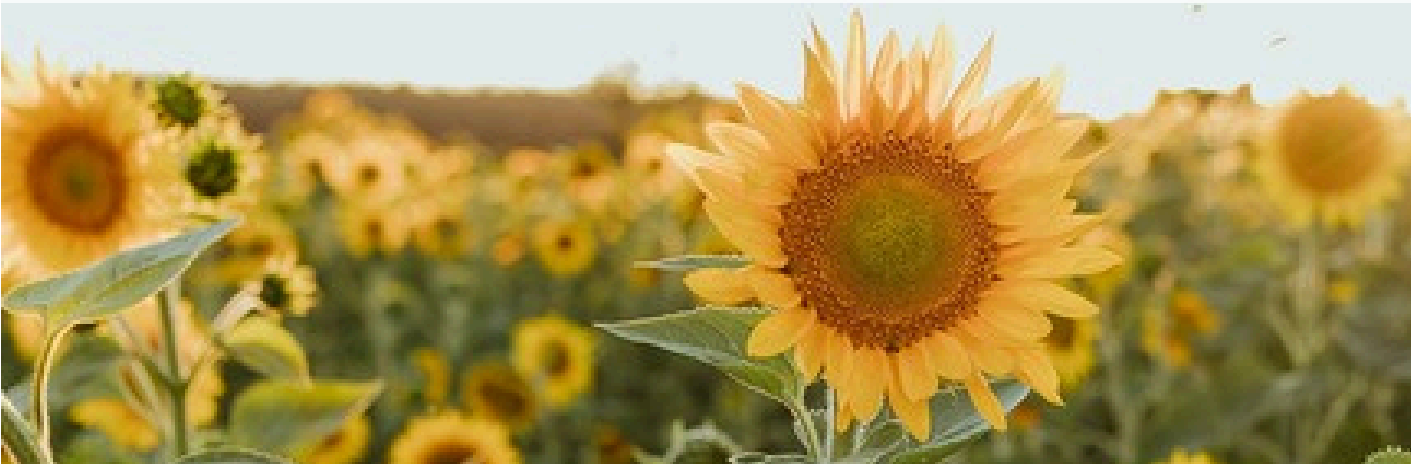


The Proline Pulse

COMMUNITY EDITION



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“Gratitude fused with generosity expands the blessing. A practice of gratitude that fuels generosity can change other people’s lives in an impactful way. Breathe in gratitude, breathe out generosity. Repeat. A vital, virtuous cycle.”

- Cy Wakeman

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Photo by Daiga Ellaby on Unsplash

SUMMER BUCKET LIST

by Kathryn Squires Basson

Sarah, our Client Success Manager, and I were chatting about our summer plans, and she shared that she and her kids are putting together a Summer Bucket List to make the most of their summer days together. I often stop to pause at the end of the summer and realize that I haven’t had nearly enough fun and instead filled my days with chores, so this was a wonderful reminder to prioritize fun over production! I will never remember if my floor was clean in August of 2026, but I will remember jumping into the lake at dusk on a summer day, and so will my kids. For inspiration I started asking around the office what was on the team’s Summer Bucket Lists. And we have such beautiful plans! Before the summer is over, maybe take a moment to think about what joyful experience you want to look back on in September, knowing that the chores will still be there, waiting to be done, while you reflect on your memories.

Here are a few of our plans, in case you need a bit of inspiration.

- Visiting Nymph Falls in the Comox Valley.
- Going to the Coombs Rodeo in August with mom, something we’ve been wanting to do for years!
- Hugging my daughter who is coming home for a visit in July.
- Enjoying “Music in the Park” concerts. I have camping chairs in my trunk so we can find one at the drop of a hat.
- Spending time with my siblings around a campfire, singing and playing instruments. I have almost lost two of them and their battles continue, so this time of laughter, music and reminiscing is very precious to me.
- Flying a kite. 😊 Keep one in the car at all times, you never know when the wind will pick up enough for a good kite flying session.
- Exploring abandoned places like the Old Power Plant in Jordan River.

..... Industry Insights

Interview With an Expert

Meet Garry Muir

Owner of Gary Muir Plumbing

Q. How did you get into your field?

My dad was a plumber, and my grandpa was a plumber, so I was the next one in line to become a plumber! I started working with my dad in the summers when I was 15 years old helping him on jobs. After graduating high school in 1998, that summer I went to school for my 1st year plumbing apprenticeship course. *CA.*

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

I love working with my hands, troubleshooting, and solving complex plumbing problems. I find it very rewarding. I also really enjoy meeting new people. We are a service company, and this is why I prefer service work. *CA.*

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

I didn't know anything when I started plumbing and I wish I knew it all - it would have helped on 1am emergency call outs! I don't think there is one particular thing I wish I knew. I guess the one thing I wish someone told me is I'm never going to know it all. Going into my apprenticeship I thought once I was completed school, I'd know it all. Here I am 28 years later and still learning new things daily. *CA.*

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

When I was young, I learned early not to rush jobs and make sure you test your work prior to leaving. One job I remember is installing new sump pumps in a parkade at a condo building. It was getting close to the end of the day when I completed the job. I didn't have a hose long enough to reach the sump pit to be able to fill it and test my work. I was confident it looked good and left. On the weekend I was on call. We had heavy rains and at 2am the building called me saying their parkade was flooding out. I went to the job. I walked through the parkade in knee deep water. I found out the float switches I installed that are used to activate the pumps were hung up on the side wall of the sump pit. They could not raise and trigger the pumps to come on. It was an easy fix, but a very embarrassing moment for me as I had just installed the system. *CA.*

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

Everyone should know where the main water shut off valve to their home, strata complex or apartment building is located and ensure it works. Countless times we get called to floods and had someone on site known how to turn the water off, it would have saved a lot of water damage. Be familiar with the plumbing system and know how to turn it off when an emergency happens. Also, if the condo unit has a main shut off valve, turn the water off when you are away on holidays. This is the same for homeowners and renters, always turn the water off to your home when you are away on holidays. *CA.*



..... *Industry Insights*

Information Bulletin: Fire Inspections

Annual Fire Testing

The BC Fire Code requires that fire alarm systems and related life-safety equipment be regularly inspected and tested, typically annually by qualified professionals. This includes system components located inside individual strata lots (e.g., heat detectors, in-suite alarm devices).

The Strata owners are legally responsible for complying with the Fire Code. Practically, that responsibility is carried out by the Strata Council who organizes testing for the entire building.

Am I Required To Give Access To My Unit?

Yes, subject to your Strata's bylaws.

Under the Standard Bylaws, residents must give access to their unit for the Strata to inspect, repair, or maintain things which are the Strata's responsibility to do so, as long as at least 48 hours written notice has been given. This includes the in-unit fire systems which are interconnected with other units and the common property system.

If you fail to grant access to your unit, despite proper notice having been given, then – subject to your bylaws – you may receive a fine. While fines for bylaw violations are generally limited up to \$200, Section 133 of the Strata Property Act allows Stratas to fine owners for “the reasonable costs of remedying the contravention”; in this case, you could be fined for the cost of having a return inspection done at your own expense.

Please ensure that you read through your own bylaws so that you can be aware of the specific requirements of your own strata. In the Standard Bylaws, this particular bylaw is entitled Permit Entry to Strata Lot.

If you cannot be home for the fire inspection to allow access, it is important that you find an alternative, such as having a friend or family house-sit for you, or leaving your key with a neighbour who can let the inspectors into your unit. Some Stratas may also offer alternatives (such as having a designated person to hold all keys for everyone who will be away).

While this can be an inconvenience, please remember that these inspections are mandatory, and important to ensuring the building's fire safety. It is your responsibility to ensure that the technicians can access your unit to ensure that the fire safety equipment is working correctly.

Behind the Scenes.....

THE Q

Our administration department, with a queue of tasks!



Lauren Dalton

Lauren is the Manager of Administration and switches between tasks to support the team wherever the needs are! She loves the mix of client-facing and behind-the-scenes work that her job requires when helping solve problems and support all the departments at Proline. In her free time she loves getting active outdoors through running, hiking, or golf, reading, and spending time making music!

Faith Sapong

Faith is an administrative coordinator for the Q Department, and oversees mailings, returned mails, and web audits. Her favorite things to do in her spare time is watching movies at the movie theater with friends, strolling around Downtown Victoria, and listening to a lot of music. She also loves to visit and try different coffee shops in Victoria.



Jenna Carter

Jenna is going into her 7th year at Proline Property Management, where she enjoys helping create effective and efficient processes while supporting an amazing & collaborative team. Outside of the office, Jenna enjoys cooking, travelling, and spending time in nature with her two dogs. She's also currently taking a food and travel writing course.



Jenna Mueller

Jenna is one of the administrative coordinators mainly overseeing the correspondence category and swaps between Form K and building notice tasks every few weeks. She enjoys trying new foods, especially if the dish has noodles in it. She loves animals, playing games, and watching movies like a true couch potato, and dabbles in digital art.



Aleks Gluwak

Aleks started with Proline in 2021, as an Operations Coordinator and studying for her PM license. After her leave she continued her PM training and became licensed. After another leave, Aleks returned as an administration coordinator. In her free time, she sews kids clothing with natural fiber such as wool, linen and cotton and tends to her garden. You can check out her Facebook page, Sewing Fairy to see her creations. This year she discovered she has a great interest in flowers, so she's been digging holes all around her property and putting new flowers in, with lavender being her favourite.



Dana Biczok

Dana has been part of the Proline admin team since August of 2021. She's the team trainer and has loved helping new Q members become part of the team. Her hobbies include reading, playing video games, and, recently, jogging.



Ivan Lapp

Ivan is an administrative coordinator who mainly works on general meeting preparation, working with property managers to compile and distribute GM notices and prepare for their meetings! He loves learning, keeping up with the news, and spending time outdoors.



Behind the Scenes

Team Outings

We've had a few fun team adventures over the last several months!

First was the inaugural Proline Building Tour in April, when we took the team to various strata and rental buildings we manage from right downtown to the tippy top of Bear Mountain. It was a wonderful learning experience for our support team members who continually care for clients but don't often get the opportunity to see the communities themselves and learn about the unique characteristics of each building.



Then in June we had our 8th annual ForUs, a time of learning, laughing and relationship building as a whole team. Each year is more beautiful than the last, as our connection grows. Taking the time to care for ourselves and each other allows us to come back to work reenergized and better able to care for our larger community.





Seasonal Considerations

Cooler Condos

Shared by CHOA

For many, a sweltering-hot home is uncomfortable. For some, it can be dangerous. The new Cooler Condos guide helps residents and strata councils understand the risks of building overheating—and the actions they can take to reduce them.

What you'll find inside the guide

- **OVERHEATING DEFINED:** How buildings accumulate excess heat, which homes are most at risk, and why.
- **HEALTH AND LIFE-SAFETY RISKS:** Associated health risks range from discomfort, to heat stress and dehydration, to heat stroke, and even death.
- **AVAILABLE SOLUTIONS:** Four kinds of building upgrades that can prevent overheating while improving energy efficiency.
- **WHAT YOU CAN DO:** Resources and practical steps to help both residents and strata councils take action.

To download your free copy of the Cooler Condos guide, visit coolercondos.ca

Summer Reminders

Summer is here, and we're eagerly ditching our Blundstones, donning our sandals, and dashing outside to bask in the glory of the island summer! As everyone living in a multi-family building knows, sharing outside space offers both benefits and challenges. While every building has its own facilities and guidelines (often stipulated in the bylaws & rules), here are some general guidelines to follow when using outdoor spaces.

- When watering outdoor plants on your balcony, ensure you don't let the water drip over the edge, and use trays for your potted plants.
- When going on vacation, turn off the water to your unit, and give a friend or neighbour a key for emergency access.
- Gusts of wind can be strong - ensure you secure patio furniture and decorations so they don't fall off your balcony.
- Be considerate of your volume and noise, especially when it's otherwise quiet.
- Check your bylaws! Many stratas have bylaws specific to items such as BBQs, bird feeders, and decor.

..... Learning Station



Proline Academy

This month's Academy session was focused on roofing, which impacts every single property! The recording is available on our YouTube channel, along with the recordings of all previous sessions. We'll be taking a break in August, with new programming coming in September. If there's a topic that you'd like to hear more about or understand more thoroughly, please reach out to Kathryn at kathryn@prolinemanagement.com.



SAVE THE DATE!
Saturday, September 19, 2026
9:30am – 4:00pm
Hilton Metrotown, Burnaby or attend online

For 5 decades, the Condominium Home Owners Association of BC has helped strata communities throughout BC thrive through education, guidance, and support.

Join CHOA for a full day of celebration featuring engaging seminars, exciting door prizes, and opportunities to connect with leading sponsors and exhibitors. Check out CHOA's website for more details as they come out.

..... *Learning Station*



Read the May issue of VISOA's Bulletin magazine with articles including Supporting Residents with Dementia, Where to Find Help for Vulnerable Adults, Do Strata Bylaws Apply to Visiting Pets?, Do Stratas Need a Fire Safety Plan and Fire Safety Director?, The Cost of Conflict in Stratas and more.

Welcomes!

Our strata management team welcomed Dan Hogan as a Strata Manager Apprentice, Grace Herron-Krissilas joined our operations team, and Farhana Afroz moved into a permanent role with our accounting department. We are also delighted to celebrate Sarah Barnum's 5th Proline Work-aversary. It's been a full 5 years, as she started with the administration team, became a rental manager, and now is our Client Success Manager! Thanks for all you bring to Proline and our community.

..... Learning Station



Is Earthquake Insurance Worth it?

Many Property Managers, Owners and Council Members are familiar with Tony Gioventu's [Condo Smarts column](#) published through CHOA and the Times Colonist. On July 7, 2026, a column discussing whether earthquake insurance is worth the cost for Strata Owners and raised several important questions that many Strata Corporations may be asking themselves. The following information is provided for general educational purposes only and is not intended to describe any specific insurance policy. Coverage, exclusions, deductibles and limits vary between insurers and policy wordings. Strata Corporations and unit owners should consult their insurance broker and policy documents for details regarding their own coverage.

What exactly does earthquake insurance cover?

Earthquake insurance is generally intended to provide coverage for direct physical loss or damage to the insured property resulting from an earthquake. Depending on the policy, this may include structural framing, foundations, walls, roofs, elevators, mechanical systems, building services and common property components.

Coverage exclusions, deductibles and settlement terms may vary by insurer and policy wording.

What happens if there is structural damage? Who evaluates whether a building is repairable or a loss?

Several experts may be involved following a major earthquake; however, the structural engineer typically plays the lead role in determining the extent of damage and whether a building is repairable. Municipal building inspectors, geotechnical engineers, local authorities and insurance adjusters would also likely be involved.

If there is a gas leak causing a fire, is the damage covered?

Generally, yes. While many insurer wordings exclude fire following an earthquake, fire remains an insured peril under the property policy. As a result, damage caused by a fire that occurs after an earthquake would generally be covered under the property policy, subject to the results of the insurer's investigation and the policy terms.

If we require living out for 1-2 years during repairs, is there an allowance for owners?

Many condominium unit owner insurance policies provide coverage for additional living expenses (ALE) when a unit becomes uninhabitable due to an insured loss. The amount and duration of coverage vary by insurer and policy. Some Strata Corporation policies may include an extension for ALE in the event unit owner limits are exhausted however, major earthquake events can result in lengthy repair times so unit owners are encouraged to review their personal policies with their broker to ensure they have adequate protection for living out expenses.

If our mechanical systems alone are damaged, such as elevator, water circulation and distribution and sanitary, do we have sufficient coverage for their repair or replacement?

Whether insurance responds depend on several factors including: the extent of the damage, the cost of repairs, the applicable deductible and the policy wording. Earthquake deductibles are significantly higher than those that apply to other property losses. As a result, some losses may fall entirely within the deductible and remain the responsibility of the Strata Corporation. For example, if the Strata building replacement value is \$100,000,000 and the earthquake deductible is 15%, the Strata Corporation is responsible for \$15,000,000 before coverage for damage to an earthquake will respond.

Is liquefaction resulting in a loss covered as part of our policy?

Liquefaction can occur when earthquake shaking causes certain soil types to temporarily lose strength, which may result in settlement or movement of the ground. Whether damage resulting from liquefaction is covered depends on

..... Learning Station



the policy wording and the facts of the loss. Following a claim, geotechnical engineers would likely be engaged to determine whether the liquefaction resulting directly from the earthquake or from pre-existing soil instability, erosion, settlement or another non-insured cause.

What about a tidal/tsunami event?

Coverage for tsunamis varies between policies. Some insurers address tsunami-related damage under earthquake coverage while others may treat it under flood coverage. The handling and review of a tsunami-related loss depends on the policy wording.

Are there any exemptions or exclusions to the policy?

Yes. All insurance policies contain exclusions, limitations, conditions, deductibles and coverage triggers that affect how a claim is handled. These vary between insurers and may apply differently depending on the cause and extent of the damage. Strata councils should review their policy carefully and discuss any questions with their property manager and/or insurance broker to ensure they understand how their coverage would respond following a major earthquake.

What if 50% of the owners have no insurance coverage and cannot pay the deductible?

This is one of the most significant challenges facing Strata Corporations today. The Strata Corporation remains responsible for the deductible regardless of whether individual owners can contribute their share. Potential options may include:

- Special assessments
- Registering liens against units
- Legal action against owners who fail to pay
- Forced sale
- Borrowing funds

In severe earthquake scenarios, these options may not always be practical. If sufficient funds cannot be raised to rebuild the property, the Strata Corporation may be unable to proceed with reconstruction. In such circumstances, insurance may provide a cash payout instead of rebuilding the structure(s). Owners may ultimately need to vote to terminate the Strata Corporation and sell the property. Any of these outcomes would involve complex legal, financial and governance considerations and could take years to resolve.

Key Takeaway

Earthquake insurance can play an important role in protecting Strata Corporations against catastrophic losses, but it is only one part of earthquake preparedness. Strata councils should regularly review the adequacy of building valuations, earthquake limits and deductibles, contingency reserve funds, emergency response plans, owner insurance requirements and potential funding strategies following a major loss. Addressing these issues before an earthquake occurs can help Strata Corporations and owners make informed decisions and better prepare for the financial and operations challenges that may follow a significant seismic event.

Melissa Stedman, FCIP, CRM

Senior Vice President, Commercial Insurance

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... Community Corner

CFAX Santas Anonymous



Stories of Gratitude

Anonymous



I cannot thank these huge hearted individuals enough for their kindness, generosity and support! My son and I had HUGE smiles and he said to me "Mamma when I grow up I want to do that too." 🥰
Honestly, if it weren't for this amazing team our Christmas would have been quite empty. Many many thank you's to everyone!

Anonymous



The Christmas hamper and the gift voucher for my daughter was a blessing for us, my daughter enjoyed and was so happy with her voucher which she uses to buy the book she desired at Indigo and some winter jacket from Winners. And this would not been possible if not because of your donors and volunteers, it added more meaning to our Christmas, thus kudos to them, we appreciate their generosity and their efforts. Thank you so much.

Anonymous



As it's our first time to receive these gifts, we are very happy and overwhelmed with what you gave to us, it's really a big help. Our kids really loved their surprise presents, the smiles on their faces says it all. You made our Christmas meaningful and worry-free. I really hope that you will continue to do this kind of program that supports the community and families.

Anonymous



I would like to thank all donors and volunteers that supports this program every christmas. My kid loves the gift that she received and the gift cards as well. This is really helpful. Appreciate much

Anonymous



We're fortunate to receive the Christmas hamper. Our family is so grateful and overjoyed for the hamper and gifts we received. Big thank you to the firefighters who delivered them at our doorstep. Thank you for your generous hearts. We are struggling right now but when the situation gets better for our family, we will pay your kindness and generosity forward.

Anonymous



I just want to say, thank you so much from the bottom of my heart and soul. Everyone was so accommodating and respectful, cheerful and just so pleasant. Also, it was so well organized, and simplified and generous. You truly are angels and I actually felt the Christmas cheer this year for the first time in such a long, long time. Bless all of you. Thank you

Anonymous



We are so incredibly thankful for all the volunteers and donors. These people MADE out Christmas. Without them we would have struggled and probably not celebrated much.

Anonymous



The gifts and food hamper made the financial stress of the holiday season feel a lot more manageable. Everyone was so kind and made the entire experience easy and free of judgement. The kids loved their presents and were very excited to play with them immediately!

Anonymous



It made our Christmas feel like Christmas, everyone was so kind and friendly and never made me feel bad for needing help. My kids loved the gifts that were picked for them and the hamper provided an amazing Christmas meal. With their support my kids never feel like they are less than or deserve less.

Anonymous



We truly appreciate the kindness of all the donors and volunteers that provided, prepare and deliver the hamper to us. It made not only our kids happy but us as a family. Knowing and the feeling that someone out there cares for you specially during this Christmas really matter. Thank you for this great community.

Anonymous



It is nice to know we are not alone in the holiday season to struggle we have the fantastic people of Santa's anonymous who remind us that we matter and that people do care ❤️

Anonymous



It was inspirational that all firefighters from different areas in Victoria helped and volunteered for this yearly event. So I started telling my daughter about what they do as an awareness of helping people especially making kids happy and helping out families like us. Hopefully, it will be a seed of giving and volunteering that will grow in her someday. Thank you to donors, volunteers and CFA Santas.

Keep Christmas in your heart year-round.

www.cfaxsantas.com

[@cfaxesantas](https://twitter.com/cfaxesantas)

info@cfaxsantas.com

Bouquets • • • • •

We're sad to be leaving the 630 Brookside neighbourhood after 14 years in residence, as we have lovely friends and neighbours in this community, but it is time to move on to a condo, a new lifestyle for us. Please express our thanks to the folks at Proline and, of course, to our stellar Strata Council, for the years of excellent service we have enjoyed. We're confident the new owner will be delighted with the new home, and may rest easy that they are in a well-run strata.

- Doug & Tracy

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.

Views Around Town

Thanks to Jennifer Warnyca for submitting a lovely picture from their strata 1700 Balmoral Avenue in Comox. We'd love to have your best shots of, or from, your buildings. Send your pictures to kathryn@prolinemanagement.com and they could end up in the next issue of the Pulse! Feel free to share your name and your strata's name too.





The Heart of the Business

Throwing Pots

by Andy Spurling, Proline Property Management President

Working and meeting with Dr. James Rouse on a weekly basis provides a lot of opportunities for me to discuss big issues, successes, failures, and everything and anything. I also get to hear about a lot of studies (A LOT of studies). One of the studies that I heard about years ago, and was reintroduced to recently, was about pottery students in New York City. And it couldn't feel more relevant to the rut I had found myself in recently.

The study was conducted at NYU and was interested in determining the different outcomes that might arise from different approaches to the creative and artistic process. Students were divided into two groups for a semester. The first group was asked to spend all of their time and energy for the semester working on the perfect pot. To create one project that would be representative of everything they had learned to that point and would learn as they progressed through the semester. The other group was asked to throw as many pots as they could. Keep pumping them out. Warts and all. Just keep going and see how many they could make.

At the end of the semester, the pots were adjudicated by a panel of judges and all of the highest ranked pieces were created by students in the group that were asked to throw as many pots as possible. The group that wasn't constrained by the notion of creating the absolute best pot they could. The group that was expressly asked to leave their perfectionism at the door and simply create. And create. And create.

What does pottery have to do with me, you might ask? I am a passionate potter, and it is how I spend all my free time. Or what actually might be true, is that pottery has nothing to do with me. I love it. I enjoy eating off it. But I don't make it and have no plans to make it. But I do find myself, particularly when in a rut, paralyzed by perfectionism. A perfectionism that is deep and strong. Rooted in both my nature and my nurture. A perfectionism that can drive me so crazy that I end up do nothing at all with the projects that inspire and call to me.

So, I found myself in Sointula for a week in May, and walked into the net loft we have, and was once again immediately deflated by the chaos within. Everything everywhere. Nothing we don't have some need or use for, but nothing organized in a way that makes it easy to use or find. So, I decided to start throwing pots. I started by organizing the work bench. As I was doing that, I found the woodstove that we have had there for two years was constantly in the way. If only I had brought the right tool to hook it up! But I had a tool that would allow me to hook it up if I wasn't worried about a perfect job. So I did a bit of a hack job and was soon burning cut off scraps that were also littering the area. Wow, that felt good!

The Heart of the Business

Throwing Pots

by Andy Spurling, Proline Property Management President, cont'd.

As I sat in front of the warmth of the now working woodstove, I started noting the shelving the previous owner had put up in a few places. It was so simple. And junky looking. But it worked. And help up so many things that would otherwise be littering the space. And I also had a pile of wood from an old gate stacked in the middle of the space. With no use. Until that moment. When it could all become shelving and provide a place for bins, and building supplies, and fishing and crabbing gear, and sports gear. So I started randomly building shelves and organizing items. And kept going through the week.

As I did this, I came across the basketball hoop we brought up over two years ago that the kids keep asking about. But where to put it? And what was the perfect way to install it? As space cleared, the right space became obvious. And there probably wasn't a perfect way to install it, but I could definitely get it up there. So I did. And it works. And then did the same with the dart board they have been asking about for years. And ended up with the perfect space for the ping pong table. And the woodstove hummed along cleaning up the cut offs that were being made with all of this building and organizing. And by the end of the week, we had the most beautiful pot I could have imagined. An organized, functional and fun net loft. Wow.

So when I got home, I made a table in a day for our deck that we have wanted since we moved in 8 years ago. Using a slab of wood that we chainsaw milled in the meadow below about five years ago. Another perfect pot. That is so far from perfect, it almost drives me crazy. That does what it needs to do, looks beautiful and keeps me moving throwing other pots....

