



June 30, 2021

To our community members,

Subject: Proline Update – The Restart Plan

The Province of BC is in the midst of a gradual restart plan, which is about to enter Phase 3. There are many elements to consider for our team, for our clients and within the communities we serve. Here's a quick summary of the protocols we currently have in place in order to operate in the best interests of all of our safety:

Strata Council Meetings and AGMs:

- We are all looking forward to a return to “normal” and seeing each other in person as soon as it is safe to do so and we have that permission from WorkSafeBC as well. The province’s Restart Plan has suggested that seminars and bigger meetings will be allowed. As the nature of property management has each of our managers working with 100+ council members we are awaiting industry-specific guidelines to be released. The Real Estate Council of BC has promised to share guidelines no earlier than July 1st. In the interim, we are continuing to follow their recommendations in using virtual meetings for council meetings and AGMs.

Site Visits:

- Regular sundry inspections are not taking place at this time, unless there is a specific request and the rental manager and tenant(s) agree to the inspection, with appropriate safety measures in place.
- All site visits including unit showings and meetings with contractors and clients are still reduced to a minimum. Managers are encouraged to use alternatives to visiting the sites in person, such as virtual showings.
- For any in-person visits, property managers continue to follow established safety guidelines.

Masks in Common Areas:

- In common areas at multi-unit buildings, including condominiums and apartments, masks are still recommended during Phase 3.

Proline Offices:

- All four of our offices continue to be open with the addition of visitors now being served inside one person at a time, made possible by the installation of plexi-glass barriers. This is in keeping with requirements of WorkSafeBC for communicable disease prevention. This has us focusing on maintaining fundamental measures to reduce the risk of transmission in our workplace. At present, masks are still recommended in all public indoor settings.

Our priority remains keeping our people and our communities safe, and we are basing our ongoing decisions with this thought in mind. If you have any questions, feedback or would like more information, please contact our team by phone or email. We are here and happy to help and support you. Thank you for your continued support and please take care of yourselves and each other!

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