

The Proline Pulse

COMMUNITY EDITION



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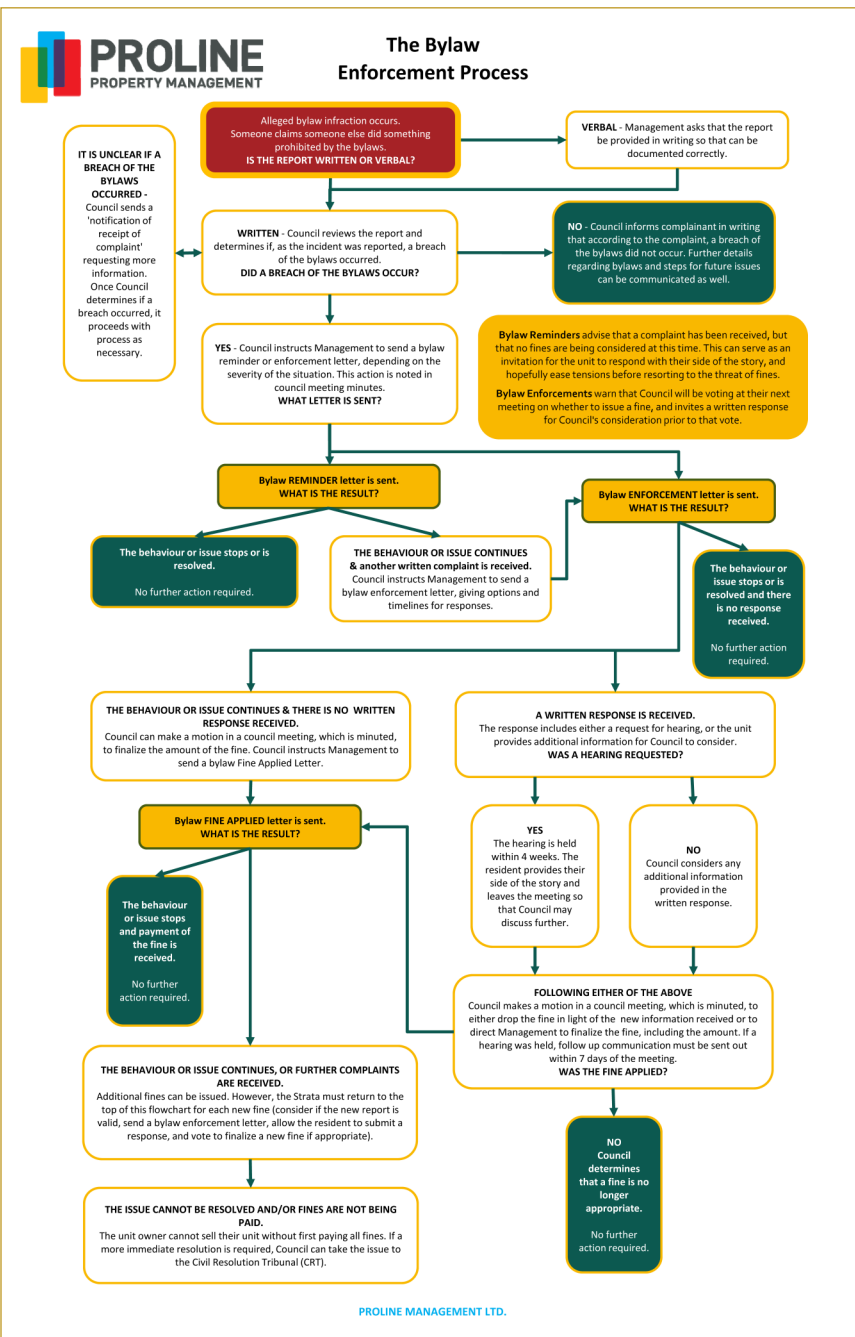
Working Together

By Andy Spurling

Welcome to another edition of the Community Pulse. We hope that this edition both finds you well and is of value to you. This Community Pulse continues key themes from past issues, focusing on learning, awareness and service. Change continues for clients, for our industry and for our organization. Much of it is positive. Some of it is challenging, particularly for certain clients. Through these changes, our aim is to help bring understanding and awareness to our community of clients as we navigate these opportunities and challenges together. We continue to deeply value the feedback and ideas from the immense diversity of clients we are grateful to work with all over Vancouver Island. We also value the community relationships we have developed and continue to develop that allow us the opportunity to help individuals like George (who you can meet below) in our broader community. Working together and building relationships with our client communities and within our bigger communities continues to be our driving force and we hope that this newsletter is useful for you and your communities. Thanks for reading! We really appreciate it...

Industry Insights

Bylaw Enforcement Flowchart



The bylaw enforcement process is one of the most important and useful tools for building community within strata corporations.

However, in order for it to be used positively, it needs to be clearly presented, broadly understood and applied fairly to everyone in the community. We know that the process can be confusing and complicated, so we've created a Bylaw Enforcement Process flowchart to encourage understanding and transparency. It outlines in broad strokes how the bylaw process works in strata corporations and what options both strata councils and residents have when dealing with potential bylaw infractions. This flowchart is also available on all Proline strata websites.

Zoom in to read the details, download a PDF copy from your strata's website or send a message to kathryn@prolinemanagement.com for an emailed version.

New Community Members

In July we welcomed Bethune, Cedar Hill, 2720 and Rosebank Gardens, all in Victoria. England Oaks in Courtenay came on board in August, and then Citiwalk, Compass, La Vie and Vela Townhomes in the Westshore and Rhodo in Victoria all joined us in September. This month we've brought on The Back Nine in the Westshore, Cameo in Sidney and Lakeview Terrace in Nanaimo.

New Team Members

Since the last newsletter, David Smart and Kaitlyn Tisch have joined our Admin team and Max Serpa has come onboard in Ops. Kwonhee An joined our Accounting team along with Will Johnson, a returning co-op student. Speaking of returning, Mike Rikley rejoined us this month as a strata manger in the Nanaimo area, after spending the last 5 years working in Kelowna.

News

The Condominium Home Owners Association (CHOA) recently shared the following update:

NDP leadership candidate (now leader) David Eby proposes changes to rental and age restriction bylaws in strata corporations

As part of his bid for NDP leadership, David Eby has announced a plan to address housing affordability in BC by removing a strata corporations ability to restrict rentals and eliminating 19+ age restriction bylaws. These changes will have a dynamic impact on how strata corporations in BC operate.

For more information visit:

<https://www.davideby.ca/housing>.

Have some thoughts on these proposed changes?

Contact David Eby at:

<https://www.davideby.ca/#contact>

Strata Council Exit Surveys

As you may have noticed, we are no longer sending out Strata Council Exit Surveys. We still regularly seek feedback from our strata councils, but in a different format as we were finding that the feedback from the exit surveys remained consistent, and we weren't gleaning new information. Since we don't want to keep asking you for information that you already provided, we've switched from exit surveys to NPS surveys, which are faster to complete and give us ongoing insight into your experience with us. Thank you so much for your past and ongoing participation and for helping us in our pursuit of relentless incrementalism.

2023 RENT INCREASE

B.C.'s maximum allowable rent increase amount for 2023 is being set at 2%, capped at below inflation.

This increase cannot take effect prior to Jan. 1, 2023. If landlords choose to increase rent, they must provide a full three months' notice to tenants using the correct notice of rent increase form. Landlords can now start distributing the three months' notice of rent increase to their tenants to take effect on January 1, 2023.

Notice served

On or before September 30, 2022*

On or before October 31, 2022*

On or before November 30, 2022*

Effective

January 1, 2023

February 1, 2023

March 1, 2023

*If served in person. Please refer to correct method of service to account for any delays.

LANDLORDBC

www.landlordbc.ca

Nanaimo Office Changes

As you may have heard, we are trying out something new in the mid-island. Proline has had a client-facing office in Nanaimo for 10 years, but over the last 2 years, we've seen fewer and fewer clients visiting the office. Prompted by the ending of our Nanaimo office lease, we consulted with our staff and a number of clients in the area, and based on their feedback, we've decided to close the current Nanaimo office on a trial basis.

To be clear, we are not leaving Nanaimo. We are still active in the community and will continue to work with our clients and future clients and keep property managers working in the area. We will be working with individual strata councils in the mid-island to ensure any required processes are clear and communicated and we also have 3 other offices on the island. As noted, this is a trial run, so if we find we do need an office in the area, we will find a new space. If you have any questions about this, please reach out to Kelly via email at kelly@prolinemanagement.com.

Learning Station

Proline Academy

As mentioned in previous newsletters, we recently introduced a new Proline Academy offering, virtual Lunch & Learns with industry experts. Our first virtual lunch & learn for council members was held on October 20th. Bruce Arabsky, an EV Recharge Specialist from Stream Energy Systems, presented on EV charging solutions for strata corporations. We had fantastic uptake on the event, with over 60 strata council members registered. If you missed it but are interested in accessing a recording of the session, reach out to Kathryn at

kathryn@prolinemanagement.com.

We strive to provide strata council members with on-going opportunities for learning and to help them gather information so that they can make educated decisions and feel confident serving their stratas. In the coming months in addition to the Lunch & Learns with industry experts, we plan to reintroduce the Introduction to Strata session as well as a new offering focused on the concept of community ambassadors.

We are also planning an in-person mid-island event to be held in the next few months. We will be sharing more information about this event soon.



CHOA 2022 Fall Education Program

CHOA's fall education program, currently underway, offers educational sessions, both in-person throughout BC and online via Zoom. The sessions tackle the following topics:

1. Council Meetings: Understanding the governance models for decision making, record keeping, bylaw enforcement & implementation.
2. The BC Human Rights Tribunal, The Civil Resolution Tribunal, and The Accessibility Act.
3. Alteration requests for: Heat pumps and air conditioners, electric vehicle charging stations and accessibility to common areas and strata lots.

Conference 2022

CHOA will be hosting a comprehensive one day conference in Langley on Nov. 5th on Heat Pumps, Accessibility, Alterations and Accommodation under the BC Human Rights Code. This full day conference will review the applicable legislation, specific case studies, plus alteration and accommodation requests. It will take a look at BC's Human Right's Code and how it applies to multi-family properties, plus they will examine how multi-family properties accommodate requests that are medically generated such as a request for air conditioning, installation of a ramp and other common property alterations.

For more information about CHOA's education program, please visit the [SEMINARS](#) page on the CHOA website.

Digital CHOA Journal

CHOA members can now sign up to receive a digital version of the CHOA Journal, sent directly to your inbox. Hard copies of the Fall CHOA Journal will be arriving in your mailboxes in the next few weeks. Advance copies of the digital version are available by contacting info@choa.bc.ca with your first and last name, strata plan number and the email address you would like the magazine sent to.

Community Corner

Community Highlight – A Helping Hand

We were introduced to George through a former council member and community advocate who cares passionately about helping and supporting people as they work to rebuild their lives. He works closely with a recovery house, which is how he knows George. After he introduced us to George, we wanted to help too, so are sharing his story in hopes of helping him raise \$8,800 to fund medical treatment for his rare condition. In order to further support his transformation and reintegration, Proline has committed to match all funds raised up to \$4,400! Read George's story below and please consider donating.

Hi, my name is George; I am battling a rare medical condition and need help. I have two young children who mean everything to me, and I want to be fully present, be the father they need me to be and resume work and volunteer work as a productive member of society. I have Poly Gangrenosum, a rare and potentially life-threatening disease with a mortality rate of up to 30%. It has caused scarring, secondary infections, uncontrolled pain, loss of mobility and deep ulcerations. I am trying to raise \$8,800 to pay for the use of a hyperbaric chamber and the associated medical expenses, which is the recommended treatment for the condition.

A bit of a background to the situation - at the beginning of 2020, my world continued to turn upside down following a difficult divorce. I went into the hospital on Valentine's Day weekend after having been in excruciating pain for the previous few weeks. A few weeks later, I was told that I had a non-healing wound of unknown origin, and now, more than two and half years later, I have recently been diagnosed with Poly Gangrenosum. It has caused large painful ulcers to develop on the entire back of my neck. Diagnosis and management of it were and are challenging and it isn't easy to treat. The exact cause is unknown, but it may be a disorder of the immune system and/or may be triggered by trauma.

For the rest of George's story and to donate, go to:

<https://www.gofundme.com/i-wish-my-neck-wasnt-a-warzone-not-winning-yet>.

You're a Philanthropist!

For our quarterly team lunch & learn, the [United Way](#) and the [Take a Hike Foundation](#) joined us to talk about the important work they both do in our community and how each of us have the opportunity to get involved and make our communities better for us all. One of the hosts told a story about high school when her friend called her a philanthropist and she assumed it was an insult. While most of us know it's not an insult, we still might not consider ourselves philanthropists, even though each one of us does have the opportunity to be 'a person who seeks to promote the welfare of others'. We hope that by sharing stories and information both internally & externally, we can help people connect with opportunities to contribute that are personally meaningful and that resonate with them.

Our Place Bottle Drive

The Bottle Depot charity of the month for October is the United Way! Donate empty beverage containers at the Glanford, Quadra, & Queens Street Bottle Depot locations to Help a Neighbour.



The Heart of the Business

Service Days

By Andy Spurling

When I returned home in 2007 and joined the Proline team, it became quickly apparent how committed the company was to community giving. It was such a heartening thing to see and I was encouraged to jump right into service whenever opportunities presented themselves. With the introduction of our Proline Volunteer Days, I encourage everyone on our team to utilize the opportunity to serve others, as it provides such rewarding experiences, friendships and connections along the way.

My first big opportunity to serve came when I was asked to sit on the board of directors of the Family Business Association of Vancouver Island. I joined the board and was made Vice President after my first year, only to have the President move away from Victoria and resign, so I was up. We had just hired a new Executive Director and were informed by our national organization that they would be taking all of our members dues going forward, imposing programming requirements on us that made no sense in our market and only disbursing to us what they thought we might need. As a board, the folly of the plan was obvious, so we chose to take the necessary steps to initiate the divorce and become our own independent organization.

It was such a great opportunity to learn new skills, navigate difficult waters, communicate with all affected members, answer tough questions and create strategy to set out on our own path. All things that translate so beautifully to our own purpose and paradigms at Proline. As a result of the challenges we faced, relationships with other board members deepened quickly and I am grateful that I have three very close friendships that I may not have had without that time and shared experience.

Six years ago, I was recommended as a board of directors candidate for Beacon Community Services. I had seen their trucks driving around, but wasn't really sure what they did. I agreed to meet



Photo by John Mccann on Unsplash

with the Chair of their board and came to learn about the scope and breadth of the organization. At that time, they did all of the South Island home support for the Vancouver Island Health Authority, had shelters and programs to address mental health and homeless youth, ran medical driving programs, assisted the elderly to age in place without additional care, ran daycare programs for marginalized families and had various programs to support indigenous communities on the South Island. In the early days of my time at Beacon, the unwinding of certain business relationships was complex and challenging work, but that effort brought the board together with senior staff, and the organization is now more focused than ever on its unique offerings that address mental health, employment support, homelessness, aging in place, respite care, child care and housing affordability, to name but a few.

The shift in focus at Beacon gave us the opportunity as a board to look at strategic planning differently, creatively consider new programs and partnerships and help set the organization's amazing team up to do their best work and have bigger and bigger impacts. And through it all, I was able to meet and develop relationships with all sorts of different people from different industries and environments, a number of whom I am able to rely on for subject matter expertise in many of the areas that affect our own organization.

The bylaws of Beacon limit a director's service to six years. My six years ended last month, and I am already open and looking forward to my next opportunity to serve. To meet unique and interesting people, to help support those that are serving our community's most vulnerable and to bring my own skills and experiences to a place that will help refine them and provide a whole new set of skills that I can use to continue to grow and improve our own organization....



Photo by Cristina Gottardi on Unsplash