

# THE GUARDIAN PERSPECTIVE

## GUARDIAN MANAGEMENT AGREEMENTS

Currently we are in the process of updating management agreements to all boards.

Our new approach to property management  
"Making Sure Our Clients Needs  
Are All Promptly Met"

## TURNKEY PROPERTY MAINTENANCE

Turnkey Property Maintenance is an affiliate company to Guardian. In keeping with our new philosophy, we're trying to streamline and improve customer service. By using Turnkey for all your small building repairs, we find that repairs are completed quicker and we have better control of the service. As well, by having the workers and corporations insured under Turnkey's coverage, both the repair people and the corporations are protected. The response we have received to date from the condo owners who have used this service has been tremendously positive



Located at 1447 Water St, Peterborough  
Drop by. Say hello!

**BUSINESS HOURS** Effective February 2012, we will be extending our office hours to 4:30 in an effort to improve our service

**LIVE AFTER HOURS** Another notable change to improve service, we are forwarding the phone lines after hours so calls are answered by a live person

## BANKING SERVICES AND FEES

In keeping with our new approach, we are bringing all our banking needs to the attention of competing financial institutions so we can streamline our banking services and obtain cheaper rates and expenses reducing each corporations monthly bank charges. With a goal of saving money, time and paper



## THINKING GREEN

Please let us know if you would rather receive your newsletters via snail mail or email. EMAIL? Make sure we have your email address

[guardian89@bellnet.ca](mailto:guardian89@bellnet.ca)



## The Guardian Collective BULK BUYING

We have also adopted a fresh approach to “bulk buying” which began with Wally Freeman grouping the individual corporations insurance policies under a single umbrella policy. Thus, providing each corporation with significant savings in their insurance premiums. To this end, we have negotiated a 3 year contract with a new waste management company: BFI. This encompasses a quantity of front load bins

(dumpsters) as well as door to door service including recycling for some of our condominiums. This over all has proven to be a wonderful service and has given the boards effected, a price fix for the next 3 year, useful for budgeting purposes. This seemingly long process was well worth it in the end. We are now embarking on a further process to communicate our “bulk buying” to all our applicable vendors including lawn care, dryer vent cleaning, purchase power of electrical supplies, snow plowing, window cleaning and much more.

**“Not all seniors  
are made of  
money but,  
all grandparents  
are made of  
GOLD!”**

**Jay Lough Hayes**

## GUARDIAN GOES HI-TECH AND GREEN

We have now replaced all our computers and updated our network. We purchased new computer software including a new electronic funds transfer (EFT) program. This new program ensures a smoother monthly withdrawal of owners condo fees. Guardian is the only firm offering preauthorized withdrawals making a seamless transition for our condo owners. 70% of our condo owners are using the electronic fund transfer and we’re looking forward to an increase of 100% owner participation



### Our Mission

**To provide you  
and your  
property with  
the best quality  
service  
enhancing the  
value of your  
investment**

## A FACELIFT, ALWAYS A WELCOME SIGHT



Drop into our office. Not only are we adopting a new business approach but now you’ll see a visual change. Over the next few weeks we will be painting, tiling and wrapping the front desk. As well, you may have already experienced the refreshments during our board meetings.

**Welcome!**

# WORK ORDERS



**Bill Young is behind OUR maintenance desk**

Through new software, we are incorporating a maintenance tracking system to track the time, status, etc. it takes a maintenance request to go through our system. Each work order will be processed individually

through the following steps:

1. Notice of repair needed (work order opened)
2. Repair ordered
3. Notification of work completed
4. Inspection of completed work
5. Approval and authorize payment

**This system will allow us to generate a report for each individual board to form part of our managers report at board meetings. We will also be emailing our Managers Report to the board in advance of the board meetings**

## PREVENTATIVE MAINTENANCE PROGRAM

*Preventative maintenance* is a schedule of planned maintenance actions aimed at the prevention of breakdowns and failures to save you \$\$ in the long run

We plan to set up a PMP for each board which will include regular inspections of the property. This approach will help minimize emergency type issues and will aid the boards in budgeting. Currently in the early stages of development, we're aiming to have this in place by spring and will advise the boards when their PMP has been developed.

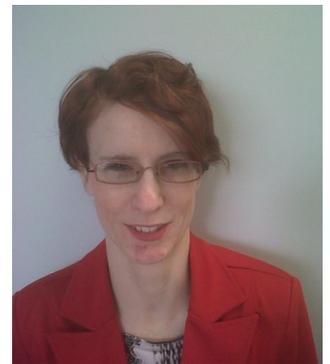
## STAFF



**Meet Sharon, our bookkeeper**



**Meet Tammy, Manager of Rental Services**



**Carrie-Lynn, our Office Administrator**

## OTHER CHANGES

### KEYS

We ask all boards for their assistance in updating all owners information: email, addresses, emergency #s.

We will also audit each corporations owners keys for the purpose of emergency access.

### EMAIL

Our focus will be to answer emails promptly. In an effort to improve our response time, we are asking that you please send us an email with your address so we can catalogue all E addresses by the proper PCC#.

### UPCOMING EVENTS

**Energy Audits and Building reviews.**  
**Stay tuned.....**



## Guardian Property Management

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### *Meet Grant Hayes*

Grant recently purchased

#### **GUARDIAN PROPERTY MANAGEMENT**

from Wally Freeman. Perhaps you have already met Grant. If not, please say hello when you see him out and around your home.

#### **NEW STAFF**

GUARDIAN has recently hired Carrie-Lynn, office administrator. Fast Eddie—our electrical wizard. Also, a consultant for our technical support. These additions to our GUARDIAN Team will enhance our ability to respond to our client's needs.

#### **NOT SO NEW STAFF**

**Wally Freeman** remains on staff and on board as a consultant to GUARDIAN. Wally and Barb recently welcomed their first grandbaby. Congratulations!



We're on the  
web!

[www.guardianproperty.ca](http://www.guardianproperty.ca)

Currently in the process of being built, we want to ensure our customers have up-to-date information of the services offered through Guardian as well as providing a source of information for our clients.

In speaking with our boards and looking at their needs, we are looking into providing a secure section which would allow board members as well as condo owners to access information related to their units and to documents which Guardian holds on behalf of the condo corporation.

As the site develops, boards will be able to email appropriate staff members directly in order to meet their individual needs be it financial information, maintenance issues or general information