



Additional Service Agreement

From time to time, we are asked to provide services that are outside the scope of our standard contract. It is important that everyone understands what service is to be provided. To ensure this, we offer Additional Service Agreements (ASAs) so there are clear guidelines.

When an Additional Service Agreement is prepared, Cana assigns a Project Leader to oversee and consultants to provide the service. It's important to have a clear idea of what the consultant will do for you. Here are some of the services our consultants can provide:

- **Replacement Reserve Plans:** The Consultant will guide you through the process of preparing a Replacement Reserve Plan. This involves deciding what will be included in your plan, how many of each component the co-op has, their replacement value, and when they will need to be replaced. The gathering of information will be done by co-op volunteers, trained inspectors, and consultants, as well as any other professionals that may be required. For further information, please see our Replacement Reserve Planning Service Guide.
- **Project Administration Liaison Service:** The Consultant for this service will serve as the main contact between the Co-op, CMHC, BC Housing, contractors and engineers involved in the project. For further information see our Project Administration Liaison Service Guide
- **Termination Support:** Our Termination Consultants have extensive experience in guiding the Co-op through a termination. Our Consultants offer the Co-op an alternative to hiring a lawyer, and paying their fees, in the initial stages of the termination. We do not offer legal advice, but our Consultants work closely to your lawyer and can act as the main contact for your lawyer, if needed. For further information see our Termination Support Service Guide.
- **Privacy Information Protection Administration:** Privacy legislation is in effect in British Columbia. Does your Co-op understand it's obligations under the Privacy Act? Is your Co-op in compliance with the Privacy Act? Our Consultants have knowledge of the Act and tools to help with compliance. Please contact the Team Leader of Consulting Services to set up an initial meeting to discuss your Co-op's needs.



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- **Policy Reviews:** This service can be an ongoing process depending on the level of service required by the Co-op. We recommend that you review four policies at a time, so that it is manageable. The level of service also depends on how much guidance the Co-op requires from the Consultant. The Consultant will meet with you to determine the policies up for review and what process will be followed. The Co-op may use the Consultant as a guide for review of the policies written by the Co-op, or may task the Consultant with writing the policies for the Co-op's review. Please contact the Team Leader of Consulting Services to set up an initial meeting to discuss your Co-op's needs.
- **Mission, Vision, Values:** As Co-ops near the end of their Operating Agreements, there are many decisions to be made. Is your Co-op ready to make these decisions? Do you know what decisions need to be made? Our Consultants can guide you through the process and help your Co-op focus on the real issues. Please contact the Team Leader of Consulting Services to set up an initial meeting to discuss your Co-op's needs
- **Share Increases:** With the cost of everything, especially in the construction/maintenance industry, going up, many Co-ops are finding that their share purchase price is not sufficient. If your Co-op is considering increasing your member's share purchase price, we have Consultants to guide you through the process and administer the changes for your members. Please contact the Team Leader of Consulting Services to set up an initial meeting to discuss your Co-op's needs.
- **Special Topics/Defined Projects/Meeting Series:** If your Co-op is interested in a certain topic, or has a defined project, or wants a series of meetings on any issue, we have Consultants who can help. Please contact the Team Leader of consulting Services to set up an initial meeting to discuss your Co-op's needs.

Questions?

If you'd like more information about this topic, or if you have any comments about this **Briefing**, please don't hesitate to contact us at 604-524-8524, or the Team Leader of Consulting Services at consulting@canateam.com.