

The Proline Pulse

COMMUNITY EDITION



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"We are better than we think and not yet what we want to be."

Nikki Giovanni

Photo by Ian Schneider on Unsplash

Pause to Celebrate, *By Kathryn Squires Basson*

As we come to the end of the year, and as holiday gatherings ramp up, if you're like me, you find yourself in a whirlwind of activity with little time spent on reflection. Pausing to think about what we've come through over the past year, on the people and moments that made an impact on us (and we on them), on the things we've learned and how we could have done better, and on who we've helped and how we've tried to improve the world by our presence and contribution.

This year, like every other, has been a mixed bag, both individually and organizationally, locally and globally. Here at Proline, we've encountered challenges both individually and through the communities we connect with, as legislation changes, the economy adapts and people try to negotiate living closely together. These are big, and not easy, things to navigate. Sometimes we do well and other times, not so well. As we grow and learn, we're practicing finding joy in the process itself, instead of only the outcomes, and one way we've found to do that is to pause and reflect on the year gone past and celebrate how far we've come. Thanks for being on this journey with us, and let's celebrate!

News

New Short-Term Rentals Legislation

The Province has introduced new legislation around governing short term rentals. The legislation, which is due to come into effect on May 1, 2024, will increase the fines for rental operators breaking local rules, require on-line rental platforms to share data with the Province, and require business license numbers on listings where they are used by a local government. It also limits short-term rentals to being offered only in the principal residence of a host in municipalities with a population of 10,000 people or more.

CHOA: Legislative Update: Changes to Contingency Reserve Fund (CRF) Contributions

Effective November 1, 2023, strata corporations and sections will be required to contribute a minimum of 10% of the annual operating fund to the contingency reserve fund (CRF) when approving the budget at the AGM. The amount that owner developers must contribute to the contingency reserve fund for new strata developments has also increased.

Proline has always encouraged strata corporations to budget responsibly. Healthy contributions may vary from strata to strata depending on size, complexity of assets, existing balance and upcoming capital projects. Please discuss healthy contributions to your CRF with your property manager.

Go to the [CHOA Bulletin](#) for more information on this change.

City of Victoria Short-Term Rental Business Licence Applications

For the 2024 application year, the City of Victoria will not accept letters in the form of strata consent when unit owners are applying for a Short-Term Rental Business licence. In previous years, this allowance was made as an exception of their standard policy.

Applicants must submit a whole and complete application form, which includes a strata consent form on page 5. Any applicant submitting with a 3rd party strata consent form will be asked to re-submit with a whole and completed application.

For more information go to:

<https://www.victoria.ca/building-business/business-licensing/short-term-rentals>.

New Rules: Single-Use Plastics

Provincial regulations announced in the summer are set to take effect on December 20th, banning certain single-use plastics in BC. The rules aim to prevent single-use and plastic waste, divert more waste from landfills and keep consumer products working longer.

Starting Dec. 20, businesses can't use plastic utensils, including spoons, forks, knives, chopsticks, stir sticks and drink splash plugs, or pre-packed bundled food service accessories.

The following items will be available only by customer request or from a self-service station: wooden utensils, cup lids and sleeves, straws, condiments, napkins, wet wipes, garnishes (e.g., plastic sushi grass, umbrellas for drinks).

(Source: Victoria Chamber of Commerce)

Industry Insights

The insurance market on Vancouver Island continues to pose challenges for strata corporations. Understanding your strata corporation’s insurance coverage and then meshing your personal policy with the strata’s will ensure that you are adequately covered in the event of a loss for which you may be responsible for the deductible as the owner.

The following flowchart is shared with permission from www.visoa.bc.ca and www.elireport.com.

Strata Insurance Statistics

- High-rise
4 stories
or higher 
- Low-rise
3 stories
or less 
- Townhouse 

How do premiums and deductibles for your **strata corporation’s insurance policy** compare to other stratas in BC?

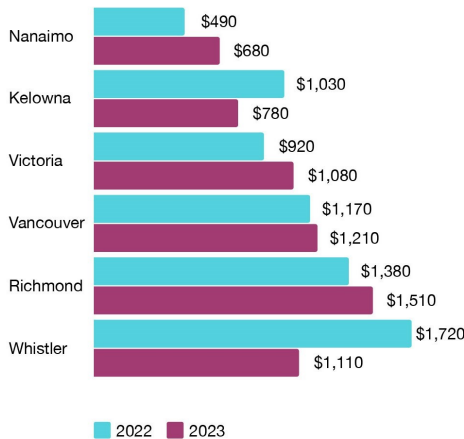
Average premium per unit by building type



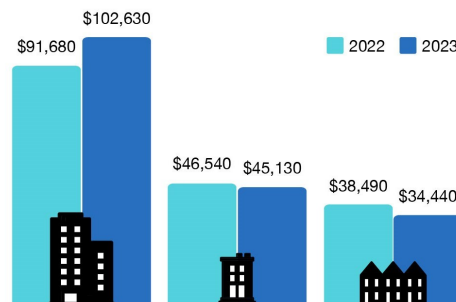
Average 2023 flood deductible

-  **14%** High-rise
\$106,710
-  **5%** Low-rise
\$73,520
-  **19%** Townhouse
\$73,240

Average premium per unit by city



Average water deductible by building type



2023 Average earthquake deductible (% of insured value)

-  **13.5%** High-rise
-  **13.2%** Low-rise & Townhouse

Source: Eli Report. Based on data from over 2,000 strata corporations from January 1, 2022 to July 15, 2023. The pool of stratas is not identical from one year to the next. The first month of the strata’s fiscal year establishes the year for the cost of premiums. To learn how your strata corporation’s premiums and deductibles compare to similar properties, get a free Eli Report at elireport.com

Learning Station

CHOA Webinar Pilot Program: The Essentials of Strata Administration

This was a pilot program designed by CHOA to offer strata owners and strata corporations the fundamental information needed to operate a successful strata corporation. Check out the [CHOA website](#) for recordings of the sessions, including topics such as Insurance and Types of Meetings and Voting Thresholds.

VISOA November Bulletin

Check out the newest [VISOA Bulletin](#), with articles on items such as Gas Fireplace Tips for Strata Owners, 6 Steps to Fire System Replacement Projects and EV Ready Rebates for Townhouse Stratas.

The Year in Review

As an organization, every January we take the time to look over the past year and highlight some of the events and achievements that we've shared. This is an exercise that reminds us of how far we've come and re-energizes us as we embark on a new year. You might consider doing this exercise as a strata council as it's easy to get stuck in the weeds of day to day tasks. Taking a moment to look at your progress as a council and community gives you an opportunity to collectively celebrate the unifying moments that otherwise would go unnoted. For ideas on how to make the most of these moments, check out our most recent book club book, *The Power of Moments* by Chip Heath & Dan Heath. It offers great insights in to how to make important moments stand out and become unifying or galvanizing experiences.



Holiday Reminder

If you're going to be away over the holidays, leave your key with a friend or neighbour, and make sure Proline has their contact information in case of an emergency.

The Proline Academy

We are looking forward to a new year of Proline Academy sessions, **kicking off on January 24th with a session about building cooling systems led by Method Engineering.** More information and details regarding registration will come in the new year!

The recordings of many past sessions are available on our [YouTube channel](#), including the most recent one focused on [strata bylaws](#). This topic impacts everyone living or owning in a strata, so feel free to share! Other topics previously covered include **Strata Insurance, Depreciation Reports, Proline's own Strata Council Manual, Creating Community Ambassadors, EV Charging, the Nuts and Bolts of Strata Corporations** and a session with **CHOA's Tony Gioventu**.

If you have any suggestions of topics you'd love to see covered this coming year, please mention it to your property manager or reach out to Kathryn directly at kathryn@prolinemanagement.com.

Welcomes & Such

Welcome to our new community members **Bakerview, Dockside Green Towers 1 & 2, Mayfair Court, The Pearl and Selkirk Waterfront** in Victoria, **Trailside 1361** in Langford and **1375 Piercy** in Courtenay.

And welcome to our new team members, property manager trainees **Davina Singh** and **Kristen Jantz**, **Rhianedd Gwilym** and **Saumya Ginwala** in administration, **Hannah Officer** in accounting and **Will Riches** as a rental building manager.

Community Contributions

The Westcoast Motorcycle Ride to Live in support of the Island Prostate Centre took place earlier this year. More than 200 motorcyclists raised over \$41,000 for the Island Prostate Centre! We heard about this event from a resident in one of the communities we manage, which is how we were also introduced to the Anawim Companions Society, an organization focused on providing a safe home people can come to and feel like they are a part of something while experiencing personal growth. If you're involved with a local organization making a positive impact, please reach out to your Proline contact or Kathryn directly. We'd love to hear more!



Happy Holidays!
Thank you to our amazing community & team for helping us create so many wonderful memories this year. Wishing you a joyful holiday season & happy new year!
Warm wishes from The Proline Team



Community Corner

You're a Philanthropist!

While Proline has always had a strong history of giving and participating in community, we haven't traditionally highlighted it publicly. It makes us feel a bit weird to draw attention to ourselves when what we really want to do is draw attention to the amazing organizations that are doing the hard work of supporting the people in our communities in their most intense moments of need and vulnerability. This past year, though, we've been trying to create more clarity around what we do and how we want to show up for those people and organizations.

As part of our 'Giving Umbrella' concept, we held a team Lunch & Learn with representatives from the United Way and the Take a Hike Foundation, two exceptional organizations. In the presentation, one of the hosts told a story about when she was in her teens and a friend told her she was 'such a philanthropist!' She assumed this was an insult and returned the comment—'No, You're a philanthropist!' The point of the story was that philanthropy looks very different depending on the person and the circumstance, and there are many ways of giving and being a philanthropist.

They were summed up as the 4 T's—Time, Talent, Ties, and Treasure. Treasure is the most obvious one—donating money or gifts, but the other T's are also important and impactful. Time is the giving of one of the most precious resources of all (especially for those with young children!) Talent is using your unique abilities to support charitable organizations by completing special projects or even giving advice in aboard role. Finally, Ties are the connections and relationships we have with other people, introducing them to the ideas and opportunities to join us and make an impact in the lives of the people who are most in need. There are so many ways to give, no matter your circumstances. In Danielle's words "YOU'RE a philanthropist!"

One of our holiday traditions is to volunteer at [CFAX Santas Anonymous Tree of Wishes](#). Find the trees at Westshore Town Centre, Hillside Centre and Uptown and choose a Santa Bear tag, each with a heartfelt gift request from a child in need. You can make their Christmas dreams come true!

December 22nd is last day for the Tree of Wishes, so get there soon!



The Heart of the Business

Appreciation

By Andy Spurling

I think this is going to be a short one. But please do not mistake the brevity for what it is not. It isn't intended to convey low importance. Or a lack of interest. Quite the contrary. The brevity is meant to create as much space as possible for my immense gratitude and appreciation for everyone on our team. I feel so lucky to share space and purpose and growth with all of them.

As we come up on the end of another year, I simply want to say thank you. Thank you to everyone that is a part of this organizational experiment we are all participating in. This year was challenging in so many ways. And continues to be. But it has also been rewarding in as many or more ways. And the appreciation I have felt for everyone on this team just grows and grows. As do all of them. Another year of people stepping deeper and deeper into discomfort. Into their unique abilities. Improving and honing their skills and experience. Helping others. Lifting others up. Challenging themselves. It is truly beautiful to watch.

I love how new people joining our team are leaping in right away. The contributions of our seasoned veterans and the newest people on our team in orchestrating our incredible Holiday Appreciation Party was amazing to watch. And such a wonderful evening to be a part of. As a person that really struggles with big events, particularly of the networking variety (which this was definitely not!), our night together last weekend was such an easy and fun thing to be a part of. The energy was incredible. The way that people and ideas and laughter circulated throughout the room was a reminder of why we work together to build an organization, or an organism, that is about way more than processes, procedures or profits.

I love being part of something that puts people first. That puts being human first. That invites authentic connection. That asks us all to be a little uncomfortable as part of our individual and collective growth. And repeat my deepest thanks for everyone that continues to choose to be a part of it. And I can't wait to see how we continue to grow and evolve in the New Year. Even if we don't get any bigger, I know that meaningful growth is inevitable. And, wow, do I appreciate that.

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, please email Kathryn at kathryn@prolinemanagement.com. Thank you for being an active participant in the Proline community and helping us live and grow together!



REBELLIOUS
OPTIMISM



WHOLEHEARTED
TOGETHERNESS



INSIDIOUS
JOY



RADICAL
TRANSPARENCY



RELENTLESS
INCREMENTALISM