

# Accommodation Manual

**Ministry of Central Services**  
Property Management Division

Last reviewed: August 2020

Next review: August 2021

*Saskatchewan!* 

# Table of Contents

<b>Overview .....</b>	<b>5</b>
Property Management Division .....	5
Property Management Function .....	5
Regions.....	5
Strategic Portfolio Management .....	6
Real Estate Acquisition and Disposal Services .....	6
Technical Services .....	6
Purpose of the Accommodation Manual.....	6
<b>Accommodation Tenancy.....</b>	<b>6</b>
Project Charter or Accommodation Space and Services Agreement (ASSA) .....	6
Occupancy and leasing.....	6
Charges and Payment for Accommodation .....	7
Accommodation Charges.....	7
Payment of the Accommodation Charges .....	9
Adjustment to Monthly Accommodation Charges.....	9
Annual Accommodation Charges .....	10
Property Management.....	10
Building Operations .....	10
Building Maintenance – Major .....	11
Building Maintenance – Minor .....	11
Security .....	12
Insurance.....	12
Parking .....	13
Operating (Service Level) Agreements .....	14
General Building Policies and Procedures .....	14
Air Quality .....	14
Animals.....	14
Bicycles.....	14
Building Damage .....	15

Compressed Gases .....	15
Construction, Renovations, Building Modifications and Tenant Improvement Projects .....	15
Electrical Panels .....	15
Elevators.....	15
Emergencies.....	15
Filming / Photographing Areas of the Building.....	15
Fire Safety .....	15
Furniture .....	16
Garbage.....	16
Hazardous Materials .....	16
Health and Safety.....	17
Appliances.....	17
Lighting.....	17
Moves.....	17
Notices (Signage) .....	17
Painting .....	17
Parking .....	18
Pest Control.....	18
Plants.....	18
Public Entrances.....	18
Smoking and Vaping.....	18
Substance Use .....	18
Recycling .....	18
Roller Blades, Skate Boards and other similar personal transportation devices .....	19
Additional Conditions of Tenancy .....	19
Subletting and Assignment .....	19
After-hours Use of Space (Building or Land) for Functions or Events .....	19
Third Party Relationships .....	19
Compliance with Laws .....	19
<b>Accommodation Changes.....</b>	<b>20</b>
Central Services' Request for a Client Review of Space and/or Parking .....	20
Client-requested Change of Accommodation (space), Modification, Parking or a Study Request.....	20

Day-to-Day or General Maintenance Requests (break-fix repairs) .....	21
<b>Office Space Target .....</b>	<b>21</b>
Approvals .....	22
Accommodation Planning .....	22
Budgeting .....	22
<b>Environmental Sustainability.....</b>	<b>22</b>
Tenant Improvement Projects (Including Program Equipment) .....	22
<b>Program Equipment .....</b>	<b>23</b>
Fixed Program Equipment .....	23
Portable Program Equipment .....	23
Financial Responsibility .....	23
<b>Forced Moves .....</b>	<b>24</b>
<b>Vacant Surplus Client Space .....</b>	<b>24</b>
Surplus Owned Office Space or Multi-tenant Leased Office Space.....	24
Surplus Owned Program Space.....	24
Surplus Leased Program Space .....	24
Vacating Existing Space for Alternate (Incremental) Space .....	25
Responsibility for Renovations .....	25
Use of Vacated Space.....	25
<b>Contacts .....</b>	<b>25</b>

# Overview

## Property Management Division

The Ministry of Central Services manages an extensive portfolio of property and provides centralized support services to executive government ministries and public agencies.

The Government of Saskatchewan occupies buildings across the province, most of which are owned, leased, and/or managed by the Ministry of Central Services. These buildings include office buildings, equipment storage buildings, healthcare facilities, correctional centers, courthouses and museums.

## Property Management Function

### Regions

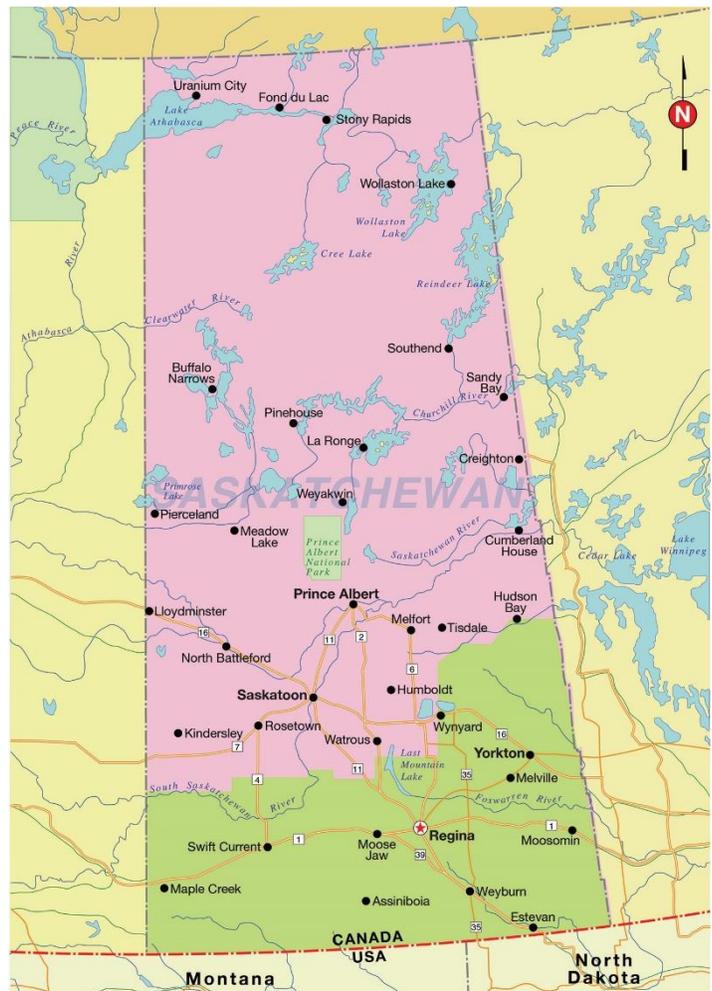
The province is divided into South and North regions. Each region is responsible to ensure buildings and other assets are maintained and operated efficiently and to support government ministries' programs and service delivery needs. Strategic portfolio management, real estate acquisition, building and land disposal, building monitoring, project management, and engineering and technical services are also provided. In addition, there is a small construction and preventive maintenance group that conducts regular preventive maintenance on building components.

### South

The South Region includes the major centers of Regina, Yorkton, Moose Jaw, Swift Current, Weyburn, Estevan and Melville, as well as many smaller communities.

### North

The North Region includes the major centers of Saskatoon, Prince Albert, Beauval, Buffalo Narrows, La Ronge, Tisdale, Melfort, Nipawin, Uranium City and Stony Rapids, as well as many smaller communities.



## ***Strategic Portfolio Management***

The Strategic Portfolio Management unit develops strategies and assists clients to create specific plans, including operating agreements and MoUs to accommodate their programs and present best value to government.

## ***Real Estate Acquisition and Disposal Services***

This unit is responsible for property acquisitions and disposal, lease administration including annual lease operating and property tax escalation adjustments, mortgage adjustment calculations, reviewing Treaty Land Entitlement (TLE) requests for Central Services' owned land and property, and processing of grants-in-lieu of property tax requests.

## ***Technical Services***

Technical Services provides engineering services, building safety services, cost estimates to clients, asset management, long range capital planning, and environmental building management services and support.

## **Purpose of the Accommodation Manual**

This manual is designed to provide general information about Central Services' accommodation services, policies and guidelines.

It is posted on the Government of Saskatchewan employee website, <https://taskroom.sp.saskatchewan.ca/Documents/Accommodation%20Manual.pdf> , and is updated periodically.

## **Accommodation Tenancy**

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### **Project Charter or Accommodation Space and Services Agreement (ASSA)**

Prior to project work beginning, the client must approve all requests for an increase or modification to space including new construction, tenant improvements and/or renovations, new lease, studies, parking, etc. Approval must be provided in the form of a signed ASSA or project charter.

### **Occupancy and leasing**

In owned space, fixed terms are not established with clients. Where Central Services leases space from the private sector, clients will be required to commit to occupancy until the lease expiry date.

**Owned office space:** The start date is the agreed upon occupancy date and has no expiry date. Clients must commit to pay for use of the space.

**Leased office space:** The start date is the agreed upon occupancy date and ends at the lease expiry date. Clients must occupy and pay for the space for the full length of the term. A few exceptions apply (see page 24).

**Leased office space for a single tenant (specific program need):** The start date is the commencement of charges and ends at lease expiry date. This is a fixed-term commitment, therefore if the tenant vacates the space early, they are obligated to continue to pay lease fees until the end of the original term or until Central Services finds another tenant to occupy the space. **Leased program space (anything other than office space):** The term is from the date of the agreed upon occupancy until the date another client occupies the space and their charges commence. The client has ongoing responsibility for charges even when they vacate the space.

**Owned program space:** The term ends when the building has been declared surplus to executive government needs or alternate arrangements are made to relocate a government tenant.

**Please contact your tenant representative if you wish to vacate or reduce the space.**

## **Charges and Payment for Accommodation**

### ***Accommodation Charges***

The charges are established using a cost-recovery model approved annually by Treasury Board. The charges allocate the cost of accommodation services to clients as accurately as possible so the total cost of government programs is known.

A single building rate is established for each building based on the budget for the upcoming fiscal year. Charges are calculated by multiplying the rentable area the client occupies in a building by the building/lease rate. Additional charges may apply for parking or for client-specific services, such as additional security services.

The building/lease rate is comprised of the following components:

#### **Property Management Fee (PMF) Charge**

The PMF rate is calculated to recover the costs of managing and administering the government's real property. The charge covers the costs of providing project management, planning and real estate services, energy, water and waste management services, facility assessments, indirect salaries related to buildings, and the overall government vacant space costs. The PMF is recovered from all buildings.

#### **Insurance Charge**

The insurance rate is calculated to recover the premiums paid to insure all Central Services' owned buildings. The cost of premiums is distributed among all owned buildings, based on area.

#### **Major Maintenance Charge**

The major maintenance rate enables Central Services to recover all major maintenance costs in buildings where the work is the responsibility of Central Services. The rate is calculated by distributing the total major maintenance budget to all applicable buildings based on the current replacement value of each building.

### **Minor Maintenance Charge**

The minor maintenance rate enables Central Services to recover all minor maintenance costs in buildings where the work is the responsibility of Central Services. The rate is calculated by distributing the total minor maintenance budget to all applicable buildings based on the current replacement value of each building.

### **Amortization Charge**

These charges are included in accordance with Section 2150 of the Government of Saskatchewan's Financial Administration Manual. The amortization rate is based on straight-line depreciation of the building over its useful lifetime. Amortization may also apply to new building equipment or building projects that are to be capitalized.

### **Operating Cost Charge (OPC)**

The OPC rate is calculated to recover all costs to operate a building. These costs include direct salaries related to operating the building, cleaning costs, building supplies, IBC phone costs, utilities and other costs, such as snow and trash removal.

### **Property Tax Charge**

Most government owned buildings are not subject to property taxes. Property taxes are paid as grants in lieu of property taxes by the Ministry of Government Relations and are not recovered by Central Services in the building rate. Property taxes are recovered for buildings and lands where Central Services leases from the private sector and where Central Services is responsible for paying the property tax.

### **Security Charge**

If security is provided to a building, the total cost is recovered by dividing the security costs by the total rentable area of the building. If a tenant in a multi-tenant building requires additional security services for their portion of the building, an additional charge is built into that client's rate.

### **Lease Charge**

For leased buildings or land, total lease costs are recovered. In these cases, Central Services generally does not recover insurance, major and minor maintenance, amortization, property taxes, security, etc., as these are usually included in the base rent charged by the landlord. Real estate leases may have annual escalation clauses built into the contract so the annual lease costs will generally increase on a yearly basis, thus affecting the lease charges.

### **Additional Charges**

There may be additional services requested by the client(s), for example additional security, special event cleaning, replacement parkade cards, etc. Related charges are passed directly to the client via an additional client accommodation charge.

## **Parking Charges**

Parking charges are billed directly to clients. Rates are established for each type of parking stall (electrified, non-electrified, heated, gravel, paved, structure).

The parking rate is established by using specific formulas for government-owned buildings / properties or actual costs for properties leased from the private sector:

- **Leased Parking:** Charges for parking leased from the private sector are passed directly to the client.
- **Owned Parking:** Parking charges for government owned buildings are assigned a rate that is developed by Central Services. Central Services, as a cost recovery organization, only charges the actual costs associated with priority parking.

## ***Payment of the Accommodation Charges***

Central Services will provide clients with monthly invoices. All accommodation charges will appear on the invoice as one amount for each building occupied by the client.

## **Payment Adjustments and Timing**

A cover letter will accompany the monthly invoice and will explain any changes to the accommodation charge from the previous month. Interest on past due accounts will be automatically calculated by the Ministry of Finance in accordance with the Financial Administration Manual.

## **Dispute Resolution**

Where an invoiced amount is in dispute, clients should immediately notify Central Services, setting out the details of the amount and reason for dispute. Payment of the balance of the charges not in dispute must be made. Central Services will issue credits when amounts have been invoiced incorrectly.

## ***Adjustment to Monthly Accommodation Charges***

Accommodation changes, approved by the client through a signed ASSA or project charter, will result in adjustments to the charges.

Examples are:

- **The client takes on additional space or vacates space.** Once the approval documents are processed for the change in area, the client's charges will be adjusted in accordance with the new area and the current building rate per square meter.
- **The client takes on or turns back parking stalls.** Once the approval documents are processed for the change in stalls, the client's charges will be adjusted in accordance with the new number of stalls and the current rate per stall.
- **A change in service level occurs (i.e. additional security).** Once the approval documents are processed, changes in service costs will be added or subtracted from the monthly rent as appropriate.
- **Significant changes in the operations of a building.** If the operations of a building change significantly (i.e. a project is completed that reduces the operating costs of a building), Central

Services and the client may agree to adjust the monthly charges accordingly. The change must be processed via signed approval documents.

Accommodation charge adjustments may be retroactive, based on the dates provided on the approval documents.

### ***Annual Accommodation Charges***

As part of the annual budget process, new building rates will be established based on estimated budgets for the next fiscal year.

These estimates are provided to clients as early as possible to enable development of annual budget requests. **The estimates provided are not a budget submission on behalf of the client but rather a budgeting tool for the client's use.**

Central Services will provide clients with updates to any significant changes in the estimates initially provided.

## **Property Management**

The health and safety of building clients, staff and the public is a prime focus for Central Services. Central Services provides healthy, safe and functional space that meets all relevant regulations, standards and codes. Regulatory requirements include adherence to building codes (i.e. The National Building Code, The National Fire Code, *The Saskatchewan Occupational Health and Safety Act and Regulations*, *The Environmental Management and Protection Act*, and *The Saskatchewan Water Corporation Act*, etc.), as well as compliance with municipal and provincial by-laws and regulations for fire safety and public health administered by local authorities.

Central Services buildings are operated in compliance with all Government of Saskatchewan policies and guidelines (i.e. PS 805) related to substance use in the workplace.

Central Services is committed to reducing the environmental footprint associated with operation and tenancy of owned and leased buildings. Programs include:

- A waste reduction and recycling program. The program is based upon the principle that those responsible for generating the waste will be responsible to sort and remove waste from their workstations for deposit at a central building location.
- Third party certifications to ensure alignment with environmental best practices for new construction and major upgrades (LEED) and building operations (BOMA BEST.)

Central Services will work with all clients to assist in reducing impacts on the environment as a result building occupancy.

## **Building Operations**

Building Operations includes maintenance, security, cleaning, insurance, and parking programs.

Central Services has an annual maintenance program that includes both minor and major maintenance projects. Under these programs, work is prioritized based on a number of factors, such as health and safety, asset condition, accessibility, funding, and scheduled maintenance requirements.

**Central Services is responsible for the management of all maintenance projects, except when a specific agreement to the contrary exists.**

### ***Building Maintenance – Major***

Major building maintenance includes projects such as structural repairs, major system repairs and maintenance that maintain the basic accommodation but exclude day-to-day maintenance.

The following are examples of typical components covered under major maintenance:

- structural components
- floor coverings
- replacement of electrical power and lighting equipment
- replacement of heating, ventilating and air conditioning systems
- replacement of elevators and elevator equipment
- replacement of plumbing and drainage systems
- building envelope – exterior walls, doors, windows and roofing/flashing
- energy performance initiatives
- accessibility
- fire suppression systems

Central Services, at its own discretion, may elect to defer maintenance projects in situations where the life of the work undertaken would exceed the expected useful life of the building. This does not apply to building safety issues.

### ***Building Maintenance – Minor***

The following are typical examples of minor building maintenance:

- maintenance (day-to-day and preventive) and repair to doors, lights, etc.
- plumbing, electrical, heating, ventilating and air conditioning services
- garbage removal and disposal
- elevators
- fire and life safety systems
- snow removal
- grounds upkeep
- sewage disposal systems
- parking and road services
- energy/utilities contractors or services

### **Other Repair Costs and Charges to the Client**

Repairs required because of damage caused by the client, its program, business of the client or neglect will be charged to the client.

Costs of repair related to excessive wear and tear during occupancy or during the vacating of accommodations, including specialized equipment decommissioning, will be recovered directly from the client.

## **Building Cleaning**

All space is cleaned to a hygienic, safe standard. There are standards for all space types — office, hallways, windows, washrooms, courtrooms, etc. — which have specific cleaning requirements.

**To request special cleaning, information on the standards, the impact on your program operations or to report cleaning deficiencies, contact your tenant representative.**

## ***Security***

Clients are provided with basic security including:

- assistance in the development of post orders in buildings where a guard force performs a security function.
- provision of security guidelines and minimum standards for leased and owned facilities.
- registered government photo ID cards for General Revenue Fund (GRF) clients.

Central Services will deliver, for an additional cost, enhanced security programs and services such as:

- registered government photo ID cards for non-GRF clients.
- property patrol in Regina and Saskatoon and guard force protection throughout the province.

## ***Insurance***

### **Liability**

Central Services shall be responsible for liability arising from its actions or failure to act in accordance with its responsibilities.

The client shall be responsible for liability arising from its actions or failure to act in accordance with its responsibilities. The client is responsible for all of its operations or occupancy within the premises, and any resulting claims.

### **Repairs Arising from Accidental or Wilful Damage**

The client will bear the cost of any damage caused by the client, or its servants, agents, employees, contractors, licensees, or invitees, or any person or persons who are voluntarily or involuntarily incarcerated in the accommodation.

Costs of repair of excessive wear and tear during occupancy or during the vacating of accommodations, including specialized program equipment decommissioning will be recovered directly from the client.

### **Liability Insurance**

Central Services will procure liability insurance to cover its liabilities as well as tenant's legal liability insurance for the space that Central Services has leased on behalf of the client. The insurance does not cover the client for damage to common spaces within the building.

Clients who are subject to Ministry of Finance directives and policies must adhere to the government's directive on self-insurance as outlined in the Financial Administration Manual.

**Central Services will insure and keep insured its buildings against loss or damage, direct or indirect. Central Services does not insure any buildings owned by other government ministries.**

Clients are responsible to pay for damage to their contents. Central Services has limited contents insurance for its government clients who, as of March 1, 1998, did not carry insurance. In the event of a loss, the client is responsible for applicable deductibles, any uninsured losses and any underinsured portions of losses. Central Services does not insure assets unique to certain ministries (i.e., heavy equipment, geological core samples, museum exhibits and artifacts, etc.). Details of coverage, exclusions and deductibles are available from Central Services.

Clients are required to annually provide a Statement of Values showing the replacement value of contents (i.e. program equipment) at each location. If the replacement value stated at any location is less than the actual replacement value, the client will be responsible for any under-insured amount or any applicable co-insurance penalty. A form that can be used to record and report a statement of values can be obtained from Central Services.

### **Notification of Defects and Damage**

The client shall give Central Services immediate verbal notification and subsequent formal written notice of any defect or damage to the property to the building manager.

### **Repair in the Event of Severe Damage**

In the event of severe damage to the accommodation rendering it unfit for occupancy or preventing reasonable access, Central Services will relocate the client to temporary accommodations.

The accommodation charge for the damaged accommodation will cease until the accommodation is repaired and restored. Once repaired, the client will recommence payment.

### **Indemnity**

The client shall indemnify and save Central Services harmless from all liabilities, fines, suits, claims, demands and actions, of any kind or nature for which Central Services shall or may become liable arising from the client's use or occupation of the accommodation, or against claims or losses arising out of acts or omissions of the client, or its servants, agents, employees contractors, licensees, or invitees, or any person or persons who are voluntarily or involuntarily incarcerated in the accommodation.

### ***Parking***

Central Services allocates parking on a global basis. Paved, gravel, structured, electrified and/or heated parking spaces are provided.

Clients are responsible for determining and managing individual stall assignments and any internal parking programs once Central Services allocates a block of parking spaces to the client.

**Clients will be responsible for the cost of replacement cards, due to loss or other negligence, at parkades directly managed by Central Services.**

### **Parking Standard**

A parking standard is applied at a ratio of two stalls for every five (2:5) employees. This standard applies to downtown areas of Regina, Saskatoon, and Prince Albert.

Parking may be provided beyond the standards based upon client request and availability. Where there is excess demand for parking at a particular location, Central Services ensures the 2:5 parking standard is met for all clients when possible, if sufficient parking is available. Ministries will be invoiced based on their use of parking services. Parking requirements for assigned Central Vehicle Agency (CVA) vehicles, visitors and handicapped employees are included within the standard.

Please contact your tenant representative for your parking requirements.

### ***Operating (Service Level) Agreements***

Central Services will enter into formal agreements, primarily for program or special purpose buildings, with clients upon request. Agreements outline the specific application of accommodation policies to the space and clearly articulate the roles and responsibilities of both parties.

## **General Building Policies and Procedures**

Throughout this section, where there is reference to contacting Central Services, this refers to Building Operators for owned buildings and Building Managers for leased buildings.

### ***Air Quality***

Complaints regarding air quality issues (i.e., odors) must be reported immediately to Central Services and an (Archibus) service request must be submitted.

The building systems will be checked for malfunctions. If the building systems are found to be working normally, basic tests for humidity, temperature, carbon dioxide and carbon monoxide may be performed.

If further testing is requested by the client to verify the results of the preliminary investigation, the client will bear the expense.

### ***Animals***

Pets are not generally allowed in buildings. Only service animals or animals necessary for client programming will be allowed.

Prior to bringing an animal on site, the host organization/individual must demonstrate all regulatory and occupational health and safety requirements are met and notify Central Services and the local Occupational Health & Safety Committee.

If any issues or concerns arise, the owners/handlers/host will be responsible for clean-up, damage repair and associated costs.

### ***Bicycles***

Bicycles are not permitted in buildings at any time and must be stored in the exterior location or space allocated for that purpose.

For those occasions where bicycles are required for client program delivery or other occupant functions, please contact Central Services to make alternative arrangements.

Central Services does not assume any responsibility for bicycles that are lost or stolen. If a bicycle is lost or stolen, report the loss to the local police service.

### ***Building Damage***

All building occupants must report damage to Central Services. Reporting ensures the damage is noted and repairs can be scheduled.

### ***Compressed Gases***

There are regulatory requirements for the safe handling and storage of tanks with compressed gases. Contact Central Services for further instructions before bringing any compressed gas tank into buildings.

### ***Construction, Renovations, Building Modifications and Tenant Improvement Projects***

All projects will be managed by Central Services, unless otherwise stipulated in an operating agreement. All projects will take into consideration the impact on the client's programs and building operating systems. All projects will have building permits and comply with all appropriate legislation, building codes and regulations.

### ***Electrical Panels***

No items are to be stored within three (3) feet of the electrical panel as required by code.

### ***Elevators***

Malfunctioning or damaged elevators must be reported immediately to Central Services. Requests for elevator reservation must be directed to the building manager/operator.

### ***Emergencies***

In case of an emergency requiring ambulance, fire, or police services, dial **911** and immediately contact Central Services. The building operator/manager will initiate emergency procedures and escort emergency services personnel to the situation.

For other types of emergencies (e.g., power failures or flooding), contact Central Services immediately.

### ***Filming / Photographing Areas of the Building***

Prior to the event, Central Services must approve requests for filming or photography within government facilities and/or sites.

### ***Fire Safety***

#### **Plans**

Clients are responsible for developing and communicating fire safety plans and for compliance with all related legislation. This includes maintaining the plan, posting safety procedures and ensuring all supervisory staff and occupants are trained in the execution of fire safety plans. Plans must be shared with Central Services.

**It is the client's responsibility to ensure employees have received a basic outline of the building fire alarm procedures.**

### **Exits / Fire Hose Cabinets / Fire Pull Stations and Sprinkler**

Fire exits or fire pull stations, sprinkler valves and fire hose cabinets must not be blocked at any time. Nothing is to be hung from sprinkler pipes or heads.

### **Extinguishers**

Fire extinguishers are usually located near exit doors and within fire hose cabinets. Fire extinguishers that are discharged for any reason must be reported to Central Services immediately for recharge or replacement.

### **Candles, Incense and Smudging**

Burning candles or incense is not permitted.

Where smudging or other types of recognized cultural based ceremonies are a client program requirement or government policy, Central Services will work with the client to address all safety requirements stipulated in legislation, regulations and/or other relevant, appropriate government policies (e.g., a fragrance policy).

### ***Furniture***

If you have surplus or broken furniture or need new furniture, contact your ministry's administration office or tenant representative. Furniture must not be stored or left in corridors, empty offices, stair wells or exits.

### ***Garbage***

The large garbage bins located outside the building are for day-to-day building garbage only.

### ***Hazardous Materials***

All issues or situations involving hazardous materials — chemical spills, disposal, etc. — must be reported immediately to Central Services. Central Services will initiate a coordinated response with your ministry and the building's Occupational Health and Safety (OH&S) Committee, pursuant to the standing Emergency Environmental Response Plan for the building.

- Wet cell batteries must not be charged in the building, except in authorized areas.
- Spills must be reported to Central Services immediately.
- Propane cylinders are not allowed in the facility and, if found, will be promptly removed without notice.
- All hazardous materials must be used and stored in accordance with applicable guidelines, codes, etc.
- Designated substances such as oil, gasoline, grease, paint, thinners, etc., must not be emptied into drains and must be stored appropriately in a non-flammable storage cabinet. Please contact Central Services if you are unsure.

- Ministries must store, use and dispose of designated substances in co-ordination with Central Services.

### ***Health and Safety***

Health and safety issues must be reported to Central Services and the building's OH&S Committee or, where there is no OH&S committee, to an OH&S representative.

### ***Appliances***

To ensure electrical circuits are not overloaded and to reduce fire hazards, only client purchased appliances are allowed in designated kitchen / lounge / kitchenette areas.

Employees must not bring their own appliances into the building. This includes, but is not limited to, kettles, heaters, toasters, coffee makers, refrigerators, holiday lighting, radios and fans.

Unauthorized appliances will be removed at the client's expense.

### ***Lighting***

Report light bulbs in need of replacement to Central Services.

Wall switches control most building lighting and tenants are encouraged to turn off lights when not in use.

If you require additional lighting, contact Central Services to ensure proposed lamp or other light fixtures are permitted in the building and do not pose a fire hazard.

### ***Moves***

If you are planning a move, Central Services and your tenant representative must be notified in advance to make appropriate arrangements such as door or elevator access and other logistical requirements.

### ***Notices (Signage)***

Signage, notices or bulletins must be hung in the appropriate area provided and must be authorized by your organization and Central Services.

Anyone who posts notices that damage building surfaces will be held responsible for repairs.

Anyone who posts a notice is responsible for removing it once it is no longer valid.

Central Services reserves the right to remove any notices that are deemed unacceptable or inappropriate.

### ***Painting***

Central Services manages and provides all painting services unless otherwise stipulated in an operating agreement.

## ***Parking***

Parking questions should be directed to your ministry's administrative office or tenant representative.

Vehicles must not be left idling during pick-ups or drop-offs. Please respect designated no-idling zones. The storage of private or employee vehicles, equipment or belongings is not permitted in any Central Services building unless formally authorized by Central Services.

## ***Pest Control***

Pest control is the responsibility of Central Services and will be provided at no charge to the client. For rural, remote and otherwise difficult-to-access buildings, Central Services and the client will enter into a local agreement to ensure the situation is addressed. Pest sightings must be reported to the appropriate client representatives and Central Services immediately.

## ***Plants***

Plants (i.e. houseplants) must be approved by Central Services prior to entering the facility.

Central Services is not responsible for the care or provision of plants. Tenants and individual staff are responsible for the care, acquisition and disposal of owned plants. If plants require spraying to remove pests, mold, etc., the client ministry or person who brought the plant must notify the OH&S Committee and consult with Central Services prior to actions being taken.

## ***Public Entrances***

Doors must not be propped open under any circumstances. Deliveries which cannot be carried by hand are not permitted through the front entrance of a building.

## ***Smoking/Vaping***

Smoking or vaping is NOT permitted in enclosed public spaces or buildings, or within three meters of doorways, windows or air intake locations.

## ***Substance Use***

Tenants are required to comply with all Government of Saskatchewan policies and guidelines related to the use of substances in the workplace (ie. PS 805)

## ***Recycling***

Central Services operates recycling programs in most office buildings throughout the province for all paper products, cardboard and batteries.

Occupants will be provided with individual desk-side containers to be emptied at centralized recycling centers. Individual containers will not be picked up by cleaning staff.

All grades of paper can be recycled and do not need to be sorted before they are deposited into the central bins. Cardboard is included; however, boxes should be cut down and clearly identified as recycling.

Small batteries (AA, AAA, 9V, etc.) are removed for recycling when enough batteries are collected to warrant a pick up. For information on how to dispose of your small or large batteries, contact Central Services.

Cleaners will empty central recycling containers into the building's central recycling bins.

Large recycling bins can be delivered to your area if you generate greater than normal amounts of recyclables. Please contact Central Services to arrange this service.

Central Services is responsible for emptying the large central recycling bins for each building.

### ***Roller Blades, Skate Boards and other similar personal transportation devices***

Roller blades, skateboards and other personal transportation devices may not be used anywhere within the building(s) or on the property. Authorized personal medical transportation devices — wheelchairs, scooters, etc. — are exempt.

## **Additional Conditions of Tenancy**

### ***Subletting and Assignment***

Central Services holds sole responsibility for subletting accommodations and for assigning all portions of leased accommodations. Any deviation must be approved by Central Services.

There may be instances when it is desirable for a client to deal directly with an agency, for example, when that ministry is supporting or subsidizing an agency. Sublease arrangements must be covered by contract to protect government against liability. Central Services must be party to any such sublease.

The client will not make changes to or install partitions, fixtures or other improvements without prior written consent from Central Services. The client will not do anything, or permit anything to be done, to the building or space that may increase Central Services' risk.

### ***After-hours Use of Space (Building or Land) for Functions or Events***

Notify Central Services of all after-hours building or land use. Central Services will recover costs associated with after-hours use. Priority is assigned on a first-come, first-served basis.

Contracts are prepared for events exceeding two days, including a liability waiver to protect Central Services against liability.

### ***Third Party Relationships***

When Central Services leases accommodation from a third party, Central Services is the sole and exclusive agent of the client in all dealings with the third party. Clients must not make arrangements or deal directly with the third party.

### ***Compliance with Laws***

All clients occupying owned or leased accommodation are expected to comply with all laws, statutes, bylaws, ordinances, regulations or other lawful requirements of any authority having jurisdiction.

## Accommodation Changes

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Central Services regularly reviews government and ministry space portfolios and will identify any client accommodation gaps and potential effectiveness, efficiency or sustainability opportunities. The information is provided to the client to assist with accommodation planning.

Occasionally, the amount of space and/or parking a client occupies or other terms of the current tenancy may need to be changed, or maintenance may be required to the building (i.e., break-fix). This section outlines how to request changes.

The client tenant representative, or other person designated by the client, initiates the request by submitting a service request form or client request form depending upon the situation or need.

All requests will be routed to the appropriate Central Services area (Central Service Planning Manager for client requests and the Central Service Building Manager for service requests).

All requests are tracked and regular updates provided.

Where operating agreements exist, Central Services may also provide maintenance services for the client's program based equipment.

If in doubt, please contact your Ministry tenant representative to discuss or to initiate a request.

### Central Services' Request for a Client Review of Space and/or Parking

Central Services may request a client review:

- when a major maintenance and/or building improvement project is being scheduled;
- prior to lease expiration where a request for proposals for a new lease may result in relocating to lower-cost space; and
- when Central Services identifies a major efficiency or cost-savings related to space.

A client request will not be required when Central Services initiates the accommodation change.

### Client-requested Change of Accommodation (space), Modification, Parking or a Study Request

A request must be submitted in either email or paper form using the **client request system**. Upon receipt, a Central Services Planning Manager will work directly with the client tenant representative to clearly identify the business need, the reason or business challenge, all requirements, constraints, potential options, timeframe and target budget.

The Central Services Planning Manager will be the prime contact until such time as the request is approved by the client and it moves to the project delivery stage or lease renewal process.

All information will be provided to the client tenant representative for consideration. The client may make adjustments to fit within their timeframe and budget and seek further approval if required.

A project charter documenting the scope of the work to be performed and estimated costs and timelines will be provided to the client for approval.

If approval is not given, the request will be placed on hold or closed out.

Upon approval, the request moves into the project delivery phase and a Central Services Project Manager will be assigned to manage the project until completion. The Project Manager will be the prime contact for the duration of the project.

A project plan will be developed and submitted to the client project sponsor for approval. The plan outlines the project delivery activities and will be used to manage the project until completion. There will be regular project reports during delivery stages.

Upon completion of the project, the client will be asked to sign a letter of acceptance which indicates the completed project meets their requirements. The letter of acceptance will outline the expected final costs of the project, identify any deficiencies, and include the plan for correction of those deficiencies. A final close out report will be issued when all project costs have been paid and all deficiencies have been corrected.

Please note, you can discuss a potential request with Central Services at any time; however, Central Services will not begin any formal work on scope or requirements, etc., until the request form has been received from the client.

## **Day-to-Day or General Maintenance Requests (break-fix repairs)**

A request must be submitted using the Archibus automated **service request system** to address general maintenance concerns. These are primarily unplanned repairs or issues that are not part of the regular systematic replacement or upgrade of the building, including building systems problems such as the elevator not working, lights not working, or water leaks. Upon receipt, the appropriate Building Manager will manage the request.

## **Office Space Target**

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The government office space target is applied to potential space changes and identification of new space. It applies to any office space in excess of 500 m<sup>2</sup>.

Treasury Board approved the *18.6 usable m<sup>2</sup> per full-time equivalent* target as the maximum amount for general office space. This amount includes employee space and all associated support space requirements, (meeting rooms, filing space, copier space, etc.).

Where required, exceeding the target requires clients to seek Treasury Board Approval. The Central Services Planning Manager will work with clients to review how their space may be optimally allocated to meet program delivery needs and the standard. If you need further clarification on the standard and the potential impact on your program, please contact your tenant representative.

The office space standard does not apply to program space. Program space standards (all space other than general office) are the responsibility of the client (i.e. equipment storage buildings, correctional facilities, court facilities etc.).

## Approvals

Clients are responsible for getting all necessary approvals to acquire accommodations or other services from Central Services. The acquisition of incremental space valued at \$10,000 or more per year or tenant improvements of \$50,000 or more must have explicit Treasury Board approval, either through the annual budget or Level D approval. Splitting projects to avoid obtaining approval will not be supported.

Approval will only be accepted from the client's tenant representative or other authorized individual with the authority to make commitments regarding the client ministry's accommodation changes. No projects will commence until funding is approved.

## Accommodation Planning

Central Services will work with clients to help them develop their own accommodation portfolio plan. The plan will identify proposed accommodation needs, existing gaps and plans to address.

## Budgeting

Clients are required to submit detailed requests for changes to accommodation as part of their annual budget request to Treasury Board for approval.

New construction and improvements are funded through government expenditures and recorded as assets in Central Services' financial statements. Capital tenant improvement projects are recorded as assets in the client's financial statements.

## Environmental Sustainability

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The government's 2017 Climate Change Strategy directs Central Services and clients to manage the "built environment" (building infrastructure) and ensure "energy-efficient buildings."

Central Services is committed to reducing the environmental impact of government, including the effects generated by projects or operations, and will work with all clients to explore opportunities to reduce impacts on the environment.

To meet this directive, construction of new buildings or major renovations must meet LEED Silver certification level. Central Services will work with the client to review the criteria, identify potential opportunities, and complete the certification process as part of the project planning stage.

## Tenant Improvement Projects (Including Program Equipment)

Tenant improvement projects are those projects that alter the basic accommodation to address client program requirements.

Tenant improvements include:

- provision and installation of fixed program equipment for program use;

- support services to accommodate additional or modified program equipment;
- interior partitioning; and
- early replacement of flooring (before the normal life expiry.)

Any tenant improvements made to the building become Central Services' property and are surrendered when the client vacates the space. In certain circumstances, Central Services may agree to the removal of tenant improvements (i.e. fixed program equipment) by the client at their expense.

Clients shall not undertake tenant improvement projects in Central Services' owned and managed facilities or land unless stipulated in an operating agreement.

## Program Equipment

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Program equipment is any specialized equipment or apparatus used solely by the client in the delivery of their programs. If the equipment needs to be connected to any building systems (i.e. plumbing, electrical, etc.), the costs of additional support services required for the operation of the equipment, such as preventive or other maintenance, will be the responsibility of the client unless otherwise covered by an agreement.

In cases where it is unclear if the item is deemed program equipment, Central Services will make written determinations in consultation with the client.

### Fixed Program Equipment

The client will be charged a one-time amount to recover Central Services' costs related to the installation of fixed program equipment. Short and long term utility and other associated costs, not including maintenance, are generally included in the annual accommodation charge unless specifically agreed otherwise.

### Portable Program Equipment

When the client plans to acquire portable program equipment, the client must consult with Central Services before purchase regarding the support services required for operation and the impact to the building. Consultation ensures the support services are available and/or can be supplied at a reasonable cost.

### Financial Responsibility

Although program equipment may be included in client projects delivered by Central Services, the client will be responsible for any and all future costs to address impacts on the building as a result of its installation, use and decommissioning. Central Services is not responsible to repair or replace program equipment.

## Forced Moves

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When Central Services requires a client to move, the client will not be responsible for the continual charges for the vacated space. The client will be charged accommodation fees for the new space.

Clients moving to temporary swing space (alternate space to accommodate project/maintenance work) will continue to pay for their current space, but do not have to pay for the swing space.

If a client requires expansion space, and such an expansion will require relocation of another client, the client initiating the relocation will be responsible for the moving and tenant improvement costs of the client being relocated.

## Vacant Surplus Client Space

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Central Services will be flexible in meeting the service needs of its clients and help them reduce accommodation costs whenever possible. To promote efficient and effective use of space, Central Services encourages its executive government clients (those directly accountable to Treasury Board) to return surplus space that can be reallocated within government and/or its disposal.

### **Surplus Owned Office Space**

Clients who occupy owned or leased office space in multi-tenant facilities that become surplus to their needs are still obligated for the ongoing responsibility for charges on the remainder of that lease term, even when they vacate the space.

### **Surplus Owned Program Space**

Clients who vacate program space will be responsible for charges for the space until:

- another client can occupy the space,
- Central Services disposes of the space, or
- an agreement is negotiated between the client and Central Services.

### **Surplus Leased Office and Program Space**

Clients occupying space leased specifically for their program will be responsible for the charges for the vacated space until:

- the end of the lease term,
- the space can be occupied by another client,
- Central Services disposes of the space, or
- an agreement is negotiated between the client and Central Services.

## **Vacating Existing Space for Alternate (Incremental) Space**

If a client voluntarily relocates to an alternate facility, the client will be responsible for all charges associated with the vacated space until such time as the space can be reallocated or disposed of by Central Services

## **Responsibility for Renovations**

Prior to returning vacated space to Central Services, clients are responsible for the costs to bring the space to a rentable standard.

## **Use of Vacated Space**

Space vacated by a client will be deemed “vacant for occupancy” or “vacant for disposal” and cannot be altered or used by the client even though they are responsible for the accommodation charges.

In certain situations, Central Services will discuss any adjustment to the accommodation rate for vacated space to reflect lower operating costs.

## **Contacts**

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Central Services’ building managers, building operators and / or planning managers are listed in the [Government Directory](#).

If in doubt, forward all written notices when required, to Central Services:

Assistant Deputy Minister, Property Management  
Ministry of Central Services  
2<sup>nd</sup> floor, 1920 Rose Street  
REGINA SK S4P 0A9