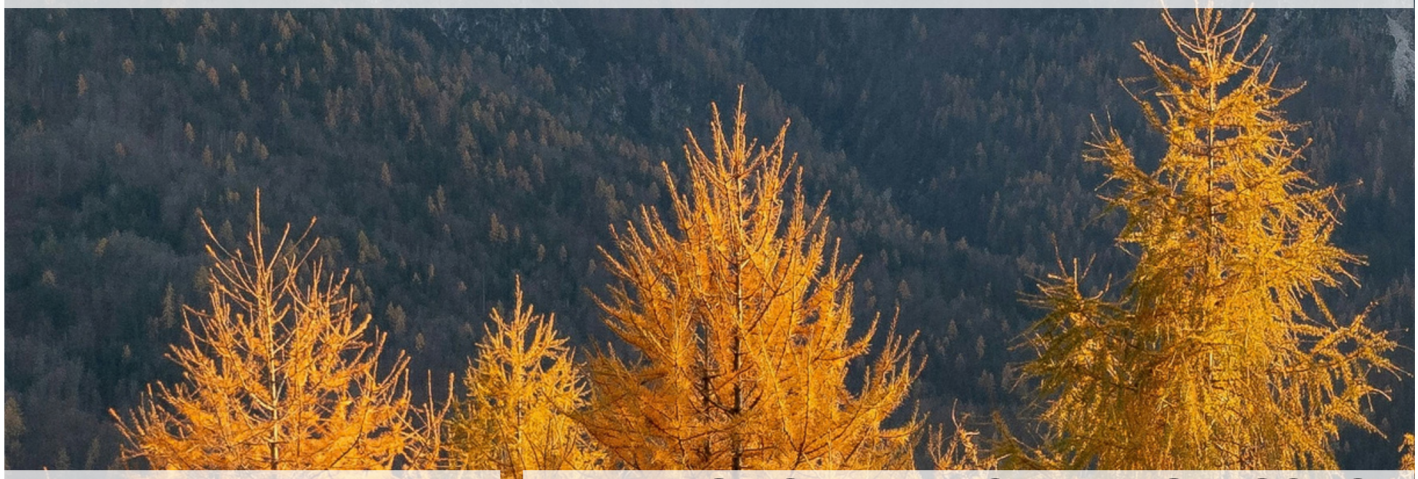
The Proline Pulse

COMMUNITY EDITION



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"To be happy at home is the end of all human endeavor. The sun looks down on nothing half so good as a household laughing together over a meal, or two friends talking over a pint of beer, or a person alone reading a book that interests them; and all economics, politics, laws, armies, and institutions, are only valuable in so far as they prolong and multiply such scenes."

- C.S. Lewis

CONTACT US:

Email: proline@prolinemanagement.com
Website: www.prolinemanagement.com

Photo by Ales Krivec on Unsplash

WHAT IS YOUR FAVOURITE SEASON?

by Kathryn Squires Basson

Last month we shared a team poll that asked this question, and Fall was the clear winner amongst the 37% of poll respondents. However, the question elicited some jovial, and maybe a little bit more intense than anticipated, banter. Some things that people love about the season were walks in the rain, cozy afternoons spent at coffee shops, or with books or at home watching rain pelt the windows. Many people loved the season for its wardrobe changes, especially sweaters, layers, and the opportunity to choose your temperature. Apparently, the heat of summer is not universally appreciated!

I was the most vocal opponent of Fall, steadfastly campaigning for Spring as the ideal season, when everything comes back to life, the sun re-emerges, brightly coloured flowers and vibrant green leaves come out of hiding, and a sense of opportunity, possibility and fairy dust are in the air. However, I have begrudgingly acknowledged the beauty of the Fall season. I've realized that the best thing about the season is actually the change in seasons. Any one experience becomes dull with too much repetition; even the most ideal situation loses its luster. The transition between seasons allows us to find new beauty and appreciate things that we forget to appreciate when we have them for too long. How wonderful it is to have the opportunity to be reminded of the magic that is our every day. Snuggle into that sweater, savour that delicious drink, treasure that cozy nook and the accompanying book, knowing that this season will pass and we will find new moments and experiences to enjoy in the next one.

Industry Insights

Bylaw Letters

And What To Do When You Receive One

by Dario Anselmo, Proline Property Manager

So, you've been accused of breaking the Strata's bylaws. Whether it's a letter in the mail, or an e-mail in your inbox, receiving a bylaw letter is rarely a fun experience!

First, understand what a bylaw letter is: it's a notification to you that the Strata has received a complaint about your unit, and an explanation as to which parts of the rules or bylaws may have been violated.

Sometimes, residents ask "how can my Strata Council send me this letter without first investigating whether or not the complaint is true?" And the answer is that sending you the letter is the first step of that investigation! You are being made aware of the complaint and being invited to respond with your side of the story, or with any other information you may have. (The alternative would be for Council to investigate your unit without you knowing, which would be a much less effective and much more invasive process).

The bylaw letter you receive will explain whether or not a fine is being considered against your unit. If no fine is being considered at this time, no response from you is necessary; Council is just letting you know that a complaint was received. If, however, a fine is being considered, you should provide a response within two weeks: either a written response, or a request for a hearing. Either way, your response will be reviewed by Council at their next meeting, and you will receive a follow-up letter if any fine is applied to your unit. The Strata cannot issue you a fine without first allowing you this opportunity to respond to the complaint against you.

Bylaw enforcement in Stratas is entirely complaint based, which means that Councils act upon complaints received from residents. If you are wondering why you received a letter, when your neighbour – who may have committed a similar violation – did not, it may simply be that your Council is unaware of the other violation, because nobody has submitted a complaint.

The ultimate goal of the bylaw enforcement process is to ensure peaceful living between neighbours. While it is never fun to receive a bylaw letter, remember that your Council is following the process set out in the Act, and take it as your opportunity to engage with your Council in finding a solution.

Industry Insights

What is 'Wishcycling'?

Why are some B.C. municipalities cracking down on it?

Article from CBC News

"P*utting the wrong items in your recycling bin could unintentionally send whole loads to the landfill!*

Have you been "wishcycling?"

The word is a portmanteau of "wishful thinking" and "recycling," and is an ongoing challenge for the recycling system across British Columbia.

"Wishcycling is when we see residents or people using the recycling carts throwing material in them that is not recycling in the hopes that somehow the material will end up where it needs to be," Ben Routledge, the Regional District of Nanaimo's manager of solid waste services, told CBC's On the Island."

This can be a significant issue in multi-family dwellings, as contamination in recycled materials can cause increased costs for strata corporations. Follow **this link** to read more.

Welcomes!

We are both sad and happy to celebrate Leeanne Cardinal's retirement from our accounting team in September. In her two years at Proline, Leeanne has become a loved and respected team member, always eager to participate in opportunities to serve and support our team, clients and community. We are delighted for her to have time to explore and spend more time with her loved ones while we are sad to see her go. Thanks for Leeanne for all you have brought to our team and our community!

With change comes opportunity, and we are pleased to welcome Faith Sapong to our accounting team in a temporary role. She has been working as a temp in our administration department for some time, so she is more than ready to jump in to a new department at Proline!

Our strata management team also welcomed Yaz Reiz as a Strata Manager Apprentice in August.

Industry Insights



Leaves left in a garden bed protect the soil over winter. Leaves on the walkway are another matter.

A tidy landscape isn't always a healthy one

What strata councils should leave, cut back and prepare before spring

By Paul Latour General Manager, Your Place Victoria / A social enterprise by Our Place Society / yourplacevictoria.ca

Every fall, there is a strong temptation to make a landscape look finished.

Get the leaves up. Cut everything back. Trim the shrubs. Clean the beds. Make it tidy.

But here's the challenge:

Tidy and healthy aren't always the same thing.

In fact, some of the most important landscape decisions happen between November and March, when very little appears to be happening at all.

What we leave alone can matter just as much as what we cut, rake or remove.

Here are three good examples.

1 Not every leaf needs to disappear

Leaves on walkways, lawns and around drains need attention.

Wet leaves can create slippery surfaces. Heavy leaf cover can smother turf. And clogged drains can turn a routine cleanup into a much bigger property problem.

But garden beds are different.

A reasonable layer of leaves and organic material can protect the soil through winter and gradually return nutrients as it breaks down.

It also does something we don't necessarily see.

A layer of leaves helps insulate the soil, buffering some of the temperature swings that happen through winter and keeping conditions underneath a little more stable. That protected layer becomes habitat for earthworms, beetles and other small organisms that help break down organic material and return nutrients to the soil.

In other words, some of what looks like "mess" on the surface is actually part of a healthy biological process underneath.

In the right places, leaves can become part of the mulch rather than something that automatically gets blown into a pile and hauled away.

So the goal isn't necessarily to make every leaf disappear.

The goal is to put the property into winter safely and intelligently.

That may sound like a small distinction. In landscaping, it isn't.

2 November isn't the deadline for cutting everything back

There is a natural urge to "finish" a garden before winter. Sometimes that makes sense. Sometimes it doesn't.

Once deciduous trees and shrubs have dropped their leaves, their structure becomes much easier to read. Dead wood, crossing branches, overcrowding and poor form are suddenly much more visible.

That makes late winter a very useful time to assess and prune many plants before spring growth gets underway.

Industry Insights

Of course, not every tree or shrub should be treated the same way. Good pruning is plant-specific. The point is that the right time to prune should be determined by what is best for the plant, not simply by our desire to make the property look neat in November.

The same principle applies to ornamental grasses and some perennials. There can be good reasons to leave material standing through part of the winter and cut it back closer to spring.

Good landscape maintenance isn't about doing everything at once.

It's about doing the right work at the right time.

3 Deal with mulch before you're dealing with weeds

Mulch isn't the most exciting part of landscaping. It may, however, be one of the hardest-working.

Properly applied mulch helps hold moisture in the soil, moderates soil temperature, suppresses weeds and gives garden beds a finished appearance.

And getting ahead of the season matters. Preparing beds and applying mulch before spring weeds become established can reduce a lot of unnecessary work later.

There is a catch. More mulch is not automatically better.

We regularly see mulch piled up around tree trunks in what are sometimes called "mulch volcanoes." It looks neat from a distance, but it can create a slow-moving problem.

Tree bark is designed to be exposed to air, not kept constantly damp. When mulch is piled against the trunk or covers the natural flare at the base of the tree, that bark can remain moist for long periods. Over time, it can soften and begin to deteriorate, creating conditions where decay can take hold.

The difficult part is that the damage may not be obvious right away.

A problem can begin well before there is anything dramatic to see in the canopy or trunk. By the time visible symptoms appear a season or two later, the underlying damage may already be well established and much more difficult to correct.

The solution is fairly simple: mulch the root zone, not the trunk. Keep the base of the tree and its natural root flare exposed.

Again, appearances can be deceiving.

And that idea extends beyond the garden.

What actually makes something healthy?

At Your Place Victoria, this question has another meaning for us.

We are a full-service landscape maintenance company and a social enterprise by Our Place Society. Many of the people working on our crews have completed long-term therapeutic recovery after addiction.

They have already done the hard work of transforming their lives before they come to us.

Our job is to provide meaningful work, professional expectations, team accountability and real responsibility.

That only works if the work itself matters.

The work matters because the standards are real.

Our clients get lawns that are properly cut, gardens that are well cared for, and crews that show up, communicate and do good work. Our clients tell us this time and again.

And there is something very tangible about landscaping as part of that process. At the end of the day, you can see what you accomplished.

A hedge has been shaped. A neglected garden has been brought back under control. A property looks better because a team worked together and took responsibility for the result.

High standards and social impact aren't opposites. Done properly, they reinforce one another. Done properly, they can strengthen our community and help tackle important social challenges.

Winter isn't really the off-season

A garden can look quiet in January. But it isn't doing nothing.

Roots are still there. Soil is still changing. Earthworms and microorganisms are still doing their work. Plants are preparing for another growing season.

Good landscape maintenance works the same way. It looks beyond what needs to be cleaned up today and asks what will make the property healthier, easier to maintain and better looking six months from now.

Sometimes that means removing the leaves. Sometimes it means leaving them.

Sometimes the best thing you can do in November is wait until February.

And sometimes the smartest spring landscaping decision is the one you make before spring arrives. ■

Seasonal Considerations

Moving Reminders

by Hannah Officer

Moving can be stressful, but taking some time to plan ahead helps ease the stress and make the process go more smoothly. Here are some tips from the perspective of both someone who has moved a lot and also has worked behind the scenes in property management for a number of years!

BEFORE MOVING DAY

Make sure to let your property management company know, so you can book your elevator (if applicable), pay any possible moving in/out fees, and book your move-out inspection date. Before you start packing, now is a good time to make sure that your larger furniture will fit through the doorways and elevators at your new home. As well, going through your belongings to find things that need to now be disposed of or donated before getting packed helps with unpacking at the new home.

BOXES: If you're looking for boxes, check your local mall, liquor stores, or grocery stores, as they often have boxes available for free. Facebook Marketplace can also be a great tool for finding free or inexpensive moving supplies like boxes or furniture dollies.

TRANSPORT: Make sure to book your moving truck as soon as possible to ensure availability. As well, make sure you know the requirements for loading and unloading the truck, and where you're allowed to leave it parked.

ADDRESSES: Arrange to have your utilities, internet, and other services set up at your new home by calling or booking through their websites. You'll also want to change your address and update any applicable paperwork, including with ICBC, your bank, tenant insurance, employer, and other important services. If you'd like to make sure your mail follows you to your new home, you can purchase mail forwarding through Canada Post.

MOVE OUT: Before leaving your old apartment, make sure it's cleaned and that you've completed all move-out requirements. Ensure you know your rights as a renter by checking the Residential Tenancy Act and government websites. Taking photos of the apartment once it's clean and empty can also be helpful for your records, especially if you have a damage deposit that you are looking to have returned to you.

ON MOVING DAY

Make sure that your boxes are labelled clearly to add to the ease of moving them into your new home, and keep important documents, valuables, and medications with you rather than packed into the moving truck. It's also a good idea to pack a separate first-night bag with toiletries, a change of clothes, chargers, basic cleaning supplies, and anything else you may need before everything is unpacked.

Behind the Scenes • • • •

THE RENTAL DEPARTMENT

Helping you find your next home!



Trevor Matthews

Trevor has been a rental manager with Proline for almost seven years, after previously working Nanaimo. He manages sundries, residential buildings, and commercial properties. Outside of work, Trevor enjoys surfing.

Adam Taylor

Adam is the supervisor of the rental department, with 18 years at Proline. He's famous in the office for his cooking skills. Outside of work, he spends time at Thetis Lake walking his dog.





Gayle Roberts

Gayle is a rental property manager who has been licensed since 2018. She began her career with Proline in 2016, working at the front desk at the Burnside office. After returning from maternity leave, an opportunity arose in the rental department. Today, Gayle manages seven rental buildings, along with a sundry portfolio. In 2025, Proline began working with the Transition House Society, and Gayle now manages two second-stage transition houses supporting women who have escaped abuse. This has become a particularly meaningful part of her role, allowing her to contribute to housing that supports women as they move forward and heal.

Kate Devlin

Kate Devlin is a senior property manager with over 18 years of experience. She's a flower-lover who has also recently started pet sitting. Her handbag collection is admired by the whole team.



Jamie Bell

Jamie is the newest member of the department. She's been licensed for almost a year now and is taking on her first rental building. She assists every other member of the team with their portfolios.





Sarah Crabb

Sarah is a rental manager and has been licensed for 4 ½ years. She started at Proline almost 9 years ago in the Ops department helping the Strata managers. After a few life changes and moves, she was ready for a new challenge and began her career as a licensee What she loves most about her job is the versatility. Every day is different, presenting new challenges that she gets to learn how to resolve. When she's not at work you can find her at Toastmasters working on her public speaking skills, at a trivia pub night, or taking in music and movies wherever she can.

Will Riches

Will is our mid-island building manager for a large rental building and rental pool. On weekends, he spends time in his hometown of Port Alberni doing jiu jitsu with his two sons.





Behind the Scenes • • • •

Proline Events

We've been busy since the last issue! Our summer included lots of team building and community based events, and we've also gone back to school in the fall with another session of the Crucial Conversations for Mastering Dialogue course. Here are a few of our adventures of the last few months in photo form!



Playing in the Digital Commerce Group Open at Uplands Golf Club in September



Attending the CHOA 50th Anniversary Conference in September



Celebrating Thanksgiving and our collective cooking talents in October



Serving lunch at Our Place in September, always one of our team's favourite things to do

Learning Station



Proline Academy

Our most recent Academy session, Insurance Industry Insights, gave an update on the current insurance market and included extensive time for questions. The recording is available on our YouTube channel, along with the recordings of all previous sessions. We are planning a special in-person session in November for our council members, with more information to come soon. 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.

YouTube

CHOA

After a successful 50th anniversary conference, CHOA is embarking on another Fall Education Program. With both in person and virtual offerings, these events are excellent opportunities for learning and connecting.

CHOA'S FALL 2026 EDUCATION PROGRAM
Condo Classroom Live

Session 1: Insurance: A Deep Dive into the Details.

Session 2: Effectively Managing Your Role as a Volunteer Strata Council Member.

Register for the Fall Education Program today! Visit: Seminars | CHOA

Learning Station

VISOA
Vancouver Island Strata Owners Association

August Bulletin

The August issue of VISOA's Bulletin magazine looks at the first 10 years of the Civil Resolution Tribunal (CRT).

- How to Avoid Common CRT Disputes
- Top 10 Tips for Success in Your CRT Dispute
- Pro Tips for Filing Your CRT Application
- What is a Limitation Period?
- The CRT Dictionary - A Glossary of Terms

The BC Condo Classroom Website is now LIVE!

Designed for BC's strata councils, owners, and industry professionals, this website offers on-demand video modules that make learning easy, practical, and accessible—visit the website, click a topic that interests you and watch an educational module at your own pace, whenever it works for you.

Bouquets

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 Ann and Melanie from Trumpeters Landing in Courtenay for all these fabulous photos highlighting the beautiful landscaping at the building. We love the photos and also the pride you have in your community! 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

When a Daytrip Becomes an Expedition

by Andy Spurling, Proline Property Management President

The other day, a friend and I and our kids were invited out to a friend's wilderness lodge for a tour and an afternoon on a sauna dock. Our kids had heard about this place for a number of years and were really excited to go.My friend was up with his son as his wife battles terminal cancer and his other son is facing health challenges of his own. I really wanted to be able to make this trip happen for all of them. But with any venture back into the wilderness on a boat, there are two main factors that have to be considered: fog and wind. Fog because our boat doesn't have radar. And wind because we have to cross a strait that can be treacherous when the winds come up.

We woke up to fog, which is not unusual for the North Island in August. Also known as Fogust. By our planned departure time, we still couldn't see across to Port McNeill. We drove across the Island to see what the straits looked like and they were also blanketed in fog. Maybe our daytrip wasn't going to happen. We got into some chores at home and noticed the fog start to lift. We dashed across the island again to find the fog was lifted and we could see clear across the straits. It was a go!

We headed out of the harbour and came around Piggy Point and could see the Lighthouse. Such a good sign. There was fog right off the lighthouse, but hopefully it was moving out. It wasn't. Within a minute, we could no longer see the lighthouse. We reduced our speed and entered into the fog. Our plan was to stay close to the shore and try and figure out whether it was just a small fog bank. After 15 minutes in the fog, with nervous kids, we decided to give it five more minutes. Three minutes later, we emerged from the fog and could see the other side of the strait. It was a go again!

We crossed the straits in the calmest conditions I had ever experienced. There was no wind. Barely a ripple. It was incredible. We blasted across the strait and into the Broughton Islands. The ocean felt like a lake as we cruised through the fjords and channels that got us to our destination. As we arrived at the lodge, a helicopter was landing and the kids couldn't believe where we had landed. We got a tour through the lodge, walking past an incredible band that was practicing for their evening performance. All of the kids quickly decided they wanted to live at the lodge for the rest of their lives.

We loaded up some food and drinks and headed for the sauna dock. We swam in the ocean. Hung out and chatted. Did running jumps off the sauna roof. Watched a black bear on the beach. Threw Muskoka chairs into the ocean and floated on them. Learned about aufguss. And resisted heading home because we were in paradise. Sun out. No wind.Natural beauty. Laughing and playing kids. Chatting adults. All the things. But our time there did need to end.

When a Daytrip Becomes an Expedition

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

We headed out of the inlets in glassy waters and sunny skies.We had often faced some adversity in getting to the lodge in the past, or getting home, and it was starting to feel like we were being gifted an easy return after the short stint in the fog that started our trip. And then we hit the Queen Charlotte Strait. And it was blowing. We headed out into the strait to test the waters and felt the swells and chop getting bigger. And in the middle of the strait it looked bigger and windier. Levi, our biggest worrier, was starting to panic. We needed a new plan. We could turn back and take shelter at the lodge. Or we could figure out a different way home.

We decided to take the long way home, hugging the shore and ready to get back into the inlets if the weather got any worse. We slowed right down and kept going. After two hours of being constantly on guard with the wind and waves and having to be fully focused on the elements, we got into clear water and could speed up for home. The relief on the boat was palpable. We cruised past some humpback whales. We had to get right off the gas as a whale came up right in our path. We made it to the harbour and once off the boat it felt like a massive weight was lifted and we all felt elated. Levi and Arlo both gave me huge hugs and "I love you's" for keeping them safe.

The kids talked of it as being the best day and the worst day. We talked about how so often in life the best things require challenge. Will make you scared. Will keep you on the edge of your comfort zone. Sometimes on the edge of safety. On the edge of life. And looking back on the experience, its transcendence is from all of the elements of the experience. Without the danger and the risk, it would have been a nice daytrip. The added elements moved the experience solidly into an expedition. Just like life. It's no daytrip. It's an expedition. At least if you let it be....

