



## HIGHLIGHTS OF PROPOSAL

- Premises:** <Condo Name>  
<Address of Property>
- Commencement Date:** The Commencement Date shall be <Date> (or as required).
- Term:** The Term of the Management Agreement shall be **Two (2) Year(s) from** the Commencement Date.
- Management Fee:** **The Monthly Management Fee will be \$<price> per unit, per month, plus GST.**
- Termination:** Either party shall have the option of terminating the contract with **NINETY (90) DAYS WRITTEN NOTICE** to the Management Company.
- Additional Charges:** Photocopying Services: Bulk mail outs, such as Newsletters, Assessment letters, Letters and notices, Annual General Meeting packages.  
Mailing Charges: Bulk mail outs, such as, Newsletters, Assessment letters, Letters and notices, Annual General Meeting packages and Courier Services.  
Administration Charges: Administration of Caveats and other Land Titles Registrations, advertising and long distance charges.  
All costs to be at market rates plus GST with no additional mark up.
- Confidentiality:** The Condominium Corporation acknowledges that the financial terms of this proposal and the contents hereof are strictly confidential and the Condominium Corporation covenants not to disclose or allow disclosure of the same to any third party.

**Range of Services:**

**Management and Administration of:**

- a) Provide active supervision of Resident Manager(s) and all site staff, if applicable.
- b) Lawn and general grounds maintenance
- c) Cleaning, replacement, painting, staining and general maintenance and repair of the common property
- d) Snow removal: Cleaning and maintenance of roadways, curbs and sidewalks, and conducting regular inspections to ensure delivery of these services
- e) All contracts approved by the Board of Directors
- f) Maintaining electronic payment file for pre-authorized monthly withdrawal of individual fee payments and secure collection of post-dated cheques for same.
- g) Sending out delinquency notices for condominium fee arrears as follows:
  - i. 2 Days in Arrears, a personal phone call is placed to the unit owner by the property management company.
  - ii. 15 Days in Arrears, a reminder letter is sent to the unit owner.
  - iii. 45 Days in Arrears, a demand letter is sent to the unit owner and the mortgage company.
  - iv. 90 Days in Arrears, or as advised by the Board, place a Caveat on the unit and proceed with measures as defined by the bylaws or as determined by the Board.

***ESQUIRE MANAGEMENT GROUP IS A LEADER IN THE FIELD OF ASSET MANAGEMENT***

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**You will have complete control over your financial affairs.** We will collect all fees and deposit them directly into an account(s) set up in the name of the Condominium Corporation. Unlike many management companies, Esquire Management **will not have signing authority on your bank account(s)**. This will enable you to have complete control over your disbursements. In addition, all expenditures over an amount agreed upon by the Board of Directors will be discussed with the Board prior to the Property Manager making a commitment for provision of services.

### **Reserve Fund Study Analysis and Management:**

Esquire Management Group can provide you with financial analysis and planning of existing replacement reserve funds. Projections of cash flow expenditures are done to optimize the condition of your property/asset throughout its maintenance cycle. Clients can benefit from thorough analysis of the operating, financing and life cycle re-capitalization needs of a property.

### **Financial Statements:**

We will assist you in managing the financial affairs of your condominium by providing **monthly financial statements**. These statements will show how your current month's income and expenses compare to your annual budget. This information will allow you to monitor expenditures to ensure that your budget plan is followed. It will also provide you with warning signals if certain expenses are being incurred faster than anticipated and have a potential of exceeding what was budgeted for. The financial statements will be completed within thirty (30) days of the end of the month and distributed to the Board members with the meeting packages prior to the Board meeting.

### **Budgets:**

Esquire Management Group will work with you to develop an annual budget that will enable you to meet your annual operating and reserve fund plans. This means that you, as Directors and as owners, will not be faced with unnecessary surprises throughout the year. We involve you in the budgeting process and have developed a simple step-by-step process to develop your Corporation's financial plan. Our team keeps on top of market trends and is able to budget accordingly for such things as utilities and other essential services.

### **Collection of Arrears:**

We will contact owners who are in arrears, personally, by phone, and/or by letter. Our arrears collection system will automatically charge interest on all overdue accounts. A Caveat will be placed on a unit Title when fees are over 90 days in arrears. Letters to Mortgage lenders and appropriate legal collection action will be pursued on the direction of the Board. The goal is to have all fees collected.

Good communication is essential! We will prepare, with your input, a **Welcome Package** specifically tailored for you. This package will provide information to new owners related to operations, policies and Bylaws established by and for your complex. It will also include information on how to **handle emergencies**. We have developed specific guidelines for our Property Managers to assist in monitoring your site. To ensure your expectations are met, we will conduct site inspections with resulting issues addressed with the Board. Contract specifications will be observed and monitored, to ensure that what is agreed to and expected is delivered. We will also act as a liaison with respect to owner/resident complaints in order to maintain good relations between the Board of Directors and their neighbours.

## ***ESQUIRE MANAGEMENT GROUP WILL PROVIDE***

### **Administrative Services:**

- \* advise, negotiate with and engage the services of contractors and insurance companies
- \* remove and discharge any lien resulting from contractual work
- \* evaluate and recommend purchases of equipment, material and supplies required for regular maintenance
- \* provide an emergency service telephone number and immediate response to emergencies
- \* assess and supervise any required repairs
- \* communicate with Owners and residents with respect to infractions of the Bylaws and levy fines where directed
- \* provide Land Titles searches and registrations, except for the actual fees incurred
- \* attend monthly and Annual General Meetings, including preparation of agendas and notices.
- \* maintain records and provide copies to the Corporation, as required
- \* assist with preparation of the newsletter formats for Board input and distribution
- \* provide monthly site visits to the property
- \* maintain an up-to-date list of Owners and Tenants
- \* provide statistical information required by Government and applicable Acts
- \* administer reserve funds, providing investment advice on a best advantage/most secure basis
- \* provide bonding of employees

### **Financial Services:**

- \* prepare the annual operating and reserve fund budgets, with input from the Board of Directors
- \* collect all fees assessed by The Corporation and disburse all debts, providing a detailed account of all transactions
- \* provide pre-authorized debits and funds transfers
- \* provide accounting for interest on condominium fee arrears
- \* prepare cheques, for the Boards' signature, for all premiums, fees, charges and costs of services provided to The Condominium Corporation
- \* assist in annual audit by providing access to and explanation of all accounts
- \* provide administration and accounting for Security Deposits as provided by Section 44 of the Condominium Property Act
- \* render any final accounting required

## ***ESQUIRE MANAGEMENT GROUP RESPONDS QUICKLY TO PROBLEMS***

Esquire Management Group will provide a 24-hour answering service. All of our Property Managers have cellular phones. As a result, you can reach them when a problem arises. Esquire Management Group is committed to solving problems as quickly as possible.

## ***ADDITIONAL SERVICES AT NO CHARGE TO THE CONDOMINIUM CORPORATION***

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### **Maintenance Work and Supervision:**

The management company will secure three quotes for all major repair work to be carried out at the property. The management company will supervise to ensure that the job is completed to the condominium specifications. The property manager will inspect the job throughout the repair and maintenance period.

**Contractor Relationship:** Esquire Management Group will work at all times to develop partnerships with contractors to facilitate good relationships between the contractor, the Board and the Management Company. Our goal is to acquire the best service for the least cost for your property.

**Meaningful Financial Reports:** Your reports will include actual and budget variance analysis and explanations. The reports will also address any areas of concern. Financial reports will be tailored to suit your needs.

**Site Visits:** The Property Manager will be available for additional site visits (other than the routine visits) if emergency situations require this attention. The Property Manager will work at all times to nurture a good relationship between the owners, the Board, contractors and the Management Company.

**Parking Programs:** Parking programs and policies will be administered as required by the Condominium Corporation.

**Maintenance Service:** Esquire Management Group will provide third-party maintenance personnel to care for your property as required and will also provide owners with minor maintenance services on a daily basis as required.

**E-Mail Service:** Esquire Management Group can provide your monthly reports instantly by e-mail.

**Meeting Facility:** Esquire Management Group will provide meeting rooms to our clients.

**Energy Management:** Energy/Utility Management Program: Based upon our previous experiences and success in energy and utility management, we have been able to save our owners/clients at least 25% on their previous years energy costs.

**Property Insurance:** Low Cost Property Insurance: \$5,000,000 Liability, Rental Coverage, 80% Co-Insurance. Our program policy has been able to reduce many owners' costs by **one third**.



# Executive Team

## **Michael M. McNeil**

### **General Manager / Broker:**

Michael McNeil is responsible for All Operational Management functions at Esquire Management Group. Michael comes to Esquire Management with over twenty-five years of experience in the field of Property Management. Michael worked with Western Canada's largest property developer (Oxford Development Group) and successfully managed what was then the largest individual portfolio in Edmonton – 1.6 million square feet of commercial high-rise property. Michael's main focus is providing client satisfaction. In his capacity of General Manager, Michael is aware that not all clients will have the same needs and he ensures that each client is treated according to his/her individual and unique needs.

## **Stuart L. Emery, C.P.M. / F.R.I.**

### **Property Manager / Agent:**

Stuart has been in the Property Management industry for the past thirty years and brings his knowledge and experience from the private sector, and the Provincial and Federal Government(s) to Esquire Management Group. Stuart has achieved the professional designations C.P.M (Certified Property Manager) from the Institute of Real Estate Management and the F.R.I. (Fellow of the Real Estate Institute), from the Real Estate Institute of Canada. Prior to joining Esquire Management Group, Stuart was General Manager of a Property Management company, which managed in excess of 5,000 apartments and condominium units in Edmonton.

## **Elaine Smith**

### **Accounting Manager / Office Manager:**

Elaine brings to Esquire Management Group over twenty years of property management experience. Elaine is responsible for all administrative duties and manages the accounting team operations. With Elaine on our staff, you will receive the very best of service.

## **Sheri Anne Chapman**

### **Executive Assistant / Property Administrator:**

Sheri comes to Esquire Management Group with over fifteen years of Property Management experience. Sheri has worked in all areas of the Property Management industry. As a client of Esquire Management Group, you will benefit from her vast experience in administration and accounting.

## **Esquire Management Group is a fully licensed real estate brokerage:**

Please note that all of our Property Managers are licensed. This fact is important in the event of negligence. You are 100% covered for all the actions carried out by the management company.



**Mandate:** Our aim is to provide a high level of service that the principals of Esquire Management Group see is often lacking in today's business practices. It is our aim to create partnerships of service with our clients to ensure that your needs and goals are met. We are here to serve you, by listening and responding to your interests, comments and questions. We will work to ensure the highest possible net return to the property owners over the longest period of time.

**Commitment:** We are fully committed to our client's needs. By listening to what you tell us, we can best ascertain your needs. The Esquire Management Group team has had a long-term involvement in the business and community life in Edmonton and surrounding areas. In turn, our team also offers knowledgeable insight into the needs of the residents and business community of Edmonton. We are committed to you and your future and the service of your requirements. **Esquire Management Group will provide you with our Corporate Guarantee for all actions taken on your behalf.**

**Responsibility:** We will always act responsibly in meeting your needs. We believe business must rise to a high standard of genuine integrity and responsiveness to clients.



## Memberships & References

### ***INDUSTRY AND BUSINESS ASSOCIATIONS/MEMBERSHIPS***

Edmonton Apartment Association (EAA)  
Real Estate Council of Alberta (RECA)  
Canadian Condominium Institute (CCI)  
Better Business Bureau (BBB)

Real Estate Institute of Canada (REIC)  
Institute of Real Estate Management (IREM)  
Edmonton Real Estate Board (EREB)  
Calgary Real Estate Board (CREB)

### ***REFERENCES***

Available on request.