



RI

input

WINTER 2015

VOL. 43 NUMBER 1

Innovations in Modular and Prefab Housing

By BC Housing, MHABC, and REIBC

Strata Governance Training

REIBC's New Program Launches Spring 2015

Civil Resolution Tribunal

Industry Update

By Shannon Salter, Civil Resolution Tribunal

A New Direction

REIBC's Strategic Plan Puts RIs First



From the EO's Desk

Happy New Year, everyone! I hope you enjoyed the holiday season and that you will have a healthy and prosperous 2015.

This issue of *Input* is dedicated to the Institute—new projects we are working on, projects and events we have recently completed, and a look at where we are headed, strategically speaking.

At the heart of this issue is our 2014–2015 Strategic Plan, but the big takeaway (spoiler alert!) is that the Institute is going to do more to assist you, our members, in the success of your career or business. We're unofficially labelling this the "Year of the RI" as we focus on promoting the RI designation and our members to potential clients and the public.

We're very excited to be announcing our new program: Strata Governance Training. The program supports our Strategic Plan in many ways, and we can't wait to get started. The problem of governance in strata councils is widespread. There are 29,000 stratas in BC, and with all that strata councils have to deal with, governance often gets left behind. Through this proactive program we're seeking to prevent many of the conflicts that arise in stratas due to poor governing process. You can read about strata council challenges, the benefits of good governance, the strata management industry, and solving strata disputes throughout this issue of *Input*.

Mark your calendars for the Day of Recognition (February 19, 2015) in your local chapter, and for our summer event at Nat Bailey Stadium as we sponsor a Vancouver Canadians game and launch a new advertising campaign.

Please let us know what you think of REIBC's new strategic direction by writing to us. We welcome your thoughts.

Brenda Southam, CAE
Executive Officer

Drop us a line!

We want to hear from you. Please let us know your ideas for articles and how you like the magazine—and check out our LinkedIn, Facebook, and Twitter pages for up-to-the-minute information on REIBC activities.

www.reibc.org
info@reibc.org



Speaker Shayne Ramsay, BC Housing, with Scott Ullrich, Chair of the Real Estate Foundation of BC, at the President's Luncheon in December.



President's Message

Welcome to the Winter 2015 issue of *Input*! I trust everyone had an enjoyable holiday season with family and friends.

The Board has been very busy since the last edition. In September, we conducted our annual review of the Strategic Plan and associated Board governance training. The 2014–15 Strategic Plan sets in motion initiatives such as enhancing our digital presence and associated branding, reviewing RI education requirements, and even studying alternatives to the Institute's long-standing geographic operational structure (chapters). Some of these new areas of focus involve significant work and may take several years to fully implement.

In addition, an exciting and totally new potential area of revenue and relevance for the Institute has been given life by the plan: work is well underway on a program to deliver governance training to strata councils. REIBC is developing the curriculum and will deliver the training in a pilot project in the spring of 2015.

In December, an in-person Board meeting reviewed the direction set out in the Strategic Plan, measured our progress, and laid out a strategy for the ongoing implementation of the plan. The meeting was also a welcome opportunity for our diverse Board members to spend some time getting to know each other.

Throughout the fall I had the opportunity to attend various industry events, including the Real Estate Foundation Land Awards, and was able to meet and speak with many RIs at the Vancouver Chapter Holiday Reception. Our President's Luncheon in December was a huge success, with over 180 professionals coming out to hear Shayne Ramsay, CEO of BC Housing, speak about innovative housing partnerships in BC.

I know you will enjoy this exciting issue of *Input*.

Jason Grant, RI
President

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REIBC's New Offering: Strata Governance Training

REIBC is set to launch its first social enterprise. In doing so, we intend to strengthen REIBC's financial sustainability while simultaneously being a leader in the field and helping strata properties and their owners increase their resilience.

What is this social enterprise? REIBC will be offering its Strata Governance Training program to strata councils across BC.

In the spring of 2015 we will initiate the pilot phase of our Strata Governance Training program, which will be followed by a full rollout later in the year. REIBC will work with its members in the property management sector, as well as organizations that are not REIBC members, to identify strata councils in need of this training and to coordinate the marketing and delivery of the curriculum to strata councils.

WHY GOVERNANCE TRAINING?

There is a clear need for strata councils to learn good governance protocols. The vast majority of first-time council members have no practical knowledge of how a board or council meeting should be scheduled, how to effectively participate, what their duties are or how to ensure that members act in the best interests of the whole as opposed to representing their personal agendas. Though the *Strata Property Act* imposes duties and obligations on members of council, there is no “how to” anywhere in the legislation.

Strata managers know this need exists because they participate in strata council meetings. They report that much of the meeting time is spent explaining the role of council members, that personal interest should be separated from the interests of the strata corporation, how meetings should be managed to ensure maximum time is available for decision making, and how to move through difficult issues.

Acrimonious accusations often show up at council meetings but these are often simply matters of miscommunication or improper instructions or actions. Strata managers receive many complaints from strata members that the managers are unable to address since the strata managers are only authorized to deal with council. Dispute resolution specialists who specialize in strata law can confirm that many of the strata conflicts that end up on their desks may have been resolved at the council level but the council members were unsure of their roles and therefore were unable to take appropriate action.

Working with council members who have had previous governance training through their involvement in other non-profit organizations makes it clear that such training is useful and important. Individuals with prior training in governance understand meeting process, how to take good meeting minutes and run an efficient meeting, the need for consensus building among council members, and that their participation is for the greater good.

WHAT IS A SOCIAL ENTERPRISE?

In Canada, a social enterprise is understood as a business operated by a non-profit entity. The business must have a product or service it can sell to customers, and it must also have a defined social, cultural, or environmental value. A social enterprise seeks a blended return on investment, combining financial and social returns. It does not distribute assets or profits to individual shareholders.

See more at: www.socialenterprisecanada.ca

DEVELOPMENT AND TESTING

We are currently developing the curriculum that will be tested during the pilot phase. Working with a curriculum writer and representatives from strata management companies, we are crafting a curriculum for governance training specific to the needs of strata councils.

Governance training for strata councils addresses the uncertainty and confusion exhibited by strata councils and strata owners who do not understand the steps that must be followed to run the council to effectively manage the asset. The curriculum we are developing will reduce and in many areas eliminate the misunderstanding of responsibilities and duties of strata council members.

Governance training will provide all strata council members with the tools and practical methods to address governance issues, providing clear direction and information on roles and responsibilities and good governance procedures. Strata councils will gain knowledge about the process, thereby reducing the fear of the unknown. The training will encourage those who have never participated in council positions to do so, empowering them with positive and constructive methods for participating in an elected group environment.

2015 STRATEGIC PLAN

STRATEGIC GOAL #6

We are a financially sustainable organization.

Objective #1: We receive alternative sources of funding for activities.

Objective #2: Annual revenues are greater than expenses.

Objective #3: We have a sustainable financial plan.

Rationale: “Financially sustainable” is the goal that we carried over the last two strategic plans. REIBC continues to strive for financial sustainability and will continue to work in that direction. We have made huge strides over the last five years and we will continue to do so by exploring alternative sources of funding.

As a social enterprise, the governance training program will be self-sustaining and provide an income stream to REIBC, which will assist our organization to provide stable and better services to our membership. Offering governance training is in line with our core values and is complementary to the work others in the real estate sector are doing.



to fulfill their role—to effectively and efficiently administer the assets and finances of an organization as well as learn the tools to follow the bylaws of the organization and enforce those bylaws and rules.

In the pilot we will use the curriculum to train strata council members from nine strata properties in BC—three in the Interior, three on Vancouver Island and three in the Lower Mainland. REIBC will refine the curriculum and then launch the next phase of the project—delivering governance training to strata councils across BC.

INDUSTRY BENEFITS

There is a direct and immediate benefit to strata corporations in that there will be consistency in the transition from one council to another. In many cases, there are full changes to the members of council from one year to the next. If strata councils adopt the governance training as a part of their obligations, then the decision-making process will remain consistent, as will the process of how meetings are conducted. It is the consistency that provides stability.

Strata lot owners gain confidence when they know that there are standardized practices being used by their strata council and that any council membership presented with the same set of facts by different owners will receive the same set of answers. The training eliminates the imposition of personal beliefs and agendas, and we believe it will reduce conflict.

The benefit to the real estate industry is that potential homeowners receive assurance and confidence that even though they are not sitting on a council, there are processes and procedures that will remain constant and the unknown

element is greatly reduced. This potentially makes homebuyers more confident in their purchases.

SUSTAINABILITY AND LONGEVITY

As a social enterprise, the governance training program will be self-sustaining and provide an income stream to REIBC, which will assist our organization to provide stable and better services to our membership. Offering governance training is in line with our core values and is complementary to the work others in the real estate sector are doing.

There is no shortage of strata councils in need of training, and not enough trainers in this market niche. There are approximately 29,000 stratas in BC, and not all are receiving this level of training. Moreover, turnover in strata council membership is high, which means that every council will be in need of training every few years.

The legacy of the program will be a strata-specific governance training program that empowers strata council members to undertake their roles with confidence to the benefit of strata owners, strata management corporations, and homebuyer confidence.



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FAQs

1. What capacity and expertise does REIBC have to offer training in governance?

Executive Officer Brenda Southam has expertise in governance training and has trained non-profit boards on this topic for a number of years. Training provided to strata councils during the pilot stage of the project will be conducted by Brenda, and additional trainers will be hired as we move the pilot to full implementation.

REIBC has professional members who own and operate strata management companies and are licensed. We also have a number of members who are strata managers. These members are assisting us with their professional experience and expertise.

2. As an REIBC member, what benefit will I experience from this new social enterprise? Will it affect my membership fees?

As a member the benefit you will experience is a larger public identity of the RI. The membership fees will not be affected by this enterprise.

3. I'm an REIBC member and I work for a strata management company. How can I get involved with this project?

We will be looking for qualified RIs to critique our first draft and then other drafts as we move to completion. Contact Brenda at the office.

4. I have ties to a strata council in need of governance training. Can I nominate the council to take part in the pilot stage of the project?

There will be approximately 10 sessions done in the pilot stage. Please forward information about the strata council to the office. Email: info@reibc.org

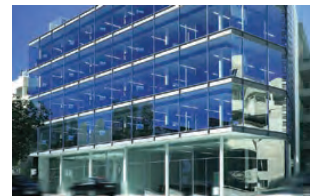


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Strata Governance? It's About Time.

As a member who works in the strata management industry, I was delighted with the news that the Real Estate Institute is developing governance training for strata corporations. My first reaction was, "It's about time." Many of my colleagues had exactly the same response.

Most strata corporations are fortunate enough to have members willing to step forward with the goal of acting in the best interest of the strata corporation, without view to personal gain. However, as in all walks of life, there are some who run for strata council in order to further their own agendas—to get work done on their units, have their pet projects enacted, and, in more cases than one likes to admit, experience personal power.

Linda MacSeafraidh, RI

Strata Property Manager, Stratawest Management Ltd.



Linda MacSeafraidh has been licensed since 1989, initially as a real estate salesperson, eventually specializing in building lots, acreages, and bare land strata developments. Linda entered into the field of property management in 2000 and currently manages a portfolio of prominent buildings for Stratawest Management Ltd. Linda has pursued educational opportunities and professional excellence throughout her career.

Most strata corporations are fortunate enough to have members willing to step forward with the goal of acting in the best interest of the strata corporation, without view to personal gain. However, as in all walks of life, there are some who run for strata council in order to further their own agendas—to get work done on their units, have their pet projects enacted, and, in more cases than one likes to admit, experience personal power.



POWER OF ONE

There are many instances where a single owner takes control once elected, either due to the creation of an atmosphere of fear and retribution in the building or a more devious grasp for power. While this is an extreme example, several years ago I was involved in a strata corporation of several hundred units where the building was older, needed replumbing, and would eventually require replacement of the face-sealed stucco cladding, although a good maintenance program was in place. An individual purchased a strata lot, spent his days charming residents, kissing babies, and complaining about the management company. He was elected to the strata council and organized a boycott of any meetings involving the property manager.

The council as a group followed this charismatic, forceful personality, and hired a lawyer to run the annual general meeting. It was there that photos of leaking boilers and other maintenance items the council itself had refused to allow be repaired were circulated and blamed on the management company, whose representatives then walked out of the meeting.

This man hired an assistant, entered into a “financial only” contract with a new management company, did no maintenance, and within a year tried to have the contingency reserve fund transferred to his own bank account. The new management company terminated its contract, the courts became involved, and an administrator was appointed. Property values

plummeted. This took place within approximately two years of this individual purchasing a strata lot.

PROPER GOVERNANCE

This situation could not have happened had the owners and other council members been aware of how a strata corporation is properly governed—that all maintenance, repairs, financial management, and administration are the responsibility of the strata council and can only be carried out under the direction of the strata council.

There is a huge misunderstanding of this concept (particularly in buildings where English is not the first language), with many believing that decisions are being made by the property manager or the management company. Where there is already perceived displeasure with a management company due to unrealistic and in many cases unlawful expectations, the management company is often unsuccessful in its attempts to educate the owners and the strata council. Training by an independent, established and respected third party will fill this void and, hopefully, better educate all parties on the respective duties and responsibilities of all those involved in the administration of the strata corporation.

Training is also required for strata council members and owners of buildings that are functioning well. Eventually a controversial issue will arise and strata councils need to know, for example, when they can have “in camera” discussions, or what must be

There are experienced and knowledgeable property managers, but they are in short supply and the demographics of this industry indicate many will soon be retiring, leaving a void greater than already exists in this area. REIBC is taking on this initiative at a most opportune time... I currently work with one building that could use this training immediately. Is there a wait list?

included in strata council meeting minutes. The standard bylaws state the council President is to chair annual and special general meetings, and in his or her absence the Vice-President takes on this duty. Other items of process include whether Robert's Rules of Order are followed, or whether a three-quarter vote resolution can be retabled after being defeated if three-quarters of the owners present agree.

There are experienced and knowledgeable property managers, but they are in short supply and the demographics of this industry indicate many will soon be retiring, leaving a void greater than already exists in this area. REIBC is taking on this initiative at a most opportune time. Congratulations to the Institute on identifying a problem and developing a solution. Most people in our province live in a strata corporation, or have family and friends that do, and I believe all will benefit from REIBC's governance training.

I currently work with one building that could use this training immediately. Is there a wait list?



Introducing the

RESERVE FUND PLANNING PROGRAM (RFPP)

UBC Real Estate Division is pleased to announce the new **Reserve Fund Planning Program (RFPP)**, a national program designed to provide real estate practitioners with the necessary expertise required to complete a diversity of **reserve fund studies** and **depreciation reports**.

The program covers a variety of property types from different Canadian provinces, offering both depth and breadth in understanding how reserve fund studies are prepared for condominium/stratas and other properties.

The RFPP program comprises two courses:

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A comprehensive overview of the underlying theory, principles, and techniques required for preparing reserve fund studies and depreciation reports.

CPD 899: Reserve Fund Planning Guided Case Study

Guides the student through the process of completing a comprehensive reserve fund study report.

Find out more and apply to the program now:

realestate.ubc.ca/RFPP

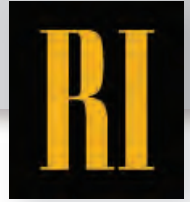
tel: 604.822.2227 / 1.877.775.7733

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2015 Education Symposium

Embracing Diversity



MARCH 26, 2015

REIBC 2015 EDUCATION SYMPOSIUM

SESSIONS (ALL PLENARY)

COMMERCIAL MORTGAGE BACKED SECURITIES (CMBS)

Speakers: **Mark Achtemichuk, Managing Director and Vice-President, CMLS Financial, and Sam Brown, Director, CMLS Financial**

CMLS Financial will provide a comprehensive overview of the Canadian commercial mortgage debt market with a focus on commercial mortgage backed securities (CMBS).

FLOODPLAIN MAPPING

Speaker: **Damian Stathonikos, Director of Communications and Public Affairs, BCREA**

BCREA advocates for existing floodplain maps to be updated, providing communities with accurate information on which to base decisions about growth and safety. In 2013, BCREA held a stakeholder workshop that resulted in the Floodplain Maps Action Plan.

MEDICAL MARIJUANA FACILITIES

Speaker: **Jack Froese, Mayor, Township of Langley**

Mayor Froese will address community concerns about public safety and the environment, federal regulations, the ALR's zoning bylaw, and local government response.

Speaker: **Darcy Bomford, CEO and Founder of True Leaf Medicine Inc.**

Darcy Bomford will discuss the Health Canada approval process; municipal approval and zoning; proposed sites and physical security; proximity to residential areas, schools, and RCMP; and notice to local government, police and fire authorities.

INDUSTRIAL LAND RESERVE

Speaker: **Chris MacCauley, Vice-President, CBRE Limited / Industrial Properties**

Chris MacCauley will discuss the shortage of developable industrial land in Metro Vancouver.

NAIOP CASE COMPETITION

Speaker: **Tsur Somerville and group, UBC**

Presentation of UBC's winning entry.



KEYNOTE SPEAKER

Ryan Berlin

Director, Urban Futures

Urban Futures serves the private and public sectors through objective analysis of trends in population dynamics, land use, and the housing market, among others. Ryan is routinely utilized as a resource for local and provincial media outlets, and he is a regular contributor to *Business in Vancouver* through his Statistically Significant column.

Ryan is a demographer and economist. He holds an MA in Economics from UBC and is a member of the Association of Professional Economists of BC.

QUESTIONS?

For more information visit www.reibc.org



INDUSTRY UPDATE: CIVIL RESOLUTION TRIBUNAL

As Canada's first online tribunal, the Civil Resolution Tribunal (CRT) will significantly increase access to justice for British Columbians by helping them to resolve strata property and small claims disputes fairly, quickly, and affordably, ideally from the comfort of their home computer or even their mobile phone.

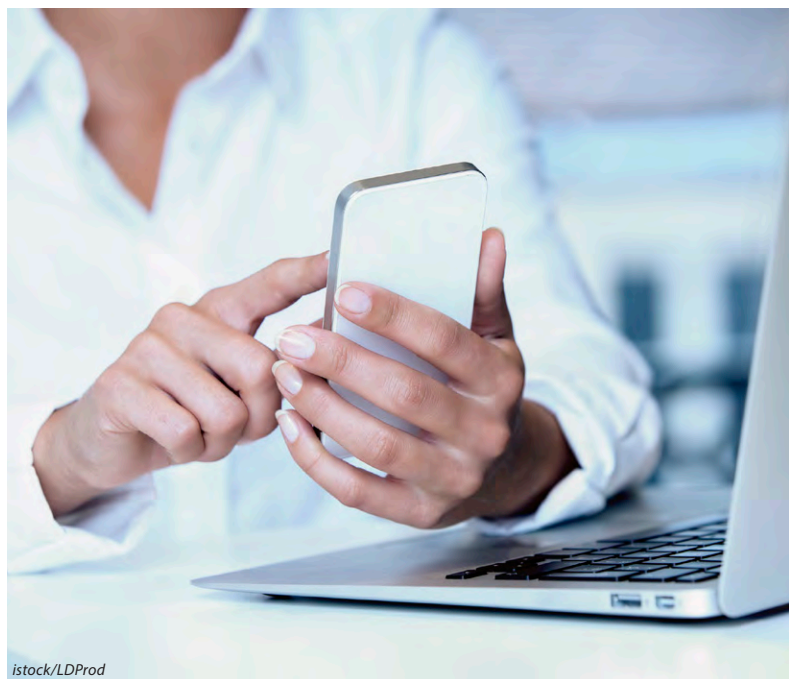
The CRT will also empower and support citizens to use a variety of dispute resolution methods, including negotiation, facilitation, and, if necessary, adjudication. This will be especially important for strata members because resolving disputes early and collaboratively is essential to cultivating the kind of positive and respectful environment that embodies strata living at its best.

I know that strata members, in particular, have been waiting patiently for the CRT to open. We are working hard to implement the CRT and I want to keep you up to date on our progress.

First, together with other tribunals, we have been designing the CRT's dispute resolution technology platform. This process is similar to drafting blueprints for the construction of a building, and is necessary for the technology partner to be able to create a solid, well-designed CRT platform. The technology partner has recently been selected and will hit the ground running to ensure that the CRT opens its virtual doors in 2015.

Second, CRT is in the process of hiring two staff members who will work hard to establish the myriad systems and processes that help tribunals operate smoothly. We will be hiring more staff in 2015 as the CRT gets closer to opening.

Finally, I am pleased to announce the launch of an implementation website for the CRT (www.civilresolutionbc.ca),



which is intended to provide helpful information about how the CRT will work and keep you informed about our progress in implementing the CRT. Equally important, the website will let you share your questions and comments with us. We are committed to making the CRT as easy to use and accessible as possible, and we encourage you get in touch with us through the website.

These past few months I have enjoyed meeting with a number of representatives of the strata community, and I have been impressed with their knowledge, enthusiasm, and support for the CRT. I would like to thank you all for your assistance, and I look forward to working closely with you to implement the CRT in the coming months.

Shannon Salter, BA, LLB, LLM Chair, Civil Resolution Tribunal



Shannon Salter earned her BA (2001) and LLB (2005) from the University of British Columbia, and her LLM from the University of Toronto (2011). She clerked with the British Columbia Supreme Court, practiced litigation at a large Vancouver law firm for several years, and has served as a vice chair of the Workers' Compensation Appeal Tribunal. Shannon is also a commissioner of the Financial Institutions Commission, Vice-President of the British Columbia Council of Administrative Tribunals, and a past board member of the College of Registered Nurses of British Columbia. She teaches administrative law at the UBC Faculty of Law as an adjunct professor and has been actively involved in providing pro bono legal advice and representation throughout her career.

Q: *If the Strata Property Act contains guidance on strata property dispute resolution, why do we now have a Civil Resolution Tribunal Act? What is the benefit of such a tribunal?*

A: The objective of the *Civil Resolution Tribunal Act*, passed in 2012, is to use technology and alternative dispute resolution methods to increase access to justice for people with strata property and small claims disputes. The Civil Resolution Tribunal (CRT) was created in response to concerns about timely access to justice and the costs associated with arbitration and court proceedings. Presently, it is expected that the CRT will be up and running sometime in 2015.

The CRT is intended to operate primarily as an online tribunal with most of the communication between the parties and the tribunal occurring electronically. By operating in this manner it is expected that this will provide a more straightforward, timely, and cost effective way for parties to resolve their disputes.

The goal of the CRT is to resolve disputes through early and collaborative dispute resolution; failing such resolution, the

CRT will have the jurisdiction to issue binding decisions. This is particularly important with regard to disputes in a strata setting where the disputes can be upsetting and disruptive to the residents of a strata complex by pitting neighbours against each other. It is hoped that by engaging in a less adversarial process that a respectful and positive environment can be maintained.

Prior to the creation of the CRT, dealing with strata property disputes generally has been an expensive and time-consuming process. Many of the dispute resolution mechanisms in the *Strata Property Act* are expensive, cumbersome, or lead to protracted proceedings. Unlike Court proceedings, which can be quite formal and procedural, the *Civil Resolution Tribunal Act* dictates that a CRT proceeding be conducted with as little formality and technicality and with as much speed as possible to allow for the proper consideration of the issues in the dispute.

John A. McLachlan, RT, BA, LLB
Lex Pacifica Law Corporation

John McLachlan is a lawyer at Lex Pacifica Law Corporation in Vancouver, British Columbia. His practice is focused on civil litigation with an emphasis on real property matters. John has appeared as counsel before the British Columbia Court of Appeal, the Supreme Court of British Columbia, the Provincial Court of British Columbia, the Federal Court, and various Administrative Tribunals, including the Employment Standards Tribunal, the Property Assessment Appeal Board, the BC Human Rights Tribunal, and the Workers' Compensation Appeal Board.

John represents and advises clients in a variety of areas, including labour and employment, real property assessment, real estate litigation, construction litigation, and commercial disputes.



The CRT has been given the jurisdiction to settle strata disputes between owners of strata properties and strata corporations for a wide variety of matters, such as:

- non-payment of strata fees or fines
- unfair actions by the strata corporation or by people owning more than half of the strata lots in the complex
- unfair, arbitrary or non-enforcement of strata bylaws (such as noise, pets, parking rentals)
- issues of financial responsibility for repairs and selecting contractors that bid for services
- irregularities in the conduct of meetings, voting, minutes, or other matters
- interpretations of the legislation, regulations, or bylaws
- issues regarding the common property

While the CRT will be available to address many issues relating to strata disputes, certain matters will continue to be heard by the British Columbia Supreme Court. The CRT cannot decide matters regarding:

- claims over \$25,000
- claims for defamation
- claims against the government
- appointment of an administrator to run the strata corporation
- orders vesting authority in a liquidator
- applications to wind up a strata corporation
- allegations of conflict of interest by council members or appointment of voters when there is no person to vote in respect of a strata lot

In addition, the CRT cannot decide matters that affect land, such as:

- ordering a sale of a strata lot
- court orders respecting the rebuilding of damaged property
- dealing with developers and phased strata plans
- determining each owner's percentage share in the strata complex



In keeping with the idea that the goal is to resolve disputes through a collaborative process, participation in the CRT process will be voluntary and both parties will have to consent to participate in the CRT process. However, strata corporations will be required to participate if the other party elects to engage in the CRT process.

At this point, it is expected that the CRT collaborative resolution process will consist of five stages. At each stage the CRT takes greater control over the process, with each subsequent phase being more involved. Once the process moves to the hearing stage the parties cannot withdraw their participation.

The stages are set out as follows:

- 1. Information, problem solving, and self-help.** This first stage will allow the parties to navigate the CRT website or to phone the CRT to answer straightforward questions about the claimant's issue and be guided to useful information and problem diagnosis and self-help tools. This phase will allow the claimant to identify issues and assist in framing his or her claim.
- 2. Party to party negotiation.** At this stage, the parties can attempt to negotiate a resolution using the CRT's online negotiation tool.
- 3. Case management with facilitated alternative dispute resolution and hearing preparation.** If the parties are unable to resolve their dispute on their own, any party may invite the CRT's case managers to assist in trying to

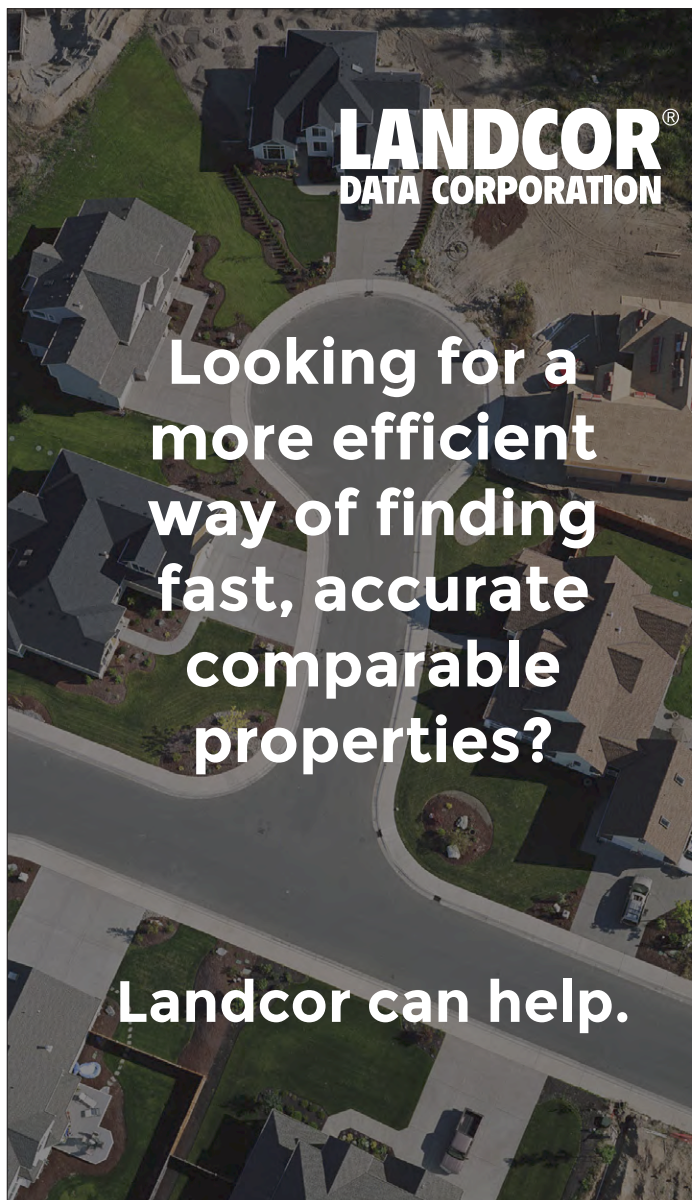


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reach a resolution. The purpose of the case manager is to facilitate discussion and, if requested, provide a neutral valuation of the claim.

4. **Adjudication.** Failing resolution, a party can ask the CRT to make a binding decision. It is expected that most hearings before the CRT will be by way of written submissions and it is expected that the process can be completed within 60 days.
5. **Post-resolution support.** It is expected that post-resolution support will be needed after the dispute process has been completed. The CRT will be available to assist parties and provide information and guidance about options for implementing and enforcing any decisions made. Any final decisions and orders of the CRT can be filed in either the British Columbia Provincial Court or British Columbia Supreme Court to ensure enforcement of any of the CRT's orders.

The introduction of the CRT will, in the right circumstances, provide the public with another avenue with which they can resolve disputes between parties. It is hoped that through the use of technology and a collaborative process disputes will be resolved in a more cost-effective and timely manner while still enabling parties to live and interact with each other after the dispute has been resolved.



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- **Certified Reserve Planners (CRPs)** perform reserve planning services for many organizations across Canada, including residential strata, commercial strata, non-profit and cooperative housing.
- For a cost-effective solution, a **Certified Reserve Planner (CRP)** is the right choice for your Depreciation Report.

The following are Certified Reserve Planners in your area:

BFL Canada | Vancouver

www.bflcanada.ca | 604.669.9600

Bramwell & Associates | Vancouver

www.stratareserveplanning.com | 604.608.6161

Campbell & Pound | Richmond

www.campbell-pound.com | 604.270.8885

Citadel Building Consultants Ltd | Coquitlam

www.citadelbuildingconsultants.com | 604.655.9443

Cunningham & Rivard Appraisals | Campbell River

www.cunninghamrivard.net | 250.287.9595

Grover, Elliott & Co | Vancouver

www.groverelliott.com | 604.687.5443

Ingleside Development Consulting Ltd. | Kelowna

www.inglesidedevelopment.ca | 250.764.7722

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www.kent-macpherson.com | 250.763.2236

Maintenance Operations Program | Cloverdale

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CAREER NOTES: STRATA MANAGEMENT

How do you describe the optimum traits of a strata manager? First, there is a requirement for licensing if you wish to perform this position as a professional. Once the licensing course is completed, and the exam written and passed, the candidate can then look for a position with a brokerage that offers strata management.

This, however, is just the beginning. While the courses provide the essential minimum requirements of education, a successful strata manager should develop knowledge and skill sets that include in-depth understanding of buildings and how they work; this is an extremely important part of the knowledge base and will enable a strata manager to understand depreciation reports, engineering reports, and even insurance documents. Also needed are advanced communication skills in speaking and writing, and advanced knowledge of legislation as it may apply to strata corporations—liability issues, privacy issues, and confidentiality issues.

Experience in conflict resolution techniques will prove extremely valuable, as will an interest in working with people since forming professional relationships with members of strata councils will be essential to developing an atmosphere of trust. Ultimately, one's personality will influence the direction of a career.

In a strata corporation, the day-to-day responsibility of making decisions lies with the strata council. However, the council may delegate the day-to-day duties to a strata manager but not the responsibility. The strata manager needs to continually reinforce that the council makes the decisions, that individual strata lot owners with issues other than the payment of their fees must communicate with the strata council, and that the



strata manager only acts within the terms of contractual obligation with the client—the strata corporation.

As new strata managers gain confidence, usually by working closely with seasoned managers, many find that they have a preference for specific types of strata corporations. Some develop a keen sense of building operation and lean toward working with strata corporations that need to develop very detailed building repair programs. Other new managers develop very strong interpersonal skills and become adept at handling conflicts and working toward positive solutions with their clients.

Strata management is a very rewarding career choice. It is exciting to work with a strata corporation facing huge challenges. Strata managers identify the issues, break up the components of a huge challenge into manageable parts, and work with strata councils to find solid, viable solutions.

Lita Powell, RI

Managing Broker, Licar Management Group

Lita Powell entered the real estate industry in 1983, working with a property management firm in Fort St. John, BC. In 1990, Lita obtained her Agent's license and together with Carol, her partner, opened Licar Management Group. After graduating from the UBC Urban Land and Economics Program, Lita became involved with REIBC, sitting as a Governor for two separate periods. She has also participated in the Strata Management Advisory Committee under the Real Estate Council, sat as a director for SPABC, and continues to participate in committee work for REIBC.



A New Direction: REIBC's



Over the last couple of years, strategic planning involved reviewing the existing plan and updating it to keep the Institute current. This past year, on September 24, 2014, the REIBC Board of Governors met for its strategic planning session and rewrote the plan altogether.

The Board stepped back to discuss what is truly important to our members and how we should move forward in this ever-changing world we live in. From this great conversation came the idea that we need to start looking outwards more, and inwards less. For the last 50 years, REIBC has mostly been looking inwards—at how we can better serve our members—when really the best way we can serve our members is to

look beyond our own capability to provide services and also consider how we can help RIs get noticed out in the world. Who knows what an RI is? What can we do to promote the highly regarded RI designation? This is where REIBC will now focus more of our effort.

The Board also looked closely at the delivery of member services. It asked: Does the current governance structure serve members well? Will a geocentric structure (regional chapters) continue to serve our members as they would like to be served or should we be looking at a new model? We don't have answers to these questions, so now the work begins to collect and assemble information so that we gain a clear understanding of how to organize and deliver services.

RI DESIGNATION

REIBC offers the recognized Professional RI designation to real estate professionals from all sectors of the industry who meet high educational and experience standards. The RI designation sets a high professional standard across the industry and provides an assurance of excellence for clients and consumers.

Another big question is about the education component of membership. Are we open enough to accept folks that are getting their education from another country or overseas? Are there any other kinds of training we will accept? Again, no answers, so we will begin to research the issue.

We are on our way to completing a social media strategy to engage with members and the broader community. We will also be refreshing the website to meet the goals of the new strategic plan.

We will spend much of the next year working through the big questions, asking for feedback and information from our members and putting together ideas, plans, and programs to better meet members' needs. This work is what makes up the 2014–2015 Strategic Plan, detailed below.

STRATEGIC GOAL #1

Clients (employers and public) demand RI designated professionals for their real estate needs.

Objective #1: Clients are knowledgeable about the value of the RI designation.

Objective #2: Clients are familiar with connecting to and using the RI network for hiring purposes.

Objective #3: Clients have established sustainable hiring protocol of RIs.

Rationale: REIBC must tell the world what an RI is. We want the public to look for RIs when they look for real estate professionals, whether appraisers, realtors, or mortgage brokers. We want industry players to look for an RI when they are hiring.

This is an exciting change for the Institute as we will focus much more on the RI designation and the professionalism and expertise of our members.

STRATEGIC GOAL #2

Current and potential members who hold the RI designation are knowledgeable about and value the benefits associated with the designation.

Objective #1: Benefits have been identified.

Objective #2: Members and potential members are informed of the benefits.

IN ACTION: PROMOTING RIs TO THE PUBLIC

Last July, REIBC held an event at Nat Bailey Stadium in Vancouver, home of the Vancouver Canadians baseball team. We took in a baseball game with about 30 supporters and had a great time. During the game we saw the signage and the advertising on the big screen and wondered what it would cost to advertise here, and how we could use that advertising to benefit our members.

We found that we could sponsor an entire game, have a lot of advertising done, invite some folks to attend the game with us, and make a 30-second commercial that would air at the game. Did this fit into our strategic plan? We weren't sure at that time, but on September 24, 2014, the Board of Governors made changes to the Strategic Plan that made this opportunity a great fit. We bought it!

Strategic Goals #1 and #5 talk specifically to promoting our Professional members (who hold the RI designation) to the public, and promoting the RI designation to

potential members. This type of advertising is a great way to start.

This summer we are sponsoring a Vancouver Canadians game and fireworks at Nat Bailey Stadium, so mark your calendars and we look forward to seeing you at the Nat!



Ian Alexander Martin (flickrCC/I am I.A.M.)

MISSION STATEMENT

Our mission is to advance and recognize excellence in education, knowledge, professional development and business practices uniting all sectors of the real estate industry.

Objective #3: We know the extent to which members value these benefits and any additional benefits they have identified.

Rationale: This goal is one that makes it into the Strategic Plan each year. It is important that our members know the value of their RI designation and what the benefits are of belonging to the Institute.

STRATEGIC GOAL #3

Individuals practicing real estate are able to satisfy REIBC's updated criteria for an RI designation and therefore qualify to receive the RI designation.

Objective #1: Criteria and qualifications have been identified and approved by the Board.

Objective #2: All individuals practicing real estate, and their employers, have been identified and informed.

Objective #3: The mechanism for receiving and processing applications has been established.

Objective #4: The Board has approved bylaw changes.

Rationale: Times have changed and the way people receive their education has changed as well. Are there more real estate courses or more programs of study that we should be considering for eligibility criteria? Can we engage a different sector by looking beyond our current borders?

STRATEGIC GOAL #4

Our use of current technology effectively meets the public's and our members' needs and interests for how we inform, communicate with, and engage them.

Objective #1: Tools and platforms that are relevant to the membership and the Institute have been identified.

Objective #2: A digital marketing plan to comprehensively and effectively communicate and engage with the membership and Institute exists.

Objective #3: The digital marketing plan has been executed.

Objective #4: In four months, the digital marketing plan has been evaluated and adjusted.

Rationale: REIBC is finally going to be a full participant in the digital age. The goal notes that we want to meet the public's and our members' needs; we must look outside of the Institute to ensure that the public is aware of the RI designation and how RIs can assist them. Also, we will improve communications with our members so that everyone who wants to can stay engaged and informed. Members should watch their inboxes for information on getting their bios and pictures on the REIBC website. This will help potential clients to find RIs to work with. This service will soon be underway.

STRATEGIC GOAL #5

A high level of awareness of and brand loyalty to REIBC exists with the public and potential members.

Objective #1: Succinct and clearly articulated benefits of working with with an RI exist.

Objective #2: An outreach strategy has been developed to reach and communicate with the public and potential clients.

Objective #3: A wide variety of effective marketing materials exist.

Objective #4: Other organizations are knowledgeable about REIBC and have been engaged.

Rationale: Brand loyalty starts with awareness of the RI designation, and we must get that awareness out to the public and potential members. The RI is the brand, so this is what we need to develop a brand strategy for. Once again, we will look outward to give our members the much-needed increase in profile. Our long-term goal is for the RI to be directly associated with real estate professionals, much as the CGA is for accounting professionals. There is a lot of work to be done, but we believe that this will serve our members better than anything else we can do.

STRATEGIC GOAL #6

We are a financially sustainable organization.

Objective #1: We receive alternative sources of funding for activities.

Objective #2: Annual revenues are greater than expenses.

Objective #3: We have a sustainable financial plan.

Rationale: “Financially sustainable” is the goal that we carried over the last two strategic plans. REIBC continues to strive for financial sustainability and will continue to work in that direction. We have made huge strides over the last five years and we will continue to do so by exploring alternative sources of funding.

STRATEGIC GOAL #7

Our organizational structure meets the needs of the organization and those it serves.

Objective #1: A review of the geographic structure (regional chapters) has been conducted and associated recommendations have been approved by the Board.

Objective #2: Member feedback has been received by the Board.

Objective #3: A communication plan exists for proposed changes.

Rationale: This goal is one that we need to explore to see if the existing structure of the organization is meeting the needs of our members. Are we structured correctly? Is a geocentric approach the best possible way for us to serve our members or is there another way? We will begin to explore these questions and consider possible alternatives.

This is an exciting time for the Institute and, we trust, an exciting time to be a member. With this change in direction we believe that we will better meet the needs of our members and create a higher profile for RIs. As always, we are open to your thoughts and ideas so feel free to drop us a line or give us a call with your thoughts on the 2014-2015 Strategic Plan.

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BC Passive House

Truck delivery of Fort St. John's passive house, including modular roofing.

RESEARCH REPORT:

Innovations in Modular and Prefabricated Housing

Globally, modular and prefab buildings have a long history. The Mongolian yurt is a building technology that is thousands of years old and prefabricated to be easy to transport. In North America, housing kits were brought to the East Coast in the seventeenth century. In the late nineteenth century modular woodframe homes were being shipped within North America.

Though there is relatively little here now, the modular and prefabricated building market is growing quickly in North America, and BC's affordable housing sector has much to gain from these new types of construction that combine speed, sustainability, durability, and affordability.

Using modular and prefab can have advantages over traditional on-site construction. Modular units are usually built on an assembly line in a plant and then transported to the construction site. Building the units indoors means that outdoor site work can happen at the same time, or that units can be built when weather does not allow outdoor construction, thereby speeding up construction timelines. Shorter timelines and efficiencies that can be realized through an assembly line approach can result in cost efficiencies. As well, because modular and prefab products are built indoors away from the elements and closely supervised at each step, they can be of higher quality. Due to precise planning and the sturdy builds of these construction products, they can—if designed appropriately—also offer a sustainable solution.

THE STUDY

Research suggests that when they are considered from the conceptual phase of development and planned appropriately, modular and prefab construction can save time and money and increase sustainability and performance. But, in some instances, modular and prefab construction has run into challenges¹:

- Modular units and prefab systems may have to travel long distances to the site, which can be costly or lead to damage, and they are typically lifted off the truck and onto the foundation with a crane, which can be expensive.
- On-site integration of units, systems, or pods can result in errors and unplanned labour expense if there are assembly challenges, and there can be confusion about how the project team is supposed to integrate the prefab or modular components with the on-site components.
- If units or systems get damaged en route or deficiencies are noticed once the unit is on-site, it can be unclear whether site labour or the plant is responsible for making the repairs.
- Modular units using standard designs may not work in all climates and mistakes in the design can be repeated on the fast-moving assembly line.

The purpose of this study, *Modular and Prefabricated Housing: Literature Scan of Ideas, Innovations, and Considerations to Improve Affordability, Efficiency, and Quality*, is to identify ideas, practices, and innovations to overcome these challenges and



Recycled shipping container apartments in the Imouto project, Canada’s first such social housing project, Vancouver.

Unit Design & Construction	Materials	Transportation
IDP / IPD	Panelized wood	Space saving structures
BIM	Mass timber	Barges
Modular Test Fit	Shipping containers	Stackable / foldable modules
Assembly Line Efficiency	Durability	Air bag life systems
Housing Form	Ideas to optimize	On-site Assembly
Mid / high rise	Affordability	Digital Pictures
Micro Units	Efficiency	Barcodes
Extending Existing Buildings	Sustainability	3D designs
Flex housing	Quality	Pilot modules
BC Climatic Appropriateness	Sustainability	Emergency Lodging
All climates with planning	Net zero energy	Lightweight Materials
Panelized wall & floor systems	Solar-ready	Pre-existing agreements
Heat recovery systems	Embedded rainwater harvesting	Hinged walls & simple locking systems
In-floor heating	Passive house design	Pre-testing designs

Summary of some ideas, practices, and innovations referenced in the study, which potentially address challenges and maximize benefits of modular construction.

1 BC Housing, Modular Lessons Learned Focus Group Summary Report, 2011.

The study finds a variety of notable practices that are not just pushing the modular and prefab industries forward, but are in some cases offering new solutions compared with standard building construction methods... Competition remains the prime driver for innovation, along with emerging and converging technologies that require industry leaders to continuously sharpen their competitive edge.



LA's LEED Platinum Star Apartments, a 6-storey modular residence.

help maximize the potential benefits of prefab and modular construction for affordable housing.

By looking at plant processes, transportation, materials, on-site integration, and housing form, the study examines nine research questions:

1. Unit design and construction: What practices in the modular and prefab design and construction process improve time efficiencies and cost effectiveness?
2. Alternative materials: What alternative materials improve affordability, sustainability and other areas of performance?
3. Transportation: What options for transporting modular and prefab housing units to development sites ensure the process is as time efficient and cost effective as possible?
4. Housing form: What types of modular and prefab buildings are proving affordable, efficient and durable? What innovations are being made?
5. Repurposing modules: How can modular units and prefabricated systems best be repurposed? What lessons can be learned from organizations with extensive repurposing experience?
6. On-site: What options for on-site integration of modular and prefab housing units at development sites ensure the process is as time efficient and cost effective as possible?

7. Emergency lodging: What lessons have been learned for using modular and prefab construction for temporary housing for people displaced during a natural disaster?
8. Climatic appropriateness for BC: Are the best practices identified in this study appropriate for BC's climate and landscape?
9. Sustainability: What best practices maximize the environmental sustainability of modular and prefab housing units during the construction phase and in terms of energy consumption once the units are occupied?

FINDINGS

The study finds a variety of notable practices that are not just pushing the modular and prefab industries forward, but are in some cases offering new solutions compared with standard building construction methods. Projects in the US, the UK, Australia, France, Austria, Asia, and Canada are demonstrating faster times for erecting prefab and modular construction on-site, with some projects going up in days, and projects in Canada, the UK, and Australia are among those competing to build the highest wood building using prefab, structural composite wood systems. Competition remains the prime driver for innovation, along with emerging and converging technologies that require industry leaders to continuously sharpen their competitive edge.



Prince George's Wood Innovation and Design Centre.

The majority of the modular, prefab and manufactured projects noted in the study have significant sustainability and health benefits, which can add value to housing not just in terms of better mental and physical health outcomes but in terms of the financial paybacks from low (or no) energy and water bills.

Finally, the current growth of the prefab and modular industries has led to the potential for emergency shelters that can become long-term housing, if designed appropriately.

Modular and Prefabricated Housing: Literature Scan of Ideas, Innovations, and Considerations to Improve Affordability, Efficiency, and Quality may be helpful to the residential construction industry as it provides a scan of emerging ideas and best practices. It can also be used as background reading by housing organizations that are considering the use of prefab and modular construction in order to inform their discussions with designers, site construction workers, and suppliers.

REIBC partnered with BC Housing and the Manufactured Housing Association of BC to complete this research. We thank the Real Estate Foundation of BC for its partial funding of the study.

The full study is available at: www.reibc.org/research.html

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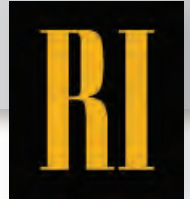
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Calendar of Events



FEBRUARY 19, 2015 | DAY OF RECOGNITION

REIBC is holding its first Day of Recognition. Every chapter will hold an event and recognize its members who have been REIBC members for 5, 10, 15, and 20 years. Watch reibc.org for your chapter's event.

MARCH 26, 2015 | REIBC 2015 EDUCATION SYMPOSIUM

For the 2015 Symposium we are changing the format to a full day of plenaries—five sessions—and are adding a trade show. The event will feature a great closing speaker, Ryan Berlin from Urban Futures. Registration for members will be \$229 and non-members \$279. Watch reibc.org for further details. We look forward to seeing you.

UBC Robson Square, Vancouver, BC

JUNE 11, 2015 | ANNUAL GENERAL MEETING

All members are welcome to join us at the Annual General Meeting. Voting privileges are for Professional members only.

Four Seasons Hotel, Vancouver, BC

JUNE 11, 2015 | RECOGNITION DINNER

Who will receive the 2015 Award of Excellence? Dinner, awards ceremony, and entertainment make this a great evening filled with fun and laughter.

Four Seasons Hotel, Vancouver, BC

JUNE 24, 2015 | 22nd ANNUAL CHARITY GOLF TOURNAMENT

REIBC's annual tournament in support of the Make-A-Wish Foundation of British Columbia and Yukon.

Northview Golf and Country Club, Surrey, BC

SUMMER 2015 | VANCOUVER CANADIANS GAME

Join us at the Nat for an evening of baseball fun while we launch a new advertising campaign on the big screen.

Nat Bailey Stadium, Vancouver, BC

DECEMBER 3, 2015 | PRESIDENT'S LUNCHEON

Speaker to be announced.

Four Seasons Hotel, Vancouver, BC

QUESTIONS?

For more information visit www.reibc.org



PRESIDENT'S LUNCHEON



The REIBC President's Luncheon was held on December 4, 2014, at the Four Seasons Hotel in Vancouver. Over 180 guests attended—one of our largest events yet!

This year we had 25 students attend the event, all sponsored by REIBC members. The entire second-year class of the Marketing Management Program at BCIT attended with their instructor, Glenna Urbshadt, and seven students from UBC also joined us. REIBC thanks the student sponsors for their generosity: Co-Pilot Consulting, Morguard Investments, Omicron, Premise Properties, Robert Fawcett, Sutton Group – Seafair Realty, and VWR Capital.

This year's guest speaker was Mr. Shayne Ramsay, CEO of BC Housing. His presentation, "Where Private and Public Overlap: Innovative Affordable Housing Partnerships in BC," discussed BC Housing's partnership approach to social and affordable housing.

Shayne discussed how BC Housing is having to look at new and different ways of addressing housing issues, focusing on assisting non-profit groups to develop an entrepreneurial model to deliver housing. BC Housing is transferring 370 properties—worth \$500 million—to the non-profit housing sector because "non-profits are better able to own and manage these social housing assets." Shayne noted that we need to be especially creative in order to deliver affordable and social housing, suggesting that projects with partners in the private sector, such as the Richmond Kiwanis Centre Housing Society partnership with Polygon, is a way forward.

Shayne explained that partnerships are crucial to the success of BC Housing's mandate, and briefly mentioned how REIBC has partnered with BC Housing to research the design of small market units, as well as options for maximizing the potential benefits of modular housing construction.

After the presentation we gave away two great door prizes. The first was two tickets to the Vancouver Canucks vs. Anaheim Ducks and a one-night stay at Le Soliel Hotel, which was won

by Wesley Gentle, RI, of McDonald's Restaurants of Canada. The second prize was two tickets to the Vancouver Canucks vs. Dallas Stars and a one-night stay at the Four Seasons Hotel, won by BCIT student Sam Maliszewski.

This event improves year by year and it's so exciting! Without our sponsors this would not be possible. We extend a huge thank-you to our sponsors for their generous support: Real Estate Foundation of BC, BC Housing, Landcor Data Corporation, BC Assessment, BC Housing's Homeowners Protection Office, Concert, Exware Solutions, Intital Print and Copy Center, Normac, Omicron, Pacific Dawn, Society of Notaries Public of BC, Turner Meakin, and UBC Sauder School of Business – Real Estate Division.



Top: President-Elect Andrea Fletcher provides opening remarks.
Bottom: A distinguished group of REIBC's Past Presidents join President Jason Grant at the 2014 President's Luncheon.

STUDENT CLUBS

Working with student real estate clubs is important to REIBC. As future REIBC members and the next generation of industry leaders, students studying real estate are a good investment for all of us. Do you have time to join us at the next Meet the Pros event?

UBC student club

REIBC's Professional members are often keen to participate at the UBC Meet the Pros event since UBC is the alma mater of so many of them! We did one such event last year, attended very well, and we look forward to working with the students at UBC on events they may coordinate.

Exam day prevented many of the UBC class from attending the President's Luncheon in December, but we were pleased to

welcome those who were able to join us. The club president asked if the students could sit with REIBC members who were working in their area of interest. Always willing to make these the best experiences for the students, two REIBC Governors introduced the students to members that they could network with. We hope to see the full class attend next year.



UBC student club Executive: (from left to right) Danielle Lim, VP Marketing; Ivy Li, Creative Director; Adrienne Erdman, VP External Affairs; Bayne Vardy, VP Events Coordinator; Grant Cheng, President; Hovy Qiu, VP Finance; Rachel Chan and Sandra Lin, First Year Representatives.



BCIT second-year class at the 2014 President's Luncheon, well fed and hanging out with President Jason Grant.

BCIT student club

Over the last four or five years, REIBC has been working with the Marketing Program – Real Estate Option with the students from BCIT. It is a great relationship that benefits all involved.

We have been excited to host two Meet the Pros events each year at BCIT; one event is focused on residential real estate and the other on commercial. It is a great time and the students learn a lot by speaking with our members about the profession—everything from what it is like to work day to day in a real estate office to what opportunities are available and what are the marketplace trends.

At the end of last year the entire second-year class of the Marketing Program – Real Estate Option attended the President's Luncheon. We received sponsorship support for students to attend, and this enabled REIBC to ask the Program Director if we could have students at BCIT join us at the event as part of their class. We were thrilled that the entire class was able to join us along with class instructor Glenna Urbshadt.

Over the last couple of years, the students from this program have assisted us with our symposiums and conferences with their AV expertise. We have exchanged their help for registration to these events and they are always gracious and thankful for our support. By attending REIBC events they get the valuable opportunity to meet the best of the best!

BCIT STUDENT CLUB EXECUTIVE

Ryan Jensen, President

Stuart Macaulay, VP Finance

Gabriel Fairbairn, VP Marketing

Liam Boulton, VP Events

Ben Wedge, VP Communications



The BC Land Summit

The 2014 BC Land Summit – Collaborations and Connections, held May 14–16, 2014, at the Sheraton Wall Centre in Downtown Vancouver, was an interdisciplinary conference organized by the BC Land Summit Society. The BC Land Summit Society (BCLSS) is a non-profit corporation whose members share ties to land and land use in British Columbia. BCLSS members are Appraisal Institute of Canada – BC, BC Institute of Agrologists, BC Society of Landscape Architects, Planning Institute of British Columbia, and REIBC.

The 2014 BC Land Summit offered over 800 registrants the opportunity to learn how other professionals viewed current and emerging land use issues across the province, as well as develop interdisciplinary opportunities to enhance productive working relationships and develop more knowledge on new innovations and best practices related to land and land use.

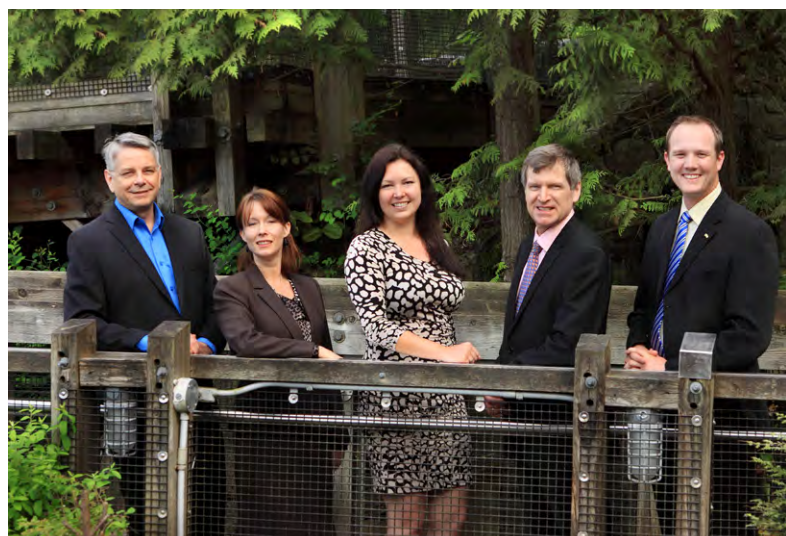
Organized under four key sub-themes—food and agriculture, law and the land, the natural and built environment, and water and the land—the Summit offered delegates a host of topics to learn about as well as the chance to learn in new ways. The program was divided into keynote presentations, concurrent break-out sessions with presenters and panelists,



roundtable discussions, mobile workshop tours and field trips, multi-media presentations, and intensive professional development workshops.

The Summit opened with a stellar presentation by astronaut and former Commander of the International Space Station Chris Hadfield. Chris spoke to a packed room of delegates, sharing harrowing and humorous stories of the time he spent on the International Space Station. One of the stories he passed along that resonated with the audience was about collaboration. He noted that nothing happens without collaboration between people: space travel is not just about the achievements of astronauts; the project needs mechanics, scientists, maintenance workers—a whole team. Many things in life are like this, requiring more than just one person to make something happen.

Keynote Catherine Murray, an economist and business television personality, spoke on the consensus view of the world economy and why it matters. Keynote Wade Davis—anthropologist, ethnobotanist, author, and photographer—showed images of pristine wilderness on a grand scale and what can happen if it is not managed well. Louise Mandell, Queen’s Counsel, was the closing keynote speaker, and she shared her direct experiences with some of the most high-profile Aboriginal





Shana Johnstone

The event evaluation was completed by over 300 delegates and there was a resounding “Yes!” to holding another BC Land Summit in 2019... BCLSS is asking the member boards for their approval to go ahead with the 2019 conference. Early planning has started.



land claim cases in Canada. The keynote had great messages, and were as diverse as the delegates themselves—and all were Canadian!

The BC Land Summit takes place every five years. The program is put together to highlight current trends and topics of interest to landscape architects, planners, appraisers, agrologists, and real estate industry professionals, and finding over 125 presenters is no small feat. The event evaluation was completed by over 300 delegates and there was a resounding “Yes!” to holding another BC Land Summit in 2019.

The BCLSS has completed its debrief and is asking the member boards for their approval to go ahead with the 2019 conference. Early planning has started. The BC Land Summit Society will continue to move the program forward so that it continues to adapt, improve, and reach this diverse group of professionals.



Above: Commander Chris Hadfield signing books.
Right page, clockwise from top left: keynote Chris Hadfield, keynote Louise Mandell, keynote Catherine Murray, keynote Wade Davis.



WELCOME TO OUR NEW MEMBERS

PROFESSIONAL



Yvonne Deibert
Ministry of Technology,
Innovation and
Citizens' Services



Richard Hellinga
BC Assessment



Devin Kanhai
UBC Real Estate Division



Jason Kempston
BC Assessment



Guy Kirby
Port Metro Vancouver



Kelly Lerigny
RE/MAX Nyda Realty Ltd



Stephanie McNeil
Altus Group



Gordon Pladson
City of Surrey



Matthew Walsh
D A Aberdeen &
Associates Ltd
(formerly Student)

STUDENT

Alwin Au *Bramwell & Associates Realty Advisors*
Teri Barker
Liselle Camu
Stewart Dunbar
Haley Dyrndahl
Matthew Ervine *BCIT Real Estate Association*
Aman Gill *BCIT Real Estate Association*
Brent Gill *BCIT Real Estate Association*
Kyle Grundy *UBC Sauder School of Business*

Shelby Harvey *BCIT Real Estate Association*
Zaki Jiwa *BCIT Real Estate Association*
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Jennifer Larsen *BCIT Real Estate Association*
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Tyson Quist *BCIT Real Estate Association*
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Morgan Stewart
Rodney Sytsma
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RECOGNIZING EXCELLENCE

Nicholas Johnston

Appraisal Technician, Johnston, Ross & Cheng



By David Lane, RI
and REIBC

Nicholas Johnston is a graduate of Kwantlen Polytechnic University's Access Programs for People with Disabilities. He was selected as one of Kwantlen's Distinguished Alumni (one of four) in the inaugural year of that award (2007) in recognition of his successful employment record and extensive community service. Nicholas was diagnosed with autism at a young age.

Nicholas spent his first ten years in the workforce with Cineplex Theatres and Canada Safeway. In 2009 he began working as an appraisal technician with Johnston, Ross & Cheng. With strong support from his father, Geoff Johnston, and the firm's staff, Nicholas has developed a skill set that has led to him repeatedly taking on increasing levels of responsibility. His work currently consists of researching municipal and regional planning and development issues and legislation, land registry details, and sales and other data from the REBGV. He also does computer data entry and graphic design. His contributions to complex assignments have significantly improved productivity and enhanced the level of client satisfaction for the appraisers he assists.

Nicholas's successful effort to work in the real estate industry has given him a high degree of independence, and it has set an example for many others that have been diagnosed with autism. He is held in very high regard by his alma mater due to his success in the business world and he frequently lectures to students at Douglas College on the inclusion of people with disabilities in various full-time employment situations.

A member of the British Columbia Provincial Committee of the Air Cadet League of Canada, Nicholas sits on the Provincial Music Committee and has been a member of the British Columbia Regiment Band for 10 years—he plays the glockenspiel. He is also a volunteer staff member of the Surrey Eagles Junior A hockey team. Nicholas is strongly athletic and competitive in sports and has participated in the Special Olympics in both floor hockey and baseball.

REIBC will recognize Nicholas for his contributions at the 2015 Recognition Dinner. Congratulations, Nicholas!

CHAPTER REPORT: DAY OF RECOGNITION

The REIBC's chapter chairs meet every year to discuss any new ideas and possible changes to better communicate with and serve their members. Last year it was decided that across the province all chapters would host events on the same day in 2015. This event, to be held on February 19, will be called the Day of Recognition.

The idea behind the Day of Recognition originated in 2013 when four of the nine chapters scheduled a social evening on the same day, just before the winter holidays. It got us to thinking we should try an event on the same day for all chapters to celebrate all REIBC members.

Each chapter will plan its own event—a dinner, a social event, a speaker, or something else—and make the event its own. The one item in common with all events is that every chapter will recognize its members that have been part of the Institute for 5, 10, 15, and 20 years. Invitations are going out soon, so mark your calendar for February 19, 2015!

(Note: this of course will not be happening in the Cariboo Chapter on February 19 as the Canada Winter Games are being held then. The date and time of the Cariboo Chapter event will be set at a later date. We apologize for this oversight.)

We hope that you are able to join your chapter for this event so that you can receive your certificate of appreciation. The Governors plan to attend to thank you in person for your support. We're proud to be able to recognize 96 professional members across the province and we can't wait to see photos of all the people who have supported and been part of the Institute over the years.

MARK YOUR CALENDARS!

February 19, 2015, is the Day of Recognition at your local chapter.

For more information: info@reibc.org

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MEMBER PROFILE

Rudy Nielsen, RI

President and CEO of Landcor Data Corporation and NIHO Land and Cattle Company, Partner in Landquest Realty

Licensed as a realtor in 1964, Rudy opened his first real estate office in 1972 and obtained his diploma in Urban Land Economics in Appraising from the University of British Columbia in the same year. With over 50 years of real estate experience, Rudy is a highly regarded expert in this industry. He is a member of the Real Estate Institute of British Columbia and received his 40-year recognition award in 2012. He is also a Fellow of the Real Estate Institute of Canada. Over the years, Rudy has been a member of CORE Lands Evaluation Commission (Province of BC), sat on the board for the West Coast Treaty Negotiations (Province of BC), and was Vice-President of All Points Relocation for Western Canada.

Rudy has occupied the roles of developer, appraiser, entrepreneur, landowner, real estate consultant, speaker and deal maker. A skilled negotiator, Rudy has successfully closed many notable deals and worked with thousands of individuals on buying and selling real estate. Rudy is also an innovator and a trailblazer, anticipating the needs of the real estate and financial industries, and developing products to serve those markets.

Throughout his unique career in the real estate industry, Rudy recognized an unmet need for fast and accurate electronic real estate appraisals, and so set out to create an Automated Valuation Model. After many years of research, programming, and design, Rudy founded Landcor Data Corporation in 1987, an in-house, state-of-the-art system to offer easy and accurate real estate analysis and valuation. Landcor's cutting-edge technologies provide lenders and financial institutions the ability to make decisions more efficiently, with increased accuracy and reduced risk.

Rudy is the founder and President of NIHO Land and Cattle, one of British Columbia's largest private owners of recreational property. With NIHO, Rudy has over 40 years of experience in buying, selling, managing and developing all types of recreational property and real estate throughout



the province. He is also a founder and partner of Landquest Realty, a unique real estate company specializing in marketing rural, recreational, and investment real estate for sale throughout BC. Landquest Realty has a large database of listings ranging from small bare land acreages to large trophy ranches across all price ranges.

An avid gardener with over 300 hosta plants in his yard, Rudy enjoys reading books in his back yard or by the fire during winter months. Every Friday night for the last 30 years has been pizza night with his wife, Joanne, enjoying a fire, a movie, popcorn, and a bottle of red wine.

Rudy immigrated to Canada on a boat after World War II from Rotterdam, Holland. When he arrived in Prince George with his mother, all he had brought from his homeland were the clothes on his back and a set of Christmas lights given to him by his grandfather. The lights are now over 80 years old and Rudy still puts them up every Christmas.

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