



FIRSTSERVICE RESIDENTIAL CONNECTIONS

SPRING | 2015

BC'S BEST

UDI names the neatest developments

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STRATA \$AVVY

- *Who pays for what, and why*
 - *Best practices for stress-free solutions*
-

WASTE NOT

- *How we kept 36 tons of equipment out of landfills*



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Our associates came together to support a food drive, a toy drive, an ice bucket challenge for ALS Canada, a bike ride for Juvenile Diabetes, and office events for the Canadian Cancer Society.



We're delighted to share with you the spring edition of FirstService Residential BC CONNECTIONS. As we are already well into the new year, all of our associates at FirstService Residential BC were pleased with our 2014 results and look forward to making 2015 even more productive.

Highlights from 2014 included welcoming more than 65 new strata clients and growing our local team to more than 200 employees. We integrated three operating companies under one roof in our new offices at Granville Square and implemented many successful educational programs for our clients and associates. All in all, we were successful in continuing our commitment to making a difference in both the communities we serve and with our employees in 2014.

We would also like to thank the 2,500+ strata council members in the Metro Vancouver area who participated in our annual customer service survey. The Net Promoter Score (NPS) survey provides us with strong and relevant feedback that allows us to continue improving our customer service experience based on what you, the client, tells us.

At FirstService Residential, we also believe in giving back to the communities we live in. This past holiday season, we worked closely with top vendors used by our strata clients to proudly raise more than \$30,000 for the Canuck Place Children's Hospice. This donation supports the remarkable work of the Canuck Place team in assisting children with life-threatening illnesses and their families.

Our associates also came together to support a host of other great charitable causes, including a food drive for the Vancouver Food Bank, a toy drive supporting the Lower Mainland Christmas Bureau, an ice bucket challenge for ALS Canada, a bike ride for the Juvenile Diabetes Research Foundation, and some great office events to assist the Canadian Cancer Society. In total, our 2014 charitable initiatives helped us raise nearly \$40,000 for great causes.

We look forward to another successful year serving our clients, and hope you enjoy this edition of our CONNECTIONS newsletter.

Sincerely,

Scott Douglas
President, FirstService Residential BC



FirstService
RESIDENTIAL

WHO

PAYS

FOR

WHAT



Strata owners – especially council members – need to know the laws governing the common expenses of condominium ownership. This outline of Strata Corporation Finances and Budgeting is the first in a series from the BC Office of Housing and Construction Standards.

1 OVERVIEW

Strata owners pay for common expenses through strata fees and, if necessary, special levies. Strata fees and the budget are approved each year by majority vote at the strata corporation's annual general meeting (AGM). Special levies are approved by a minimum $\frac{3}{4}$ vote.

Key financial duties of strata owners include:

- Paying for common expenses through strata fees and, if necessary, special levies;

- Approving strata finances, by voting on the annual budget and other expenditures; and
- Ensuring financial controls are in place. Although a strata corporation is run by the elected strata council, and may be assisted by a strata property manager, the responsibility for the strata corporation ultimately remains with the strata owners.

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Disclaimer: These guides are provided for the reader's convenience; they are not a substitute for professional advice including legal advice. Please also note the Standard Bylaws can be amended.

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2 COMMON EXPENSES

There are two types of common expenses:

Operating Fund expenses are the day-to-day expenses for common property that occur once a year or more often than once a year and are paid from the operating fund. These can include such things as: utilities, landscaping, cleaning, minor maintenance, strata property management, etc.

Contingency Reserve Fund (CRF) expenses are for common property expenses that occur less often than once a year and are paid from the contingency reserve fund. These include things such as replacing the roof or upgrading the elevator.

Contingency reserve fund expenses are usually known in advance, identified by a depreciation report and must be approved by a $\frac{3}{4}$ vote of the owners. However, the CRF can also be used to pay for emergency repairs and insurance deductibles that are a common expense.

Paying for common expenses

Strata lot owners pay strata fees and special levies to pay for common expenses. Contributions to common expenses can also include income from sources such as: interest on investments,



Finances are the lifeblood of every Strata Corporation. It pays to know how they work – and where your responsibilities lie

finances, parking, monies generated from the laundry room or the rental of common areas such as a guest room.

Common expenses may not apply to all strata lots

It is important to note that in some strata corporations, contributions for common expenses may only apply to some strata lots. Separate sections within a strata corporation are separate legal entities.

- *Strata corporations with separate sections must have both separate section budgets and section CRFs for those section expenses which relate*

exclusively to that section. Contributions for the section budget are usually based on the unit entitlement of each strata lot in the section.

- *Contributions to the separate section operating fund and the CRF are approved in the separate section annual budget and collected through separate section strata fees.*

Strata lots in a section will also contribute to a strata corporation budget and strata corporation CRF for expenses common to strata lots in all



sections, or expenses which are shared by more than one section.

Note: strata lots that are differentiated as different types of strata lots in a bylaw do not have the power to establish their own operating fund and CRF. However, if a common expense relates exclusively to:

- *A type of strata lot identified as a type in a bylaw;*
- *Strata lots with limited common property; or*
- *Strata lot repair and maintenance for which the strata corporation has, by bylaw, taken responsibility;*

then contributions for those expenses should be assessed only to the strata lot(s) to which the expense relates.

3 OPERATING FUND

The strata council is authorized to make expenditures from the operating fund (if the expenditure occurs either once a year or more often than once a year).

Operating fund expenditures can be made:

- *if approved:*
 - in the annual budget; or
 - by a resolution passed by a $\frac{3}{4}$ vote at a general meeting;
- *if unapproved, the expenditure, plus all previous unapproved expenditures made in the same fiscal year, may not exceed:*
 - the limit for unapproved expenditures set out

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Financial Best Practices for Strata Corporations

Due diligence is required from owners to ensure a financially well-run strata corporation. These suggestions from the BC Housing Guide will help you avoid potential issues.



Keep It Simple

- Present financial information simply and clearly so that strata lot owners, and other readers, can easily understand financial statements and reports.
- Have all strata funds in bank/ credit union accounts in the legal name of the strata corporation. Consider having separate bank/credit union accounts for separate funds: operating, contingency reserve and special levies.

Consider Future Costs:

- Has a depreciation report been done? How much money is in the contingency reserve fund in relation to expected expenses?

Some Checks and Balances to Help Prevent Fraud

- Financial records should be easily available to owners (subject to privacy legislation). Additional owner scrutiny is a good thing.
- All expenditure and contract decisions should be recorded in the minutes.
- Petty cash should be for a minimal amount (\$50 or less) and must have receipts for payments.
- Review, and include in the financial statements, all revenue sources such as: parking, storage, laundry machines, fines and the interest on invested funds.



- Have at least two people formally responsible to review and approve expenses and sign cheques. Are invoices being paid for work actually done or goods received for your strata corporation?
- Every month the strata council needs to review bank statements; monitor whether strata lot owners are paying their monthly strata fees and any special levies; and review the treasurer's report for accuracy and to ensure expenditures have prior approval.
- How long have people been in positions, e.g., treasurer, strata property manager? How is their work being checked?
- How are contractors selected? If recommendations are received for a contractor, are the recommendations impartial? Is more than one contractor being considered?
- Consider having an audit or an independent financial review (such as a review engagement) for the strata corporation. Audits conducted by the Real Estate Council of BC (RECBC) on real estate brokerages who employ strata property managers are only for some of a brokerage's trust accounts. These RECBC audits are not a detailed audit of an individual strata corporation's accounts. Also it should be noted that the Real Estate Services Act insures to a maximum of: \$100,000 per strata corporation; and to a maximum of \$500,000 for all the strata corporations that a brokerage is managing.

To the VICTORS

A photograph of a modern, multi-story building at dusk. The building features a mix of glass facades and balconies with dark railings. The balconies are illuminated from within, casting a warm glow. The sky is a deep blue. In the foreground, there is a fountain with several jets of water spraying upwards. The building's ground floor has large glass windows and doors, some of which are lit up from the interior.

Best developments chosen for features including sustainability, landscaping, design, marketing and community integration

Master Planned Community

River Green,
Aspac Developments



Urban Development Institute Pacific Region announces 2014 Awards for Excellence

DURING ITS 30TH ANNIVERSARY biennial awards on November 26 in Vancouver, the Urban Development Institute Pacific Region (UDI) announced the winners of the 2014 UDI Awards for Excellence.

“The UDI Awards are the premier form of peer recognition for B.C.’s real estate development industry,” said Anne McMullin, President and CEO of the Institute. “This year’s record number of exceptional submissions had the jury deliberating at length to identify the top achievers for each category.”

The winning projects and their respective development teams were awarded based on sustainable building and landscape features, innovative design, marketing success, as well as integration with transit and community context.

More than 700 people attended the black-tie gala,

celebrating achievements across a range of categories that included Best Heritage, Best Affordable, Best Urban Infill and Best in Show among the honours. In addition, four distinguished industry leaders – Keith Beedie, Milan Ilich, Robert H. Lee and Joe Segal – were inducted into the UDI Hall of Fame, while the Maureen Enser Award was presented to Wesgroup Properties’ Beau Jarvis. The night also revealed the winner of The Vancouver Sun Readers’ Choice Award for Best Residential High-Rise as Private Residences at the Hotel Georgia by Delta Land Development.

“These prestigious Awards recognize the outstanding contributions of developers who help shape our vibrant, liveable communities,” said Ms. McMullin. “Congratulations to the well-deserved 2014 UDI Awards for Excellence winners.”

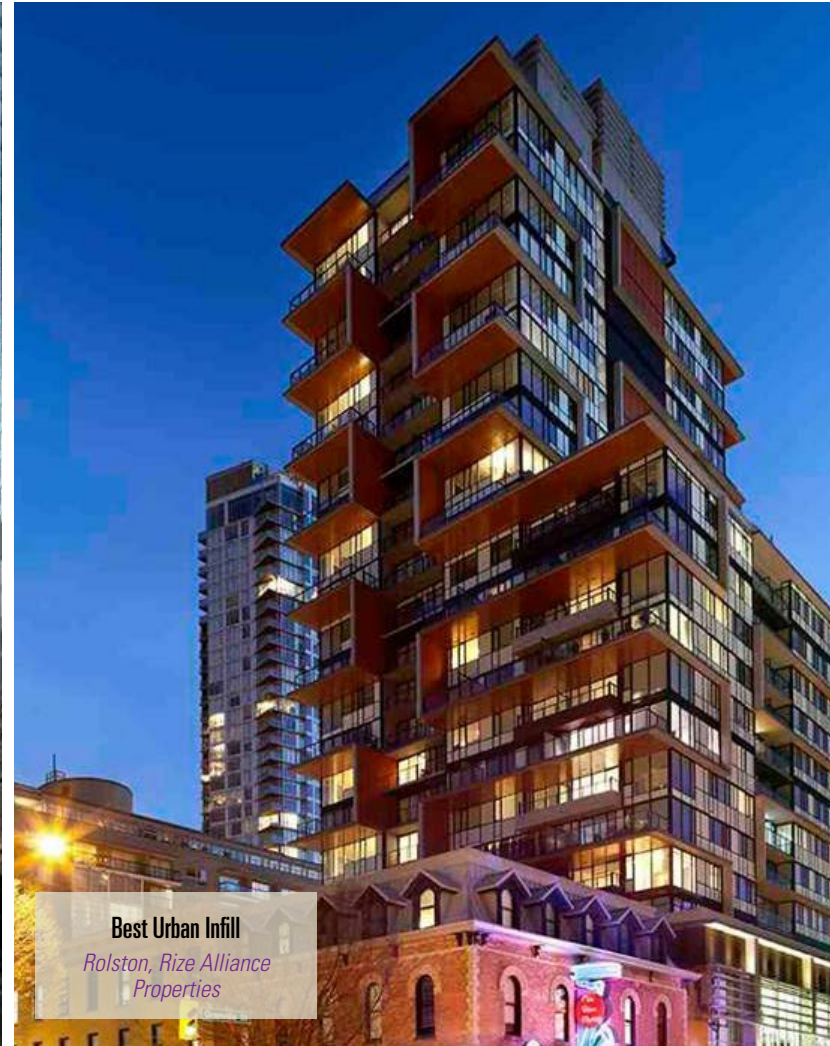
photos by www.ArchitecturalPhotographer.com



Best Low-Rise Residential
New Westminster/Delta/White
Rock/Surrey/Langley
*Saltaire, Ledingham
McAllister Properties*



Best High-Rise
*Private Residences at
Hotel Georgia, Delta Land
Development*



Best Urban Infill
*Rolston, Rize Alliance
Properties*

Six UDI winners proudly managed by FirstService Residential

WE'RE PLEASED TO SAY that FirstService Residential proudly manages 40% of the residential properties in Greater Vancouver that received awards from UDI – six in total. Featured in this article and on the cover, they include:

Master Planned Community: River Green, Aspac Developments

Best Suburban High-Rise: MetroPlace, Intracorp Projects

Best Low-Rise Residential Richmond/Burnaby/Vancouver Island: Storybrook, Ledingham McAllister Properties

Best Low-Rise Residential New Westminster/Delta/White Rock/Surrey/Langley: Saltaire, Ledingham McAllister Properties

Best Urban Infill: Rolston, Rize Alliance Properties

High-Rise: The Private Residences at the Hotel Georgia, Delta Land Development

Visit www.facebook.com/UDIBC for a photo album of all winners.

The Urban Development Institute is the premier industry body representing over 650 of British Columbia's leading residential, commercial, industrial and institutional developers. The real estate development industry in B.C. generates a total GDP contribution of approximately \$17 billion and supports over 220,000 jobs for the province each year.



Best Suburban High-Rise
*MetroPlace, Intracorp
Projects*

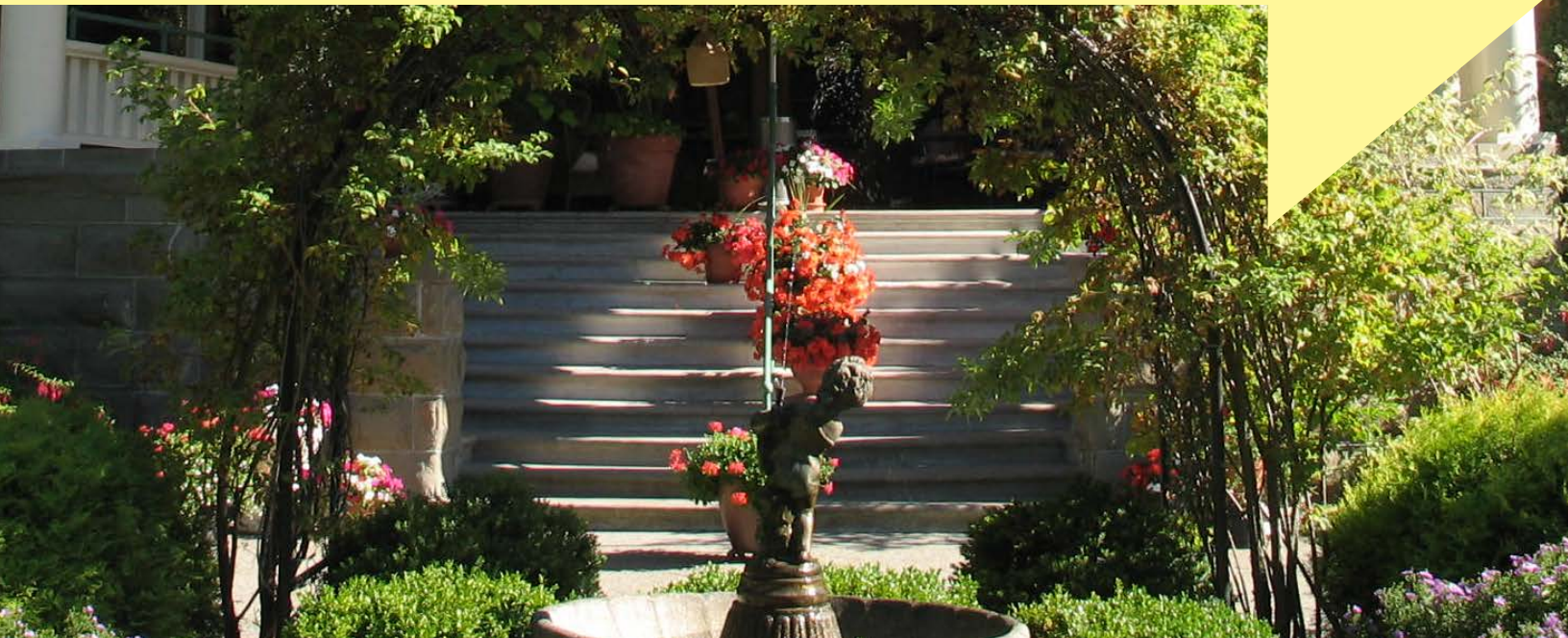


**Best Low-Rise Residential
Richmond/Burnaby/Vancouver
Island**
*Storybrook, Ledingham
McAllister Properties*



Canuck Place Children's Hospice – BC's pediatric palliative care provider

Over 560 newborns, children and teens with life-threatening illnesses and their families receive care from CPCH through outreach programs and two provincial hospice locations, Vancouver and Abbotsford. Services include clinical respite and family support, pain and symptom management, 24-hour phone consultation support and in-house clinical care, art and education, recreation therapy, grief and loss counselling and end-of-life care. CPCH's team and over 325 volunteers make a lasting difference in the lives of children and the families who love them. www.canuckplace.org





FirstService Residential BC President Scott Douglas presents \$30,000 cheque to **Kim Antifaeff**, Coordinator for Corporate and Community Partnerships of Canuck Place. On right is **Max Gajdel**, FirstService Residential's Project Leader of Business Development.

SCORE ONE FOR THE KIDS

FirstService Residential works with 25 of its strata corporations' top vendors to raise \$30K for Canuck Place hospice – and help local children with life-threatening conditions

FIRSTSERVICE RESIDENTIAL has raised more than \$30,000 in donations for the Canuck Place Children's Hospice. This past holiday season, Greater Vancouver's leading residential property management company worked with 25 of its strata corporations' top vendors to raise money for the hospice. The donation was presented to Canuck Place by representatives of FirstService Residential and its vendors.

"As BC's recognized pediatric palliative care provider, we are here to help children and families of Canuck Place live in the moment and savour life together," said Margaret McNeil, Canuck Place CEO. "The possibility of our work comes, in part, through caring corporations like FirstService

Residential. We are grateful for their investment and that of their vendor partners to support BC's children with life-threatening illnesses and the families who love them."

To recognize the donation, FirstService Residential sent a **holiday e-card** to its clients, represented by more than 100,000 residents living in more than 450 strata properties.

"We are honoured to support the exceptional work at Canuck Place," said Scott Douglas, FirstService Residential BC President.

"The tireless effort of its team to make a difference in the lives of children and their families is remarkable. The hospice is a true symbol of hope and community."

WASTE NOT

The image is a vertical composition. The top half shows a night view of a city with lights reflecting on water. The middle section is a teal banner with white text. The bottom half shows a snowy mountain slope with three people sitting on it, looking out over a forest of snow-covered trees.

Acting now to recycle or repurpose office supplies and furniture will preserve our province's beauty for future generations



FirstService partners with Green Standards to pull off the perfect move – consolidating two offices and sending nothing to landfill

16
millions tons of
surplus office assets are
landfilled in North America
each year. We diverted
100% of our 36 tons of
materials

A T FIRST BLUSH, MOVING seems like the perfect opportunity to toss all that stuff that's been cluttering your garage/locker or (in our case) storerooms. But this past summer, when FirstService Residential consolidated its previous two office locations into a single headquarters, we decided to do the right thing and spare our fragile planet the burden of taking on



Sorting materials in bins was one of the ways in which FirstService organized its move, reusing or repurposing virtually all materials.

any more fax machines, chairs and filing cabinets. How did we do it? Consider that moving office locations meant consolidating nearly 200 employees from two offices to a single, central location. Of course, making it easier for clients, employees, and partners to visit us (especially since our new office at 200 Granville Street in Vancouver is conveniently accessible by SkyTrain, SeaBus, car, bike and foot) is a good thing.

But making the move without impacting the planet – or service to our clients – was no small task. It involved extensive planning to ensure a quick and effective move of associates, office materials and more.

Most often when an organization moves or renovates, much of the office interior – furniture, appliances, computers, artwork, and supplies – ends up in the landfill. In fact, an estimated 16 million tons of surplus office assets are landfilled in North America each year.

Our goal at FirstService Residential was to limit any unnecessary waste through this office

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enlisted the expertise of Green Standards, a Canadian firm that specializes in the redistribution of corporate interior assets, keeping them out of landfills through resale, recycling and donations. Green Standards successfully diverts (repurposes) 98% of the office materials it handles annually. Our project managers looked to Green Standards to ensure the best possible outcome for no-longer-needed office furniture and equipment.

Using a combination of recycling and resale initiatives to ensure that no office materials were unnecessarily wasted, FirstService Residential worked with the Green Standards team to

transition. To assist with the move, we

implement an environmentally responsible disposition plan during the office move.

Green Standards works with organizations of all types to support their environmental stewardship and community investment goals.

Green Standards kicked off the project by evaluating the inventory at our previous office locations. They then engaged the expertise of local logistics providers and furniture wholesalers to determine a strategy for diverting more than 36 tons of office equipment. Coordinating the entire removal process, Green Standards ensured that no items were sent to the landfill.

FirstService Residential successfully diverted 100% of the 36 tons of office materials from its previous office locations. This equated to 108 tons in offset CO² emissions. As an organization, we were able to make a responsible and environmentally-friendly impact through an office

move that typically yields high amounts of waste for most companies. Approximately 30% of our office equipment was recycled directly at a local facility. The remaining equipment and furniture was provided to a local furniture wholesaler, which will be able to re-purpose the items to provide affordable second-hand furniture to other local businesses in need. Thanks to effective planning and a focus on sustainability, FirstService Residential did not send a single piece to waste to the landfill during the office move.

36 Tons

Managed by Green Standards

100%

Diverted from Landfill



Resale (71%) Recycling (29%)

108 Tonnes

CO₂e Offset

=



12,092 Gallons
Of gasoline



15 Homes
Powered for 1 year



2,764 Trees
Grown for 10 years

About Green Standards

Green Standards works with organizations of all types to support their environmental stewardship and community investment goals. It specializes in managing the redistribution of corporate interior assets like office furniture and equipment and keeping them out of landfills through resale, recycling and donation. It also assists in communicating the success of these projects on behalf of its clients through environmental and community reporting. For more information visit:

www.greenstandardsltd.com

It's all about preparation

The experts at Cloverdale Paint tell us what every strata owner needs to know about organizing and paying for community painting projects



THE SPRING SEASON marks the start of exterior painting projects for many strata properties. Here are three quick tips to help you and your community prepare to paint:

1. The right scope of work is the key to success

A detailed *scope of work* – the formal written description of the painting project to be completed – includes a description of all areas to be painted, the type and colours of paints, patching and sanding requirements, specifics on how the paint should be applied, the number of coats required, temperature and other site-specific requirements.

The scope of work is typically prepared during a walkthrough of the property with a professional painting company or paint manufacturer. Once it's prepared, it can be shared with multiple companies when gathering project bids.

A common mistake is to have different com-

panies prepare multiple scopes of work for a single project. This prevents the strata from comparing “apples-to-apples” when collecting quotations and may create confusion.

A correct and descriptive scope of work creates a quick and efficient bidding process while forming the foundation of a successful painting project.

2. Communicate with residents

To ensure a smooth painting process, be sure to keep communication open with residents throughout the project.

Residents should be

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KEEPING THE COURTS OUT OF IT

New Civil Resolution Tribunal targets easy, fast online resolution

Canada's first online tribunal, the Civil Resolution Tribunal (CRT) was created to increase access to justice for British Columbians by helping them to resolve strata property and small claims disputes fairly, quickly, and affordably – and from the comfort of their home computer or even their mobile phone. CRT decisions and orders will have the same force and effect as court decisions in British Columbia.

The CRT is going to be very different from other dispute resolution options that have been available in British Columbia. It will give you choices about how, when, and where you resolve small claims and strata property disputes, built around your needs and your life. When the CRT opens in 2015, you will be able

to use it 24 hours a day, seven days a week, from any computer or mobile device with an internet connection. Interactions with the other participant and/or the CRT are at your convenience.

Information and support will be provided along the way to help users get a satisfactory resolution as early as possible. Tribunal adjudicators will only make a decision for you if you and the other participants to a dispute cannot agree on your own solution.

The CRT will also provide unique opportunities for feedback and comments used to help shape the ongoing development of the CRT's service and tools.

For more information, visit the CRT website at www.civilresolutionbc.ca



CRT Names Salter First Chair

VANCOUVER LAWYER SHANNON SALTER has been appointed Chair of the Civil Resolution Tribunal (CRT). She earned her BA and LLB from the University of British Columbia, and her LLM from the University of Toronto. She clerked with the British Columbia Supreme Court, practiced litigation at a large Vancouver law firm, and has served as a vice chair of the Workers' Compensation Appeal Tribunal.

Ms. Salter is also a commissioner of the Financial Institutions Commission, vice president of the BC Council of Administrative Tribunals, and a past board member of the College of Registered Nurses of BC. 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.

"As Canada's first online tribunal, the 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," she says. "The CRT will also empower and support citizens to use a variety of dispute resolution



Shannon Salter, first Chair of Civil Resolution Tribunal (CRT), encourages questions and comments.

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Strata Corporation Finances and Budgeting

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in a bylaw; OR

- if no bylaw exists, the lesser of \$2,000 or 5% of the total contributions to the operating fund for the current fiscal year; OR
- the expenditure is the minimum amount that the strata council needs to expend in order to ensure safety and prevent significant loss or damage. The strata council must inform owners as soon as possible about this expenditure.

4 STRATA FEES

Each strata lot owner pays strata fees to cover budgeted common expenses. Strata fees are usually paid monthly and include contributions to the operating fund and the contingency reserve fund. Strata fees are set when the budget is approved by majority vote at the annual general meeting (AGM). Within two weeks of the budget passing, the strata corporation must inform owners of the new strata fees.

Calculating Strata Fees

Strata fees are normally calculated by dividing the expenditures in the approved budget among the strata lots on the basis of unit entitlement. In apartment style or townhouse strata developments, unit entitlement is often based on the habitable size of the strata lot. In bareland stratas, unit entitlement is usually equal for each strata lot.

The schedule of unit entitlement is contained in the strata plan for the strata corporation and must be registered at the Land Title and Survey Authority (LTSA) or filed separately on a Form "V" at the LTSA. (The Form "V" is often used for more recent strata corporations).

Strata fees may also be calculated by using a formula other than unit entitlement, by passing a unanimous vote on a resolution approving the new formula, and registering the resolution, and the approved formula, in the Land Title and Survey

Authority.

Late or Unpaid Strata Fees

Most strata corporations have a bylaw setting out when strata fees are to be paid. If strata corporations don't have their own bylaw for the payment of strata fees, then Standard Bylaw 1 requires strata fees to be paid on or before the first day of each month.

A strata council can fine a strata lot owner for failing to pay strata fees in accordance with the bylaw. (Standard Bylaws 23 and 24 apply to any strata corporation that does not have its own bylaw.)

Additionally, a strata corporation may charge interest for late or unpaid strata fees if they pass a bylaw setting out the rate of interest that can be charged for late payments. The interest:

- cannot exceed 10% per annum compounded annually;
- is not a fine; and
- forms part of the strata fees.

The strata corporation may also file a lien for unpaid strata fees against a strata lot. The lien may be registered at the Land Title and Survey Authority (LTSA) against the title of a strata lot by filing a Form G (A Certificate of Lien). Note: a lien may not be filed for unpaid fines.

A bylaw can be created to prohibit a strata lot owner or tenant, if they have unpaid strata fees, from sitting on the strata council or from voting on resolutions requiring a majority or $\frac{3}{4}$ vote at general meetings.

Borrowing Against Future Strata Fee Revenue

With a resolution approved by a $\frac{3}{4}$ vote, a strata corporation can borrow money and assign future strata fee revenue as security for the principal and interest. A strata council should seek legal advice on the writing of the $\frac{3}{4}$ resolution, and the loan negotiations.

Watch for more information on strata finances and budgeting in future issues of Connections.

FIRSTSERVICE RESIDENTIAL ASSOCIATE PREPARES FOR SOLO ATLANTIC CROSSING

This article, from Metro originally under the headline “Vancouver woman readying to row solo across Atlantic Ocean,” is by Thandi Fletcher, and available online at metronews.ca. Brenda Robbins is the overnight concierge for one of FirstService Residential’s strata clients in downtown Vancouver.

A Vancouver woman is preparing to row solo across the Atlantic Ocean in a bid to raise awareness for blood donation.

Brenda Robbins plans to row more than 5,500 kilometres unassisted from the Canary Islands to Antigua next December as part of the 2015 Talisker Whisky Atlantic Challenge, billed as the world’s toughest rowing race.

Although she has only rowed for about a year, Robbins said she felt a calling to sign up for the race after seeing a friend take on a similar challenge across the Pacific.

“It seems crazy,” Robbins told Metro, “but I just became obsessed.”

Robbins is using the endeavour to raise awareness of blood donation. Her father was recently diagnosed with acute leukemia and requires weekly transfusions to stay alive.

In the solo voyage, expected to take about 90 days, Robbins is likely to encounter a torrent of challenges, from severe storms to strong ocean currents and seasickness. But there are safety precautions in place.

“The boats are made for the ocean,” she said.

“They almost never sink. The conditions are going to change constantly and it’s never going to be ideal. You just have to accept it because the ocean isn’t going to change for you.”

Robbins is rowing in open water as often as she can, and taking kickboxing and yoga classes to build physical endurance and flexibility.

She is hoping sponsors will help her with the cost of the boat and entry fee – about \$170,000. She has also started a crowdfunding campaign to raise \$20,000. For more information, visit www.atlanticsolorow.ca/author/atlantic



Brenda Robbins tones up for rowing on the waters of English Bay in preparation for her Atlantic crossing.

Salter is first CRT Chair

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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 cultivate the kind of positive and respectful environment which embodies strata living at its best. I know that

strata members in particular have been waiting patiently for the CRT to open. We have launched an implementation website for the CRT (www.civilresolutionbc.ca), to provide helpful information about how the CRT will work, to keep you informed about our progress and to 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.”

You can also contact her by email:

shannon.salter@crtbc.ca

FirstService Residential Survey Nets 95% Response

As part of FirstService Residential's ongoing commitment to continue improving service for our clients, we recently completed our annual Net Promoter Score (NPS) survey. Developed in 2003, the NPS survey is a globally recognized customer satisfaction tool used by leading organizations including Apple and IBM.

The NPS survey works by asking one simple question to our strata council clients — How likely is it that you would recommend FirstService Residential to a friend or colleague? The survey also allows council members to provide additional feedback. The responses received help guide the development of new programs and initiatives for our clients while allowing us to make service improvement for our individual strata clients. Here are some highlights from the recent NPS survey:

- 95.1% engagement from our strata clients
- Nearly 2500 survey responses from council members

In addition to gathering feedback from our strata clients, we also use a variation of the NPS process, called team NPS, to survey our associates and identify ways to improve our employee experience. This allows us to continue building a positive business culture while making FirstService Residential an excellent place to work.

We thank all of our clients and associates for their participation!



Preparing your strata for painting

from page 19 informed of the painting start date as well as any preparations they may need to make. Residents can be updated through building notices, online reminders, information sessions, and announcements in meeting minutes.

If your strata includes balconies or patios, residents will likely have to clear these areas of any personal items to make room for the painters and avoid any contact with wet paint.

As well, access to certain areas of your property may be limited during the project. Residents should be made aware of where painters will be working so they can make the necessary arrangements while avoiding wet paint.

3. Have the work inspected

Once painting is complete, have the job

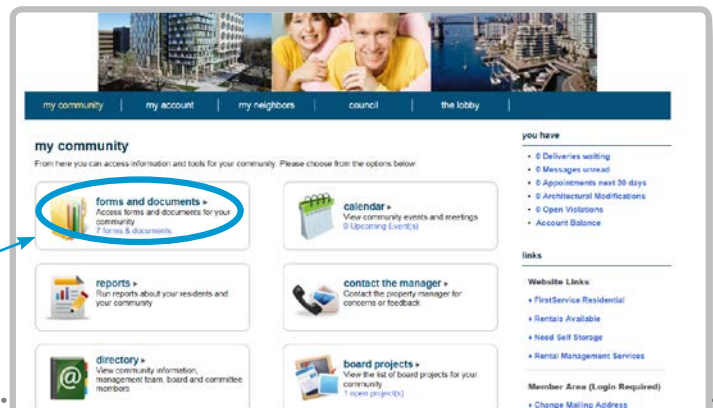
inspected by a qualified coatings inspector. This can be organized using a third party company that will send an inspector to ensure the job was completed correctly.

Depending on the level of service, the inspector may come before the project begins to ensure that painting is ready to commence and that cleaning was properly done. The inspector will come again at the end of the project to certify that work was to industry standards. Any touch-ups recommended can be sent to your painting company to complete.

Residents can save 30% on personal paint purchases through an exclusive program with Cloverdale Paint



Information on the savings for residents is available by clicking on the "Forms and Documents" tab and then "Association Documents" button on your FSRConnect community website. Need a login for your community website? Simply email connect.bc@fsresidential.com or call our office at 604.683.8900.





FirstService
RESIDENTIAL

Making a Difference. Every Day.

www.fsresidential.com

Have a suggestion for our next newsletter?
Please email *newsletter.bc@fsresidential.com*



FirstService Residential in British Columbia is a subsidiary of FirstService Corporation, a global leader in the rapidly growing real estate services sector, one of the largest markets in the world. As the leading property management company in North America, FirstService Residential oversees more than 6,500 residential and commercial associations including 1.5 million residential units and over 50 million square feet of commercial space across three provinces in Canada and 21 U.S. states. The company has more than 12,000 employees driving local market expertise and manages in excess of \$6 billion in annual budgets. For more information, visit www.fsresidential.com/british-columbia/home.