolen cards;

Lost or stolen laundry cards with value on them are treated as cash. If a card is lost or stolen, so is the value that was on it.

For damaged laundry cards, the resident would call us at 1 – 800 – 561 – 1972 and speak to a Coinamatic Customer Service Representative. A replacement laundry card will be sent within 2 – 3 business days. The remaining card balance will be verified and a cheque will be issued.

iv. Describe how allotment centres will be located to meet requirements set out in Appendix A – Scope of Services including Requirements and Deliverables.

The following locations will be serviced with the existing on-site card terminals:

- 3330 Glasgow
- 1466 Hillside
- 3169 Tillicum
- 390 Waterfront Cresc – 2980 Jutland – 2981 Jack Ladder Lane (1 terminal services the 3 buildings.)
- 1827 McKenzie
- 270 Russell
- 4450 Viewmont
- 631 Figgard will be serviced with the existing on-site card terminal and also with the existing cash to card reload terminal.
- 1855 Quadra will be converted from coin to card, complete with its own on-site card terminal (credit/debit.)

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| <ul style="list-style-type: none">• All other locations as listed on (Appendix C – List of Properties To Be Included) will continue to be serviced by our public reload centres.• 10542 McDonald Park Road – Sidney. Due to negligible usage and its remote location, (as it is not near any public reload centres), we suggest it remain as coin operated.• 314/324 Kingston St/515 Pendray St will be converted from CRHC self owned coin operated to card operated, and will be serviced by our public reload centres. | |
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| Customer Service | 15 |
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| <p>Identify the level of customer/account service your company will provide to include but not limited to:</p> <p>i. Indicate toll free phone number available for tenants call-outs, confirm hours of operation;</p> <ul style="list-style-type: none"> • When service is required, our toll free service number is 1 800 561-1972. • A machine service call will be generated based on the problem, as reported by the resident. This in turns helps us restore service to the machine in a timely manner. • Coinamatic's hours of regular service – Monday to Friday, 8:00 to 4:30 pm, excluding weekends and holidays. • Emergency service (fire, flood and smoke) – 24 hours a day, 7 days a week. A technician is always on standby to ensure prompt after hours emergency service. <p>ii. Identify names, contact details and area of responsibility for designated staff responsible for problem solving and liaising with CRHC's caretakers, Property Assists and Property Managers; provide contact details for the person/s responsible for CRHC's account management;</p> <p>The team dedicated to service CRHC is well trained and highly experienced.</p> <ul style="list-style-type: none"> • Phil Larsen, Service Manager - has been in the industry for 30 years and was factory trained. Cell # 604-813-7801. plarsen@coinamatic.com. • Alan Roddick, Product Supervisor – has been in the industry since June 2017. Cell # 604-314-1843. aroddick@coinamatic.com. • Alex Brown, Senior Technician - has been in the industry for 20 years and was factory trained. Cell # 250-508-2445. abrown@coinamatic.com. • Damian Daniels, Technician - has been in the industry since April 2017. Cell # 604-813-7840. ddaniels@coinamatic.com. • Gina Young, Senior Administrator – has been in the industry for 15 years. Phone # 604-270-3017. gyoung@coinamatic.com. • Susan Barry, Regional Administrator – has been in the industry for 444 years. Phone # 780-430-0007. sbarry@coinamatic.com. • Mike Morena, Senior Account Executive – has been in the industry for 20 years. Cell # 604-813-7830. mmorena@coinamatic.com. • Jack Ursaki, Regional Sales Manager – has been in the industry for 25 years. Cell # 604-813-7805. jursaki@coinamatic.com. • Shalom Trucking Ltd, Carlos and Erick Gutierrez (Owners) – delivery and installation of laundry equipment. Cell # 604-561-9957. shalom-trucking@hotmail.com. | |

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| <p>iii. Confirm availability of equipment instructions in languages requested in this RFP and new equipment training to be provided for CRHC's staff;</p> <ul style="list-style-type: none"> • Instructions on how to use the new equipment and card kiosks will be provided in each laundry room and at each card reload centre. • Coinamatic prefers to use pictorial instructions to minimize language barriers and the sheer number of signs in the laundry rooms. Coinamatic would work with CRHC management to fulfill any language needs specific to each location. • At the request of CRHC, Coinamatic will be pleased to provide on-site training for the new equipment and card management system. <p>iv. Confirm response time for callout and purchase order acknowledgment</p> <p>Coinamatic will provide formal acknowledgement of each call-out and purchase order acknowledgement received from CRHC within 24 hours, after call-out or purchase order placement.</p> <p>v. Provide a sample of Collections Report.</p> <p>Sample attached.</p> <p>vi. Provide information about value-added services your company considers to provide (e.g. electronic monitoring system, portal, web-based tools)</p> <p>Electronic monitoring system, portal and web-based tools can not be implemented to CRHC's building portfolio, due to the lack of economies of scale.</p> | |
| <p>Laundry Equipment Transition Plan</p> | <p>5</p> |
| <p>- Describe the process of transition from existing laundry equipment to new machines with no loss of service to CRHC's tenants.</p> <p>The transition plan for CRHC's portfolio will require a proper rollout plan and scheduling. Our intention would be to roll out any switch in equipment by having the equipment delivered directly to CRHC from our Richmond, BC facility. Our lead technician, Alex Brown will be tasked with facilitating the flow of the installation plan. Alex has extensive experience with the laundry equipment at CRHC, as he is the senior technician for the portfolio and was instrumental in facilitating the installation of the existing equipment.</p> <p>Alex and his support team will unload the equipment on-site and deliver and install it on a site by site basis. As to that order, Coinamatic is flexible and will discuss in advance with CRHC to determine the order of priority of replacing the existing machines.</p> | |

| | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| <p>- What actions will be undertaken to ensure CRHC's tenants will have full access to laundry equipment at any given time within laundry room operation hours during transition period.</p> <p>Every effort will be made to minimize the disruption of the service to CRHC residents and staff. Outgoing equipment would be removed on the same day as the installation of the new equipment, minimizing any downtime.</p> <p>- Identify timeframe in days and sequence of transition considering ferry schedules or particulars unique to servicing the Island and the geographical spread of buildings in Appendix C of this RFP.</p> <p>After the new agreement is signed, coupled with a lead-time of six to eight weeks for the arrival of the new equipment from Alliance Laundry Systems, Coinamatic will then schedule the delivery on four separate trips, based on one trip per week, subject to mutual agreement.</p> | |
| <p>Pricing</p> | <p>40</p> |
| <p>The formula to be used for scoring price will be: Score = $(x/n) * z$ where: x = lowest priced proposal n = price on this proposal z = total points available for price</p> | |

RFP ADDENDA

Two (2) Pages



CRHC
The Capital Region's Housing Corporation

Capital Region Housing Corporation
631 Fisgard Street
Victoria, BC, Canada V8W 1R7

T 250.388.6422
F 250.361.4970
www.crd.bc.ca/housing

REQUEST FOR PROPOSAL ADDENDUM

Date: September 12, 2017
Project: Common Area Laundry Equipment Leasing & Services, RFP No. 161-17
Address: Various Locations In Greater Victoria, BC

Re: ADDENDUM No. 1

Please note the following changes to the above mentioned Request for Proposal which will be known as Addendum NO. 1. The content of this addendum will form an integral part of the RFP documents and resulting Agreement. All costs associated with this addendum are to be included in the submitted pricing;

1. Smart Card Management – Appendix A, page 3, article 4.5 (d)
Card reloading/allotment centres shall be located at each senior's building accepting credit/debit cards for convenience. At least one card reloading allotment centre shall accept cash and be located at CRHC's office, 631 Fisgard Street. All other locations will require a list of locations which are the nearest proximity to CRHC sites to avoid or reduce inconvenience and/or disruptions for CRHC tenants.

The common area laundry site list, known as (Appendix C) did not clearly indicate which buildings were 'seniors' buildings for the purposes of requiring reloading/allotment centres at them. Therefore the attached document showing seven (7) seniors buildings will replace Appendix C.

Dated: Sept. 12, 2017

Approved: [Signature]

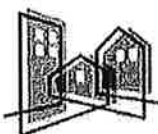
Attachment:
Two page document – Common Area Laundry site list

Date Received: Sept. 12/17

Received By: [Signature]

Proponent

Please sign and return a copy of this addendum with your submission to acknowledge receipt of it.



CRHC
The Capital Region's Housing Corporation

Capital Region Housing Corporation
631 Fisgard Street
Victoria, BC, Canada V8W 1R7

T 250.388.6422
F 250.361.4970
www.crd.bc.ca/housing

REQUEST FOR PROPOSAL ADDENDUM

| | |
|----------|------------------------------------------------------------------|
| Date: | September 20, 2017 |
| Project: | Common Area Laundry Equipment Leasing & Services, RFP No. 161-17 |
| Address: | Various Locations in Greater Victoria, BC |

Re: ADDENDUM No. 2

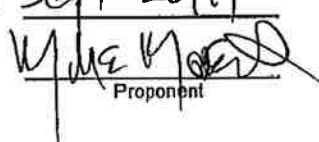
Please note the following changes to the above mentioned Request for Proposal which will be known as Addendum NO. 2. The content of this addendum will form an integral part of the RFP documents and resulting Agreement. All costs associated with this addendum are to be included in the submitted pricing;

1. Appendix D Evaluation Form: Smart Card Management will now read:
Describe how your company intends to manage smart-cards to meet these RFP requirements:
 - i. Identify key features and capabilities of payment system and card reader technology proposed; confirm whether system is capable to track and record collections with purpose to identify collections above and beyond leasing fees;
 - ii. Submit procedure for replacement of lost, damaged and/or stolen cards;
 - iii. Describe how allotment centres will be located to meet requirements set out in Appendix A – Scope of Services including Requirements and Deliverables.

Dated: Sept. 20, 2017

Approved: 

Date Received: Sept 20/17

Received By: 
Proponent

Please sign and return a copy of this addendum with your submission to acknowledge receipt of it.

COLLECTION REPORT SAMPLES

Three (3) Pages



Accountability Statement

00064

Capital Region Housing Corporation
631 Fisgard St
Victoria, BC V8W 1R7

| Customer Name | Client ID | Cust. Since | Location # | Location Address |
|------------------------------------|-----------|-------------|------------|------------------|
| Capital Region Housing Corporation | R4418810 | 2005 | Multiple | Multiple |

Remittance Detail

| | | | |
|----------------------------|----------|-------------------|---------|
| Payment Date | 6/9/2017 | Payment # | 2150437 |
| Revenue Details | | | |
| Washer | | \$3,879.00 | |
| Dryer | | \$2,987.00 | |
| Total Gross Revenue | | \$6,866.00 | |

Less Minimum Compensation (\$4,641.25)
Percent In Excess 100.00%

Payment Amount \$2,224.75

For questions concerning this report call (844) 755-2646

Collection Details for this remittance are found on page 2.

Coinamatic, 301 Matheson Blvd West Mississauga, ON L5R 3G3

www.coinamatic.com

THIS CHEQUE IS VOID IF COLOURED BACKGROUND IS ABSENT / CE CHEQUE EST NUL S'IL N'Y A PAS DE FOND DE COULEUR

2150437

Bank of Montreal
1230 The Queensway
Etobicoke, ON M8Z 1R8
04162-001

DATE 20170609
Y Y Y Y M M D D

\$ 2,224.75

PAY Two thousand two hundred twenty four 75/100 Dollars

TO THE ORDER OF:

Capital Region Housing Corporation
631 Fisgard St
Victoria, BC V8W 1R7

VOID

[Signature]
[Signature]

⑈ 21504375⑈ ⑆ 81392001⑆ 1223523⑈



Coinamatic
301 Matheson Blvd West
Mississauga, ON L5R 3G3
Phone: (844) 755-2646

Payment # 2150437
Payment Date 6/9/2017

| Customer Name | Client ID | Cust. Since | Location # | Location Address |
|------------------------------------|-----------|-------------|------------|------------------|
| Capital Region Housing Corporation | R4418310 | 2005 | Multiple | Multiple |

Collection Details

| Location # | Location Address | Collection Date | Days In Collection | Gross Revenue |
|--------------|------------------------|-----------------|--------------------|-------------------|
| BC0073202 | 3330 Glasgow Ave | 5/25/2017 | 29 | \$498.50 |
| BC0073203 | 2964 Harriet Rd | 5/16/2017 | 28 | \$0.00 |
| BC0073204 | 3936 Gordon Head Rd | 5/23/2017 | 29 | \$611.00 |
| BC0073205 | 1466 Hillside Ave | 5/23/2017 | 34 | \$841.00 |
| BC0073206 | 750 Miller Ave | 5/16/2017 | 28 | \$56.25 |
| BC0073207 | 882 Brock Ave | 5/11/2017 | 24 | \$0.00 |
| BC0073208 | 1211 Gladstone Ave | 5/23/2017 | 29 | \$36.75 |
| BC0073209 | 3910 Carey Rd | 5/16/2017 | 28 | \$19.50 |
| BC0073210 | 625 Superior St | 5/24/2017 | 30 | \$23.00 |
| BC0073211 | 2840 Gillie Pl | 5/25/2017 | 29 | \$3.25 |
| BC0073212 | 945 Portage Rd | 5/15/2017 | 28 | \$47.25 |
| BC0073213 | 4288 Carey Rd | 5/16/2017 | 28 | \$29.00 |
| BC0073214 | 741 Lampson Rd | 5/15/2017 | 28 | \$106.25 |
| BC0073215 | 788 Shawnee Rd | 5/16/2017 | 28 | \$26.00 |
| BC0073216 | 4021 Saanich Rd | 5/23/2017 | 33 | \$0.00 |
| BC0073218 | 3169 Tillicum Rd | 5/16/2017 | 28 | \$299.00 |
| BC0073219 | 10542 McDonald Park Rd | 5/9/2017 | 35 | \$4.75 |
| BC0073220 | 1070 Kings Rd | 5/25/2017 | 29 | \$216.75 |
| BC0073221 | 390 Waterfront Cres | 5/16/2017 | 28 | \$317.50 |
| BC0073222 | 332 Michigan St | 5/24/2017 | 30 | \$832.75 |
| BC0073223 | 1311 Hillside Ave | 5/23/2017 | 34 | \$89.75 |
| BC0073224 | 4511 Chatterton Way | 5/16/2017 | 28 | \$89.25 |
| BC0073225 | 825 Lodi Ave | 5/16/2017 | 28 | \$3.75 |
| BC0073226 | 617 Battery St | 5/24/2017 | 30 | \$211.75 |
| BC0073227 | 210 Island Hwy | 5/15/2017 | 28 | \$50.25 |
| BC0073228 | 1827 McKenzie Ave | 5/23/2017 | 29 | \$576.75 |
| BC0073229 | 819 Lodi Ave | 5/16/2017 | 28 | \$0.00 |
| BC0073230 | 270 Russell St | 5/15/2017 | 28 | \$465.00 |
| BC0073231 | 898 Sevenoakes Rd | 5/23/2017 | 29 | \$9.75 |
| BC0073232 | 1635 Oakbay Ave | 5/24/2017 | 30 | \$42.00 |
| BC0073233 | 285 Hampton Rd | 5/16/2017 | 28 | \$318.75 |
| BC0073234 | 4450 Viewmont Ave | 5/16/2017 | 28 | \$504.00 |
| BC0073235 | 1132 Johnson St | 5/24/2017 | 30 | \$112.75 |
| BC0073236 | 1821 McKenzie Ave | 5/23/2017 | 29 | \$37.00 |
| BC0073246 | 2860 Quadra St | 5/25/2017 | 29 | \$386.75 |
| Total | | | | \$6,866.00 |

| Location | # of washers | # of dryers | Building Name | CostCenter | Revenue |
|---------------------------------------------|--------------|-------------|------------------|------------|----------|
| 3330 Glasgow Avenue | 3 | 3 | Amberlea | 320291 | 498.50 |
| 2964 Harriet Road | 1 | 2 | Arbutus | 320321 | - |
| 3936 Gordon Head Road | 3 | 3 | Beechwood | 310121 | 611.00 |
| 1466 Hillside Avenue | 4 | 4 | Birches | 320361 | 841.00 |
| 750 Miller Avenue | 1 | 1 | Brambles | 310081 | 56.25 |
| 882 Brock Avenue | 1 | 1 | Brock Pl | 330751 | - |
| 1211 Gladstone Avenue | 1 | 1 | Caledonia | 320371 | 36.75 |
| 3910 Carey Road | 1 | 1 | Carey Lane | 320261 | 19.50 |
| 625 Superior Street | 1 | 1 | Carillon | 330731 | 23.00 |
| 2840 Gillie Pl | 1 | 1 | Castanea | 320411 | 3.25 |
| 945 Portage Road | 1 | 1 | Colquitz Green | 320271 | 47.25 |
| 4288 Carey Road | 1 | 1 | Creekside | 320351 | 29.00 |
| 741 Lampson Road | 2 | 2 | Firgrove | 310131 | 106.25 |
| 788 Shawnee Road | 1 | 1 | Greenlea | 320281 | 26.00 |
| 4021 Saanich Road | 1 | 1 | Grey Oak Sq | 310141 | - |
| 3169 Tillicum Road | 3 | 3 | Heathers | 320381 | 299.00 |
| 10542 McDonald Park Road | 1 | 1 | Heron Cove | 320391 | 4.75 |
| 1070 Kings Road | 2 | 3 | Kings Pl | 330721 | 216.75 |
| 390 Waterfront Cres, 2980 Jutland Road-2981 | 3 | 3 | LeBlond | 320421 | 317.50 |
| 332 Michigan Street | 4 | 4 | Michigan Sq | 310091 | 832.75 |
| 1311 Hillside Avenue 1250 Kings Road | 1 | 2 | Oakwinds | 310061 | 89.75 |
| 4511 Chatterton Way | 1 | 1 | Olympic View | 310151 | 89.25 |
| 825 Lodi Avenue | 1 | 1 | Parkview | 320251 | 3.75 |
| 617 Battery Street | 2 | 2 | Pinehurst | 310111 | 211.75 |
| 210 Island Hwy | 1 | 1 | Portage Pl | 310011 | 50.25 |
| 1827 McKenzie Avenue | 3 | 3 | Rosewood | 320221 | 576.75 |
| 819 Lodi Avenue | 1 | 1 | Royal Oak Sq | 310031 | - |
| 270 Russell Street | 4 | 4 | Springtide | 320311 | 465.00 |
| 898 Sevenoaks Road | 1 | 1 | Swanlea | 310101 | 9.75 |
| 1635 Oakbay Avenue | 1 | 1 | Terraces | 310071 | 42.00 |
| 285 Hampton Road 3210-3240 Albine Street | 2 | 2 | Tillicum Station | 330761 | 318.75 |
| 4450 Viewmont Avenue | 3 | 3 | Viewmont | 320341 | 504.00 |
| 1132 Johnson Street | 2 | 2 | Village Green | 310041 | 112.75 |
| 1821 Mckenzie Avenue | 1 | 1 | Willowdene | 320211 | 37.00 |
| 2860 Quadra Street | 2 | 2 | Castanea | 320411 | 386.75 |
| | | | | Total Rev. | 6,866.00 |
| | | | | Payout | 2,224.75 |

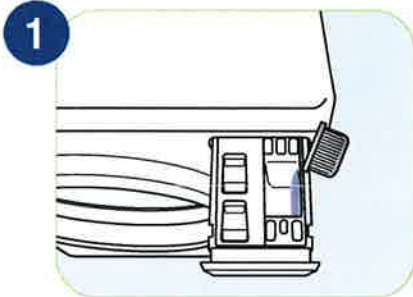
SIGNAGE & INSTRUCTIONS

Three (3) Pages

Laundry Room Instructions



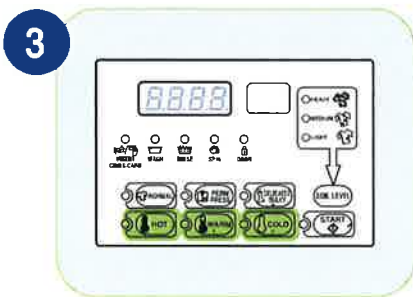
WASHER



Add detergent to dispenser



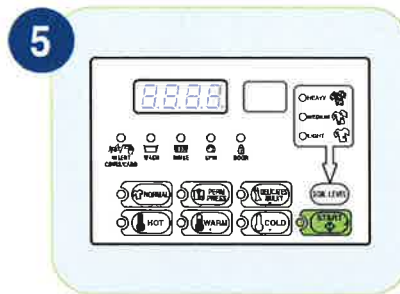
Load clothes loosely
and close door



Select fabric setting,
wash temperature & soil level



Hold card at reader until
light turns green



Press start

Please note: The vend rate is withdrawn from laundry card as soon as it is held to reader. If start button is not pushed within 60 sec. the machine will time out. Should this happen, all that is required is to hold laundry card and press start – NO additional money will be taken. Use HE detergent or use 1/4 of any regular detergent. If using liquid detergent use dispenser, powdered detergent should be added to the drum.

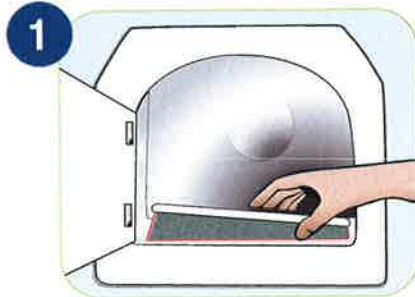
For Service: Call. 800.561.1972
Visit. Fixmylaundry.com

Please indicate the machine ID located on the equipment.
Please use machines at your own risk.
Coinamatic is not responsible for damage due to misuse or overloading.

Laundry Room Instructions



DRYER



Clean lint filter



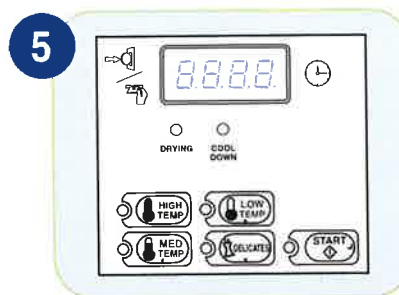
Load clothes and close door



Select fabric setting



Hold card at reader until light turns green



Press Start

Open door to stop cycle. Close door and press start to restart.

To purchase additional drying time, hold card to reader, display will show .25 and press start.

Please note: The vend rate is withdrawn from laundry card as soon as it is held to reader. If start button is not pushed within 60 sec. the machine will time out. Should this happen, all that is required is to hold laundry card and press start – NO additional money will be taken.

For Service: Call. **800.561.1972**
Visit. **Fixmylaundry.com**

Please indicate the machine ID located on the equipment.

Please use machines at your own risk.

Coinamatic is not responsible for damage due to misuse or overloading.

Card Reloading Instructions



Step-by-Step Instructions

PLEASE CAREFULLY FOLLOW INSTRUCTIONS ON DISPLAY. DO NOT INSERT YOUR LAUNDRY CARD UNTIL INSTRUCTED TO DO SO.

- STEP 1.** Press **1** for English or **2** for French.
- STEP 2.** Press **1** to Add Value.
Press **2** to Check Balance.
- STEP 3.** Please Select Load Amount: **\$10**, **\$20** or **\$30**.
- STEP 4.** Making Payment

Using a Debit Card

- Insert your debit card into the card reader at the bottom of the device when prompted.
- The total purchase amount will display. Press **F1** (Yes) to continue or **F2** (No) to cancel.
- Select **CHQ** or **SAV**. Enter your **PIN** and press **OK**.

Using a VISA or MasterCard

- If your card has a chip, insert it into the card reader at the bottom of the device when prompted. If your card has a magstripe, please swipe it when prompted.
- Press **F1** (Yes) to accept network fees (if applicable) or **F2** (No) to Cancel.
- Total amount with network fees will display. Press **F1** (Yes) to continue or **F2** (No) to cancel.
- If you are using a CHIP card, you will be prompted to enter your **PIN** and press **OK**.
- Your transaction will process.

- STEP 5.** Once the transaction is approved, you will be instructed to **INSERT YOUR LAUNDRY CARD** into the card reader at the bottom of the device.
- Your new laundry card balance will be displayed.
- Please leave your laundry card inserted until instructed to remove it.
- A receipt will be printed.
- STEP 6.** REMOVE YOUR LAUNDRY CARD and take your receipt

Check Balance

*If you are not sure of the remaining value on your card, we recommended you **CHECK YOUR BALANCE** first.*

1. Press 1 for English.
Press 2 for French.
2. Press 2 to View Balance.

VISA



Canceling a transaction?

If you are using a debit card, press Cancel before you enter your PIN number. The same rule applies if you are using a credit card with a chip. If you are using a credit card without a chip, press Cancel before you swipe. Once the device starts communicating with the bank, it is too late to cancel a transaction. Pressing the red Cancel button or removing your laundry card after this point will not cancel the transaction and may result in funds not loading onto your card.

CHECK OUT OUR VIDEO TUTORIAL FOR STEP-BY-STEP INSTRUCTIONS ON HOW TO LOAD YOUR LAUNDRY CARD. VISIT WWW.COINAMATIC.COM AND CLICK ON THE YOUTUBE ICON!



Need Service or Assistance?
1-800-561-1972 • fixmylaundry.com

EQUIPMENT BROCHURES

Four (4) Pages

SPEED QUEEN MULTI-HOUSING

QUANTUM® GOLD COIN DROP INSTALLED, PREP FOR COIN, PREP FOR CARD COMMERCIAL FRONT CONTROL FRONT LOAD WASHER - CANADA

Built for Reliable Performance

Engineered and built like no other, the Speed Queen front load washer is designed to be everything people thought a washer couldn't be, beginning with its revolutionary suspension and sensing technology. This groundbreaking innovation manages and redistributes out-of-balance loads to deliver uninterrupted cycles, virtually eliminate vibration and operate so quietly neighboring residents won't even know it's running. It also touts an incredible 440 G-Force extraction speed to maximize moisture removal, reduce dry times and minimize utility costs. And as if that's not game-changing enough, this smooth-running, laundry-optimizing machine delivers increased water efficiency and a redesigned, 10-degree tilted control panel for easier readability and the ultimate user experience. It's everything you never knew it could be.

- Revolutionary balancing technology
- Industry leading 1200 RPM spin speed exerts 440 G-force extraction
- Integrated meter case
- Extra-wide 15.5" door opening and 180° door swing
- Rugged suspension system
- Easy-to-read digital display
- Large capacity coin box standard
- Multi-level vend pricing
- Individual cycle modifier keys
- Durable stainless steel tub standard
- Four-compartment soap dispenser
- Wash Alert™ with Service Alert capable



Cutting edge Quantum control system from Speed Queen gives you the freedom to manage laundry your way and the power to achieve unmatched levels of revenue. This revolutionary technology provides users with more cycle choices than ever, offers unprecedented options to help lower operating costs and incorporates tools and options to increase revenue.



ENERGY STAR® Certified

Coinamatic®
Laundry & Beyond. *Simply Clean.*

#1 Authorized Distributor in Canada

1.877.755.5302 • www.coinamatic.com

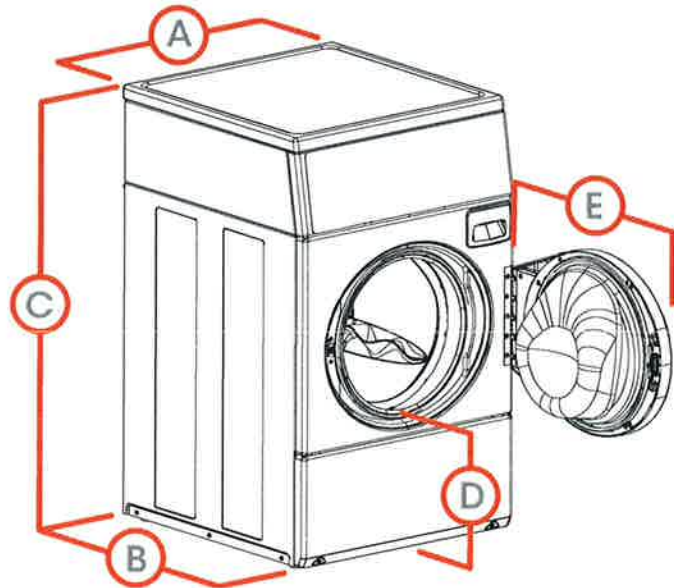
 **Speed Queen**

SPECIFICATIONS

COMMERCIAL FRONT CONTROL FRONT LOAD WASHER - CANADA

MODEL - see below for all models and activation available

| | |
|------------------------------------------------------------------|-------------------------------------------|
| CONTROL OPTION | Quantum Gold |
| COLOR | White |
| CAPACITY - kg (lb) | 9.5 (21.5) |
| CYLINDER VOLUME - liters (cu. ft.) | 96.8 (3.42) |
| SPIN SPEED G-FORCE (RPM) | 440 (1200) |
| MOTOR SIZE - kw (HP) | 0.67 (0.9) |
| WATER CONSUMPTION PER CYCLE - liter (g) | 44.3 (11.7) |
| WF (WATER FACTOR) - liters/liter/cycle (gal/ft³) | 0.52 (3.8) |
| MEF (Modified Energy Factor) Liters/kWh/cycle (ft³/kWh/cycle) | 84.48 (2.98) |
| AVAILABLE WATER TEMPERATURES | Hot, Warm, Cold |
| AVAILABLE CYCLES | Normal, Perm Press, Delicates/Bulky |
| ELECTRICAL REQUIREMENTS (v/Hz/Ph-Amp) | 120/60/1 - 15 Amp |
| WATER PRESSURE - p.s.i. (bar) | 1.4/8.3 (20-120) |
| DRAIN | Pump |
| CYLINDER FINISH | Stainless Steel |
| NET WEIGHT - kg (lb) | 122 (270) |
| SHIPPING WEIGHT - kg (lb) | 131 (290) |
| SHIPPING DIMENSIONS APPROX. - mm (in) | Width 737 (29) |
| | Depth 832 (32 3/4) |
| | Height 1156 (45 1/2) |
| AGENCY APPROVALS | cULus |



| | | |
|----|---------------------------------|--------------|
| A. | OVERALL WIDTH - mm (in) | 683 (26.875) |
| B. | OVERALL DEPTH - mm (in) | 704 (27.73) |
| C. | OVERALL HEIGHT - mm (in) | 1126 (44.34) |
| D. | FLOOR TO DOOR OPENING - mm (in) | 371 (14.6)* |
| E. | DOOR SWING - mm (in) | 610 (24 in.) |

* For ADA compliance turn legs out from base 0.5 inches

| MODELS | ACTIVATION |
|-----------------|---------------------------------------------------------------------------------------------------------------------|
| SFNNASP113CW01 | Electronic Drop Installed  |
| SFNNXASP113CW01 | Prep for Coin  |
| SFNNYASP113CW01 | Prep for Card  |

For the most accurate information, the installation guide should be used for all design and construction purposes. Due to continuous product improvements, design and specifications subject to change without notice. The quality management system of Alliance Laundry Systems, Ripon facility has been registered to ISO 9001:2008.

SPEED QUEEN MULTI-HOUSING

QUANTUM® GOLD COIN DROP INSTALLED, PREP FOR COIN, PREP FOR CARD COMMERCIAL FRONT CONTROL SINGLE DRYER - CANADA

Built for Reliable Performance

Speed Queen's dryer, defined by its simplicity and its performance, provides everything you need to get the job done - and nothing you don't. Speed Queen's single load dryers combine heavy-duty construction with reliable operation proven to stand the test of time. They're designed with less moving parts for one reason: so you'll face fewer maintenance problems and less wear and tear down the road. Speed Queen's dryers provide the perfect balance of heat, airflow and tumble action for optimal performance and efficiency. Front load products have met every design standard to be 100% ADA compliant.

- Integrated meter case
- Industry's largest door opening 1914 cm² (2.06 sq. ft.)
- Quiet, efficient blower system
- Door is reversible for installation flexibility
- High efficiency exhaust blower with superior airflow 105 liters/sec (220 cfm)
- 100% serviceable from the front
- Space-saving narrow cabinet 683 mm (26-7/8")
- Upfront lint filter easy to clean and secured
- Durable galvanized steel cylinder
- Large capacity coin box standard



Cutting edge Quantum control system from Speed Queen gives you the freedom to manage laundry your way and the power to achieve unmatched levels of revenue. This revolutionary technology provides users with more cycle choices than ever, offers unprecedented options to help lower operating costs and incorporates tools and options to increase revenue.



Coinamatic®
Laundry & Beyond. *Simply Clean.*

#1 Authorized Distributor in Canada
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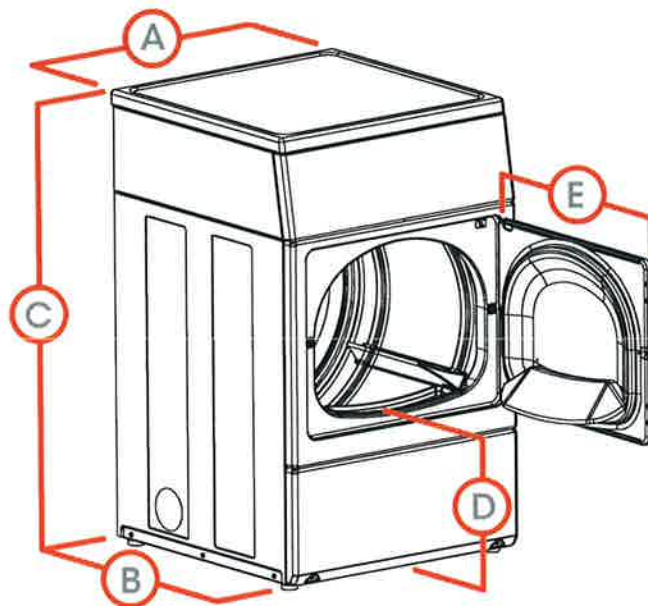
 **Speed Queen**

SPECIFICATIONS

COMMERCIAL FRONT CONTROL SINGLE DRYER - CANADA

MODEL - see below for all models and activation available

| | |
|-----------------------------------------------|-----------------------------------------------------|
| CONTROL OPTION | Quantum Gold |
| COLOR | White |
| CAPACITY - kg (lb) | 8.2 (18) |
| CYLINDER VOLUME - liters (cu. ft.) | 198 (7.0) |
| MOTOR (CAPACITOR START AND THERMAL PROTECTED) | .33 HP |
| TYPE OF GAS (GAS MODELS ONLY) | Factory equipped natural/mixed gas |
| AIR OUTLET DIAMETER - mm (in) | 102 (4) |
| EXHAUST AIRFLOW - cfm (liters/sec) | 105 (220) |
| AVAILABLE CYCLES | High, Medium, Low, Delicates, No Heat |
| ELECTRICAL REQUIREMENTS | Electric 120/240/60/1-30 amp 120/208/60/1-30 amp |
| | Gas 120/60/1-15 amp |
| HEATING ELEMENT | Electric 5350W, 240V 4750W, 208V |
| | Gas 25,000 Btu |
| NET WEIGHT - kg (lb) | 68 (150) |
| SHIPPING WEIGHT - kg (lb) | 73 (161) |
| SHIPPING DIMENSIONS APPROX. - mm (in) | Width 736,6 (29) |
| | Depth 832 (32.75) |
| | Height 1156 (45.5) |
| AGENCY APPROVALS | Electric cULus |
| | Gas cCSAus |



| | |
|------------------------------------|--------------|
| A. OVERALL WIDTH - mm (in) | 683 (26.875) |
| B. OVERALL DEPTH - mm (in) | 711 (28) |
| C. OVERALL HEIGHT - mm (in) | 1126 (44.34) |
| D. FLOOR TO DOOR OPENING - mm (in) | 392 (15.44) |
| E. DOOR SWING - mm (in) | 597 (23.5) |

| MODELS | VOLTAGE/FREQ/PH | ACTIVATION | |
|-----------------|-----------------|---------------------------------------|--|
| SDENEAGS173CW01 | 120/240/60/1 | Electric Electronic Drop Installed | |
| SDENEAGS153CW01 | 120/208/60/1 | | |
| SDGNEAGS173CW01 | 120/60/1 | | |
| SDENXAGS173CW01 | 120/240/60/1 | Electric Prep for Coin | |
| SDENXAGS153CW01 | 120/208/60/1 | | |
| SDGNXAGS113CW01 | 120/60/1 | | |
| SDENYAGS173CW01 | 120/240/60/1 | Electric Prep for Card | |
| SDENYAGS153CW01 | 120/208/60/1 | | |
| SDGNYAGS113CW01 | 120/60/1 | | |

■ Electric dryers come equipped for 240/60/1 operation. They can be field converted to operate on 208/60/1 with optional 61928 conversion kit. Gas dryers can be field converted for operation on LP gas with optional 458P3 conversion kit.

For the most accurate information, the installation guide should be used for all design and construction purposes. Due to continuous product improvements, design and specifications subject to change without notice. The quality management system of Alliance Laundry Systems' Ripon facility has been registered to ISO 9001:2005.

Coinamatic Canada Inc. Public Cash Reload Centres (CRC)

Victoria

- **Mac's Convenience Store**
 - 265 Menzies Avenue
- **Mac's Convenience Store**
 - 1520 Admirals Road
- **Mac's Convenience Store**
 - 1515 Cook Street
- **Mac's Convenience Store**
 - 3749 Shelbourne Street
- **Mac's Convenience Store**
 - 2635 Quadra Street
- **Ming Ming Variety**
 - 1320 Esquimalt Rd
- **Shoppers Drug Mart**
 - 4440 West Saanich Road

SCHEDULE "E"

ADDITIONAL TERMS (Section 17)

This Schedule forms part of the agreement between the Capital Region Housing Corporation (CRHC) and **COINAMATIC CANADA INC.** (the "Provider") (the "Agreement").

GENERAL TERMS

1. Hours of work are to be 8:00am to 5:00pm, Monday through Friday, excluding statutory holidays. No Work on weekends unless specifically directed by CRHC or requested and approved in writing by the Project/Property Manager. The work must be carried out on an established and pre-approved schedule.

Provider is to be aware that entry to units and work at sites is impacted by the Residential Tenancy Act. Occupied units require a minimum of 5 full business days advance notice to the Owner in order to have entry coordinated for completion of work. Access to exterior common space that falls within limited use areas such as yard enclosures and balcony/patios is to have 3 days courtesy notice. The Provider is to work with the site staff &/or project/property manager to provide clear communication of areas of work prior to commencement and for the duration of the project so as not to impact the Owner's interests.

2. No smoking is permitted on CRHC property.
3. The Provider shall locate all existing utilities and service connections and shall preserve and protect them from damage. Measurements and locations of utilities and structures, shown on the Drawings, are compiled from the most reliable data available, but are not guaranteed to be accurate and complete. All such measurements, locations and any plans and descriptions, verbal or otherwise, are intended only as an aid to the Provider. The Provider is to use existing 'House' utilities only as designated by the Owners site staff. At no time is the Provider to use electrical or water facilities that are located within a designated space for exclusive use of by one or more of the tenants. Discuss available utilities with the Owner prior to bidding, if a concern. If required, the Provider shall pay for any alterations to the electrical system, which may be required to accommodate the Provider's equipment. Coordinate any required alterations with the Owner. Reinstall the system to the Owner's satisfaction upon completion.
4. Any damage to CRHC's or Tenants' Property resulting from the Provider's actions will be rectified as directed by CRHC, any costs to CRHC will be deducted from the contract amount.
5. The Provider shall effectively warn and protect the public from any danger resulting from the work being done. No material or equipment shall be stored where it will interfere with the free and safe passage of public traffic/tenants, or in such a manner that it creates a hazard to the public/tenants at the end of each day's work or at other times when construction operations are suspended.
6. Materials shall be kept as to prevent damage to the product and existing landscape. Storage at site is not available therefore ensuring security for items at end of the day is the Provider's responsibility.

7. Clean up is to be conducted on a daily basis. Promptly remove all materials, tools and equipment from previous work areas and thoroughly clean adjacent surfaces and areas as work progresses. At the completion of the Works, the Provider will make good any areas affected by the Work, this includes repair of damage. If the work occurs outside, no items are to be left on the grass areas at the end of each day.
8. Regular inspections will be made by CRHC or their Representatives, who will decide whether or not the Work is satisfactory. The Provider must respond immediately to correct any reported deficiencies, or non-performance of any specific task when advised by the Property Manager.
9. **Change Orders/Extra Work – (a) Change Orders:** CRHC may in writing by change order require any additional Work, or materials, or things, not covered by the Agreement, to be done or provided, or the whole or any portion of the Works to be dispensed with.
(b) Payment for Change Orders: Payment or credit for any alterations made pursuant to a change order shall be by a unit rate or lump sum acceptable to the parties, or if the amount of payment cannot be agreed upon prior to the beginning of the Work required in the change order, payment will be made for documented costs of:
 - i) Material incorporated into the Work plus applicable taxes;
 - ii) the actual cost of labour to perform the extra work required by the Change Order;
 - iii) the cost of small tools, superintendence, clerical work, Workers Compensation, holiday pay, unemployment insurance, pension payments and other overhead;
 - iv) rental of equipment at the going rate for similar equipment in the Victoria area;
 - v) any other cost to the Provider as authorized in writing by the Property Manager, and;
 - vi) fifteen (15) percent of the sum of items (i) through (v) which shall be deemed to the ten (10) percent for overhead and all other expenses and five (5) percent for profit


CAPITAL REGION HOUSING CORPORATION
ADMINISTRATION DIVISION
YEAR-TO-DATE (YTD) REVENUE AND EXPENDITURES
JANUARY to SEPTEMBER, 2017


| <u>Administration</u> | <u>Revised Budget 2017</u> | <u>Budget Jan-Sep</u> | <u>Actual Jan-Sep</u> | <u>Variance \$ Jan-Sep</u> |
|------------------------------------------------------------|------------------------------------|---------------------------|---------------------------|--------------------------------|
| Revenues | | | | |
| Management Fees - UOA, ILBC2, NOA and Others | 1,149,760 | 862,320 | 862,320 | 0 |
| Management Fees - Tenant Engagement Pilot Project | 50,000 | 37,500 | 37,500 | 0 (A.1) |
| Interest Income | 100,000 | 75,000 | 70,900 | (4,100) |
| Service Fees - Royal Oak Housing Agreement | 150 | 113 | 0 | (113) |
| Miscellaneous - Tenant Service Charges | 1,050 | 788 | 1,460 | 672 |
| Transfer from Corporate Stabilization Reserve - IT Project | 69,450 | 69,450 | 57,370 | (12,080) (B) |
| Recovery from Capital Surplus - Manager Capital Projects | 136,300 | 102,225 | 99,440 | (2,785) (C) |
| Total Revenues | 1,506,710 | 1,147,395 | 1,128,990 | (18,405) |
| Expenditures | | | | |
| Salaries and Benefits - CRHC Administration Staff | 772,340 | 579,255 | 555,292 | 23,963 (D) |
| Salary and Overhead Exp - Manager, Capital Projects | 136,300 | 102,225 | 99,440 | 2,785 (C) |
| Salary and Program Exp - Tenant Engagement Pilot Project | 50,000 | 37,500 | 16,000 | 21,500 (A.2) |
| Training | 11,300 | 8,475 | 6,610 | 1,865 |
| Consultants and Legal Fees | 20,000 | 15,000 | 6,406 | 8,594 |
| CRD Regional Housing Allocation | 144,590 | 108,443 | 108,443 | 0 |
| CRD Administration and Audit Fees | 145,180 | 108,885 | 108,885 | 0 |
| CRD Office Rental and Insurance | 53,850 | 40,388 | 42,052 | (1,665) |
| CRD Computer Support | 61,550 | 46,163 | 37,473 | 8,690 (E) |
| Telephone | 12,400 | 9,300 | 7,273 | 2,027 |
| Advertising | 500 | 375 | 0 | 375 |
| Stationery and Services | 24,250 | 18,188 | 20,797 | (2,609) |
| Equipment Replacement Reserve | 5,000 | 3,750 | 3,750 | 0 |
| Project - Enhanced Information Technology System | 69,450 | 69,450 | 57,370 | 12,080 (B) |
| Total Expenditures | 1,506,710 | 1,147,395 | 1,069,790 | 77,605 |
| Total Administration Surplus/(Deficit) | 0 | 0 | 59,200 | 59,200 |

Variance Notes:

- (A.1) Management Fees: 50,000 to fund Tenant Engagement Framework Pilot Project. Approved Dec 6, 2016 Board meeting.
 (A.2) Salary and Program Exp - Tenant Engagement Pilot Project: 21,500 under budget due to delayed start date of Phase 2 (.5FTE staff).
 (B) Transfer from Corporate Stabilization Reserve - IT Project: project timeline June, 2016 - June, 2017. Outstanding consulting invoices.
 (C) Recovery from Capital Surplus Funds - Manager, Capital Projects: Westview 3816 Carey Capital Project.
 (D) Salary and Benefits - CRHC Admin Staff: 23,963 under budget due to CUPE & Exempt 2017 contract still under negotiations.
 (E) CRD Computer Support: 8,690 under budget due to operational support of IT Project to start June, 2017


 Christine Culham
 Senior Manager, Capital Region Housing Corporation


 Kevin Lorette, P-Eng, MBA
 General Manager, Planning and Protective Services
 Concurrence


 Rianna Lachance, BCom, CPA, CA
 Senior Manager, Financial Services
 Concurrence

**CAPITAL REGION HOUSING CORPORATION
UMBRELLA AGREEMENT PORTFOLIO
YEAR-TO-DATE REVENUE AND EXPENDITURES
JANUARY TO SEPTEMBER, 2017**

2 of 5

| UMBRELLA AGREEMENT | Revised UOA Budget 2017 | UOA Budget Jan-Sep | UOA Actual Jan-Sep | UOA Variance \$ Jan-Sep |
|---------------------------------------------------------------------------------------------------|--------------------------------------------|-----------------------------------|-----------------------------------|----------------------------------------|
| 42 Buildings - 1,209 Mixed Income Family/Seniors Housing Constructed between 1983-2002 | | | | |
| Revenues | | | | |
| BCHMC Fixed Payment | 3,463,133 | 2,597,350 | 2,595,889 | (1,461) |
| Tenant Rent | 10,049,615 | 7,537,211 | 7,693,907 | 156,696 (A) |
| Misc Revenue - parking and laundry | 42,252 | 31,689 | 37,582 | 5,893 |
| Total Revenues | 13,555,000 | 10,166,250 | 10,327,378 | 161,128 |
| Expenditures | | | | |
| Audit/Legal | 29,983 | 22,487 | 22,887 | (400) |
| Caretakers | 1,025,163 | 768,872 | 739,593 | 29,279 (B) |
| Contingency & Vacancy Loss | 60,396 | 45,297 | 0 | 45,297 (C) |
| Garbage | 187,564 | 140,673 | 162,141 | (21,468) (D) |
| Gas | 98,700 | 74,025 | 65,294 | 8,731 |
| Electricity | 231,518 | 173,639 | 182,190 | (8,552) (E) |
| Insurance | 379,642 | 284,732 | 287,065 | (2,333) |
| Landscape Maintenance | 307,784 | 230,838 | 228,290 | 2,548 |
| Land Lease | 63,000 | 47,250 | 47,250 | 0 |
| Maintenance | 633,449 | 475,087 | 471,614 | 3,473 |
| Management Fee | 983,986 | 737,990 | 737,990 | 0 |
| Management Fee - TEF Project | 50,000 | 37,500 | 37,500 | 0 (F) |
| Mortgage | 6,093,164 | 4,569,873 | 4,572,303 | (2,430) |
| Property Taxes | 644,406 | 483,305 | 447,702 | 35,603 (G) |
| Replacement Reserve Contribution | 943,020 | 707,265 | 707,265 | 0 |
| Water | 739,305 | 554,479 | 523,854 | 30,625 (H) |
| Total Expenditures | 12,471,080 | 9,353,310 | 9,232,938 | 120,373 |
| Total Umbrella Agreement Surplus/(Deficit) | 1,083,920 | 812,940 | 1,094,441 | 281,500 |

Variance Notes:

- (A) Tenant Rent: 156,696 additional revenue due to Jan-Sept vacancy rate of .68% with average 31.6 day turnover.
- (B) Caretakers: 29,279 under budget due to Caretaker retirement in Feb, 2017 and CUPE 2017 contract still under negotiations.
- (C) Contingency & Vacancy: pre Umbrella Operating Agreement this budget line allowed for funding to offset fixed overhead related to vacant units. With implementation of UOA in 2015 the budget line was kept for Contingency items.
- (D) Garbage: (21,468) over budget due to new service provider and resulting one-time charges for removal & delivery of new bins/totes.
- (E) Electricity: (8,552) over budget due to higher usage for summer ventilation.
- (F) Management Fee - TEF Project: 50,000 to fund Tenant Engagement Framework Pilot Project.
- (G) Property Taxes: 35,603 under budget Jan-Sep due to CRHC conservative budgeting on the remaining 20 non-exempt properties.
Actual 2017 taxes 596,936; budget 644,406; difference 47,470.
- (H) Water: 30,625 under budget due to City of Victoria decreased sewer rate in July-Aug for summer only; this affects 17 of 42 buildings.

**CAPITAL REGION HOUSING CORPORATION
INDEPENDENT LIVING BC 2 PORTFOLIO
YEAR-TO-DATE REVENUE AND EXPENDITURES
JANUARY TO SEPTEMBER, 2017**

3 of 5

| ILBC 2 1 Building - 21 Seniors Independent Living Housing Constructed 2008 | ILBC 2 Budget 2017 | ILBC 2 Budget Jan-Sep | ILBC 2 Actual Jan-Sep | ILBC 2 Variance \$ Jan-Sep |
|-------------------------------------------------------------------------------------------------------|-----------------------------------------------|--------------------------------------------------|--------------------------------------------------|-------------------------------------------------------|
| Revenues | | | | |
| BCHMC Subsidy | 299,320 | 224,490 | 224,490 | 0 |
| Tenant Rent | 333,900 | 250,425 | 228,388 | (22,037) (A) |
| Misc Revenue - parking and cable recovery | 0 | 0 | 9,068 | 9,068 |
| Total Revenues | 633,220 | 474,915 | 461,946 | (12,969) |
| Expenditures | | | | |
| General Costs | | | | |
| Audit/Legal | 545 | 409 | 409 | 0 |
| Cable - offset by Misc Revenue | 0 | 0 | 5,585 | (5,585) |
| Contingency & Vacancy Loss | 5,000 | 3,750 | 0 | 3,750 (B) |
| Contracted Services | 267,216 | 200,412 | 200,268 | 144 |
| Garbage | 3,000 | 2,250 | 2,757 | (507) |
| Electricity | 31,583 | 23,687 | 25,078 | (1,391) |
| Insurance | 7,280 | 5,460 | 4,460 | 1,000 |
| Memberships | 500 | 375 | 413 | (38) |
| Mortgage | 221,596 | 166,197 | 166,197 | 0 |
| Property Taxes | 14,290 | 10,718 | 6,672 | 4,046 |
| Replacement Reserve Contribution | 17,270 | 12,953 | 12,953 | 0 |
| Water | 6,215 | 4,661 | 3,393 | 1,268 |
| | 574,495 | 430,871 | 428,185 | 2,687 |
| Manageable Costs | | | | |
| Caretaker | 10,785 | 8,089 | 7,289 | 800 (C) |
| Landscape Maintenance | 3,320 | 2,490 | 2,490 | 0 |
| Maintenance | 19,900 | 14,925 | 20,523 | (5,598) (D) |
| Management Fee | 24,720 | 18,540 | 18,540 | 0 |
| | 58,725 | 44,044 | 48,842 | (4,798) |
| Total Expenditures | 633,220 | 474,915 | 477,027 | (2,111) |
| Total ILBC 2 Surplus/(Deficit) | 0 | 0 | (15,080) | (15,080) |

Variance Notes:

(A) Tenant Rent: (22,037) revenue shortfall due to 8 vacancies Jan-Sept, 2017. CRHC responsible for vacant unit cost @2,513 per month.

(B) Contingency & Vacancy: 5,000 budget allows for 2 vacant units per year.

(C) Caretaker: 800 under budget due to change in Caretaker during May and CUPE 2017 contract still under negotiations.

(D) Maintenance: 5,598 over budget due to 2,328 bed bug infestation and 1,694 office window replaced & unit screens repaired

**CAPITAL REGION HOUSING CORPORATION
CRHC NO OPERATING AGREEMENT
YEAR-TO-DATE REVENUE AND EXPENDITURES
JANUARY TO SEPTEMBER, 2017**

4 of 5

VILLAGE ON THE GREEN

**1 Building - 38 Mixed Income Family Housing
Constructed 1984**

| | VOG Budget 2017 | VOG Budget Jan-Sep | VOG Actual Jan-Sep | VOG Variance Jan-Sep |
|-----------------------------------------------------|--------------------------------|-----------------------------------|-----------------------------------|-------------------------------------|
| Revenues | | | | |
| Tenant Rent | 405,449 | 304,087 | 311,290 | 7,203 (A) |
| Misc Revenue - laundry | 760 | 570 | 514 | (56) |
| Total Revenues | 406,209 | 304,657 | 311,804 | 7,147 |
| Expenditures | | | | |
| Audit/Legal | 920 | 690 | 690 | 0 |
| Caretaker | 31,675 | 23,756 | 20,965 | 2,791 (B) |
| Garbage | 4,549 | 3,412 | 4,140 | (728) |
| Electricity | 1,865 | 1,399 | 1,184 | 215 |
| Insurance | 9,800 | 7,350 | 7,325 | 25 |
| Landscape Maintenance | 7,335 | 5,501 | 5,501 | 0 |
| Maintenance | 15,693 | 11,770 | 5,925 | 5,845 (C) |
| Management Fee | 30,826 | 23,120 | 23,120 | 0 |
| Mortgage | 134,329 | 100,747 | 100,881 | (134) |
| Property Taxes | 47,898 | 35,924 | 32,915 | 3,009 |
| Replacement Reserve Contribution | 34,900 | 26,175 | 26,175 | 0 |
| Water | 10,653 | 7,990 | 9,938 | (1,948) (D) |
| Total Expenditures | 330,443 | 247,832 | 238,759 | 9,074 |
| Total Village on the Green Surplus/(Deficit) | 75,766 | 56,825 | 73,046 | 16,221 |

Variance Notes:

(A) Tenant Rent: 7,203 additional rent due to no vacancies Jan-Sept, 2017.

(B) Caretaker: 2,791 under budget due recovery for Caretaker time spent on CUPE Union business

(C) Maintenance: 5,855 under budget due to no vacancies Jan-Sept, 2017.

(D) Water: (1,948) over budget due to meter failure. City of Victoria estimated consumption until meter can be replaced.

**CAPITAL REGION HOUSING CORPORATION
CRHC NO OPERATING AGREEMENT
YEAR-TO-DATE REVENUE AND EXPENDITURES
JANUARY TO SEPTEMBER, 2017**

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VERGO

**1 Building - 18 Affordable Family Housing
Constructed 2012**

| | Vergo Budget 2017 | Vergo Budget Jan-Sep | Vergo Actual Jan-Sep | Vergo Variance Jan-Sep |
|---------------------------------------------------------------|----------------------------------|-------------------------------------|-------------------------------------|---------------------------------------|
| Revenues | | | | |
| Tenant Rent | 260,291 | 195,218 | 197,973 | 2,755 (A) |
| Misc Revenue | 0 | 0 | 0 | 0 |
| Total Revenues | 260,291 | 195,218 | 197,973 | 2,755 |
| Expenditure | | | | |
| Audit/Legal | 436 | 327 | 327 | 0 |
| Caretaker | 8,677 | 6,508 | 6,368 | 140 |
| Garbage | 2,606 | 1,955 | 2,330 | (376) |
| Electricity | 1,216 | 912 | 313 | 599 |
| Insurance | 8,254 | 6,191 | 6,143 | 47 |
| Landscape Maintenance | 4,335 | 3,251 | 3,251 | 0.25 |
| Maintenance | 6,828 | 5,121 | 4,120 | 1,001 |
| Management Fee | 14,602 | 10,952 | 10,952 | 0 |
| Mortgage | 239,962 | 179,972 | 180,189 | (218) |
| Property Taxes | 29,671 | 22,253 | 20,276 | 1,977 |
| Replacement Reserve Contribution | 7,000 | 5,250 | 5,250 | 0 |
| Water | 5,130 | 3,848 | 3,340 | 508 |
| Total Expenditures | 328,717 | 246,538 | 242,860 | 3,679 |
| Total Vergo Surplus/(Deficit) to be supplemented by | (68,426) | (51,320) | (44,887) | 6,434 |
| No Operating Agreement Portfolio Stabilization Reserve | | | | |

Variance Notes:

(A) Tenant Rent: 2,755 additional rent due to no vacancies Jan-Sept, 2017.

Capital Region Housing Corporation
Reserve Summary Schedule
January to September, 2017

| Reserve Descriptions | Reserve Restrictions |
|--------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|
| (1) Corporatation Stabilization Reserve Account | At discretion of CRHC Board |
| (2) Admin Equipment Replacement Reserve Account | Approval of equipment replacement purchases based on CRHC Delegation Authority & Signing Authority Policy |
| (3) Vehicle Replacement Reserve Account | Approval of vehicle replacement purchases based on CRHC Delegation Authority & Signing Authority Policy |
| (4) Guestsuite Surplus Reserve Account (accum. operating surplus) | Approval of guestsuite related operating expenses based on CRHC Delegation Authority & Signing Authority Policy |
| (5) NOA Portfolio Stabilization Reserve (accum. operating surplus) | CRHC is responsible for managing Village Green and Vergo annual operating surplus/(deficits) |
| (6) UOA Portfolio Stabilization Reserve (accum. operating surplus) | BCHMC Agreement requires CRHC to be responsible for managing UOA's 42 buildings annual operating surplus/(deficits) |
| (7) ILBC2 Parry Stabilization Reserve (accum. operating deficit) | BCHMC Agreement requires CRHC to be responsible for managing Parry Place annual operating surplus/(deficits) |
| (8) Capital Replacement Reserve Fund for UOA, NOA, ILBC2 | As defined by BC Housing and/or CRHC Board this reserve can only be used to fund capital expenditures |

| | Unrestricted (1) | Internally Restricted (2) | Internally Restricted (3) | Internally Restricted (4) | Internally Restricted (5) | Externally Restricted (5) | Externally Restricted (7) | Externally Restricted (8) | Combined |
|------------------------------------------------------------------------------|----------------------------|---------------------------------|---------------------------------|---------------------------------|---------------------------------|---------------------------------|---------------------------------|---------------------------------|-------------|
| | Corporate Stabilization | Admin Equip Replacement | Vehicle Replacement | Guestsuite Surplus | NOA Portfolio Stabilization | UOA Portfolio Stabilization | ILBC2 Parry Stabilization | Capital Replacement | Total |
| Beginning Balance January 1, 2017 | 992,183 | 34,020 | 84,054 | 31,466 | 93,156 | 2,035,388 | 21,353 | 6,541,851 | 9,833,471 |
| Transactions as at September, 2017 | | | | | | | | | |
| Annual Transfer from Operating Budget prorated Sept/17 | 0 | 3,750 | 0 | 0 | 0 | 0 | 0 | 751,643 | 755,393 |
| One-Time Transfer to Capital Reserve | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| One-Time Transfer - IT Project budget \$150,000 Approved Mar/16 | (69,450) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | (69,450) |
| Actual Expenditures (based on Approved Capital Plan) | 0 | (11,260) | 0 | 0 | 0 | 0 | 0 | (1,358,732) | (1,369,992) |
| Interest Income allocated at yearend based on cumulative investment earnings | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Ending Balance at September 30, 2017 | 922,733 | 26,510 | 84,054 | 31,466 | 93,156 | 2,035,388 | 21,353 | 5,934,762 | 9,149,422 |

Note 1

Notes:

1) CRHC Reserves Cash and Investment Position at September 30, 2017

| | |
|------------------------------------------------|------------------|
| Cash (RBC Bank Account) | 0 |
| Bank of Nova Scotia GIC Maturing December 2018 | 1,073,741 |
| MFA Bond Fund | 7,980,423 |
| MFA Money Market Fund | 95,258 |
| | <u>9,149,422</u> |



REPORT TO CAPITAL REGION HOUSING CORPORATION BOARD OF DIRECTORS MEETING OF OCTOBER 31, 2017

SUBJECT Turnover and Vacancy Quarterly Report – Third Quarter

ISSUE

This report provides information on the activity and performance results in the areas of turnover, vacancy and move-ins for January 1 to September 30, 2017.

BACKGROUND

Vacancy

| Year | Period | Number of units vacant | Number of Days vacant | Average of days vacant |
|------|---------------------------|------------------------|-----------------------|------------------------|
| 2017 | January 1 to September 30 | 78 | 2464 | 31.6 |
| 2016 | January 1 to September 30 | 98 | 2659 | 27.1 |

| Year | Period | Total |
|------|---------------------------|-------|
| 2017 | January 1 to September 30 | 0.68% |
| 2016 | January 1 to September 30 | 0.70% |

Turnover

| Year | Period | Number of Turnovers Subsidized (913 units) | Number of Turnovers Non-Subsidized (373 units) | Total |
|------|---------------------------|--------------------------------------------|------------------------------------------------|-------|
| 2017 | January 1 to September 30 | 56 | 19 | 75 |
| 2016 | January 1 to September 30 | 69 | 29 | 98 |

Housed

| Year | Period | Number of Households housed |
|------|---------------------------|-----------------------------|
| 2017 | January 1 to September 30 | 87 |
| 2016 | January 1 to September 30 | 112 |

CONCLUSION





The goal for the Corporation is to maintain a maximum average of no more than 30 days vacant. For the period of July 1, 2017-September 30, 2017 (the 3rd quarter), there was an average of 30 days vacant.

Currently the average days vacant for the first three quarters is 31.6 days.

RECOMMENDATION

Receives the Third Quarter 2017 Turnover and Vacancy Report for information.


Christine Culham
Senior Manager
Capital Region Housing Corporation


Kevin Lorette, P.Eng., MBA
General Manager
Planning and Protective Services
Concurrence



REPORT TO CAPITAL REGION HOUSING CORPORATION BOARD OF DIRECTORS MEETING OF OCTOBER 31, 2017

SUBJECT Management Update

ISSUE

This report provides monthly operations, capital and project updates to the Capital Region Housing Corporation (CRHC) Board of Directors.

Operations Update

The SAP Real-Estate and Mobile Platform is in the final stages of development. There is one more module to complete – unit inspections. This needs to be completed in advance of the new year when the cyclical inspections begin. Also, staff are currently reviewing the internal processes and revising them to align with the new system. Two staff will be named and trained as “Superusers” of the system to support the internal implementation and ongoing operations.

The Housing Registry Waitlist Statistics

Table 1. Capital Region Housing Registry Waitlist Statistics

| Category | October 2017 | September 2017 | October 2016 |
|-----------------------------|--------------|----------------|--------------|
| Total Registry Units | 3,310 | 3,310 | 3,299 |
| Applicants | | | |
| Family | 625 | 631 | 563 |
| Seniors | 703 | 705 | 656 |
| Persons with Disabilities | 463 | 465 | 410 |
| Wheelchair Modified | 67 | 69 | 61 |
| Singles | 77 | 75 | 56 |
| Total | 1,935 | 1,945 | 1,746 |

Capital Updates

Westview

CRHC is still awaiting confirmation of the completion of the Saanich staff report and a confirmed date to present the project to Saanich Council. Minor work is being done on the building's energy model as staff awaits final approval of the development permit application.

161 Drake Rd.

Staff is exploring alternatives to obtain rezoning approval and will review with the Drake Road Steering Committee on November 16, 2017.

Michigan Redevelopment

The Canadian Mortgage Housing Corporation (CMHC) has officially approved a grant (seed funding) of \$30,000 for design work for the proposed Michigan Redevelopment. Staff will invite consultants to submit proposals for consultancy services for the project.

Tenant Engagement

Tenant Engagement Pilot Project

The Tenant Engagement Pilot Project is now under way in four of seven communities. The communities' response has been warm and welcoming, even where tenants have serious concerns. Overall, tenants appreciate having a staff member on-site and the opportunity to discuss their situations. A common thread across all four communities is an interest in having staff on-site more regularly (i.e., tenants generally are suggesting "once every six months"). Other community issues being brought forward are safety & security, communication from CRHC staff, and having more resources at buildings, including food programs. In each community, the level of participation has grown as each session builds on the other.


Silver Threads

Silver Threads has been successfully running a weekly conversation group at Viewmont Gardens since May 2017. The program is focused on engaging seniors, building community, and reducing isolation. The program has been so successful that Silver Threads is currently applying for additional funding to replicate the program in another CRHC community.

Financial Reporting

Table 2. September cheques/EFTS OVER \$50,000

| Vendor | Issued | Expenditure | Notes |
|-----------------------|---------------|--------------------|------------------------------------------|
| Universal Sheet Metal | Sept 11, 2017 | 127,575.00 | CA Carillon Roof Repl – Progress Claim 1 |
| Universal Sheet Metal | Sept 30, 2017 | 94,500.00 | CA Carillon Roof Repl – Progress Claim 2 |



Christine Culham
Senior Manager, Regional Housing