

CIELO, STRATA PLAN BCS 2555

COMMUNICATION PROCEDURES

Effective February 1, 2010

Emergency – 24-Hour Emergency Service Centre 604-661-0800

- For any personal life safety or health related emergencies, please call 911 first.
- A call relating to a situation that involves fire, flood, or is a life safety concern should be directed to the Colliers Service Centre.
- There is 24/7 concierge in your property, so emergencies can be reported to the concierge staff too. However, in order to streamline the process we ask that these types of emergencies are reported to our Service Centre, and the Service Centre will dispatch the call to the site staff. This enables Colliers the ability to track the calls and provide the call logs to the strata council.

Please do not call the office, if there is an emergency. Call the Service Centre.

- For non-emergency calls (requests for information, repairs, cleaning issues, etc), email is the preferred form of communication.
- This enables Colliers to hold a permanent record of any request. If email is not available please contact the following team members.
- The Service Centre should not be called on the weekend for routine requests.

PROPERTY MANAGER ASSISTANT – BRANDY RANDSALU

604-661-0844

brandy.randsalu@colliers.com

Brandy is also a point of contact if the property manager is not available.

PROPERTY ACCOUNTANT – SUSY NG

604-692-1434

susy.ng@colliers.com

Emails or calls should be directed to Susy, for the following issues:

1. Monthly assessment fees
2. Monthly financial statements
3. Outstanding receivables
4. Sales / form requests

SENIOR PROPERTY MANAGER – DALI JANIC

604-662-2630

dali.janic@colliers.com

RESPONSE STANDARDS:

CALLS WILL BE RESPONDED TO WITHIN 24 HOURS (WEEKDAYS)

EMAILS WILL BE RESPONDED TO WITHIN 48 HOURS (WEEKDAYS)

