



BULLETIN

News and resources for BC strata owners, councils, and industry professionals



November 2025

Vancouver Island Strata Owners Association

VISOA Bulletin

Editor: Bulletin Committee

Graphic Design: Bulletin Committee

Advertising Coordinator: Cindy Young

.....

The Bulletin is a digital magazine published by the Vancouver Island Strata Owners Association (VISOA) four times per year.

Subscribe by joining our mailing list at:
visoa.bc.ca

VISOA is an independent, non-profit, member-funded society. Formed in 1973, it is the longest-running organization of its kind in Canada. VISOA provides education, support, and advocacy for British Columbia strata owners and strata corporations. As part of its mandate, VISOA meets with government and industry associations, and sits on advisory panels to advocate for BC strata owners and strata corporations.

Membership is open to any resident of BC, strata corporations (such as condominiums, townhouses, bare land, and commercial stratas) and businesses that provide goods and services to stratas. Visit our website or contact us for more information about membership.

.....

General inquiries:
information@visoa.bc.ca

Membership inquiries:
membership@visoa.bc.ca

Letters to the editor: editor@visoa.bc.ca

Advertising inquiries:
businessmembers@visoa.bc.ca

Office: 250-920-0688

Toll-free 1-855-388-4762

Vancouver Island Strata Owners Association
602-620 View St
Victoria BC V8W 1J6

.....

visoa.bc.ca

Facebook: [@VIStrataOwners](https://www.facebook.com/VIStrataOwners)

X: [@VISOA_BC](https://twitter.com/VISOA_BC)

YouTube: [VISOAvideos](https://www.youtube.com/VISOAvideos)

In This Issue

7 Editor's Message

16 Introducing New Business Members

17 Business Directory

22 You Asked

28 Photo Contest

32 President's Message - What's Coming in 2026?

Featured

3 Who is Responsible for Pest Control?
by Shawn M. Smith

9 Qualified Persons to Write Depreciation Reports and Electrical Planning Reports

11 AI and ChatGPT: Cautionary Tales for Stratas
by Brenda Li

25 Cool News About Heat Pumps

29 Electric Vehicles: News Updates for Stratas

On the cover: I took this photo of the Waterfront building on one of my walks through the Selkirk area of Victoria. I always thought it looked like a nice place to live. Love the Canadian flags. Elbows up! - Gail R.

Disclaimer: The material in this publication is intended for informational purposes and cannot replace consultation with qualified professionals. Legal advice or other expert assistance should be sought as appropriate.

©2025 Vancouver Island Strata Owners Association

■ Who is Responsible for Pest Control?

by Shawn M. Smith

The overall duty to address pest issues, whether it is mice, rats, cockroaches or bed bugs, falls to the strata corporation. In *The Owners, Strata Plan VIS 1437 v. Abolins*, 2018 BCSC 2422 the court held that the strata corporation's duty to "manage and maintain the common property includes responsibility to protect that common property from harm, which includes insects and pests." However, owners must cooperate and there are times when an owner may be required to resolve a problem.

The strata's duty starts with the exterior of the building(s) and the surrounding grounds. See *Gerlich v. The Owners, Strata Plan LMS3981*, 2021 BCCRT 314. However, that duty also applies within the building. In *Hurren v. The Owners, Strata Plan 1150*, 2024 BCCRT 947 the Civil Resolution Tribunal (CRT) observed that "it is undisputed that pests such as cockroaches can spread through pathways provided by pipes, ducts and other common property that are located within

strata lot walls, floors, and ceilings." As a result of that, the CRT held that "the strata was obligated to address [a] cockroach problem as part of its obligation to repair and maintain common property." That conclusion is consistent with the finding of the court in *Abolins* that the duty is broad given that "common area includes the floors, walls, and ceilings that form the boundary between strata lots."

The strata's duty to investigate

In *Matthews v. The Owners, Strata Plan LMS 1335*, 2020 BCCRT 1110 the CRT confirmed that the duties of the strata corporation in this regard extended to investigating whether bedbugs had spread to other strata lots using common property. Such a conclusion is consistent with a strata corporation's obligation to undertake investigations in other situations.

continued on page 4



CLEVELAND DOAN
Barristers & Solicitors

Advising Strata Corporations and Owners About:

- Bylaws
- Unpaid strata fees
- CRT claims
- Repair & maintenance issues

Shawn M. Smith | Alyona Kokanova

shawn@clevelanddoan.com

alyona@clevelanddoan.com

www.clevelanddoan.com

604.536.5002

 **stratapress**

Strata Owners Portal

For Self-Managed Stratas

Book a Demo: **250-412-6595**

StrataPress.com/Self-Managed



Who is Responsible for Pest Control?

Where an owner raises a concern with the state of the common property in relation to attracting pests, the strata corporation should take steps to investigate the matter. See *Larmer v. The Owners, Strata Plan NW 2969*, 2019 BCCRT 758.

An owner's duty to maintain their strata lot

When the infestation is contained within a strata lot, it is the duty of the owner to deal with. In *The Owners, Strata Plan LMS 2885 v. Faith*, 2021 BCCRT 1096, the CRT said the following:

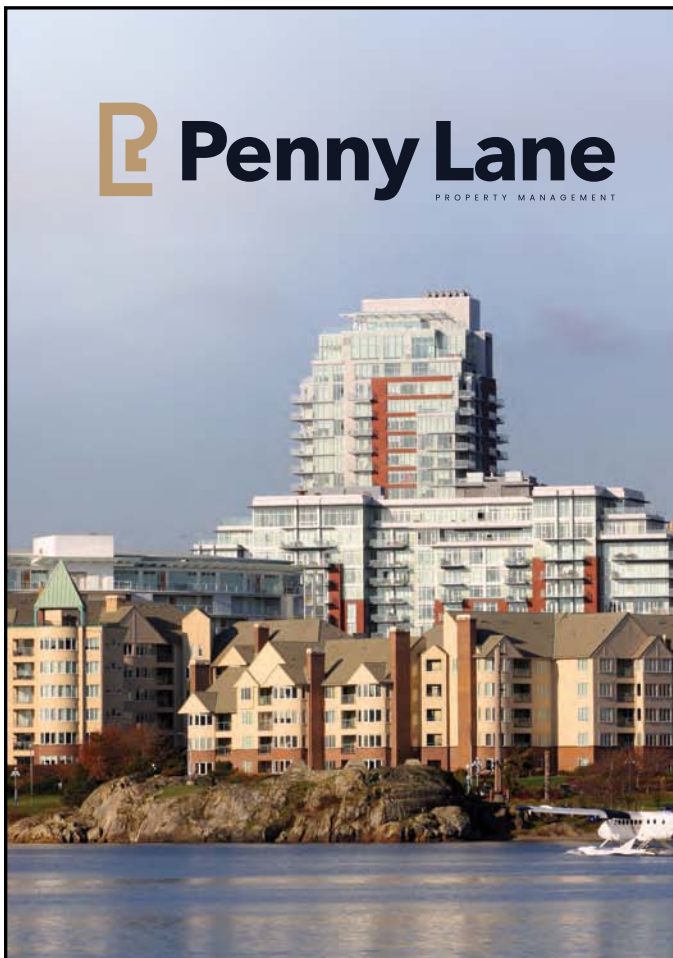
35. Under bylaw 3, Ms. Faith is required to maintain her strata lot. If she has a rat infestation and holes on her inside strata lot walls, I find she is obligated to repair and resolve these issues under bylaw 3. Based on the photographs and reports, I find Ms. Faith breached bylaw 37 by not keeping her strata lot sanitary or tidy. I find she also breached bylaw 4.1 by using her strata lot in a manner that created a rodent infestation, which I find is a hazard for the building and its residents.

Maintaining common property

Based on the cases above, if the infestation is isolated to a single strata lot it is the obligation of the owner to take steps to address the problem. However, if the problem is widespread or there is a noticeable infestation outside the building, the responsibility to address the problem falls to the strata corporation.

Owners dealing with the effects of a widespread or common property-based infestation can, quite understandably, be anxious about resolving the problem. However, they don't get to dictate what should be done. In carrying out its duties, the strata corporation only has to act reasonably. In selecting a course of action, it is entitled to rely on the advice and recommendations of its pest control contractors in terms of what steps should be taken. See *Kular v. The Owners, Strata Plan NW1885*, 2024 BCCRT 1220; and *Van Meenen v. The Owners, Strata Plan BCS 38*, 2024 BCCRT 1022. There can be good, better, or best options. As in *Gerlich*, the strata corporation


continued on page 5




Accepting new strata, building, and rental clients across Vancouver Island.

Local. Responsive.
Competitively priced.
No cancellation terms.

#201 – 841 Cliffe Ave,
Courtenay, BC
V9N 2J8

 pennylane.ca

 250-940-1629

 victoriaoffice@pennylane.ca



Who is Responsible for Pest Control?

need not take the best possible option when implementing a plan.

Not every sighting of a rat or mouse gives rise to a need to take aggressive action. If the outdoor rodent activity is not at an unusual or concerning level, the strata corporation doesn't necessarily need to act. See [Kabos v. The Owners, Strata Plan KAS977, 2020 BCCRT 1391](#).

Access to strata lots

Owners must cooperate with the strata corporation in addressing problems, whether isolated to their strata lot or widespread. The court in *Abolins* noted that the owners' refusal to cooperate with the strata corporation in addressing a bed bug problem ignored "their obligations as owners and interferes with the rights of other owners."

That cooperation begins with allowing the strata corporation and its contractors access to the strata lot in order to assess and treat the problem. Standard Bylaw 7 requires owners, tenants and occupants to allow access on proper notice. A failure to do so can

lead to fines and other consequences.

The costs of dealing with an infestation


Where a strata lot is determined to be the source or cause of an infestation, the strata corporation can take steps to deal with that problem if the owner does not. Usually that is done pursuant to s. 133 of the *Strata Property Act* (SPA) which provides as follows:

133 (1) The strata corporation may do what is reasonably necessary to remedy a contravention of its bylaws or rules, including

- (a) doing work on or to a strata lot, the common property or common assets, and,
- (b) removing objects from the common property or common assets.


(2) The strata corporation may require that the reasonable costs of remedying the contravention be paid by the person who may be fined for the contravention under section 130.

continued on page 6

 **StrataCommons**

Is your council struggling with confusing email conversations and misplaced documents?

StrataCommons gives you one simple place to manage communications and important records.



Visit **stratacommons.ca**
to learn more about our online services.



***Can't make head nor tail
of your Depreciation Report?***

**Unity Services Corporation
can help you decipher it.**

- Long Term Maintenance Planning & Budgeting
- System Maintenance Reviews
- System Condition Assessments
- Planning & Consulting Services for System Replacement, Renewal & Upgrade Projects



 250-893-3445
 usc@shaw.ca
 www.unityservices.ca

'Making Strata Maintenance Manageable'

Who is Responsible for Pest Control?

Alternatively, the costs of dealing with an infestation can be recovered if the strata corporation has a chargeback bylaw. As in *Matthews*, if there is no such bylaw then recovery may not be possible.

CRT disputes about pest control

Establishing that a strata lot is the source of an infestation requires more than an assumption being made. In *Hurren*, the CRT held “that determining the source of a cockroach infestation is a technical question which requires expert evidence”. If a strata corporation seeks to charge treatment costs back to an owner it must have a clear and conclusive report from the pest control contractor or other expert confirming the strata lot was the source.

Where an owner is not being cooperative in addressing an infestation within their strata lot, a strata corporation can also seek orders from the CRT. However, thought must go into what those orders should be. In *The Owners, Strata Plan VR127 v. Khan*, 2025 BCCRT 826 the CRT said the following:

34. With respect to the other part of the strata’s claim that Ms. Khan must remove all items recommended by the strata’s pest control and cleaning contractors, I find that the strata’s claimed relief does not provide enough specificity about what items Ms. Khan must remove. Nor do Atlas’ inspection reports identify what specific items Ms. Khan should remove so that Atlas can complete the bed bug treatments. I find that such an order would be too vague to be enforceable. If the strata determines that an owner has breached strata bylaws, such as by creating a nuisance or fire hazard, then SPA s. 133 already empowers the strata to do the necessary repair work to remedy the bylaw contravention. So, I dismiss the strata’s claim for this relief as well.

Planning and prevention

Dealing with significant pest infestations requires careful planning based on expert advice. Education is important as it will take a coordinated effort by all

continued on page 7

Peace of Mind. Zero Maintenance. Vinyl Fencing.



Vancouver Island’s Trusted Strata Fencing Experts

Give your community a long-lasting upgrade with premium vinyl fencing.

- Maintenance-free fencing. No staining, no rotting, no headaches.
- 50-year product warranty.
- Clean, consistent look across your entire property
- Made-in-Canada vinyl is now available!
- Trusted by strata communities across Vancouver Island

From Victoria to Nanaimo, Parksville, Duncan, and everywhere in between.

Strata councils count on us for expert installation, clear communication, and quality fencing that lasts.



Serving BC communities since 1985

BOOK A FREE SITE VISIT TODAY!

Call: 250.800.9734

Email: clientcare@premiumfence.ca

Visit www.premiumfence.ca



STRATA MANAGEMENT SOFTWARE

FOR STRATA CORPORATIONS &
MANAGEMENT COMPANIES

POWERSTRATA

- Designed for BC
- Comprehensive
- Secure
- Easy to Use
- Cost Effective

Streamline processes and
day-to-day operations for
peace of mind.

WWW.POWERSTRATA.COM 604.971.5435 | 1 877.971.5435







Join VISOA

Membership makes
us strong! VISOA
plays a vital role
voicing your
interests and
concerns to
government and
industry.




Access our crack team of experts on the Strata
Support Team, bulletins, webinars and more.

Annual membership
\$6.50 per unit
for strata corporations
or \$35 for Individuals

[Learn more](#)

Who is Responsible for Pest Control?

owners and the council to deal with the issue. It is also practical for strata corporations to budget for pest control by including an allowance in the annual operating budget for pest issues that may arise including rodents, cockroaches, silverfish, bed bugs, wasps, and carpenter ants. Some strata corporations implement a pest control maintenance program that includes inspections and monitoring, focusing on prevention and control of infestations. 

This article is intended for information purposes only and should not be taken as the provision of legal advice. Shawn M. Smith is a lawyer whose practice focuses on strata property law. He frequently writes and lectures for strata associations. He is a partner with the law firm of Cleveland Doan LLP and can be reached at (604) 536-5002 or shawn@clevelanddoan.com.

■ Editor's Message

Thank you to readers for suggesting topics for articles including responsibility for pest control and the risks of using artificial intelligence tools such as ChatGPT for information about operating a strata.

The articles about heat pumps and electric vehicles are news roundups to share recent studies, reports, and announcements, as well as updates about rebates.

On December 1, we'll draw the winners of our photo contest from the 4 cover photos in 2025. First prize is a one-year corporate VISOA membership for the winning strata corporation. Second prize is \$50 to the person who submitted the photo.

We're now accepting entries for the 2026 photo contest. Snap a photo of your strata buildings this winter and it could be featured on the cover of the February 2026 Bulletin.

Send an email to editor@visoa.bc.ca to submit a photo or to suggest a topic for an article. 

VISOA Bulletin and Suite of Services committees are Wendy Wall, Susan Ferster, Angus Mumby, André De Leebeeck, John Grubb, and David Stinson with special thanks to volunteer Janice Foley, and Advertising Coordinator Cindy Young.



TRUSTED VALUATION. CLEAR ADVICE. VANCOUVER ISLAND STRATA EXPERTS.



Independent. Defensible. Local

For over 45 years, Jackson & Associates has helped strata corporations plan with confidence. Our appraisers and reserve fund planners deliver objective, defensible reports that stand the test of time.

Precision That Protects

Our reports reflect current construction costs, local data, and industry standards. Each valuation is precise, insurer-ready, and built to protect your strata from the risks of underinsurance.

Depreciation Reports Made Clear

We transform complex building data into clear, actionable reserve fund plans. Every report is easy to follow, built for long-term financial stability, and designed to support council decision-making.

Clarity. Consistency. Confidence

With a reputation built on accuracy and service excellence, we make complex information simple. Our reports bring clarity to your planning and confidence to every financial decision.

■ Qualified Persons to Write DRs and EPRs

Strata corporations in BC must obtain depreciation reports and electrical planning reports from qualified professionals. The qualifications are set out in Strata Property Regulation 5.10 (2) and 6.2 (0.1).

On October 27, 2025, the Lieutenant Governor issued [Order in Council OIC 497-2025](#) changing the regulation to expand who can write these reports.

For example

- “professional engineer” now says “professional engineer or professional licensee engineering”
- “applied science technologist” now says “applied science technologist or certified technician”, and
- “architect” now says “architect or architectural technologist”

When checking a person’s qualifications, be sure you are referencing the correct version of the Strata Property Regulation.

Depreciation reports

Under Regulation 6.2 (0.1) “qualified person” means a person who has the knowledge and expertise to understand the individual components, scope and complexity of the strata corporation’s common property, common assets and those parts of a strata lot or limited common property, or both, that the strata corporation is responsible to maintain or repair, and is one of the following:

- (i) the person is registered with the Association of Professional Engineers and Geoscientists of the Province of British Columbia as a professional engineer or professional licensee engineering;
- (ii) the person is registered with the Architectural Institute of British Columbia as an architect or architectural technologist;

continued on page 10



RDH

Vancouver 604-873-1181 van@rdh.com
Victoria 250-479-1110 vic@rdh.com
Courtenay 250-703-4753 cou@rdh.com

MAKING BUILDINGS BETTER SINCE 1997

RDH unites engineers, architects, and energy experts to help strata councils understand their building, know when to act, and deliver projects — **on time, on budget, and with full transparency.**

Planning, Assessments & Energy Strategies

- Depreciation Reports
- Energy Analysis
- Leak Investigations
- Heat Pump Retrofits
- Condition Assessments
- Rebate Applications

Major Maintenance & Renewals Projects

- Design & Budgeting
- Contract Administration
- Construction Documents
- Project Management
- Project Tendering
- Construction Management

rdh.com



Deck and Balcony Remediation

&

Condition Reports

- Easy to understand reports
- Low cost
- Over 30 years experience
- Trusted by property managers and stratas

Need a condition report?
Show us this ad for a 10% discount.
**One use only.*

The cost of the report will be deducted from any remediation work we do for you!

250-592-1622 • info@prodeck.org • www.prodeck.org



Artemis Fire Consulting Inc.

Mitigate Risk & Limit Liability
Strata Safety Specialists

- **Fire Safety Directorship Services**
- **Building & Fire Code compliance**
- **Fire alarm upgrade consulting:**
 - ✓ Preliminary building reports,
 - ✓ Project budgets,
 - ✓ Site-specific system designs,
 - ✓ Professional engineering
- **Project oversight: RFP to completion**

Life Safety Made Simple.

admin@artemisfire.ca Kathleen Nicholas
 www.artemisfire.ca Ph: 250-661-9931

Qualified Persons to Write DRs and EPRs

Depreciation reports continued:

(iii) the person is registered with the Applied Science Technologists and Technicians of British Columbia as an applied science technologist or certified technician;

(iv) a person designated Accredited Appraiser Canadian Institute by the Appraisal Institute of Canada;

(v) a certified reserve planner accredited by the Real Estate Institute of Canada;

(vi) a person designated Professional Quantity Surveyor by the Canadian Institute of Quantity Surveyors.

See [About depreciation reports](#) to learn more.

Electrical planning reports

Under Regulation 5.10 (2) “qualified person” means

(a) in the case of a strata corporation established by a strata plan in which each building is a Part 9 building, a person who meets at least one of the following requirements:

(i) the person is registered with the Association of Professional Engineers and Geoscientists of the Province of British Columbia as a professional engineer or professional licensee engineering;

(ii) the person is registered with the Applied Science Technologists and Technicians of British Columbia as an applied science technologist or certified technician;

(iii) the person is a journeyman, as that term is defined in the *Skilled Trades BC Act*, in the construction electrician or industrial electrician trade, or

(b) in the case of any other strata corporation, a person who meets at least one of the requirements referred to in paragraph (a) (i) and (ii).

See [About electrical planning reports](#) to learn more. 

Search [VISOA's Business Directory](#) for companies, trades, and professionals that provide services for strata corporations.

■ AI and ChatGPT: Cautionary Tales for Stratas

by Brenda Li

Artificial Intelligence (AI) has introduced many tools and efficiencies that help us perform tasks at home and at work. Many of us use digital assistants such as Apple Intelligence or Microsoft's Copilot. Companies are investing billions in Large Language Model products such as Google's Gemini, Anthropic's Claude, Meta's Llama, and xAI's Grok. For the general public, OpenAI's ChatGPT is widely used with over 500 million users per month.

What is a large language model?

A large language model (LLM) is a type of artificial intelligence. Through machine learning it's trained to understand and generate human-like text. It learns from billions of words found in books, websites, and other sources to understand how words relate to one another. LLMs such as ChatGPT can be helpful to summarize long documents, draft emails, help with scheduling, create meal plans, plan vacations, assist

with spreadsheet formulas, coding, and more.

AI-powered search engines such as Perplexity, use multiple LLMs to process questions and summarize answers. Perplexity includes the sources, so the user can check the original information and verify its accuracy.

The art of the bluff

As the [American Association for the Advancement of Science](#) explains, a LLM is trained to fake answers it doesn't know. It makes predictions based on patterns.

Performance benchmarks reward confident guesses and penalize uncertainty. A fake-it-til-you-make-it model ends up ranking better than a model that admits it doesn't know the answer. Instead, an LLM will confidently spout factually incorrect statements known as hallucinations.

continued on page 12

STRATA PROPERTY MAINTENANCE

WE CAN DO IT ALL!

- Gutter cleaning and repair
- Power washing
- Small repairs
- Carpentry
- Painting
- and more!



250-709-1701
office@goodolddays.ca



BFL CANADA Real Estate Insurance Services

Prepare for a changing marketplace. Make an informed risk strategy for 2022 and beyond.

FIND OUT HOW WE CAN HELP INSURE YOUR PROPERTY



Ashley Bertsch
Client Executive - Real Estate Division
T. 778-309-9339
abertsch@bflcanada.ca

BFL CANADA Risk and Insurance Services Inc.

AI and ChatGPT: Cautionary Tales for Stratas

Some AI workers tell their friends and family to stay away from AI. An AI tutor who has worked with Gemini, ChatGPT and Grok said, “We joke that [chatbots] would be great if we could get them to stop lying.”

A study in Australia warns researchers about relying on ChatGPT to speed up their work. It found that 56% of citations were either fabricated or contained errors. Careful checking would reveal a mismatch between what the tool claimed and what the source actually contained. Among fabricated citations, over 60% deceptively linked to actual published papers on completely unrelated topics. The scope of the problem compounds if articles built on phantom sources and false premises are published.

Human-like responses

In a UBC study published in October 2025, researchers found that when giving medical advice, ChatGPT’s human-like tone was empathetic. Users found the AI-generated responses convincing and trustworthy,

even when the information wasn’t correct. An AI rater commented, “This is not an ethical robot. It’s just a robot.”

When it comes to accurately diagnosing a health problem, researchers found that services like ChatGPT can be wrong more often than they’re right. Patients increasingly show up to medical appointments, citing diagnoses or treatment suggestions from AI tools. Doctors often spend a lot of time educating them about what’s actually going on.

Legal fiction

Even legal professionals are being hoodwinked. The first case I noticed about the misuse of AI tools in court happened right here in BC. In the family law case Zhang v. Chen before the BC Supreme Court in February 2024, lawyer Chong Ke described being mortified and deeply embarrassed that 2 cases she cited did not exist. While Justice Masuhara found Ke was naïve about the risks of using ChatGPT,

continued on page 13

Accepting
New Clients
CALL TODAY



STRATA
MANAGEMENT



Empowering Strata Communities

Financial Services

Consulting Services

Project Management

All at affordable rates!

Expert bookkeeping, council guidance, administrative support and more for Vancouver Island stratas. Visit sovillerealty.com or scan the QR code for our full range of services.



 236-464-1104

 info@sovillerealty.com

 sovillerealty.com

AI and ChatGPT: Cautionary Tales for Stratas

apologized, and did not intend to deceive the court, he ordered Ke to pay the cost of the additional effort and expenses incurred by the claimant. In future, Ke must advise the court and the opposing parties about submissions generated by AI tools.

In [New Jersey](#), attorney Michael Fourte recently used hallucinated quotes and citations to defend his client in a case about a loan. When the opposing side filed a request for Fourte to be sanctioned, Fourte's rebuttal contained another wave of made-up or erroneous citations. Justice Cohen found the denials about using AI didn't hold water. In addition to sanctions, the matter was submitted to the New Jersey Office of Attorney Ethics.

In June 2025, [London's High Court](#) (UK) gave a stern warning. Lawyers who use AI to cite non-existent cases can be held in contempt of court or even face criminal charges. The decision said that in the most egregious cases, deliberately placing false material before the court amounts to the criminal offence of perverting the course of justice, carrying a maximum

sentence of life imprisonment.

Many lawyers are using AI tools responsibly. The BC Law Society provides information and considerations in [Guidance on Professional Responsibility and Generative AI](#). For example, it advises legal professionals to make their client aware of the use of AI, verify all information, and follow any court rules about disclosing when generative AI was used to prepare their submissions.

Using AI in CRT cases

While ChatGPT and other tools may seem convincing, their use has backfired for participants in Civil Resolution Tribunal (CRT) cases.

In [Geismayr v. The Owners, Strata Plan KAS 1970, 2025 BCCRT 217](#), the Geismayrs used Microsoft's Copilot for information. Their submissions referenced 10 legal decisions saying courts ruled that a strata corporation could not force the removal of alterations to a strata lot. Nine of those cases do not exist.

continued on page 14



seafirst | **NAVACORD**
INSURANCE

**Coverage That Brings
Peace of Mind**

REACH OUT TO OUR STRATA SPECIALISTS TODAY!
CALL 1-877-655-1141

We got you!
seafirstinsurance.com



WESTSHORE
LAWN AND GARDEN CARE

Dependable Four-Season Care for Strata Communities

Lawn Mowing	Power Raking
Garden Bed Maintenance	Irrigation Systems
Green Waste Removal	Hedge Maintenance
Seasonal Clean-ups	Snow & Ice Control
Lawn Aeration	Robotic Lawn Mowing

WORK SAFE BC 

Call 778-535-5331 for your free quote!
westshorelawnandgardencare@gmail.com
www.westshorelawnandgardencare.ca

AI and ChatGPT: Cautionary Tales for Stratas

One case exists but is not about unauthorized alterations.

Copilot's analysis of the law was also incorrect. The CRT found that owners cannot reasonably expect retroactive approval for alterations done without the strata's prior authorization.

In the small claims case *Maxwell v. WestJet Airlines Ltd.*, 2025 BCCRT 1146, the tribunal member noted that the BC Supreme Court and the CRT have discussed the risks of relying on generative AI tools, as the output is often inaccurate. The tribunal member found the information ChatGPT provided Mr. Maxwell was unreliable and gave no weight to his ChatGPT evidence. Find other [CRT decisions about AI hallucinations](#).

In August 2025, the CRT sought public consultation about proposed new rules. If adopted, the rules will prohibit participants from including non-existent cases or legislation in their arguments, such as those created by an AI tool. There could also be monetary

consequences. Providing false evidence, cases, or legislation created by an AI tool could result in an order to compensate the other party for time spent dealing with a CRT proceeding, and pay their legal expenses.

Privacy concerns

The use of AI tools raises concerns for strata corporations in regards to the *Personal Information Protection Act*. A proposed class-action lawsuit in California alleges that Google granted its Gemini AI tool access to the private communications of Gmail, Chat, and Meet users without their consent. While the allegations are unproven at this time, stratas should take care to safeguard information when using ChatGPT, Gemini, or any other AI tool. Take a moment to learn how to opt out of tools or features that pose privacy concerns.

Advice for stratas

In October, 2025, ChatGPT's creator, OpenAI updated
continued on page 15



PACIFIC RIM
APPRAISALS

SPECIALIZING IN:

DEPRECIATION REPORTS & INSURANCE APPRAISALS

3 OFFICES TO SERVE YOU BETTER

NANAIMO **VICTORIA** **VANCOUVER**

FREE QUOTES  [pacificrimappraisals.com](https://www.pacificrimappraisals.com)  250-754-3710

ABOUT US:

- Established in 1991
- Servicing all of British Columbia
- Team of Certified Reserve Planners, Appraisers & Engineers
- Trustworthy
- Professional
- Quality Reports
- Quick turn around time

MEMBERS OF:

- Appraisal Institute of Canada
- Real Estate Institute of Canada
- CHOA, VISOA, CCI & SPABC

SERVING STRATA'S ALL OVER B.C.

STRATA MANAGEMENT DONE RIGHT!

Struggling to keep up with changing legislation?

Suffering from strata council "fatigue"?

- We are a family-owned, local firm
- Customized service at a fair price
- Expanded roster of strata managers

Now taking
new clients!

OAKWOOD
PROPERTY MANAGEMENT LTD.



EXPERIENCED • RESPONSIVE • RELIABLE

carol@oakwoodproperties.ca 250-704-4391

oakwoodproperties.ca

AI and ChatGPT: Cautionary Tales

its policies to clarify that users of ChatGPT can't use the service for "tailored advice that requires a license, such as legal or medical advice, without appropriate involvement by a licensed professional." A legal magazine explained that ChatGPT's responses are based on patterns in data, not on legal reasoning.

Council members are required to "act honestly and in good faith with a view to the best interests of the strata corporation, and exercise the care, diligence and skill of a reasonably prudent person in comparable circumstances." At council meetings, you make decisions about spending common funds, approving alteration requests, enforcing the bylaws, and much more. Most would agree that it's not in the best interests of the strata corporation or owners to rely on information or advice from an AI tool.

As the saying goes, you don't know what you don't know. Without expertise, you won't know which parts of the AI-generated answer are accurate and which parts are fake. For example, ChatGPT has invented parts of the *Strata Property Act* or Regulation that have never existed. It looks convincing but it can be completely made up. If you use AI tools, check everything. Go to the source. Read it thoroughly. If the tool doesn't tell you the source, should you rely on the information? **V**

Thank you to strata owner Brenda Li for submitting this article.

For reliable information, search strata-related topics in [VISOA's Resource Centre](#). The articles cite relevant parts of the *Strata Property Act* and direct you to trustworthy websites and resources. And, when you need legal advice, ask a real, human lawyer.

refreshlaw

* Providing services through a law corporation



Peace of mind for British Columbia's strata councils.

Our team of strata lawyers can help you with:

- ☑ Strata dispute resolution
- ☑ Bylaw drafting & bylaw enforcement
- ☑ Collection of strata fees & other charges
- ☑ Reviewing contracts & more

Visit us online at refreshlaw.ca
or call us at **604.800.8096**

Subscribe to VISOA's e-newsletter at
visoa.bc.ca



■ Introducing New Business Members

Canadian Western Civil Enforcement Ltd.

We are a civil enforcement/court bailiff firm with over 20 years of experience. We are fully insured, licensed, bonded, and approved by the Ministry of the Attorney General.

If you or your strata corporation is a party in a legal claim at a court or tribunal, we can serve the legal documents and provide proof of service. For landlords, we have extensive experience executing court-ordered evictions and removal of tenants. For monetary judgments, we can enforce court orders such as seizing and selling a debtor's possessions or assets. We can also register debts and file liens.

Contact us. We can help you understand and navigate the process for your situation.

Serving Vancouver Island & Prince George North

Contact Shawn at 250-961-2713

info@cwenforcement.com

Or visit www.cwenforcement.com

Diverse Plumbing Services Ltd.

As a locally owned and family-operated business, Diverse Plumbing Services is your trusted partner for plumbing, drainage, and heating solutions throughout Greater Victoria. We specialize in providing expert services for strata corporations, strata owners, renovations, and general maintenance.

Our team is committed to ensuring your plumbing and heating systems are installed, maintained, and repaired to the highest industry standards, ensuring efficiency, safety, and long-term reliability. With a focus on quality craftsmanship and exceptional customer care, Diverse Plumbing Services is here to meet all your plumbing, drainage, and heating needs.

Serving Greater Victoria from Sidney to Metchosin

Contact Rachelle Anderson, Brian Randall, or Wendy Anderson at 778-584-2030

info@diverseplumbingservices.com

Or visit www.diverseplumbingservices.com

Jola Landscaping

We specialize in landscape maintenance for strata properties throughout Greater Victoria. We're fully insured and use primarily electric equipment for quieter operations!

Our strata clients love our Refined Maintenance Package - a comprehensive year-round solution including seasonal cleanups and pruning, garden bed maintenance, and more. Our meticulous approach means the job gets done right the first time.

As a 50% women-owned business, we bring integrity, and a client-centered approach to every property. Simply put, we restore landscapes to their ideal state of beauty, increasing your property value, curb appeal, and eliminating landscape headaches.

Serving Greater Victoria, Westshore, Sidney, & Sooke

Contact Kyla Plaxton at 250-885-0566

jolalandscaping@gmail.com

Or visit jolalandscaping.ca

Modern PURAIR® Comox Valley

Modern PURAIR® is your full-service indoor air quality company. Our services include air duct, furnace, dryer vent cleaning, and filter maintenance. We also offer indoor air quality testing for VOCs, pollutants, and allergens and prepare a detailed report.

What sets us apart is our commitment to complete customer satisfaction. We back every air duct cleaning service with a 30-day satisfaction guarantee, giving you peace of mind.

As experts familiar with unique climate and air quality challenges, we provide eco-friendly solutions for strata corporations, home owners, and commercial properties.

Serving Cumberland, Courtenay, Comox, Campbell River, Powell River, & Port Hardy

Contact Kevin Wilson at 780-897-1423

kevin.wilson@modernpurair.com

Or visit modernpurair.com

VISOA Business Members

APPRAISALS & DEPRECIATION REPORTS

BELL REAL ESTATE CONSULTANTS LTD.

Replacement Cost Insurance Reports
250-514-3486
bell.appraisals.consulting@gmail.com
bell-appraisals.ca

COAST PROPERTY APPRAISALS LTD.

Real Estate Appraisal Firm
250-388-9151
appraisals@coastappraisals.com
coastappraisals.com

COAST STRATA SERVICES LTD.

Depreciation Reports & Strata Inspections
250-686-8503
eivin@coaststrata.ca

D. R. COELL & ASSOCIATES INC.

Depreciation Reports & Insurance Appraisals
250-388-6242
shumphreys@drcoell.com
www.drcoell.com

ENGIPRO CONSULTING LTD.

Depreciation Reports, BCA, Warranty Reviews
778-300-3935
info@engipro.ca
www.engipro.ca

GERRITSEN BROOKS APPRAISALS LTD.

Appraisals & Consulting
250-650-3335
lee@gerritsenbrooksappraisals.ca
www.gerritsenbrooksappraisals.ca

JACKSON & ASSOCIATES

Insurance Appraisals & Depreciation Reports
250-338-7323 • 1-877-888-4316
dan-wsj@shaw.ca
comoxvalleyappraisers.com



MALAHAT VALUATION GROUP

Property Appraisals
250-929-2929
aleksandra@malahatvaluationgroup.com
www.malahatvaluationgroup.com

NLD CONSULTING

Depreciation Reports & Reserve Fund Study Consulting
604-638-1041
info@reserveadvisors.ca
www.reserveadvisors.ca

NORMAC

Insurance Appraisals
250-575-6350 • 1-888-887-0002
info@normac.ca
normac.ca

PACIFIC RIM APPRAISALS LTD.

Depreciation Reports & Insurance Appraisals
250-477-7090
info@pacificrimappraisals.com
pacificrimappraisals.com

RDH BUILDING SCIENCE INC.

Building Envelope Engineering Consultants
Victoria 250-479-1110
Courtenay 250-703-4753
vic@rdh.com
www.rdh.com

READ JONES CHRISTOFFERSEN LTD.

Consulting Fund Studies Engineers
250-386-7794
rtram@rjc.ca
rjc.ca

RECAP RESERVE PLANNING & ASSET MANAGEMENT

Depreciation Reports
604-353-3498
admin@therecapgroup.com
www.therecapgroup.com

RESERVE PLUS LTD.

Depreciation Reports
604-812-9369
slaidlaw@reserveplus.ca
reserveplus.ca

SCIENCEFIELD

Consulting Engineering
250-413-7564
info@sciencefield.ca
sciencefield.ca

SENSE ENGINEERING

Engineering, Depreciation Reports, EPRs
250-514-2707
dwalters@sesenseengineering.com
senseengineering.com



STRATA RESERVE PLANNING

Depreciation Reports & Appraisals
604-638-4960
clientcare@stratareserveplanning.com
stratareserveplanning.com

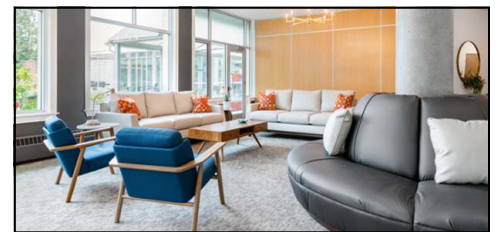
BUILDING SUPPLIES

TEDFORD GARAGE DOORS

Garage Door & Parkade Gate Service, Maintenance & Installation
250-727-6811
jt@tedforddoors.com
tedforddoors.com

THERMAL KING GLASS, WINDOWS & DOORS

Windows, Doors, Construction, Renovation & Specialty Trades
250-478-1286
info@tkglass.com
www.thermalkingglass.com



DESIGN SERVICES

WESTERN DESIGN+BUILD

Interior Design & Build
250-590-8598
admin@westerninteriordesign.ca
westerndesignbuild.com

VISOA Business Members

ELECTRICAL PLANNING REPORTS & EV CHARGING



Electrical Planning Reports

COGENT GREEN ELECTRICAL SOLUTIONS



Electrical Contracting & Consulting
250-701-6623
info@cogentgreen.com
www.cogentgreen.com

EDWARDS ELECTRIC (2003) LTD.

Electrical Contractor
250-652-9166
office@edwardselectric.net
edwardselectric.net



FORESEESON TECHNOLOGY INC.

EV Chargers & Carbon Credits
604-233-0246 ext 2103
greencredits@foreseeson.com
stratas.foreseeson.com

FUSE CARBON TECHNOLOGIES

Carbon Credit Aggregator
778-228-6511
matthew@usefuse.com
www.usefuse.com/residential-and-multi-unit-building

HONEYBADGER CHARGING

EV Charging
236-480-0827
info@badgercharging.ca
www.badgercharging.ca

MUIR ENGINEERING

Consulting Electrical Engineers
250-890-0870
kristen@muireng.ca
www.muireng.ca



MURBLY CONSULTING SERVICES

EV Charging Consultants
604-724-4312
purva@rve.ca
murbly.com/en

VT ENGINEERING INC.

Consulting EV Charging Engineers
604-771-5543
wojtek@vteng.ca
www.vteng.ca



FINANCIAL SERVICES

CONDOMINIUM LENDING GROUP

Financial Services
604-562-5403
kelly.mcfadyen@condolending.com
condolending.com

NATIONAL BANK OF CANADA (CWB MAXIMUM FINANCIAL)

Financial Services
1-365-322-0010
cam.lawrence@cwbbmaximum.com
cwbbmaximum.com

INSURANCE SERVICES

BFL CANADA RISK AND INSURANCE SERVICES INC.

International Insurance Brokers &
Consultants
604-307-8859
mtaylor@bflcanada.ca
bflcanada.ca

SEAFIRST INSURANCE BROKERS (NAVACORD)

250-478-9110
sfehr@seafirstinsurance.com
seafirstinsurance.com

LEGAL SERVICES

CANADIAN WESTERN CIVIL ENFORCEMENT LTD.

Civil Enforcement/Court Bailiff
250-961-2713
info@cwenforcement.com
www.cwenforcement.com



CLEVELAND DOAN LLP

Shawn M. Smith
Strata Lawyers
604-536-5002
shawn@clevelanddoan.com
clevelanddoan.com

REED POPE LAW CORPORATION

Trevor Morley, Legal Services
250-383-3838
tmorley@reedpope.ca
reedpope.ca

REFRESH LAW

Oscar Miklos & Jennifer Lebbert
Legal Services
604-800-8098
info@refreshlaw.ca
refreshlaw.ca

JASON ROHRICK

Barrister & Solicitor
778-432-0447
jrohricklaw@shaw.ca
jrohricklaw.com

MAINTENANCE & PROJECT CONTRACTORS

ALL-BRITE CLEANING

Cleaning Services
250-480-5234
allbritecleaning@shaw.ca
www.allbritecleaning.ca

ARTEMIS FIRE CONSULTING INC.

Fire Alarm & Upgrade Consultant
250-661-9931
admin@artemisfire.ca
artemisfire.ca

BC BUILDING SCIENCE

Building Asset Management, Repairs &
Renovations
778-751-4228
luisa@bcbuildingscience.com
bcbuildingscience.com

CALLAWAY PLUMBING & DRAINS LTD.

Plumbing & Drain Cleaning
250-216-7159
info@callawayplumbing.ca
callawayplumbinganddrains.ca

VISOA Business Members

MAINTENANCE & PROJECT CONTRACTORS

CBS MASONRY

Masonry, Concrete, Stone, Brick,
Pavers, Flagstones
250-589-9942
ashley@cbsmasonry.com
cbsmasonry.com

CELADON CONSTRUCTION SERVICES LTD.

Restoration & Renovation Contractor
250-857-5690
jason@celadonconstruction.com
celadonconstruction.com

CLEAN AIR FORCE INDUSTRIES LTD.

Air Duct Cleaning, Dryer Vent Cleaning
& Chimney Sweeps
250-597-8000
info@cleanairforce.ca
www.cleanairforce.ca

COASTAL HEAT PUMPS

Heat Pump Installation & Service
250-656-6868
jordan@coastalhvaca.com
coastalheatpumps.com

D & D CLEAN EXTERIORS LTD.

Exterior Building Cleaning &
Roof Demossing
250-244-3696
info@cleanexteriors.ca
www.cleanexteriors.ca

DIVERSE PLUMBING SERVICES LTD.

Plumbing & Heating Solutions
778-584-2030
info@diverseplumbingservices.com
www.diverseplumbingservices.com

FALLINGWATER PROPERTY SERVICES INC.

Landscape Maintenance & Construction
778-679-6822
office.fallingwater@gmail.com
www.fallingwaterlandscapes.com

FOSTER HEATING & COOLING

Commercial & Residential HVAC,
Heating & Cooling
250-475-0500
hvac@fosterair.com
www.fosterair.com

GOOD OLD DAYS HANDYMAN LTD.

Strata Building Repair & Maintenance
250-709-1701
office@goodolddays.ca
goodolddays.ca

GREEN TECH PROPERTY CARE LTD.

Property Maintenance
250-667-8432
info@greentechpropertycare.com
www.greentechpropertycarevi.com

HEAT SAVERS HOME COMFORT LTD.

Fireplace Supply, Installation, & Service
250-383-3512
info@feelthewarmth.ca
feelthewarmth.ca

HYTEC WATER MANAGEMENT

Waterline & Pipe Protection System
604-762-8661
bill@hytecwater.com
hytecwater.com

JOLA LANDSCAPING

Landscaping & Gardening
250-885-0566
jolalandsaping@gmail.com
jolalandsaping.ca



MODERN PURAIR (VICTORIA)

Air Duct & Dryer Duct Cleaning
250-267-7156
alan.whitehead@modernpurair.com
modernpurair.com

MODERN PURAIR (COMOX VALLEY)

Air Duct & Dryer Duct Cleaning
780-897-1423
kevin.wilson@modernpurair.com
modernpurair.com



MR. SPARKLE EXTERIOR CLEANING

Exterior Cleaning Company
250-714-6739
mrsark1@shaw.ca
www.mrsarkle.net

OKELL WATERPROOFING LTD.

Restorative Waterproofing
250-479-8453 • 250-479-8409
billokell@shaw.ca
okellwaterproofing.com

PACIFIC HEAT PUMPS LTD.

Heating & Cooling Contractor
250-655-4348
sales@pacificheatpumps.ca
pacificheatpumps.ca

PACIFIC PROPERTY SOLUTIONS

Handyman & Home Maintenance
780-901-3757
joel@pacificpropertysolutions.ca
www.pacificpropertysolutions.ca

PREMIUM FENCE COMPANY INC.

Fence Supply & Installation
250-800-9734
clientcare@premiumfence.ca
premiumfence.ca

PRO DECK LTD.

Exterior Renovations
250-592-1622
info@prodeck.org
prodeck.org

RISING TIDE CONTRACTING INC.

Contracting & Renovations
250-713-8939
geordie@risingtidegutters.com
risingtidegutters.com

THOMSON ROOF TREATMENT

Roof Moss Removal & Maintenance
778-400-3954
mossfree@thomsonroof.com
thomsonroof.com

TSS CLEANING SERVICES

Dryer Duct Cleaning Services
1-866-447-0099 • 250-729-5634
info@cleandryerducts.com
cleandryerducts.com

UNITY SERVICES CORPORATION

Consulting Services, Project
Development & Management
250-893-3445
usc@shaw.ca
unityservices.ca

VISOA Business Members

MAINTENANCE & PROJECT CONTRACTORS

WESTSHORE LAWN & GARDEN CARE

Landscaping & Outdoor Maintenance
778-535-5331
westshorelawnandgardencare@gmail.com
westshorelawnandgardencare.ca

WSP CANADA INC.

Building Sciences
Victoria: 250-475-1000
Nanaimo: 250-753-1077
kevin.grasty@wsp.com
wsp.com

YEAR ROUND YARD MAINTENANCE LTD.

Landscaping Services
250-479-4668
office@yearroundym.com
yearroundyardmaintenance.ca

YOUR PLACE VICTORIA

Landscaping Services
250-920-6243
paul@yourplacevictoria.ca
www.yourplacevictoria.ca

PAINTING CONTRACTORS RESIDENTIAL/COMMERCIAL

DOUBLE A PAINTING

Painting Contractor
250-380-8420
michael@doubleapainting.com
doubleapainting.com

EMPRESS PAINTING LTD.

Painting Contractor
250-383-5224
office@empresspainting.ca
empresspainting.com

ISLANDERS' CHOICE PAINTING CORP.

Painting Contractor
250-208-1787
evan@islanderschoicepainting.com
www.islanderschoicepainting.com

PARKSIDE PAINTING

Painting Contractor
250-891-1614
support@parksidedepainting.com
www.parksidedepainting.com

PROPERTY MANAGEMENT

GOOD COUNSEL INC.

Strata Management Brokerage
778-650-6353
info@goodcounsel.ca
www.goodcounsel.ca

GRACE POINT STRATA MANAGEMENT

Property Management
250-802-5124
tom@GPstrata.com
www.gpstrata.com

OAKWOOD PROPERTY MANAGEMENT LTD.

Property Management
Strata, Co-ops
250-704-4391
carol@oakwoodproperties.ca
oakwoodproperties.ca

PENNY LANE PROPERTY MANAGEMENT LTD.

Strata Management Services
250-897-1611
victoriaoffice@pennylane.ca
pennylane.ca

SOVILLE REALTY LTD.

Strata Management Services
236-464-1104
ben@sovillerealty.com
www.sovillerealty.com



STRATA COUNCIL RESOURCES

GROUNDBREAKING STRATA CONSULTING & EDUCATION

Support for Strata Councils
604-335-7516
hello@groundbreakingstrata.com
groundbreakingstrata.com

POWER STRATA SYSTEMS INC.

Strata Management Software
604-971-5435
info@powerstrata.com
powerstrata.com

PROPERTY FLUTE

Online Voting Platform
778-819-2394
info@propertyflute.ca
propertyflute.ca

STRATACOMMONS

Strata Software Development
250-871-4537
jlhooton@stratacommons.ca
stratacommons.ca

STRATAPRESS

Portal for Self-Managed Stratas
250-588-2469
info@stratapress.com
stratapress.com

**Learn more in the
Online Directory**

BUSINESS MEMBERSHIP

Visit our website to learn about the benefits of membership and advertising opportunities.

Learn More

OR CONTACT US AT:

250-920-0688
Toll-free 1-877-338-4762
businessmembers@visoa.bc.ca



BC's Leading Standards-Based Depreciation Report Provider

Vancouver (604) 638-2960

Victoria (250) 483 - 3170

Vernon (778) 262-2336

StrataReservePlanning.Com

"The information in the final report is valuable, but the education our council received on how to use it is priceless. The expertise-and guidance of the SRP team has given the owners of our small, self-managed condominium the confidence and knowledge to take care of our valuable shared asset."

Kate, Council Member

"The company representatives were professional and reasonable when sharing information with the layperson, speaking a common language. The report was concise and complete. We will continue to engage services with your company."

Mary, Council Member

"Strata Reserve Planning completed an excellent and thorough report. Jeremy and Keith nicely explained the rough draft of the report to the strata council and were happy to answer questions."

Charles, Council Member

**Email SRP for Your Proposal:
ClientCare@StrataReservePlanning.Com**

Contingency Reserve Fund Planner

CRFplanner.Ca

CRF Financial Management Software

**Free 5 Year License
Included**



You Asked

Q: We have obtained our depreciation report. Do we need to file it with an organization?

A: Depreciation reports aren't filed with any organization or government body. A depreciation report is for the benefit of the strata and its owners. Provide a digital or paper copy to each owner and your strata management company.

If the strata's insurance broker asks for a copy of the report, council should provide it.

Owners and their realtors often request a Form B Information Certificate. Several documents must be attached including the most recent depreciation report, electrical planning reports, the current budget, a summary of insurance coverage, and rules (if any). Lenders often ask owners to provide a copy of the depreciation report which they may consider when approving or renewing a mortgage or loan.

Learn more [about depreciation reports](#).

Q: What kinds of home-based businesses are allowed in a condo?

A: Check your bylaws to see if they limit the "use" of a strata lot. Also check the bylaws in your municipality. For example, the City of Victoria's bylaws allow a dwelling unit to be used as an artist studio; mail order business; making and processing products; personal and professional services (including barber, hairdresser, bookkeeper, medical therapy); teaching one person at a time; testing, and servicing and repairing of goods. It places restrictions such as prohibiting the sale of goods to customers attending the lot, and uses that are noxious or offensive to any other dwelling units or the general public by reason of emitting odour, dust, smoke, gas, noise, etc.

Strata bylaws cannot allow a use which is prohibited by zoning and municipal bylaws. However, strata bylaws can place further restrictions.

continued on page 23

Your Most Serene AGM. Guaranteed.

Annual/Special General Meetings

Property Flute voting platform
in-person, online or hybrid

Contact us today!

info@PropertyFlute.ca

778-819-2394

*Property Flute was excellent!
Stress free voting even with
multiple proxies! Amazing!*



Property Flute

You Asked

Home-based businesses continued...

Strata bylaws could prohibit all home-based businesses or set out what types of business activities are permitted in residential strata lots. For example, the strata bylaws could prohibit business activities that have clients coming and going such as a hairdresser, massage therapist, fitness instructor, escort service, childcare centre, or pet sitting. The strata bylaws could prohibit certain types of businesses that use machinery, hazardous materials/chemicals, or produce an unreasonable level of noise or odours.

Strata bylaws might limit hours of operation, use of visitor parking, and the volume of deliveries. They could require an owner operating a home-based business from their strata lot to show proof of a municipal business licence and insurance that covers their business activities. See [About bylaws and rules](#) to learn about the process to amend bylaws.

Alternatively, stratas might simply rely on the owner complying with zoning and municipal bylaws about home-based businesses with the onus on residents to submit complaints to the municipal bylaw enforcement department.

Q: Does council need anything in writing from a corporate owner naming their representative?

A: If a corporation is named as the owner of a strata lot on the title record filed at the Land Title Office, they are known as a corporate owner. An individual representing a corporate owner could be the owner of the company, a director, an employee, a family member, a friend, or any person they wish. The representative can vote at general meetings and be elected to council.

The *Strata Property Act* doesn't say that a corporate owner has to provide proof of who their representative is. However, council needs to know

continued on page 24



SERVING THE GULF ISLANDS

TEDFORD GARAGE DOORS

CALL THE BEAR & WE'LL BE THERE!
Toll Free (866) 703-6671

24 Hour Service

SERVING VANCOUVER ISLAND STRATAS WITH OVER 35 YEARS OF EXPERT SERVICE

IT'S EASY TO BOOK ONLINE!
www.tedforddoors.com
723b Vanalman Ave, Victoria, B.C. 1 (866) 703-6671

TEDFORD GARAGE DOORS

\$50 OFF A GARAGE DOOR OPENER REPLACEMENT

\$100 OFF A NEW GARAGE DOOR SYSTEM

Must be mentioned at time of booking. Cannot be Combined with Other Offers.



Refresh Your Strata this Fall and Winter

Cooler weather is the perfect time to brighten lobbies, hallways and common areas. Give your strata a fresh start before spring.

Quiet, Courteous Service
Minimal Disruption
Professional Results

Hallways
Stairwells
Lobbies
Balconies
Parkades
And More

Book Your Project Today!
250-380-8420
www.doubleapainting.com

DOUBLE A PAINTING LTD.
COMMERCIAL & RESIDENTIAL PAINTING CONTRACTORS

You Asked

Corporate owner representatives continued...

who has authority to vote. It would be reasonable to ask the corporation, or the person who says they are the representative, to provide a copy of a resolution passed by the directors of the company that names the person they have given the authority to act on its behalf in respect of the strata lot.

The *Strata Property Practice Manual* explains that only one representative of the corporate owner may sit on the strata council for that strata lot. If the corporation owns more than one strata lot, it may appoint a different representative with respect to each strata lot. However, a corporate owner can't change its representative on council during the term. If the representative resigns or the company revokes the appointment of its representative, it creates a vacancy. Under Standard Bylaw 12, the remaining members of the council may appoint a replacement council member for the remainder of the term.

Q: The condo I want to buy has bylaws that say rentals are not permitted. Are those bylaws valid?

A: No. Since November 2022, rental restriction bylaws are no longer permitted and any that still exist are not enforceable. An owner doesn't need council's permission to rent their strata lot. Under *Strata Property Act* s. 141, the strata corporation must not restrict the rental of a strata lot. Keep in mind that "rental" means a tenancy under the *Residential Tenancy Act*. A strata is allowed to have bylaws that prohibit short-term rentals such as vacation, travel, or temporary accommodation when they are licences, not tenancies. Stratas are advised to have their bylaws reviewed by a strata lawyer from time to time to suggest amendments and repeal outdated bylaws. **V**

Are you a VISOA member? Log in to your profile on our website to submit questions to the [Strata Support Team](#).



**FIXING BUILDINGS & HOMES
THAT LEAK IS OUR BUSINESS
... AND BUSINESS IS GOOD!**

Property managers and building owners have trusted their water problems to OKELL WATERPROOFING LTD. for years. From the top-of-the-roof to the bottom-of-the-concrete foundation, we have the experience and state of the art technology to seal industrial, commercial and residential buildings against all types of water penetration.

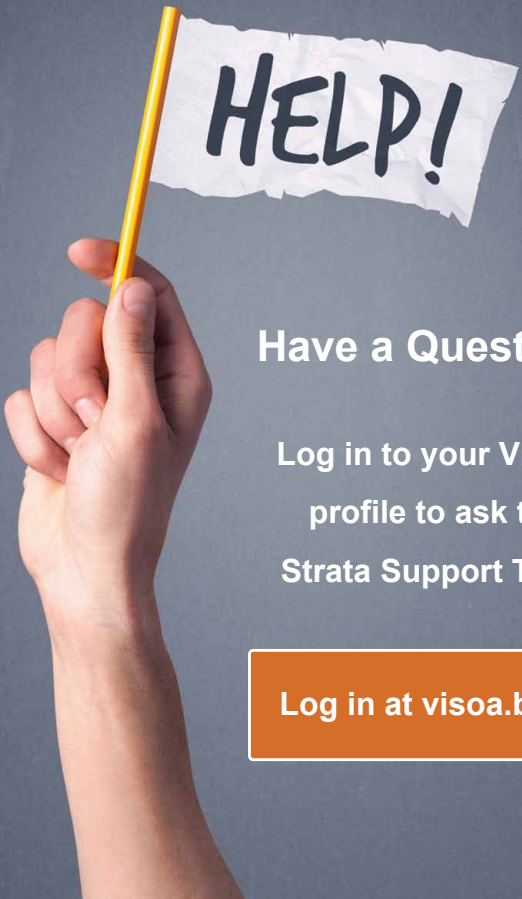
...using the newest technology and the best quality products, OKELL WATERPROOFING LTD. works quickly and expertly to repair or replace roofs, caulk windows and seal brick or stucco. We also provide complete exterior restoration...from structural re-inforcement and concrete stabilization to the waterproofing of foundations with a wide range of elastomeric products.

- ROOF REPAIR & REPLACEMENT
- SPECIALIZED WALL COATINGS
- MEMBRANE APPLICATIONS
- MASONRY, CONCRETE & DRAINAGE RESTORATION

...OVER 40 YEARS OF EXPERIENCE IN RESIDENTIAL, COMMERCIAL & INDUSTRIAL PROJECTS...

...PHONE 250-479-8453
for complete information and/or estimates
www.okellwaterproofing.com





Have a Question?

Log in to your VISOA
profile to ask the
Strata Support Team

Log in at visoa.bc.ca

Cool News About Heat Pumps

Heat pump economic development strategy

In August 2025, Urban Climate Leadership released its report [Advancing a Made-in-BC Economic Development Strategy for Transitioning to Heat Pumps in Low-Rise MURBs](#) (3 and 4-storey apartment and condo buildings).

The guiding question was, how can we build a provincial strategy that strengthens the economy and ensures long-term, healthy, safe, and resilient housing for residents vulnerable to climate impacts? The recommendations focus on a coordinated economic development strategy that includes trades training, job creation, manufacturing, alignment of municipal, provincial, and federal policies and funding streams, tailored support, and a retrofit superfund to overcome upfront cost barriers.

Window-mounted heat pumps

In 2021, the New York City Housing Authority (NYCHA), New York Power Authority, and New York State Energy Research and Development Authority

launched the [Clean Heat for All Challenge](#). The NYCHA is the largest public housing authority in the USA overseeing more than 300 buildings. About 75% of them have steam heat systems with boilers that run on natural gas. Under New York City law, the agency is required to [cut greenhouse gas emissions](#) from these buildings by 80% by 2050.

Manufacturers competed to develop a cold-climate heat pump that could be installed through an existing window opening. The goal was to reduce or eliminate costly electrical upgrades, long refrigerant pipe runs, drilling through walls and floors and other construction aspects which result in high project costs, and significant disruption to residents.

Two companies, [Midea America](#) and [Gradient](#), won with their innovative heat pump designs that fit over a windowsill. They are classified as plug-in appliances since they can plug into a standard 120-volt outlet. They are easy to install with no penetration to the building envelope, no conduit on exteriors, and no permit unless electrical work is required.

The City of Vancouver and FRESCo recently studied the feasibility of these window-mounted heat pumps (WMHPs) for the BC market. The report, *Costing Analysis of Window Mounted Heat Pumps for Vancouver's West End*, considered 100 apartment and condo buildings as representative building stock.

A key conclusion was that electrically-heated buildings with old windows due for replacement could install the WMHPs and new compatible windows for less than the cost of typical mini-split heat pumps. The cost for gas-heated buildings would depend on whether electrical upgrades are necessary. The report recommends pilot programs for a variety of building types, working with window manufacturers to develop standardized WMHP-compatible designs, and making WMHPs and related window replacement costs eligible for rebates.

For condo, townhouse, and bare land stratas in BC, WMHPs could be a lower-cost option that reduces or eliminates the need for alteration requests, assumption of liability agreements, and complex bylaw amendments.

continued on page 26



We see it through

**Your trusted strata
service and supply experts.
Windows : Doors : Glass**

Government grants are now
available for multi-unit dwellings.

Contact us today to learn how we
can assist you and your strata!

250-478-1286

thermalkingglass.com

info@tkglass.com

Cool News About Heat Pumps

Heat pump rebates for condo owners

For several years, CleanBC has offered rebates for heat pumps to most townhouse and bare land strata owners through its [Better Homes Energy Savings Program](#). Launched in July 2025, heat pump rebates are now available for condo owners and tenants. These programs are for homes with electric baseboards in condo buildings up to 6 storeys, or in stacked townhouse buildings.

If your income is under a certain threshold, you may qualify for funding of up to \$5,000 for a mini-split heat pump under the CleanBC Better Homes income qualified [Energy Savings Program Condo and Apartment Rebate](#). For those with higher incomes, check out the [BC Hydro Condo and Apartment Rebate Program](#).

Visit the CleanBC website and use their lookup tool to find an [Energy Savings Program Registered Contractor](#). The contractor must be a member of the Home Performance Contractor Network.

BC Hydro MURB retrofit program bonus incentive

In the fall of 2024, BC Hydro launched the Multi-Unit Residential Building (MURB) Retrofit Program. In partnership with CleanBC, the program offers rebates and support for lowering greenhouse gas emissions in MURBs (apartment-style buildings 3 storeys or higher with common area lighting and central mechanical systems.)

The program has 3 separate offerings: an Opportunity Assessment, a Feasibility Study, and Rebates for Whole-Building Equipment Upgrades.

BC Hydro is offering a limited-time bonus incentive for Whole-Building Equipment Upgrades to help strata corporations accelerate retrofit projects. The bonus applies only to electrical energy efficiency projects for mechanical and lighting upgrades. To be eligible for the bonus, applications must be submitted by February 12, 2026, with project completion required by March 14, 2027.

continued on page 27



Exclusive offer!

for Vancouver Island stratas and managers

Mention this ad for **10% OFF** your next service.

- | | |
|--------------------------------------|--|
| ✓ Preventative maintenance & service | ✓ Boilers and hydronic heating systems |
| ✓ 24/7 emergency services | ✓ Retrofits & replacements |
| ✓ Heating, cooling, and ventilation | ✓ Heat pumps |

Ask us about BC Hydro & CleanBC heat pump rebate programs for strata owners and strata corporations.

 **Foster**
Heating & Cooling
Serving the Island since 1928

☎ 250-475-0500

✉ dispatch@fosterair.com

🌐 www.fosterair.com

Cool News About Heat Pumps

MURB retrofit program continued:

Applications for Whole-Building Equipment Upgrades require a workbook completed by an Alliance of Energy Professional. The workbook includes detailed information about the proposed project including calculations of GHG reduction (tCO₂e/yr), electric savings (kWh/yr), and energy cost savings.

Visit BC Hydro's website to learn more about the [MURB Retrofit Program](#) and to find an [Alliance of Energy Professional](#).

Manufactured home retrofits

In BC there are approximately 80,000 households living in manufactured homes (about 4% of households in BC.) They are often in small towns or rural locations. Of the 900 manufactured home parks in BC, about 60 are bare land strata corporations.

In August 2025, Ecotrust Canada released its report, [Manufactured Home Retrofits in BC](#). The report identifies technical, social, and financial barriers to

retrofits, and makes recommendations for policies and incentive programs.

For example, these homes tend to be older and expensive to heat and cool. Switching from fossil-fuel heating to electric heat pumps is challenging since many homes have 60-amp electrical service or less. The report estimates the cost would be about one million dollars to upgrade electrical infrastructure in a 100-home park.

The report found the most impactful and achievable retrofits in manufactured homes are: addressing major infiltration and leaks, repairing and sealing ductwork, draft proofing and weatherization efforts, insulating the floor and attic, installing a heat pump, adding ventilation, and upgrading windows.

Read the report to learn about technical solutions explored and Ecotrust Canada's recommendations for policies, regulations, training, and expanding provincial rebate and retrofit programs to better serve the unique needs of manufactured homes. [V](#)

Watch VISOA videos on YouTube

- ▶ Handling Requests for A/C and Heat Pumps
- ▶ What Stratas Need to Know About BC's New Fire Safety Act
- ▶ Electrical Planning Reports for Stratas
- ▶ How BC Stratas Can Get Low Carbon Fuel Credits for EV Charging
- ▶ How to Successfully Conduct a Strata AGM
- ▶ Easy Accounting for Self-Managed Stratas
- ▶ and more!


Popular!





Handyman Maintenance Services

Meet the Handy Side of Year Round!

Welcome to the Year Round Handyman Division – starting with our #1 service: power washing that brings driveways, siding, patios, and decks back to life! We also tackle the rest of your to-do list with skill and care — from minor repairs and carpentry to drywall fixes and maintenance jobs. Serving residential, strata, and commercial properties across Greater Victoria, we bring quality workmanship and reliable service, year round.

 Victoria & South Island

 www.yrym.info/fix

 250.479.4668



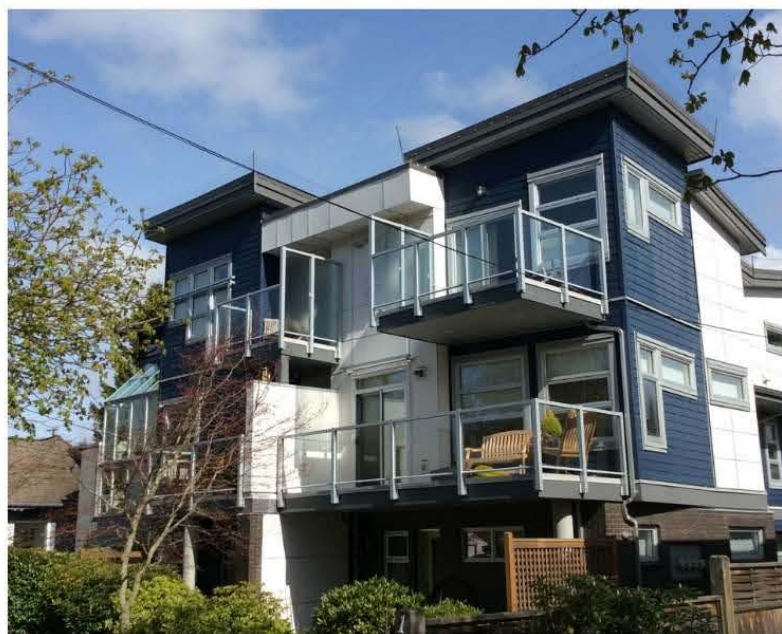


2026 Cover Photo Contest

Submit your photo of a BC strata to editor@visoa.bc.ca. Photos selected for the cover of Bulletin issues in 2026 will be entered into a draw on December 1, 2026.

First prize: a one-year VISOA corporate membership for all owners in your strata.

Second prize: \$50 to the submitter.



■ Electric Vehicles: News Updates for Stratas

BC's ZEV sales targets

BC's current *Zero-Emission Vehicles Act* (2024), sets sales targets for automakers. It says that 26% of light-duty vehicles sold in BC will be zero-emission vehicles (ZEVs) by 2026, 90% by 2030, and 100% by 2035. ZEVs include battery electric vehicles, plug-in hybrid electric vehicles, and hydrogen fuel cell vehicles. Some automakers may face challenges meeting these sales targets. Sales have slowed due to high purchase costs, supply chain disruptions, U.S. tariffs, and unclear Canadian federal targets.

On November 18, 2025, a BC government [news release](#) announced that it intends to reset BC's targets through changes to the legislation in the spring of 2026. "It is BC's view that there should be one clear, harmonized sales target for the country to provide clarity and accelerate adoption."

The Province is also introducing 2 regulatory changes to give automakers more flexibility.

- In BC, ZEV credits track and ensure automakers meet annual sales targets for ZEVs. The province is expanding eligibility for ZEV credits so automakers can give consumers more model options and have greater flexibility to meet compliance requirements.
- The second measure introduces the ZEV Affordability Program in 2026 to make ZEVs more accessible. The program would reward automakers for lowering vehicle prices, offering zero or low-interest financing, providing home and public charging support, or investing in charging infrastructure.

Strata corporations may find there is a new wave of interest in electric vehicle charging if there are more affordable vehicle models on the market. To be ready for requests from strata owners, visit our Resource Centre to learn about [EV charging in stratas](#).

continued on page 30



EV CHARGING • COMMERCIAL • RESIDENTIAL • MARINA

EVITP Certified Staff
EV Ready Plans, Designs and Infrastructure Work
Electrical Planning Reports
Electrical Operating Permits
Serving You from Our Vancouver and Victoria Offices

YOUR MURB SPECIALISTS

TSBC licence # LEL0086152 Head Office: 250-652-9166 www.edwardselectric.net

Electric Vehicles: News Updates for Stratas

Research by Clean Energy Canada

Clean Energy Canada recently partnered with Abacus Data to conduct a survey of 3,000 respondents in the Greater Toronto Hamilton Area and Metro Vancouver. The goal of this research was to better understand the next adopters of clean technologies, their barriers, and solutions.

Clean Energy Canada's report, [Electrifying the Lot](#), was released in March 2025, followed by [Empowering Households](#) in September 2025. Overall, respondents were very open to clean technologies: 56% have a heat pump or positively view heat pumps, 57% said it's important their next home is energy smart, and 59% are inclined to buy an electric vehicle (EV) as their next car (69% in Vancouver, where adoption is much higher).

75% of respondents living in apartments, condos, and townhouses said that access to charging is a barrier to EV adoption. It may be time to consider investing in EV charging infrastructure. Without charging

stations or EV-ready parking spaces, properties risk losing property value and potential purchasers to competitors who are EV ready. See the reports at cleanenergycanda.org

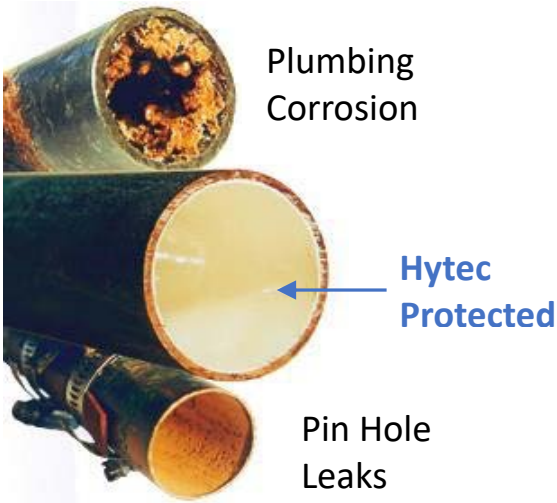
EV readiness in new strata buildings

To support growing electric vehicle (EV) adoption in BC, over 35 local governments have EV-ready bylaws for new construction. The City of Richmond was among the first, in 2017. These bylaws require parking spaces in new buildings to be equipped with infrastructure to support the future installation of EV charging stations. Research shows that equipping a parking space to be EV-ready during construction is 3 to 4 times cheaper than upgrading an existing parking space. This highlights the importance of local government EV-ready bylaws to prevent unnecessary retrofit costs later.

Watt Consulting Group and Introba recently completed a study that evaluates the effectiveness

continued on page 31

Strata Councils Property Managers



Victoria's and Nanaimo's soft water causes plumbing corrosion resulting in pin hole leaks and expensive re-piping. Hytec manages the water quality in 650 plus condo properties preventing the problem permanently for a low monthly fee per condo unit, starting at \$5.90 month / condo unit.

LEARN MORE

Free: Water Analysis

Free: Quote in 24 hrs



Pin Hole Leaks / Re-Piping / Plumbing Failure

www.hytecwater.com

604-628-2421

info@hytecwater.com



HoneyBadger Charging

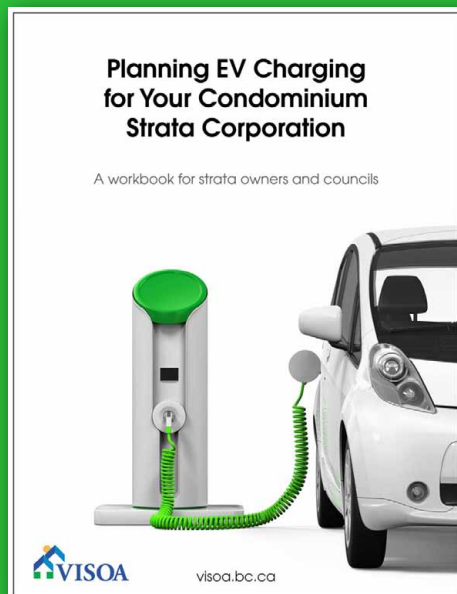
Get Zero-Cost EV Charging at your condo strata building.

- ✓ Qualified, fully-licensed electricians
- ✓ Mobile app on Apple and Android
- ✓ Quarterly electricity reimbursements to your strata corporation
- ✓ No long-term contracts
- ✓ Live customer support 7 days a week
- ✓ Serving stratas across Canada and the US

Visit badgercharging.ca to learn more.

Contact our team | sales@badgercharging.ca | 236.480.0827

Free Workbook



Download it now

Electric Vehicles: News Updates for Stratas


of these EV-ready bylaws in new residential buildings (condominium, apartment, single-family home, and multiplexes) and provides recommendations to address barriers and challenges to successful implementation of these bylaws.

In some cases, the EV charging infrastructure was not installed to a compliant standard and EV energy management systems were not always installed or set up correctly. Some strata owners were not aware their building was EV-ready and councils were not well informed about the operation and management of the system. There were often no strata bylaws in place to set out a process to obtain permission and install a charging station at an assigned EV-ready parking space.

In municipalities that don't require 100% EV-readiness, residents with parking stalls that are not EV-ready, face barriers.

Some stratas discovered that the owner-developer entered the strata corporation into a long-term contract with an EV charging service provider. This can result in challenges for strata corporations and residents, locking them into restrictive contracts, high fees, and limitations on the type of charging station that can be used with the proprietary system. The report recommends that developers, associations, and governments engage with service providers to identify ways to improve flexibility in contracts and make it possible to connect an EV energy management system with any EV charger, regardless of the brand. This would allow strata corporations to choose EV charging solutions that best serve the interests of their owners.

The report was submitted to an advisory group of staff from the City of New Westminster, District of Saanich, The University of British Columbia, City of Nanaimo, Metro Vancouver, Community Energy Association, and BC Hydro. The project was funded by the BC Hydro Sustainable Communities Program.

See [Charged and Ready: EV-Ready Residential Building Experiences in BC](#) to learn how strata owners participated in the study through surveys and focus groups, and the report's recommendations to policy-makers. 

■ President's Message

What's coming in 2026?

As the end of 2025 approaches, we begin to ponder what's in store for strata owners in 2026. Here are some of the things we know.

CRD water rate increases

If your strata corporation is located in the Capital Regional District (CRD), it may be time to get serious about water conservation. The amount your strata pays for water is established by your municipality. This "retail rate" covers operating costs and the cost of water purchased from the CRD at a "wholesale rate".

The CRD wholesale rates are expected to rise over the next few years to fund capital projects such as replacing aging infrastructure, making proactive upgrades for resiliency, and adding capacity. The estimated increases to the wholesale rates are:

- 7.6% in 2026
- 9.4% in 2027
- 10.9% in 2028
- 12.3% in 2029
- 12.6% in 2030



Strata Energy Advisor
✓ Better buildings start here
Powered by ZEIC

Help Your Building Beat the Heat

Free support for stratas to plan cooler, more comfortable, climate-ready upgrades.

Visit VISOA's Resource Centre to learn about Energy Retrofit Rebates

The CRD's regional water supply service provides water to about 430,000 people in Greater Victoria. Learn more about [Greater Victoria's water supply](#) and the CRD's [Regional Water Supply Strategic Plan](#).

To get your strata council and owners talking about water conservation and saving money, see VISOA's article [Waterwise Tips to Reduce Operating Costs](#).

Energy and carbon emissions reporting coming soon for Victoria and Saanich

Since January 2025, the [City of Vancouver](#) has required property owners of multi-family buildings of 100,000 square feet or more to report energy and carbon data. This includes strata corporations.

In 2025, the District of Saanich and City of Victoria passed bylaws to require energy and carbon emissions reporting. Also known as benchmarking, this is the process of measuring and reporting a building's energy performance over time. The program will require certain buildings to report annually on the energy used by the common property and strata lots (electricity, natural gas, etc.) Information is entered into the Energy Star Portfolio Manager system online which calculates energy use and carbon emissions.

Affected buildings will be contacted by the CRD. The district will also launch a help centre service to answer questions and provide support.

- Apartment and condominium buildings over 30,000 square feet must report their 2025 data by June 1, 2026.
- Buildings over 10,000 square feet must report their 2026 data by June 1, 2027.

The gross floor area includes all common areas and strata lots on all floors of the building.

The requirement does not apply to duplexes, townhouses, or buildings with less than 5 residential units.

These programs support local government efforts to reduce emissions and energy use from large buildings. Both municipalities say the data will be

President’s Message

used to improve community-wide greenhouse gas accounting and strengthen climate-related programs and policies for existing buildings. Tools will be provided to help building owners understand the benchmarking information and make decisions to improve their building’s performance. Learn more at [Sustainable Saanich – Energy and carbon emissions reporting requirement](#) and [City of Victoria – Reporting and data](#).

Getting ready for your strata AGM

For strata council members planning your strata AGMs, please log in to your VISOA profile and check out the Members-only Resources. There are templates

and spreadsheets to help you prepare an AGM Notice package and proposed operating budget.

Election of VISOA board of directors

Are you interested in serving on VISOA’s board of directors? An election is held each year at VISOA’s annual general meeting which is tentatively scheduled for March 1, 2026. Our directors are elected for 2-year terms to keep the terms staggered. Current directors may be nominated for reelection.

Any strata owner who is an individual or corporate member of VISOA is eligible for election. All VISOA directors pitch in to manage the society, work on committees, and deliver services to our members. Directors receive no remuneration. We are a group of dedicated volunteers committed to providing information, education, and support to strata owners and council members across BC.

You don’t have to be an expert in strata law to serve on our board. We look for individuals with knowledge, expertise, and strengths to operate a non-profit society. While previous experience serving on boards of non-profit societies is not required, it is an asset.

Serving on VISOA’s board of directors is a rewarding experience. It is a joy and privilege to work alongside, and spend time with, my fellow directors André, Angus, David, George, Jamie, John, and Susan, as well as Cindy, our office administrator, who provides excellent support for all of us. I encourage you to visit our website to learn more about VISOA and complete a volunteer application form. Our nominations committee will review applications and contact potential candidates in early January.

In the meantime, I wish you all a safe and happy holiday season.

Wendy Wall, VISOA President
president@visoa.bc.ca

Volunteer
with  VISOA

Learn about
volunteer opportunities.

CLICK HERE 

VISOA Board of Directors 2025-2026

Wendy Wall, President
John Grubb, Vice President
André De Leebeeck, Treasurer

Angus Mumby, Secretary-
Assistant Treasurer
Susan Ferster

George Fisk
Jamie Stevens
David Stinson