


Title: Standard Terms and Conditions of PWGSC-administered Accommodations

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1. Effective Date: June 12, 2013

2. Cancellation

This document cancels the [*Best Practice – Early Termination of Occupancies by Tenant Departments*](#) (January 2012) and the [*ACM: 7.17 Forced Moves – Changes in Occupancy*](#) (1994).

3. Authority

This document is issued under the authority of the Assistant Deputy Minister (ADM), Real Property Branch (RPB), Public Works and Government Services Canada (PWGSC).

4. Context


This document is issued pursuant to the Treasury Board (TB) *Policy on Management of Real Property* (2006), which states that PWGSC is the designated custodian of general-purpose office accommodation in Canada, provided on an obligatory basis to client departments, and which sets the standards for them.

In light of this direction, this document is intended to replace the 1985 TB circular No. 1985-29 [*General Terms and Conditions of Occupancy of PWC \(Public Works Canada\) Administered Accommodation*](#), which was issued to deputy heads of departments and heads of agencies, stating that each occupancy agreement for PWC-provided accommodation must adhere to the listed General Terms and Conditions. The 1985-29 *General Terms and Conditions of Occupancy of PWC Administered Accommodation* will remain in effect for housing, until such time that it is replaced by a housing-specific document.

The *Framework for Managing Office Accommodation* (1997) was developed in response to the anticipated downsizing of the federal public service under Program Review, and TB-directed ten percent efficiency gains stemming from the Shared Accommodation Leadership Initiative. National implementation of this strategy was articulated in the Space Recapture component of the *Framework* and its enabling Space Envelope Regime (effectively a User-Pay Regime where each metre of space included in an individual Space Envelope has an identified and approved source of funds with an embedded controlling mechanism). The *Framework* remains valid and should be read in conjunction with this document.

5. Purpose

This document sets out the standard terms and conditions of occupancy, which in conjunction with the occupancy instrument, form the occupancy agreement with a client department for accommodation that is under the administration of PWGSC.



PWGSC and the client department may agree to variations from the standard terms and conditions stated herein, and to additional terms and conditions that may apply to the particular parcel of accommodation and will specify them on the occupancy instrument, except where they do not reflect government policy or direction. Where required, these variations will be provided to client departments on a cost recovery basis.

6. Guiding Principles of Occupancy

- Space requirements and related investment decisions will support programmatic requirements to meet minimum operational requirements, and be provided in a financially responsible manner that maximizes the long-term economic advantage to the Crown, provides best value to the Canadian taxpayer, and manages risk to PWGSC.
- PWGSC and client departments share the responsibility to ensure that real property is managed in an environmentally responsible manner, consistent with the principles of sustainable development. This includes the promotion of energy efficient practices.
- PWGSC provides client departments with a modern, healthy, and affordable work environment.
- PWGSC provides office accommodation in accordance with applicable legislation, regulations, and government policies and standards, and retains the final accountability to manage its real property assets in a manner that meets legal and code requirements while balancing Departmental priorities and federal objectives. Client departments share a responsibility for ensuring that the accommodation is maintained in this manner.

7. Scope

These standard terms and conditions apply to all federal government organizations occupying space in facilities under the administration of PWGSC, including Crown-owned, lease-purchase, and leased facilities. These standard terms and conditions do not apply to housing that is administered by PWGSC.

8. Terms and Conditions

8.1 Accommodation

PWGSC issues occupancy instruments to client departments for accommodation provided at particular locations. These occupancy instruments identify the standard terms and conditions of occupancy and represent binding interdepartmental agreements.

8.2 Third-party Occupancies

Third-party occupancies in PWGSC facilities, which include but are not limited to vending machines, automated banking machines, etc., must be negotiated and coordinated by the property and facilities management team for each facility.

8.3 Occupancy Dates

PWGSC and the client department shall agree to the occupancy start date and the occupancy end date prior to the execution of the occupancy instrument.

8.4 Term

The duration of an occupancy instrument should balance the strategic and operational requirements of client departments with considerations based on best value for money and economies of scale normally associated with longer-term occupancies, particularly in those locations requiring fit-up prior to occupancy. The term of an occupancy instrument shall reflect the full term committed to by the client department.

A client department may occupy all or part of the accommodation before the occupancy start date following an agreement executed between PWGSC and the client department. The applicable charges for the early accommodation shall be proportionate to the time and area occupied.


A client department may also occupy all or part of the accommodation beyond the term stated on the occupancy instrument, following an agreement executed between PWGSC and the client department. The applicable charges shall be proportionate to the time and area occupied.

Project delays may occur prior to the occupancy instrument start date which can cause unproductive rent to accumulate. When delays to the project are the result of decisions by PWGSC, PWGSC will be responsible for the unproductive rent costs. If the delays are the result of decisions by the client department, unproductive rent costs will be the responsibility of the client department. Where delays overlap and are the result of decisions by both PWGSC and the client department, unproductive rent costs will be proportioned accordingly.

8.4.1. End of Term of Occupancy

Client departments are required to provide sufficient written notice to PWGSC prior to occupancy instrument expiration, which clearly defines their future accommodation requirements. These requirements should be detailed on the *Client Accommodation Requirements Questionnaire* (CARQ). This will allow PWGSC to take the necessary steps to analyse those requirements in a manner consistent with the policies, practices, and investment decisions of the government. Depending on the size of the space occupied, the period of notice will be not less than twenty-one (21) months and as much as sixty-two (62) months in advance of the occupancy end date, and will be specified by the PWGSC Accommodation Manager. If the client department does not provide the CARQ by the required date, the PWGSC Accommodation Manager will advise the client department and begin the analysis assuming requirements remain unchanged.

8.5 Forced Moves



A forced move occurs when PWGSC terminates the occupancy instrument prior to the occupancy end date and relocates the client department. This is usually a result of a PWGSC decision related to the management of the inventory, or an investment decision based on best value for the Crown. Consult Section A3.2 Funding Accountabilities of PWGSC and Client Departments in the *Government of Canada Workplace 2.0 Fit-up Standards* for detailed funding accountabilities.

8.6 Early Termination of Occupancy by Client Departments

8.6.1. Accountability

If a client department vacates all or a portion of a space prior to the occupancy end date, the client department remains responsible for any unproductive rent including operation and maintenance, taxes, and any Additional Building Services, if applicable, until the end of the agreed term or until the space is permanently backfilled by another department. Where there are Additional Building Services in place, these services will remain the responsibility of the client department if the backfill department does not require these services.

PWGSC will make every effort to backfill the space and, in a lease situation, may consider negotiating the termination of the agreement where strategically and economically justified, and contractually possible. Any costs related to finding a backfill department for the space, or for the lease termination will be the responsibility of the client department.

If an option is found for the vacated space to be backfilled on a temporary basis, the client department must enter into a new occupancy instrument for any term that will be outside of the term of the backfill. The backfill department's occupancy instrument and the client department's new occupancy instrument will have both the same base year, and the same terms as the original occupancy instrument.

When a backfill department is found on a temporary or permanent basis, any fit-up required for the backfill department will be funded in accordance with Section A3 of the *Government of Canada Workplace 2.0 Fit-up Standards*.

8.6.2. Notification

The client department's representative will advise the PWGSC Accommodation Manager in writing of the client department's intention to vacate all or a portion of the space at a particular location prior to the occupancy end date. The notification will specify the date on which the space will be vacated, the amount of space, and the reason for the early termination of occupancy. This information will be submitted to the PWGSC Accommodation Manager as early as possible so that opportunities to backfill the space can be identified to ensure best value to the Crown.

8.7 Relocation at the End of the Term of Occupancy

PWGSC real property portfolio investment decisions can result in the relocation of a client department at the end of a term of occupancy. This is not considered a forced move as there is no continuing right to occupancy. The client department will be contacted following a relocation decision and provided sufficient notice based on the size and scope of the occupancy, so that they can begin planning and budgeting for both the fit-up and the relocation costs associated with moving to a new location. This investment decision will take into account all costs, including client department costs, to ensure best value to the Crown. Refer to Section A3.2 of the *Government of Canada Workplace 2.0 Fit-up Standards* for funding accountabilities for fit-up of the new location, and the PWGSC, RPB *Investment Analysis Policy* for information on real property investment decisions.

8.8 Charges for Accommodation

PWGSC will charge market rates for rent. Charges for accommodations are independent of the portfolio management approach selected for acquiring the space.

8.8.1. Non-Reimbursing Accommodations


Space provided to a client department as part of their space envelope is provided via a non-reimbursing occupancy instrument as it is funded by PWGSC through the Space Envelope Regime. Charges for the occupancy, which include rent, and Standard Building Services, are funded through the space envelope. Services supplied to a client department in excess of those Standard Building Services provided will be supplied on a cost recovery basis.

8.8.2. Reimbursing Accommodations

Client departments provided with reimbursing accommodations in light of special funding arrangements with Treasury Board (described under Section 8.8.2.1 below), as well as those provided with accommodations in excess of PWGSC-funded accommodations (described under Section 8.8.2.2 below) will be responsible for all charges associated with the occupancy, including Standard Building Services, operation and maintenance, taxes, and applicable escalations. In addition, Client Departments who occupy a leased facility will be charged a three percent administration fee on the total cost of the accommodation.

PWGSC will provide the accommodation specified on the occupancy instrument and will establish charges for the accommodation in accordance with the methods described below. The annual charge for accommodation will be shown on the occupancy instrument, and will be payable in equal monthly instalments in advance on the first day of each month, unless other terms have been agreed upon with PWGSC.

Where the occupancy date falls during a month, the first instalment will be due on the occupancy date. Where occupancy terminates during a month, the amount paid for the unoccupied days of



the month will accrue from date of termination and be credited or reimbursed to the client department at the discretion of PWGSC.

8.8.2.1. Reimbursing Client Departments

Space envelopes are also maintained for reimbursing client departments. Space is, however, provided to these client departments via a reimbursing occupancy instrument as they operate on a full cost recovery basis.

8.8.2.2. Expansion Control Framework Occupancy Instruments

Space provided to a non-reimbursing client department in excess of their space envelope (i.e. over and above PWGSC-funded accommodations) is provided via an Expansion Control Framework (ECF) occupancy instrument.

8.8.3. Market-rate Charges for Accommodations

Rental rates for accommodation where similar accommodation exists in the private sector will be based on current market information including taxes, operation and maintenance costs, plus any applicable escalations.


Where no similar accommodation exists in the private sector, rental rates for accommodation will be determined based on the economic rent that must be generated in order to make the cost to construct the space (building) financially viable. This approach is described in the following document: *IB5 – Valuation Program Products in Support of Leasing-Letting Activities*.

Market rates will be updated for occupancies upon occupancy instrument renewal. Where there is a stepped lease rate or where there are inducements, the lease contract rent will be charged as a blended rate for the full duration of the lease.

8.8.4. Escalation of Accommodation Charges

Charges for accommodation may escalate, as required, for each fiscal year subsequent to the base year. This will be calculated by multiplying the estimates for taxes and Standard Building Services during the base year by the forecast percentage change in the *Consumer Price Index* (all items nationally). Where a client department occupies accommodation for only part of a year in which escalations are payable, the amount of escalation calculated, will be divided by 365 and multiplied by the number of days of occupancy.

PWGSC, where applicable, will apply escalations to the base year costs for taxes, Standard Building Services, and Additional Building Services. Escalations will be invoiced separately to client departments on an annual basis for each year subsequent to the base year. These escalations are typically invoiced prior to fiscal year end. client departments should contact their PWGSC Accommodation Manager for further information on when they should expect to receive this invoice.



The base year as it applies to the escalation of accommodation charges is the fiscal year in which the operational, maintenance, and taxes were established.

8.9 Change in Use of an Accommodation

If at any point during the term of occupancy the client department would like to change the use of a portion of the standard office accommodation (i.e. converting from General Administrative Office to Quasi-Judicial, Public Contact, or Special Purpose Space), the client department must obtain approval from the PWGSC Accommodation Manager. Any costs associated with modifying the space will be completed on a cost recovery basis as a Tenant Service.

8.10 Relinquishment of Accommodations at the Conclusion of Occupancy

At the conclusion of the occupancy instrument, it is the responsibility of the client department to relinquish the space to PWGSC in good repair. Any necessary repairs above and beyond general wear and tear will be completed at PWGSC discretion for the client department on a cost recovery basis as a Tenant Service.

PWGSC at its own discretion may elect to have alterations or improvements that were installed at the request of the client department partially or totally removed and the accommodation restored to its former state. This would be completed on a cost recovery basis as a Tenant Service to the client department. PWGSC will provide the client department estimates for these Tenant Services approximately six (6) months in advance of the end of the term of occupancy to allow for budgeting of such amounts by the client department. Tenant Services will be completed in accordance with the *PWGSC Guidance for Departments Requiring Tenant Services*.

Client departments may elect to remove alterations, improvements, or other non standard fit-up components from the accommodation. Removal of these items and the restoration of the space to its former state would be completed on a cost recovery basis as a Tenant Service to the client department.

Panels, fixtures, etc., that were funded, supplied, and installed by PWGSC as part of the standard fit-up of the occupancy, shall not be removed at the conclusion of occupancy, and will be used by future client departments unless other arrangements have been made between the client department and PWGSC.

Similarly, all client departments funded and/or supplied, furniture, horizontal surfaces, information technology (IT) equipment, office supplies etc. must be removed at the conclusion of the occupancy instrument, by the client department, unless other arrangements have been made between the client department and PWGSC.

8.11 Parking

PWGSC provides parking in accordance with its *Custodial Parking Policy* and supporting procedure.

8.12 Accessibility

PWGSC is responsible for ensuring compliance with the Treasury Board *Accessibility Standard for Real Property* and the *Real Property Branch Accessibility Procedure* in its assets.

Client departments are responsible for identifying and funding any additional accessibility requirements related to their program delivery or duty to accommodate obligations that exceed these documents.

8.13 Building Occupants

Client departments, as building occupants may be required to lead, manage, and/or participate in various building organizations, which could include but are not limited to the following:

- a Facility Security Committee (as per the TB *Operational Standard on Physical Security*),
- a Work Place Health and Safety Committee (as directed by the *Canada Labour Code*, section 135), and
- a Fire Emergency Organization (FEO) or Building Emergency Organization (BEO) for the building (as per the TB *Standard for Fire Safety Planning, and Fire Emergency Organization*).

8.14 Fit-up


Fit-up for office accommodations are provided in accordance with the *Government of Canada Workplace 2.0 Fit-up Standards*.

Fit-up of space that is in addition to that which is provided as part of the *Space Allocation Standards* and is required to meet a department's program specific requirements, will be funded in accordance with the funding accountabilities shown in Section A3.3 of the *Government of Canada Workplace 2.0 Fit-up Standards*, the *Space Allocation Standards or Framework for Managing Office Accommodation*, and the *Guidelines for Special Purpose Space*.

8.15 Security

In accordance with the *Government of Canada Workplace 2.0 Fit-up Standards*, the *AMA: 8.18 Policy on Funding of Physical Security*, and the Treasury Board *Operational Security Standard on Physical Security* (2004), client departments are responsible for the security enhancements and the associated monitoring and maintenance that are directly related to their program's specific requirements.

PWGSC, as a custodian department, is responsible for providing and funding safeguards that it considers necessary to protect its facilities. In accordance with the *Operational Security*



Standard on Physical Security, base building security includes safeguards that are provided by PWGSC to protect the facility including common areas, but not the assets contained within client department-occupied and controlled areas.

Client departments may enter and leave the accommodation and any common use areas of the building and external access areas at all times, subject to security and/or operational restrictions. Additionally, client departments will permit persons authorized by PWGSC to enter the accommodation at all reasonable times. Where PWGSC-authorized persons do not meet the security requirements of the client department, it is the responsibility of the client department to provide and/or fund security escorts, and/or the elevated personnel security screening, where required for these persons to meet their program specific requirements.

Access to building fire control panels must be provided to all authorized personnel, as per the *National Building Code* (Section 2.10), CAN/ULC-S524-06, and ULCS 527. The property and facilities management team for the facility will maintain a list of authorized personnel as necessary.

As needed, PWGSC can arrange for the provision of enhanced security measures to meet a client department's program specific requirements, as a Tenant Service, or as an Additional Building Service.

8.16 Signage

Signage is provided in accordance with the funding accountabilities indicated in the *Government of Canada Workplace 2.0 Fit-up Standards*. The installation of a client department's operational signage must be co-ordinated with the PWGSC project manager or the property and facilities management team for that facility.


Where applicable, signage must conform to Treasury Board's *Communications Policy of the Government of Canada* and *Federal Identity Program Policy* and its manuals.

8.17 Standard Building Services

PWGSC will provide to the client department Standard Building Services, which includes Standard Cleaning Services unless otherwise specified on the occupancy instrument.

Standard Building Services are those services required to operate standard office space. These services include the provision of electrical, plumbing, heating, ventilation, and air conditioning services (HVAC), Standard Cleaning Services, and base building security. HVAC is provided during normal working hours, unless otherwise requested as an Additional Building Service. Standard Building Services are provided in accordance with the latest applicable building codes and design standards.

PWGSC and its client departments must ensure that Standard Building Services are used in an environmentally responsible manner, consistent with the principles of sustainable development.



This includes the use of energy efficient and sustainable practices for building HVAC, plumbing, and electrical in addition to client department installed information technology (IT) equipment.

While interruptions to Standard Building Services are infrequent, they are usually unavoidable, due to either maintenance requirements, or a loss of service through uncontrollable events.

8.17.1. Standard Cleaning Services

PWGSC is responsible for maintaining the accommodation in a state of cleanliness consistent with the intended use, locally accepted norms, established accommodation policies and procedures, the PWGSC *Master Cleaning Specifications* (April 2012), and the Standard Cleaning Services provided as part of the lease agreement.

8.17.2. Additional Building Services

Client departments with unique program requirements may request Additional Building Services that exceed the Standard Building Services provided. These will be provided to client departments on a cost-recovery basis. Services will be provided in accordance with the PWGSC *Funding of Additional Services Policy*.

8.18 Tenant Services


The PWGSC *Guidance for Departments Requiring Tenant Services* provides client departments with information to properly plan, contract, and implement Tenant Service requests in various types of property management situations in the PWGSC accommodation portfolio. It clearly demonstrates the transfer of accountability to client departments who enter into tenant-direct contracts with real property service providers or lessors.

Tenant Service projects must be delivered in accordance with the *Government of Canada Workplace 2.0 Fit-up Standards*.

Client departments are responsible to fund Tenant Service requests during the term of occupancy.

8.19 Maintenance and Repairs

PWGSC is responsible for maintaining the accommodation, including the fit-up, in good and tenantable condition. Standard interior finishes may be replaced, repaired, or refreshed at PWGSC's cost and discretion, as required on a cyclical basis, as a result of normal wear and tear. This includes the repair and maintenance of base building and fit-up standard components as indicated in the *Government of Canada Workplace 2.0 Fit-up Standards*, Section A3.3 Fit-up Components and Funding Accountabilities. PWGSC will undertake replacements or repairs in accordance with its *Asset Management Plan Policy* and *Investment Analysis Policy*.



Client departments are responsible for requesting and funding the regular maintenance and repair of Tenant Service-installed items, as well as client cost components (as indicated in the *Government of Canada Workplace 2.0 Fit-up Standards*) that were installed as part of the initial fit-up. The client department is also responsible for funding repairs carried out to restore the accommodation to good repair where the repairs are necessitated for reasons other than general wear and tear.

8.20 Damages To, Or Destruction Of, Accommodation

In accordance with the Treasury Board *Directive on Claims and Ex Gratia Payments*, and the *Guideline on Claims and Ex Gratia Payments*, one department cannot claim damages and receive payment from another department on the basis of mutual forbearance. As such PWGSC and the client department will be responsible for funding their respective repairs and/or replacements in the same manner as the funding accountabilities indicated in Section A3.3 of the *Government of Canada Workplace 2.0 Fit-up Standards*.

If at any time the accommodation or a major part of it becomes untenable due to damage or destruction (e.g. fire, flood, earthquake, etc.), PWGSC will evaluate the accommodation, arrange repairs as required, or seek replacement space if necessary, and charges for the accommodation shall abate from the time of damage to the end of the repair period in proportion to the area rendered untenable.

Should a client department's accommodation or part of it be rendered untenable, the client department should consult its departmental business continuity plan (BCP) for planned alternate locations in accordance with the Treasury Board *Policy on Government Security* and the related *Operational Security Standard - Business Continuity Planning (BCP) Program*. Where replacement accommodations are necessary, PWGSC will evaluate its inventory, and seek an appropriate accommodation solution.

8.21 PWGSC Fees for Services

PWGSC will charge fees for services to client departments, in an effort to recover the administrative costs associated with the delivery of these services. Fees will be charged to client departments in accordance with PWGSC's current pricing guidelines, the real property service provider contract(s), and/or the lease agreement(s). These fees will be included in the cost estimates provided to client departments.

9. PWGSC Resources

- **PWGSC National Service Call Centre (NSCC)** records property maintenance requests placed by federal employees, and dispatches these requests to qualified personnel on location. Available 24 hours a day, 7 days a week, providing bilingual service nationwide. 1-800-463-1850 – <http://nscc-clients.pwgsc.gc.ca>
- **Property and Facilities Management Teams** are available to assist client departments with their day-to-day needs throughout the term of occupancy.

- **PWGSC Regional Directors** (Client Service Team) are available to assist client departments with the development and management of their regional accommodations requirements.
- **PWGSC Accommodation Managers** (Client Accommodation Service Advisors or CASAs) are available to assist client departments in meeting their space requirements and developing regional strategic accommodation plans.
- **PWGSC Client Consultancy - Account Executives** are available to assist client departments with the national strategic accommodation planning process, dispute resolution, and other optional services.
- **PWGSC Events and Conference Management** is available to assist client departments with the organization and delivery of local, national, and international events and conferences. Visit them at <http://publiservice.tpsgc-pwgsc.gc.ca/rps/gcs/content/index-e.html>.

10. Responsibilities

The **Director General, Accommodation Portfolio Management and Real Estate Services Sector (APMRES)**, is responsible for:

- ensuring compliance with this document;
- ensuring business processes and tools are developed to support this document, as required.

The **Director, National Accommodation Management, APMRES**, is responsible for:

- providing advice and guidance on the implementation and interpretation of this document;
- monitoring and evaluating overall compliance with and the effectiveness of this document; and
- identifying the need for revisions and leading the update of this document, as required.

The **Director General, Program Management Sector**, is responsible for providing advice and guidance on the implementation of this document.

The **Director General, Professional and Technical Service Management Sector (PTSM)**, is responsible for:

- ensuring compliance with this document relative to the property management functions of RPB;
- ensuring business tools and processes are developed to support this document relative to the property management functions of RPB, as required.

The **Director General, Alternate Forms of Delivery Sector**, is responsible for ensuring compliance with this document relative to the property management functions of RPB provided by the private sector service providers.

Regional Directors General, the Director General, National Capital Area (NCA) Operations, and the Director General, NCA Portfolio Management, are responsible for ensuring operational compliance with this document in the regions.

Client Departments are responsible for:

- ensuring compliance with this document during the term of occupancy;
- identifying, justifying, and authorizing accommodation demand to the minimum necessary, based on program objectives and operational requirements in accordance with this document; and
- programming for associated funding as necessary.

11. Definitions

Definitions can be found in Annex A.

12. References

Legislation and Acts


- [*Financial Administration Act*](#)

Treasury Board Publications

- [*Accessibility Standard for Real Property*](#)
- [*Communications Policy of the Government of Canada*](#)
- [*Directive on Claims and Ex Gratia Payments*](#)
- [*Federal Identity Program Manual*](#)
- [*Guide to the Management of Real Property*](#)
- [*Guideline on Claims and Ex Gratia Payments*](#)
- [*Operational Security Standard - Business Continuity Planning \(BCP\) Program*](#)
- [*Operational Security Standard on Physical Security*](#)
- [*Policy on Government Security*](#)
- [*Policy on Management of Real Property*](#)
- [*Standard for Fire Safety Planning, and Fire Emergency Organization*](#)

PWGSC Publications

- [*AMA: 8.18 Policy on Funding of Physical Security*](#)
- [*Asset Management Plan Policy*](#)
- [*Client Accommodation Requirements Questionnaire \(CARQ\)*](#)
- [*Custodial Parking Policy*](#)
- *PWGSC Federal Office Building Standards*
- [*The Framework for Managing Office Accommodation*](#)
- [*Framework for Office Accommodation and Accommodation Services*](#) (1996)
- [*Funding of Additional Services Policy*](#)
- [*Government of Canada Workplace 2.0 Fit-up Standards*](#)
- *Investment Analysis Policy*
- [*PWGSC Guidance for Departments Requiring Tenant Services*](#)

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- [*Pricing Guidelines for Optional Services*](#)
 - *PWGSC Master Cleaning Specifications* (2012)
 - [*Real Property Branch Accessibility Procedure*](#)
 - [*Space Allocation Standards*](#)
 - [*IB5 – Valuation Program Products in Support of Leasing-Letting Activities*](#)

Other Publications

- [*Canada Labour Code*](#)
- *CAN/ULC-S524-06*
- [*Consumer Price Index \(CPI\)*](#)
- *National Building Code of Canada*
- *ULCS 527*

13. Enquiries

Enquiries concerning this document may be directed to:

Director, National Accommodation Management
Accommodation Portfolio Management and Real Estate Services
Real Property Branch

Annex A - Definitions

Additional Building Services: Building services that exceed the Standard Building Services (e.g. cleaning, utilities, security) provided by PWGSC to client departments. Additional Building Services are funded by client departments.

Base Building: The building shell including finished floors, exterior walls, interior core and demising walls, finished ceilings complete with lighting, and other building systems consistent with the designed function and planned general use of the building.

Client Department: A federal government organization (department of agency) that occupies real property under the administration of PWGSC, including PWGSC in its role as tenant.

Custodian Department: A department whose minister has administration of real property for the purposes of that department's program.

Expansion Control Framework (ECF): Unprogrammed expansion space for a non-reimbursing client department that is beyond their space envelope limit or all components requested by the client department in question that differ from the level of quality prescribed in the *Government of Canada Workplace 2.0 Fit-up Standards* for which PWGSC is funded. These requirements are to be approved by PWGSC via the pre-established non-compliance approval process and funded by the client department.

Fit-up: The preparation of accommodation for federal occupancy in accordance with the *Government of Canada Workplace 2.0 Fit-up Standards*. This fit-up may include alterations or improvements to the base building and/or base building systems, including demolition.


Lessor: An owner of property who rents it to another party called a tenant.

Market Rate: The rental rate charged to client departments, which is determined through the use of market data and analysis.

Normal Working Hours: For PWGSC real property assets, normal working hours are the hours between 7:00 a.m. to 6:00 p.m., Monday to Friday, excluding statutory holidays.

Occupancy Instrument: A formal agreement between a client department and PWGSC concerning occupancy in a particular asset. It records the rentable and usable areas, the civic address and the planned general use of the particular parcel of accommodation that is subject to the agreement. It also states the terms and conditions that govern the provision and occupancy of the accommodation, as well as charges for the accommodation and agreed upon services. An occupancy instrument can also be created detailing parking requirements.

Space Envelope: The approved space envelope refers to the total amount of space client departments and agencies can occupy nationally based on funding received by PWGSC to provide accommodation in accordance with standards, policies, and guidelines.



Standard Building Services: Services required to operate standard office space, ministerial or deputy head accommodations. These services include the provision of electrical, plumbing, heating, ventilation, and air conditioning services (HVAC), Standard Cleaning Services, and base building security. HVAC is provided during normal working hours as a standard.

Tenant Service: An alteration and/or improvement to existing accommodation, or service and is requested by a client department and carried out during the term of occupancy. Tenant Service requests are funded by client departments.