

# Webinar

## ULI British Columbia: Speaker Series: Purpose Built Rental Housing and Technology

Date: November 29, 2021

00:00:06 --> 00:00:09: For those that heard that we will be recording today's  
 00:00:09 --> 00:00:10: segment.  
 00:00:10 --> 00:00:12: So for whatever reason, if you need to jump off  
 00:00:12 --> 00:00:13: a bit early,  
 00:00:13 --> 00:00:14: we hope that you don't,  
 00:00:14 --> 00:00:16: but knowing that you will be getting a recording and  
 00:00:16 --> 00:00:18: it will be up on our live educational feed as  
 00:00:18 --> 00:00:19: well through ally.  
 00:00:26 --> 00:00:28: So we've got. Yeah, we've got 38 yeah  
 00:00:29 --> 00:00:33: 39 participants so far. We are expecting north of 90  
 00:00:33 --> 00:00:34: participants,  
 00:00:34 --> 00:00:36: which is great. We do have,  
 00:00:36 --> 00:00:40: you know four person panel and lots of cover today  
 00:00:40 --> 00:00:40: so I'm I.  
 00:00:40 --> 00:00:46: I'm going to get started with introducing our venerable  
 speakers  
 00:00:46 --> 00:00:46: here.  
 00:00:46 --> 00:00:50: And first of all, to thank you all for joining  
 00:00:50 --> 00:00:54: you allies annual sponsor for the Young Leaders Group,  
 00:00:54 --> 00:00:58: which is the sort of under 35 group that puts  
 00:00:58 --> 00:00:59: on these speakers series.  
 00:00:59 --> 00:01:03: Our annual sponsors quadrille so thank you quadrille.  
 00:01:03 --> 00:01:06: And so today we've got lots to cover and and  
 00:01:06 --> 00:01:09: so I I'm not going to get into the details  
 00:01:09 --> 00:01:13: of kind of the programming that we're putting on today.  
 00:01:13 --> 00:01:14: We're going to take this as red.  
 00:01:14 --> 00:01:17: It's purple purpose built, rental housing and technology,  
 00:01:17 --> 00:01:20: so I'd like to thank our speakers for joining us.  
 00:01:20 --> 00:01:24: We have Dylan Jackson who's senior leasing manager with

both  
00:01:24 --> 00:01:24: properties.  
00:01:24 --> 00:01:27: We also have Paul Edgmon joining us from Seattle Vice  
00:01:27 --> 00:01:28: President,  
00:01:28 --> 00:01:32: Marketing and technology of Thrive Communities at Thrive  
Communities just  
00:01:32 --> 00:01:35: for the benefit of most people being on here.  
00:01:35 --> 00:01:41: Being from BC Thrive Communities is a large property  
management  
00:01:41 --> 00:01:45: company that operates in Washington state  
00:01:44 --> 00:01:45: as  
00:01:45 --> 00:01:45: and  
00:01:45 --> 00:01:46: well.  
00:01:45 --> 00:01:46: other areas  
00:01:46 --> 00:01:46: We  
00:01:46 --> 00:01:49: have John Mceuen as well who is a senior project  
00:01:49 --> 00:01:51: officer with BC housing.  
00:01:53 --> 00:01:57: And Victoria Walsh as senior associate with Smith and  
Andersen,  
00:01:57 --> 00:02:02: which is a engineering firm here in Vancouver.  
00:02:02 --> 00:02:04: Thank you all for joining us.  
00:02:04 --> 00:02:06: UM, the last thing I'll say before we kick off  
00:02:06 --> 00:02:08: into questions is you know,  
00:02:08 --> 00:02:11: of course, with the last two years of dealing with  
00:02:11 --> 00:02:11: COVID,  
00:02:11 --> 00:02:14: we all know how technology has changed and enabled us  
00:02:14 --> 00:02:15: to work remotely,  
00:02:15 --> 00:02:19: so you know it's talked about time and time again  
00:02:19 --> 00:02:22: and we would really like to focus on technology as  
00:02:22 --> 00:02:25: it relates to innovations in purpose,  
00:02:25 --> 00:02:29: built, rental, housing and other areas of real estate.  
00:02:29 --> 00:02:32: So we're going to stay away from talking about COVID.  
00:02:32 --> 00:02:35: Just because we're all probably a little sick of it  
00:02:35 --> 00:02:37: and there's so much other stuff to cover.  
00:02:37 --> 00:02:40: So if you do have questions regarding COVID,  
00:02:40 --> 00:02:42: feel free to put them in the chat along with  
00:02:42 --> 00:02:45: any other questions that you do have for our speakers  
00:02:45 --> 00:02:46: and time permitting,  
00:02:46 --> 00:02:49: we'll be answering and asking some questions from about  
1:00  
00:02:49 --> 00:02:50: to 1:15,  
00:02:50 --> 00:02:52: which is the last 15 minutes of the event.  
00:02:52 --> 00:02:56: So with that, UM. Are we ready to kick off

00:02:56 --> 00:02:59: of our first question for our speakers?  
00:03:01 --> 00:03:04: Great. So  
00:03:04 --> 00:03:06: a well run company relies on many things.  
00:03:06 --> 00:03:07: It relies on the right people,  
00:03:07 --> 00:03:13: collaboration, communication and overarching utilization of technology is needed to  
  
00:03:13 --> 00:03:14: alleviate tedious tasks.  
00:03:14 --> 00:03:18: Communicate across multiple verticals. We all know this.  
00:03:18 --> 00:03:23: How have you are speakers use technology to streamline work  
  
00:03:23 --> 00:03:26: internally in your company and what tech,  
00:03:26 --> 00:03:28: if any, are you implementing to retain good talent on  
00:03:28 --> 00:03:29: your team?  
00:03:33 --> 00:03:34: Where else are quiet  
00:03:35 --> 00:03:46: well? Oh no. Did you lose your unmuted now?  
00:03:48 --> 00:03:49: That's  
00:03:49 --> 00:03:52: the one coffee speaking today.  
00:03:52 --> 00:03:55: I'll talk first. I'm sure that Dylan and Paul have  
00:03:55 --> 00:03:58: and and even John have a little more to talk  
00:03:58 --> 00:04:01: about how they're using it on their side within Smith  
00:04:01 --> 00:04:03: and Anderson. We've got, you know,  
00:04:03 --> 00:04:05: we've got a lot of great engineering talent and so  
00:04:05 --> 00:04:08: we use a number of communication tools to keep the  
00:04:08 --> 00:04:11: teams connected with each other so they don't feel like  
00:04:11 --> 00:04:13: they're working alone. Whether they're working from home or even  
  
00:04:13 --> 00:04:15: when they're working in the office.  
00:04:15 --> 00:04:17: 'cause it's it's easy to get in your own little  
00:04:17 --> 00:04:18: mindsets,  
00:04:18 --> 00:04:21: so we've got things like monthly kind conclaves for the  
00:04:21 --> 00:04:22: various disciplines.  
00:04:22 --> 00:04:23: And that's done on teams chat.  
00:04:23 --> 00:04:26: We teach each other. I learned this how to design  
00:04:26 --> 00:04:27: this new system,  
00:04:27 --> 00:04:31: whether it's mechanical, electrical systems sustainability,  
00:04:31 --> 00:04:33: we have electronic employee newsletters,  
00:04:33 --> 00:04:35: regular mail bags of reminders,  
00:04:35 --> 00:04:39: where to find information on upcoming events like there's flu  
00:04:39 --> 00:04:39: shots.  
00:04:39 --> 00:04:44: Today we have an internal website that is our collaboration  
00:04:44 --> 00:04:47: platform that we use to share information.  
00:04:47 --> 00:04:49: These are the tools. These are our templates are 'cause  
00:04:49 --> 00:04:52: we use a lot of templates 'cause engineering is very

00:04:52 --> 00:04:53: sophisticated.

00:04:53 --> 00:04:55: Some people say complicated we.

00:04:55 --> 00:04:57: We just think it's cool so we use that platform

00:04:57 --> 00:05:01: to share information throughout the company and everybody in the

00:05:01 --> 00:05:03: company has access to that.

00:05:05 --> 00:05:08: Thanks Victoria Dylan. Would you like to speak to this

00:05:08 --> 00:05:09: at Boza?

00:05:10 --> 00:05:12: Sure, thank you very much just to kind of cover

00:05:12 --> 00:05:14: a couple of things.

00:05:14 --> 00:05:16: I mean, we're going back a little ways now from

00:05:16 --> 00:05:18: when we started our rental buildings.

00:05:18 --> 00:05:20: Essentially in 2013, 2014. You know,

00:05:20 --> 00:05:22: while this may not be.

00:05:22 --> 00:05:26: Appear groundbreaking, you know the first shift was going to

00:05:26 --> 00:05:29: DocuSign to execute leases as opposed to going the traditional

00:05:30 --> 00:05:31: paper and pen route.

00:05:31 --> 00:05:35: Next was a shift to online application platforms.

00:05:35 --> 00:05:37: You know it took a bit to trust the system

00:05:38 --> 00:05:41: there and you know not go through necessarily the same

00:05:41 --> 00:05:44: sort of steps in calling all references and taking the

00:05:44 --> 00:05:46: time to, you know, wait to hear back.

00:05:46 --> 00:05:51: It's trusting the the responses from those application platforms as

00:05:51 --> 00:05:53: well is shifting too.

00:05:53 --> 00:05:56: Various CRM systems and you know making sure that given

00:05:57 --> 00:06:00: the wide breadth of prospects that we're working with,

00:06:00 --> 00:06:03: that we're able to organize all that in a useful

00:06:03 --> 00:06:06: manner to get back to people in a timely manner.

00:06:08 --> 00:06:13: That's more internally, externally, you know we shifted to.

00:06:13 --> 00:06:16: Bobs for the keys as opposed to regular keys utilizing

00:06:17 --> 00:06:20: a resident portal for both residents to communicate with the

00:06:20 --> 00:06:24: building for our community managers to issue out notices for

00:06:24 --> 00:06:26: residents to be able to submit maintenance requests.

00:06:26 --> 00:06:29: It also helped us funnel our listings to our website

00:06:29 --> 00:06:32: because there's one timely factor when it comes to leasing

00:06:33 --> 00:06:35: is you know when notice comes in at the end

00:06:35 --> 00:06:37: of the month, speed to get those listings up to

00:06:37 --> 00:06:39: get those new prospects in.

00:06:39 --> 00:06:43: There's another area that we've been really trying to streamline

00:06:43 --> 00:06:43: things.

00:06:43 --> 00:06:44: And as far as you know,  
00:06:44 --> 00:06:48: shifting to the question about retaining talents on the team,  
00:06:48 --> 00:06:51: we're really trying to focus on automating a lot of  
00:06:51 --> 00:06:53: these steps and minimizing a lot of that.  
00:06:53 --> 00:06:56: Tedious data entry, which on one hand can you know  
00:06:56 --> 00:06:59: become frustrating for our team members and it can also,  
00:06:59 --> 00:07:01: you know, leave the chance for human error.  
00:07:01 --> 00:07:04: So in an effort to streamline the automation there you  
00:07:04 --> 00:07:04: know.  
00:07:04 --> 00:07:07: Ultimately we want to be able to respond to our  
00:07:07 --> 00:07:08: prospects faster.  
00:07:08 --> 00:07:11: Additionally, you know we're making improvements to our  
HRIS system  
00:07:11 --> 00:07:14: to ensure that you know again from an employee satisfaction  
00:07:14 --> 00:07:17: stage that we're leveraging the technologies available to us  
and  
00:07:18 --> 00:07:19: the last one that will kind of share is an  
00:07:19 --> 00:07:22: interesting platform that we're experimenting with,  
00:07:22 --> 00:07:24: and it's an employee recognition tool.  
00:07:24 --> 00:07:28: And especially important, given how remotely individuals are  
working,  
00:07:28 --> 00:07:31: you know we're really experimenting with ways to recognize  
and  
00:07:32 --> 00:07:33: and lot our team members.  
00:07:33 --> 00:07:36: For for jobs well done in an effort to increase  
00:07:36 --> 00:07:38: employee satisfaction.  
00:07:38 --> 00:07:41: From there, I can pass it over to Paul.  
00:07:43 --> 00:07:44: Awesome  
00:07:44 --> 00:07:47: yeah, thanks Dillon. So for thrive,  
00:07:47 --> 00:07:50: just not to kind of go through this some of  
00:07:50 --> 00:07:53: the same stuff that Victoria and Dylan were talking about,  
00:07:53 --> 00:07:56: but I think you know we're pushing about 100 physical  
00:07:56 --> 00:07:59: locations with properties in our Home Office.  
00:07:59 --> 00:08:03: Plus about 500 thrivers if you will.  
00:08:03 --> 00:08:06: Or our team members. And yeah so it's been table  
00:08:06 --> 00:08:07: stakes for us.  
00:08:07 --> 00:08:10: Just I'm like in my head repeating not to talk  
00:08:10 --> 00:08:12: about COVID so I won't I promise but it's been  
00:08:12 --> 00:08:13: table stakes for us.  
00:08:13 --> 00:08:17: Just getting the basic infrastructure there for internal  
communication and  
00:08:17 --> 00:08:20: you know we happen to utilize the Microsoft suite across  
00:08:20 --> 00:08:22: the board in the last couple years.

00:08:22 --> 00:08:26: We've really upped usage there with teams adoption,  
00:08:26 --> 00:08:29: you know, SharePoint kind of internal website stuff that  
Victoria  
00:08:29 --> 00:08:32: is talking about has been really key to keep people  
00:08:32 --> 00:08:32: connected.  
00:08:32 --> 00:08:35: I really like that sentiment just.  
00:08:35 --> 00:08:36: And a people centric business,  
00:08:36 --> 00:08:38: you know, we really try to keep people like on  
00:08:38 --> 00:08:39: the same page and make them feel like you know  
00:08:40 --> 00:08:42: there are property with the leasing agent and a community  
00:08:42 --> 00:08:44: manager and they might not see anybody else for a  
00:08:44 --> 00:08:45: couple days.  
00:08:45 --> 00:08:47: So it's really important for them to be able to,  
00:08:47 --> 00:08:49: you know, hop on a video call or,  
00:08:49 --> 00:08:51: you know, have a quick chat with one of their  
00:08:51 --> 00:08:52: sister properties.  
00:08:52 --> 00:08:54: It's just such a huge thing and it really went  
00:08:55 --> 00:08:56: mainstream for us.  
00:08:56 --> 00:08:58: A great time to help people as we grew to  
00:08:58 --> 00:09:00: stay really connected,  
00:09:00 --> 00:09:03: which is awesome. And one of the cool things I  
00:09:03 --> 00:09:06: think we did actually leveraging teams.  
00:09:06 --> 00:09:09: They have a live broadcast feature.  
00:09:09 --> 00:09:13: So we do a weekly live with thrive kind of  
00:09:13 --> 00:09:15: talk show on Fridays now.  
00:09:15 --> 00:09:18: So our partners and our executive team like in any  
00:09:18 --> 00:09:21: number of guests like I've been lucky enough to be  
00:09:21 --> 00:09:23: a guest a couple times.  
00:09:23 --> 00:09:25: Just hops on there and talks about kind of like  
00:09:25 --> 00:09:25: updates,  
00:09:25 --> 00:09:27: you know, company goals you know will celebrate a few  
00:09:27 --> 00:09:29: folks at the different sites.  
00:09:29 --> 00:09:31: Share slide show. You know we have our our team  
00:09:31 --> 00:09:33: that kind of produces it.  
00:09:33 --> 00:09:35: So it was kind of started as a as a  
00:09:35 --> 00:09:36: little bit of a,  
00:09:36 --> 00:09:38: you know, joke intermittent thing.  
00:09:38 --> 00:09:40: And now everybody liked it so much that it's been  
00:09:40 --> 00:09:41: a really great tool.  
00:09:41 --> 00:09:44: So definitely would recommend utilizing you know,  
00:09:44 --> 00:09:45: especially the bigger the company gets,  
00:09:45 --> 00:09:49: the harder to keep those connections active.

00:09:49 --> 00:09:51: Yeah, and then the last thing not to bore you  
00:09:51 --> 00:09:52: guys with all this stuff.  
00:09:52 --> 00:09:56: But employee pulse surveys as well have been something  
that  
00:09:56 --> 00:10:01: we're super actively betting we vetted like five different  
vendors  
00:10:01 --> 00:10:04: and we're hoping to jump into a formal,  
00:10:04 --> 00:10:08: you know, beyond like a SurveyMonkey like a more formal.  
00:10:08 --> 00:10:13: Internal tool that can help us you know really help  
00:10:13 --> 00:10:17: William Oakes stay scene and 99 on a day to  
00:10:17 --> 00:10:18: day basis.  
00:10:18 --> 00:10:20: And make sure we're taking action as a company to  
00:10:20 --> 00:10:21: recognize them.  
00:10:21 --> 00:10:25: And really, you know, know what they're feeling on a  
00:10:25 --> 00:10:26: on a daily basis,  
00:10:26 --> 00:10:28: so that's a that's one of the big initiatives for  
00:10:28 --> 00:10:30: the future just to get into that.  
00:10:30 --> 00:10:33: So yeah, to kick it to the next one.  
00:10:34 --> 00:10:36: Yeah I can. I can jump in and just really  
00:10:36 --> 00:10:37: quickly.  
00:10:37 --> 00:10:40: In terms of BC housing so you know we were  
00:10:40 --> 00:10:43: involved in rental projects in in both like major urban  
00:10:43 --> 00:10:46: areas as well as very remote rural areas across the  
00:10:46 --> 00:10:49: province. So we really rely on technology to be able  
00:10:49 --> 00:10:51: to connect with different communities.  
00:10:51 --> 00:10:54: Just 'cause our development team can't get out to a  
00:10:54 --> 00:10:56: lot of these remote remote rural areas.  
00:10:56 --> 00:10:59: And then being a quasi government organization,  
00:10:59 --> 00:11:01: we probably should have done this a long time ago,  
00:11:01 --> 00:11:04: but just cutting down waste tremendously by moving.  
00:11:04 --> 00:11:07: Things online like that's just been quite a process for  
00:11:08 --> 00:11:09: us and but we will.  
00:11:09 --> 00:11:12: I've seen huge progress since I started at BC housing  
00:11:12 --> 00:11:17: and even just processing our construction claims and things  
like  
00:11:17 --> 00:11:17: that.  
00:11:17 --> 00:11:20: Giving it to an online processes has helped us yet  
00:11:20 --> 00:11:21: friendly.  
00:11:23 --> 00:11:26: Thanks John, well something that I see kind of as  
00:11:26 --> 00:11:28: an overarching theme with all these answers,  
00:11:28 --> 00:11:32: you know. Regardless whether it's engineering or property  
management is  
00:11:32 --> 00:11:35: the importance of creating and maintaining meaningful

community for people.

00:11:35 --> 00:11:40: So that seems to be pretty relevant for you know,  
00:11:40 --> 00:11:43: any work in in rental as well communities importance so  
00:11:43 --> 00:11:46: you know having a good tech approach internally at a  
00:11:47 --> 00:11:50: company is really important to being able to do it  
00:11:50 --> 00:11:52: successfully within a property. As well,  
00:11:52 --> 00:11:55: so with that, I'm going to pass off my Co  
00:11:55 --> 00:11:58: moderating duties to Kelly Hager,  
00:11:58 --> 00:12:00: who is president of KB Growth Partners,  
00:12:00 --> 00:12:03: a technology consultancy. So Kelly,  
00:12:03 --> 00:12:04: I will hand it off to you.  
00:12:04 --> 00:12:05: Thanks so much  
00:12:05 --> 00:12:08: thanks so and thank you to everyone for joining again  
00:12:08 --> 00:12:10: today and the panelists.  
00:12:10 --> 00:12:13: Very interesting insights. I I do like that like digital  
00:12:13 --> 00:12:16: badge of honor and going around and recognizing your team  
00:12:16 --> 00:12:18: because we know in today's market it's very transient.  
00:12:18 --> 00:12:20: This whole working from home.  
00:12:20 --> 00:12:22: And like we said we were.  
00:12:22 --> 00:12:25: Curtailing the COVID talk, but it's definitely very competitive  
than  
00:12:26 --> 00:12:29: anything you can do to promote your team internally is  
00:12:29 --> 00:12:30: very advantageous.  
00:12:30 --> 00:12:33: Now we've heard how you've adopted technology internally  
to create  
00:12:33 --> 00:12:34: that sense of community,  
00:12:34 --> 00:12:37: but what have you done and how have you implemented  
00:12:37 --> 00:12:39: technology efficiently,  
00:12:39 --> 00:12:41: and you know how you implemented it into your  
developments?  
00:12:41 --> 00:12:44: How have you leveraged tech to create these more livable  
00:12:44 --> 00:12:44: communities?  
00:12:49 --> 00:12:51: Maybe I'll I'll pass it over there to Dillon to  
00:12:51 --> 00:12:52: start it off.  
00:12:53 --> 00:12:55: Hey sounds good. Hey, I'm grateful for the chance to  
00:12:55 --> 00:12:57: go first and I hope I'm not taking anything that  
00:12:57 --> 00:12:58: Paul is going to mention.  
00:12:58 --> 00:13:01: But to answer this question,  
00:13:01 --> 00:13:04: I'd like to reference our our new building that we're  
00:13:04 --> 00:13:07: just about to be launching in Seattle called Rent,  
00:13:07 --> 00:13:10: and if that building, it's pretty exciting.  
00:13:10 --> 00:13:13: We're utilizing the Stratus One app platform,  
00:13:13 --> 00:13:17: which you know within there it allows.



00:13:17 --> 00:13:20: All manner of things for residents to be able to  
00:13:20 --> 00:13:21: do with quite a lot of these.  
00:13:21 --> 00:13:22: So that includes, you know,  
00:13:22 --> 00:13:25: submitting maintenance requests, paying rent,  
00:13:25 --> 00:13:27: getting notices for building events,  
00:13:27 --> 00:13:32: reserving amenity spaces. It also allows our residents to be  
00:13:33 --> 00:13:35: able to use this really cool.  
00:13:35 --> 00:13:39: Renting platform called Brevi, which essentially stands for  
briefly rent  
00:13:39 --> 00:13:39: everything,  
00:13:39 --> 00:13:43: and these are essentially. Rental kiosk where residents can  
get  
00:13:43 --> 00:13:46: all sorts of big ticket items that you wouldn't necessarily  
00:13:46 --> 00:13:47: think you need,  
00:13:47 --> 00:13:49: like coolers, vacuums, karaoke machines,  
00:13:49 --> 00:13:55: kayaks, tents. Uhm, also in the growth of parcel delivery  
00:13:55 --> 00:13:56: systems,  
00:13:56 --> 00:13:58: which we're seeing quite common in a lot of buildings,  
00:13:58 --> 00:14:02: there's now a new platform called Fetch which is essentially  
00:14:02 --> 00:14:03: an offsite.  
00:14:03 --> 00:14:06: Parcel delivery system and in which case you know residents  
00:14:06 --> 00:14:09: can just submit the request and the item is delivered  
00:14:09 --> 00:14:10: super quickly.  
00:14:10 --> 00:14:14: Tide cleaning lockers, which is essentially a drop off service  
00:14:14 --> 00:14:17: that residents can just drop off their laundry items and  
00:14:17 --> 00:14:21: have it professionally cleaned and pressed and come back  
handling  
00:14:21 --> 00:14:23: smart features in their homes,  
00:14:23 --> 00:14:26: be it through Google Home or Amazon Alexa controlling  
lighting,  
00:14:26 --> 00:14:30: heating things like that as well as a fully integrated  
00:14:30 --> 00:14:33: Wi-Fi network within the building so there's no dead spots.  
00:14:33 --> 00:14:36: Those are some of the main areas that we're focusing  
00:14:36 --> 00:14:37: on leveraging technology currently.  
00:14:38 --> 00:14:41: Awesome, I was going to say you're taking pole style  
00:14:41 --> 00:14:44: and now you're building in Seattle as well.  
00:14:44 --> 00:14:47: Thank you for that. I mean logically we can go  
00:14:47 --> 00:14:48: to pool here.  
00:14:48 --> 00:14:49: If you have anything that you want to add to  
00:14:49 --> 00:14:49: that,  
00:14:50 --> 00:14:53: yeah, now I was going to say we coordinated wardrobe  
00:14:53 --> 00:14:56: and content so I can echo most of those things  
00:14:56 --> 00:14:57: as well.

00:14:57 --> 00:14:59: Actually at Bradley was a great one to mention.  
00:14:59 --> 00:15:02: That's a super cool newish platform.  
00:15:02 --> 00:15:05: Well nourished Seattle. Last week we didn't get the exciting  
00:15:05 --> 00:15:06: Bay Area Bay Area stuff up here.  
00:15:06 --> 00:15:11: But yeah, excited to hear how that goes out there.  
00:15:11 --> 00:15:14: So I echo I had trouble splitting.  
00:15:14 --> 00:15:17: Between property and internal, so I I classified some of  
00:15:17 --> 00:15:20: the concept Dillon was talking about in terms of like  
00:15:20 --> 00:15:23: the CRM tool and like digital paperless leasing in more  
00:15:23 --> 00:15:25: of like the property side.  
00:15:25 --> 00:15:28: So I'll speak just a little bit about that and  
00:15:28 --> 00:15:30: I think it's been super important for us.  
00:15:30 --> 00:15:33: Again, I'm going to go back to like trying to  
00:15:33 --> 00:15:36: make our teams feel seen and valued and it's just  
00:15:36 --> 00:15:36: been.  
00:15:36 --> 00:15:40: Uhm, with our growth and you know the Seattle market's  
00:15:40 --> 00:15:41: been really volatile.  
00:15:41 --> 00:15:45: It's been really fun to help develop platforms that make  
00:15:45 --> 00:15:48: their day-to-day just easier and better from a leasing and  
00:15:48 --> 00:15:49: marketing perspective.  
00:15:49 --> 00:15:53: So I think some of the things like dimension are  
00:15:53 --> 00:15:57: obviously like the digital platforms and like great content,  
00:15:57 --> 00:16:00: you know in House Matterport tours,  
00:16:00 --> 00:16:04: fully integrated website platforms like interactive stacking  
00:16:04 --> 00:16:06: like that that help people that themselves.  
00:16:06 --> 00:16:09: To become residents earlier. But then I,  
00:16:09 --> 00:16:11: I think, also pivoting to.  
00:16:11 --> 00:16:15: Uh, using AI tools to I know buzzwords,  
00:16:15 --> 00:16:18: right, but to really help our leasing agents be able  
00:16:18 --> 00:16:19: to connect,  
00:16:19 --> 00:16:22: spend their like valuable precious time connecting with  
00:16:22 --> 00:16:25: people that  
00:16:22 --> 00:16:25: really have intent to rent versus people that are more  
00:16:25 --> 00:16:26: just browsing.  
00:16:26 --> 00:16:29: And, you know, depending on how familiar you guys are  
00:16:29 --> 00:16:30: with like ILS leads,  
00:16:30 --> 00:16:32: you know we get buckets of leads to each property  
00:16:32 --> 00:16:33: in a day,  
00:16:33 --> 00:16:36: especially in a core market like Seattle or large cities.  
00:16:36 --> 00:16:38: And our teams are just inundated.  
00:16:38 --> 00:16:39: You know, they're short staffed.

00:16:39 --> 00:16:41: They're inundated with these requests.  
00:16:41 --> 00:16:42: Half the people just click the.  
00:16:42 --> 00:16:45: Form online they don't. You don't know if they're really  
00:16:45 --> 00:16:45: fully.  
00:16:45 --> 00:16:48: And tending to lease. So we've been able to launch  
00:16:48 --> 00:16:51: these tools and utilize different platforms to help the team.  
00:16:51 --> 00:16:53: Similar time doing the things they enjoy,  
00:16:53 --> 00:16:56: like the human perspective and making those connections to help  
00:16:56 --> 00:16:59: people find their home instead of just like the busywork  
00:16:59 --> 00:17:01: that really we found from internal surveying,  
00:17:01 --> 00:17:05: is a little bit tedious for them at times,  
00:17:05 --> 00:17:07: so I think that's been a huge thing.  
00:17:07 --> 00:17:10: Kind of on the marketing tech side.  
00:17:10 --> 00:17:13: On the more tech tech side,  
00:17:13 --> 00:17:15: I'm like listening to myself like what am I saying?  
00:17:15 --> 00:17:19: Uh, I think it's been really important to focus on  
00:17:19 --> 00:17:20: telecom,  
00:17:20 --> 00:17:24: so we've worked to help with different consultants partnering  
and  
00:17:24 --> 00:17:26: also internally working to find each asset.  
00:17:26 --> 00:17:30: The most robust connectivity platforms in the markets.  
00:17:30 --> 00:17:33: So people have been on resident surveys really,  
00:17:33 --> 00:17:37: really keen on making sure they have even multiple  
connectivity  
00:17:37 --> 00:17:40: platforms sometimes so like not just having Google Fiber or  
00:17:40 --> 00:17:41: wave or CenturyLink.  
00:17:41 --> 00:17:42: Like they want, you know,  
00:17:42 --> 00:17:45: even a backup for their work from home style and  
00:17:45 --> 00:17:46: they want to you know,  
00:17:46 --> 00:17:49: really robust, UM, Wi-Fi Internet throughout.  
00:17:49 --> 00:17:51: So I think just to echo again what Dylan was  
00:17:51 --> 00:17:52: saying on that,  
00:17:52 --> 00:17:58: that's been a huge project management piece for our teams.  
00:17:58 --> 00:18:00: And yeah, just to closeout,  
00:18:00 --> 00:18:03: really love what that's just doing from a property package  
00:18:03 --> 00:18:04: automation as well.  
00:18:04 --> 00:18:06: 'cause that's a big thing that residents don't like the  
00:18:06 --> 00:18:08: way packages get stuck in the leasing office.  
00:18:08 --> 00:18:11: The leasing office teams definitely don't like that,  
00:18:11 --> 00:18:13: so it's kind of a win win situation to have  
00:18:13 --> 00:18:16: a vendor that really elegantly handles that.  
00:18:16 --> 00:18:18: So we've got a few properties on Fetch and really

00:18:19 --> 00:18:21: feeling good about that direction.  
00:18:21 --> 00:18:24: So yeah. With that, I'll.  
00:18:24 --> 00:18:26: I'll kick it over to whoever would like to go  
00:18:26 --> 00:18:26: next.  
00:18:31 --> 00:18:34: I feel like Victoria you have an untapped knowledge of  
00:18:34 --> 00:18:34: all of  
00:18:34 --> 00:18:37: this. Well, I'm I'm actually waiting for the next question.  
00:18:37 --> 00:18:39: 'cause I swear the next question you wrote just for  
00:18:39 --> 00:18:39: me,  
00:18:39 --> 00:18:40: but with respect to this one,  
00:18:40 --> 00:18:43: like building the building in order to support those things  
00:18:43 --> 00:18:46: that Paul and Dylan and John need to make happen  
00:18:46 --> 00:18:49: to make those livable communities is to make sure that  
00:18:49 --> 00:18:51: infrastructure is in place so that you can pick and  
00:18:51 --> 00:18:54: choose the right thing for that building for that community  
00:18:54 --> 00:18:54: at,  
00:18:54 --> 00:18:56: you know, with with the tenants that you've got there.  
00:18:56 --> 00:18:58: And I'm going to do a little history lesson,  
00:18:58 --> 00:19:00: it used to be that you put in conduit and  
00:19:00 --> 00:19:03: that would be for a telephone into the intercom.  
00:19:03 --> 00:19:05: And cable TV and you just sort of left the  
00:19:05 --> 00:19:08: technology up to the service providers and they've actually  
00:19:08 --> 00:19:10: done  
00:19:08 --> 00:19:10: a pretty good job over the years of working within  
00:19:10 --> 00:19:13: that aging infrastructure that they have installed in the  
00:19:13 --> 00:19:16: buildings.  
00:19:13 --> 00:19:16: So when we start developing a building and it's great  
00:19:16 --> 00:19:19: that you mentioned working with a telecom designers,  
00:19:19 --> 00:19:22: those are those are the those engineers like me that  
00:19:22 --> 00:19:25: that help you develop that base level of technology that's  
00:19:25 --> 00:19:29: expected in the rental environment and making sure that  
00:19:29 --> 00:19:32: those  
00:19:29 --> 00:19:32: new buildings will have a high speed infrastructure to support  
00:19:32 --> 00:19:33: mostly.  
00:19:33 --> 00:19:36: Primarily, it's Internet connectivity because that seems to be  
00:19:36 --> 00:19:39: the  
00:19:36 --> 00:19:39: that is the way that everybody communicates nowadays,  
00:19:39 --> 00:19:41: but it can also improve energy efficiency,  
00:19:41 --> 00:19:46: safety and security. So you want a high speed Internet  
00:19:46 --> 00:19:48: easily into the Gigabit rage.  
00:19:48 --> 00:19:51: Nowadays, we don't even design for high speed anymore,  
00:19:51 --> 00:19:52: even if you aren't using it on day one.  
00:19:52 --> 00:19:54: You could be using it on day 101.

00:19:58 --> 00:20:03: Awesome. John, any any thoughts on on BC housing there?  
00:20:03 --> 00:20:06: How you how you're using technology to implement livable communities?  
00:20:07 --> 00:20:08: Yeah, yeah, totally. I mean,  
00:20:08 --> 00:20:09: I, I think it's really.  
00:20:09 --> 00:20:12: It's really interesting to hear from Dillon,  
00:20:12 --> 00:20:14: Victoria and Paul. From our perspective,  
00:20:14 --> 00:20:17: you know, most of our hosting is operated by by  
00:20:17 --> 00:20:18: nonprofit housing providers.  
00:20:18 --> 00:20:19: We definitely work with the private sector to,  
00:20:19 --> 00:20:22: but operating costs are challenging.  
00:20:22 --> 00:20:25: These nonprofit operators are really limited on resources,  
00:20:25 --> 00:20:29: so introducing AI and smart home technologies that can kind  
00:20:29 --> 00:20:32: of limit their work to really just supporting the client  
00:20:32 --> 00:20:33: switches.  
00:20:33 --> 00:20:36: Which is why I generally they've gotten into building this  
00:20:36 --> 00:20:39: rental housing with our support is going to be re  
00:20:39 --> 00:20:42: super helpful for us and and also it'll it'll help  
00:20:42 --> 00:20:45: improve affordability as well, so I think that's a really  
00:20:45 --> 00:20:46: interesting space.  
00:20:46 --> 00:20:48: And then you know talking about livable communities,  
00:20:48 --> 00:20:50: but also just save communities.  
00:20:50 --> 00:20:54: Some of our nonprofit partners are piloting introducing smart  
Home  
00:20:55 --> 00:20:58: technologies and in supportive housing or in units where a  
00:20:58 --> 00:21:01: vulnerable tenants is has a rent supplement.  
00:21:01 --> 00:21:02: And in the private market,  
00:21:02 --> 00:21:04: and they're able to, you know,  
00:21:04 --> 00:21:06: have a button they can press or something like that.  
00:21:06 --> 00:21:09: That basically allows a minute live independently,  
00:21:09 --> 00:21:12: but connects them to the supports they need when they  
00:21:12 --> 00:21:12: need it,  
00:21:12 --> 00:21:14: and you know for someone with addiction issues,  
00:21:14 --> 00:21:16: so this could be really like saving a life.  
00:21:16 --> 00:21:19: So it's really incredible to see kind of the range  
00:21:19 --> 00:21:22: of of of the technology and and and how it  
00:21:22 --> 00:21:26: can support people kind of across the housing continuum.  
00:21:30 --> 00:21:31: Hold on Victoria, just one second.  
00:21:31 --> 00:21:33: I think Paul is going to add in here and  
00:21:33 --> 00:21:34: then we will shoot it over to you.  
00:21:36 --> 00:21:37: Oh yeah, thanks guys. UM,  
00:21:37 --> 00:21:39: no worries, it's a quick one actually.  
00:21:39 --> 00:21:41: Victoria was just gonna chat a little bit about what

00:21:41 --> 00:21:44: you were talking about with telecom setup.

00:21:44 --> 00:21:48: We've had the opportunity opportunity to manage a lot of

00:21:48 --> 00:21:50: lease UPS in the last 24 months.

00:21:50 --> 00:21:53: I think we got like almost 15 or so in

00:21:53 --> 00:21:55: the Seattle area and I think one of the big

00:21:55 --> 00:21:58: things is that the big telecom providers aren't all created

00:21:59 --> 00:22:01: equal in terms of their initial setup and were brought

00:22:01 --> 00:22:03: in at different phases.

00:22:03 --> 00:22:06: And I think one of the big takeaways for us

00:22:06 --> 00:22:06: and.

00:22:06 --> 00:22:09: As far as like learning experience has been just to

00:22:09 --> 00:22:11: really work with them directly or you know work with

00:22:11 --> 00:22:12: even a,

00:22:12 --> 00:22:15: you know an additional level of support or that's your

00:22:15 --> 00:22:18: management company or consulting or whatever.

00:22:18 --> 00:22:22: Just to figure out exactly what is needed to future

00:22:22 --> 00:22:23: proof the building.

00:22:23 --> 00:22:25: We've gotten quite a few buildings handed off to us

00:22:25 --> 00:22:26: that you know,

00:22:26 --> 00:22:28: leave a little bit to be desired and even maybe

00:22:29 --> 00:22:29: left some value,

00:22:29 --> 00:22:32: like NOI on the board in terms of like not

00:22:32 --> 00:22:34: having office systems covered,

00:22:34 --> 00:22:35: you know by the provider up front,

00:22:35 --> 00:22:36: so then you're paying for.

00:22:36 --> 00:22:38: Own Internet for your leasing staff when it should be

00:22:38 --> 00:22:38: calms.

00:22:38 --> 00:22:41: You know all those things to really chat about.

00:22:41 --> 00:22:44: You know common area Wi-Fi just kind of table stakes

00:22:44 --> 00:22:47: type stuff that should have been checked off early early

00:22:47 --> 00:22:47: on.

00:22:47 --> 00:22:50: That maybe you know somebody didn't have that connection

00:22:50 --> 00:22:51: to

00:22:50 --> 00:22:51: talk about.

00:22:51 --> 00:22:53: That's been a huge thing for us to we try

00:22:53 --> 00:22:55: to get in touch with people as early as we

00:22:55 --> 00:22:57: can and just say OK look here's your checklist.

00:22:57 --> 00:22:59: Like let's talk like we don't have to do it,

00:22:59 --> 00:23:00: but somebody has to check these things.

00:23:00 --> 00:23:03: Often have these conversations early because you don't

00:23:00 --> 00:23:03: have to

00:23:03 --> 00:23:04: be dealing with this.

00:23:04 --> 00:23:06: In three years. You know when you don't have the  
00:23:06 --> 00:23:06: leverage.  
00:23:06 --> 00:23:09: You down now. So anyway?  
00:23:09 --> 00:23:11: Yeah Victoria back to you.  
00:23:14 --> 00:23:15: I think you're still on mute,  
00:23:15 --> 00:23:16: unfortunately. Sorry, but  
00:23:16 --> 00:23:19: here we go. I keep missing the mute button when  
00:23:20 --> 00:23:21: I click on it.  
00:23:21 --> 00:23:23: Now I got two things to talk about.  
00:23:23 --> 00:23:26: So Paul definitely talking with those service providers  
because I've  
00:23:26 --> 00:23:29: seen a number of projects that now sort of use  
00:23:29 --> 00:23:31: the approach of we're going to choose a preferred service  
00:23:31 --> 00:23:34: provider and then we can work more closely with them  
00:23:34 --> 00:23:35: and negotiate with them.  
00:23:35 --> 00:23:38: That doesn't mean that we don't make sure there's  
infrastructure  
00:23:38 --> 00:23:41: in place so that other service providers can provide services,  
00:23:41 --> 00:23:43: so there are ways to negotiate things,  
00:23:43 --> 00:23:46: like perhaps as a building developer you build with all  
00:23:47 --> 00:23:50: of that network infrastructure in it and build what we  
00:23:50 --> 00:23:51: call a converged building.  
00:23:51 --> 00:23:55: Network, in essence, the landlord of the building owner can  
00:23:55 --> 00:23:56: own that network.  
00:23:56 --> 00:23:58: Buy services from those service providers,  
00:23:58 --> 00:24:02: repackage them as of specifically tailored to that building or  
00:24:02 --> 00:24:05: those that group attendance and resell it to them,  
00:24:05 --> 00:24:07: and you can get bulk discounts on Internet and that  
00:24:07 --> 00:24:07: sort of thing.  
00:24:07 --> 00:24:12: So yes, definitely getting those guys involved soon back to  
00:24:12 --> 00:24:15: John's point about vulnerable tenants.  
00:24:15 --> 00:24:18: And that's definitely a big a big issue with a  
00:24:18 --> 00:24:20: lot of the BC housing projects.  
00:24:20 --> 00:24:22: I know 'cause I've done one recently.  
00:24:22 --> 00:24:25: And I just wanted to point out that it can  
00:24:25 --> 00:24:28: get very complicated and to to make sure that we  
00:24:28 --> 00:24:31: serve those people from a technology standpoint.  
00:24:31 --> 00:24:32: One of the projects I did recently.  
00:24:32 --> 00:24:36: It's downtown in Vancouver and there's BC Housing office  
space.  
00:24:36 --> 00:24:38: There's a Community Center space.  
00:24:38 --> 00:24:41: There's the residential space, and in the Community Center  
space,

00:24:41 --> 00:24:44: there's actually a safe use room and we have to  
00:24:44 --> 00:24:46: make sure that the staff is protected.  
00:24:46 --> 00:24:49: The users are protected and the whole and the other  
00:24:50 --> 00:24:50: tenant,  
00:24:50 --> 00:24:52: not the other tenants. The other patrons in that community  
00:24:52 --> 00:24:53: space.  
00:24:53 --> 00:24:54: Protected so it ties into that.  
00:24:54 --> 00:24:57: What technology can we use to notify people when the  
00:24:57 --> 00:25:00: rooms and use when the room needs to be cleaned?  
00:25:00 --> 00:25:03: Simple things like that and and sometimes it's a matter.  
00:25:03 --> 00:25:06: It's really 99% of the time comes down to communicating  
00:25:06 --> 00:25:08: the information that's relevant to the right people.  
00:25:10 --> 00:25:11: Victoria, that's awesome. I know when when I met with  
00:25:11 --> 00:25:12: all of you,  
00:25:12 --> 00:25:15: there were certain insights that just ignited this curiosity of  
00:25:15 --> 00:25:18: like how can we use big data and how can  
00:25:18 --> 00:25:19: we leverage that?  
00:25:19 --> 00:25:21: And that's a perfect segue into when I'm speaking with  
00:25:21 --> 00:25:21: John.  
00:25:21 --> 00:25:24: Prior to joining BC Housing he was using big data.  
00:25:24 --> 00:25:27: Understand, you know the Downtown Eastside and how can we  
00:25:27 --> 00:25:28: create these more livable communities.  
00:25:28 --> 00:25:30: So maybe John you want to speak a bit more  
00:25:30 --> 00:25:30: to that.  
00:25:30 --> 00:25:32: 'cause I know my mind was just blown knowing what  
00:25:32 --> 00:25:34: you were capable of or or what what you were  
00:25:34 --> 00:25:35: looking at doing.  
00:25:35 --> 00:25:35: Yeah  
00:25:35 --> 00:25:40: yeah, so thanks yes. So Prior to joining Michelle Singer.  
00:25:40 --> 00:25:43: We we I was working with a nonprofit and there  
00:25:43 --> 00:25:46: was a there was a huge gap between connecting folks  
00:25:46 --> 00:25:51: specifically in the Downtown Eastside with different  
00:25:51 --> 00:25:54: employment education but  
00:25:54 --> 00:25:55: also housing and and just navigating that process was very  
00:25:54 --> 00:25:55: very challenging.  
00:25:55 --> 00:25:57: So we were looking at doing is creating an application  
00:25:57 --> 00:25:59: that could really collect the data.  
00:25:59 --> 00:26:02: All the available resources to an individual and and better  
00:26:02 --> 00:26:06: connect them with housing opportunities or employment  
00:26:06 --> 00:26:06: opportunities or educational  
00:26:06 --> 00:26:06: opportunities.  
00:26:06 --> 00:26:09: So I think that's what we were trying to go



00:26:09 --> 00:26:11: and then I went to the details.  
00:26:11 --> 00:26:12: And kind of left it there.  
00:26:12 --> 00:26:15: But, uh, I think that's a really interesting use of  
00:26:15 --> 00:26:15: technology,  
00:26:15 --> 00:26:17: especially in the housing sector.  
00:26:17 --> 00:26:19: And I was reading about.  
00:26:19 --> 00:26:23: An app that I think is is being piloted in  
00:26:23 --> 00:26:26: the states that is essentially going to.  
00:26:26 --> 00:26:28: Take the the challenging process.  
00:26:28 --> 00:26:30: An individual trying to go and explore and navigate for  
00:26:30 --> 00:26:32: housing out of their control,  
00:26:32 --> 00:26:34: and instead you kind of submit through this application.  
00:26:34 --> 00:26:36: It connects you, you know to what that what the  
00:26:36 --> 00:26:39: housing that would meet your needs would be.  
00:26:39 --> 00:26:41: And I think that's a really interesting model in a  
00:26:41 --> 00:26:42: way that we could,  
00:26:42 --> 00:26:46: potentially, you know, make sure we're fully using our  
housing  
00:26:46 --> 00:26:48: market and and maxxng it out,  
00:26:48 --> 00:26:50: especially in situations where we have,  
00:26:50 --> 00:26:51: you know, super expensive housing.  
00:26:54 --> 00:26:56: 100%. Does anyone else want to chime in on this  
00:26:56 --> 00:26:57: before we jump to the next question?  
00:27:01 --> 00:27:04: OK, here we go. Uhm though,  
00:27:04 --> 00:27:06: technology is far from linear.  
00:27:06 --> 00:27:08: This conversation we're going to try and keep it that  
00:27:08 --> 00:27:08: way.  
00:27:08 --> 00:27:10: So the natural progression is,  
00:27:10 --> 00:27:13: you know, where do you see technology being analyzed and  
00:27:14 --> 00:27:15: going in the future?  
00:27:15 --> 00:27:19: Will there be hologram? Concierge is entirely virtual leasing.  
00:27:19 --> 00:27:22: What types of groundwork are you laying right now for  
00:27:22 --> 00:27:24: immediate development and technology?  
00:27:24 --> 00:27:27: And again, where do you see the limitations in this  
00:27:27 --> 00:27:27: as well?  
00:27:28 --> 00:27:31: And I'm going to jump in because I swear you  
00:27:31 --> 00:27:34: wrote this question for me 'cause I was.  
00:27:34 --> 00:27:37: So he pointed out to me one time I get  
00:27:37 --> 00:27:40: really almost too excited about this stuff so.  
00:27:40 --> 00:27:43: Sort of what I see in the next wave of  
00:27:43 --> 00:27:45: primary technologies and this market,  
00:27:45 --> 00:27:48: it's probably going to focus on 3/1 will be wireless.

00:27:48 --> 00:27:51: We're already well, it's not even the next wave where  
00:27:51 --> 00:27:53: in the wireless wave right now,  
00:27:53 --> 00:27:56: and also cyber security. There's so many stories that I  
00:27:56 --> 00:27:58: won't even tell you about all the hacks I've heard  
00:27:58 --> 00:27:59: about.  
00:27:59 --> 00:28:02: And of course the purpose built applications for tenants that  
00:28:02 --> 00:28:05: engage with the landlord and within the tenant community  
itself.  
00:28:05 --> 00:28:07: It used to be that just a bulletin board in  
00:28:07 --> 00:28:10: the lobby and it were much more sophisticated than that  
00:28:10 --> 00:28:10: now.  
00:28:10 --> 00:28:13: So I'm going to talk a little bit about each  
00:28:13 --> 00:28:15: of those three and feel free to jump in and  
00:28:15 --> 00:28:17: tell me to be quiet anytime you want Zoe and  
00:28:17 --> 00:28:21: Kelly. So wireless wireless technologies drive a lot of the  
00:28:21 --> 00:28:24: decisions about the infrastructure for rental developments for,  
00:28:24 --> 00:28:26: well, pretty much any development.  
00:28:26 --> 00:28:29: The world's mobile and there needs to be infrastructure to  
00:28:29 --> 00:28:30: support those antenna.  
00:28:30 --> 00:28:33: Yes, it's wireless, but the antennas are the part that  
00:28:33 --> 00:28:36: provide that wireless wireless connectivity.  
00:28:36 --> 00:28:40: Those antennas do need to be connected by wires  
somewhere.  
00:28:40 --> 00:28:42: So whether it's a Wi-Fi connection,  
00:28:42 --> 00:28:46: it's distributed antenna systems that enhance cellular and E.  
00:28:46 --> 00:28:51: COM radio enhancements. It could be a low power wireless,  
00:28:51 --> 00:28:52: low power wide area network.  
00:28:52 --> 00:28:55: I get. I try not to use the jargon too  
00:28:55 --> 00:28:55: much,  
00:28:55 --> 00:28:58: which is a type of network that is a wireless  
00:28:58 --> 00:28:59: network,  
00:28:59 --> 00:29:03: but it's for small bits of data that doesn't happen  
00:29:03 --> 00:29:04: often,  
00:29:04 --> 00:29:06: so it's a low bandwidth small data,  
00:29:06 --> 00:29:09: but you have like dewatering wells that are way out  
00:29:09 --> 00:29:11: at the edges of the property.  
00:29:11 --> 00:29:13: It's less expensive to put in a simple one antenna  
00:29:14 --> 00:29:17: for a low power Wan and collect that data wirelessly  
00:29:17 --> 00:29:19: than to wire to every single one of these.  
00:29:19 --> 00:29:23: So there's finding that right wireless technology and then  
getting  
00:29:23 --> 00:29:25: the infrastructure in place to support it.  
00:29:25 --> 00:29:27: I am obviously going to focus on like the how

00:29:28 --> 00:29:31: to build the buildings to support those future things,  
00:29:31 --> 00:29:32: and the things that are coming up,  
00:29:32 --> 00:29:34: but wireless is definitely we're in the OR in the  
00:29:34 --> 00:29:35: wave,  
00:29:35 --> 00:29:38: and it's it's not going to Crest for decades.  
00:29:38 --> 00:29:40: The second one is cyber security.  
00:29:40 --> 00:29:42: There's a little near and dear to my heart.  
00:29:42 --> 00:29:44: I was leading the the our internal team to develop  
00:29:44 --> 00:29:48: cyber security specifications that are now embedded in all of  
00:29:48 --> 00:29:51: our templates specifications to at least give our clients a  
00:29:51 --> 00:29:55: baseline cybersecurity starting point like don't use default  
passwords.  
00:29:55 --> 00:29:59: That one hurts my heart when I hear people do  
00:29:59 --> 00:30:00: that.  
00:30:00 --> 00:30:01: It's going to be an issue for decades,  
00:30:01 --> 00:30:03: so even when and this is,  
00:30:03 --> 00:30:05: this is where Zoe probably get.  
00:30:05 --> 00:30:06: Some sees me getting all excited.  
00:30:06 --> 00:30:09: Quantum computers are going to become commercially  
viable.  
00:30:09 --> 00:30:13: They're actually Canada and even here in Burnaby we're  
leading  
00:30:13 --> 00:30:17: sort of the charge on quantum computing in Canada.  
00:30:17 --> 00:30:19: And there's a local company I'm trying not to say  
00:30:19 --> 00:30:19: names,  
00:30:19 --> 00:30:21: but it's D wave. In fact,  
00:30:21 --> 00:30:24: Justin Trudeau actually went and visited there a couple of  
00:30:24 --> 00:30:27: a couple of years ago and they're working to make  
00:30:27 --> 00:30:29: quantum computers commercially viable.  
00:30:29 --> 00:30:32: And when that converges with artificial intelligence.  
00:30:32 --> 00:30:34: Like they're kind of doing this right now,  
00:30:34 --> 00:30:37: the back and forth. When that happens,  
00:30:37 --> 00:30:41: we can. Well, let's just pretty much say anything that  
00:30:41 --> 00:30:45: took decades or even months or years to decrypt will  
00:30:45 --> 00:30:47: now take seconds and minutes.  
00:30:47 --> 00:30:49: So a lot of it is developing new methods of  
00:30:49 --> 00:30:52: encryption and protecting people's data,  
00:30:52 --> 00:30:54: so we don't expect Skynet to happen the day that  
00:30:55 --> 00:30:57: quantum computers and artificial intelligence happen,  
00:30:57 --> 00:31:00: but it's mostly going to be able to deal with  
00:31:00 --> 00:31:02: a lot of that tedious part of the building management.  
00:31:02 --> 00:31:05: Such as monitoring the mechanical systems for anomalies,  
00:31:05 --> 00:31:07: getting ahead of maintenance issues,

00:31:07 --> 00:31:10: and optimizing the building energy efficiency 'cause you don't want

00:31:10 --> 00:31:12: to pay someone to stand there and go.

00:31:12 --> 00:31:15: It's 5:15. It's time to turn the temperature down.

00:31:15 --> 00:31:17: Oh wait, no, there's still 25 people working late in

00:31:17 --> 00:31:18: the office.

00:31:18 --> 00:31:20: Let's keep it up. If you can have an AI

00:31:20 --> 00:31:22: that can analyze that data,

00:31:22 --> 00:31:24: get the data from all the different places.

00:31:24 --> 00:31:25: Then it can be done well,

00:31:25 --> 00:31:27: more efficiently than than humans can.

00:31:27 --> 00:31:30: 'cause some of us take naps.

00:31:30 --> 00:31:33: The last one was applications I mentioned.

00:31:33 --> 00:31:36: Just 'cause I mentioned the holographic concierge to Zoe and

00:31:36 --> 00:31:36: Kelly,

00:31:36 --> 00:31:39: it doesn't mean it's something that will happen or that's

00:31:39 --> 00:31:42: appropriate for every tenant building every tenant community.

00:31:42 --> 00:31:44: But it was an example of kind of thinking outside

00:31:45 --> 00:31:47: the box of what you can do with technology that

00:31:47 --> 00:31:49: can improve communication.

00:31:49 --> 00:31:51: I say that and then I as soon as I

00:31:51 --> 00:31:52: was writing up my notes for this,

00:31:52 --> 00:31:53: I'm like but wait a minute.

00:31:53 --> 00:31:56: I could easily see myself being in my elevator,

00:31:56 --> 00:31:58: coming down the elevator, clumsy me,

00:31:58 --> 00:32:00: spills coffee in the elevator door,

00:32:00 --> 00:32:02: and walk out into the lobby and just be able

00:32:02 --> 00:32:05: to tell a concierge whether it could be 2:00 AM.

00:32:05 --> 00:32:06: It could be 2:00 PM.

00:32:06 --> 00:32:09: Hey, there's a coffee spill in elevator too.

00:32:09 --> 00:32:12: Now I could just as easily look it up on

00:32:12 --> 00:32:12: an app,

00:32:12 --> 00:32:15: or in the case of older buildings where we don't

00:32:15 --> 00:32:16: have any kind of,

00:32:16 --> 00:32:19: you know, we have the bulletin board type of communication.

00:32:19 --> 00:32:20: Get back to my car.

00:32:20 --> 00:32:21: Juggle all the things I've got.

00:32:21 --> 00:32:22: Look up the phone number,

00:32:22 --> 00:32:24: call the the landlord or the Council.

00:32:24 --> 00:32:26: Leave a voicemail when they call back,

00:32:26 --> 00:32:28: I'm like, oh, you have to remember that was at

00:32:28 --> 00:32:31: 3:00 o'clock in the afternoon and it was elevator two

00:32:31 --> 00:32:32: or was it three?

00:32:32 --> 00:32:34: It's the holographic concierge, or even just a voice type

00:32:34 --> 00:32:36: of interaction thing is there it can make that much

00:32:36 --> 00:32:37: more efficient,

00:32:37 --> 00:32:39: and then maintenance can get on those sorts of things

00:32:39 --> 00:32:40: much more quickly.

00:32:40 --> 00:32:42: Like I said, it could be an app,

00:32:42 --> 00:32:43: and that's also another way.

00:32:43 --> 00:32:45: I'm not saying one or the other.

00:32:45 --> 00:32:47: There's all kinds of things you can put out there,

00:32:47 --> 00:32:49: so the in the case of the concierge,

00:32:49 --> 00:32:52: it could also exist. Assist with visitor access and as

00:32:52 --> 00:32:53: you mentioned,

00:32:53 --> 00:32:57: a public pool, I think mentioned delivery management and that's

00:32:57 --> 00:33:01: becoming and you know COVID is the elephant in the

00:33:01 --> 00:33:01: room.

00:33:01 --> 00:33:03: There has been a lot of deliveries that have happened

00:33:03 --> 00:33:06: over the last couple of years and that's becoming a

00:33:06 --> 00:33:06: bigger thing.

00:33:06 --> 00:33:09: And how do you manage that delivery?

00:33:09 --> 00:33:12: And of course the local security is someone's banging at

00:33:12 --> 00:33:13: the door in my my building.

00:33:13 --> 00:33:16: Just recently there was someone trying to break in the

00:33:16 --> 00:33:17: front door which was,

00:33:17 --> 00:33:20: you know, great. We have a camera but then.

00:33:20 --> 00:33:24: Sharing that information with the tenants was basically a really

00:33:24 --> 00:33:27: bad inkjet print out of an image that was in

00:33:28 --> 00:33:31: black and white and it was just stuck on on

00:33:31 --> 00:33:34: the bulletin board, so if you could send that information

00:33:34 --> 00:33:37: more easily more quickly through an app to the tenants

00:33:37 --> 00:33:38: that they can be.

00:33:38 --> 00:33:39: Oh I really do need to be more aware of

00:33:40 --> 00:33:42: my environment because that's their community as well.

00:33:42 --> 00:33:46: So essentially those applications are looking at ways to come

00:33:46 --> 00:33:50: about empower the tenants to collaborate to foster that community.

00:33:50 --> 00:33:52: I think that's all my notes

00:33:52 --> 00:33:54: that I could talk for hours,

00:33:54 --> 00:33:54: so

00:33:54 --> 00:33:56: feel free to stop me on this,

00:33:56 --> 00:33:58: but the passion is palpable,

00:33:58 --> 00:34:01: that's for sure. And when I hear things like you  
00:34:01 --> 00:34:04: know digital concierges and hologram concierges,  
00:34:04 --> 00:34:07: I mean, didn't Tupac do a do a concert via  
00:34:07 --> 00:34:08: hologram many years back?  
00:34:08 --> 00:34:10: So it's probably not that far off.  
00:34:10 --> 00:34:13: And also my mind automatically goes to when I hear  
00:34:13 --> 00:34:15: of quantum computers and that it's real.  
00:34:15 --> 00:34:17: Does anyone else think Marty McFly in the delirium?  
00:34:17 --> 00:34:20: I'm just of course, but on the computer front we're  
00:34:21 --> 00:34:21: going to.  
00:34:21 --> 00:34:22: It's not over to Paul.  
00:34:24 --> 00:34:25: Oh, it's not that exciting,  
00:34:25 --> 00:34:28: I promise. But uhm, I want just to frame it.  
00:34:28 --> 00:34:30: So I had kind of followed almost Victoria,  
00:34:30 --> 00:34:33: just leveraging her expertise. So at least for us in  
00:34:33 --> 00:34:33: the states,  
00:34:33 --> 00:34:35: like the vast majority of the properties we manage,  
00:34:35 --> 00:34:39: have multiple telecom providers. Unless they're like in a kind  
00:34:39 --> 00:34:41: of very low key submarket.  
00:34:41 --> 00:34:44: So residents have choice. We don't do a ton of  
00:34:44 --> 00:34:47: bulk deals because we found that they typically like a  
00:34:47 --> 00:34:48: bit of choice.  
00:34:48 --> 00:34:51: Unless there, again, there's not very many options.  
00:34:51 --> 00:34:53: So my question was and if any of you guys  
00:34:53 --> 00:34:53: can jump in,  
00:34:53 --> 00:34:56: really. On the 5G side,  
00:34:56 --> 00:34:59: like, because all this is talking about in home Wi-Fi  
00:35:00 --> 00:35:02: and you know wired connectivity,  
00:35:02 --> 00:35:03: you know I'm just curious 'cause I haven't heard a  
00:35:03 --> 00:35:04: ton about it.  
00:35:04 --> 00:35:05: I've talked to a couple,  
00:35:05 --> 00:35:07: you know partners in the industry and it's a lot  
00:35:07 --> 00:35:08: of unknowns at this point.  
00:35:08 --> 00:35:12: But you know what? How are we thinking that 5G  
00:35:12 --> 00:35:14: will potentially impact,  
00:35:14 --> 00:35:17: you? Know, kind of ubiquitous in home 5G,  
00:35:17 --> 00:35:20: you know, like a Verizon router there where you can  
00:35:20 --> 00:35:22: get better speeds and you can't on Comcast.  
00:35:22 --> 00:35:24: And I'm sorry if I'm using all these like Seattle  
00:35:25 --> 00:35:25: providers.  
00:35:25 --> 00:35:30: Examples, but uhm yeah, how would you see that impacting?  
00:35:30 --> 00:35:33: You know a resident necessarily having to have you know

00:35:33 --> 00:35:35: a Co ax cable or you know high speed CAT6  
00:35:36 --> 00:35:37: cable to their home.  
00:35:37 --> 00:35:39: You know in the next 5 to 10 years that's  
00:35:39 --> 00:35:41: it's a curiosity of mine at least.  
00:35:42 --> 00:35:45: If you're asking me, I'd say all the technology.  
00:35:45 --> 00:35:47: Put it all in, but of course it's it's going  
00:35:47 --> 00:35:49: to be what's affordable and like.  
00:35:49 --> 00:35:52: I said earlier, you might choose to do a development  
00:35:52 --> 00:35:52: with it,  
00:35:52 --> 00:35:54: you know, and I'll pick the ones we do know  
00:35:54 --> 00:35:55: who Comcast is up here.  
00:35:55 --> 00:35:59: Don't worry if you wanted to choose a preferred service  
00:35:59 --> 00:36:00: provider is Shaw or Telus?  
00:36:00 --> 00:36:02: Let's pick one of them.  
00:36:02 --> 00:36:03: That means, like you said,  
00:36:03 --> 00:36:08: you don't disallow other. Service providers to participate.  
00:36:08 --> 00:36:12: 'cause you're right, you need to give tenants that choice.  
00:36:12 --> 00:36:14: You know, if in my building I wanted to use  
00:36:14 --> 00:36:14: Shaw,  
00:36:14 --> 00:36:18: but they're using, you know the primary service provider is  
00:36:18 --> 00:36:20: 10 is tell us they can't tell me I can't  
00:36:20 --> 00:36:23: use the other service provider and we have a large  
00:36:23 --> 00:36:26: development in town. It's at Oakridge,  
00:36:26 --> 00:36:30: that's something we're going out to 2027 and 14 towers  
00:36:30 --> 00:36:32: type of thing.  
00:36:32 --> 00:36:36: Huge type of of infrastructure to build for that,  
00:36:36 --> 00:36:38: and the discussion is primary,  
00:36:38 --> 00:36:41: but we can't disallow other other service providers,  
00:36:41 --> 00:36:43: and it's like the full mix of condo market.  
00:36:43 --> 00:36:48: Rental and and low income housing etc etc.  
00:36:48 --> 00:36:50: You just can't I you know when it comes to  
00:36:51 --> 00:36:51: the 5G though,  
00:36:51 --> 00:36:54: like I said, the wireless is the way to go.  
00:36:54 --> 00:36:57: It'll probably be focused on a distributed antenna system in  
00:36:57 --> 00:36:59: order to provide that enhancement.  
00:37:01 --> 00:37:04: I can't, I can't tell you one way is better  
00:37:04 --> 00:37:07: than the other because it's going to depend on that  
00:37:07 --> 00:37:10: community at that building and in that neighborhood.  
00:37:13 --> 00:37:16: I don't know Dylan, so anything work for you guys.  
00:37:17 --> 00:37:17: Yeah, I  
00:37:17 --> 00:37:18: mean honestly,  
00:37:18 --> 00:37:20: I'm quite outside of my realm of expertise.

00:37:20 --> 00:37:24: Getting into the specifics of this nature of the discussion,  
00:37:24 --> 00:37:26: however, just bringing it back a moment,  
00:37:26 --> 00:37:29: I mean. Yeah, that's our focus as well.  
00:37:29 --> 00:37:31: It's just shifting to as far as moving forward,  
00:37:31 --> 00:37:34: making sure we've got that integrated network in place.  
00:37:34 --> 00:37:37: As Paul mentioned to future proof our buildings and allow  
00:37:37 --> 00:37:40: us to respond and grow with the new technology.  
00:37:40 --> 00:37:41: You know from a resident aspect,  
00:37:41 --> 00:37:45: you know there's whether it's the increased quality of video  
00:37:45 --> 00:37:47: streaming and the needs there,  
00:37:47 --> 00:37:50: or people working from home and and their requirements  
they  
00:37:50 --> 00:37:50: have.  
00:37:50 --> 00:37:53: We definitely got to be able to to meet this  
00:37:53 --> 00:37:54: speed and just in case,  
00:37:54 --> 00:37:56: I don't get a chance to bring this up.  
00:37:56 --> 00:37:57: You know, to put my sci-fi.  
00:37:57 --> 00:37:58: Add on for a moment,  
00:37:58 --> 00:38:02: a couple of things that we're seeing as well would  
00:38:02 --> 00:38:03: be even a shift from.  
00:38:03 --> 00:38:06: Fobs to enter the suites to optical readers.  
00:38:06 --> 00:38:09: That's that's a direction it can be going,  
00:38:09 --> 00:38:12: and a quick comment on virtual showings,  
00:38:12 --> 00:38:15: which I know are very important for out of town  
00:38:15 --> 00:38:16: prospects moving to town.  
00:38:16 --> 00:38:19: It's tough to replicate the actual process of seeing the  
00:38:19 --> 00:38:20: sweet,  
00:38:20 --> 00:38:23: but one area of technology I've been really impressed that  
00:38:23 --> 00:38:27: I've been seeing is coming from the video game sector,  
00:38:27 --> 00:38:30: and it's it's this creation of virtual twins of cities  
00:38:31 --> 00:38:34: whereby a user can go in and control an avatar.  
00:38:34 --> 00:38:36: Kind of like they do in a video game and  
00:38:36 --> 00:38:39: actually see a millimeter to millimeter reproduction of the city  
00:38:39 --> 00:38:42: and allow them to explore the environment without ever  
actually  
00:38:42 --> 00:38:44: being in town. And I thought that was an interesting  
00:38:44 --> 00:38:46: area that we're going into the future.  
00:38:48 --> 00:38:50: Yeah, that's where that's really interesting.  
00:38:50 --> 00:38:51: I was I was thinking about that as as well  
00:38:51 --> 00:38:52: dealing again.  
00:38:52 --> 00:38:55: Kind of going back to some of our more remote  
00:38:55 --> 00:38:59: rental projects and just the challenges of just getting  
consultants



00:38:59 --> 00:39:02: and different folks to go see those sites and so  
00:39:02 --> 00:39:06: yeah, using some sort of VR technology or really high  
00:39:06 --> 00:39:09: quality camera technology is going to allow us to be  
00:39:09 --> 00:39:14: able to move that project through construction without maybe  
having  
00:39:14 --> 00:39:16: to go to site as often for some of our  
00:39:16 --> 00:39:18: consultants and things like that.  
00:39:18 --> 00:39:19: So it's it's yeah, that's really interesting.  
00:39:20 --> 00:39:21: The same could be said for,  
00:39:21 --> 00:39:26: you know, revamping old buildings with maybe new charging  
stations  
00:39:26 --> 00:39:28: or 5G or fiber optics.  
00:39:28 --> 00:39:30: You can use that type of technology to then maybe  
00:39:30 --> 00:39:33: even do an assessment by electrician in order to get  
00:39:33 --> 00:39:33: in there,  
00:39:33 --> 00:39:34: which will help save costs.  
00:39:34 --> 00:39:37: Oh no, all all very very fascinating.  
00:39:37 --> 00:39:39: What do you think the limitations are though?  
00:39:39 --> 00:39:41: You know, as we go into this more technological age,  
00:39:41 --> 00:39:44: obviously there's the whole human touch aspect,  
00:39:44 --> 00:39:46: but you think, do you think we're going too fast?  
00:39:46 --> 00:39:48: Do you think we're not going fast enough?  
00:39:48 --> 00:39:49: What are what's your take on?  
00:39:49 --> 00:39:51: Maybe some of the limitations that we see here.  
00:39:54 --> 00:39:55: Or are there  
00:39:55 --> 00:39:58: jump in and take some low hanging food here?  
00:39:58 --> 00:40:00: I mean from Pip your leasing perspective.  
00:40:00 --> 00:40:04: It's tough to replicate that experience of actually getting into  
00:40:04 --> 00:40:05: the home and looking around.  
00:40:05 --> 00:40:08: You know we'd love to shift this to purely virtual.  
00:40:08 --> 00:40:10: However, people still want to,  
00:40:10 --> 00:40:12: you know, hear the sounds coming from the streets and  
00:40:12 --> 00:40:13: things like that.  
00:40:13 --> 00:40:16: So for me personally, I kind of feel that's one  
00:40:16 --> 00:40:17: of the key limitations.  
00:40:17 --> 00:40:19: Just looking looking us in the face right now.  
00:40:21 --> 00:40:24: Russian Dylan when we met you were saying that you  
00:40:24 --> 00:40:26: know the sounds of even the community like one of  
00:40:26 --> 00:40:28: your rental buildings in Victoria.  
00:40:28 --> 00:40:29: You have a jam space.  
00:40:29 --> 00:40:31: I just think that's so great that you can actually  
00:40:31 --> 00:40:32: rent out an actual physical jam space.  
00:40:32 --> 00:40:35: And for people that want to learn these things or

00:40:35 --> 00:40:38: woodworking and how like you know using technology whether it's

00:40:38 --> 00:40:42: signaling out a certain allocated spot and using that space,

00:40:42 --> 00:40:45: but using technology to really create those seated communities,

00:40:45 --> 00:40:46: I just thought like you know,

00:40:46 --> 00:40:47: correct me if I'm wrong,

00:40:47 --> 00:40:49: but like, there's like a dog Instagram page and I

00:40:49 --> 00:40:51: know that's something so simple,

00:40:51 --> 00:40:54: but it really? Organically produces that sense of community that

00:40:54 --> 00:40:55: people want.

00:40:56 --> 00:40:58: 100% yeah, thanks for bringing that up.

00:40:58 --> 00:41:00: And yeah, it's just some other areas of you know

00:41:00 --> 00:41:04: creating that sense of community is utilized utilizing these platforms

00:41:04 --> 00:41:06: and then the trick is being able to collect this

00:41:06 --> 00:41:08: data and actually figure out what you know.

00:41:08 --> 00:41:13: What residents truly value. How we're getting there?

00:41:13 --> 00:41:14: I can't quite reveal that just yet,

00:41:14 --> 00:41:16: but that's where we're working towards.

00:41:18 --> 00:41:20: Like kind of saw two things.

00:41:20 --> 00:41:21: One is the obvious thing you tell.

00:41:21 --> 00:41:25: Every kindergartner imagination is about the only limitation.

00:41:25 --> 00:41:29: Realistically though, it's going to be cost we if we

00:41:29 --> 00:41:31: can get the infrastructure.

00:41:31 --> 00:41:33: I know I harp on infrastructure a lot,

00:41:33 --> 00:41:35: but if we can get that in place that further

00:41:35 --> 00:41:38: day one and then you can escalate the cost and

00:41:38 --> 00:41:38: do ads.

00:41:38 --> 00:41:41: Adens as you need to to get today 101.

00:41:41 --> 00:41:44: That's really going to be the limitation and you've got

00:41:44 --> 00:41:47: to find the right fit for the right building.

00:41:47 --> 00:41:48: Whether it's a BC housing.

00:41:48 --> 00:41:51: Building or it's a high end rental or a social

00:41:51 --> 00:41:56: income rental or a vulnerable building vulnerable tenant building or

00:41:56 --> 00:41:57: something like that.

00:41:57 --> 00:42:00: It's still going to be come down to cost if

00:42:00 --> 00:42:02: but it's going to be less expensive if you get

00:42:02 --> 00:42:04: that infrastructure in now.

00:42:04 --> 00:42:05: Then try and do it.

00:42:05 --> 00:42:07: You know on day 50.

00:42:10 --> 00:42:11: Do you see there being like a labor shortage?  
00:42:11 --> 00:42:13: Like do we have enough?  
00:42:13 --> 00:42:15: You know manual labor to get all this change happening  
00:42:15 --> 00:42:17: at such an expedited speed?  
00:42:19 --> 00:42:22: Oh, and I guess suppose how many people watch CSI  
00:42:22 --> 00:42:23: in Star Trek.  
00:42:23 --> 00:42:25: They expect it to be here.  
00:42:25 --> 00:42:28: In reality is what can be afforded and what what  
00:42:28 --> 00:42:29: can actually be done nowadays.  
00:42:29 --> 00:42:32: So I guess expectation is a bit of a limited  
00:42:32 --> 00:42:33: limiting factor.  
00:42:35 --> 00:42:37: Yeah, I'm sorry, go ahead.  
00:42:38 --> 00:42:42: Right, yeah, so to speak to the labor shortage.  
00:42:42 --> 00:42:45: I mean that I think I mentioned that a bit,  
00:42:45 --> 00:42:48: but obviously that's one of our biggest challenges as of  
00:42:48 --> 00:42:48: late,  
00:42:48 --> 00:42:51: at least for thrive. As you know,  
00:42:51 --> 00:42:52: attracting and retaining quality staff,  
00:42:52 --> 00:42:55: especially the folks that are at the communities and  
interacting  
00:42:55 --> 00:42:55: with the residents.  
00:42:55 --> 00:42:59: So as much as that is sad.  
00:42:59 --> 00:43:02: I, you know, I think our biggest limitation is,  
00:43:02 --> 00:43:06: you know, how far can you build efficiency without taking  
00:43:06 --> 00:43:08: away that human connection element.  
00:43:08 --> 00:43:11: So we're just. Kind of trying to you know tightrope  
00:43:11 --> 00:43:13: walk on this fine line of making it easier for  
00:43:13 --> 00:43:16: the folks that we have and making them feel good  
00:43:16 --> 00:43:17: about their day to day.  
00:43:17 --> 00:43:20: And part of that is making sure they can connect  
00:43:20 --> 00:43:23: with people like in a you know face to face  
00:43:23 --> 00:43:23: manner,  
00:43:23 --> 00:43:26: you know we did a couple studies over the last  
00:43:26 --> 00:43:29: couple years and are obviously there was an uptick in  
00:43:29 --> 00:43:32: virtual touring for a certain period of time that shall  
00:43:32 --> 00:43:35: not be mentioned, but it?  
00:43:35 --> 00:43:38: I mean, we're looking at like double the conversion rate  
00:43:38 --> 00:43:39: for in person tour versus.  
00:43:39 --> 00:43:42: Like a virtual tour, even the best like you're talking,  
00:43:42 --> 00:43:44: you know, great Matterport assets.  
00:43:44 --> 00:43:46: You know you can zoom in on every aspect of  
00:43:46 --> 00:43:49: the space you're getting on there with a FaceTime call

00:43:49 --> 00:43:51: with their community manager.

00:43:51 --> 00:43:53: It just doesn't matter like you're still at half of

00:43:53 --> 00:43:55: the conversion rate 'cause there's just not the intent when

00:43:55 --> 00:43:57: somebody doesn't like walk through that front door.

00:43:57 --> 00:44:00: And they can't just experience it and check all the

00:44:00 --> 00:44:01: boxes for themselves,

00:44:01 --> 00:44:03: so you know, that's a bit of a,

00:44:03 --> 00:44:06: you know, I guess a foreshadowing of limitation and how

00:44:06 --> 00:44:07: far it can go,

00:44:07 --> 00:44:09: at least for like larger.

00:44:09 --> 00:44:12: Uhm, you know. Kind of full scale multifamily assets like

00:44:12 --> 00:44:15: we're typically around 100 units plus,

00:44:15 --> 00:44:17: so I can't really speak to like the smaller where

00:44:17 --> 00:44:19: you have huge efficiency from not having a team there

00:44:19 --> 00:44:20: on a day to day basis,

00:44:20 --> 00:44:22: right? But I I think for us,

00:44:22 --> 00:44:25: yeah, I mean, that's that's a big a big kind

00:44:25 --> 00:44:28: of limiting factor as we can you know,

00:44:28 --> 00:44:29: where do you find that line?

00:44:34 --> 00:44:37: And and then I was just gonna say that they're

00:44:37 --> 00:44:40: the other piece when I think about technology is is

00:44:40 --> 00:44:43: privacy and kind of how we manage privacy and how

00:44:43 --> 00:44:45: we communicate the management of privacy.

00:44:45 --> 00:44:49: Thinking of like the Sidewalk Labs project and in Toronto

00:44:49 --> 00:44:49: that ended.

00:44:49 --> 00:44:52: And there was a lot of backlash about people feeling

00:44:52 --> 00:44:55: like their privacy is being infringed upon due to the

00:44:55 --> 00:44:58: data and technology embedded into that so.

00:44:58 --> 00:45:00: I think that's also a limitation that that can be

00:45:00 --> 00:45:00: overcome,

00:45:00 --> 00:45:05: I think by by communication and but yeah.

00:45:07 --> 00:45:09: Well, I think that's a very good point there.

00:45:09 --> 00:45:10: John, knowing that things are secure,

00:45:10 --> 00:45:11: and it seems like Victoria,

00:45:11 --> 00:45:15: you know your company, it's embedding already like these

00:45:15 --> 00:45:16: things.

00:45:15 --> 00:45:16: I feel like sometimes the momentum.

00:45:16 --> 00:45:17: Again, it's not linear then,

00:45:17 --> 00:45:19: so there's a lot of change happening all at once.

00:45:19 --> 00:45:21: And how do we take all those boxes off and

00:45:21 --> 00:45:23: make sure that it's secure while doing so?

00:45:27 --> 00:45:29: I'm going to put it over to how does technology

00:45:29 --> 00:45:30: create access to rental housing for lower,  
00:45:30 --> 00:45:34: lower income individuals? John, so will you ended?  
00:45:34 --> 00:45:36: There will, will, will pick up there with your.  
00:45:37 --> 00:45:39: I mean I I kinda spoke to I I'm I  
00:45:39 --> 00:45:42: wonder if Victoria has some some comments on on this  
00:45:42 --> 00:45:42: as well,  
00:45:42 --> 00:45:46: but you know I I think improving the process for  
00:45:46 --> 00:45:51: lower income individuals to be connected to affordable  
housing is  
00:45:51 --> 00:45:54: something that we're really working hard on.  
00:45:54 --> 00:45:58: We have a rent supplement program and.  
00:45:58 --> 00:46:01: Trying to connect folks with with housing in the private  
00:46:01 --> 00:46:05: market that meets their needs associated with the rent  
supplement  
00:46:05 --> 00:46:08: and just improving technology along in that process.  
00:46:08 --> 00:46:12: So it is a more seamless process.  
00:46:12 --> 00:46:13: It's it's definitely a challenge and I and I,  
00:46:13 --> 00:46:17: especially with folks with different UM.  
00:46:17 --> 00:46:21: Issues and things that are working through sometimes just  
navigating  
00:46:21 --> 00:46:24: through the process of accessing housing is it can be  
00:46:24 --> 00:46:27: very challenging so it's something that we're definitely  
working on.  
00:46:28 --> 00:46:32: Unfortunately I don't deal much with the leasing side.  
00:46:32 --> 00:46:34: I'm like on the building itself,  
00:46:34 --> 00:46:37: so once they've once they've found the building that they're  
00:46:38 --> 00:46:39: going to move into.  
00:46:39 --> 00:46:41: I would rely pretty much on on your team to  
00:46:41 --> 00:46:43: say we found the people that are going to move  
00:46:43 --> 00:46:44: in and this is what they need.  
00:46:46 --> 00:46:48: Yeah, that just made me think of something though.  
00:46:48 --> 00:46:52: Just on the building side because.  
00:46:52 --> 00:46:54: You know, I, I think some of these technologies that  
00:46:55 --> 00:46:57: we're talking about with having you know access to the  
00:46:57 --> 00:47:00: operator if they need supports or things like that and  
00:47:00 --> 00:47:03: it. It helps people maintain housing,  
00:47:03 --> 00:47:07: especially folks that you know may experience homelessness  
or something  
00:47:07 --> 00:47:10: like that or have historically so for them to maintain  
00:47:10 --> 00:47:11: housing.  
00:47:11 --> 00:47:14: I think technology can be a really good way to  
00:47:14 --> 00:47:16: help them maintain housing,  
00:47:16 --> 00:47:17: so

00:47:17 --> 00:47:20: maybe that holographic concierge isn't such a crazy plan.  
00:47:20 --> 00:47:21: This guy idea, after all,  
00:47:21 --> 00:47:24: it could be something. In a place like that where  
00:47:24 --> 00:47:25: someone is,  
00:47:25 --> 00:47:26: you know, and it happens.  
00:47:26 --> 00:47:30: Downtown Eastside. Someone is overdosing in the lobby at  
3:00  
00:47:31 --> 00:47:31: AM,  
00:47:31 --> 00:47:33: and the holographic concierge could be there.  
00:47:33 --> 00:47:34: Or it could be voice activated.  
00:47:34 --> 00:47:36: It could be cameras, could be something it doesn't actually  
00:47:36 --> 00:47:37: have to be a hologram,  
00:47:37 --> 00:47:39: but it is more reassuring to have a person if  
00:47:39 --> 00:47:42: it looks like a human as opposed to a disembodied  
00:47:42 --> 00:47:44: voice talking to someone who's overdosing and,  
00:47:44 --> 00:47:46: say, would you like me to call 911?  
00:47:49 --> 00:47:51: Now, with technology going this way,  
00:47:51 --> 00:47:54: I'm wondering if how hesitant we are to adopt to  
00:47:54 --> 00:47:54: it as well.  
00:47:54 --> 00:47:56: You know you look at development.  
00:47:56 --> 00:48:01: Traditionally, they're pretty slow to adopt to it concierge.  
00:48:01 --> 00:48:04: That's a hologram might be a bit too out there,  
00:48:04 --> 00:48:07: but I think I think we're going that way,  
00:48:07 --> 00:48:10: and I think that today the panelists discussion has definitely  
00:48:10 --> 00:48:13: sparked a lot of seeds for me and and where  
00:48:13 --> 00:48:15: we think we might be going.  
00:48:15 --> 00:48:16: But I think at this hour it makes sense with  
00:48:16 --> 00:48:18: closing remarks and everything.  
00:48:18 --> 00:48:20: We should probably just. Open it up to Q&A if  
00:48:20 --> 00:48:21: that makes sense to everyone else.  
00:48:21 --> 00:48:24: Is there anyone here today that would like to ask  
00:48:24 --> 00:48:26: any of our panelists?  
00:48:26 --> 00:48:27: Or out of any burning questions?  
00:48:27 --> 00:48:29: Thank you again for everyone joining,  
00:48:29 --> 00:48:32: but if you have any burning questions here that you  
00:48:32 --> 00:48:34: know you have the eyes and ears though it be  
00:48:34 --> 00:48:35: virtually up.  
00:48:35 --> 00:48:37: Our panelists here and we'd love to be able to  
00:48:37 --> 00:48:38: answer any of those.  
00:48:38 --> 00:48:40: Feel free to message Zoe or myself in the chat  
00:48:40 --> 00:48:41: regarding that as well.  
00:48:44 --> 00:48:46: Kelly, we do have one question

00:48:46 --> 00:48:47: that was direct  
00:48:47 --> 00:48:48: message to myself  
00:48:48 --> 00:48:50: and the question is what has been your  
00:48:50 --> 00:48:51: experience with  
00:48:51 --> 00:48:53: systems integration?  
00:48:54 --> 00:48:58: Great, thank you. I  
00:48:58 --> 00:49:01: could try that if you guys don't mind just not  
00:49:01 --> 00:49:04: knowing that the full context,  
00:49:04 --> 00:49:07: so feel free to chat that in there.  
00:49:07 --> 00:49:10: I think you know for US systems integration is a  
00:49:10 --> 00:49:11: huge part of our day-to-day.  
00:49:11 --> 00:49:15: From the likes, indication of availability,  
00:49:15 --> 00:49:20: pricing, lead Gen, all that stuff for our properties.  
00:49:20 --> 00:49:23: So I mean we pride ourselves in our kind of  
00:49:23 --> 00:49:27: yardie full stack integration out all the way from our,  
00:49:27 --> 00:49:30: you know, kind of accounting back end all the way  
00:49:30 --> 00:49:32: to you know website listings,  
00:49:32 --> 00:49:35: iOS platforms, all of that so.  
00:49:35 --> 00:49:38: That's been something that even as we continue to grow,  
00:49:38 --> 00:49:41: luckily we've been able to leverage vendor partnerships to do  
00:49:41 --> 00:49:43: better and better with on a daily basis,  
00:49:43 --> 00:49:45: I think, but it's still something right.  
00:49:45 --> 00:49:49: I think there's a huge opportunity for everyone to do  
00:49:49 --> 00:49:49: better,  
00:49:49 --> 00:49:52: like both on the vendor side and on the property  
00:49:52 --> 00:49:54: management and development side.  
00:49:54 --> 00:49:56: Uhm, when we are speaking to,  
00:49:56 --> 00:50:00: especially like in terms of those integrations from the leasing  
00:50:00 --> 00:50:02: and like resident perspective.  
00:50:02 --> 00:50:05: So I think, yeah, that's definitely a great great topic.  
00:50:05 --> 00:50:07: I would say you know for us,  
00:50:07 --> 00:50:11: just leveraging a central platform and making sure we map  
00:50:11 --> 00:50:15: out all of those communications tools across the board and  
00:50:15 --> 00:50:19: kind of creating like use like lucidchart decree like heatmaps  
00:50:19 --> 00:50:23: and structure flows of where communication is going  
00:50:23 --> 00:50:25: between systems  
00:50:23 --> 00:50:25: has been a big thing.  
00:50:25 --> 00:50:27: For us 'cause we haven't as much as we use  
00:50:27 --> 00:50:28: of like the Yardi specific platform,  
00:50:28 --> 00:50:31: we haven't been able to leverage every aspect of it  
00:50:31 --> 00:50:33: because there's other vendors that just do things better and  
00:50:33 --> 00:50:34: some space.

00:50:34 --> 00:50:36: So we just had to kind of like piece on  
00:50:36 --> 00:50:39: the best of each tool and then make sure everything  
00:50:39 --> 00:50:42: works on the back end to make it as easy  
00:50:42 --> 00:50:43: for the teams as possible,  
00:50:43 --> 00:50:45: but I'm hoping that's the direction we're going.  
00:50:45 --> 00:50:48: If not, you might be talking about building systems  
integrations,  
00:50:48 --> 00:50:51: in which case that is all you Vic.  
00:50:52 --> 00:50:54: Yeah, you know what? Yeah,  
00:50:54 --> 00:50:57: there are two types of integrations.  
00:50:57 --> 00:50:59: He's it's enough Victoria stop now.  
00:50:59 --> 00:51:00: Yeah,  
00:51:00 --> 00:51:04: just just before we jump into building systems integrations.  
00:51:04 --> 00:51:07: The word systems integrations might not be kind of a  
00:51:07 --> 00:51:09: household for everybody on this call,  
00:51:09 --> 00:51:12: so I thought it might be helpful just to kind  
00:51:12 --> 00:51:15: of kind of simple way to find what is systems  
00:51:15 --> 00:51:16: integration.  
00:51:20 --> 00:51:23: I can do my best to find the added that  
00:51:23 --> 00:51:24: would be,  
00:51:24 --> 00:51:27: you know, when you have all of these different technology  
00:51:27 --> 00:51:29: solutions that we've been talking about,  
00:51:29 --> 00:51:30: you know you have, say,  
00:51:30 --> 00:51:33: like five fingers of technology solutions.  
00:51:33 --> 00:51:36: How do they talk to each other so that you're  
00:51:36 --> 00:51:38: not in five different interfaces?  
00:51:38 --> 00:51:41: When, say, you're? You know managing a building,  
00:51:41 --> 00:51:44: or if you're a resident and having to log into  
00:51:44 --> 00:51:45: five different applications.  
00:51:45 --> 00:51:50: So with systems integration, those five fingers become a  
hand  
00:51:50 --> 00:51:50: because.  
00:51:50 --> 00:51:55: Those different technology platforms ideally can talk to each  
other  
00:51:55 --> 00:51:59: through through API's and kind of sharing data in the  
00:51:59 --> 00:52:00: back end.  
00:52:00 --> 00:52:03: So I just wanted to kind of go back up  
00:52:03 --> 00:52:05: to 30,000 feet on that one,  
00:52:05 --> 00:52:06: 'cause we'd have, you know,  
00:52:06 --> 00:52:08: technology experts on the call today,  
00:52:08 --> 00:52:13: but for instance that we may have different different  
definitions  
00:52:13 --> 00:52:15: of what these jargon mean.



00:52:15 --> 00:52:17: So that's you know that the hand technology  
00:52:17 --> 00:52:20: is fairly abt. You know you have multiple systems,  
00:52:20 --> 00:52:21: and then they kind of.  
00:52:21 --> 00:52:26: Collapse into talking through this space so.  
00:52:26 --> 00:52:28: I I really liked what you said Paul because when  
00:52:28 --> 00:52:30: of course when he said systems that they said systems  
00:52:30 --> 00:52:30: integration,  
00:52:30 --> 00:52:32: I defaulted to building systems.  
00:52:32 --> 00:52:34: But there's a lot of other systems that could be  
00:52:34 --> 00:52:35: part of that.  
00:52:35 --> 00:52:37: So in the buildings we have what we call an  
00:52:37 --> 00:52:39: integrated building management platform.  
00:52:39 --> 00:52:42: We like our acronyms, but I try really hard to,  
00:52:42 --> 00:52:45: you know. Just go and IBM P and that's sort  
00:52:45 --> 00:52:49: of like and and I will throw out one manufacturer  
00:52:49 --> 00:52:50: related type.  
00:52:50 --> 00:52:53: They have vendor called code labs and they they they're  
00:52:53 --> 00:52:56: quite good at being a master system integrator that builds  
00:52:56 --> 00:52:56: that.  
00:52:56 --> 00:53:00: That helps physically implement that platform that talks to the  
00:53:00 --> 00:53:04: security system and the parking system and the delivery  
management  
00:53:04 --> 00:53:07: system and the tenant application and all you know the  
00:53:07 --> 00:53:10: HVAC systems and the fan coil units and pulls that  
00:53:10 --> 00:53:14: information in and then aggregates that data based on who's  
00:53:14 --> 00:53:15: accessing it.  
00:53:15 --> 00:53:19: So we we often start these these processes by looking  
00:53:20 --> 00:53:24: at what we call a user journey or user experience.  
00:53:24 --> 00:53:27: If it's a delivery person that's coming into.  
00:53:27 --> 00:53:31: Bring a truckload of stuff to deliver new furniture.  
00:53:31 --> 00:53:33: Can you book a loading Bay?  
00:53:33 --> 00:53:35: Depending on how big the facility is and what time  
00:53:35 --> 00:53:38: of day and make sure that they have parking access  
00:53:38 --> 00:53:41: through the right door and that the maintenance guy and  
00:53:41 --> 00:53:45: loading dock guy gets gets notified or new tenant say  
00:53:45 --> 00:53:46: OK,  
00:53:46 --> 00:53:48: you're you've rent you signed someone up as a new  
00:53:48 --> 00:53:49: tenant and download the app.  
00:53:49 --> 00:53:52: You can book the day you want to move,  
00:53:52 --> 00:53:54: reserve the elevator, have someone on hand if you need  
00:53:55 --> 00:53:57: security 'cause you're going to proper door,  
00:53:57 --> 00:53:59: open those sorts of things.

00:53:59 --> 00:54:02: There's there's a whole world of planning that goes around  
00:54:02 --> 00:54:02: that.  
00:54:02 --> 00:54:04: So once I've got the infrastructure in place,  
00:54:04 --> 00:54:07: we start the next step is build that platform to  
00:54:07 --> 00:54:10: integrate all those systems so that the right you can  
00:54:10 --> 00:54:13: choose the right data for the right thing.  
00:54:13 --> 00:54:17: If it's the maintenance guy and they they need to  
00:54:17 --> 00:54:20: know the fan coil unit is starting to fail,  
00:54:20 --> 00:54:22: they want to know. A week in advance so they  
00:54:22 --> 00:54:24: could order a part and it's it's.  
00:54:24 --> 00:54:27: It's it. Then. In that case it's less cost because  
00:54:27 --> 00:54:29: you're not getting an emergency truck roll,  
00:54:29 --> 00:54:32: so I will stay off the that that bit for  
00:54:32 --> 00:54:33: the building management.  
00:54:33 --> 00:54:37: But yeah, Paul and Dylan and and John,  
00:54:37 --> 00:54:39: I'm sure there are those other in systems integrations that  
00:54:39 --> 00:54:41: you guys have are on your side that would actually  
00:54:41 --> 00:54:43: feed into the one at the ones of the buildings.  
00:54:47 --> 00:54:49: I could take a shot at adding to the conversation  
00:54:49 --> 00:54:49: here.  
00:54:49 --> 00:54:51: You know a bit of a different approach.  
00:54:51 --> 00:54:54: One would be dumb. It's very dependent when we're talking  
00:54:54 --> 00:54:54: about,  
00:54:54 --> 00:55:01: say, introducing systems changes to a launch building versus  
00:55:01 --> 00:55:02: active  
00:55:01 --> 00:55:02: buildings.  
00:55:02 --> 00:55:05: Obviously it's a lot nicer when you're starting fresh on  
00:55:05 --> 00:55:06: a launch.  
00:55:06 --> 00:55:10: However, for us, you know we're currently undergoing some  
00:55:10 --> 00:55:14: pretty  
00:55:10 --> 00:55:14: significant systems integrations into our current platform and.  
00:55:14 --> 00:55:17: You know after a couple of years in our industry,  
00:55:17 --> 00:55:20: a lot of change that's gone on.  
00:55:20 --> 00:55:22: One thing that we've definitely learned right now is the  
00:55:22 --> 00:55:23: importance of taking the time,  
00:55:23 --> 00:55:25: you know from a change management perspective,  
00:55:25 --> 00:55:30: ensuring that everyone is aware of not only the how  
00:55:30 --> 00:55:31: but also the Y.  
00:55:31 --> 00:55:34: Two. To facilitate these changes as smoothly as possible  
00:55:34 --> 00:55:36: because  
00:55:34 --> 00:55:36: there's a lot of different ways we can look at  
00:55:36 --> 00:55:36: it.  
00:55:36 --> 00:55:40: But no matter what, when it comes to changing processes

00:55:40 --> 00:55:41: and how people are operating,  
00:55:41 --> 00:55:44: taking the time to really make sure it's clear is  
00:55:44 --> 00:55:45: key to a successful.  
00:55:45 --> 00:55:46: Execution.  
00:55:49 --> 00:55:50: Awesome, yeah. And I was gonna say,  
00:55:50 --> 00:55:53: you know, having worked for a lot of technology companies,  
00:55:53 --> 00:55:54: a lot of it is also on the provider,  
00:55:54 --> 00:55:56: right? If you don't have that open API and for  
00:55:56 --> 00:55:58: those that don't know that nerd jargon,  
00:55:58 --> 00:56:01: it stands for application programming interface.  
00:56:01 --> 00:56:03: If that's not open to communicate or do you need  
00:56:03 --> 00:56:05: to hire their own software developer,  
00:56:05 --> 00:56:07: it just creates these more barriers.  
00:56:07 --> 00:56:09: Whereas really at the end of the day having that  
00:56:10 --> 00:56:12: open would create a system that you know you can.  
00:56:12 --> 00:56:16: And yes, it's more complicated than just opening up that  
00:56:16 --> 00:56:18: that translation software.  
00:56:18 --> 00:56:19: But having that that open,  
00:56:19 --> 00:56:22: I think from from a tech provider standpoint should just  
00:56:22 --> 00:56:25: be standard across the board and the fact that it's  
00:56:25 --> 00:56:25: not,  
00:56:25 --> 00:56:26: or that they charge for it.  
00:56:26 --> 00:56:28: It really baffles me 'cause at the end of the  
00:56:28 --> 00:56:30: day it's it's about the customer,  
00:56:30 --> 00:56:32: right? It's about your clients,  
00:56:32 --> 00:56:34: and that's something that's just going to be needed more  
00:56:34 --> 00:56:36: in order to get those flanges while talking together.  
00:56:38 --> 00:56:41: I'm gonna throw another because I get into the whole  
00:56:41 --> 00:56:43: sophisticated factor of this.  
00:56:43 --> 00:56:45: It's not just that those systems can talk to each  
00:56:45 --> 00:56:45: other,  
00:56:45 --> 00:56:48: it's what language do they talk to each other in,  
00:56:48 --> 00:56:51: whether it's Bacnet, Ethernet, TCP,  
00:56:51 --> 00:56:55: IP, if it's modbus. Basically we end up building an  
00:56:55 --> 00:56:58: integration matrix of this uses this language.  
00:56:58 --> 00:57:01: This uses this language. There's a translator here so that  
00:57:01 --> 00:57:03: that's all on that platform that.  
00:57:03 --> 00:57:05: So it just happens on the ground and they can  
00:57:05 --> 00:57:07: talk to each other that way,  
00:57:07 --> 00:57:09: so there's a lot of moving parts and components that  
00:57:09 --> 00:57:11: that you need to know about.  
00:57:11 --> 00:57:14: But yeah, you gotta Kelly.

00:57:14 --> 00:57:14: Yeah,  
00:57:14 --> 00:57:18: thanks Victoria, we could certainly go down a rabbit hole  
00:57:18 --> 00:57:22: here and there's we do have three more questions to  
00:57:22 --> 00:57:23: address,  
00:57:23 --> 00:57:26: so I'm just going to start with the next one  
00:57:26 --> 00:57:27: from manual.  
00:57:27 --> 00:57:29: Thank you for sending this.  
00:57:29 --> 00:57:31: What technologies do you see that may be off the  
00:57:31 --> 00:57:34: radar now that would make the greatest?  
00:57:34 --> 00:57:36: Difference in the future. For instance,  
00:57:36 --> 00:57:38: Manuel has heard about blockchain.  
00:57:38 --> 00:57:39: Are there any other thoughts  
00:57:39 --> 00:57:41: about that that  
00:57:41 --> 00:57:43: that? Honestly, I'm going to jump in on that one  
00:57:43 --> 00:57:46: 'cause it's it's the security cyber security thing.  
00:57:46 --> 00:57:48: Actually I've said this is this is one of the  
00:57:48 --> 00:57:49: things that I started talking about.  
00:57:49 --> 00:57:52: Some of the other vendors is what happens when you  
00:57:52 --> 00:57:55: have quantum computers and AI and suddenly you can  
break  
00:57:55 --> 00:57:56: in encryption.  
00:57:56 --> 00:57:58: And I've talked to a few of this specifically.  
00:57:58 --> 00:58:00: Some security system software developers like what are you  
going  
00:58:00 --> 00:58:00: to do?  
00:58:00 --> 00:58:03: Who's you know people are gonna start breaking in to  
00:58:03 --> 00:58:05: watch videos and access buildings they'll.  
00:58:05 --> 00:58:08: That is one of the technologies that they have been  
00:58:08 --> 00:58:12: looking at to minimize the ability to break in.  
00:58:12 --> 00:58:15: Now, there's no simple analogy to describe blockchain.  
00:58:15 --> 00:58:18: I've been going through this for a good eight months  
00:58:18 --> 00:58:20: to a year now reading things and trying to find  
00:58:20 --> 00:58:22: us that there is no simple analogy.  
00:58:22 --> 00:58:23: It's easy to throw the words out there,  
00:58:23 --> 00:58:26: but there I don't even want to try and get  
00:58:26 --> 00:58:26: into it here.  
00:58:26 --> 00:58:26: We  
00:58:26 --> 00:58:31: don't know, I'm kidding. I'm joking continue,  
00:58:31 --> 00:58:32: you're  
00:58:32 --> 00:58:35: killing me you're killing me it is.  
00:58:35 --> 00:58:39: It is probably the most likely and encryption isn't quite  
00:58:39 --> 00:58:40: the right word,  
00:58:40 --> 00:58:44: but it's an analogous word to analogy to protect the

00:58:44 --> 00:58:46: data by segregating things.

00:58:46 --> 00:58:49: Basically, you see, I guess the.

00:58:49 --> 00:58:51: Cleanest way to think of it as ever.

00:58:51 --> 00:58:54: There's a. There's a a safety deposit vault and all

00:58:54 --> 00:58:58: of the boxes have a glass front and the safety

00:58:58 --> 00:59:00: deposit block is glass.

00:59:00 --> 00:59:03: Safety deposit Bill room is glass.

00:59:03 --> 00:59:06: You can see every block box in there and you

00:59:06 --> 00:59:08: can see what's in there no?

00:59:08 --> 00:59:11: Yes, it's you. There's still data behind that that you

00:59:11 --> 00:59:11: might not know,

00:59:11 --> 00:59:16: so you might know that Box 125 has 15 rings.

00:59:16 --> 00:59:17: You don't know if their emerald or diamond or you

00:59:17 --> 00:59:19: don't know all the metadata about them.

00:59:19 --> 00:59:22: So if everybody knows what's in there and suddenly one

00:59:22 --> 00:59:23: ring disappears.

00:59:23 --> 00:59:26: Everybody knew there was 15 rings you track,

00:59:26 --> 00:59:27: you know, was it sold,

00:59:27 --> 00:59:30: was it stolen etc etc.

00:59:30 --> 00:59:32: It's closest analogy, so you still know what's in there,

00:59:32 --> 00:59:33: but you don't know the metadata.

00:59:33 --> 00:59:34: What's in there?

00:59:35 --> 00:59:36: It's not a great analogy.

00:59:36 --> 00:59:38: It's not a great analogy.

00:59:38 --> 00:59:40: I had certainly helps me imagine it.

00:59:40 --> 00:59:44: Thank you. I have a question I'm gonna direct to

00:59:44 --> 00:59:44: Paul.

00:59:44 --> 00:59:46: This is from Lillian. Thank you Lillian.

00:59:46 --> 00:59:49: What would be the and what would be the cost

00:59:49 --> 00:59:52: of this system like fetch or other systems you've mentioned

00:59:52 --> 00:59:55: that can help tenants connect with the landlord and easier,

00:59:55 --> 00:59:58: quicker, more paperless way. How much does it add to

00:59:59 --> 01:00:00: the operating costs per unit?

01:00:00 --> 01:00:04: So let's start with Paul and then maybe we can

01:00:04 --> 01:00:08: have a Dillon jumping from a Canadian perspective but.

01:00:08 --> 01:00:13: About the platforms that are more commonly used in

01:00:13 --> 01:00:13: Canada.

01:00:13 --> 01:00:13: Yeah,

01:00:13 --> 01:00:16: I can kick it right to you Dylan after this

01:00:16 --> 01:00:16: I think.

01:00:16 --> 01:00:19: So the good news is I won't quote like a

01:00:19 --> 01:00:20: per unit cost.

01:00:20 --> 01:00:22: 'cause obviously that would be pretty irrelevant since it's a  
01:00:22 --> 01:00:23: lot of times based on.  
01:00:23 --> 01:00:25: Like you know how many units and how big the  
01:00:25 --> 01:00:27: property is in the physical location.  
01:00:27 --> 01:00:30: So obviously talk to your French rap if you're curious,  
01:00:30 --> 01:00:34: but I'd say definitely for us and kind of piggybacking  
01:00:35 --> 01:00:39: on what Dylan I think said about a new development  
01:00:39 --> 01:00:42: versus a stabilized property.  
01:00:42 --> 01:00:43: Fetches. Really easy to roll out.  
01:00:43 --> 01:00:46: In a new development for almost like a net zero  
01:00:46 --> 01:00:46: cost,  
01:00:46 --> 01:00:50: or potentially even a small positive NOID,  
01:00:50 --> 01:00:53: impact to a building because you can roll it out  
01:00:53 --> 01:00:55: as part of kind of an amenity package for the  
01:00:55 --> 01:00:57: building or it's actually reflected back on part of the  
01:00:57 --> 01:01:00: residence Ledger on a monthly basis.  
01:01:00 --> 01:01:02: And that's just like the way it is from beginning.  
01:01:02 --> 01:01:03: That's a lot harder to do,  
01:01:03 --> 01:01:07: and we've seen, like negative Google reviews and feedback  
01:01:07 --> 01:01:10: coming  
01:01:07 --> 01:01:10: out of folks that have pivoted to something like that  
01:01:10 --> 01:01:10: we haven't,  
01:01:10 --> 01:01:12: so I don't have first hand experience,  
01:01:12 --> 01:01:16: but we've seen. Couple towers in Seattle that pivoted to  
01:01:16 --> 01:01:18: fetch after the fact and they were,  
01:01:18 --> 01:01:21: you know they had fees and then people weren't used  
01:01:21 --> 01:01:23: to the workflow of like receiving a package.  
01:01:23 --> 01:01:25: And I think we've talked a lot about like this  
01:01:25 --> 01:01:28: platform but basically they you know this third party receives  
01:01:28 --> 01:01:31: a package and then it it coordinates the delivery of  
01:01:31 --> 01:01:33: the package to the peoples door versus like having to  
01:01:33 --> 01:01:35: receive it in the leasing office.  
01:01:35 --> 01:01:36: 'cause I know there's a lot of people on here,  
01:01:36 --> 01:01:39: I don't know if that is a household term either  
01:01:39 --> 01:01:42: so it just helps with a lot of the general  
01:01:42 --> 01:01:44: streamlining of packages.  
01:01:44 --> 01:01:47: But I think that it's nice that the that system  
01:01:47 --> 01:01:52: and a couple other similar platforms in different spaces are  
01:01:52 --> 01:01:55: usually able to be reflected back at a very low  
01:01:55 --> 01:01:57: cost, at least to that community.  
01:01:57 --> 01:02:00: And in the end, so I guess Dylan,  
01:02:00 --> 01:02:02: I'll kick it to you and see what your experience

01:02:02 --> 01:02:02: has been.

01:02:02 --> 01:02:03: Up north

01:02:04 --> 01:02:07: thank you. Well, I mean at risk of you know,

01:02:07 --> 01:02:09: disappointing the panel at large here.

01:02:09 --> 01:02:12: I don't have a lot of additional commentary to add

01:02:12 --> 01:02:15: other than you know to the comments that actually Paul

01:02:15 --> 01:02:16: raised earlier,

01:02:16 --> 01:02:18: it comes to a an issue of scale and you

01:02:19 --> 01:02:19: know,

01:02:19 --> 01:02:20: depends on the size of the building.

01:02:20 --> 01:02:23: It's got to be worthwhile to to include an offering

01:02:23 --> 01:02:24: like this.

01:02:24 --> 01:02:26: You know it doesn't necessarily make sense for a 50

01:02:26 --> 01:02:27: feet of building.

01:02:27 --> 01:02:29: Versus you know three or 400 suite building.

01:02:32 --> 01:02:32: Have to pass it

01:02:32 --> 01:02:33: back to the moderator?

01:02:33 --> 01:02:38: Yeah, no, that's great. We had another question from one

01:02:38 --> 01:02:41: of our attendees today from Eric.

01:02:41 --> 01:02:44: I know it's more geared towards commercial real estate,

01:02:44 --> 01:02:47: but Victoria or anyone on here if you can provide

01:02:47 --> 01:02:48: any insight,

01:02:48 --> 01:02:50: it would be much appreciated.

01:02:50 --> 01:02:52: How do you see the future for commercial real estate

01:02:52 --> 01:02:56: developers using or providing technology for their patterns and customers?

01:02:56 --> 01:02:58: I know you were mentioning earlier Victoria,

01:02:58 --> 01:03:00: like you know whether it's.

01:03:00 --> 01:03:03: Uhm, maybe I'm not sure it was exactly like cargo,

01:03:03 --> 01:03:05: but you know, like shipping or anything like that,

01:03:05 --> 01:03:06: we're seeing huge changes here.

01:03:06 --> 01:03:07: So how do we see?

01:03:07 --> 01:03:09: Maybe technology being adopted on the commercial side of things,

01:03:10 --> 01:03:13: but with the the mobile technology being what it is

01:03:13 --> 01:03:13: a lot more.

01:03:13 --> 01:03:16: Even the old trickers that I've talked to they have

01:03:16 --> 01:03:19: they have massive amounts of technology in their big picture.

01:03:19 --> 01:03:23: Their big semi trucks that they're delivering goods to commercial

01:03:24 --> 01:03:26: vendors or commercial facilities.

01:03:26 --> 01:03:28: Just you know the straightforward one is,

01:03:28 --> 01:03:31: is there a system or technology in place?

01:03:31 --> 01:03:33: For them to book the loading dock from 9 to  
01:03:33 --> 01:03:37: 5 because they are arriving later than they anticipated or  
01:03:37 --> 01:03:40: be able to make those changes that you know there's  
01:03:40 --> 01:03:41: a flood on the highway.  
01:03:41 --> 01:03:45: In case Paul isn't aware there was a huge flood  
01:03:45 --> 01:03:48: and stuff isn't coming in on Hwy 1 up to  
01:03:48 --> 01:03:49: Vancouver,  
01:03:49 --> 01:03:51: all those truckers are like oh great.  
01:03:51 --> 01:03:53: We were going to come in at,  
01:03:53 --> 01:03:55: you know, 5:00 o'clock and in the evening or after  
01:03:55 --> 01:03:57: rush hour and pick up a bunch of stuff at  
01:03:57 --> 01:03:58: the port and take,  
01:03:58 --> 01:04:01: you know, take it away or deliver stuff.  
01:04:01 --> 01:04:04: To a shopping center or to an office building because  
01:04:04 --> 01:04:06: they ordered furniture.  
01:04:06 --> 01:04:07: How do we re book those things instead of like  
01:04:07 --> 01:04:09: spending a bunch of time on the phone and emails  
01:04:09 --> 01:04:10: and stuff like that.  
01:04:10 --> 01:04:13: So that's that's the the the one that's really fresh  
01:04:13 --> 01:04:15: in everyone's mind right now.  
01:04:15 --> 01:04:16: It's a lot of it.  
01:04:16 --> 01:04:21: Is that delivery, management and and other commercial  
client things  
01:04:21 --> 01:04:22: is security,  
01:04:22 --> 01:04:26: but then security is near and dear to my heart  
01:04:26 --> 01:04:27: so I'm making  
01:04:27 --> 01:04:30: security or digital security both.  
01:04:31 --> 01:04:33: Mostly it started with physicals.  
01:04:33 --> 01:04:35: Now go into digital, but you want to make sure  
01:04:36 --> 01:04:39: that the people getting into your building at you know  
01:04:39 --> 01:04:43: six o'clock are the cleaners and that the cleaners aren't  
01:04:43 --> 01:04:45: showing up at 2:00 AM so or if they show  
01:04:45 --> 01:04:46: up they can't get it.  
01:04:49 --> 01:04:52: Great, so we did you have any other questions there?  
01:04:52 --> 01:04:52: I  
01:04:52 --> 01:04:54: do have one more question,  
01:04:54 --> 01:04:58: uhm? Some of the people living in communities mentioned in  
01:04:58 --> 01:05:03: this webinar either are not tech savvy or cannot necessarily  
01:05:03 --> 01:05:07: operate a device or perhaps choose not to engage with  
01:05:07 --> 01:05:10: technology. What is your take on that and is there  
01:05:10 --> 01:05:15: anything being done to address the handicap community or  
two?



01:05:15 --> 01:05:17: I'm going to kind of interpret this question a little  
01:05:17 --> 01:05:18: bit more broadly as well.  
01:05:18 --> 01:05:23: You know, how can we interpret and use technology to  
01:05:23 --> 01:05:26: provide value through the end user?  
01:05:26 --> 01:05:30: Without necessarily them having to be a technology expert.  
01:05:30 --> 01:05:33: So how can we improve an experience and overall quality  
01:05:33 --> 01:05:35: of life using technology without it being tied to  
01:05:35 --> 01:05:40: a device? This  
01:05:40 --> 01:05:43: seems like something John might have some insight on given  
01:05:43 --> 01:05:45: the the tenants that he has there.  
01:05:45 --> 01:05:49: I'll quickly say. I mean the bulletin board or what  
01:05:49 --> 01:05:52: we used to call the the network of sneakernet of  
01:05:52 --> 01:05:56: transferring data by people walking in their sneakers over  
and  
01:05:56 --> 01:05:58: handing it over is is still viable.  
01:05:58 --> 01:06:01: Like my father still cannot email,  
01:06:01 --> 01:06:05: which blows me away given what I do for work.  
01:06:05 --> 01:06:08: He's not an email, he doesn't have a mobile phone  
01:06:08 --> 01:06:08: yet.  
01:06:08 --> 01:06:09: We could we still communicate.  
01:06:09 --> 01:06:11: We still talk on the phone.  
01:06:11 --> 01:06:13: We visit each other that he actually wrote me a  
01:06:13 --> 01:06:14: letter a while ago,  
01:06:14 --> 01:06:15: so snail mail is still.  
01:06:15 --> 01:06:18: I think that so there's still ways to address those  
01:06:18 --> 01:06:18: things.  
01:06:18 --> 01:06:21: It may add another layer on if that data that's  
01:06:21 --> 01:06:25: shared from someone who is non tech savvy with the  
01:06:25 --> 01:06:27: that that needs to go into.  
01:06:27 --> 01:06:29: Like I spilled coffee in the elevator and you can't  
01:06:29 --> 01:06:31: just tell the concierge that they have to.  
01:06:31 --> 01:06:33: So if they write a letter or send a postcard  
01:06:33 --> 01:06:36: or phones on one it those those backup systems are  
01:06:36 --> 01:06:37: still in place,  
01:06:37 --> 01:06:39: just like with the access controlled doors you have a  
01:06:39 --> 01:06:40: card reader.  
01:06:40 --> 01:06:44: Swipe the card. That's that's really an advantage to the  
01:06:44 --> 01:06:45: landlords,  
01:06:45 --> 01:06:47: because if someone steals the card,  
01:06:47 --> 01:06:49: the card gets lost, someone moves away and they don't  
01:06:49 --> 01:06:49: replace it.  
01:06:49 --> 01:06:50: You can just disable it.

01:06:50 --> 01:06:51: You don't have to rekey the building,  
01:06:51 --> 01:06:54: but there's still always a key back up.  
01:06:56 --> 01:06:57: I was going to say I think we all have  
01:06:57 --> 01:06:59: that parent that you have to describe things to you,  
01:06:59 --> 01:07:01: and maybe there's a technology app there,  
01:07:01 --> 01:07:02: right? Maybe there's a need.  
01:07:02 --> 01:07:04: There's a void. How do we communicate?  
01:07:04 --> 01:07:05: Not only what we do,  
01:07:05 --> 01:07:08: but how to use certain systems to maybe a certain  
01:07:08 --> 01:07:10: demographic or a certain individual,  
01:07:10 --> 01:07:12: but we'll shoot it over to John there to answer  
01:07:12 --> 01:07:12: victorious question.  
01:07:13 --> 01:07:13: Yeah, I mean, I don't.  
01:07:13 --> 01:07:15: I don't have any specific examples,  
01:07:15 --> 01:07:17: so I don't know for if we're there yet,  
01:07:17 --> 01:07:18: at least on the developments that we're working on.  
01:07:18 --> 01:07:22: But just going back to the technologies that we've  
implemented  
01:07:22 --> 01:07:23: for,  
01:07:23 --> 01:07:25: you know our votes. Most vulnerable folks,  
01:07:25 --> 01:07:29: I think when. We're thinking of planning these technologies  
and  
01:07:29 --> 01:07:30: new developments.  
01:07:30 --> 01:07:32: Most of the time, I think we're thinking of the  
01:07:32 --> 01:07:35: the the process for the user 'cause we're trying to  
01:07:35 --> 01:07:36: simplify that process for the user,  
01:07:36 --> 01:07:38: which is going to be a win win in the  
01:07:38 --> 01:07:38: end for everyone.  
01:07:38 --> 01:07:41: So I think it's just making sure that that user  
01:07:41 --> 01:07:45: encompasses all these different folks and that there are  
backups  
01:07:45 --> 01:07:47: or or different options involved to make it kind of  
01:07:47 --> 01:07:49: a more seamless process.  
01:07:52 --> 01:07:54: Thank you, well we've got about 5 minutes left in  
01:07:54 --> 01:07:56: our meeting time and dumb,  
01:07:56 --> 01:07:58: you know. If we can let you go a little  
01:07:58 --> 01:07:59: bit earlier,  
01:07:59 --> 01:08:00: we we may as well,  
01:08:00 --> 01:08:02: so that's it for all of our questions.  
01:08:02 --> 01:08:05: Wanted to give a huge thank you to our speakers.  
01:08:05 --> 01:08:08: Victoria from Susan Anderson, Paul from Friv,  
01:08:08 --> 01:08:11: gone from PC, housing and Dylan from both releasing thank  
01:08:11 --> 01:08:13: you so much for joining us.

01:08:13 --> 01:08:16: There's been a ton of expertise mentioned today.  
01:08:16 --> 01:08:19: Perhaps what we'll do is we'll compile a list of  
01:08:19 --> 01:08:22: all of the different products and platforms that have been  
01:08:22 --> 01:08:24: mentioned today and we can send that out in a  
01:08:24 --> 01:08:27: follow up email to everybody that's registered and joined.  
01:08:27 --> 01:08:30: At just in case you weren't able to scribble down  
01:08:30 --> 01:08:32: those names if they did catch her attention.  
01:08:32 --> 01:08:36: So thank you everybody for joining from you all I  
01:08:36 --> 01:08:37: wanted to do.  
01:08:37 --> 01:08:40: Thank again. Our annual sponsor quadrille and I also wanted  
01:08:40 --> 01:08:42: to just plug a few upcoming events.  
01:08:42 --> 01:08:45: The next event is on December 7th and it's a  
01:08:45 --> 01:08:49: coffee and conversations which is a virtual event so you  
01:08:49 --> 01:08:52: can check out the UI calendar or keep your eye  
01:08:52 --> 01:08:53: on your email for that,  
01:08:53 --> 01:08:56: and that is going to be with kings at capital  
01:08:56 --> 01:08:58: and asset management.  
01:08:58 --> 01:09:01: So not unrelated to our conversations today,  
01:09:01 --> 01:09:04: and I also wanted to mention that for 2022 ULI  
01:09:04 --> 01:09:08: and the Wild G are so excited to bring back  
01:09:08 --> 01:09:09: some in person events,  
01:09:09 --> 01:09:13: so we will be putting on annual programming that includes  
01:09:13 --> 01:09:16: both virtual events like this and or in person events  
01:09:16 --> 01:09:16: as well,  
01:09:16 --> 01:09:19: like socials and happy hours,  
01:09:19 --> 01:09:23: property tours, walking tours, and that sort of thing.  
01:09:23 --> 01:09:26: So we're absolutely thrilled to kind of get back to  
01:09:26 --> 01:09:28: a little bit more of normalcy in 2022.  
01:09:29 --> 01:09:31: And we look forward to seeing you all at our  
01:09:31 --> 01:09:32: events then.  
01:09:32 --> 01:09:33: So thank you very much.  
01:09:33 --> 01:09:37: Kelly my Co moderator, KP growth partners and Shannon  
Patterson  
01:09:37 --> 01:09:39: is well for me while I BC for helping put  
01:09:39 --> 01:09:42: on a great speaker series event and I hope everybody  
01:09:42 --> 01:09:46: has a great holiday season and an end to 2021.  
01:09:46 --> 01:09:47: So thanks so much.  
01:09:47 --> 01:09:51: Thanks everyone. Thank you.

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