



The Proline Pulse

COMMUNITY EDITION



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***“And so with the sunshine
and the great bursts of
leaves growing on the
trees, just as things grow in
fast movies, I had that
familiar conviction that life
was beginning over again
with the summer.”
- F. Scott Fitzgerald***

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Photo by Mehmet Akyuz

A FACE IN THE CLOUD

by Kathryn Squires Basson

We hope your summer is off to a fantastic start and that you have some time to relax, enjoy the sun and maybe carve out a few minutes to read through the summer issue of the Proline Pulse! In this issue, we are introducing two new features, a Meet the Team page and an introduction to a service provider.

We are adding these features because we want to put a face to processes and personalize our services. They aren't provided by a cloud or AI - a person is always involved. Behind that database or that IT solution is a human being taking care of details, recognizing issues and taking a personalized interest in the outcome. With the prevalence of technology in our day to day lives, like being able to order food through an app and have it dropped at your door, it's easy to forget that it's the people using the technologies that make all the processes work.

We are highlighting our accounting team in this issue, which is responsible for paying more than 3,000 invoices each month and deals with over 9,000 different vendors. We've also included a conversation with Sander from Delco, a local company we've worked with for many years. In our increasingly impersonalized world, we believe in the importance of keeping the human element at the forefront. While we deal with a great volume of information and processes, we are in a relationship business, providing guidance to and going through challenges with our clients. These relationships and recognition of each other as human is what keeps the fabric of our community intact and is what keeps us moving forward together. Thank you for being on this journey with us.



..... *Industry Insights*

Interview With an Expert

Meet Sander, at Delco

Q. How did you get into your field?

I entered the janitorial and property maintenance field at a very young age through the family business that my dad, Henry Deelstra, had started in Victoria in 1968, Delco Building Maintenance Ltd. Starting part time as soon as I was able to swing a mop, I worked at many various locations including Government Liquor Stores, Grocery Stores, Municipal and Police Stations, Postal Buildings, and Hardware Stores, learning everything to do with janitorial work including light duty office, floor care, and carpet cleaning systems. I worked before and after high school and weekends. I eventually graduated into supervisory then operation management roles, and also learning and performing basic carpentry skills, painting, building repair and interior renovation work. Company co-ownership started in my mid 30's, where the real stress began...

CA.

Q. What is your favourite part of your work?

My favorite part of my work is definitely working with people. I have had and continue to have a wonderful privilege of working with many Competitors, Co-workers, Employees, Customers. I also enjoy solving logistical problems, managing finances, estimating and continual learning of ever changing administrative duties and processes.

CA.

I am very fortunate to have the opportunity to work in day-to-day operations with Joanne Thomas, who has been an absolute ROCK of a business partner, and has been right there since 2005 through the thick and thin. Delco certainly wouldn't be what it is today without her.

Growing up, a fond memory of work was accompanying my Dad to hand deliver paychecks to the Employees, mostly at their homes. Sometimes we would be invited to have dinner with them. I was and am so lucky to work alongside an extremely diverse group of people and learn of ethnic cultures, traditions, and gain life-long friends.

Our Customers have also been absolutely fabulous, including all the top-notch Property Managers at Proline Management. I have been very fortunate to develop many long-term relationships with a lot of great people, and I value them immensely.

I also have great relationships with many Competitors, as we learn from and help each other often.

I learn something from a Competitor, Co-worker, Employee or Customer each and every day, and do truly enjoy being in this business.

..... *Industry Insights*

Q. What's one thing you didn't know when you started out that would have helped you at the beginning?

One of the things I did not know when entering the service field, that knowing before would have helped me, is to work smarter, not harder. My motto has always been that if you work hard, good things will happen to you, and that's mostly true. I also thought early in my career that by working harder and longer days and nights, it would be the path to operating a successful business. I have found this is not entirely the case, and by working more efficiently and maintaining a work week balanced with work and home life pays far greater rewards.

CA.

Q. What is a mistake you've made that you've learned a valuable lesson from?

A mistake that I've learned from is not to take customer's concerns or staff issues personally. It's impossible to please everyone all the time, and in my younger days, when we received concerns over cleaning or staff performance, I would very much take it to heart. While it's good to want to do the best job possible, I found that allowing emotions into it doesn't lead to providing clear, productive solutions, just increased stress and frustration for all involved. By examining the inevitable issues objectively and without emotion, I have found far greater success in managing any challenges that arise.

CA.

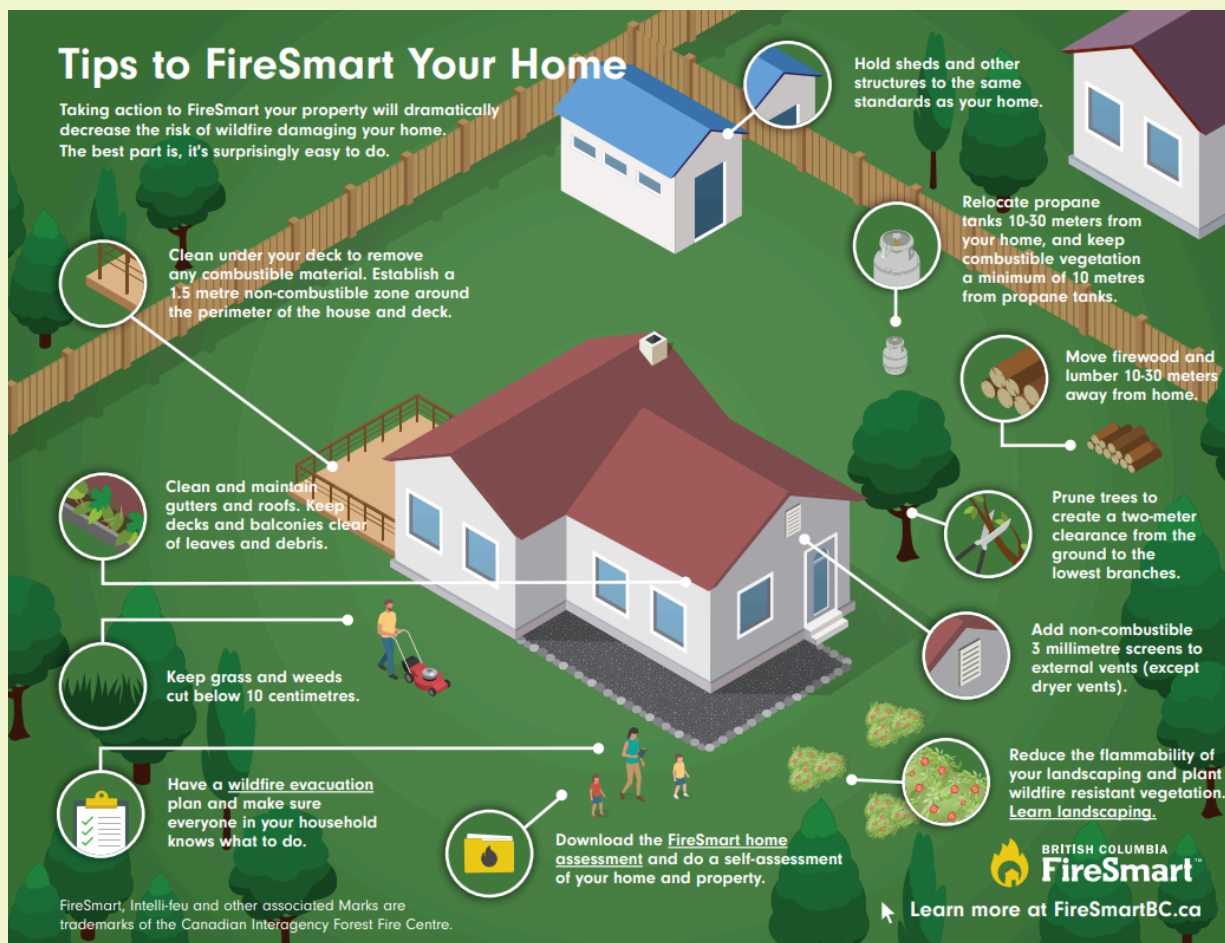
Q. What's something you wish all clients knew, for their own sake?

When it comes to our line of work, it pays to keep up with regular maintenance. Clean interior and exterior common areas of properties and buildings contribute to maintaining and increasing a property's value, and can prolong incurring extensive and expensive repairs and restoration projects. I also wish all clients knew how much they and their business are appreciated. For many of our employees and management, the money they earn in this business raises families and keeps a roof over our heads. On behalf of all of us at Delco, I cannot extend our gratitude enough.

CA.



Welcomes and News ..



Ch-ch-changes!

Our I.T. department has created a program for us, from scratch, called P.A.I.D. (paperless accounting invoice database.) Here, we are able to upload all invoice payables, in a central location that makes approving and processing payments streamlined. It is also our key tracking database, so we always know where our keys are, and when they'll be back!

New Team Members

We've welcomed Zoe Dion as a Property Manager Trainee, Juliana Kudinda and Rohan Bandechha as co-op students in our Admin and Accounting departments, Jamie Bell as a Rental Property Manager Trainee, and Jose Ossorio to our Software Development Team.

Tips



PREPARING FOR YOUR SUMMER VACATION

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



If you live in a house, consider having someone mow your lawn, pick up your mail/newspapers, and keep your house appearing occupied.



If you're a tenant, let your landlord know if you'll be away for an extended period of time



HAVE A GOOD VACATION!

..... *Industry Insights*

Landlord Best Practices

Key tips for successful rentals

Many of our community members manage their own rental properties, so we asked our rental department to share a few best practices to help you successfully navigate the complexities of being a rental property owner.

Get Knowledgeable

Being a successful landlord starts with a solid understanding of your responsibilities and the relevant regulations.

Know the Residential Tenancy Act (RTA): Familiarize yourself with the RTA. This act outlines the rights and responsibilities of both landlords and tenants.

Join Landlord BC: This association provides valuable resources, legal updates, and networking opportunities.

Tax Requirements: Understand your tax obligations related to rental income and expenses. Consult with a tax professional for personalized advice.

Strata Requirements (if applicable): If your rental property is part of a strata corporation, be aware of the bylaws and any requirements around renting. Stratas are all different, and both you and your tenant need to know the details to avoid any bylaw infractions or potential fines.

Before You Rent

Thorough tenant screening is crucial to finding reliable renters.

Credit Check: Obtain the tenant's consent and conduct a credit check to assess their financial responsibility.

References: Contact previous landlords and employers to verify the applicant's rental history and employment status.

Tenant's Insurance: Require tenants to obtain tenant's insurance to protect their belongings and cover liability. Also confirm your insurance coverage is adequate, as it will not be the same as an owner in residence insurance package.

Deposit Rules: Adhere to the legal limits for security deposits and pet damage deposits (never more than ½ month rent each), and follow the proper procedures for handling and returning these deposits.

..... *Industry Insights*

Ensure Correct Documentation

Proper documentation protects both you and your tenant.

- **Tenancy Agreement:** Use a comprehensive and legally sound tenancy agreement that clearly outlines the terms of the rental, including rent amount, payment schedule, and rules.
- **Inspections:** Conduct thorough move-in and move-out inspections with the tenant, documenting the condition of the property with photos and written notes. Have the tenant sign off on these inspections.
- **Written Issues:** Communicate all issues, requests, and agreements in writing (email is acceptable) to maintain a clear record.

Develop Professional Relationships

Maintaining professional boundaries is key.

- **Professional Distance:** Maintain a professional and respectful relationship with your tenants. Avoid becoming too friendly, as this can blur boundaries and make it difficult to enforce the tenancy agreement.
- **Relationships with Trades:** Develop relationships with reliable plumbers, electricians, and other tradespeople to ensure prompt and professional maintenance and repairs.

Throughout Rental Term

Ongoing management is essential for a smooth tenancy.

- **24-Hour Plan:** Have a plan for dealing with emergencies that may arise after hours.
- **Notices:** Know the proper procedures for issuing notices to tenants, such as notices to enter the property, notices of rent increase, and notices to end the tenancy.
- **Maintenance:** Respond promptly to maintenance requests and keep the property in good repair. Regular maintenance prevents minor problems from becoming major expenses.

Key Takeaways

Being a good landlord involves staying informed, careful screening, clear communication, professional conduct, and proactive maintenance to create a positive experience for both landlord and tenant.

Proline offers professional rental management services backed by a diverse and experienced team. Reach out to us at rentals@prolinemanagement.com for more information.

Behind the Scenes.....



The Accounting Team

Where everybody counts!



Jeanette Lyle

Jeanette pays our Strata invoices and answers all Strata AP questions! In her free time, you can find her playing video games like Disney Dreamlight Valley, or a cozy decorating game.

Adrian Leslie

Adrian is our Strata PAD and Strata utilities guru. In his free time, you could find him playing video games, and adjusting to the new world order where his little nephews are starting to trounce him at games night.



Jan Redekop

Jan takes care of the Proline receivables, caretaker payroll, and assists with Strata statements. In her free time, she likes to paint miniature paintings in gouache!

Sam Broekhuizen

Sam is our accounting supervisor, and rental accounting coordinator. She loves to learn, and is currently working towards becoming a CPA.



Kim Hudema

Kim's role is to support the Strata team, providing fee schedules and post-AGM updates. She also handles the CRA related tasks. She is passionate about her volunteer work, and helping others.

Leeanne Cardinal

Leeanne is our Strata accounts receivable, who posts incoming cheques and cash, and handles the arrears process. Her hobbies are travelling, swimming, and listening to live music.



Jennifer Ordze

Jenn handles the accounts payable for the Sundry and Rental departments. In her free time, she likes to get out in nature, read, and recently, cross stitch!

Hannah Officer

Hannah is the AR coordinator for Rental and Sundry accounts, but helps wherever she can. In her free time, she is reading as many fiction novels as she has time for, and is getting her education in Accounting at Camosun.



Kathy Soetaert

Kathy is a member of the Stew Crew, and a 20-year Proline veteran. She provides oversight of most things "accounting" and strategic planning. She loves to make quilts, paint pictures, and create "something pretty!"

Manu Kumari

Manu does our Proline payables, and processes all of our online payments. Right now, in Manu's "free time" (if you can call it that), she is on maternity leave with her newborn baby girl!



..... *Learning Station*

HEY 
NEIGHBOUR!
Collective



Building Social Connections Toolkit Age-friendly Edition

In August 2024, in collaboration with Happy Cities, the Hey Neighbour Collective released the Building Social Connections toolkit, and the response has been overwhelming. The recently released age-friendly edition supplements the Building Social Connections toolkit and outlines design best practices for enabling aging in the right place. We need homes that we can age in – homes that adapt with us, and to our evolving needs. Happy Cities' Michelle Gagnon-Creeley illustrates what this might look like in a recent post "[what makes an age-friendly home.](#)"



Check out the [May issue](#) of VISOA's Bulletin magazine! Articles include: Strata Councils - Too Few to Function, Waterwise Tips to Reduce Operating Costs, The Changing of the Guard, Securing a Strata Council Email Account, Earthquake Preparedness - It Takes a Village, Who Pays for Water Extraction and Drying? and more.

Did you know that the CHOA website has [free resources](#) on a variety of topics? You can find all past CHOA Information Bulletins, Journals and even Condo Smarts articles on the website. Also available are webinars and lunch and learns on many topics. If you want to register for upcoming sessions including the Fall Education Program focused on General Meetings and Legislative Updates or the 2025 Conference, go to the seminars [page](#).



..... Learning Station



Proline Academy

Our Proline Academy team has built on a great start to the year with a number of new offerings. We've covered Security in Strata Corporations as well as two sessions on bylaws. One session is geared towards owners and tenants in strata corporations, providing information about how bylaws and rules are created and what they govern, while the other is led by strata lawyer Justin Hanson of Stevenson Luchies & Legh and covers bylaws that your strata

may not yet have in place but are important for strata corporation governance. You can find these and past Academy sessions on Proline Management's [YouTube channel](#).

We'll be back with a brand-new session in September. If you have any suggestions for future sessions or other comments, please reach out to Kathryn directly at kathryn@prolinemanagement.com.



Share With Us!

We love hearing how 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, we REALLY want to hear about that, so we can learn and change! Please email Kathryn at kathryn@prolinemanagement.com. Thank you for helping us live and grow together.

Change to Landlord Use Evictions: Notice Period Reduced

from Landlord BC

Effective June 18, 2025, the notice period for ending a tenancy for landlord's use of property has been reduced from four months to three months, and the dispute period has decreased from 30 days to 21 days.

These changes align landlord use evictions with the rules for purchaser use notices. Be sure to review your timelines and processes to ensure compliance with the new requirements.

... Community Corner

Threshold Housing Society

When we consider ending homelessness, it's easy to feel overwhelmed. The scale of the issue can seem too vast to grasp, and when faced with large groups of people experiencing homelessness, it's natural to question where it all starts.

The 2023 Point in Time Count reveals a critical insight: more than 50% of individuals who experience homelessness first encounter it before the age of 25, and about one in three have been involved with the child welfare system. Their struggles with homelessness often begin in their youth. Youth are at a pivotal stage in their lives, where decisions and circumstances can profoundly shape their futures. In a city where affordability is a challenge for many adults, it is especially harsh to expect young people who age out of the child welfare system or escape unsafe homes to navigate these issues on their own. Making crucial decisions about one's future is significantly easier when wrapped around by support, but not every youth is so fortunate.

Threshold Housing Society offers safe, stable housing and support services to vulnerable youth aged 15 to 24. Through its semi-independent housing program, youth live in communal homes with access to a house manager, case manager, Indigenous Wellness support, and an in-house counsellor. Creating an environment where youth can build brighter futures and thrive.

Threshold's Scattered Housing for Youth (SHY) program provides 30 independent living units across the Capital Regional District. This program allows young people to experience the responsibilities of living on their own while remaining connected to vital support services. Threshold leases these units from various community housing partners, helping bridge the gap to long-term independence.

At Threshold, we support young people who have often never had someone advocating for them. Without our assistance, many would transition into adulthood experiencing homelessness.

By providing safe housing and crucial support to vulnerable youth, we can prevent and reduce homelessness as we see it today in our communities. This may sound like an oversimplification, but our results prove otherwise. Follow-up studies show that 2 to 7 years after accessing Threshold Housing's services, graduates remain safely housed and financially stable. Despite our success, we currently face a waitlist of over 100 youth.

It's imperative to shift our approach from merely providing emergency services to actively preventing people from becoming homeless in the first place. By focusing on preventing youth homelessness, we can make a meaningful impact in reducing homelessness writ large in our community.

Threshold Housing relies on our community for support, whether through a financial gift or community partnership. It directly helps us create a future where all youth have a safe place to call home and the support they need to thrive. We can't do this work alone. With your help, we can create a community where all youth thrive.



THRESHOLD
HOUSING SOCIETY

You can learn more at
[Thresholdhousing.ca](https://thresholdhousing.ca)

Bouquets • • • • •

We have had our property in Sidney managed by Proline, I believe, at least twenty years. During that time the service and people-first approach has been evident. We have had only two managers which means, to us, you make a commitment to your staff and, in return, they are committed to you. Well done. Our manager, Kate Devlin, has been outstanding. She goes above and beyond her job taking care of our property. She knows the tenants and juggles any issues that arise promptly and professionally. - Rental Owner

This is a Google review for Your Place, the landscaping company highlighted in the last Proline Pulse

We live in a strata unit, but are responsible for our own yard maintenance. We contracted the team at Your Place to do extensive work in our garden, including removing stumps, transplanting large potted plants, trimming undergrowth and shrubbery, digging out 'worn out' plants and prepping for new additions, and mulching. We have a large garden in several 'layers' (rock walls creating different heights) and there was much work to be done, but the team was great; hard-working, efficient, & reliable. The job was assessed by Paul, a quote was offered with ways to opt out of certain services if budget didn't allow; however, the quote was very reasonable and we were delighted with the service and workmanship of the gardening team. We highly recommend the team at Your Place if you are seeking gardening/yardwork/landscaping services. If seeking gardening services for a strata unit, we feel the team at Your Place would do a great job, as they certainly did so at our one unit! Thank you to Paul & the Your Place Team for your fine service!

Feedback from the Proline Academy Bylaws and Beyond session

We just wanted to thank you for the very informative session on Bylaws and Beyond. It was very informative indeed especially in the area of which acts take precedence.

Please pass on our sincere thanks to the two presenters.

I thought everyone did a fantastic job and clearly explained some solid differences between the rules and bylaws. I especially liked hearing information on council's responsibilities with the bylaws and rules. Thank you again for doing what you do.

Help us promote positivity and bring brightness to our community! Send your bouquet for a company or community member to kathryn@prolinemanagement.com and we'll include it in the next Proline Pulse. Let's create something good together.





The Heart of the Business

Originally written for our internal newsletter, the theme of which was 'Old Wives Tales'.

Attack of the Killer Hornets by Andy Spurling

It was common knowledge in my elementary school that hornets were best avoided. For obvious reasons. They look mean and they have a sting that hurts. Not only that, in volume they are incredibly deadly. Word on the street was that if you got stung by three hornets at a time, you would die. For sure. It didn't even occur to us that you might die. It was over. We didn't know how quickly, just that three hornet stings and it was over. The tale was particularly worrisome as we lived in an area where hornets were not uncommon. A new subdivision surrounded by farmland and brambles. A perfect nesting place for hornets.

Back in the day, kids in the neighborhood would disappear for most of the day, usually on bikes, to find some form of outside adventure. Without phones to track our whereabouts. It was so dangerous that it was a miracle we survived. All of us. On this particular day, we were out riding our bikes when we saw some incredible looking blackberries along the road. We stopped to pick them and were having a feast.

I saw some particularly juicy berries a bit beyond my reach. But, what luck, a rock right there I can use to propel my small frame higher. What seemed like luck was not. As soon as I stepped on the "rock", I was under attack. By hornets! Screaming, I bolted for my bike, riding home as fast as I could, trying to outrace them, as I felt sting after sting on my back. I didn't know how many, but it definitely felt like more than three. I was done for!!

Having escaped the swarm of hornets by the time I made it home, I ran inside crying. My mom was home and I asked her to check out my back, where I could feel far too many spots to be safe. She counted 17 stings and I melted down. If three killed you, what would 17 do? Probably kill me faster. My Mom was a little perplexed by my reaction at that point, as I was a frequent flyer for stitches and other emergency room injuries by that point and this seemed mild by comparison.

I explained what I "knew" and she laughed. Because it was funny. Not to me, of course, but to her. And she explained that what I believed to be true was just a myth. That I was not going to die. And that if I was allergic to hornets, for example, different things would be happening to my body and we would be able to get treated at the hospital. I calmed down and all was well. Except my back really hurt, still. But I would live!

The Heart of the Business

Originally written for our internal newsletter, the theme of which was 'Old Wives Tales'.

Attack of the Killer Hornets by Andy Spurling, cont'd...

I love thinking about this story through the filter of meta-cognition (the practice of being aware of one's own thinking and planning, monitoring and evaluating one's learning.) How the stories that we are told, but most importantly the stories that we tell ourselves, can cause such anger, fear or apprehension. As an adult, if I believed the story that I had told myself as a kid, I probably would have avoided blackberries altogether that day. I might have been more inclined just to stay inside. To stay safe. To not stray too far from home without a digital leash. All because I believed something that ultimately wasn't true. And isn't true.

How many of the stories we tell ourselves keep us from the big and small adventures that are available to us in life? How many of our stories keep us safe, keep us comfortable, keep us inside, keep us from doing the things that could make life more meaningful. It was a great lesson for me to learn as a kid. Our stories don't always serve us. And are often untrue. As an adult, I love to reflect on my current stories and where I can move on from them. To live life more fully. More awake. More alive. What are the stories that are holding you back? It may just be time to step on that hornets' nest...

