

The Proline Pulse

COMMUNITY EDITION



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“Winter is the time for comfort, for good food and warmth, for the touch of a friendly hand and for a talk beside the fire: it is the time for home.”
- Edith Sitwell

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Photo by Mehmet Akyuz

LEARNING WITH LAUGHTER

by Kathryn Squires Basson

Effective annual general meetings (AGMs) are a key part of smoothly operating strata corporations. They are when everyone gathers together to make decisions on issues that will have potentially significant impacts on every person in the community. However, the structure and requirements of an annual general meeting are often unknown to many attendees, which can make people feel uncomfortable and uncertain as they participate in the process.

In order to help our team understand the AGM process better, for the past two years we have held mock AGMs. The idea is that each of our Proline team members is an owner in a strata corporation, and once a year we come together to vote on issues that impact all of us. These mock AGMs include three-quarter and majority votes on items such as requiring everyone to eat a taco every Tuesday, having 1 cat required for every two people in the office, and raising strata fees by 150% in order to fund a group trip to Bali. While these resolutions are obviously put forward in jest, our strata manager goes through them in the same manner as he would in a real AGM, taking time during the meeting to explain the process and how he would address a variety of circumstances that could come up during a real AGM. Certain team members relish the opportunity to create drama and sometimes frustration, while others love to propose new holiday destinations and requirements for even more cats and tacos! In the end, we have incredibly informative and laughter-filled learning sessions, and all walk away from them with a better understanding of how to participate effectively in real-life, general meeting settings.

If this type of experiential learning filled with a healthy dose of humor sounds like something you would like to participate in, please reach out. While these learning opportunities are currently for our team, we think there's potential to offer a similar type of lighthearted and useful learning to our community members and would love to gauge the interest level.

News • • • • •

BC Government Expands the List of Professionals Who Can Prepare a Depreciation Report or an Electrical Planning Report

from CHOA BC

As of October 27, 2025 the BC Government has expanded the list of qualified professionals who may prepare reports for strata corporations – the following have been added to the list of qualified professionals:

- Certified Technicians, Professional Licensee Engineers, and Architectural Technologists may now prepare Depreciation Reports.
- Certified Technicians and Professional Licensee Engineers may now prepare Electrical Planning Reports

For more information, please see CHOA Bulletin [700-023 – OIC 497-2025](#).

Carbon Monoxide Safety

from TSBC

This fall, Technical Safety BC (TSBC) is helping British Columbians stay safe by sharing simple, life-saving carbon monoxide (CO) safety tips.

Carbon monoxide is invisible, odourless, and deadly. Learn the signs and symptoms, prevent exposure, and keep your home safe. Visit [Carbon Monoxide Safety | TSBC](#)

CMHC 2025 Rental Market Report

from LandlordBC

CMHC 2025 Rental Market Report was released December 11, 2025. Here are some highlights from Victoria Census Metropolitan Area below:

- Vacancy rates reach a 25-year high. Victoria's overall vacancy rate rose to 3.3% in 2025, the highest level since 1999.
- Rental supply continues to expand. Purpose-built rental completions slowed compared to 2024 but remained above historical averages.
- A weak labour market for younger people contributed to reduced rental demand, while absorption of new units in Saanich showed ongoing interest in suburban living.
- Same-sample rent growth accelerated, driven largely by increases upon turnover.
- Rents in areas like Sidney and Langford were the highest, where newer units and lifestyle appeal keep prices elevated.
- Rental turnover reached its highest level since 2019, particularly in areas with significant new completions, such as Saanich.

For more information, go to the [CMHC Rental Market Report](#).

News • • • • •

Proline's Social Media Relaunch

We have recently relaunched our social media sites (Facebook, Instagram, and LinkedIn) with a focus on community building and connection. While we don't espouse spending more time focused on screens, we do want to share more about what we love about Proline and the positive aspects of working with so many vibrant communities and organizations committed to making positive impacts. While it's often easier to focus on the challenges of helping us live and grow together, we believe that it's important to highlight the opportunities for growth, learning and connection as well as engage with the larger community to shift perceptions of the industry and celebrate the good that happens every day.



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.

Behind the Scenes • • •

The Operations Team

The cogs running our machine!



Allira Fenske

Allira is one of the operations coordinators and works out of our Courtenay office. In her free time, she likes to spend time with her daughters, read (a lot), and host themed dinner parties.



Arielle Anderson

Arielle is our team trainer for our operations department and works out of our Westshore office. In her spare time, she loves to spend time outdoors with her dogs, reading, and doing photography.



Sydney White

Sydney is one of the first faces people encounter when coming for assistance for anything Proline. Helping direct to the appropriate people and answering peoples' questions! In their spare time, they love playing games and watching movies, and they love to paint and draw the world.

Arie Grispun

Arie is an operations coordinator. In his free time you could find him hiking throughout the island, and spending family time with boardgames and scary movies. Arie likes to support small and local business and enjoys a bit of caffeine to keep him motivated.



Sarah Barnum

Sarah is the Client Success Manager and Operations Supervisor, supporting Dan's portfolio and spreading joy by making the magic happen for cake and pizza days. She helps with company events, serves as a SWAG member, and runs the much-loved annual Hide the Elf competition. Outside of work, she's with her family—cheering at kids' sports, walking in the trees, and making happy memories together.



The Details

Our operations team handles the nitty gritty details for us. In a system built by our development team, Ops tracks and catalogues all of our keys (over 6500). They handle our incoming calls, about 800 a month, and also process between 5000-6000 emails each month! On top of that, they are our point of contact at our front desk, helping over 250 people each month who visit our office.





Industry Insights

Interview With an Expert

Meet Paul from Fallingwater

Q. How did you get into your field?

9 years ago, I had worked in the restaurant/hospitality industry for 15 + years, then decided it wasn't what I wanted to do. I was working every holiday & weekend, and then I saw a job posting. I was interested in working with my hands and the rest is history. I have a passion for working outdoors and with my hands, using both my brain and my body. I'm currently the maintenance manager and the main point of contact for property managers.

A.

Q. What's your favourite part of the work?

When I'm working in the field, working with the team, and doing the actual hands on work. Being able to see the clients and working with them and being able to do the work gives me a sense of accomplishment. Also, working with new people and developing them, seeing them go from a fresh employee to an accomplished laborer, and mentoring them as they progress to supervisory roles.

A.

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

There's more than one way to manage a site. A certain plant can look a few different ways, there's not always a right or wrong line, it's not black and white. A boxwood can be pruned tightly or left to grow naturally. Some people think there's only one way to do things, but there's more than one right answer to most questions.

A.

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

As I said before, there's more than one right answer. I learned it eventually, but you have to do the work for a few years before you understand this fully.

A.

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

I've learned to gather all the information before I make a decision. I've made mistakes where I saw something and didn't know why it was that way. It's better to find out why it is the way it is before taking action. When you show up to a property, and something isn't done the way you think it should be done, maybe a decision has been made for it to be that way.

A.



Seasonal Tips • • • • •

Water Supply Do's and Don'ts

Even if you haven't experienced one, you've no doubt heard stories about strata floods and all the challenges that result from them. While many of these floods are caused by unforeseeable issues, there are some steps you can take to minimize their likelihood and impact.

Fire Sprinkler Safety

- Fire sprinklers are heat-activated and designed to control fires—not smoke or cooking steam.
- Do not touch, hang items from, paint, or bump sprinkler heads.

Maintain Water-Using Appliances

- Poorly maintained appliances are a leading cause of water leaks in multi-unit buildings.
- Regularly inspect dishwashers, washing machines, refrigerators (ice-maker lines), and water filtration systems. Look for cracked hoses, loose fittings, slow drips, or signs of corrosion. Replace aging hoses—especially rubber ones—with braided stainless-steel hoses when possible.
- Ensure your taps (bathtub, shower, sink, etcetera) are trim sealed to the surround. If your taps are leaking around the handle, they may be leaking into the wall.
- Do not leave your home while these appliances are running; they can start to leak unexpectedly.
- If you turn on a tap and no water comes out, turn the tap fully off. Do not leave a tap open unattended; you do not know when water will start to flow again.
- If you are going to be away, shut off the water to your unit (if possible) and ensure someone is checking your home on a regular basis.

Know Your Unit's Water Shutoff Valves

- Every resident should know where their shutoff valves are located before an emergency.
- Common shut off locations include:
 - In your front entry closet or by your front door
 - By your hot water heater, laundry machine, or any other room with exposed pipes
 - In the common property hallway
- If you do not know where the water shut-off for your unit is, contact your Strata Council or Management for that information. Some buildings – especially older buildings – only have one shut off for each floor, or for the entire building; in these cases, know how to contact your Strata in an emergency so that these master shut-offs can be used.
- In addition to your unit shut-off, there may be specific shut-offs for particular appliances. Common examples include:
 - Hot water heater – valve on the cold-water supply line entering the tank.
 - Washing machine – separate hot and cold valves behind or near the unit.
 - Toilet – shutoff valve located on the wall behind or beside the toilet.
- Shutting off water quickly can prevent damage to your unit and neighbouring suites.

Seasonal Tips • • • • •

Water Supply Do's and Dont's

Cont.d

Don't Abuse Your Drains!

- Minimize the food waste you put down your drains (even if you have a garburator!) Never pour grease down the drain, nor items that don't break down (such as paper towel, bottle caps, twist ties, etcetera).
- Don't flush anything besides toilet paper down your toilet. Even most products advertised as being "flushable" aren't!
- Items that cannot flow freely through the drains will get caught in bends in the pipes, where they will build up, causing clogs that lead to leaks.

Notify Neighbouring Units if a Leak Occurs

- If you experience even a small leak, notify building management immediately.
- You may want to provide a courtesy notice to adjoining units (especially below yours), as water can travel between floors and walls.
- Early communication helps prevent hidden damage and costly repairs.

Learn More!

We are going to be holding a Proline Academy session in April on what to do when there is a flood. Kristy and Dario, both Proline strata managers, will be delving into the process of dealing with a flood and all the steps that need to be considered and taken following a water leak. Be sure to sign up and learn more!



Welcomes

Our admin team welcomed Ivan Lapp, and our operations team welcomed Arie Grispun & Eric Shirota, who is our latest co-op student from UVic. We love hiring students in co-op positions, as they allow us flexibility, bring great energy, and they are able to experience a whole new industry and gain many useful skills and experiences for their futures. If you're interested in hiring co-op students, check out UVic's site [here!](#)

•••• Learning Station

photo by Armon Arami



Proline Academy

We had another successful year of Proline Academy sessions in 2025 including a vibrant in-person mixer in October. Based on your feedback, we have created a plan for 2026 which includes reiterating some key topics and introducing new ones that we think will be key for our council and community members.

Our first 2026 academy session, held this month, was led by an elevator consultant and focused on how elevators work and how to manage this significant piece of strata corporation infrastructure. Next month we are delving into Building Community, a session which will be open to all of our community members, so keep your eyes open for that email invitation.

In addition to our regular sessions, we're also considering adding some smaller in-person opportunities for connection over the coming year. While we know that relationships are best built through in-person connections, sometimes it is difficult to gauge interest as we know that you all have full lives and schedules. If you are interested in attending smaller mixers or more community centred events, please reach out to us directly at kathryn@prolinemanagement.com as we'd love to understand your needs better.





Learning Station



CHOA's Spring 2026 EDUCATION PROGRAM

Welcome to the "CONDO CLASSROOM"

CHOA is offering its Spring Education Program starting on March 5th. The two sessions offered are focused on TESTS and COLLECTIONS. These programs have been developed to assist strata councils, property managers, owners and tenants in the general operation and management of their strata corporations.

These sessions will be offered exclusively ONLINE, with sessions offered day and evening for your convenience.

To register and for more information, go to <http://choa.bc.ca/seminars/>.



See the November issue of VISOA's Bulletin magazine with articles for strata owners, councils, and industry professionals:

- Who is responsible for pest control?
- AI and ChatGPT: Cautionary tales for stratas
- Cool news about heat pumps
- Qualified persons to write depreciation reports and electrical planning reports
- Electric Vehicles: News updates for stratas
- You Asked: Corporate owners, home-based business, and more
- President's Message: What's coming in 2026?
- Business Directory, and more

Community Corner

Anawim Companion Society

When we talk about homelessness, addiction, and poverty, it is easy to focus on the visible crisis before us. Less visible—but equally critical—are the pathways that lead people there and the supports that help them find a way out.

Many individuals experiencing homelessness have lived for years without stability, safety, or belonging. Trauma, addiction, mental health challenges, and poverty often overlap, creating cycles that are difficult to escape without consistent, compassionate support. Recovery and healing do not happen overnight—and they do not happen in isolation.

The Anawim Companions Society offers a different approach. Rooted in dignity, compassion, and accountability, Anawim provides safe, substance-free spaces where individuals can stabilize, heal, and begin rebuilding their lives within a supportive community.

Anawim operates two second-stage recovery homes in Victoria: Anawim House for men and Susan's Place for women. Together, these homes provide 15 beds for individuals transitioning out of poverty, homelessness, addiction, intimate partner violence, and other life-altering crises. Residents live in a structured, sober environment where they receive care, case management, life-skills, and encouragement to take responsibility for their recovery and future.



In addition to live-in programming, Anawim operates the city's only substance-free drop-in program. Open five days a week, the program serves approximately 200 individuals each week, offering hot meals, showers, laundry, clothing, and compassionate support. For many, Anawim is one of the last remaining spaces where they feel safe, respected, and welcomed without judgment.

What sets Anawim apart is not just what we provide, but how we provide it. We believe people heal in relationship. We believe structure creates safety. And we believe that when people are treated with dignity and held with care, they are capable of profound change.

Every day at Anawim, individuals who have lived on the margins rediscover a sense of belonging, purpose, and hope. Our work is not about managing homelessness or addiction—it is about supporting people to reclaim their lives.

The Anawim Companion Society relies entirely on community support. Through donations, partnerships, and shared commitment, our community makes it possible for individuals to move from survival toward stability and self-determination.

We cannot do this work alone. But together, we can ensure that people who are ready for change are met with compassion, structure, and a place to belong.

If Anawim's work resonates with you, we invite you to connect. Please find us at www.anawimsociety.ca to learn more about our programs and impact, join our dedicated community of volunteers, or make a contribution. We also encourage you to follow us on social media to stay engaged with the stories, people, and moments that shape our work each day.

Community Corner

Proline - Out of the Office

The Proline team had a busy month of December! As the sponsor for the Victoria Royals Toy Drive game, we collected donations for CFAX Santas Anonymous, and the fans did not disappoint! There were even more toys this year than last year, and the Proline car was stuffed to overflowing. Thank you so much to the Royals for being wonderful hosts and Santas Anonymous for providing this opportunity to experience such an outpouring of goodwill and kindness in the community. See if you can find our youngest volunteer hiding in the picture below! We also enjoyed our annual volunteering at the Santas Anonymous Tree of Wishes at the Westshore town center. As always, the days were filled with touching stories and wonderfully generous people. Thanks for all each of you did to take care of others and create a true sense of community over the holidays.



Join us on February 28th for the Coldest Night of The Year fundraiser in support of Our Place Society. CNOY is a cross-Canada family-friendly fundraising walk in support of local charities serving people experiencing hurt, hunger, and homelessness. To participate in the walk or donate, sign up [here](#). We will be hosting a rest stop for all the walkers on the 5K route and hope to see you there! It's always lots of fun.



Bouquets • • • • •

We have a special Bouquet this month in the form of a story from an owner, originally posted as a Google review. Thank you to Judith for sharing her experience and for her ongoing investment in community!

I purchased a condo in 3252 Glasgow Avenue in September, 1989 – 36 years ago. It was at a time when my daughter had just graduated from school and was looking to 'go out on her own'. I had just come into a small inheritance and a work colleague, who owned this condo, was in a financial fix and needed a lump sum of money 'yesterday' so was selling his condo. I offered him \$50,000.00 that he could have 'tomorrow' and he accepted the deal. So I became the owner of a condo, and my daughter was so excited to have her own clean, safe place to live. She lived in the unit for several years then moved when she got married. By that time, my son was ready to go out on his own so into the condo he went for several years, even after he married, he and his wife enjoyed the suite until they could afford to purchase a place of their own. After that the condo was rented to MANY starving students - some were friends of my two children and some children of my friends. And then in later years, my two adult grandchildren lived there when they were ready to 'try their wings'. To this date, I have never been paid 'market' rent for this condo because these young people had NO money. They did cover the strata fee and taxes but that was all. The rent has gone up a wee bit over the decades but still well below market rent. I don't regret this decision one little bit because it has given all these young people a clean, safe place in which to live and also given them a 'jump start' into their adult lives. They have ALL appreciated my generosity and no one ever did any damage or harm to the unit. I have painted it out several times, and new flooring, updated the bathroom but the condo doesn't owe me a cent - my \$50,000.00 investment together with my investment in these young people – has now grown to a \$400,000.00 assessment.

P.S. I just wanted to share this story with you – I have appreciated your business support, especially the Property Managers who have taken us through years of Annual Meetings and shared their expertise and pitfalls in condo property ownership.

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

Living on the Edge by Andy Spurling

At the end of November, I had the opportunity to participate in an expedition of sorts. A trip into the head of Knights Inlet, a remote fjord at the South of BC's Central Coast. We would be travelling on a converted Seine boat, taking two full days of travel to get from Sointula to the head of the inlet. I would be traveling with a family who has been making annual trips up the inlet for generations, largely as commercial fisherman, but also as family trips. This would be somewhere in the middle. I had no idea what to expect and whether my preparations would prove reasonable, too little or too much. But I was excited to head out on a new adventure, learn some new skills and experience what I was sure would be the sublime beauty of where we live.

And I was not disappointed. The beauty of Knights Inlet was incredible. Huge mountains rising straight out of the sea. Snow capped peaks. Massive glaciers. Waterfalls everywhere you looked. And an incredible amount of wildlife. We had Humpback whales all around us. Tails everywhere. Bubble feeding. All along the inlet. On multiple occasions we had pods of porpoises playing in the bow wake of the main boat or the skiffs that we used to haul gear and get to shore. At the head of the inlet, the tidal flats were massive and full of ducks and geese. And Grizzly Bears.

Going into this trip, I had seen Grizzly Bears from boats and from vehicles, but had never really shared space with them. As we explored the Franklin River, we came around a riverbend and saw a massive male Grizzly a few hundred yards up river. The people I was with estimated him to be almost 1,000 pounds. He was so big that he looked almost like a buffalo. And he did not care about us at all. Just kept lumbering up the shore after turning to look at us so that we knew that he knew we were there. Or something like that.

Later in the trip we would find ourselves in the presence of mama Grizzlies with cubs. They knew we were there and cared. Quick and careful intervention and retreat was required in each instance. It was a strange feeling to know you are in mortal danger, have a massive bear walking straight towards you from 50 yards away, but be so present and focused that instead of fear you felt something closer to resolve. A confident decisiveness that didn't come from personal experience, but maybe something deeper.

The Heart of the Business

Living on the Edge by Andy Spurling, cont'd...

Being off grid and away from all people and all cell phone signals for 8 days was also magic in its own way. And also amplified some of the challenges we experienced. On our first night, as we travelled in the dark to our anchor location, we hit a massive log that got stuck on the bottom of the boat. We had to use small boats and some ingenuity to free ourselves so we could anchor. We ended up sinking one of the skiffs we brought with us and needed to again use ingenuity to try and retrieve it. Which we did. We let calm weather get the best of us by deciding to tie up in a location we shouldn't have and had to abandon the main boat 100 miles from anywhere and sit on the beach and watch the tide go out and hope the boat wouldn't sink. Which it didn't. Barely. It made for a long, but very present 7 hours of doing literally nothing but watch a situation you couldn't control.

Reflecting back on the trip, I find it interesting how much less fear I felt in a place where I was in actual danger almost all of the time. With no easy way to access rescue services or help if we needed it. Part of it, I think, is the level of presence that is required in these locations. You have to be thinking only about your surroundings. So you do. I feel more stress and fear opening my email inbox than I did standing 50 yards away from a mama Grizzly that was walking straight towards us with purpose. That feels crazy to me now that I write about it. But it was true. So my challenge to myself now is to try and alter how I react to and approach the fears and stress I have manufactured in my normal world. A world where I'm almost never in danger. And nothing wants to eat me. To try and be more present and connected in our world of comfort feels like such an ironic challenge when it felt like a baseline in a world of danger and discomfort. Though it may be ironic, it's a challenge I am looking forward to leaning into more and more as we enter into the New Year. Happy Holidays and a Happy New Year to everyone!!

