

APPENDIX 4C

FM SERVICES

1. INTERPRETATION

In this Appendix, in addition to the definitions set out in Schedule 1 of this Agreement:

“Access Protocol” means the protocol set out in Table 1 of Attachment 2 to this Appendix 4C access to Residential Rooms or Commercial Spaces to perform the Services;

“Authority Maintained Elements” means the following internal elements of the Buildings maintained by the Authority and the Housing Operators:

- (a) furniture, equipment, internal signage, keys, access cards, window coverings, light bulbs and lamps;
- (b) repairs of vandalism and other damage caused by Building Users including the refurbishment of vacant Residential Rooms; and
- (c) day-to-day minor maintenance to Maintained Elements as set out in Table 5 of Attachment 2 to this Appendix 4C;

“Authority Maintained Equipment” means all Equipment;

“Building Systems” means the mechanical, electrical and other systems in or servicing the Buildings described in Table 4 of Attachment 2 to this Appendix 4C;

“Demand Maintenance” means ad hoc and responsive unscheduled Maintenance;

“FCI” means the Facility Condition Index utilized by the Authority as a comparative indicator of the relative condition of buildings in its portfolio expressed as a ratio of the cost of remedying maintenance and capital deficiencies to the current replacement value;

“FM Services” means all of the services and requirements described in this Appendix 4C, including Demand Maintenance and Scheduled Maintenance;

“Maintained Elements” means:

- (a) all elements of the Building constructed or installed pursuant to this Agreement, including the Building Systems;
- (b) all systems and equipment that, pursuant to Schedule 3 [Design and Construction Specifications], Project Co was required to review and assess, including all sprinkler, plumbing, heating, ventilation and electrical systems and equipment; and
- (c) all other elements of the Building described in Attachment 1 to this Appendix 4C to the extent such elements are not Authority Maintained Equipment or Authority Maintained Elements,

except that in respect of the Dominion Hotel and the Orange Hall, includes only the elements of those Buildings which are described in, or which Project Co is responsible to renovate pursuant to, the relevant Building Specification;

“Maintenance” means servicing, maintenance, repair, renewal or replacement of the Maintained Elements;

“Maintenance Services” means Demand Maintenance and Scheduled Maintenance;

“Scheduled Maintenance” means planned and preventive Maintenance;

“Utilities” means electricity, water, sewage/sanitary waste and storm water, natural gas/fuel oil, hot water, steam, chilled water and structured cabling for voice, data and cable television; and

“Utility Company” means any supplier of Utilities.

2. SERVICES

2.1 General Requirements

In addition to the standards and specifications set out in Schedule 4 [Services Protocols and Specifications], Project Co will deliver the FM Services:

- (a) 24 hours per day, 365(6) days per year;
- (b) in a manner which:
 - (1) is efficient, comprehensive and responsive to the needs of Building Users;
 - (2) ensures a collaborative working relationship with the Authority and Authority Persons including the Housing Operators;
 - (3) minimizes, to the extent reasonably possible, any interruption to the use and operation of the Buildings by Building Users;
 - (4) is integrated and co-ordinated with the delivery of all:
 - (A) other Services provided by Project Co;
 - (B) all services delivered by the Authority at the Buildings; and
 - (C) all services delivered by the Housing Operators at the Buildings;
 - (5) is safe for all Building Users; and
 - (6) does not create any environmental hazards;
- (c) in a safe, compliant, functional, working and barrier-free environment applying safe working practices including:

- (1) the usage of recognized risk assessment and management systems; and
- (2) placing, maintaining and keeping records of all hazard notices and safety signage which are consistent with those used by the Authority; and
- (d) reasonably taking into account and without limiting the requirements set out in Section 3.2 of Schedule 4 [Services Protocols and Specifications].

3. FM SERVICES REQUIREMENTS

3.1 Annual Service Plan

Project Co will develop and submit to the Authority in accordance with Sections 4.1 and 4.2 of Schedule 4 [Services Protocols and Specifications] and implement as part of the Annual Service Plan appropriate policies, procedures, practices, schedules and a self-monitoring inspection and reporting system in respect of the delivery of the FM Services to the Authority.

3.2 Maintenance Services

Project Co will provide the FM Services in accordance with this Appendix 4C so that:

- (a) each of the Maintained Elements:
 - (1) is properly and safely maintained in accordance with all Plans, including the Lifecycle Plan then in effect and taking into account the Heritage Conservation Plans, age, use and reasonable wear and tear of the Buildings;
 - (2) remains functional, safe, operationally sound and of good appearance;
 - (3) performs in accordance with their respective design criteria as set out in Schedule 3 [Design & Construction Specifications]; and
 - (4) achieves the requirements set out in Tables 3 to 5 of Attachment 2 to this Appendix 4C;
- (b) the Building Systems, including heating, humidity and mechanical ventilation systems, function in accordance with the requirements set out in Schedule 3 to this Agreement;
- (c) all lighting systems achieve the lux levels specified in Schedule 3 [Design and Construction Specifications] without flickering;
- (d) all other Maintained Elements operate as designed and intended; and
- (e) all Residential Rooms, Common Areas and Commercial Spaces in the Buildings are habitable and provided with all required utilities and services including heat, water, sewer, electrical and life safety systems.

3.3 First Response Maintenance

Project Co will respond to Demand Requisitions in respect of all Maintained Elements. If the Maintained Element which is the subject of the Demand Requisition is an Authority Maintained Element, Project Co will determine whether the problem relates to the Authority Maintained Element itself or a Project Co Maintained Element supporting the Authority Maintained Element. If:

- (a) the problem relates to a Maintained Element, Project Co will rectify the problem in accordance with this Appendix 4C; or
- (b) the problem relates to an Authority Maintained Element and not a Maintained Element, Project Co will promptly give notice of the problem (together with a summary of the results of the investigation into the problem conducted by Project Co):
 - (1) to the applicable Housing Operator if the cost of repair is estimated to be not more the \$5000; and
 - (2) to the Authority in all other cases.

3.4 Maintenance Times

Project Co will perform the Maintenance Services in accordance with the Access Protocol and will:

- (a) perform Scheduled Maintenance during the periods agreed in the Annual Service Plan then in effect and will give the Authority 10 days' notice before commencing any such Maintenance; and
- (b) undertake and complete Demand Maintenance within the relevant Response Time and Rectification Period set out in Section 4 of this Appendix 4C and in Schedule 8 [Payments].

3.5 Elevators

Project Co will:

- (a) operate and maintain all elevators, elevating devices and related equipment at the speeds and in accordance with elevator design specifications set out in Schedule 3 [Design and Construction Specifications];
- (b) dispatch its personnel promptly to respond to all elevator alarms or telephone calls from an elevator and initiate the required action to rectify faults and release occupants;
- (c) release trapped elevator occupants as soon as practicable;
- (d) include in each Performance Monitoring Report for the relevant period a summary of any elevator failures and corrective actions;
- (e) provide regular and routine preventative maintenance service for the elevators by a registered elevating devices contractor;

- (f) provide maintenance examinations on a monthly basis as a minimum and provide a 24 hour, 7 day a week call back service for the elevator equipment;
- (g) provide complete and accurate site specific wiring diagrams for each elevator and maintain these on site. Wiring diagrams should be laminated, bound or otherwise protected from damage;
- (h) perform periodic tests and inspections of the elevator equipment including annual, bi-annual and five (5) year tests required by the elevator safety codes and complete any outstanding tests or deferred inspections and record the activity on site;
- (i) provide and maintain elevator maintenance log books on site to record all maintenance activity as required by the Elevator Safety Codes; and
- (j) provide annual operating certificates for the elevating devices and complete any and all new or existing directives issued against the elevating devices equipment by the BC Safety Authority.

3.6 Building Management System (BMS)

Project Co will:

- (a) operate the BMS in each Building to allow for monitoring of the operation of the Building systems from a single location within each Building and remotely through internet connections accessible to the Authority;
- (b) monitor, control, indicate alarms and provide trending information for all BMS connected sensors and control points;
- (c) provide for the BMS to automatically initiate an alarm and immediately page or otherwise notify staff designated by the Authority of particulars related to any events capable of electronic monitoring as may be designated by the Authority from time to time, such as a boiler or life safety system failure; and
- (d) include with each Performance Monitoring Report and provide the Authority with continuous direct access (other during such reasonable periods as the BMS may be undergoing Scheduled Maintenance or emergency Maintenance) to the following information generated by the BMS during the relevant period:
 - (1) critical incident failures;
 - (2) daily, weekly, periodic status reports;
 - (3) exception reports by element status;
 - (4) trend log data;
 - (5) time of occurrence, Response and Rectification; and

- (6) such other information as the Authority may reasonably require.

3.7 Maintenance of Key Energy Consuming Building Systems

Project Co will:

- (a) maintain all key energy consuming Building Systems, including all boilers, so that each such system operates efficiently performs in accordance with their respective design criteria as set out in Schedule 3 [Design & Construction Specifications]; and
- (b) conduct regular efficiency testing of all such systems in accordance with Good Industry Practice, and without limitation no less than once per month for the boilers, and will include the results of such testing in each Performance Monitoring Report.

3.8 Utilities Management

Project Co will:

- (a) secure and maintain all connections to Utility services of appropriate specifications and adequate capacity to supply and satisfy the requirements of the Buildings under all anticipated operating conditions;
- (b) ensure all structured cabling and physical connections for telephone, data services and cable television are provided and maintained at all times;
- (c) undertake all testing, cleaning and maintenance as required by the applicable Utility Company (and in accordance with such Utility Company's specifications);
- (d) maintain the integrity of supply of all Utilities and continuously manage the distribution of Utilities within the Buildings efficiently, economically, and with due regard to current principles of sustainable technology, energy conservation and management procedures;
- (e) maintain appropriate records in relation to all Permits, including, but not limited to:
 - (1) ensuring all test certificates, information, documentation and other records (including those relating to any aspects of safety or statutory compliance) are maintained accurately, updated appropriately, correct for the current supply requirements and are available for inspection by the Authority, or other relevant parties having jurisdiction;
 - (2) preparing and supplying all information reasonably required by the Authority in relation to the use and consumption of Utilities, including all statistical records which may be required by any Governmental Authority or in support of a third party reporting on behalf of the Authority;
- (f) monitor Utilities consumption on an ongoing basis and provide a monthly energy report in a form satisfactory to the Authority, assist in validation of Utilities billings and participate in a joint Utilities working group, which will be a subcommittee of the Operating Period Committee;

- (g) notify the Authority and the Housing Operators of all scheduled interruptions to any Utility supply; and
- (h) operate and maintain the BMS and all Building systems in an efficient manner designed to minimize consumption of Utilities and assist the Authority in conservation and reduction initiatives.

3.9 Maintenance of Facility Condition Index Data

Project Co will:

- (a) maintain all relevant FCI measurement data and calculations with respect to the Maintained Elements in a form and format acceptable to the Authority; and
- (b) assist the Authority in the conduct of annual FCI reviews of the Buildings and provide input to the Authority's FCI asset planner database.

3.10 Maintenance Equipment and Supplies

Project Co will provide, maintain, clean and replace as required all equipment, supplies, apparatus and consumable items required to deliver the FM Services, including scaffolding, crange, tackle, machinery, tools or other equipment.

4. PERFORMANCE INDICATORS

	Indicator	Service Failure Level	Response Time	Rectification Period	Recording Frequency	Monitoring Method
Building Maintenance						
4.1	Demand Maintenance carried out in accordance with this Appendix 4C.	Emergency – High Urgent – Medium Routine - Low	Emergency – 1 hour Urgent – 2 hours Routine – 24 hours	Emergency – 4 hours Urgent – 8 hours Routine – As agreed with the Authority following Project Co's Response to the demand	Per Occurrence	Performance Monitoring Report
4.2 (a)	Maintained Elements are maintained in accordance with this Appendix 4C at all times.	Medium	N/A	N/A	Per Occurrence	Performance Monitoring Report

	Indicator	Service Failure Level	Response Time	Rectification Period	Recording Frequency	Monitoring Method
4.2 (b)	Project Co carries out 100% of Scheduled Maintenance on life safety, emergency systems and statutory/regulatory requirements within the times scheduled in the Annual Service Plan.	High	N/A	N/A	Per Occurrence	Performance Monitoring Report
4.2 (c)	Project Co carries out 85% of all other Scheduled Maintenance within the times scheduled in the Annual Service Plan. All Deferred Maintenance to be completed within 30 days of its scheduled date.	High	N/A	N/A	Per Occurrence	Performance Monitoring Report

	Indicator	Service Failure Level	Response Time	Rectification Period	Recording Frequency	Monitoring Method
4.2 (d)	<p>All gas boilers to be maintained at a combustion efficiency rating level from base level (to be determined in accordance with Good Industry Practice from commissioning data):</p> <p>a) 98% or greater during years 1 to 5 of the Operating Period and years 1 to 5 following replacement or major refurbishment of the boilers;</p> <p>(b) 96% or greater during years 6 to 10 of the Operating Period and years 6 to 10 following replacement or major refurbishment of the boilers; and</p> <p>(c) 93% or greater after year 10 of the Operating Period or after year 10 following replacement or major refurbishment of the boilers.</p>	High	N/A	N/A	Twice each heating season, once at boiler start-up and once during peak heating season, but if the efficiency rating is below the applicable efficiency level, then measured weekly (with weekly High Service Failures) until the efficiency rating meets or exceeds the applicable efficiency level	Performance Monitoring Report
Building Management System						
4.3	The BMS continuously monitors building systems and initiates the appropriate alarms.	High	N/A	N/A	Per Occurrence	Performance Monitoring Report
Elevators						
4.4	If an elevator is out of service and occupants are trapped, an elevator mechanic attending on site to attend to the elevator.	Medium after the initial Response Time and High every 30 minutes thereafter	30 minutes if occupants trapped, during Operating Hours, 1 hour otherwise	N/A	Per Occurrence	Performance Monitoring Report

	Indicator	Service Failure Level	Response Time	Rectification Period	Recording Frequency	Monitoring Method
Building Exterior Maintenance						
4.5	All Building exterior elements maintained in accordance with this Appendix 4C at all times.	Medium	N/A	N/A/	Per Occurrence	Performance Monitoring Report
Records						
4.6	Records and information obtained and accessible to the Authority in accordance with Schedule 14.	Medium	2 hours	4 hours	Per occurrence	Annual Report
4.7	All hazard notices and safety signs are maintained, recorded, located and displayed correctly, and fully serviceable.	Medium	NA	NA	Per Occurrence	Performance Monitoring Report
4.8	Project Co implementing and adhering to all other elements of the Annual Service Plan related to FM Services and not otherwise addressed in this Section 4.	Low	N/A	N/A	Per Occurrence	Performance Monitoring Report
Utilities						
4.9	Supply connections, management and distribution of Utilities maintained at all time in accordance with this Appendix 4C.	High	N/A	N/A	Per Occurrence	Performance Monitoring Report

ATTACHMENT 1 TO APPENDIX 4C

1. MAINTAINED ELEMENTS

- (a) roofing systems and components;
- (b) chimneys, flues and venting systems;
- (c) building envelope and components including, wall systems, insulation, waterproofing, sealants and caulking, heritage elements, exterior painting and finishes;
- (d) skylights, windows, external doors and associated hardware;
- (e) fire escapes and staircases;
- (f) all heating and ventilation systems and components;
- (g) all plumbing and mechanical systems;
- (h) all electrical systems, including distribution, internal and external lighting systems, building controls and devices, access controls, entry phone system and interconnections;
- (i) all building alarm systems, including fire and security;
- (j) BMS and energy management systems;
- (k) elevators and other lifting devices,
- (l) fire protection systems, fire equipment, fire doors, automatic holdbacks and emergency lights;
- (m) all utility connections and fuel systems;
- (n) sanitary and storm water waste systems;
- (o) security and surveillance equipment and systems and street lighting;
- (p) structured cabling, including voice, data and cable TV; and
- (q) bed bug saunas.

ATTACHMENT 2

TABLES TO APPENDIX 4C

Table 1: Access Protocol

Service Category	Access Times
Scheduled Maintenance in Common Areas and Residential Rooms	In accordance with the requirements of the <i>Residential Tenancy Act</i> , as may be agreed with the Authority and set out in the Annual Service Plan.
Demand Maintenance in Common Areas and Residential Rooms	In accordance with the requirements of the <i>Residential Tenancy Act</i> . (a) as required to meet the relevant Service Response Time and Rectification Times specified in Table 2; and (b) as may be agreed with the Authority and set out in the Annual Service Plan.
Scheduled Maintenance and Demand Maintenance in Commercial Space	Only in accordance with the terms and conditions of the applicable Commercial Lease and as may be agreed with the Authority and set out in the Annual Service Plan.

Table 2: Failure or Request for Service Categories

Service Category	Definition
Emergency	Any event considered by the Authority acting reasonably to be a life safety issue or any event that has caused or may cause significant disruption to the Authority's activities, economic or environmental damage, damage to the Buildings, injury or death.
Urgent	Any event or fault that may develop into an Emergency or adversely affect human health and safety if not remedied promptly or a Demand Requisition which requires attendance quickly to avoid disruption to the Authority's activities or damage to the Buildings.
Routine	Any events or faults considered by the Authority to not have any immediate detrimental impact on the Authority's activities, Building Users or the Buildings.

Table 3: Service Standards, Building Fabric and Architectural Elements

Element	Standard
<p>Building External Elements Including, but not limited to:</p> <ul style="list-style-type: none"> • Roofing systems and components • Building envelope including wall systems, insulation, waterproofing, sealants and caulking, heritage elements, exterior painting and finishes • Chimneys/flues and venting systems • Skylights, windows, external doors and associated hardware • Fire escapes and staircases • External fixtures and fittings • Signage • Fences, gates 	<ul style="list-style-type: none"> • Sound, secure, weatherproof and substantially free from defects, cracks, peeling, damp penetration or spalling • Claddings, copings and parapets are structurally sound and secure • Substantially free from vermin, pests, debris, moss growth and animal droppings • Chimney stacks/flues are structurally sound, secure and free from blockages/excess soot • Substantially free from graffiti, posters and damage • All fire escapes, doors and operating windows operate as designed without binding • Heritage elements are maintained in accordance with applicable guidelines • All elements perform in accordance with criteria set out in Schedule 3 [Design and Construction Specifications] • Scheduled Maintenance performed in accordance with the Annual Service Plan • All hazardous materials are maintained in accordance with the Environmental Management System
<p>Building Internal Elements Including, but not limited to:</p> <ul style="list-style-type: none"> ▪ Elements identified in Table 5 of attachment 2. 	<ul style="list-style-type: none"> • All elements perform in accordance with criteria set out in Schedule 3 [Design and Construction Specifications]
<p>Building Structural Systems Including but not limited to:</p> <ul style="list-style-type: none"> • Load bearing walls, beams and structural members • Seismic restraint systems • Framing systems and cladding support members 	<ul style="list-style-type: none"> • All elements perform in accordance with criteria set out in Schedule 3 [Design and Construction Specifications] • Deflection serviceability limits within specifications • Seismic stabilization, restraint and anchorage systems secure and functional

Table 4: Service Standards, Systems

Element	Standard
<p>General</p>	<ul style="list-style-type: none"> • In general, all Maintained Elements including the elements outlined below will at all times provide a safe and comfortable environment, be functional, operational and satisfy the same performance requirements as required for Service Commencement
<p>Heating and Ventilation Systems Including but not limited to:</p> <ul style="list-style-type: none"> • Boilers, furnaces and heating sources • Ventilation and distribution systems, fans, motors, piping, ductwork, filtration • Control systems and devices • Hydronic baseboards, radiators radiant panels or in floor hydronic heating, electric heating units 	<ul style="list-style-type: none"> • Substantially free from corrosion, erosion and organic growth • Scheduled Maintenance performed in accordance with the Annual Service Plan • All systems and elements operate and perform in accordance with performance criteria set out in Schedule 3 [Design and Construction Specifications]. • Ductwork, fittings and pipe work are securely fastened to their intended points of anchorage • No persistent or unreasonable noise, vibration or leaks • Mechanical areas are secure to authorized access only • All hazardous materials are maintained in accordance with the Environmental Management System • Energy management systems are maintained and optimized
<p>Plumbing and Mechanical Systems Including but not limited to:</p> <ul style="list-style-type: none"> • Hot and cold domestic water 	<ul style="list-style-type: none"> • Deliver water at the temperatures and flow rates as set out in Schedule 3 [Design and Construction Specifications] • Pipe work and fittings will be fastened securely to their intended points

Element	Standard
<p>systems</p> <ul style="list-style-type: none"> • Supply pipe work, valves and fittings • Sanitary, drainage and venting systems 	<p>of anchorage</p> <ul style="list-style-type: none"> • All systems function as intended, without undue noise, vibration or persistent drips or leaks • All connections to municipal supply and drainage systems are maintained • Scheduled Maintenance performed in accordance with the Annual Service Plan
<p>Fire Fighting Equipment and Systems Including but not limited to:</p> <ul style="list-style-type: none"> • Fire extinguishers • Hydrants, hoses • Sprinkler systems • Fire pumps and associated equipment 	<ul style="list-style-type: none"> • Fire extinguishers and other fire fighting equipment will be maintained in accordance with manufacturer's recommendations, relevant codes and standards • All systems and elements operate and perform in accordance with criteria set out in Schedule 3 [Design and Construction Specifications] • Scheduled Maintenance performed in accordance with the Annual Service Plan • All system elements maintained sound, secure, substantially free from corrosion, leaks and drips and fixed to their intended point of anchorage. • Hydrants, sprinklers & hoses will be at correct operating pressure & capacity • All interconnectivity with other building systems is maintained
<p>Electrical Systems Including, but not limited to:</p> <ul style="list-style-type: none"> • All high and low voltage systems and equipment such as transformers, panels, protective devices, fuses, circuit breakers, relays, switches, cabling, grounding systems and fixtures • Lighting systems, controls and fixtures (internal and external) • Fire alarm and life safety systems including panels and devices (emergency lighting, exit signs, pull stations, heat and smoke detectors, audible alarms, wiring, interconnects, etc.) • Security and access control systems including: CCTV components and servers (with keyboard, mouse and LCD monitor), controllers, elevator controllers, RFID/proximity readers, locking hardware, request-to-exit devices, door contacts, door alarm annunciators, cable/wire, mounting hardware, conduit, power supplies, transformers, relays, modules, ports, isolators and battery backups, entry phony system 	<ul style="list-style-type: none"> • All systems and elements function as intended in accordance with the performance criteria set out in Schedule 3 [Design and Construction Specifications] • All systems are safe, function as intended without undue noise or vibration; wiring, fittings, fixtures, controls and safety devices will be properly housed and fastened securely to their intended point of anchorage and labelled. Identification notices posted where necessary • Scheduled Maintenance performed in accordance with the Annual Service Plan • All alarm and life safety systems regularly tested and inspected • Lighting levels maintained at the design Lux levels as specified in Schedule 3 [Design and Construction Specifications].
<ul style="list-style-type: none"> • Bed bug sauna 	<ul style="list-style-type: none"> • Bed bug sauna components and elements operate and perform in accordance with criteria set out in Schedule 3 [Design and Construction Specifications] • Scheduled Maintenance performed in accordance with the Annual Service Plan
<p>Elevators and Lifting Devices Including but not limited to:</p> <ul style="list-style-type: none"> • Elevator cabs, doors, panels and 	<ul style="list-style-type: none"> • Elevators function safely and perform as specified in Schedule 3 [Design and Construction Specifications]. • Tested and inspected in compliance with all applicable codes and

Element	Standard
<p>controls</p> <ul style="list-style-type: none">• Wiring, cables, hydraulic systems, motors, drives, piping, batteries and safety devices• Machine rooms and pits	<p>standards</p> <ul style="list-style-type: none">• Scheduled Maintenance performed in accordance with the Annual Maintenance Plan

Table 5: Internal Maintained Elements

Project Co will renew and replace (but not otherwise be responsible for the Maintenance) the following items in accordance with all Plans:

Element	Sub-component	Accountability/Standard
Kitchen fit-up	Sinks, fixtures, work surfaces, cabinetry	Accountability: Life Cycle Life cycle replacement by Project Co. Day-to-day maintenance and damage repair by Housing Operators.
		Standard: <ul style="list-style-type: none"> • All elements perform in accordance with criteria set out in Schedule 3 [Design and Construction Specifications] • Elements replaced or refurbished in accordance with the Life Cycle Plan
Doors & hardware	Incl. closers, levers, hinges, frames, thresholds, glazing, electronic latches	Accountability: Life Cycle Life cycle replacement by Project Co. Day-to-day maintenance and damage repair by Housing Operators.
		Standard: <ul style="list-style-type: none"> • All elements perform in accordance with criteria set out in Schedule 3 [Design and Construction Specifications] • Elements replaced or refurbished in accordance with the Life Cycle Plan
Millwork & cabinetry		Accountability: Life Cycle Life cycle replacement by Project Co. Day-to-day maintenance and damage repair by Housing Operators.
		Standard: <ul style="list-style-type: none"> • All elements perform in accordance with criteria set out in Schedule 3 [Design and Construction Specifications] • Elements replaced or refurbished in accordance with the Life Cycle Plan
Finishes (resident rooms)	flooring	Accountability: Life Cycle Life cycle replacement by Project Co as part of base building schedule. Day-to-day maintenance and damage repair by Housing Operators.
		Standard: <ul style="list-style-type: none"> • All elements perform in accordance with criteria set out in Schedule 3 [Design and Construction Specifications] • Elements replaced or refurbished in accordance with the Life Cycle Plan • Flooring intact and free from tripping hazards

Element	Sub-component	Accountability/Standard
Finishes (common & support areas incl. storage)	paint	<p>Accountability: Life Cycle Cyclical life cycle painting by Project Co as part of base building schedule. Day-to-day maintenance and damage repair by Housing Operators.</p> <p>Standard:</p> <ul style="list-style-type: none"> Painted surfaces intact, in good appearance without undue peeling, fading or staining and re-painted in accordance with the Life Cycle Plan
	flooring	<p>Accountability: Life Cycle Life cycle replacement by Project Co as part of base building schedule. Day-to-day maintenance and damage repair by Housing Operators.</p> <p>Standard:</p> <ul style="list-style-type: none"> All elements perform in accordance with criteria set out in Schedule 3 [Design and Construction Specifications] Elements replaced or refurbished in accordance with the Life Cycle Plan Flooring intact and free from tripping hazards
Washroom accessories and fixtures	Toilets, sinks, showers, tubs, faucets	<p>Accountability: Life Cycle Life cycle replacement by Project Co as part of base building schedule. Day-to-day maintenance and damage repair by Housing Operators.</p> <p>Standard:</p> <ul style="list-style-type: none"> All elements perform in accordance with criteria set out in Schedule 3 [Design and Construction Specifications] Elements replaced or refurbished in accordance with the Life Cycle Plan
Electrical	Outlets, sensors, switches	<p>Accountability: Life Cycle Life cycle replacement by Project Co as part of base building schedule. Day-to-day maintenance and damage repair by Housing Operators.</p> <p>Standard:</p> <ul style="list-style-type: none"> All elements perform in accordance with criteria set out in Schedule 3 [Design and Construction Specifications] Elements replaced or refurbished in accordance with the Life Cycle Plan