



COUNCIL REPORT

Report Date: October 24, 2025
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Meeting Date: November 4, 2025
[Submit comments to Council](#)

TO: Standing Committee on Policy and Strategic Priorities
FROM: General Manager of Arts, Culture and Community Services
SUBJECT: Operator Appointment for Little Mountain Neighbourhood House and Childcare

Recommendations

- A. THAT Council approve the Little Mountain Neighbourhood House Society (LMNHS) as the non-profit tenant and operator of both the city-owned social facility ("Neighbourhood House") and childcare facility ("Childcare Facility") collectively located at the addresses 157 and 155 East 36th Avenue (the "Premises").
- B. THAT Council authorize the Director of Real Estate Services to negotiate and execute a lease agreement with LMNHS for the Premises on the following basic terms, and upon such other terms and conditions satisfactory to the Director of Legal Services, the General Manager of Real Estate and Facilities Management and the General Manager of Arts, Culture, and Community Services;

Term and Renewals: Five (5) years with two (2) options to renew, each for a further five (5) years for a maximum term of fifteen (15) years;

The renewal option is conditional upon the City being satisfied that LMNHS has the capacity to operate, maintain and program the Premises in accordance with the lease terms and public service requirements for the duration of the renewal term contemplated; and

Total Rent: Ten dollars (\$10.00) for each term or renewal term, payable in advance.

- C. THAT as the rent for the Premises will be below the applicable market rate and includes rent-in-lieu of property taxes, Recommendation B constitutes a grant valued at approximately \$816,656 per annum based on the first year of the term

or \$12,249,840 over the maximum 15-year term.

- D. THAT no legal rights or obligations be created or arise by Council's adoption of these Recommendations until the lease agreement has been executed by all parties.

Recommendation B requires two-thirds affirmative votes for all Council members, per the *Vancouver Charter S.206(1)*.

Purpose and Executive Summary

This report recommends that Council approve the Little Mountain Neighbourhood House Society (LMNHS) as the social/childcare non-profit tenant and operator and authorize staff to negotiate and execute a lease with LMNHS for the Neighbourhood House and Childcare Facility at the Premises. The Premises will provide LMNHS with secure tenure and expanded capacity to meet growing community needs. The location ensures accessibility for residents and proximity to transit and other community assets, reinforcing LMNHS's role as a central hub for inclusive service delivery.

Council Authority/Previous Decisions

[Little Mountain Policy Statement \(2012\)](#): City Council affirmed its commitment to include a new and expanded Little Mountain Neighbourhood House in the Little Mountain redevelopment, with the potential to co-locate it with social housing as part of a civic asset building.

[155 East 37th Avenue \(Little Mountain\) Rezoning \(2016\)](#): Council approved rezoning of Little Mountain Redevelopment, including the delivery of a six-story city-owned facility that includes a Neighbourhood House, Childcare Facility and social housing and situated adjacent to a new community plaza.

City Manager's Comments

The City Manager concurs with the foregoing recommendations.

Context and Background

The need for a new and expanded Little Mountain Neighbourhood House, along with additional childcare spaces, was identified through an amenity review conducted in 2009 as part of the area's policy planning process. The review highlighted these as priority amenities, essential for supporting social programs and providing community gathering spaces, and this was further reinforced through community consultation. In 2012, City Council reaffirmed its commitment to include a new and expanded Little Mountain Neighbourhood House in the site's redevelopment, with the potential to co-locate it with social housing as part of a civic asset building.

At the Council meeting held on June 29, 2016, Council approved the rezoning of Little Mountain Redevelopment, including the delivery of a six-story city-owned facility with a Neighbourhood House, Childcare Facility and social housing, and situated adjacent to a new community plaza. These amenities are being delivered by the developer of the facility, as a Community Amenity Contribution, and will be owned by the City of Vancouver. In the same report, staff indicated that upon completion of the facility they would return to seek Council approval to appoint a non-profit operator for the Neighbourhood House and Childcare Facility.

The Little Mountain Policy Statement and Rezoning Report refers to the facility as “Little Mountain Neighbourhood House,” but does not explicitly recommend LMNHS as the operator. LMNHS has continued to be a key partner in discussions related to the redevelopment of the Little Mountain site and facility.

The Premises are located in the Little Mountain redevelopment; a complete community that features a mix of housing types, local-serving commercial uses, parks, and community amenities. These community amenities are in a city owned building that includes the Neighbourhood House (Levels 1 and 2), the 69-space Childcare Facility (Level 1), and social housing (Levels 3 to 6). The Neighbourhood House is 13,454sq ft and the Childcare Facility is 7,776sq ft. The social housing operations will be provided by a different operator and will have a separate procurement process. The Premises are currently under construction, and the estimated completion is Q1/Q2 2026.

Discussion

LMNHS has been a tenant in good standing with the City of Vancouver since November 1, 1981, occupying space at 3981 Main Street and serving Vancouver’s diverse populations for over 40 years. Following a fire in 2023 at its long-time City-owned location at 3981 Main Street, LMNHS relocated to another City-owned facility at #102–1193 Kingsway in 2024.

LMNHS has a strong focus on equity-deserving groups—including newcomers, Indigenous peoples, youth, and seniors—and delivers a range of inclusive programs such as licensed childcare, youth leadership, settlement services, and Restorative Circles in partnership with Musqueam First Nation. These programs directly support Vibrant Vancouver strategic priorities, the City’s Healthy City Strategy, Equity Framework, and Reconciliation efforts. Pending Council approval of LMNHS as operator, LMNHS will provide new licensed childcare spaces at the Childcare Facility, addressing urgent needs for infant/toddler care and early childhood development and adding to the 132 licensed childcare spaces it currently operates.

As part of the operator appointment process, staff reviewed Council Reports documenting Council’s affirmation and commitment of renewing and relocating LMNHS’s operations to the new facilities, and LMNHS’s long-standing involvement in the redevelopment process. It was determined that a Request for Proposal (RFP) - a competitive method typically used by the City to identify and assess potential operators for City-owned spaces - was not fitting for the context. Instead, staff initiated an Operator Verification Process between June and September 2025 to confirm LMNHS’s operational viability and financial sustainability. While the RFP process invites multiple organizations to submit proposals for evaluation, the Operator Verification Process, involved the same thorough review focused on a single organization. The review assessed tenant history, financial statements, annual reports, program and service delivery, and projected budgets for start-up and the first three years of operation, ensuring LMNHS’s continued alignment with the City’s strategic priorities and its capacity to deliver high-quality, inclusive programming.

The service delivery requirements and alignment with City priorities is outlined in a schedule of the lease titled Public Service Requirements (PSR) detailing goals, objectives, and reporting expectations to ensure ongoing alignment with the City’s strategic policies (Appendix B) Staff will review these requirements annually to support accountability and continued delivery of impactful community programming.

Financial Implications

The lease agreement with LMNHS sets a nominal rent of \$10.00 plus GST per term or renewal for each of the Neighbourhood House and Childcare Facility. This rent may be adjusted if Vancouver City Council adopts a new rent policy for social non-profit entities, following the initial 5 year term.

For the Childcare Facility, the tenant is expected to make best efforts to secure senior government grants or other sources of funding with respect to leasing of the property, up to the prevailing market rate, and/or any of the operations therein, if eligible. If the tenant is successful in securing senior government funding, the approximate grant amount would be reduced accordingly.

As with all other new childcares, LMNH would become eligible for Provincial funding through the \$10/day program after being in operation for at least one year. Staff remain engaged with LMNH regarding opportunities to seek Provincial funding and as outlined in this report, the rent would be adjusted accordingly should Provincial funding be confirmed.

The estimated market rental value for the Neighbourhood House and Childcare Facility is approximately \$770,000 annually.

LMNHS is responsible for all maintenance costs for the Neighborhood House. Therefore the estimated annual maintenance cost to the City over the recommended lease term is approximately \$0 for the Neighbourhood House.

It is proposed that the City cover an expected annual maintenance cost of approximately \$46,656 for the Childcare Facility. The facility maintenance costs are managed as part of the REFM operating budget. This estimate is based on average cost per square foot of similar facilities. An accurate budget will be requested from LMNHS when the facility is occupied and will follow the Service Level Agreement terms (Appendix A).

The combination of market value rental lease and Childcare Facility maintenance costs is considered a grant of \$816,656 per annum or \$12,249,840 over the 15 year maximum lease term as they are receiving a financial or pecuniary benefit.

In addition to \$10.00 rent for the term, the operator will be required to pay the typical operating costs, as well as an administration fee and building insurance fee, as outlined in Table 1.

Table 1 Occupancy costs that the operator is responsible for:

	Neighbourhood House	Childcare
Estimated Operating cost	\$11.00/sq ft/yr	\$7.00/sq ft/yr
Administration fee	\$2.07/sq ft/yr	\$2.07/sq ft/yr
Insurance fee	\$0.87/sq ft/yr	\$0.87/sq ft/yr
Total	\$13.94/sq ft/yr	\$9.94/sq ft/yr

These estimated costs for the LMNHS total \$264,786.00/yr.

Legal Implications

Legal Services will be called upon to prepare the lease based on the City's Precedent Lease for Non-Profit Entities (Cultural/Social) that includes additional items imported from the City's Precedent Lease for Childcare Facilities and on terms consistent with the Offer to Lease.

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SERVICE LEVEL AGREEMENT
167 East 36th Avenue
LITTLE MOUNTAIN (PARCEL AB)

For the purposes of the agreement, this Service Level Agreement (“SLA”) document is intended to reflect the proposed delineation of repair, maintenance and replacement responsibilities between the parties as currently anticipated for the premises.

For this Service Level Agreement document, the parties are identified as follows:

City of Vancouver (Owner)	City or CoV
Non Profit Operator – Housing	Housing Operator or HO
Non Profit Operator – Neighbourhood House	Neighbourhood House Operator or NHO
Non Profit Operator – Childcare Centre	Childcare Centre Operator or CCO

For this Service Level Agreement document, the premises refers to the leased and/or licensed areas of the Building and Grounds on the parcel located at 167 East 36th Avenue, as defined in the Operating Agreements. The premises operated or tenanted by the parties in this SLA are identified as follows:

Premises	Address	Operator (Tenant or Operator)
Social Housing	167 E 36 th Avenue	Housing Operator or HO
Neighbourhood House	157 E 36 th Avenue	Neighbourhood House Operator or NHO
Childcare Centre	155 E 36 th Avenue	Childcare Centre Operator or CCO

Generally the Operators will pay their portion of common costs which may be both development-wide and/or building-specific common costs, including contingency reserve funds. Further, where these categories of costs relate only to the portion of costs associated with the tenant’s or operator’s area - by the proportionate shares outlined below; the proportion will be based on the respective floor space of the area within each parcel that is the subject of such agreement, or as the parties may mutually agree to be fair and reasonable and consistent with industry practice.

The Housing Operator (**HO**) will be responsible for planning and implementing work on all common systems or common areas, and the Neighbourhood House Operator (**NHO**) and the Childcare Centre Operator (**CCO**) – collectively referred to as the **other Operators** – will be responsible for paying a proportionate share of these costs.

The **other Operators** are required to communicate and coordinate directly with the **HO** pertaining to repairs, maintenance, payments and invoicing as set out in the service level agreement and/or easement agreement. The City will advise the **HO** to communicate directly with the **other Operators** and the City will only be involved in the event of dispute resolution.

The Operators shall have responsibility for the management, maintenance, repair and replacement of the Building and the Lands as detailed and described in this Agreement. Subject

to this Agreement, including the Capital Asset Plan, the following work in respect of the Lands and the Building is required to be conducted and funded as outlined below.

The Public Plaza areas on the site shall be managed by the City, and the tenants and operators shall have access to and responsibilities for the public plaza surface areas according to the separate Public Plaza agreements.

The City reserves the right to revise the SLA and Proportionate Share Details for Common Building Areas and Systems cost allocations as necessary and deemed appropriate.

Proportionate Share Details for Common Building Areas and Systems cost allocations to the Operator(s) of each of the Premises:

- **Proportionate Share 1** – for ‘Shared’ Building Areas and Systems (PS1)
Based on Gross Floor Area Total = 5846.85 sq. m
 - Social Housing 3847.09 sq. m = 65.8%
 - Neighbourhood House 1284.34 sq. m = 22.0%
 - Childcare Centre 715.44 sq. m = 12.2%
- **Proportionate Share 2** – for Underground Parking Areas (PS2)
Based on Allocated Gross Floor Area Total = 2270.83 sq m
 - Social Housing 1421.54 sq. m = 62.6%
 - Neighbourhood House 809.33 sq. m = 35.6%
 - Childcare Centre 39.96 sq. m = 1.8%
- **Proportionate Share 3** – for ‘Shared’ Building Areas and Systems, only serving or shared between the Neighbourhood House and Childcare Centre premises (PS3)
Based on Gross Floor Area Total = 1999.76 sq. m
 - Neighbourhood House 1284.34 sq. m = 64.2%
 - Childcare Centre 715.44 sq. m = 35.8%
- **Proportionate Share 4** – for ‘Shared’ Common Building and Site Storm Drainage System elements, serving common storm drainage system elements and storm drainage utility fees for the Building and the Public Plaza, that are not exclusive to the Building, a Premises, or the Underground Parking Area.
Based on Allocated Site Drainage Area Total = 3733.49 sq. m
 - Public Plaza 1208.98 sq. m = 32.4%
 - Building 2524.51 sq m = 67.6%
 - Social Housing 1063.44 sq. m = 28.5%
 - Neighbourhood House 355.56 sq. m = 9.5%
 - Childcare Centre 1105.52 sq. m = 29.6%

Table 1 – Service Level Agreement – Services and Costs

Item	Description		Party to Perform the Work	Party Responsible To Pay for Work	Housing Capital or Non-Capital
1.1	Heating, Ventilation and Air Conditioning exclusive to the Operator’s Premises (excluding common equipment/systems)				
a	-annual inspection	Social Housing	HO	HO	Non-Capital
		Neighbourhood House	NHO	NHO	n/a
		Childcare Centre	CoV	CoV	n/a
b	-routine maintenance and repair	Social Housing	HO	HO	Non-Capital
		Neighbourhood House	NHO	NHO	n/a
		Childcare Centre	CoV	CoV	n/a
c	- provision & replacement of filter material	Social Housing	HO	HO	Non-Capital
		Neighbourhood House	NHO	NHO	n/a
		Childcare Centre	CoV	CoV	n/a
d	- cleaning of ducts	Social Housing	HO	HO	Non-Capital
		Neighbourhood House	NHO	NHO	n/a
		Childcare Centre	CoV	CoV	n/a
e	- life cycle replacement (Capital Maintenance)	Social Housing	HO	HO	Capital
		Neighbourhood House	CoV	CoV	n/a
		Childcare Centre	CoV	CoV	n/a
1.2	Common Heating, Ventilation and Air Conditioning (systems only serving the Neighbourhood House and Childcare Centre Premises)				
a	- annual inspection, maintenance and repair		NHO	PS3 (Childcare Centre Portion – CoV)	n/a
b	- life cycle replacement		NHO / CoV	CoV	n/a
1.3	Common Heating, Ventilation and Air Conditioning (systems serving more than the Operator’s Premises, excluding Parking Areas)				

Item	Description		Party to Perform the Work	Party Responsible To Pay for Work	Housing Capital or Non-Capital
a	- annual inspection, maintenance and repair		HO	PS1 (Childcare Centre Portion – CoV)	Non-Capital
b	- life cycle replacement		HO	PS1 (Childcare Centre Portion – CoV; Neighbourhood House Portion - CoV)	Capital
1.4	Heating, Ventilation and Air Conditioning – Parking Area (systems serving the underground Parking Area)				
a	- annual inspection, maintenance and repair		HO	PS2 (Childcare Centre Portion – CoV)	Non-Capital
b	- life cycle replacement		HO	PS2 (Childcare Centre Portion – CoV; Neighbourhood House Portion - CoV)	Capital
2.1	Plumbing Systems exclusive to the Operator’s Premises (excluding common systems/equipment)				
a	-preventive maintenance and repairs to hot water heating systems	Social Housing	HO	HO	Non-Capital
		Neighbourhood House	NHO	NHO	n/a
		Childcare Centre	CoV	CoV	n/a
b	- major repairs and replacement of hot water heating systems	Social Housing	HO	HO	Capital
		Neighbourhood House	CoV	CoV	n/a
		Childcare Centre	CoV	CoV	n/a
c	- repairs to all fixtures including faucets, unplugging toilets and all other routine repairs	Social Housing	HO	HO	Non-Capital
		Neighbourhood House	NHO	NHO	n/a
		Childcare Centre	CCO	CCO	n/a

Item	Description		Party to Perform the Work	Party Responsible To Pay for Work	Housing Capital or Non-Capital
d	- life cycle replacement of hot water systems, fixtures and piping	Social Housing	HO	HO	Capital
		Neighbourhood House	CoV	CoV	n/a
		Childcare Centre	CoV	CoV	n/a
2.2	Common Plumbing Systems (systems only serving the Neighbourhood House and Childcare Centre Premises)				
a	- annual inspection, maintenance and repair		NHO	PS3 (Childcare Centre Portion – CoV)	n/a
b	- life cycle replacement		CoV	CoV	n/a
2.3	Common Plumbing Systems (systems serving more than the Operator’s Premises)				
a	- annual inspection, maintenance and repair		HO	PS1 (Childcare Centre Portion – CoV)	Non-Capital
b	- life cycle replacement		HO	PS1 (Childcare Centre Portion – CoV; Neighbourhood House Portion - CoV)	Capital
2.4	Common Plumbing Systems – Parking Area (systems serving the underground Parking Area)				
a	- annual inspection, maintenance and repair		HO	PS2 (Childcare Centre Portion – CoV)	Non-Capital
b	- life cycle replacement		HO	PS2 (Childcare Centre Portion – CoV; Neighbourhood House Portion - CoV)	Capital

Item	Description		Party to Perform the Work	Party Responsible To Pay for Work	Housing Capital or Non-Capital
3.1	Mechanical Systems exclusive to the Operator’s Premises (excluding common systems/equipment)				
a	- preventive maintenance and repairs	Social Housing	HO	HO	Non-Capital
		Neighbourhood House	NHO	NHO	n/a
		Childcare Centre	CoV	CoV	n/a
b	- life cycle replacement	Social Housing	HO	HO	Capital
		Neighbourhood House	CoV	CoV	n/a
		Childcare Centre	CoV	CoV	n/a
c	- installation, maintenance and replacement of additional equipment provided and installed by the occupant	Social Housing	HO	HO	Non-Capital
		Neighbourhood House	NHO	NHO	n/a
		Childcare Centre	CCO	CCO	n/a
3.2	Common Mechanical Systems (systems only serving the Neighbourhood House and Childcare Centre Premises)				
a	- annual inspection, maintenance and repair		NHO	PS3 (Childcare Centre Portion – CoV)	n/a
b	- life cycle replacement		CoV	CoV	n/a
3.3	Common Mechanical Systems (systems serving more than the Operator’s Premises, excluding Parking Area)				
a	- annual inspection, maintenance and repair		HO	PS1 (Childcare Centre Portion – CoV)	Non-Capital
b	- life cycle replacement		HO	PS1 (Childcare Centre Portion – CoV; Neighbourhood House Portion - CoV)	Capital

Item	Description		Party to Perform the Work	Party Responsible To Pay for Work	Housing Capital or Non-Capital
3.4	Mechanical Systems - Elevators exclusive to the Operator's Premises (excluding common systems/equipment)				
a	- annual inspections, permits, maintenance, and repair	Social Housing	HO	HO	Non-Capital
		Neighbourhood House	HO / CoV	NHO	n/a
		Childcare Centre	HO / CoV	CoV	n/a
b	- life cycle replacement	Social Housing	HO	HO	Capital
		Neighbourhood House	HO / CoV	NHO	n/a
		Childcare Centre	HO / CoV	CoV	n/a
c	- repairs, replacements, inspections, and permits when damage is <u>caused</u> by occupants or operations	Social Housing	HO	HO	Capital
		Neighbourhood House	HO / CoV	NHO	n/a
		Childcare Centre	HO / CoV	CCO	n/a
3.5	Common Mechanical Systems - Elevators (systems only serving the Neighbourhood House and Childcare Centre Premises)				
a	- annual inspections, permits, maintenance, and repair		HO/CoV	PS3 (Childcare Centre Portion – CoV)	n/a
b	- life cycle replacement		HO/CoV	CoV	n/a
c	- repairs, replacements, inspections, and permits when damage is <u>caused</u> by occupants or operations		HO/CoV	PS3 or NHO or CCO	n/a
4.1	Fire Protection & Suppression exclusive to the Operator's Premises				
a	- monthly inspection of fire extinguishers and smoke detectors within the premises	Social Housing	HO	HO	Non-Capital
		Neighbourhood House	NHO	NHO	n/a
		Childcare Centre	CCO	CCO	n/a
b	- annual inspection and repairs of fire extinguishers and smoke detectors within the premises	Social Housing	HO	HO	Non-Capital
		Neighbourhood House	NHO	NHO	n/a
		Childcare Centre	CoV	CoV	n/a
c	- repairs/recharging of fire extinguishers within premises	Social Housing	HO	HO	Non-Capital
		Neighbourhood House	NHO	NHO	n/a

Item	Description		Party to Perform the Work	Party Responsible To Pay for Work	Housing Capital or Non-Capital
		Childcare Centre	CoV	CoV	n/a
d	- <u>Fire alarm system</u> : monthly and annual inspection, maintenance, repairs, and replacements	Social Housing	HO	HO	Non-Capital
		Neighbourhood House	NHO	NHO	n/a
		Childcare Centre	CoV	CoV	n/a
e	- <u>Fire sprinkler system</u> : annual inspection (or more frequently as required); maintenance, repairs and replacements	Social Housing	HO	HO	Non-Capital
		Neighbourhood House	NHO	NHO	n/a
		Childcare Centre	CoV	CoV	n/a
4.2	Common Fire Protection & Suppression (systems serving more than the Operator’s Premises – excluding parking areas)				
a	- annual inspection, maintenance and repairs of the fire alarm system		HO	PS1 (Childcare Centre Portion – CoV)	Non-Capital
b	- life cycle replacement of fire alarm system (including elements in Operator Premises)		HO	PS1 (Childcare Centre Portion – CoV; Neighbourhood House Portion - CoV)	Capital
c	- annual inspection, maintenance and repair of fire sprinkler system		HO	PS1 (Childcare Centre Portion – CoV)	Non-Capital
d	- life cycle replacement of fire sprinkler system (including elements in Operator Premises)		HO	PS1 (Childcare Centre Portion – CoV; Neighbourhood House Portion - CoV)	Capital
4.3	Common Fire Protection & Suppression – Parking Area (systems serving the underground parking area)				
a	- annual inspection, maintenance and repairs of the fire alarm system		HO	PS2 (Childcare Centre Portion – CoV)	Non-Capital

Item	Description		Party to Perform the Work	Party Responsible To Pay for Work	Housing Capital or Non-Capital
b	- life cycle replacement of fire alarm system		HO	PS2 (Childcare Centre Portion – CoV; Neighbourhood House Portion - CoV)	Capital
c	- annual inspection, maintenance and repair of fire sprinkler system		HO	PS2 (Childcare Centre Portion – CoV)	Non-Capital
d	- life cycle replacement of fire sprinkler system		HO	PS2 (Childcare Centre Portion – CoV; Neighbourhood House Portion - CoV)	Capital
5.1	Security and Access Control Systems dedicated to the Operator’s Premises				
a	- system monitoring, inspection, maintenance and repair	Social Housing	HO	HO	Non-Capital
		Neighbourhood House	NHO	NHO	n/a
		Childcare Centre	CCO	CCO	n/a
b	- life cycle replacement	Social Housing	HO	HO	Capital
		Neighbourhood House	NHO	NHO	n/a
		Childcare Centre	CCO	CCO	n/a
c	- repair, replacement, re-keying of all locks, fobs, and other access cards	Social Housing	HO	HO	Non-Capital
		Neighbourhood House	NHO	NHO	n/a
		Childcare Centre	CCO	CCO	n/a
5.2	Common Security and Access Control Systems (systems serving more than the Operator’s Premises – excluding parking areas)				
a	- system monitoring, inspection, maintenance and repair		HO	Proportionate Share 1	Non-Capital
b	- life cycle replacement		HO	Proportionate Share 1	Capital

Item	Description	Party to Perform the Work	Party Responsible To Pay for Work	Housing Capital or Non-Capital	
c	- repair, replacement, re-keying of all locks, fobs, and other access cards	HO	Proportionate Share 1	Non-Capital	
5.2	Common Security and Access Control Systems – Parking Area (systems serving the underground Parking Area)				
a	- system monitoring, inspection, maintenance and repair	HO	Proportionate Share 2	Non-Capital	
b	- life cycle replacement	HO	Proportionate Share 2	Capital	
c	- repair, replacement, re-keying of all locks, fobs, and other access cards	HO	Proportionate Share 2	Non-Capital	
6.1	Electrical Distribution Systems exclusive to the Operator’s Premises (excluding common systems/equipment)				
a	- repairs and upgrades required by Code and initiated by the Landlord	Social Housing	HO / CoV	CoV	Capital
		Neighbourhood House	CoV	CoV	n/a
		Childcare Centre	CoV	CoV	n/a
b	- repairs and upgrades required by Code and initiated by the Operator	Social Housing	HO	HO	Capital
		Neighbourhood House	NHO	NHO	n/a
		Childcare Centre	CCO	CCO	n/a
c	- inspection, maintenance and repair of wiring, breakers and electrical panels	Social Housing	HO	HO	Non-Capital
		Neighbourhood House	NHO	NHO	n/a
		Childcare Centre	CoV	CoV	n/a
d	- life cycle replacement of wiring, breakers and panels	Social Housing	HO	HO	Capital
		Neighbourhood House	CoV	CoV	n/a
		Childcare Centre	CoV	CoV	n/a
e	- repair or replacement of switches, receptacles, cover plates	Social Housing	HO	HO	Non-Capital
		Neighbourhood House	NHO	NHO	n/a
		Childcare Centre	CCO	CCO	n/a
f	- additions, enhancements to meet Operator’s program	Social Housing	HO	HO	Non-Capital
		Neighbourhood House	NHO	NHO	n/a

Item	Description		Party to Perform the Work	Party Responsible To Pay for Work	Housing Capital or Non-Capital
	needs, including ongoing maintenance	Childcare Centre	CCO	CCO	n/a
6.2	Common Electrical Distribution Systems (systems serving more than the Operator’s Premises, excluding Parking Areas)				
a	- inspection, maintenance and repair of electrical distribution systems to the leased premises		HO	PS1 (Childcare Centre Portion – CoV)	Non-Capital
b	- life cycle replacement of electrical distribution systems to the leased premises		HO	PS1 (Childcare Centre Portion – CoV; Neighbourhood House Portion - CoV)	Capital
6.3	Common Electrical Distribution Systems – Parking Area (systems serving the underground Parking Area)				
a	- inspection, maintenance and repair of electrical distribution systems to the leased premises		HO	PS2 (Childcare Centre Portion – CoV)	Non-Capital
b	- life cycle replacement of electrical distribution systems to the leased premises		HO	PS2 (Childcare Centre Portion – CoV; Neighbourhood House Portion - CoV)	Capital
6.4	Lighting Systems within the Operator’s Premises				
a	- bulb/tube replacement for interior lighting	Social Housing	HO	HO	Non-Capital
		Neighbourhood House	NHO	NHO	n/a
		Childcare Centre	CCO	CCO	n/a
b	- annual inspection and maintenance of interior	Social Housing	HO	HO	Non-Capital
		Neighbourhood House	NHO	NHO	n/a

Item	Description		Party to Perform the Work	Party Responsible To Pay for Work	Housing Capital or Non-Capital
	emergency/exit lighting	Childcare Centre	CoV	CoV	n/a
c	- interior lighting ballast replacement	Social Housing	HO	HO	Non-Capital
		Neighbourhood House	NHO	NHO	n/a
		Childcare Centre	CoV	CoV	n/a
d	- life cycle replacement of fixtures	Social Housing	HO	HO	Capital
		Neighbourhood House	NHO	NHO	n/a
		Childcare Centre	CoV	CoV	n/a
e	- cleaning of interior light fixtures	Social Housing	HO	HO	Non-Capital
		Neighbourhood House	NHO	NHO	n/a
		Childcare Centre	CCO	CCO	n/a
f	- provision, maintenance, repair and replacement of portable lighting fixtures	Social Housing	HO	HO	Non-Capital
		Neighbourhood House	NHO	NHO	n/a
		Childcare Centre	CCO	CCO	n/a
g	- maintenance and repair of exterior lighting (fixed to the exterior shell of the leased premises)	Social Housing	HO	HO	Non-Capital
		Neighbourhood House	NHO	NHO	n/a
		Childcare Centre	CoV	CoV	n/a
h	- life cycle replacement of exterior lighting (fixed to the exterior shell of the leased premises)	Social Housing	HO	HO	Capital
		Neighbourhood House	CoV	CoV	n/a
		Childcare Centre	CoV	CoV	n/a
6.5	Common Lighting Systems (systems serving more than the Operator’s Premises, excluding the Parking Area)				
a	- inspection, maintenance, repair, and cleaning		HO	PS1 (Childcare Centre Portion – CoV)	Non-Capital
b	- life cycle replacement		HO	PS1 (Childcare Centre Portion – CoV; Neighbourhood House Portion - CoV)	Capital

Item	Description	Party to Perform the Work	Party Responsible To Pay for Work	Housing Capital or Non-Capital
6.6	Common Lighting Systems – Parking Area (systems serving the underground Parking Area)			
a	- inspection, maintenance, repair, and cleaning	HO	PS2 (Childcare Centre Portion – CoV)	Non-Capital
b	- life cycle replacement	HO	PS2 (Childcare Centre Portion – CoV; Neighbourhood House Portion - CoV)	Capital
7.1	Interior Windows within the Operator's Premises			
a	- breakage, routine repair and replacement of interior windows <u>not</u> caused by the occupant or operations	Social Housing	HO	Non-Capital
		Neighbourhood House	NHO	n/a
		Childcare Centre	CoV	n/a
b	- breakage, routine repair and replacement of interior windows <u>caused</u> by occupant or operations	Social Housing	HO	Non-Capital
		Neighbourhood House	NHO	n/a
		Childcare Centre	CoV	n/a
c	- cleaning of interior windows & interior surfaces of exterior windows	Social Housing	HO	Non-Capital
		Neighbourhood House	NHO	n/a
		Childcare Centre	CCO	n/a
d	- lifecycle replacement due to normal wear and tear	Social Housing	HO	Capital
		Neighbourhood House	CoV	n/a
		Childcare Centre	CoV	n/a
7.2	Exterior Windows and Canopies within the Operator's Premises			
a	- breakage, routine repair and replacement of exterior windows or canopies <u>not</u> caused by the occupant or operations	Social Housing	HO	Non-Capital
		Neighbourhood House	NHO	n/a
		Childcare Centre	CoV	n/a

Item	Description		Party to Perform the Work	Party Responsible To Pay for Work	Housing Capital or Non-Capital
b	- breakage, routine repair and replacement of exterior windows or canopies <u>caused</u> by occupant or operations	Social Housing	HO	HO	Non-Capital
		Neighbourhood House	NHO	NHO	n/a
		Childcare Centre	CoV	CCO	n/a
c	- cleaning of exterior surfaces of exterior windows and canopies	Social Housing	HO	HO	Non-Capital
		Neighbourhood House	NHO	NHO	n/a
		Childcare Centre	CCO	CCO	n/a
d	- lifecycle replacement of exterior windows and canopies	Social Housing	HO	HO	Capital
		Neighbourhood House	CoV	CoV	n/a
		Childcare Centre	CoV	CoV	n/a
7.3	Common Area Windows				
a	- breakage, routine repair and replacement of exterior windows or canopies <u>not</u> caused by the occupant or operations		HO	PS1 (Childcare Centre Portion – CoV)	Non-Capital
b	- breakage, routine repair and replacement of exterior windows or canopies <u>caused</u> by occupant or operations		HO	Proportionate Share 1	Capital
c	- cleaning of exterior surfaces of exterior windows and canopies		HO	Proportionate Share 1	Non-Capital
d	- lifecycle replacement of exterior windows and canopies		HO	PS1 (Childcare Centre Portion – CoV; Neighbourhood House Portion - CoV)	Capital
7.3	Interior and Exterior Doors within the Operator’s Premises				
a	- maintenance and repair of interior doors	Social Housing	HO	HO	Non-Capital
		Neighbourhood House	NHO	NHO	n/a
		Childcare Centre	CCO	CCO	n/a
b	- life cycle replacement of interior doors	Social Housing	HO	HO	Capital
		Neighbourhood House	CoV	CoV	n/a
		Childcare Centre	CoV	CoV	n/a

Item	Description		Party to Perform the Work	Party Responsible To Pay for Work	Housing Capital or Non-Capital
c	- maintenance and repair of exterior doors	Social Housing	HO	HO	Non-Capital
		Neighbourhood House	NHO	NHO	n/a
		Childcare Centre	CoV	CoV	n/a
d	- life cycle replacement of exterior doors	Social Housing	HO	HO	Capital
		Neighbourhood House	CoV	CoV	n/a
		Childcare Centre	CoV	CoV	n/a
7.4	Common Area Doors (serving more than the Operator’s Premises, excluding the Parking Area)				
a	- maintenance and repair of interior doors		HO	Proportionate Share 1	Non-Capital
b	- life cycle replacement of interior doors		HO	PS1 (Childcare Centre Portion – CoV; Neighbourhood House Portion - CoV)	Capital
	- maintenance and repair of exterior doors		HO	PS1 (Childcare Centre Portion – CoV)	Non-Capital
	- life cycle replacement of exterior doors		HO	PS1 (Childcare Centre Portion – CoV; Neighbourhood House Portion - CoV)	Capital
7.4	Common Area Doors (systems serving the underground Parking Area)				
a	- maintenance and repair of interior doors		HO	Proportionate Share 2	Non-Capital

Item	Description		Party to Perform the Work	Party Responsible To Pay for Work	Housing Capital or Non-Capital
b	- life cycle replacement of interior doors		HO	PS2 (Childcare Centre Portion – CoV; Neighbourhood House Portion - CoV)	Capital
	- maintenance and repair of exterior doors		HO	PS2 (Childcare Centre Portion – CoV)	Non-Capital
	- life cycle replacement of exterior doors		HO	PS2 (Childcare Centre Portion – CoV; Neighbourhood House Portion - CoV)	Capital
8.1	Interior Surfaces within Operator’s Premises				
a	- interior life cycle repainting	Social Housing	HO	HO	Capital
		Neighbourhood House	NHO	NHO	n/a
		Childcare Centre	CoV	CoV	n/a
b	- maintenance and cleaning of window applications including, but not limited to blinds and curtains	Social Housing	HO	HO	Non-Capital
		Neighbourhood House	NHO	NHO	n/a
		Childcare Centre	CCO	CCO	n/a
c	- repairs to interior walls and ceilings, including minor painting	Social Housing	HO	HO	Non-Capital
		Neighbourhood House	NHO	NHO	n/a
		Childcare Centre	CCO	CCO	n/a
d	- life cycle replacement of ceiling tiles	Social Housing	HO	HO	Capital
		Neighbourhood House	NHO	NHO	n/a
		Childcare Centre	CoV	CoV	n/a
e	- interior repairs due to building system failures such as roof leaks, exterior walls	Social Housing	HO	HO / CoV Insurance if Covered	Capital

Item	Description		Party to Perform the Work	Party Responsible To Pay for Work	Housing Capital or Non-Capital
	and foundation leaks <i>not</i> caused by the occupant or operations	Neighbourhood House	CoV	HO / CoV Insurance if Covered	n/a
		Childcare Centre	CoV	HO / CoV Insurance if Covered	n/a
f	- maintenance and repairs of floor coverings, including carpet and tile	Social Housing	HO	HO	Non-Capital
		Neighbourhood House	NHO	NHO	n/a
		Childcare Centre	CCO	CCO	n/a
g	- life cycle replacement of floor covering	Social Housing	HO	HO	Capital
		Neighbourhood House	NHO	NHO	n/a
		Childcare Centre	CoV	CoV	n/a
h	- maintenance and repair millwork	Social Housing	HO	HO	Non-Capital
		Neighbourhood House	NHO	NHO	n/a
		Childcare Centre	CCO	CCO	n/a
i	- life cycle replacement of millwork	Social Housing	HO	HO	Capital
		Neighbourhood House	NHO	NHO	n/a
		Childcare Centre	CoV	CoV	n/a
8.2	Common Area Interior Surfaces – Parking Area (Underground Parking Area)				
a	- all operations, maintenance and repairs		HO	PS2 (Childcare Centre Portion – CoV)	Non-Capital
b	- all major repairs and lifecycle replacement		HO	PS2 (Childcare Centre Portion – CoV; Neighbourhood House Portion - CoV)	Capital
9.1	Major Structural Systems included within the Operator’s Premises				

Item	Description	Party to Perform the Work	Party Responsible To Pay for Work	Housing Capital or Non-Capital
a	- repairs or replacements of foundations, flooring sub-structure, building envelope including bearing walls and roofing	HO	PS1 (Childcare Centre Portion – CoV; Neighbourhood House Portion - CoV)	Capital
b	- repairs and painting of exterior surfaces including windows, trim, fascia and soffits	HO	PS1 (Childcare Centre Portion – CoV)	Non-Capital
c	- cleaning of exterior surfaces	HO	Proportionate Share 1	Non-Capital
d	- exterior life-cycle repainting	HO	PS1 (Childcare Centre Portion – CoV; Neighbourhood House Portion - CoV)	Non-Capital
9.2	Major Structural Systems external to the Operator's Premises			
a	- all repairs and replacements	HO	PS1 (Childcare Centre Portion – CoV; Neighbourhood House Portion - CoV)	Capital
9.3	Major Structural Systems – Parking Area Underground Parking Area			
a	- all repairs and replacements, including waterproofing and structures under the public plaza and the reinstatement of public plaza areas impacted by these works	HO	PS2 (Childcare Centre Portion – CoV; Neighbourhood House Portion - CoV)	Capital

Item	Description		Party to Perform the Work	Party Responsible To Pay for Work	Housing Capital or Non-Capital
10.1	Site Services exclusive to the Operator's Premises				
a	- landscaping repairs including hardscapes, maintenance and replacement	Social Housing	HO	HO	Non-Capital
		Neighbourhood House	NHO	NHO	n/a
		Childcare Centre	CCO	CCO	n/a
b	- general cleaning of grounds, litter disposal	Social Housing	HO	HO	Non-Capital
		Neighbourhood House	NHO	NHO	n/a
		Childcare Centre	CCO	CCO	n/a
c	- maintenance, repair and replacement of gates and fences	Social Housing	HO	HO	Non-Capital
		Neighbourhood House	NHO	NHO	n/a
		Childcare Centre	CCO	CCO	n/a
d	- Irrigation repairs, maintenance, including irrigation system controls and replacement	Social Housing	HO	HO	Non-Capital
		Neighbourhood House	NHO	NHO	n/a
		Childcare Centre	CCO	CCO	n/a
10.2	Common Site Services				
a	- landscaping repairs including hardscapes, maintenance and replacement (excluding the public plaza)		HO	Proportionate Share 1	Non-Capital
b	- grass cutting		HO	Proportionate Share 1	Non-Capital
c	- general cleaning of grounds, litter disposal		HO	Proportionate Share 1	Non-Capital
d	- snow and ice removal from steps, walkways, entrances and sidewalks including the provision of de-icing materials (including building entrances and building access routes on the public plaza)		HO	Proportionate Share 1	Non-Capital
e	- removal of snow from entrance to parking areas		HO	Proportionate Share 1	Non-Capital
f	- snow and ice removal from roof areas		HO	Proportionate Share 1	Non-Capital

Item	Description		Party to Perform the Work	Party Responsible To Pay for Work	Housing Capital or Non-Capital
g	- repairs of water and sewage systems (beyond the building perimeter), unless deemed to be caused by the Operator		HO	PS1 (Childcare Centre Portion – CoV; Neighbourhood House Portion - CoV)	Non-Capital
h	- maintenance, repair and replacement of gates and fences (excluding Operator specific gates and fences		HO	PS1 (Childcare Centre Portion – CoV)	Non-Capital
i	- maintenance and repair of surface parking areas		HO	PS1 (Childcare Centre Portion – CoV)	Non-Capital
j	-Irrigation repairs, maintenance, including DDC controls and replacement		HO	Proportionate Share 1	Non-Capital
k	- maintenance and repair of stormwater filtration systems serving only the building and grounds of the Premises (“Jellyfish” system located in the parkade)		HO	PS1 (Childcare Centre Portion – CoV)	Non-Capital
l	- graffiti removal		HO	Proportionate Share 1	Non-Capital
m	- maintenance and repairs of the portion of common building storm water drainage systems serving both the building and the public plaza, including: common pipes and pumps for the building and plaza, common site storm water filtration and detention features, and common storm drainage utility service connection lines, unless deemed to be caused by an Operator		HO	PS4 (Childcare Centre Portion – CoV)	Non-Capital
n	- major repairs and replacement of the portion of common building storm water drainage systems serving both the building and the public plaza, including: common pipes and pumps for the building and plaza, common site storm water filtration and detention features, and common storm drainage utility service connection lines.		HO	PS4 (Childcare Centre Portion – CoV; Neighbourhood House Portion - CoV)	Capital
11.1	Exterior Signage exclusive to the Operator’s Premises				
a	- maintenance, repair, and replacement (subject to prior	Social Housing	HO	HO	Non-Capital
		Neighbourhood House	NHO	NHO	n/a

Item	Description		Party to Perform the Work	Party Responsible To Pay for Work	Housing Capital or Non-Capital
	approval of the CoV)	Childcare Centre	CCO	CCO	n/a
11.2	Interior Signage within the Operator's Premises				
a	- maintenance, repair and replacement	Social Housing	HO	HO	Non-Capital
		Neighbourhood House	NHO	NHO	n/a
		Childcare Centre	CCO	CCO	n/a
12.1	Exterior Terraces & Equipment within the Housing Outdoor Amenity				
a	-maintenance, repair and replacement of equipment, surfaces, and appurtenances in the rooftop terrace area		HO	HO	Non-Capital
12.2	Exterior Terraces & Equipment within the Neighbourhood House Outdoor Amenity				
a	-maintenance, repair and replacement of equipment, surfaces, and appurtenances in the rooftop terrace area		NHO	NHO	n/a
12.3	Play Area & Equipment within the Outdoor Childcare Play Areas				
a	- inspection, maintenance, and repair of playground equipment and structures		CCO	CCO	n/a
b	- life cycle replacement of play equipment and structures		CCO	CCO	n/a
c	- maintenance, repair and replacement of general outdoor surfaces, gates and fences		CCO	CCO	n/a
d	- maintenance, repair, replacement of sand and fiber materials		CCO	CCO	n/a
e	- maintenance of landscaping (plantings)		CCO	CCO	n/a
f	-maintenance, repair and replacement of perimeter fencing defining the exterior boundaries of the exterior daycare play area, as may be defined in the attached plan, when damage is <u>not</u> caused by occupants or operations		CoV	CoV	n/a

Item	Description		Party to Perform the Work	Party Responsible To Pay for Work	Housing Capital or Non-Capital
g	-maintenance, repair and replacement of perimeter fencing when damage <u>is</u> caused by occupants or operations		CoV	CCO	n/a
h	- snow and ice removal		CCO	CCO	n/a
13.1	Janitorial Services Within the Operator's Premises				
a	- routine janitorial/custodial services	Social Housing	HO	HO	Non-Capital
		Neighbourhood House	NHO	NHO	n/a
		Childcare Centre	CCO	CCO	n/a
b	- pest control services (interior)	Social Housing	HO	HO	Non-Capital
		Neighbourhood House	NHO	NHO	n/a
		Childcare Centre	CCO	CCO	n/a
c	- pest control services (exterior)	Social Housing	HO	HO	Non-Capital
		Neighbourhood House	HO	NHO	n/a
		Childcare Centre	HO	CoV	n/a
c	- provision of all washroom supplies	Social Housing	HO	HO	Non-Capital
		Neighbourhood House	NHO	NHO	n/a
		Childcare Centre	CCO	CCO	n/a
c	- garbage and recycling removal services	Social Housing	HO	HO	Non-Capital
		Neighbourhood House	NHO	NHO	n/a
		Childcare Centre	CCO	CCO	n/a
14.1	Appliances, Program & Other Non-Installed Equipment Within the Operator's Premises				
a	- inspection, maintenance and repair of all non-building equipment including stoves, refrigerators, microwaves, coolers, free standing cabinets, track lighting	Social Housing	HO	HO	Non-Capital
		Neighbourhood House	NHO	NHO	n/a
		Childcare Centre	CCO	CCO	n/a
b	- replacement of all appliances, program and non-	Social Housing	HO	HO	Capital
		Neighbourhood House	NHO	NHO	n/a

Item	Description		Party to Perform the Work	Party Responsible To Pay for Work	Housing Capital or Non-Capital
	installed equipment	Childcare Centre	CCO	CCO	n/a
c	- maintenance, repair and replacement of furniture	Social Housing	HO	HO	Non-Capital
		Neighbourhood House	NHO	NHO	n/a
		Childcare Centre	CCO	CCO	n/a
15.1	Renovations and Upgrades				
a	- any upgrades, additions, enhancements or improvements beyond what was originally provided during construction (subject to prior approval by CoV)	Social Housing	HO	HO	Capital
		Neighbourhood House	NHO	NHO	n/a
		Childcare Centre	CCO	CCO	n/a
16.1	Parking Facility				
a	- non-structural repair & maintenance		HO	Proportionate Share 2	Non-Capital
b	- utilities		HO	Proportionate Share 2	Non-Capital
17.1	Utilities				
a	- electricity	Social Housing	HO	HO	Non-Capital
		Neighbourhood House	NHO	NHO	n/a
		Childcare Centre	CCO	CCO	n/a
b	- water and sewer	Social Housing	HO	HO	Non-Capital
		Neighbourhood House	NHO	NHO	n/a
		Childcare Centre	CCO	CCO	n/a
d	- Neighbourhood Energy Utility (NEU) or other utility services provided and used by the Premises	Social Housing	HO	HO	Non-Capital
		Neighbourhood House	NHO	NHO	n/a
		Childcare Centre	CCO	CCO	n/a
b	- all other municipal utility charges which appear on the property tax notice	Social Housing	HO	HO	Non-Capital
		Neighbourhood House	NHO	NHO	n/a
		Childcare Centre	CCO	CCO	n/a

Item	Description		Party to Perform the Work	Party Responsible To Pay for Work	Housing Capital or Non-Capital
d	- all other Common Area utilities		HO	Proportionate Share 1	Non-Capital
d	- all other Common Area unmetered utilities that serve both the building and the public plaza, as defined by the City		HO	Proportionate Share 4	Non-Capital
18.1	Business Operations				
a	- staff costs	Social Housing	HO	HO	Non-Capital
		Neighbourhood House	NHO	NHO	n/a
		Childcare Centre	CCO	CCO	n/a
b	- telephone, internet & cable services	Social Housing	HO	HO	Non-Capital
		Neighbourhood House	NHO	NHO	n/a
		Childcare Centre	CCO	CCO	n/a
c	- insurance (CGL, business interruption, contents, etc.)	Social Housing	HO	HO	Non-Capital
		Neighbourhood House	NHO	NHO	n/a
		Childcare Centre	CCO	CCO	n/a
d	- supplies and equipment, including for bathrooms and kitchens	Social Housing	HO	HO	Non-Capital
		Neighbourhood House	NHO	NHO	n/a
		Childcare Centre	CCO	CCO	n/a
e	- security services related directly to Operator's Premises	Social Housing	HO	HO	Non-Capital
		Neighbourhood House	NHO	NHO	n/a
		Childcare Centre	CCO	CCO	n/a
f	-building insurance	Social Housing	CoV/HO	Proportionate Share 1	
		Neighbourhood House			
		Childcare Centre			

Annual Maintenance Plan

If required, the Operator must prepare and submit an Annual Maintenance Plan for their premises, including both the Routine and Preventative Maintenance Plan, which the City reserves the right to validate. The Operator will submit a report summarizing the Routine and Preventative Maintenance that has been performed and costs, and the Capital Maintenance and Improvements performed and costs annually by December 31st.

The City of Vancouver reserves the right to validate the Annual Maintenance Plan, which is to include at minimum, the items listed below:

Routine and Preventative Maintenance

- Regular, reoccurring, and/or scheduled inspection, trouble shooting, servicing, testing, repair, and maintenance of building systems and equipment including:
- Structural
- Mechanical
- Electrical/Lighting
- Plumbing
- Building Envelope
- Building Interiors
- Scheduled maintenance work that is issued a minimum of once per year (annually/semi-annual, quarterly or monthly)
- Scheduled overhauls and inspections that recur within a two year period

Regulatory Requirements

- All regulatory requirements for those systems and products that are required to comply with legislated regulations and standards for health, safety, accessibility, energy, water and efficiency. Examples of some of these systems include fire alarm systems, fire sprinkler systems, fountains, evaporative coolers, elevators, etc.

Capital Works Plan

If requested, the Operator must prepare and submit a multi-year Capital Works Plan for planned and forecasted Capital works for their premises, including Capital Maintenance and Lifecycle Replacements, as required by the City of Vancouver.

Capital Maintenance

- Life cycle or capital replacement or major repairs of building equipment or building systems at the end of serviceable or useful life, including:
- Heating, Ventilation and Air Conditioning systems
- Electrical systems
- Mechanical systems
- Structural elements
- Building Envelope
- Roofing and Membranes
- Elevators
- Building Controls

Life Cycle Replacement

Life cycle replacement or capital maintenance is based on fair wear and tear of the asset at the end of the useful service life. The need of such replacement is at the City of Vancouver's sole discretion and is always subject to the availability of funds currently budgeted by the City of Vancouver for such purposes at the premises.

Major Repairs

Repairs where the value of the repairs is greater than 50% of the replacement value of the system are generally considered to be "major repairs". The determination of works being deemed "major repairs" is at the City of Vancouver's sole discretion.

Damage

Notwithstanding the foregoing, it is a condition hereof that the City of Vancouver's obligation to complete or fund any maintenance, repairs, or replacements in the premises, as indicated above, is always subject to the availability of funds currently budgeted by the City of Vancouver for such purposes at the premises.

SCHEDULE E**PRECEDENT LEASE FOR NON-PROFIT ENTITIES (Social/Cultural)****SCHEDULE E
PUBLIC SERVICE REQUIREMENTS**

This Schedule E forms part of the **Agreement** made as of _____ 2025, between the City of Vancouver (the “**Landlord**”) and the _____ (the “**Tenant**”). A breach of the requirements of this Schedule will constitute a breach under Section 15.01 of the Agreement.

1. Landlord’s Requirements:

The Landlord requires that the Premises be used and occupied in accordance with the following:

(a) in a manner that is consistent with the City of Vancouver’s policy objectives:

A Neighbourhood House is a non-governmental organization that works towards improving the quality of community and family life. Services and programs are available to all age groups and the diverse population of the area served. Neighbourhood Houses work to build strong, independent communities where people are encouraged to help themselves and each other.

Specifically, the following public benefits must be provided by the Tenant in the Premises:

A Neighbourhood House is a social service centre that provides a wide range of community programs and services for people of all ages and backgrounds. A cornerstone of the Neighbourhood House model is that all activities are offered in a space that is warm, welcoming and accessible to all neighbours.

The tenant will deliver social service programs that are responsive to the diverse and changing needs of residents in and around the Arbutus community. Open to the general public, its hours of service will typically be within the hours of 8am to 10pm from Monday to Friday. Examples of programming that may be offered include (but are not limited to):

- programs for newcomers
- youth programs
- seniors programs
- family programs
- volunteer programs

(b) in a manner that is consistent with the City of Vancouver’s Spaces to Thrive Vancouver’s Social Infrastructure Strategy & Making Strides: Vancouver’s Childcare Strategy & other childcare and social infrastructure policies. For greater certainty, if such policy changes, the Tenant will be required to adapt its operation to align with such new or revised policy.

SCHEDULE E**PRECEDENT LEASE FOR NON-PROFIT ENTITIES (Social/Cultural)**

(c) in a manner that is consistent with, and upholds the following principles to the satisfaction of the City of Vancouver's Managing Director of Social Policy and Projects:

- i) Alignment of Programing: the Tenant will demonstrate that the social services provided align with current community needs and relevant City of Vancouver priorities.
- ii) Quality of Care (for the childcare facility): the Society will demonstrate full compliance with licensing requirements. If not in compliance, the Society will develop and implement a plan to address licensing concerns in a timely manner. Programming will strive to meet best practices for supporting healthy child development through implementing the BC Early Learning Framework, including through meeting or exceeding licensing requirements for daily active outdoor play.
- iii) Equity, Accessibility, and Inclusion: the Tenant's policies, professional development, and programming will aim to address community needs and be culturally responsive to those who have historically and persistently faced barriers. The Tenant will strive to demonstrate equity, accessibility, intersectionality and openness to people of all ages, abilities, sexual orientations, gender identities (including trans*, gender-variant, and two-spirit people), ethnicities, cultural backgrounds, religions, languages, and socio-economic conditions. Exclusion of some groups should only be considered when necessary to effectively support another group, with particular care taken to uphold the specific rights and needs of Indigenous peoples as distinct from general equity-seeking categories.

For the childcare facility, The Society will demonstrate connections to other local service providers and to childcare hubs or multi-service hubs¹, early childhood development resources, and local networks (such as Westcoast Childcare Resource Centre Society, ECEBC, neighbourhood-based early years' tables, etc).

- iv) Cultural Safety, UNDRIP, Decolonization, and Anti-Racism: The Tenant will work towards delivering policies, professional development and programming in ways that address systemic discrimination and advance cultural safety, decolonization, and anti-racism, with a focus on x^wməθk^wəyəm (Musqueam), Skwxwú7mesh (Squamish), and səliłwətaʔ/ səliłwitulh (Tsleil-Waututh) Nations, Urban Indigenous, First Nations, Métis, and Inuit communities, and in ways that address the distinct nature of Indigenous rights (see the "Distinctions Based Approach" included in the City of Vancouver's United Nations Declaration on the Rights of Indigenous Peoples Action Plan).

¹ Childcare hubs and multi-service hubs are a model where childcare centres share common resources through a central organization. In some cases hub members maintain separate boards, and in some cases larger multi-service organizations act as an umbrella, providing centralized services to several offsite programs within the same organization. Resources vary between hubs, but could include administration, policy, planning, human resources, and service coordination.

SCHEDULE E**PRECEDENT LEASE FOR NON-PROFIT ENTITIES (Social/Cultural)**

Specific to the childcare facility:

- (1) Professional development for educators will include training on decolonization, anti-racist practice, and providing an environment of cultural safety for Indigenous children and families.
- (2) Early learning pedagogy and programming will promote inclusion, incorporate culturally responsive materials that reflect the diversity of children and families, and support cultural safety for Indigenous children and families.

v) **Financial Management:** the Tenant will demonstrate sound financial planning and management practices to sustain current and longer-term programming and operation of the Premises, while meeting the following requirements subject to sustainability of operations specific to the childcare facility:

- (1) Maintain parent fees at or below the maximum parent fees as identified by the BC Child Care Fee Reduction Initiative, or successive policy. Should the Province discontinue defining maximum allowable parent fees under the BC Child Care Fee Reduction Initiative, then the average fee in Vancouver will be used as the maximum fee instead.
- (2) The Society will subscribe to and maintain eligibility for applicable senior government funding (i.e. operational funding, wage enhancement, fee reduction, etc.)
- (3) A minimum of a living wage (as defined by Living Wage for Families BC) will be paid to childcare staff by the Society. Where this is not met, the Society will provide an annual summary report or staff wage information showing progress towards paying a living wage, upon request from the Landlord.
- (4) No non-refundable fees or deposits will be charged to families to secure a place on a wait list for childcare.

vi) **Governance:** the Tenant will have an engaged board of directors with the appropriate representation of communities served and the skills and expertise to support the Tenant's use, Mission, Vision and Mandate. The board of directors must function in a governance role, be active in setting direction, policy and long-term planning, and fulfill their legal and fiduciary responsibilities, as required under the Societies Act (British Columbia).

vii) **Use of the Premises:** the Tenant will maximize the use of the Premises and deliver services in ways that best meet the needs of the community. The Tenant will make every effort to optimize the use of the Premises by permitting under-utilized space in the Premises, both during and outside of the Tenant's operating hours, to be used by other third parties, all in accordance with the requirements under the Agreement, so services to the community are maximized. Such third parties shall be predominantly not-for-profit and/or community-serving groups and the Tenant shall charge such third parties a nominal amount or an amount on a cost-recovery basis.

SCHEDULE E**PRECEDENT LEASE FOR NON-PROFIT ENTITIES (Social/Cultural)**

- viii) Family Involvement (for the childcare facility): the Society will ensure there is ongoing and effective communication and dialogue with families about the daily workings of childcare programs. The Society will organize and support communication with and involvement of families to assist in the planning and operation of childcare programs at the Premises, such as through board representation or parent advisory committee(s).
- ix) Alignment with the City of Vancouver's Mission and Values: the Tenant's use of the Premises must align with the City of Vancouver's Mission and Values, as set out below:

The City of Vancouver's Mission: to create a great city of communities that cares about its people, its environment, and its opportunities to live, work, and prosper.

The City of Vancouver's Values: being responsive to the needs of citizens and colleagues, striving for the best results, approaching work with unbiased judgement and sensitivity, being open and honest, and honouring commitments; setting examples that others will choose to follow, and being a learning organization that grows through its experiences.

The City of Vancouver is committed to A Healthy City for All – a city where everyone can create and continually improve the conditions that enable the highest level of health and well-being possible.

The foregoing principles may be amended from time to time by the Landlord and if so amended, the Landlord will notify the Tenant in writing of such amendments and will include a copy of same and the Tenant will abide by such amended principles as though they were originally contained herein;

(d) only for the purpose set out in Section _____ of the Agreement and specifically:

(collectively, the "Landlord's Requirements").

2. Tenant's Acknowledgement, Representations and Covenants

- (a) **Acknowledgement**: the Tenant acknowledges that the Landlord has been authorized by Vancouver City Council to lease the Premises, for the public benefit, to the Tenant in its capacity as a non-profit public-service organization that meets the Landlord's Requirements, and that the Landlord has relied on the Tenant's representations and covenants hereinafter set out, in determining that the Tenant is an appropriate tenant for the Premises.

SCHEDULE E**PRECEDENT LEASE FOR NON-PROFIT ENTITIES (Social/Cultural)**

- (b) Representations: the Tenant represents that its Mission, Vision and Mandate are as follows:

Mission:

Vision:

Mandate:

The Landlord acknowledges that the Tenant's organization may evolve, expand, contract, diversify or specialize over time (for example, by offering new types of services to meet emerging community needs), and that such changes may necessitate revisions to the Tenant's Mission, Vision and Mandate from time to time. The Tenant will notify the Landlord immediately of any such revisions, and such revisions will be permissible, PROVIDED that the Tenant, in the Landlord's sole discretion, continues to be a non-profit, public-service organization, and the Tenant's use of the Premises continues to be a Permitted Use that meets the Landlord's Requirements.

- (c) Covenants: throughout the Term of the Agreement, the Tenant covenants that it will consistently, actively and rigorously implement, promote, advance and fulfil the Landlord's Requirements and its Mission, Vision and Mandate through its use of the Premises.

The Tenant will fulfill its Mission in the following way(s):

The Tenant will fulfill its Vision in the following ways(s):

SCHEDULE E**PRECEDENT LEASE FOR NON-PROFIT ENTITIES (Social/Cultural)**

The Tenant will fulfill its Mandate in the following way(s):

3. Reporting and Monitoring

The Tenant will report to the Landlord about its use and operation of the Premises on an annual basis, by no later than December 31st, or as frequently as may otherwise be reasonably required by the Landlord. Reports must be made in a form and manner that satisfy the Landlord's reporting requirements in effect from time to time. The Landlord will notify the Tenant in writing of any changes to its reporting requirements, and the Tenant will abide by such amended reporting requirements as though they were originally contained herein.

The Landlord's reporting requirements will align with any applicable annual grant timelines and application materials in order to simplify the Tenant's reporting requirements.

The Landlord's current reporting requirements are as follows:

ANNUAL REPORTING:

- (a) the name and contact information of the key persons for the Tenant at the Premises;
- (b) a current list of directors and officers of the Tenant including their terms, positions and affiliations;
- (c) financial statements of the Tenant, including at a minimum a statement of income and expenses for the Premises, for the most recently available fiscal year independently prepared at the Tenant's expense by an accounting professional (review engagement or audit) OR financial statements, including at a minimum a statement of income and expenses for the Premises, endorsed by two signing officers of the Board of Directors, if independently prepared or audited statements are not available;
- (d) a proposed annual budget for the Premises with an estimate of all revenues and expenditures as well as a maintenance reserve sufficient to meet the Tenant's obligations under the Agreement, in a form acceptable to the Landlord, which must have first been approved by the directors of the Tenant;
- (e) a summary of activities for the past fiscal year demonstrating how the Tenant has implemented its Mission, Vision and Mandate through its use of the Premises and complied with the Landlord's Requirements;

SCHEDULE E**PRECEDENT LEASE FOR NON-PROFIT ENTITIES (Social/Cultural)**

- (f) a summary of activities at the Premises for the past fiscal year demonstrating how the Tenant has complied with the Service Level Agreement requirements;
- (g) a summary of activities and/or any planned changes in programming at the Premises planned for the coming fiscal year;
- (h) a summary (including users, dates, rental fees, and memoranda or agreements if any) of third party and community uses at the Premises and rental rates charged.
- (i) information that addresses hours of operation, community involvement, equity and accessibility, staff training, population(s) served, and governance policies.

OTHER REPORTING:

The Tenant must provide evidence of good standing as a not-for-profit or charity (submit a current Corporate Registry Search from BC Registry Services) every five years of the Term or Renewal Term(s).

In advance of granting any renewal of the Agreement, the Landlord will review whether the Tenant has met the Landlord's Requirements and may require additional information, including, for example, the Tenant's strategic plan and governance policies, or more detailed information about its programming and partnerships.

From time to time, the Tenant may be asked to participate in processes that contribute to measuring the impact of the City of Vancouver's social infrastructure program. This may include answering surveys, participating in focus groups, or interviews. This may also require the collection of additional information not listed in this Schedule.

4. Failure to Comply

If there is non-compliance by the Tenant with the requirements set out in this Schedule E, the Landlord may, in its sole discretion:

- i. require the Tenant to adjust its operations to be in compliance with this Schedule E, including without limitation, complete further training and develop new policies; and/or
- ii. terminate the Agreement in accordance with Section 2.02(b)(iii) thereof.

5. Amendments

The Tenant shall not make any changes to this schedule without the prior written approval of the City of Vancouver's Managing Director of Social Policy and Projects.