

The Proline Pulse

COMMUNITY EDITION



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Photo by Holly Landkammer on Unsplash

Finding Fun, *By Kathryn Squires Basson*

Welcome to the summer edition of the Proline Pulse — Community Edition. We hope you find this edition interesting, helpful and at least a little bit fun. I know that’s not the usual goal of a property management newsletter, but we do try to do things a bit differently here at Proline. As you’ll read about in Andy’s ramblings, we prioritize sharing learning and experiences, while trying to not take ourselves too seriously. Personally, I’m grateful for my greatest teachers in the fun department. I take myself way too seriously sometimes (something my family and husband will attest to), but my 2 and 4 year old make sure that I am given ample opportunity (and sometimes forced) to play, have fun and be silly.

Obviously we work in a serious industry and take our responsibility to take care of your homes and investments very seriously. Central to that work is building relationships with each other, you and our communities in general. Without those bonds and trust, built on shared experiences, and often laughter, it’s so much harder to get through the challenges, which will always come. So we take time this summer season to connect, celebrate, relax and laugh (in turns, because of course there’s still work to be done!). We hope you can do the same, and find fun, wherever you are.

Industry Insights

Large Scale Strata Renewal Projects – Taking the Right Steps

By Grant Laing, Architect AIBC, RDH Architecture Inc., & Chris George, Construction Project Manager, RDH Building Science Inc.



Making Buildings Better™

All buildings age and eventually need major work, so every Strata Corporation will face large scale projects. Most Strata Owners, however, are not familiar with the operation of multi-unit residential buildings, and when faced with a major project, do not know what to expect, or how best to proceed. To avoid confusion, missteps, and unsatisfactory results, the following outlines the general steps to achieve a successful project.

IDENTIFY

Ideally, building components needing replacement or renewal are identified well before failure. Using your Depreciation Report to identify building assets that are within five years of the end of their anticipated service life gives the Strata Corporation time to plan for the work and raise funds for a project.

It should be noted, however, that observations made to identify and catalogue assets for a Depreciation Report generally do not account for the type and quality of the original asset, how it was installed, or how well it has been maintained, all of which influence the actual service life. A more in-depth investigation of the aging assets is typically in order.

INVESTIGATE

Investigation typically involves engaging a Consultant to conduct a Condition Assessment of the relevant building system. This often includes making localized openings, or dismantling portions of the building system to view, test, and assess hidden elements. For example, in assessing exterior walls, localized openings made in sound looking wood siding or stucco may reveal concealed rot or deterioration.

With the knowledge of actual conditions, sound repair and renewal recommendations can be made. The next step is to determine how to address the recommendations.

DESIGN

Design is critical. How the recommendations are addressed affects construction cost, property value, building durability, maintenance costs, and the cost of future renewals. The Consultant will develop design solutions that satisfy the technical requirements of the project while working with the Strata Owners to ensure their priorities, preferences, and concerns are addressed. Because renewed assemblies will often be in place for decades, a major project can be an opportunity to address considerations such as future climate conditions, energy costs, and building appearance. The design phase leads to a clear project scope of work and cost estimate which can be used in formulating a resolution to approve a project at an AGM or SGM.

Once approved, it is time to set the standard – the role of construction documents.

SET THE STANDARD – CONSTRUCTION DOCUMENTS

Construction documents set the overall quality standard. They include written technical specifications describing the materials and components to be used in the work, and drawings detailing their arrange-

Industry Insights Continued

ment and showing the extent of the work. Prepared by the Consultant, they are used to permit and tender the project, and form part of the construction contract between the Strata Corporation and the contractor(s).

The Consultant will issue the documents to contractors to obtain competitive bids and, once the tender period has closed, prepare a bid analysis, and advise the Strata. Following contract award, the contractor(s) will be bound to complete the work as documented.

To assure the work is indeed constructed as drawn and specified, review is necessary.

REVIEW

During construction, the Consultant will perform site visits to review progress, see that the work generally conforms to the contract documents, supply direction when required, and follow-up on observed deficiencies. The Consultant will also administer the construction contract(s) on the Strata Corporation's behalf.

Having generally following these steps, once the project is completed, Strata Owners can be confident in the performance of the final product and the quality of the results.

News

CHOA: New Rule from the Insurance Council of British Columbia Affecting Strata Management Licensees, Effective July 1, 2023

The Insurance Council of BC is introducing a new Rule (7(11.2)) that will prohibit insurance licensees from conducting strata insurance business for strata corporations that are managed by an insurance licensee's affiliated property management company (e.g., strata management brokerage).

Proline does not have any insurance licensees and has never offered insurance services, so this will not impact our team or clients in any way.

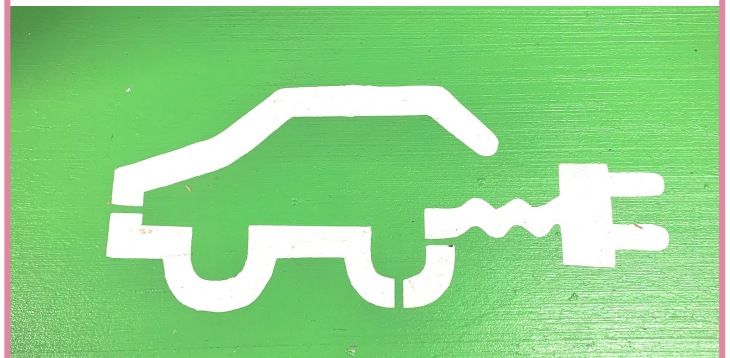
Go to the [Insurance Council of BC](#) for more information on this new rule.

VISOA: Next Steps for BC Stratas as EV Ready Funding Ends

Due to its popularity, funding for the CleanBC Go Electric EV Charger Rebate Program in the BC Hydro electric service territory is no longer available. As of June 15, 2023 applications for the EV Ready rebate programs through BC Hydro are no longer being accepted. All rebate offers continue to be available to FortisBC utility customers while funding lasts.

For more on this, go to [VISOA's blog post](#) to read the whole article.

Photo by Ralph Hutter on Unsplash



Seasonal Considerations



Photo by Photo by MI PHAM on Unsplash

Extreme Heat Resources

As you know, it's another hot and dry summer here on the island, so we've put together a list of resources for individuals and stratas, both for this year and in preparation for the future.

If you're looking for places to cool off, check out the [Map of cooling off stations in Langford, Colwood & View Royal](#) and the City of Victoria's [Extreme Heat Flyer and cooling stations map](#).

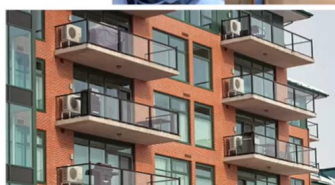
For more in-depth emergency preparedness, download the [Prepared BC: Extreme Heat Preparedness Guide](#). Check out [British Columbia FireSmart](#) for information and what you can do to help keep your home and community safe in the wildfire season, from maintenance to planting fire resistant plants.

For stratas considering cooling systems, check out the video below from VISOA and RDH titled [Cooling Systems for Strata Owners](#):

JANUARY 15, 2022

Cooling Systems for Strata Owners

Christy Love, P.Eng.
Grant Laing, Architect AIBC, MRAIC



RDH

Preparing for your
Summer Vacation

Before you leave
here are a few things you can do to help make your time away more relaxing and your return to home smoother.

Tell a friend or neighbour
that you'll be away, and make sure someone local has keys to your home and can check in.

Provide keyholder info
to your building manager or strata council, if you live in a multi-family building.

If possible, shut off the water to your unit
This will depend on your building, but in case of a water leak, can save you from a lot of misery!

If you live in a house
Consider having someone pick up mail & newspapers, mow your lawn, and otherwise help make your house appear occupied.

If you're a tenant
Let your landlord know if you'll be away for an extended period.

Have an awesome vacation!

Learning Station & Odds and Ends



Welcome to our **new community members Sookepoint** in Sooke and **Haro** in Cordova Bay!

And welcome to our **new team members**, property manager trainees **Rose Brown** and **Yanick Belanger-McKoy**, property managers **Scott Martin** and **Andrea Valis** and **Anais Isford**, back in a summer administration role.

DID YOU KNOW?

Proline gives back to our community in many ways, one of which is providing management services to **Habitat For Humanity** stratas for a nominal fee of \$1 per year. Read more about the amazing work they do in our community on the next few pages!

The Proline Academy

Our revamped Proline Academy is almost a year old! Last October we re-introduced the Proline Academy in a more accessible format, offering regular lunch and learns with industry experts and learning sessions with our own strata managers.

The recordings of many past sessions are available on our [YouTube channel](#), including ones on Strata Insurance, Depreciation Reports, Proline's own Strata Council Manual, Creating Community Ambassadors, EV Charging, the Nuts and Bolts of Strata Corporations and a session with CHOA's Tony Gioventu.

Our next academy session, focused on Bylaws, is scheduled for September and will be open and pertinent to anyone living or owning in a strata. Watch for your invitation email!

Ideas, Suggestions and Feedback!

We love hearing from you on ways that we can make a positive impact and continue to improve our services. **If you've had a positive experience, please take a few minutes to leave us a review and share your experience! Simply [click here](#) to provide a review.**

If you have specific feedback on things we can offer, change or improve, please email Kathryn Squires Basson, our Director of Culture & Community, at kathryn@prolinemanagement.com. Thank you for being an active participant in the Proline community and helping us live and grow together!



REBELLIOUS
OPTIMISM



WHOLEHEARTED
TOGETHERNESS



INSIDIOUS
JOY



RADICAL
TRANSPARENCY



RELENTLESS
INCREMENTALISM

HELPING PEOPLE LIVE AND GROW TOGETHER.

Community Corner—Habitat for Humanity

Bringing Communities Together



Habitat for Humanity Victoria brings communities together to help local families build strength, stability, and independence through affordable homeownership. To date, Habitat Victoria has provided 37 families in the Capital Regional District with a hand-up into affordable homeownership.

The impact of an affordable home on families is profound. Studies have shown that Habitat families have better health, educational and financial outcomes due to the program. Having a safe and decent place to call home improves the lives of families for generations to come. Knowing that their house will never be sold out from under them gives families the stability to put down roots and plan for a better future.

“I am looking forward to having our own space where we can just be a family,” says Nen, Habitat Victoria’s newest partner family. You can hear relief in the resilient mother of three’s voice as she reflects on her new beginnings in Habitat’s Homeownership Program.



Nen and her daughters

When the owners of Nen’s rental home provided her notice that they were moving back into the home, Nen and her three children found themselves subject to a rental market they could no longer afford. With no other options, the family of four had to move back into Nen’s childhood home with her parents. Although the family has been grateful for a place to live, the grandparent’s home is unsuitable in size for the family. “Because we intended this move to be temporary, the closets weren’t emptied when we moved into the home. Our belongings don’t fit in the home, so almost all our personal items are in a storage locker,” says Nen. “My daughters are squished in and don’t have any personal space.”

Soon after moving in with her parents, Nen quickly discovered a new rental market with skyrocketing prices compared to nine years ago. Like many families in our community, Nen realized that despite having a great job, she could not afford to live here. Nen’s commitment to her children and providing them with a secure future drove her to seek other options for housing. That’s when a colleague suggested she apply for a Habitat home. She initially inquired over a year ago, but after learning more about the program from another Habitat



Nen volunteering at Habitat for Humanity ReStore

Community Corner Continued



homeowner, she decided to apply. “When we found out we qualified for a home, we cried tears of joy because we were so excited,” says Nen.

Habitat caps monthly mortgage payments at 30% of a family’s gross income to ensure houses remain affordable for homeowners. “The cost of renting right now would be my entire income plus savings, so my Habitat payments being capped at 30% of my income is phenomenal. That will make a massive difference in our income stability,” says Nen.

Nen looks forward to creating a brighter future for her family in her new Habitat Home. “I have a great job, but I’m a single parent, so we have only enough money to live. I could never think very far into the future,” says Nen. “This will give us a new sense of stability, knowing we won’t have to move from our home.”

In addition to moving into their own space, Nen and her children will join an incredible community with 9 other Habitat families at our most recent build: a 10-unit multi-family complex in North Saanich. “We have never lived in a community with lots of kids, so I am excited for my children to experience that because that is how I grew up, and it was amazing!” says Nen.

As part of the partnership with Habitat Victoria, homeowners are asked to complete 500 volunteer

hours. A portion of these hours can be done by friends and family, and Nen has received an overwhelming amount of support from her network in completing these hours. “30 people have volunteered for me, and probably another half a dozen have offered. Many of them are from my workplace, and it has felt incredible to have that many people at work appreciate me enough to step in and help,” says Nen. “Another dozen of them have been family and friends. It has been amazing to see that outpouring of people that are willing to jump in.”

Nen’s story of resilience and strength is a testament to the Habitat program’s lifechanging impact on the families we serve and the communities they live in. The much-needed hand-up into affordable homeownership allows families to do what they do best: just be families.

How can you get involved?

- Donate to our Build Fund
- Shop and donate at our ReStores
- Become a volunteer
- Advocate for affordable homeownership

Every bit helps to make a difference in the lives of local families in need of a safe, decent place to call home. To learn more about Habitat for Humanity, visit www.habitatvictoria.com.



Bakerview Place, completed

The Heart of the Business

Jump Right In

By Andy Spurling

When James (*Dr. James Rouse, the facilitator for our ForUs and a naturopathic doctor, entrepreneur, coach, athlete, husband and father*) is in town for the ForUs, I know that mornings are going to be good. Very early. But very good. His energy and enthusiasm for a 5am hike is the same as it is for a game of tag. Or speed walking. I had already taken him up Mt. Finlayson a couple of times, so on the morning of the ForUs, I thought we could mix it up.

The plan was to hike up to the old railway trestle, admire the views and then have a quick soak in the waterfall at the bottom of the trail as our morning cold plunge. I had seen the waterfall many times, mainly in winter, and figured it would make a good cold shower. When we got there, the water wasn't flowing too quickly. Seemed like it may be more of an uncomfortable drizzle down the back than any sort of cold shower. But, hey. Why not?

We went up to the waterfall to get ready for an underwhelming cold shower and saw the depths of the pool at the bottom of the falls. Small in circumference, but deep. With a perfect ledge to jump off. Down to the shorts and in we went. And it was cold! So much colder than expected. But also magic. The sunlight was just starting to come in through the trees. The sounds of the slow falls was incredible and in that little chasm, you felt miles from everywhere. You couldn't even hear the highway 100 metres away as morning Malahat traffic poured into town. Glorious! This place that has always been there and that I have visited countless times all of a sudden has a new meaning. There's a new relationship...

As we walked back to the car, shivering in the sunlight and basking in the afterglow of the experience, a fancy black bus crossed the bridge ahead of us. Could it be? It had to be. It was. We ran to the car and followed the bus up the road. And then jogged up the driveway in our bathing suits just a little bit late for the ForUs. Or not early enough, anyways.

What I love is that we weren't the only people that jumped right in that day. So many new faces showing up to this place in the middle of nowhere to do who knows what. But showing up. And not just physically. People willing to risk a little discomfort to see what is on the other side. People nervous about what lies ahead, but wanting to share an experience with the people they work with. The new, with the old and the medium. And everything else. Everyone there. Everyone playing tag.

It isn't easy to try new things. It is often scary. I continue to be amazed at how different a place, an idea or a person can seem as I move through life and find myself, my thoughts and my beliefs shifting, changing, evolving. There are things that don't change. Will probably never change. And then the things that do. And the things that don't, but my experience of them does.

I love the time we get to spend together at the ForUs. On the surface, it was all the same. A crazy guy from Colorado with a huge smile dropping wisdom in a barn. Good food. Good people. A camp fire. A band. Outhouses. The chatter and laughter. But it wasn't the same. Will never be the same. It's always a new experience. With the same people who are now different. And with different people that aren't the same. We are able to have new insights. New thoughts. Explore new ideas. And to deepen connec-

The Heart of the Business

tions and relationships. To put aside a little discomfort and come out the other side feeling refreshed, renewed and inspired.

So thanks to the team for jumping in. It's not easy to do. The water is cold. But it's also beautiful and nourishing and fun...so much fun. And always worth it....



A few pictures from this year's ForUs