



HOLLYBURN
PROPERTIES LIMITED

The HOLLYBURN Herald

2016 YEAR IN REVIEW



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VOLUME 15/WINTER 2016

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Hollyburn Customer and Community Service

As the year 2016 comes to an end, we reflect on the customers and communities we serve, within our rental buildings, among our valued residents and staff, and amidst the community at-large. The Hollyburn Properties team believes in strong family and community values and each year we work to embody those values by providing quality homes, contributing to vibrant neighbourhoods and offering rewarding careers that empower our staff to give back.

You can catch the Hollyburn team at the following community and resident events:

- National Resident Appreciation Summer BBQ's
- West End Car Free Day
- Toronto Pride
- Vancouver Pride
- Lonsdale Car Free Day/Slide the City
- City of North Vancouver Summer Movie Nights
- West Vancouver Pumpkin Festival
- Dundarave Festival of Lights
- Lumiere Winter Festival

Each year, we grow our charitable initiatives, awareness campaigns and community commitments. Are you familiar with some of our causes?

- \$1 Million donation to Lions Gate Hospital for new MRI machine
- Covenant House Youth Housing Program
- Covenant House Christmas Backpack Donations Campaign
- Gordon Neighbourhood House Holiday Lunch
- City School at King George Secondary
- Remembrance Day Poppy Drive
- Pink Shirt Day
- Jeans Day
- Community Clean Up Days
- Toronto Mayor's Towering Challenge
- Toronto Spring Hope Food Drive

From our families to yours, Hollyburn Properties wishes our residents across Canada a holiday season full of family, friends and loved ones, and all the best for a healthy and happy New Year!





Resident BBQs



CRB Building Events



Resident BBQs



Car Free Day





1301-1333 Lonsdale



1440-1450 Alberni



Hollyburn Gardens

Purpose Built Rental Development

With a vacancy rate hovering around only 0.5% in Metro Vancouver, Hollyburn is working to contribute to the supply of new purpose-built rental homes in the region. In 2016, Hollyburn's first development project Bridgewater – was completed in North Vancouver, with 130 suites fully occupied on opening day and over 850 people on the waitlist. In October 2016, 144 additional rental suites were approved for North Vancouver on the corner of 13th and Lonsdale, and in November, two low-rise infill rental buildings were approved surrounding an existing Hollyburn rental tower in West Vancouver, the first rental apartments to be built in the District in over 40 years!



Certified Rental Building Program

This year, Hollyburn celebrated the CRB certification of over 70 buildings in Vancouver and Toronto with presentation ceremonies at Resident Appreciation Summer BBQ's, lobby events, trivia games and prizes. The CRB program requires buildings and staff to meet 50 stringent Standards of Practice and is audited by J.D. Power, allowing the public to Rent with Confidence! In addition, 10 new environmental standards were met this year at all Ontario buildings. We were finalists for CRB Member of the Year at the 2016 FRPO MAC Awards.



Boiler Room

SUSTAINABILITY

Older rental buildings can require significant upgrades to ensure they operate at maximum efficiency and meet the needs of today's discerning and environmentally conscious residents. Hollyburn is committed to investing in our rental communities and to improving the rental housing stock in Canada. Here are some of the major capital projects that we undertook in the last year:

- 8 Direct Digital Control System installations
- LED Lighting Retrofit – parkade and hallways fixture replacements to LED with motion sensor technology
- 7 Parkade Restorations – cleaning, repainting, foundation and podium deck upgrades, lighting and safety improvements
- 10 high-efficiency condensing boilers installed
- Complete window replacement at 20 Prince Arthur
- Major pool & deck repairs or conversions
- Exterior building painting
- Exterior landscaping redesigns
- Lobby renovations
- New fire panels and individual suite sensors
- 4 Elevator modernizations
- Dog washing stations installed
- New laundry machines with electronic laundry cards



Dog Wash

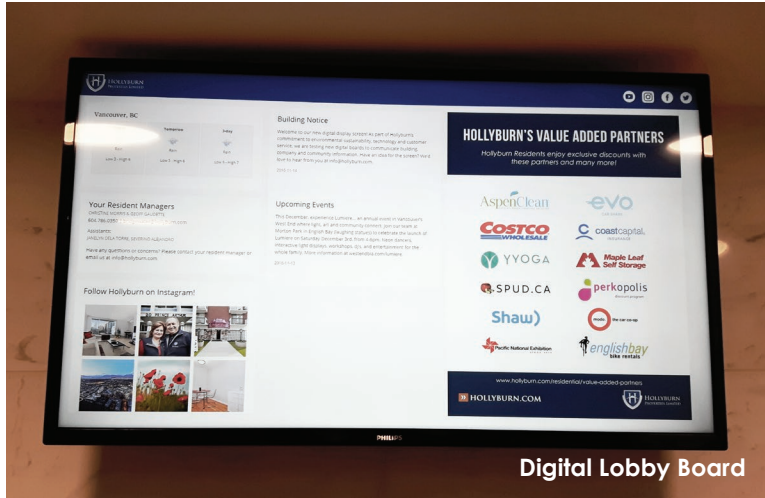


Laundry Room



Window Upgrades

HOLLYBURN'S DIGITAL INNOVATION



Digital Lobby Board

Digital Boards & Upgraded Wi-Fi

Hollyburn is piloting digital lobby reader-boards in 5 buildings that display building memos, current and upcoming events, local weather, and other relevant updates. Look for them soon in a lobby near you!

Online Leasing

Vancouver and Calgary have fully transitioned to Online Leasing, which means new residents are able to complete the entire rental process paper-free! All information is securely captured on a tablet, with digital records sent to the resident and to Head Office. Toronto and Ottawa are going paperless in the New Year!



New Website and Resident Portal

Pssst here's a secret....the Marketing Team is working hard on redeveloping the existing Hollyburn website to improve the customer experience in a big way! In addition to greatly improved apartment search functionality and user friendliness, a Resident Portal will launch next year for residents to log-in and submit work requests, view laundry machine status, check their rental account activity and much more!



First Aid Training

Team Building

We pride ourselves in ensuring our Resident Managers and their Assistants are properly trained to meet the needs of our residents. This year, 70+ of our team members across the country were trained in St. John's Ambulance Level 1 First Aid and we have recently made improvements to our Maintenance Training program which we are excited to begin launching across the country early 2017. Hollyburn is very fortunate to have a loyal and hardworking team across the country. We are happy to report that 30% of our national 205 member team have been with the company for over 5 years and that number continues to climb every year!

VALUE ADDED PARTNERS

This year, we welcomed the following companies to our Value-Added Partners Program. Take advantage of exclusive deals and discounts by visiting our website: www.hollyburn.com/residential/value-added-partners

ATB Financial™

ATB Financial (Calgary)

For the past 75 years, ATB Financial has grown to become the largest Alberta-based financial institution, with assets of \$43.1 billion. Discounts on everyday banking, credit cards, and other financial services.

 **Enterprise**
CarShare

Enterprise CarShare (Toronto)

Enterprise CarShare is an automated way to rent a vehicle by the hour, the day, or overnight. A variety of makes and models are parked in your community – where you live, and where you work – and are accessible 24/7.

EQUINOX

Equinox (Vancouver & Toronto)

With locations in Toronto and Vancouver, this luxury fitness club portfolio in Canada continues to expand and inspire with its quality and variety of fitness classes, trainers, equipment and facilities.


CAR SHARE

EVO Car Share (Vancouver)

Evo's 100% hybrid car-sharing fleet comes with bike and ski racks, so you can enjoy everything BC has to offer. Only pay for what you use, and they cover the rest. The per-minute rate includes gas, parking, insurance and 200km/trip.

**FRESH
CITY**
FARMS

Fresh City Farms (Toronto)

Fresh City makes it simple to eat a healthy and seasonal diet. They are a city farm and work with some of Ontario's best makers to deliver fresh and healthy produce and meals to your family.

 **SPUD.CA**
Local & Organic Groceries Delivered

SPUD (Vancouver)

Local & organic groceries, delivered to your door by Spud.ca! Spud partners with sustainable farms and producers to provide a wide selection of produce, groceries, dairy, baked goods, meat and seafood, beverages, snacks and home items.

 **YYOGA**

YYoga (Vancouver & Toronto)

YYoga currently operates 13 studios offering 900 + classes per week in Vancouver, Richmond, Burnaby, North Vancouver, Whistler and Toronto.

 **zipcar**®

Zipcar (Toronto, Ottawa & Vancouver)

Become a Zipster and get access to the 1000+ cars spread across Canada and thousands of cars parked all around the world. Members reserve their Zipcar online for an hour, a day or even a week. Zipcar covers the gas and insurance so you don't have to worry about any car payments or maintenance.

 **perkopolis**
discount program

Perkopolis (All)

Perkopolis is an online resident discount program that offers big savings on entertainment, shopping, hotels, travel and more.

**play
land**
At the PNE
Vancouver

PNE (Vancouver)

The PNE Online Ticket Program offers residents tickets at a reduced rate. Take advantage of preferred rates on Playland, Fair at the PNE and Fright Nights passes as well as events such as Disney on Ice, Cirque du Soleil and more.



Holiday Reminder

As you enjoy this wonderful time of the year with family and friends, please be mindful of candles and stove-tops, and ensure all appliances and open flames are turned off or out when unattended. Please also be reminded that live Christmas trees are not permitted, as they present a fire hazard to properties without sprinkler systems.



Hollyburn Goes Smoke Free!

In an effort to improve the overall health and safety of all of our rental communities, Hollyburn is proud to announce that as of January 1st, 2017, all new tenancy agreements signed across the country will be strictly smoke-free!

This means that no smoking is permitted within Hollyburn suites or on building premises. The permission granted to existing residents will be grandfathered, however, all residents are strongly encouraged to respect the new no-smoking rules.

FRPO 2016 MAC AWARDS



Back-to-Back wins for Hollyburn Properties at the 2016 FRPO MAC Awards for Advertising Excellence!

The Federation of Rental Housing Providers of Ontario (FRPO) hosts one of the most important events in our industry, an annual awards ceremony in Toronto, to recognize the best in property management.

Hollyburn is proud to have been acknowledged as the winner of Advertising Excellence - Single Campaign for the past two years in a row! The latest award celebrates the Hollyburn Free Rent Contest, a creative marketing campaign we ran last year that provided a community champion with free rent for all of 2016.

We were also finalists in the category of CRB Member Company of the Year for spearheading the quality-assurance program in BC!



SUPPLIES:

- Fabric of choice
- Fabric scissors
- Sewing machine or needle
- Thread
- Long pins
- Rice (to fill)

INSTRUCTIONS:

1. Using scissors, cut two $\frac{3}{4}$ inch squares from your fabric. You need two pieces per hand warmer.
2. Turn fabric inside out and stitch together along three sides, leaving 1 $\frac{1}{2}$ inch opening.
3. Turn right-side out.
4. Fill with rice.
5. Using pin, block rice from falling out of the opening and sew closed.
6. Trim excess thread.
7. Heat up in the microwave for 20 seconds and enjoy!



CONTACT US

If you have any questions or comments, we would be pleased to get back to you with more information.

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