

# PPMA TODAY

THE OFFICIAL  
PUBLICATION OF  
THE PROFESSIONAL  
PROPERTY MANAGERS  
ASSOCIATION  
2024-2025



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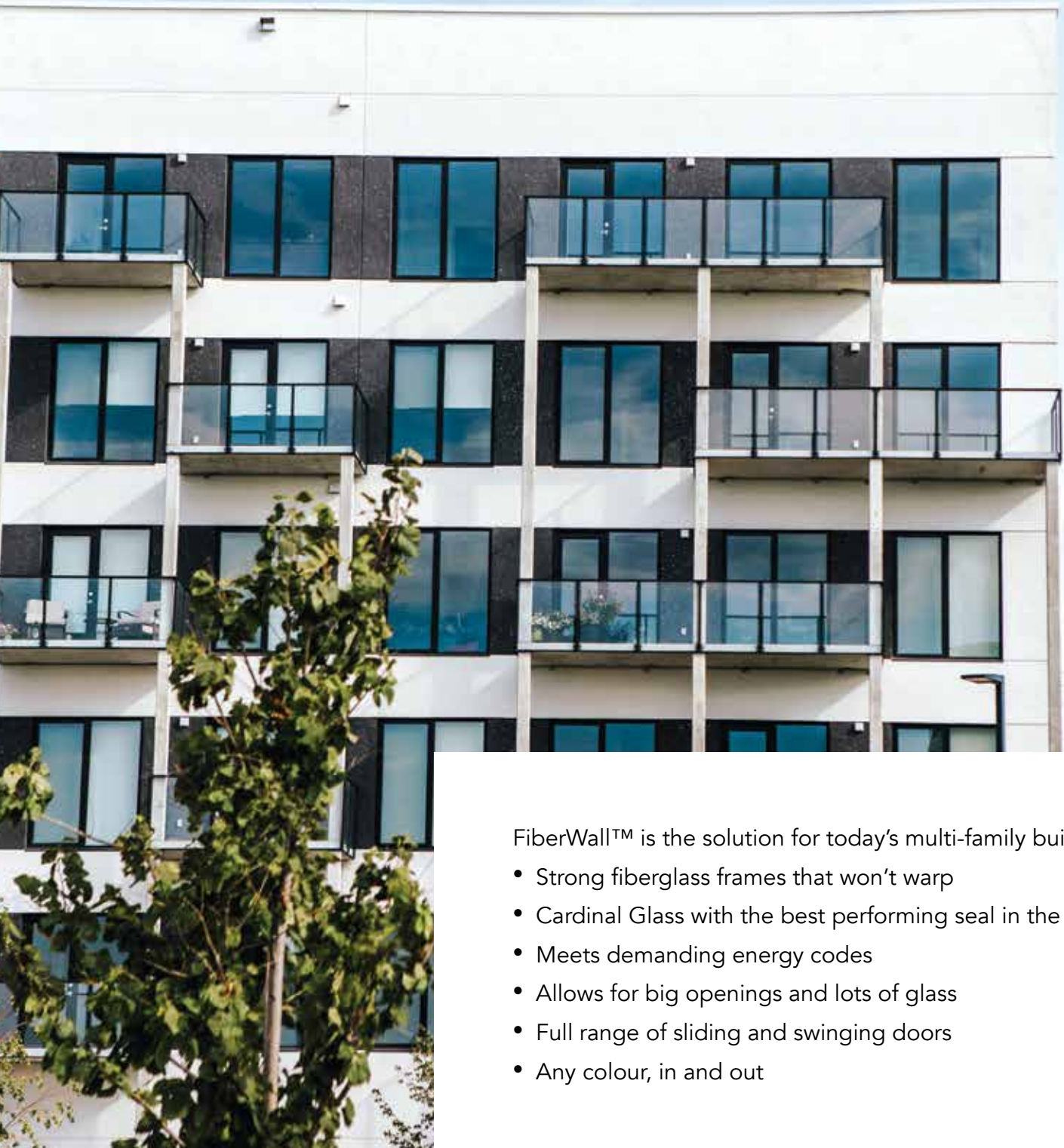
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# ADVOCACY MATTERS

ROBYN GRANT

I am so honoured to be writing to you as the president of the Professional Property Managers Association. Thank you for having the confidence in me to serve the association as president.

I wish to express my sincere gratitude to our current Board of Directors who continue to impress me with their creative ideas and commitment to the association. A special thank you to our past president, Sandra Sumner, who blazed the trail as the first female president of the PPMA. Sandra's efforts have made this transition easy for me, and the association has benefited greatly under her leadership.

This is not to say all things have been easy since my start as president. Earlier this year, our association was rocked by the first reading of Bill 26 – The Residential Tenancies Amendment Act. If passed as currently written, the Bill would have a detrimental impact on our industry. Our Political Action committee has come together and have been advocating against the Bill and encouraging feedback from our members as well as individual advocacy efforts. Throughout this process, we have been able to form productive relationships with government officials and are hopeful that these relationships will continue to grow with respect to Bill 26 and other issues we may face as an industry.

This experience has reminded me about the roots of our association and why the PPMA began in the first place. Our vision has never rung truer: "The collective and driving force behind positive change within our industry and the communities



The value of the association has been realized, as we continue the to grow and bring new and innovative presentations, events, and educational opportunities to our members.

we serve." It has been very encouraging to see our members come together to create impactful and positive change for our industry.

The value of the association has been realized, as we continue the to grow and bring new and innovative presentations, events, and educational opportunities to our members. Thank you to our long-term members for your continued confidence in the association and to our newest

members, I encourage you to get involved, join a committee, take advantage of all the wonderful events we have to offer, and you will see the benefits of membership.

We are thrilled to share the second edition of the PPMA Today publication. Thank you to all the contributors for making this publication possible. Enjoy the read!

I look forward serving our membership throughout my term, and the continued growth and development of the PPMA. ↗



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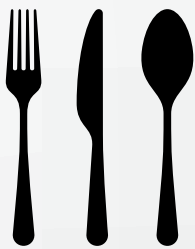
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# 2024 *Festive Lunch*



December 12, 2024

12:00–2:00 p.m.

Delta Hotel, 350 St. Mary Avenue



We gather every December at a local venue to eat and be festive together. About 300 members join us for this casual event. It's a sit-down meal that features prizes, sponsored wine service, cash bar and a chance to celebrate another year coming to a close.

We keep the speaking program very light so folks have the chance to get to know each other and relax together for a few hours.

Tickets go on sale in the month of November.

*≡ Eat, Drink ≡  
& Be Festive!*

---

# 2024 AWARDS OF EXCELLENCE RECIPIENTS

## ADVERTISING AWARD

- ▶ Mohamed Mekkawy, Shindico Realty, Inc.

## INNOVATION AWARD

- ▶ HappyCo, Deveraux Apartment Communities

## OUTSTANDING CUSTOMER SERVICE AWARD

- ▶ Janey Bridges, Bell MTS

## LANDSCAPING AWARD

- ▶ Sol At Aurora In Winnipeg, Deveraux Apartment Communities

## RENOVATION OF THE YEAR AWARD

- ▶ Osborne Central Apartments 491 Stradbrook,  
Towers Realty Group

## RESIDENT MANAGER OF THE YEAR

- ▶ Chris Gacek, Shindico Realty, Inc.

## MAINTENANCE PERSON OF THE YEAR

- ▶ Joey Cannizzaro, Broadstreet Properties

## PROPERTY MANAGER OF THE YEAR AWARD

- ▶ Robyn Grant, Globe Property Management

## LONG TERM SERVICE AWARD

- ▶ Stefan Kostic, Shindico Realty, Inc.

## ASSOCIATE MEMBER OF THE YEAR AWARD

- ▶ Clint Rosevear, Gilles Lambert Pest Control

## PRINCIPAL MEMBER OF THE YEAR AWARD

- ▶ Sandra Sumner, Shindico Realty, Inc.

*See page 28 for more information on nominations for future awards.*

*Congratulations*



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# Will Your Antifreeze Solution Add Fuel to the Fire?

*Important Information Regarding Your Antifreeze Sprinkler System*

**ANTIFREEZE SPRINKLER SYSTEMS INSTALLED BEFORE 2012 ARE AT A HIGHER RISK**

In the past, one of the most popular choices of sprinkler systems for areas that are subject to cold weather was an Antifreeze Sprinkler System. These are installed just like any other sprinkler system, but the piping system is filled with a combination of water and a pre-mixed solution (containing propylene glycol or glycerin) that prevents the water from freezing. These systems are often called Glycol Systems. After several years of testing, the fire protection research foundation found that improperly balanced propylene glycol antifreeze solutions can ignite when introduced onto a fire, temporarily increasing the fire size until sufficient water is discharged.

## **Was Your Antifreeze System Installed Before 2012?**

In the 2014 edition of NFPA 25, all antifreeze systems installed after September 30, 2012, are assumed to meet the minimum requirements. For older systems, section 5.3.4 requires the antifreeze solution to be tested to ensure that it is listed as an approved solution.

## **Will The New Solution Work for Me?**

Antifreeze solutions currently on the market are approved for environments up to -30 degrees Celsius.

If the new approved listed solution is not sufficient to prevent your system from freezing, alternative methods of keeping the pipe from freezing must be implemented.

- Heat-tracing could be added for buildings that are close to the freezing threshold.
- Insulate and heat areas to ensure the internal temperature remains above freezing at all times.
- Dry-pipe sprinkler system should be installed for buildings that cannot guarantee above freezing temperatures at all times.

In these cases, your fire protection contractor can perform a thorough risk





assessment of your system that takes into consideration all relevant factors to ensure that you and your building(s) are fire safe. ↗

*This article was prepared by Classic Fire + Life Safety. With over 35 years of experience as a trusted fire protection contractor and service provider for thousands of buildings in Canada, CFLS' goal is to partner with the client to ensure that the building, and the people in it are safe, from new building construction activities, modernization activities, and demand for system upgrades, through to preventative maintenance and service. CFLS is an industry leader in the fire protection and life safety industry because of the talent, knowledge and motivation of its entire staff.*



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# The Vital Work of 1Justcity

## To Make Winnipeg a More Just and Compassionate Place



has been loving its neighbours in Winnipeg's inner city through

its member charities for over 50 years. The organization operates three drop-in centres at Osborne Village (Oak Table), West Broadway, and West End/Central (Pimicikamak Wellness Centre). Many of the individuals who come to our door have difficulty meeting their basic needs, including food and shelter. Our guests come from many walks of life and may currently be experiencing poverty, food insecurity, mental health challenges, substance disorders, isolation, or loneliness. The first focus is to provide a nutritious meal, as we know that if a person is hungry, they cannot focus on all the other things that contribute to a full life. Hunger impacts a person's whole being.

1JustCity provides meals, housing support, hygiene supplies, healthcare resources, and Indigenous cultural support to people experiencing poverty, homelessness, mental health struggles, addiction, food insecurity, or isolation within Winnipeg communities. 1Justcity has been a beacon of hope, tirelessly working to provide

support, resources, and opportunities to those in need.

Founded as an umbrella agency in 2015, 1Justcity has dedicated itself to creating communities where all individuals are included, valued, respected, and empowered to reach their full potential. The organization's vision is to work towards a city that is founded on justice, where all are heard, all are welcome, all are cared for, all are celebrated, and all are working together. Four pillars direct our day-to-day operations as well as our strategic direction:



### LOVING THE UNDERLOVED:

Knowing people by name, spending time listening to their stories, and supporting them by connecting them with appropriate resources and programs help our guests feel welcome and accepted.



### WORKING TOWARDS RECONCILIATION:

At 1JustCity, we believe it is crucial that opportunities exist for Indigenous guests to connect with their culture, to heal within a community, to have culturally competent care, and to ensure that Indigenous staff hold leadership positions within our organization.



### GROWING INDIVIDUALS' CAPACITIES:

We believe that in a climate of acceptance and love, everyone has the ability to learn and grow, develop confidence and new skills, and reshape how they view themselves. At 1JustCity, we are committed to fostering this climate, and as a result see guests become volunteers, volunteers become friends, and the community become a family.



### BUILDING INCLUSIVE COMMUNITIES:

At 1JustCity, we provide everyone with a place where they are treated with dignity and respect. We strive to use thoughtful language, to address people as they choose to be addressed, and to provide a safe space for people of all beliefs and those who may experience exclusion and isolation. We work to create an environment where social connection and a sense of belonging can occur.

### ALL ARE WELCOME. ALL ARE ACCEPTED. ALL ARE LOVED.

Since the pandemic, the number of individuals experiencing difficult times in Winnipeg communities has risen due to various factors, including economic

hardship, lack of affordable housing, mental health issues, social isolation, and substance dependencies. Our programs and services offer more than just basic needs; they also provide a safe non-judgmental environment which fosters community interactions and people can begin to stabilize their lives. By addressing these needs, the organization aims to provide comprehensive support that leads to sustainable change.

**DAILY MEALS:**

**Fulfilling Immediate Necessities**

1JustCity offers food through breakfast, lunch, or supper services at all sites. Additional food is provided to guests needing a little extra help through the Food Bank and supplemental food kits. The organization also assists guests with Harvest applications, to set in place a sustainable source of food. All sites also participate in the Manitoba Food Currency Program, which allows many guests to receive weekly vouchers to shop at their local Farmers' Market. Staff support and transportation are provided for each trip to remove as many barriers as possible for guests.

**SUPPORTIVE HOUSING:**

**A Path to Stability**

The organization's pop-up winter shelter, Just a Warm Sleep (JAWS) welcomes up to 30 people experiencing homelessness into its warming center, from November



to March every year. One of the standout features of this shelter is its inclusivity: JAWS accommodates guests along with their pets and shopping carts, serving adults of all ages, cultural backgrounds, religions, and gender identities.

While emergency shelters like JAWS are essential, they are only a temporary solution. 1JustCity recognizes the importance of providing long-term housing solutions to break the cycle of homelessness. Through the housing support and eviction program, the organization offers services to guests without a home or at risk of losing one. The housing staff also work closely with Employment and Income Assistance (EIA),

“Recognizing that poverty and homelessness often go hand-in-hand with health challenges, 1JustCity offers a range of healthcare programs and hygiene services to promote the overall well-being of guests.”

OAS, Rent Assist, and landlords to help guests get the support they need. The organization also provides new tenants with household essentials to help them make a home. By offering a stable living environment, guests can focus on rebuilding their lives.

**HYGIENE SERVICES AND HEALTHCARE SUPPORT: Improving Community Wellbeing**

Recognizing that poverty and homelessness often go hand-in-hand with health challenges, 1JustCity offers a range of healthcare programs and hygiene services to promote the overall well-being of guests. Our healthcare programs include chiropractic and foot care services which help address immediate discomfort and enhance physical function. We also have partnerships with Access Centres which assist our guests in dealing with complex medical needs. Provisional medical clinics are also set up periodically







for guests to receive flu shots and vaccines. Due to the drug epidemic, the 1JustCity team has also undergone training to administer Naloxone kits to overdosing individuals who have lost consciousness.

Hygiene services include the use of showers, dignity washrooms, and laundry services, which offer guests access to clean, accessible washrooms and laundered clothes. The organization also offers haircuts, seasonal clothing, and personal hygiene supplies to guests who require them. By providing accessibility to the things in life we take for granted, our guests can hold on to the dignity we all seek to experience. It is much more difficult for individuals experiencing poverty, without a home, or those living in sub-standard housing

**INDIGENOUS CULTURAL PROGRAMS:**  
[Working Towards Reconciliation](#)

The first step to providing meaningful Indigenous cultural programming is accessibility, and 1JustCity is committed to offering mental, emotional, physical, and spiritual health practices through these programs. Designed to promote the rich

cultural heritage of Indigenous peoples, these programs create opportunities for Indigenous guests to reconnect with their cultural roots and experience healing within their community. The core of these programs which include beading, drum making, sharing circles, dreamcatchers, medicine bags, and bannock and tea, help Indigenous people to build healthy relationships and access culturally competent care.


**COMMUNITY ENGAGEMENT AND ADVOCACY:**

**Fostering Systemic Reform**

While direct services are essential, the organization also understands the importance of addressing the systemic issues that contribute to the difficulties guests face.

1JustCity engages in community outreach and advocacy efforts to increase







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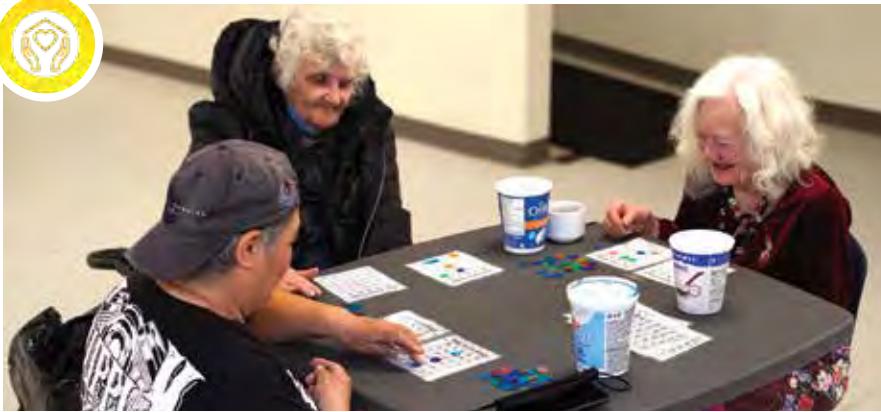
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awareness, influence policy, and promote social justice. By working at both the individual and systemic levels, 1JustCity strives to create lasting change that benefits the entire community.

**SUCCESS STORIES:**  
**Transforming Lives**

The impact of 1JustCity can be seen in the countless success stories of individuals

who have overcome their challenges and rebuilt their lives.

The story of Paul is heartwarming, who, after losing his home, found refuge in JAWS. With the support of the housing staff, he was able to secure stable housing, and find employment. Today, he is not only self-sufficient, but also volunteers with 1JustCity, giving back to the community that helped him in his time of need.

Another inspiring story is that of Mark, who visits the Oak Table site every day not just for the food but also for long-lasting friendships and a community he is proud to be part of.

These stories, and many others like them, illustrate the profound impact that 1JustCity has on the lives of those it serves. Each success story is a testament to the power of compassion, community support, and comprehensive services in transforming lives.

**THE ONGOING CHALLENGE**

1JustCity continues to face significant challenges, including limited funding and increasing demand for services. The organization relies heavily on the support of donors, volunteers, and community partners to sustain its programs and expand its reach. 1JustCity is committed to continuing its efforts, but it cannot do so alone. It calls on the support of the entire community, whether through donations, volunteer work, or advocacy.

**HOW YOU CAN HELP**

There are many ways to support 1JustCity and its mission. Donations, whether one-time or recurring, provides the essential funding needed to maintain and expand services. Volunteering is another impactful way to contribute.

Advocacy is also crucial. By raising awareness, participating in community discussions, and advocating for policies that address the prevailing issues in Winnipeg communities, individuals can help create a more supportive and just society. Every effort, no matter how small, contributes to the larger goal of making Winnipeg a more just and compassionate place for everyone.

1JustCity has made significant strides in addressing both the immediate and long-term needs of those it serves through our comprehensive programs and unwavering commitment. As we continue this vital work, we invite you to join in the fight against poverty, homelessness, mental health struggles, drug dependencies, food insecurity, or isolation and help build a brighter, more inclusive future for all.

**To donate, volunteer, or learn more about 1JustCity, visit [www.1justcity.ca](http://www.1justcity.ca)**

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# EVICTING RODENTS

BY CLINT ROSEVEAR

**AS SUMMER COMES TO AN END** and we wind down our outdoor activities and start to prepare for fall, so too do rodents. They are looking for shelter to protect themselves and their young from our upcoming Manitoba winter.

Rodents come in different variations, shapes and sizes. They are harmful to both health and property. Some common rodents we encounter in Manitoba, and which you may have encountered on your properties, are voles, gophers, squirrels, and mice. All these rodent pests have no place inside your buildings, or on the exterior of your property.

Rodents such as voles and gophers initially may be looked at as not a 'problem' pest, but rather an occasional nuisance or visual eyesore. In fact,

they may be undermining landscape designs such as swales, berms, and destroying vegetation. These functional landscape designs have significant infrastructure considerations, such as controlling the amount of water run-off from the property, creating environmental blinds for snow drifting or wind erosion, and of course, for beautification of the property adding to its desirability. From an investment standpoint, a property should be proactively protected from rodents.

Squirrels, while definitely cute with their fluffy tails, can cause a tremendous amount of damage in a very short period of time. Squirrels observed entering a property should be dealt with quickly, as left unattended, situations where they gain entry via crawlspaces, soffits, or roof vents can result in damage to building electrical wires and can cause fires. A curious squirrel feeding from their favourite tenant-supplied patio bird feeder, enters through an open patio door, a chimney, or dryer vent.





Typically, when a squirrel enters in this manner, it goes unnoticed, and may get unknowingly locked in. In these situations, the squirrel goes into flight or fight mode. In as little as an hour, you may see the windowsills on every window heavily chewed up, along with furniture, or various other items. At this point you, you have a now scared, hurt, angry squirrel that needs to be physically removed quickly, putting tenants and staff at risk of a bite. Even wiring in tenant's cars can be at risk, of being chewed and rendering them inoperable or even dangerous: this is more common than one may think.

To reduce the above scenarios, rodent exterior property inspections should be completed monthly.

The inspection should not be just the building exterior: observations need to be made of the entire property. These inspections should not only focus on rodent pests that may be currently present, but also be identifying future contributors and offering recommendations for consideration, such as a no-bird-feeder policy. Specific monitoring techniques may be deployed depending on the type of rodent concern, such as live trapping, two-way doors, or enclosed lever traps.

Mice, the most common occurring rodent pest, are the pest most Resident and Property Managers are familiar with... or are they? In general, it is misunderstood how difficult mouse activity can be to treat. Mice have very keen senses and are extremely agile. They may be observed climbing up what seems is a smooth wall, and have a virtually endlessly collapsible skeleton for sneaking through a narrow crack. They are very adaptable when selecting both food source and habitat, and have been known to enjoy the occasional Crayola Crayon, or take up residence in a stove drawer. Water is not required if a food source with 12% moisture content is available, as mice are very efficient by design. Mice will travel up to 50 feet from their nest for food: this dictates that a three-dimensional treatment approach is necessary.

In multi-family dwellings, units inside that initial perimeter should be inspected to establish the extent of the population and spread.



Mice, which are capable of travelling up to 12 feet per second, often first appear as a flash out of the corner of your eye.

Couple this with their agility, and it is no wonder they can go undetected for a long period of time. Everyone has heard the old saying, 'if you see one, then there's 10.' Mice carry many diseases and are a significant health concern. Having poor bladder control, they urinate and defecate frequently. This promotes key communication markings called urine pillars, that are comprised of urine, droppings, grease off their bodies, and dirt from their feet. Mouse droppings and urine can carry deadly diseases like hantavirus. They are destructive with their burrowing tendencies, and have a negative impact on building R value, reducing building efficiencies. A mouse needs to gnaw to keep their growing incisors in check, and

will gnaw on any available materials, including electrical and data cabling, posing concerns of electrical fire, not to mention pipes and tubing.

To help reduce the occurrences of mice at your property, exterior rodent control programs have a positive impact on any prevalent rodent population scouting the structure. Programs are designed specific to the geographical location, taking into considering the building design, landscape design, neighbouring buildings and use, as well as natural surroundings. Placement of Tier One Exterior Rodent Stations will be assessed, along with service frequencies to best suit the site.

Notifying your pest control provider immediately of the presence of rodent pests so that appropriate remedial actions can be discussed will not only help prevent further property damage, but will also allow your tenants to enjoy their residency. Nobody likes to share their home with rodents. [↗](#)



*In January 2023, Gilles Lambert Pest Control was pleased to introduce Clint Rosevear as a new addition to the team in the role of Vice President. Gilles Lambert Pest Control has been Winnipeg's best kept secret since 2004. As the largest local pest control company in Manitoba, GLPC has the knowledge to tackle any pest control problem, big or small.*

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# The 2025 PPMA Annual Trade Show and Conference

March 11, 2025

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# 2024

## PPMA ANNUAL TRADE SHOW AND CONFERENCE







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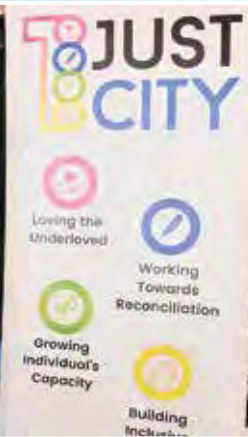
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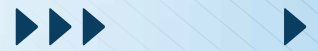












# THE 2025 PPMA AWARDS OF EXCELLENCE

The PPMA Awards of Excellence will be presented at the 2025 PPMA Annual Trade Show & Conference on March 11, 2025 at the Victoria Inn & Conference Centre. Visit [www.ppmamanitoba.com/awards](http://www.ppmamanitoba.com/awards) to nominate someone today.

Recognize the best in our industry by nominating a person, property, or company in the following categories:

## AWARDS CATEGORIES

### ADVERTISING AWARD

- ▶ Open to both Principal and Associate Members on a self-nominating basis. This award will recognize an outstanding advertising campaign. Logos, signage, printed material etc. which can be submitted to show your company's well communicated and successful advertising campaign.

### INNOVATION AWARD

- ▶ Open to both Principal and Associate Members on a self-nominating basis. This award will recognize innovative products, services or new technology within your company that has resulted in increased productivity, efficiency, customer satisfaction etc. Written descriptions of your innovation should be submitted.

### OUTSTANDING COMMUNITY SERVICE

- ▶ This award recognizes a member company or individual who is involved in their community through volunteer activities, contributions to charitable activities, tenant relations and community activities. The community service should be industry related and support housing, homelessness initiatives or tenant support services.

### OUTSTANDING CUSTOMER SERVICE

- ▶ Open to both Principal and Associate Members on a self-nominating basis. This award will recognize outstanding service offered by a member company. Written descriptions of occurrences and situations should be submitted.

### LANDSCAPING AWARD

- ▶ Open to Principal Members on a self-nominating basis. This award will recognize a property with an exceptional, innovative or upgraded landscaping or gardening project. Entries must include pictures showing the landscaping results. (Remember this award for next year if you didn't take pictures of your project this year)

### RENOVATION OF THE YEAR

- ▶ Open to Principal Members on a self-nominating basis. This award will recognize outstanding renovations and rehabilitations completed by a Principal Member firm. Renovations/rehabilitation can involve building exterior, suites, lobbies, or common areas etc. Before and after photographs of the project should be submitted.

### HISTORICAL BUILDING OF THE YEAR

- ▶ Open to Principal Members on a self-nominating basis. This award will recognize a company for maintaining the historical appearance of a building 75 years or older. Entries must include pictures showing suites and common areas.





## MAINTENANCE PERSON OF THE YEAR

- ▶ This award will recognize a staff person of a Principal Member company who has shown dedication to providing quality maintenance service through use of their expertise and skills and demonstrates a willingness to promote, learn and adapt to new methods. Principal Members can nominate staff for this award.

## RESIDENT MANAGER OF THE YEAR

- ▶ This award recognizes a Resident Manager who has shown dedication to both residents and owners, provides quality customer service through use of their expertise and skills, including effective written and verbal communication skills. The individual being nominated should also demonstrate a willingness to learn and adapt to new methods. Principal Members can nominate staff for this award.

## LONG TERM SERVICE

- ▶ This award recognizes a Resident Manager who has served 15 years or longer for a property or specific management firm. Principal Members can nominate staff for this award. An individual can only be awarded this recognition one time.

## PROPERTY MANAGER OF THE YEAR

- ▶ This award recognizes a Property Manager of a Principal Member company who has shown dedication and innovation to providing exceptional services to their owners and residents. A person who grows and develops within the industry enhancing building values, sharing knowledge within the industry, staff development through education and training, professional development, excellent communication and customer services skills.

## PRINCIPAL MEMBER OF THE YEAR

- ▶ This award recognizes a PPMA Owner/Property Manager who has been enthusiastically involved in activities to help promote our industry including sharing their expertise, promoting professionalism in the industry, new member recruitment, attendance at monthly membership meetings and participation in association events.

## ASSOCIATE MEMBER OF THE YEAR

- ▶ This award will recognize a PPMA Associate Member who has been enthusiastically involved in activities to help promote our industry, including sharing their expertise, promoting professionalism in the industry, new member recruitment, attendance at meetings, as well as support of our association through meeting sponsorship, participation in association events, newsletter advertising, etc. 🏠

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# THE FACES of the **PPMA**



# DENVER'S SOFT WASH

BY DENVER KLASSEN



We approach each project as consultants. We will ask questions to discover what your needs are, and then discuss the options.

**D**enver's Window Cleaning & Soft Wash was originally founded in 2006 as Denver's Window Cleaning, with the goal of providing superior window cleaning services to Southeast Manitoba and the Kenora area. In 2019, we added a division called Sunset Spray South, and in 2020, we added soft washing. Keeping the outside of your home or commercial building clean is essential for keeping it in great condition, and we offer expert exterior building cleaning services to help you do just that.

Our business philosophy is based around our faith. The bible verse that sums up our work ethic is Colossians 3:23: "Whatever you do, work at it with all your heart, as working for the Lord, not for men." This is definitely one of the reasons for our success throughout our 18 years in business. The order of service is God, Family, Work. When we have these in order, everything else seems to fall into place.

**OUR CORE VALUES ARE: HUSTLE, BE OPTIMISTIC, OVER-DELIVER, BE KIND, AND SERVE.**

From start to finish, roof to curb, your exterior cleaning project is important to us. We approach each project as consultants. We will ask questions to discover what your needs are, and then discuss the options. Our team offers pressure washing and soft washing services, with an emphasis on soft washing.

Our team goes through extensive training through our soft washing program. Everyone takes an intense training course and is required

to complete and pass a 200-question test before being considered for an assistant position. The Lead has to complete the same course, plus additional courses to be qualified for the lead position on a truck.

Using a pressure washer on concrete or any other surface is like giving that surface a haircut. The pressure washer shaves the top, visible portion of the infestation off, then leaves the portion that is rooted into the concrete behind to regrow quickly. It's not only the cleaning that is important to consider, but also the pressure being used to clean. A pressure washer relies on force and water flow to remove surface debris. With this force and pressure, it is very easy to permanently damage the surface of concrete or limestone. Our soft washing procedure cleans the surface down into the pores of the concrete. Soft washing is the perfect marriage of pressure washing and pest control: both services delivered in a gentle way.

The first step is to arrange a meeting and a walkthrough of the location to be cleaned. We approach every job as consultants first, and a service provider second. Our territory manager will go over the job, set the expectations and arrange a date for the cleaning. My guarantee is that our cleaning results last four to six times longer than cleaning with a pressure washer alone. All of our soft wash cleaning solutions are water based, biodegradable, low VOC






emissions, non-hazardous, and our soft wash equipment is fossil fuel free.

We are the only company in Manitoba that has a plant protection program in place. Not only do we water the surrounding vegetation while we clean, we water after we clean and apply a custom liquid fertilizer that is designed to neutralize any of our cleaning solutions and restore the pH balance in the soil to give the plants everything they need to thrive.

Our equipment is state of the art, and there isn't another unit like it in Manitoba that is able to deliver the cleaning and sanitizing that we are able to deliver. With just the slight turn of a dial, we can blend a custom cleaning solution for the surface we are cleaning and we can make adjustments as needed while the cleaning is in progress. No two surfaces are the same.

Another feature that places us a cut above the rest is our equipment is quiet. Instead of burning fossil fuels with a loud pressure washer, we use deep cycle batteries to power our equipment, which is no louder than a quiet conversation. A third feature that sets us apart from our competitors is how much water we save with our equipment: we use 60% less water than companies who use pressure washers.

Please visit [www.denverssoftwash.com](http://www.denverssoftwash.com) to learn more. 



Our equipment is state of the art, and there isn't another unit like it in Manitoba that is able to deliver the cleaning and sanitizing that we are able to deliver.



# EDISON ELECTRIC



Our team's expertise spans from complex installations to routine maintenance, ensuring that we can handle any job with precision and efficiency.

Edison Electric, based in Winnipeg, Manitoba, has grown from a small, local electrical service provider into a leading name in the industry through a combination of expertise, dedication, and innovative practices. Over the years, our growth has been fueled by our focus on reliability, transparency, and a deep understanding of our clients' needs.

Our team at Edison Electrics comprises highly skilled electricians with extensive training and experience in various aspects of electrical work, including residential, commercial, and industrial projects. Our team's expertise spans from complex installations to routine maintenance, ensuring that we can handle any job with precision and efficiency.

Clients choose us because of our unwavering commitment to quality and our personalized approach to service. We guarantee that all our work is carried out to the highest standards, adhering to safety regulations and industry best practices. Our commitment to customer satisfaction means we offer a satisfaction guarantee on all our services, ensuring that any issues are promptly addressed and resolved.

One notable example of exceptional service is our ongoing partnership with AX properties. Over the past five years, Edison Electric has consistently gone above and beyond in maintaining and upgrading the electrical systems across the AX properties in Winnipeg, with a portfolio of approximately 45 buildings. Our commitment to excellence is evident through

our comprehensive preventative maintenance programs, which not only detect minor issues early but also ensure timely repairs to avoid costly premature replacements.

For instance, our proactive approach in upgrading both interior and exterior lighting has significantly improved the efficiency and safety of their buildings. Our prompt handling of warranty work and our clear communication has further enhanced operations. Edison Electrics reliability and competitive pricing have solidified their role as AX's properties preferred supplier for all electrical needs on many of their properties.

What distinguishes Edison Electrics from other companies is our deep-rooted commitment to personalized service and our innovative approach to electrical solutions. We don't just complete jobs; we build long-term relationships with our clients by understanding their unique needs and providing tailored solutions. Our team is known for its professionalism, punctuality, and transparency, which ensures that clients are informed and comfortable throughout the process.

Clients should choose us because we offer more than just electrical services; we provide peace of mind and a guarantee of excellence. Our dedication to staying ahead of industry trends and our rigorous quality control measures mean that we consistently deliver superior results. By choosing Edison Electrics, clients are opting for a partner who genuinely cares about their needs and strives to exceed their expectations. [↗](#)







Insurance | Risk Management | Consulting

# GALLAGHER

BY BURKE WIEBE



Drawing on our foundation of teamwork, ethics and service excellence, we partner with you to deliver insurance solutions designed to help you succeed.

Founded in 1927, Gallagher is one of the world's largest global insurance, risk management, and benefits consulting firms. Gallagher has been helping clients solve unique challenges for nearly a century, with industry-specific knowledge, insights and actions. Drawing on our foundation of teamwork, ethics and service excellence, we partner with you to deliver insurance solutions designed to help you succeed. We are committed to helping our clients thrive, our teammates excel, and our communities prosper. With more than 52,000 employees globally and our client-first approach, we have earned a reputation as one of the top brokerages worldwide.

I have been working in commercial insurance business for nine plus years, and I started from day one in the property and real estate sectors. My colleague, Bryan Miller and I team up for our office as the Gallagher Real Estate insurance team in Winnipeg to broker and manage our client's day-to-day insurance program needs.

The Gallagher business in Canada has built national specialization creating not only local expertise across the country, but also a collaborative team to build on the experience and knowledge to benefit our clients. This enables us to leverage our place in the market and our strong relationships with our carrier partners.

From timelines and, communication to strategic program reviews and utilisations of Gallagher tools, our approach is very much "client first". This would include such

items as building limit reviews, rate analysis and comparisons, loss prevention program assistance and, catastrophic risk analysis. Gallagher knows how to use our tools and resources, how to listen to our clients, deliver on programs and develop a process that works well for everyone involved.

Gallagher also has a dedicated claims team that works to advocate on our client's behalf. They are front and centre when claims occur to assist clients navigate what can often be a difficult process. The team has been successful in overturning 12 million dollars in declined claims in the last year alone, which has been without a doubt the best way we can show our true value as a service partner to any client.

My colleague Bryan Miller and I have spent most of our insurance careers working with property managers, owners, and developers to manage the day-to-day needs of their overall insurance programs. This experience has led us to understanding not only the requirements, but the most common risks and worries of owners, so that we can fulfill the upfront work to place the insurance, as well as the back-end items to keep the process moving forward. Our focus on service has helped navigate what has been a challenging marketplace in the last five years. As the Canadian marketplace changes, we will continue to collaborate with our specialty teams across Canada to ensure we work with our carrier partners as one Gallagher team, delivering the best outcomes for our clients. [↗](#)





# GILLES LAMBERT PEST CONTROL

RELIABLE, FAST, AND FULL-SERVICE PEST SOLUTIONS

After five years working at a pest control firm, Gilles Lambert, founder and president of Gilles Lambert Pest Control Solution, Inc. decided to go into the business for himself. "In 2004, we had one truck and one employee: me," says Gilles. "Now, celebrating our 20th anniversary in 2024, we have fourteen trucks, and all the tools and equipment needed to do the job right, and do it quickly and effectively. Our three office staff keep on top of our admin needs."

The most outstanding service goal Gilles Lambert Pest Control can offer is their 'same day, next day' service. While this may not seem like a big deal initially, Gilles knows how urgent the need can be to get a pest problem solved. "If you've got an apartment main entryway with a huge wasp nest in it, or an elderly woman with mice wreaking havoc in her pantry, we will often have property managers wanting ASAP service for the safety of their tenants. This is something we are set up to provide. And it makes the property manager look like a hero, getting a sticky situation dealt with in short order," says Gilles.

Gilles is able to provide this speedy service for several reasons: because they have all their own equipment, they don't have to outsource for rentals, and can show up with the full roster of needed equipment right away, including scissor lifts, boom lifts and dump trailers. At all times, Gilles has fleet of team members driving around the city, ready to answer a call on the spot. "Our system is designed to be able to pivot quickly and react to a call that day, and if the tenant gives permission, we can often enter the residence within the day and start problem solving."

Not only does Gilles' company do the pest control side of the equation, they are also full service for repair and remediation. "Usually, you would need a contractor to come in after certain pest control actions, but we are able to repair almost everything, simply due to the fact that we are surrounded and supported by a team who has that skill set."

For property managers with commercial leases, Gilles recommends preventative contracts "for safety, both yours and theirs, as well as peace of mind all around. I know all our contract holders, know their needs, and we have quarterly meetings with our contracts to make sure we are meeting expectations, and to the gauge the pulse of how the contract is proceeding."

"Our reporting systems are second to none: we have a user-friendly portal that allows us and the customer to access all data concerning

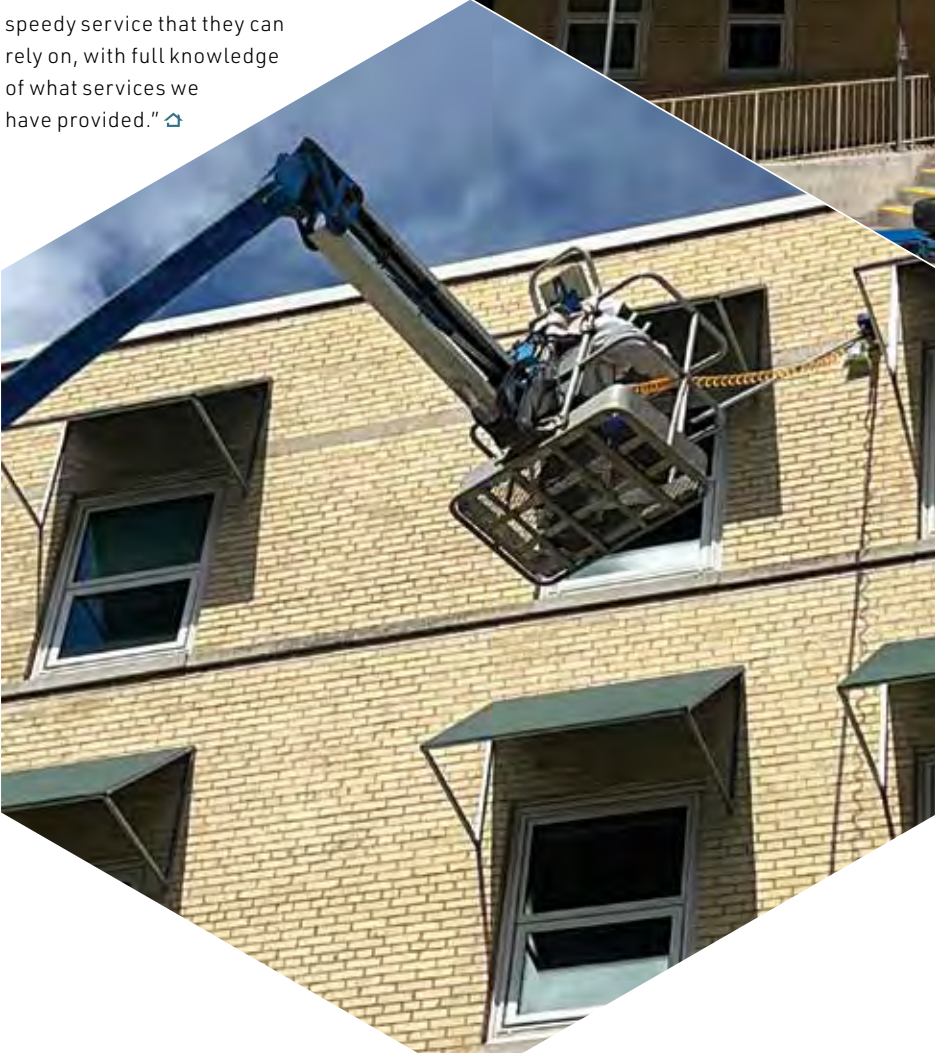






The most outstanding service goal Gilles Lambert Pest Control can offer is their 'same day, next day' service.

the actions taken, recommended actions, and products used. The receipts are detailed, and turnaround is very fast." Gilles Lambert Pest Control has proprietary usage of this specific software, with the intention of having the most streamlined and transparent customer experience possible. "At the end of the day," says Clint Rosevear, Vice President, "we want our customers to have speedy service that they can rely on, with full knowledge of what services we have provided." [↪](#)



At the end of the day, we want our customers to have speedy service that they can rely on, with full knowledge of what services we have provided.



# PINNACLE

PAINTING & DECORATING



Our mission is to deliver professional, big-company level quality and service, with a local feel.

**P**aul Woloschuk, CEO and owner/operator of Pinnacle Painting and Decorating, has been in the business for over 11 years, and in this time, he’s learned what it takes to make a customer feel like their concerns truly matter. “Our mission is to deliver professional, big-company level quality and service, with a local feel,” says Paul. When you consider what Pinnacle is able to accomplish for clients, it’s safe to say that he’s achieved this mission.

Pinnacle has been in the painting and decorating business since 2019, and has a variety of services they offer beyond simply painting; they offer a whole suite of possibilities that can benefit the property manager. “We can do full exterior and interior refreshes, which includes halls, stairways and common areas. We aren’t limited to aesthetic repairs; we can do tiny jobs with small drywall repairs from punctures and impacts, or big jobs where we frame and hang

drywall for bulkheads and cosmetic walls. No job is too small for us; it matters only that

it’s done right, and we provide warranties to back our work.”

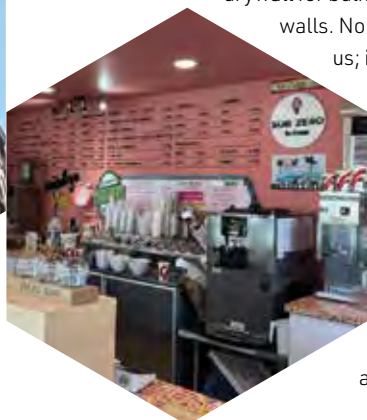
What sets Pinnacle apart is their skilled team members, which Paul says are the crown jewel

of the company. “We can talk about our quality of paint all day, but where it really matters is the team. We can only grow as much as we’ve been able to by having a team that is truly outstanding. We don’t use subcontractors; we directly hire people on who we are proud of. Our goal is always to build the best group possible.” With this comes a broad set of skills that streamline projects to maximum efficiency, from managing needs to organizing and planning projects big and small.

“More than once a month, we get a call from a property manager needing a quick painting job: old tenants move out Friday, and new ones arrive Sunday afternoon. We specifically organize our shifts and workers so we are able to meet these very short-notice tight deadlines.”

“There are always folks out there who say they will “do the painting themselves” or “have their in-house maintenance staff do the painting.” The argument is that it is cheaper than hiring a team of painters to come do the job. The truth is, we can come in with a team of two, whose whole job is to paint apartments, and have the unit finished in less than half the time. Property managers are often pressed for time, and hiring a professional painter can get the job done economically, in a way that looks impressive for years to come, and comes with a guarantee.”

With all their streamlining, Pinnacle has been able to pass on their efficiency to clients through savings. “Even with inflation, our prices haven’t increased,” says Paul. “We are able to get quality work done in less time, and we want our customers to see the Pinnacle value firsthand, without breaking the bank.”





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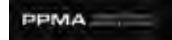
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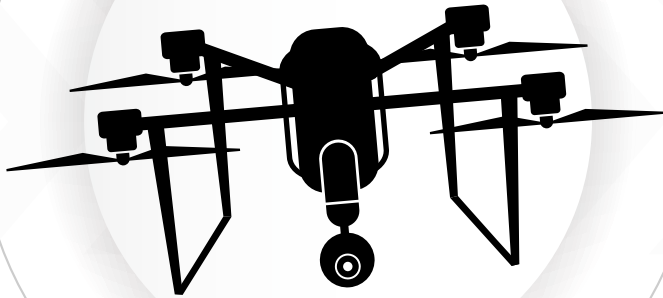




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# HIGH-FLYING INNOVATION:

## DRONES TRANSFORM ASSET MANAGEMENT WITH 3D MODELLING TECHNOLOGY

BY ANDREW BROOKER

The commercial drone industry is poised for continued expansion and transformation, offering new opportunities for businesses and industries to enhance efficiency, safety, and productivity. Drones are revolutionizing various sectors such as construction, development, building and structural inspections, land surveying, agriculture, emergencies, media, and even delivery services. The industry has seen significant growth and innovation in recent years with technology continuing to advance.

How did these drones start to play a major role in building maintenance and property management? With the use of commercial grade UAV's and professional grade photogrammetric cameras and LiDAR Technology, businesses can now gain access to detailed and precise asset representations.

Drones have emerged as a game-changer in the field of building inspections and property management. By harnessing the power of drone technology, professionals in these industries can now conduct more efficient, accurate, and cost-effective inspections than ever before.

One of the most significant advancements in this area is using these drones to create 3D models of buildings and properties.

Traditionally, building inspections and property management tasks have been carried out manually, often involving time-consuming and labour-intensive processes. Inspectors would have to physically access hard-to-reach areas of buildings, at times putting themselves at risk in the process. This not only posed safety hazards but also limited the scope and accuracy of inspections.

With the advent of drone technology, these challenges are being overcome.





“ONE OF THE KEY ADVANTAGES WHEN IT COMES TO USING DRONES FOR BUILDING INSPECTIONS IS THEIR ABILITY TO CREATE 3D MODELS OR DIGITAL TWINS OF STRUCTURES.”



Drones equipped with high-resolution cameras integrated with sophisticated mapping software can now capture detailed images and data from the air, providing a comprehensive view of buildings and properties. By flying around a building or property, inspectors can collect valuable information on its condition, structural integrity, and any potential issues.

One of the key advantages when it comes to using drones for building inspections is their ability to create 3D models or digital twins of structures. By capturing multiple images from different angles and heights, drones can



use drones to conduct regular inspections of properties, monitoring their condition and identifying any maintenance needs, as well as examine their properties after inclement weather events like hail or extreme wind and rainfall, or examine hidden areas for pest disturbances. With the creation of 3D buildings and properties, managers can track changes in the condition of buildings over time, and plan for future maintenance or renovations.

Furthermore, the use of drones and 3D models in property management can enhance communication and collaboration among stakeholders. Property owners, managers, inspectors, and contractors can all access and interact with the same 3D model, facilitating better decision-making and coordination. This technology also provides a valuable tool for marketing and showcasing properties to potential buyers or tenants, as this technology offers a realistic and immersive view of the property.

The integration of drones and 3D modelling technology in building inspections and property management represents a significant advancement in the industry. By leveraging these kinds of tools, professionals can conduct more efficient, accurate, and informed inspections, leading to improved maintenance, safety, and overall management of buildings and properties. As technology continues to evolve, the use of drones and 3D models is expected to become increasingly prevalent in the field, revolutionizing the way inspections and property management are carried out. ↗

“AS TECHNOLOGY CONTINUES TO EVOLVE, THE USE OF DRONES AND 3D MODELS IS EXPECTED TO BECOME INCREASINGLY PREVALENT IN THE FIELD.”

generate highly detailed and accurate 3D representations of the building and property. These models provide a virtual representation of the property, allowing inspectors to explore it from various perspectives and identify any defects or anomalies.

The use of 3D models in building inspections offers several benefits. Inspectors can conduct thorough inspections without physically accessing every part of a building. This not only saves time and effort but also minimizes the risks associated with working at heights or in hazardous environments. Additionally, 3D models provide a more comprehensive and detailed view of a property, enabling inspectors to identify issues that may have been overlooked in traditional inspections.

In property management, drones and 3D models play a crucial role in asset management and maintenance. Property managers can



*Andrew Brooker is the founder and CEO of Thunderbird Geospatial Inc., an Aerial Survey and 3D Mapping company located on Treaty One Territory in Winnipeg, Manitoba. Andrew started Thunderbird Geospatial near the beginning of 2023, after spending the past decade travelling and collecting thousands of miles worth of airborne data across North America, gaining extensive knowledge in the aerial mapping industry.*

*Thunderbird Geospatial Inc. is an Indigenous partnership. A partnership that brings professionalism, recognition, and respect to our Treaty Territories as they acquire accurate and useful land information to all their respected clients.*



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