

SCHEDULE B

SERVICE LEVEL AGREEMENT

For purposes of this document, the parties are identified as follows:

ASP Owner and/or Strata Corporation:
 City of Vancouver
 MOSAIC

Other ASP
 CoV
 NPO

For the purpose of this agreement, this Service Level Agreement (the "SLA") is intended to reflect the proposed delineation of repair, maintenance and replacement responsibilities between the parties as currently anticipated. The City reserves the right to revise the SLA as necessary and deemed appropriate.

The costs for items marked with an asterisk (*) in the far right column may be eligible for reimbursement semi-annually by the anticipated facility reserve to be held by the City for the purpose of paying for direct maintenance and common area maintenance costs, up to a mutually agreed upon annual limit based on maintenance projections subject to the availability of funds.

Annual Maintenance Plan

The Operator must prepare and submit an Annual Maintenance Plan at the beginning of each year including both the Routine and Preventative Maintenance Plan, which the City reserves the right to validate. At the end of each year, the Operator will submit a report/reports summarizing the Routine and Preventative Maintenance that has been performed and costs, and the Capital Maintenance and Improvements performed and costs.

Item	Description	Party to Perform the Work	Party Responsible to Pay for Work	NPO Items Eligible for Reserve Fund
1.1	Heating, Ventilation and Air Conditioning exclusive to or within the Leased Premises (excluding common equipment/systems)			
a	- annual inspection	NPO	NPO	*
b	- routine maintenance and repair	NPO	NPO	*
c	- provision & replacement of filter material	NPO	NPO	*
d	- cleaning of ducts	NPO	NPO	

Item	Description	Party to Perform the Work	Party Responsible to Pay for Work	NPO Items Eligible for Reserve Fund
e	- life cycle replacement (Capital Maintenance)	CoV	CoV	
1.2	Common Heating, Ventilation and Air Conditioning (systems serving more than the Leased Premises)			
a	- annual inspection, maintenance and repair	Other ASP	NPO (proportionate share)	*
b	- life cycle replacement	Other ASP	NPO (proportionate share)	*
2.1	Plumbing Systems exclusive to or within the Leased Premises (excluding common systems/equipment)			
a	-preventive maintenance and repairs to hot water heating systems (ie, boiler, hot water tank)	NPO	NPO	*
b	- major repairs and replacement of hot water heating systems	CoV	CoV	
c	- repairs to all fixtures including faucets, unplugging toilets and all other routine repairs	NPO	NPO	
d	- life cycle replacement of hot water systems, and piping	CoV	CoV	
e	- life cycle replacement of fixtures (ie, faucets, toilets, urinals, water closets, drinking fountains, etc.)	NPO	NPO	
2.2	Common Plumbing Systems (systems serving more than the Leased Premises)			
a	- annual inspection, maintenance and repair	Other ASP	NPO (proportionate share)	*
b	- life cycle replacement	Other ASP	NPO (proportionate share)	*

Item	Description	Party to Perform the Work	Party Responsible to Pay for Work	NPO Items Eligible for Reserve Fund
3.1	Mechanical Systems exclusive to or within the Leased Premises (excluding common systems/equipment)			
a	- preventive maintenance and repairs	NPO	NPO	*
b	- life cycle replacement	CoV	CoV	
c	- installation, maintenance and replacement of additional equipment provided and installed by the occupant	NPO	NPO	
d	elevator - maintenance and repair	NPO	NPO	*
e	elevator - lifecycle replacement	CoV	CoV	
3.2	Common Mechanical Systems (systems serving more than the Leased Premises)			
a	- annual inspection, maintenance and repair	Other ASP	NPO (proportionate share)	*
b	- life cycle replacement	Other ASP	NPO (proportionate share)	*
4.1	Fire Protection & Suppression exclusive to the Leased Premises			
a	- monthly inspection of fire extinguishers and smoke detectors within the Leased Premises	NPO	NPO	*
b	- annual inspection of fire extinguishers within premises	NPO	NPO	*
c	repairs/recharging of fire extinguishers within premises	NPO	NPO	
d	- annual inspection, maintenance and repair of fire sprinkler	NPO	NPO	*

Item	Description	Party to Perform the Work	Party Responsible to Pay for Work	NPO Items Eligible for Reserve Fund
	system			
e	- life cycle replacement of fire sprinkler system	CoV	CoV	
4.2	Common Fire Protection & Suppression (systems serving more than the Leased Premises)			
a	- annual inspection, maintenance and repairs of the fire alarm system including interior emergency/exit lighting	Other ASP	NPO (proportionate share)	*
b	- life cycle replacement of fire alarm system	Other ASP	NPO (proportionate share)	*
c	- annual inspection, maintenance and repair of fire sprinkler system	Other ASP	NPO (proportionate share)	*
d	- life cycle replacement of fire sprinkler system	Other ASP	NPO (proportionate share)	*
5.1	Security Systems dedicated to or within the Leased Premises			
a	- system monitoring, inspection, maintenance and repair	NPO	NPO	
b	- life cycle replacement	NPO	NPO	
c	- repair, replacement, re-keying of all locks, fobs and access devices	NPO	NPO	
5.2	Common Security Systems (systems serving more than the Leased Premises)			
a	- system monitoring, inspection, maintenance and repair	Other ASP	NPO (proportionate share)	*
b	- life cycle replacement	Other ASP	NPO (proportionate share)	*

Item	Description	Party to Perform the Work	Party Responsible to Pay for Work	NPO Items Eligible for Reserve Fund
6.1	Electrical Distribution Systems exclusive to or within the Leased Premises (excluding common systems/equipment)			
a	- repairs and upgrades required by Code or initiated by the Landlord	CoV	CoV	
b	- inspection, maintenance and repair of wiring, breakers and electrical panels	NPO	NPO	*
c	- life cycle replacement of wiring, breakers and panels	CoV	CoV	
d	- repair or replacement of switches, receptacles, cover plates	NPO	NPO	
e	- extensions, increases, or enhancements to meet occupant's needs including ongoing maintenance	NPO	NPO	
6.2	Common Electrical Distribution Systems (systems serving more than the Leased Premises)			
a	- inspection, maintenance and repair of electrical distribution systems	Other ASP	NPO (proportionate share)	*
b	- life cycle replacement of electrical distribution systems to the Leased Premises	Other ASP	NPO (proportionate share)	*
c	maintenance, repair and replacement of auxiliary power generating systems	Other ASP	NPO (proportionate share)	*
7.1	Lighting Systems within the Leased Premises			

Item	Description	Party to Perform the Work	Party Responsible to Pay for Work	NPO Items Eligible for Reserve Fund
a	- bulb/tube replacement for interior lighting	NPO	NPO	
b	- interior lighting ballast replacement	NPO	NPO	
c	- life cycle replacement of lighting fixtures	NPO	NPO	
d	- cleaning of interior lighting fixtures	NPO	NPO	
e	- provision, maintenance, repair and replacement of portable lighting fixtures	NPO	NPO	
f	- annual inspection and maintenance of interior emergency/exit lighting	NPO	NPO	*
7.2	Common Lighting Systems (systems serving more than the Leased Premises)			
a	- inspection, maintenance, repair, and cleaning	Other ASP	NPO (proportionate share)	*
b	- life cycle replacement	Other ASP	NPO (proportionate share)	*
8.1	Interior Windows (interior to the Leased Premises)			
a	- breakage and routine repair	NPO	NPO	
b	- cleaning	NPO	NPO	
c	- life-cycle replacement	NPO	NPO	
8.2	Exterior Windows of the Leased Premises or common area windows			
a	- breakage and routine repair	Other ASP	NPO (proportionate share)	*

Item	Description	Party to Perform the Work	Party Responsible to Pay for Work	NPO Items Eligible for Reserve Fund
b	- cleaning (of exterior surfaces)	Other ASP	NPO (proportionate share)	*
c	- cleaning (of interior surfaces within the Leased Premises , excluding common area windows)	NPO	NPO	
d	- life cycle replacement	Other ASP	NPO (proportionate share)	*
8.3	Interior Doors (interior to the Leased Premises)			
a	- maintenance and repair	NPO	NPO	
b	- life cycle replacement	NPO	NPO	
8.4	Exterior Doors of the Leased Premises			
a	- maintenance and repair including hardware	Other ASP	NPO (proportionate share)	*
b	- life cycle replacement	Other ASP	CoV	
8.5	Common Area Exterior Doors			
a	- maintenance and repair including hardware	Other ASP	NPO (proportionate share)	*
b	- life cycle replacement	Other ASP	NPO (proportionate share)	*
9.1	Interior Surfaces within the Leased Premises			
a	- interior life cycle repainting	NPO	NPO	*

Item	Description	Party to Perform the Work	Party Responsible to Pay for Work	NPO Items Eligible for Reserve Fund
b	- maintenance and cleaning of window applications including, but not limited to blinds and curtains	NPO	NPO	
c	- repairs to interior walls and ceilings, including minor painting	NPO	NPO	
d	- life cycle replacement of ceiling tiles	NPO	NPO	
e	- interior repairs due to building system failures such as roof leaks, exterior walls and foundation leaks not caused by the occupant or operations	Other ASP	Other ASP	
f	- maintenance and repairs of floor coverings, including carpet and tile	NPO	NPO	
g	- life cycle replacement of flooring	NPO	NPO	
h	- maintenance, repair, and replacement of millwork	NPO	NPO	
9.2	Interior Surfaces within Common Areas			
a	- all maintenance and repairs	Other ASP	NPO (proportionate share)	*
b	- all capital maintenance or replacements	Other ASP	NPO (proportionate share)	*
10.1	Major Structural Systems			

Item	Description	Party to Perform the Work	Party Responsible to Pay for Work	NPO Items Eligible for Reserve Fund
a	- repairs or replacements of foundations, flooring sub-structure, building envelope including bearing walls and roofing, and parking lots due to damage not related to the tenancy	Other ASP	Other ASP/ CoV	
b	- repairs and painting of exterior surfaces including windows, trim, fascia and soffits	Other ASP	NPO (proportionate share)	*
c	- cleaning of eaves troughs, gutters, roof drains and roof areas	Other ASP	NPO (proportionate share)	*
11.1	Site Services			
a	- landscaping repairs and maintenance	Other ASP	NPO (proportionate share)	*
b	- grass cutting	Other ASP	NPO (proportionate share)	*
c	- general cleaning of grounds, litter disposal	Other ASP	NPO (proportionate share)	*
d	- snow and ice removal from steps, walkways, entrances including provision of de-icing materials	Other ASP	NPO (proportionate share)	*
e	- removal of snow from entrance to parking areas	Other ASP	NPO (proportionate share)	*
f	- removal of snow and ice from roof areas	Other ASP	NPO (proportionate share)	*
g	- repairs of water and sewage systems (beyond the building perimeter)	Other ASP	CoV	
h	- maintenance, repair and replacement of gates and fences (excluding tenant specific gates and fences)	Other ASP	NPO (proportionate share)	*

Item	Description	Party to Perform the Work	Party Responsible to Pay for Work	NPO Items Eligible for Reserve Fund
i	- maintenance and repair of parking and loading areas	Other ASP	NPO (proportionate share)	*
12.1	Signage exterior to the Leased Premises			
a	- maintenance, repair and replacement (subject to prior approval of CoV and Other ASP)	NPO	NPO	
12.2	Interior Signage within the Leased Premises			
a	- installation, maintenance, repair and replacement	NPO	NPO	
13.1	Janitorial Services within the Leased Premises			
a	- routine janitorial/custodial services	NPO	NPO	*
b	- pest control services (interior)	NPO	NPO	*
c	- provision of all washroom supplies	NPO	NPO	
13.2	Janitorial Services within the common areas			
a	- routine janitorial/custodial services	Other ASP	NPO (proportionate share)	*
b	- pest control services	Other ASP	NPO (proportionate share)	*
c	- garbage and recycling removal services	Other ASP	NPO (proportionate share)	*
14.1	Appliances, Program and Other Non-Installed Equipment within the Leased Premises			

Item	Description	Party to Perform the Work	Party Responsible to Pay for Work	NPO Items Eligible for Reserve Fund
a	- inspection, maintenance and repair of all non-building equipment including stoves, refrigerators, microwaves, coolers, free standing cabinets, track lighting	NPO	NPO	
b	- replacement of all appliances, program and non-installed equipment	NPO	NPO	
c	- maintenance, repair and replacement of furniture	NPO	NPO	
15.1	Renovations and Upgrades to the Leased Premises (following completion of initial tenant improvements)			
a	- any upgrades, additions, enhancements or improvements initiated by the Tenant (subject to prior approval by CoV), including Contaminants remediation as required	NPO	NPO	
b	- any upgrades, additions, enhancements or improvements initiated by the Landlord (subject to prior approval by CoV), including Contaminants remediation as required	CoV	CoV	
16.1	Utilities provided to or directly serving the Leased Premises			
a	- electricity	NPO	NPO	*
b	- gas	NPO	NPO	*
c	- all other municipal utility charges which appear on the property tax notice	Other ASP	NPO (proportionate share)	*

Item	Description	Party to Perform the Work	Party Responsible to Pay for Work	NPO Items Eligible for Reserve Fund
16.2	Common Area Utilities			
a	- electricity	Other ASP	NPO (proportionate share)	★
b	- gas	Other ASP	NPO (proportionate share)	★
c	- water and sewer	Other ASP	NPO (proportionate share)	★
17.1	Business Operations			
a	- staff costs	NPO	NPO	
b	- telephone, internet & cable services	NPO	NPO	
c	- insurance (building shell)	Other ASP	CoV	
d	- insurance (CGL, TLL, business interruption, contents, etc.)	NPO	NPO	
e	- supplies and equipment, including for bathroom and kitchen	NPO	NPO	
f	- security services	NPO	NPO	

Life Cycle Replacement of items which are the responsibilities of the City

Life cycle replacement is based on fair wear and tear. The need of such replacement is at the Landlord's sole discretion.

Damage

Notwithstanding the foregoing, but except in the case of emergency, it is a condition hereof that the Landlord's obligation to maintain, repair, and replace parts of the Premises as indicated above is always subject to the availability of funds currently budgeted by the Landlord for such purposes at the Premises.