

# The Proline Pulse

COMMUNITY EDITION



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Photo by Sharissa Johnson on Unsplash

## ANDY'S ADDRESS

*by Andy Spurling, President of Proline Management*

What a year it has been! 2020 was the metaphorical hindsight year to learn from our past and move forward with clarity and perception. Instead we all found ourselves immersed in a confusing new normal, with rules, expectations and realities changing by the minute. We all had to adapt. As an organization, we had to immediately imagine new ways to continue to serve our clients and communities. We needed to be able to do it without interruption. Without most of us in the office. And with the possibility of a complete shutdown. I am incredibly proud of how our team rallied in the circumstances. Constantly and immediately digesting new information and realities and reflecting them in new policies, procedures and approaches. And making sure that services could continue. People could find places to live. Meetings could still happen. Decisions could be made and acted upon.

And for our clients, please know that you have our deepest gratitude for working with us through these challenges. The inspiration we derived from your kind words, your patience and your understanding were the fuel that kept us going. We never wavered in our desire to help and keep your communities operating while doing everything we could to keep us all safe and healthy. While interrupted, our newsletter is back. And we think better than ever. We hope you agree and find it helpful and informative. Many, many thanks.

## INDUSTRY INSIGHTS

### The Current Rental Situation

#### A brief review of 2020 changes and what lies ahead

*By Adam Taylor, Rental Dept Supervisor & Gayle Roberts, Rental Manager*

Important changes regarding a landlord's ability to end tenancies for non-payment of rent were announced August 14<sup>th</sup>. Commencing September 1<sup>st</sup>, landlords are authorized to serve a 10-day notice for unpaid rent or utilities. The Residential Tenancy Branch (RTB) have released a repayment plan form that can be served to tenants who have outstanding rents for the period of March 18<sup>th</sup>-August 31<sup>st</sup>. The repayment plan is meant to satisfy any arrears by July 2021 – so if for example the tenant had \$1,000.00 rent outstanding for that period, the repayment plan would require the tenant to pay their rent and an additional \$100.00 per month until July 2021. If the tenant defaults on the repayment plan, landlords are authorized to serve a 10-day notice to end tenancy.

Along with the returning to some normalcy regarding eviction rules the Housing Minister has also addressed rent increases. As you may recall, beginning March 18<sup>th</sup> the government put a hold on all rent increases. This meant that any increase that had previously been issued for April, May or June was officially put on hold and while landlords were able to continue issuing rent increases they would not go into effect until further notice. Effective December 1<sup>st</sup> any increase that was previously issued for April through December will become effective.

Throughout the state of Emergency, Proline elected to rescind all rent increases that had been issued for April, May and June and we have not issued any rent increases since. Throughout August Proline began to issue rent increases for eligible units to come into effect December 1<sup>st</sup>.

A reminder that there must be one full year between rent increases meaning that tenants who do see a rent increase in December 2020 will not be subject to another increase until December 2021. Also, it was announced in early September that the allowable rent increase amount for 2021 is 1.4%, which is a significant drop from the 2.6% in place for 2020.

In other updates, many individuals have been receiving the BC-Temporary Rental Supplement since April. This was originally intended to be a three-month benefit – in June it was extended for an additional two months, July and August, and it has now come to an end.

If you have any questions or would like to inquire about rental property management services, please reach out to our Proline rental management team.

### Insurance Update

#### Key features of the current insurance situation for stratas and owners

*By Kristy Kulyk, Manager, Mid-Island*

As anyone in a strata corporation knows, the insurance landscape has been hit hard. Not by COVID-19, but by a changing marketplace that has resulted in skyrocketing insurance rates. While we have been somewhat insulated from

the harshest realities of this market on Vancouver Island, the magnitude of the market shift is so significant that it has affected all of us. While still able to find insurance coverage for all of our clients, we are seeing significant increases across all types of strata corporation, whether townhouse, low rise, high rise or mixed use. When combined with increasing replacement costs, the impact is further increased, with most increases in the 25-40% range, with others seeing increases that are even higher.

There has also been an impact on the deductibles of many strata corporations, which will have an impact on owner's personal insurance policies. Water Damage deductibles have quickly climbed from \$2,500 to \$5,000 and now commonly are \$10,000 and more. This will mean more uninsured water loss incidents and greater challenges for all of us in managing the financial impacts of water damage. Please always be sure to take your strata corporation's insurance summary with you when renewing your personal insurance policy. It is available in recent AGM notice packages or on your strata corporation's website.

The government is working hard to address this difficult situation, but it is incredibly complex and solutions will be neither simple nor quickly implemented. However, the *Strata Property Act* was recently amended to allow strata corporations to pay any amount of insurance premiums over the budgeted amount from the CRF. This is a huge advantage to strata corporations already reeling from the cash flow impacts of insurance increases. Be sure to speak to your PM if you need to know more!

*Photo by Wengang Zhai on Unsplash*



## NEWS & WELCOMES

### New Community Members

We are delighted to welcome a number of new members to our Proline community. The Pinnacle in Langford and Alder in Saanichton joined us on September 1<sup>st</sup>, with Trumpeters Landing in Courtenay and Village on Third in Nanaimo coming on board as of October 1<sup>st</sup>. The Ironworks in Victoria is also set to join us on November 1<sup>st</sup>.

We are also excited to be working with Western Canadian Properties Group on the leasing of rental suites in the Langford Towers building with an anticipated occupancy date of December 1<sup>st</sup>. Contact Adam on our rental team at 250.940.4070 if you are interested in renting one of these brand-new units!

### New Website (Finally!) & YouTube Channel

It's been a long journey with many ups, downs, and lessons learned, and we are so happy to now have a beautiful new Proline website as well as new strata sites with increased functionality. We've also added our first rental building websites and a brand-new tenant specific website in an effort to create a culture of communication and knowledge, and share information easily with all tenants. If you haven't already explored the new site, we invite you to go to [www.prolinemanagement.com](http://www.prolinemanagement.com) and take a look around!

We also now have a [YouTube channel](#) where you can find a number of updates from the last few months. We will be adding content to the channel regularly,

including sessions from the upcoming 3<sup>rd</sup> Proline Forum.

## LEARNING STATION

### Seminars and Sessions

#### CHOA LUNCH AND LEARNS

Building on the successful "Tuesday Lunch and Learn with CHOA" summer webinar series, CHOA will be holding monthly sessions over the fall and winter months. The next session will be on Tuesday, October 6<sup>th</sup> and will feature Technical Safety BC. For more information and to register for upcoming Lunch and Learns, go to <https://www.choa.bc.ca/seminars/>.

Recordings of past webinars are available on the CHOA website as well. Topics have included *Bylaw Enforcement During COVID-19 Restrictions, Accommodation and the BC Human Rights Code*, and *Implementing a Depreciation Report to Develop an Operations Plan for Annual Budgeting and Operations*.

#### LANDLORDBC VIRTUAL EDUCATION – WEBINAR SERIES

Held monthly from 12noon-1pm, these sessions provide timely information and are presented by LandlordBC staff as well guest speakers who are experts in their fields. These sessions are free of charge for LandlordBC members, and \$10 for non-members. The most recent session, held on September 24<sup>th</sup>, was focused on *The Human Rights Code of British Columbia – Landlords and Duty to Accommodate*.

For more information and to register for upcoming Lunch and Learns, go to <https://landlordbc.ca/webinar-series/>.

### PROLINE'S 3RD CLIENT FORUM

As some of you may remember, we had planned to hold our 3<sup>rd</sup> client forum on March 28<sup>th</sup> in Nanaimo and April 4<sup>th</sup> in Victoria. Unfortunately, due to the pandemic, we had to cancel both events until further notice.

Rather than wait until we can all gather in person, we are moving forward with holding the Forum in a virtual format via Zoom. We have had success holding both internal and external events via Zoom and look forward to exploring the flexibility this format offers.

The Forum will feature expert speakers presenting on both strata and rental topics and will be held from October 20<sup>th</sup> to the 22<sup>nd</sup>.

See the next page for schedule details and registration information!

Photo by Gary Butterfield on Unsplash



# Invitation to the 3<sup>rd</sup> Proline Forum

*Let's gather together as a community to learn and connect.  
Join us for a unique opportunity to learn from expert speakers discussing a variety of pertinent topics for both strata and rental owners from the comfort of your own home!*

## SCHEDULE OF EVENTS

Tuesday, October 20 <sup>th</sup>	10AM	<b>Notable Cases from the CRT in 2020</b> <i>Paul Mendes, Lesperance Mendes Lawyers</i>	<a href="#">REGISTER</a>
	2PM	<b>The Top 5 Ways Landlords Can Succeed in BC</b> <i>Hunter Boucher, Landlord BC</i>	<a href="#">REGISTER</a>
Wednesday, October 21 <sup>st</sup>	10AM	<b>Landlords &amp; the Law – Human Rights, Strata &amp; Rental Legislation</b> <i>Kimberly Hui &amp; Chloe Sauder, Haddock &amp; Co Lawyers</i>	<a href="#">REGISTER</a>
	2PM	<b>Insurance Overview – What the Big Picture Means for You</b> <i>James McCracken, Megson Fitzpatrick Insurance</i>	<a href="#">REGISTER</a>
Thursday, October 22 <sup>nd</sup>	10AM	<b>Proposed Regulation Changes of Bill 14: How They Will Have a Significant Impact on Operations and Insurance Responsibility for Strata Corporations &amp; Strata Lot Owners</b> <i>Tony Gioventu, CHOA</i>	<a href="#">REGISTER</a>
	2PM	<b>A Rental Industry Overview for the CRD</b> <i>Pershing Sun, Canada Mortgage and Housing Corporation</i>	<a href="#">REGISTER</a>
<b>BONUS SESSION!</b>	3:30PM	<b>JUST FOR FUN – An interactive &amp; entertaining closing event</b> <i>Featuring a surprise presenter and Grand Prize Draw</i>	<a href="#">REGISTER</a>

To register, click 'REGISTER' next to the session(s) you wish to attend, and follow the directions provided. Separate registration for each session is required. You will be provided with a unique link to access each session.

\*All sessions are 1 hour long and will be held virtually via Zoom. All times are in Pacific Standard Time.\*

*In lieu of payment for registration, we ask that you consider donating to one of the organizations below that help the people in our communities live and grow together.*

## IN SUPPORT OF



**CFAX SANTAS  
ANONYMOUS**

Works diligently to enhance the lives of local children in need.

[DONATE](#)



**CoolAid**  
everyone deserves home

Sandy Merriman House provides emergency shelter for women who are homeless.

[DONATE](#)



**Habitat  
for Humanity®**  
Mid-Vancouver Island

Builds decent and affordable housing, enabling qualifying low-income families to own their own homes.

[DONATE](#)

*Thank you for your generosity and investment in our communities.*

PROLINE MANAGEMENT LTD.

## INSIDE PROLINE - THE HEART OF THE BUSINESS

### Celebrating Insidious Joy at our Summer ForUs

*As you know, the Proline Forum is an event we hold for our clients, an opportunity for learning, creating connection and experiencing community. What you may not know, is that inspired by the success of the Forum, we also hold ForUs's for our whole team. This year, we held our third ForUs virtually via Zoom with the theme of "Insidious Joy." Here are some of Andy's thoughts on the event and what it meant to him and the team.*

"Insidious Joy" It really felt like the perfect theme for this year's ForUs. A little bit of levity and fun in the midst of a global pandemic. It was such a wonderful way to spend time together, but apart. It would have been so easy to not to. To have found it too hard. Too complicated. Too logistically difficult. Too much in the circumstances. But it wasn't... and it ended up being a veritable smorgasbord of our Paradigms, which was amazing.

Our original theme for this year's ForUs was Wholehearted Togetherness. And even though we chose to pivot, we still felt a healthy dose of Wholehearted Togetherness. The way presenters brought us into their time with the Zoom chat function, the way we all participated in break out chats and in singing along to Tequila and making letters for YMCA. It was a little bit of all of us and it felt like we were one big family.

The ForUs itself continued our Relentless Incrementalism, as we look to

improve what we do as a team every year. We got to experiment with a new technology platform, bring in outside presenters and entertainment.

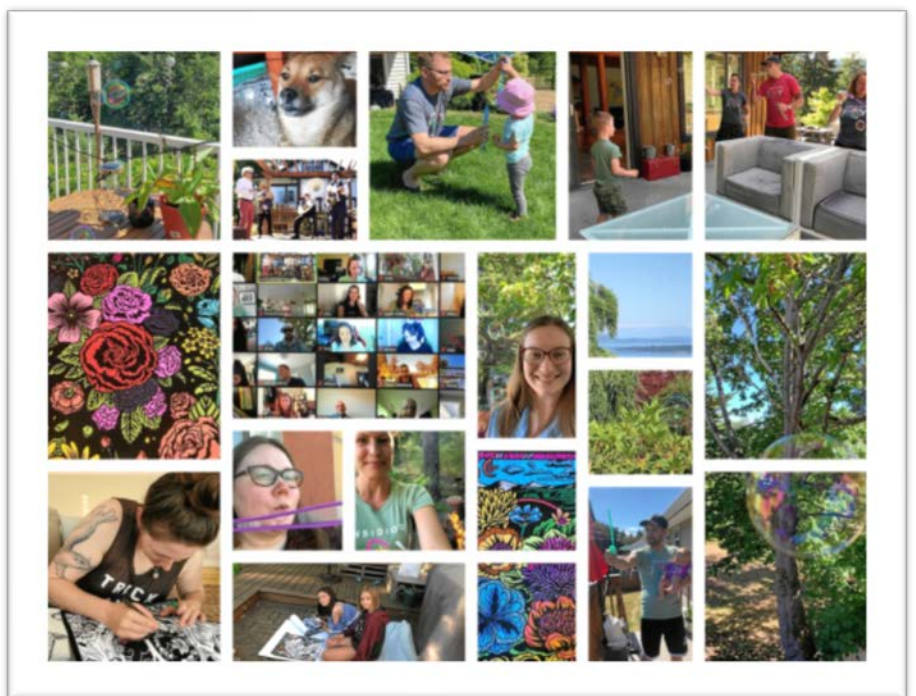
We witnessed a great deal of vulnerability and community in our sharing in the breakouts and during the various presentations. We were honest and open with each other because we know that we care about each other. That sort of Radical Transparency is increasingly uncommon, particularly in "professional" environments. How amazing that it emerged with such ease at our ForUs.

Insidious Joy was everywhere. From the beauty found in tragedy in James' (Dr. James Rouse [www.drjamesrouse.com/](http://www.drjamesrouse.com/)) time with us, in the conversations we had in small groups and collective banter.



And boy was the millennial magician fun. The singing and dancing that was rampant during the Capital City Syncopators set was such a wonderful way to end such a joyful time together.

These events never happen without a healthy dose of Rebellious Optimism. That we could overcome the challenges, get all of us together and make it feel like we were together when physically distant. Without Rebellious Optimism, we would have cancelled and waited for next year. But that's not who we are. We are a bunch of Rebellious Optimists that find Insidious Joy in Wholehearted Togetherness.





## COMMUNITY CORNER

### Everyone Deserves Home

By Christine O'Brien

When I first started working at **Sandy Merriman House** women's shelter in 1998, I was new in this field and pumped up with excitement thinking about how many people I was going to help. By help, I meant find housing for them. It was not long before I realized that I had to change my definition of success or risk being a very unhappy, defeated person.

Successful housing is more than being able to produce statistics showing how many people you found housing for each month; it has to be about more than just that.

I learned that housing doesn't necessarily start with finding a home, though that's obviously a key piece.

It should start with the person. We need to stop and listen to understand what a person's housing needs are. Not everyone is ready for housing, and not everyone has the skills needed to maintain a home or the consistent access to funds to sustain it.

For some people that come into our shelters, they are able to quickly take that step out of homelessness and have the tools needed to be successful. For others it can take years to get to a place where they can begin even thinking about housing.

A big part of housing success is finding ways to continue to support people when they find housing and helping to build relationships with landlords and property managers. It's about helping them to find a good fit and a community within their new home and neighbourhood.

Proline's job and ours have similarities: we both work along the continuum of housing albeit at different spectrums and we both want to see people doing well and thriving in their homes. I sincerely want to thank Proline Management for their continued support of Sandy Merriman House and their dedication to providing safe, comfortable housing for all.

Let us all celebrate our housing successes.

*Christine O'Brien is Cool Aid's manager of shelters for Sandy Merriman House for women and Next Steps Transitional Shelter. Learn more at [www.coolaid.org](http://www.coolaid.org).*



*A quiet moment in the Sandy Merriman House garden, which was donated, designed and built entirely by local companies wanting to support the women in this shelter.*