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Thursday, January 8, 2026

BC Residential Tenancy Branch
5021 Kingsway
Burnaby, BC
V5H 4A5

Dear Sirs/Mesdames:

Re: Additional Rent Increase Application for 4960 and 5050 Sanders Street, Burnaby,
British Columbia (the “**Buildings**”)

I am the Director of Customer Service at City Wide Environmental Cleaning (“**City Wide**”). City Wide provides a wide range of services for parkades, parking lots, and industrial floor services (such as concrete and asphalt). City Wide’s services include parking lot repair and maintenance services, concrete and asphalt repair, and drain grate replacements.

City Wide was hired by the owner of the Buildings, RealStar Apartment Partnership 3 and Horizon Towers Holding Ltd. (collectively, the “**Landlord**”) to complete concrete repair work to the front entries and concrete common area walls at both Buildings and to replace the catch basins in the parkade at the Buildings. I am familiar with the work done by City Wide at the Buildings as part of my role as the Director of Customer Service.

For the front entry and common area concrete work, City Wide:

- repaired the concrete front landings at both Buildings;
- supplied and installed aluminum or metal brackets and concrete anchors as needed to e-secure the loose safety railings at both Buildings; and
- removed and disposed of damaged sections of concrete stucco, and applied high-intensity vertical concrete mortar to repair these sections of the common area concrete walls near the swimming pool.

For the catch basins in the parkade, we originally recommended replacing all 10 catch basins to fully address all safety and structural concerns. However, further investigations showed that only 5 of the 10 existing catch basins required a full replacement. Of the remaining 5 catch basins, 3 were able to continue to be used by installing aluminum covers over the existing catch basins. The remaining 2 catch basins were able to be cleaned and repaired such that they did not require replacement while also maintaining adequate safety and structural integrity in the parkade.

The five catch basins that were replaced were not replaced as a result of the Landlord’s failure to maintain the catch basins. The catch basins were original to the Building, and were



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approximately 55 years old at the time they were replaced in 2025. These catch basins had significantly exceeded their expected useful life. No amount of maintenance will result in building components, such as catch basins, lasting indefinitely. At some point, all building components, no matter how well maintained, will require replacement.

Aside from regular maintenance (such as cleaning), it is estimated that the replaced catch basins should not require any major repair work or replacement for approximately 25 years. The concrete landings, the work to re-secure the loose safety railings, and the concrete stucco repairs should also last approximately 25 years. Please note that this is an estimate based on the typical expected life of these types of building components, and not a warranty that the above-noted work will last for 25 years. I provide this information solely for the assistance of the BC Residential Tenancy Branch in understanding the expected life of these type of building components in general terms, and to explain that this work is expected to last over 5 years.

I am aware that this letter will be provided to the BC Residential Tenancy Branch by the Landlord to provide information to the Tribunal with respect to the scope of the project in support of the Landlord's application for an additional rent increase for the Building. This letter may not be used for any other purpose.

Sincerely,

Chealmie K.

Chealmie Kuampah
Director of Customer Service
City Wide Environmental Cleaning