



# The Proline Pulse

COMMUNITY EDITION

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***“As long as you’re breathing, it’s never too late to do some good.”***  
***Maya Angelou***

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*photo by Jan Canty on Unsplash*

## CELEBRATING 40 YEARS

*by Kathryn Squires Basson*

We’re sending this issue out on a special date here at Proline – our 40th birthday! There have been many milestones since April 1985, when Eric Spurling and Les Steeves started a rebelliously optimistic property management company with a people-first approach that they felt was missing from the industry. One of the first milestones was when Eric’s wife Marilyn went back to work as a delivery room nurse, just ‘for a couple of years while the business got off the ground’ (she retired 20 years later). Soon after in November 1985 came Glasgow Court, our first strata client and one that we still work with nearly 40 years later.

Skip ahead to the late 80s and early 90s and you’ll find Andy Spurling, at that time the youngest Proline employee, mowing lawns and cleaning common areas at apartment buildings and submitting his official invoices to his father for payment. His starting rate was \$2/hour, but he worked his way up to \$4.25/hour over several years.

*cont. on page 2*



**CELEBRATING 40 YEARS** by Kathryn Squires Basson, continued

Fast forward to 2007 when Andy came back to Victoria and the family business, leaving a successful though personally unsatisfying career as a corporate lawyer in Toronto. Rather than coming back to the family business in a senior role, he stepped in as a strata manager trainee, attending AGMs with his dad and learning different approaches to achieve results. Anyone who has worked with Eric is familiar with his quiet way of listening to all parties and then calmly stepping in at the key time to make the necessary impact.

After many years of growth and learning, we held our first ForUs in 2018, a learning day for our team, after realizing the great benefits of our forums which we created for our strata council and community members to learn and connect with one another. At this initial ForUs, we shared our new purpose and paradigms, which we now use as daily guidelines for engaging with each other and our community members. These paradigms, which are both mined from our experience and lofty goals we strive for, have had a transformative impact on our collective identity and commitment to our purpose of helping people live and grow together.

				
REBELLIOUS OPTIMISM	WHOLEHEARTED TOGETHERNESS	INSIDIOUS JOY	RADICAL TRANSPARENCY	RELENTLESS INCREMENTALISM

Three years ago, we went through another significant change as Eric retired and Andy welcomed 5 long-time employees in ownership roles, in a creative partnership approach. And today we're celebrating 40 years, and excitedly looking forward to our next adventures and learning experiences.

One of the many things that have held true through the years, certainly in my experience at Proline over the last 15 years, is the people-first approach. We are a group of people who are guiding and helping other people in an industry and a cultural climate that often seems to forget the human element of life. We aspire to be a place where people can bring their whole self to work, to acknowledge the challenges and when things don't go as we hoped, to lift each other up, to challenge ourselves and each other to do better next time, and to find the joy and opportunity to build connection in each situation. Thank you for working with us, for trusting us to guide and support you, and above all, for the years of relationships. You can ask anyone here, and they'll tell you that it's the quality relationships with each other and with you, our community members, that make each day rewarding.



## Government Portal Now Needed to End Tenancies for Sale or Owner Use

If you own a rental property and would like to take back the property for your own use, you need to serve the tenant with a four month notice to end tenancy for personal use. This is a process that must be completed by the owner of the property.

There are some rules that go along with retaking the property.



1. You have to apply online
  - First you have to create a BCeID.
  - Log into BCeID.
 You'll need:
  - Tenancy agreement
  - Tenant contact info
  - Buyer DOB and contact info
  - Agent info including contact info
  - Complete and submit the application



2. After the application is completed you will receive an email with a document that looks similar to this example.

You need to serve the tenant within the time frame given (if you have a rental manager here at Proline, we can assist with this!)

3. The tenant receives one month's rent as compensation for being evicted for owners use

If you want to sell the property, you need to inform your tenant that the realtor will contact them to take pictures and show the unit. When the unit sells, the buyer has two options:

- a) Keep the tenant and buy the property as an investment OR
- b) The buyer or immediate family member moves in. If this is the case, you would then need to give the tenants a 3-month notice to end tenancy for owners use, using the same steps as the 4-month notice.

*Who can complete this process?*

It has to be the property owner via BCid for enforcement of the good faith clause. The penalty for not complying with the good faith clause is 1 year of rent to the tenant.



## ••••• *Industry Insights*

# *Can My Complaint Be Anonymous?*

*by Dario Anselmo, Proline Property Manager*

Many residents in Stratas are surprised to learn that complaints they make against their fellow residents can never be kept completely anonymous. While we don't want to discourage anyone from writing to your Council with legitimate complaints or concerns, we do want to ensure that everyone is aware of where their e-mail or letter may end up.




Section 35 and 36 of the *Strata Property Act* allows unit owners (or some other people, such as tenants with their landlord's permission) to request that the Strata provide them with a copy of "correspondence sent or received by the strata corporation and council". Such a request can include a full and unredacted copy of a bylaw complaint sent to Council, which would include the name and e-mail address of the person who made the complaint. While we do our best to keep complaints anonymous, when possible (for example, we do not usually divulge the identity of the person making the complaint in our Bylaw Enforcement letters, or in the minutes of Council Meetings), it is important that Stratas do release this information upon request. This is to protect residents from being complained about unfairly; it would be very difficult for a resident to defend themselves against vexatious complaints if they were not even allowed to know the full details of the complaints being made against them.

If you do receive a complaint against you, consider offering your written response without requesting to know who submitted the complaint. Focus on whether the complaint against you is legitimate; often, the identity of the person who submitted the complaint is not relevant to the facts of the matter. Consider that you yourself may feel less inclined to write complaints to your Council if you knew that your identity was going to be unnecessarily exposed; if residents are not comfortable writing complaints to Council, then many legitimate issues can go unaddressed. However, if knowing the identity of the person making the complaint would be important in allowing you to adequately respond, be aware that it is your right to request that information.


When writing to Proline and Council, we'd advise that you keep your complaints professional and respectable (without minimizing the very real and personal impact an issue such as a noise violation can have on your home). Keep in mind that your complaint may not only be read by Management and Council but may also be read by the person you are complaining about, and – if the issue is not able to be resolved by Council – your complaint may even be read by a provincial body such as the Civil Resolution Tribunal, or the BC Supreme Court. Your e-mail will be made an official record of the Strata Corporation and kept on file for years to come, so keep this in mind when writing complaints to your Strata Council.

# ..... Industry Insights

## Electrical Planning Reports vs EV Ready Reports



KEY DELIVERABLES


<b>ELECTRICAL PLANNING REPORT</b>	<b>EV READY PLAN</b>
<ul style="list-style-type: none"> <li>Does the building have enough electrical capacity for Air Conditioning (AC)/ Heat Pumps (HP) / EV Charging?</li> <li>How much more energy will we need for AC/HP/EV Charging?</li> <li>What items in the property use the most energy? Lighting, Water Heaters, HVAC Systems...?</li> <li>Are there opportunities to electrify systems that are powered by sources other than electricity? Natural gas water heaters and appliances?</li> <li>Practical recommendations to reduce electrical demand</li> <li>Upgrades or modifications, if any, to the electrical system that the strata corporation could undertake to increase the capacity of the electrical system.</li> <li>Does not include price estimates, project plans, nor project electrical designs.</li> <li>Can be paid through strata operating fund or the contingency reserve fund.</li> <li>Mandatory report required as per <a href="#">Strata Property Amendment Act</a></li> </ul>	<ul style="list-style-type: none"> <li>Specifically details what EV Charging would look at within the strata</li> <li>Cost estimates for Supply &amp; Installation of EV Infrastructure</li> <li>Recommended EV Charging Stations</li> <li>EV Charger Operations &amp; Software Selection</li> <li>EV Charging &amp; Building Energy Management Systems</li> <li>Building Electrical Capacity Assessment                             <ul style="list-style-type: none"> <li>- Do you have enough electrical capacity for EV Charging?</li> </ul> </li> <li>Low Carbon Fuel Credits, Provincial Rebates</li> <li>Conceptual Charging Designs</li> <li>EV Charging Fundamentals</li> <li>Promotes fairness amongst EV owners and non-EV owners.</li> </ul> <p style="text-align: center; margin-top: 10px;">** BC Hydro Rebate of \$3,000 for EV Ready Plans**</p> <p style="text-align: center;">~Unlocks up to \$120,000 in EV Charging Infrastructure Rebates~</p>



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## *Proline Year In Review 2024*

*We sent and received **1,255,331 emails***

*Accounting processed **41,864 invoices***

*Our administration team completed **34,793 tasks**, including **3,085 Forms F & B** (required for the sale or refinancing of units), **1,218 minutes** and **2,037 building notices***

# ..... Learning Station



## *Proline Academy*

Our Proline Academy team has been busy creating quality new content for you in 2025! So far this year we have held three very well-received sessions. The Nuts & Bolts of Strata Corporations is an excellent resource for anyone new to or considering purchasing or living in a strata corporation. The wonderfully informative Plumbing\_101 with Garry Muir from Gary Muir Plumbing included a demonstration with a model stack and tons of

practical plumbing knowledge. And just last week we had Tony Gioventu from CHOA BC speaking about the responsibility to repair and whether it lands with the strata corporation or individual owners.

Join us in April when Jesse Robinson, our Site Services Manager, and Steve Bailey of VERSATECH Systems will be speaking about Security in Strata Corporations.

You can find these and past Academy sessions on Proline Management's YouTube channel [here](#). If you have any suggestions for future sessions or other comments, please reach out to Kathryn directly at [kathryn@prolinemanagement.com](mailto:kathryn@prolinemanagement.com).



*Check out the February issue of VISOA's Bulletin magazine! Articles include: Can Owners Be Exempted from a Special Levy?, How to Certify Proxies, Tenants' Rights Under the Strata Property Act, VISOA Resource: Guide for Notices to Owners and Tenants, Financial Planning for Strata Owners, The Rules About Strata Rules, You Asked, and more.*

CHOA's Condo Classroom this spring focuses on managing major projects. Session 1 is on Preparing for Major Construction and Session 2 covers Managing Special Levies, General Meetings and Trust Funds During Major Construction. These sessions are offered online starting from Thursday, April 17th and have been developed to assist strata councils, property managers, owners and tenants in the general operation and management of their strata corporations. To learn more go to: <https://choa.bc.ca/seminars/>.





# ..... Learning Station

HEY   
NEIGHBOUR!  
Collective



## ‘Silver Tsunami’ or Golden Opportunity?

As Canada’s population ages, unprecedented and overlapping challenges, such as declining housing affordability, increasing social isolation, and growing vulnerability to climate events, are becoming more urgent. So how can older adults, most of whom are aging into retirement, navigate this era of polycrisis?

This article spotlights some inspiring social programming initiatives led by Hey Neighbour Collective’s partners and allies to help transform relationships, systems and society in ways that ultimately enable everyone to age in place. Read [the article here](#).



     **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](mailto:kathryn@prolinemanagement.com). Thank you for helping us live and grow together.

*Welcomes* • • • • •



*New  
Community  
Members*

*A warm welcome to Willow & Glen, Winster Court, Bakerview Heights and Finlayson Reach in Langford, Peacock Mews in Victoria, and Dalton Place in Campbell River!*

*New  
Team  
Members*



*We've welcomed Lauren Dalton to our administration team, Jia Singh as a co-op student with our Operations team, Chris Gauld as a Property Manager Trainee, and Valerie Harden as an operations coordinator.*



# ... Community Corner

## A Few of Our Favourite Organizations

### Threshold Housing Society

Recently, our team had an opportunity to meet with some special folks at the Threshold Housing Society who work diligently and passionately to help make a positive impact in our community. We knew this was a great organization, but stepping inside and seeing their work firsthand was truly inspiring. From the moment you walk through the doors, you feel the warmth—not just in the beautiful homes, but in the way every young person is met with care, dignity, and a sense of belonging.

This is not just another system; it's a place where dedicated team members meet youth where they are, focusing on people, not just metrics. Every individual is unique, and here, they are treated as such. Their team shared that the freedom they have to make a real difference is what makes Threshold Housing Society the best place to work—and the impact is life-changing.

Youth homelessness is solvable. With just 450 homeless youth in our community, this is a challenge we can overcome. Every dollar of funding helps create personalized experiences, offering the stability and support that can change a young person's path forever.

They are making a difference. We can make a difference. Together, we can build a future where every young person has a place to call home. To learn more about their organization and how you can get involved to make a difference, visit <https://www.thresholdhousing.ca/>.

### Our Place

We've had the privilege of hosting meals at Our Place Society for many years, and every time a team goes down to Pandora to serve a meal, they come back filled with gratitude and respect for the great work that people are doing in that space. Our Place is always eager to have more sponsored meals, so if your organization or social group is looking for an opportunity to give back to the community, learn about the organization and connect with each other, reach out to Rachel at [rachelh@ourplacesociety.com](mailto:rachelh@ourplacesociety.com)!

### Your Place Victoria

is a new social enterprise by Our Place Society that transforms lives through meaningful employment in property maintenance, helping people move from recovery to independence. They hire people directly out of the New Roads long-term recovery centre who are healthy, able, and motivated to work but only need an opportunity. To get a real sense of what they are doing, check out this [sub-3-minute video](#)—you'll be inspired and informed! Their website is a good resource, too, [yourplacevictoria.ca](http://yourplacevictoria.ca).



# Bouquets & Such . . .

Thank you for all you did tonight. 🌞 Without you standing up and speaking to all those questions we would not have had the outcome we did. I want you to know that we appreciate you and your expertise!! And of course thank you Sid 😊 ...you are there every day for us and I appreciate all you do for us. – Council Member

*Thank you to Garry Muir of Gary Muir Plumbing for leading such an interesting presentation on plumbing – I learned so much! – Proline team member*

You are the BEST!!! Thank you soooo much Arielle. Can't express enough how appreciated your helpfulness has been today!!! Makes this transition so much more pleasurable vs stressful. – New Owner

*We are so blown away by your team's support and efforts to raise funds for the youth we serve. This is going to have an incredible impact here at Threshold – that's more youth getting access to safe housing, healthy meals, in-house counselling, and recovery services. We are grateful that your team believes in the work we are doing and want to help us create a community where all youth thrive. – Threshold Housing Society*

Help us promote positivity and bring brightness to our community! Send your bouquet to [kathryn@prolinemanagement.com](mailto:kathryn@prolinemanagement.com) and we'll include it in the next Proline Pulse. Let's create something good together.



**yourplace**  
A SOCIAL ENTERPRISE BY OURPLACE

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- SPRING AND FALL CLEANUP
- MULCH DELIVERY AND REPLACEMENT

## MAKE A DIFFERENCE WITH YOUR LANDSCAPING.

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# *The Heart of the Business*

*In honor of International Women's Day on March 8th*

## *Norma June Flinton* by Andy Spurling

Many people knew her this way. I knew her as Grannie. She was one of the first women in my life. And one that has continued to have a huge impact on me and the way I live my life and show up in the world, even many years after her death. To me, she was a true force of nature and not in a typical way. She wasn't bombastic, or larger than life, or the typical "huge personality". But she was, at least from my perspective, very authentically her. Totally comfortable in her own skin. Kind, loving and compassionate. With an incredible energy. And a total inspiration. For this Pulse, I want to share four key areas where she was and has been an inspiration to me in my own life.

**Keep Life Simple.** My Grannie had a relatively small world, where she made a huge impact. She was seemingly always available to help my parents look after me and my sisters as my parents tried to balance a nursing career and a new business. My Grandpa became severely disabled by a heart attack and stroke when he was only 46 and they still had teenage and younger children at home. She was an incredibly loving caregiver that had an immense amount of time and energy and a seemingly endless capacity to welcome all of us into her life. She rarely traveled, unless it was to take us to Parksville for our annual beach vacation, or to visit her siblings spread across the country. And seemed totally content with her reality.

**Service to Others.** In addition to being the caregiver described above, my Grannie also dedicated herself to the service of others. She was an early volunteer for the BC Cancer Foundation, offering free drives to patients undergoing cancer treatments that didn't have other ways of getting there. She also led a weekly hiking group, where she was initially a younger participant helping to get older women out for movement in nature. She was also a dedicated member of her Church and donated countless hours to baking and crafting for the many events her Church hosted.

**Importance of Community.** I suspect it comes about in what I have written so far, but my Grannie was a key part of her communities, whether it was family, her walking group, her friends or her Church. It was where she directed her energies and where she spent her time. This one is also a little bittersweet for me, as there is a part of me that feels like her ultimate cognitive decline had something to do with the erosion of some of these communities. My sisters and I spent so much time with my Grannie through our adolescence. My grandpa died when we were teenagers and we were all there to spend time with her regularly and continue many of the traditions that had developed over our lifetimes, such as Sunday dinners. With my grandpa gone, it



# *The Heart of the Business*

*In honor of International Women's Day on March 8th*

## *Norma June Flinton* by Andy Spurling, continued

...wasn't too long before my sisters and I headed out of town to school and got wrapped up in our own lives. Without my Grandpa to care for, with us away, and the inevitable impacts of age that limited things like the walking group, I wonder how much increasing loneliness and maybe a loss of a sense of purpose impacted my Grannie's mind. She spent her last years, far too many, in the grips of Alzheimer's and was only a sad shell of her former self. It was heartbreaking. But a great ongoing reminder for me to keep my communities strong.

**Be a Demonstration.** My Grannie could definitely talk, though she was a much better listener. World class, in fact. As a young kid I felt like my Grannie was more interested in what I had to say than anything else that was going on. As a father, I know definitively that there were many moments where that was unlikely the case. Kids can go on and on and on about nothing. Or the same thing over and over. Often both at once. But you never felt ignored or minimized in my Grannie's presence. She was always there for you. She was also incredibly consistent. It seemed to me that she was her authentic self no matter where she showed up. She was the same person in public as she was in private. Having the opportunity to have watched such an incredible woman live a life where her actions totally outstripped her words was truly inspiring. As I made my way out into the world, I began to understand how truly rare it is and was. And slowly, but imperfectly, have been working towards having the impact on my small communities that my Grannie had on hers...

