

TOWNLINE CONNECT



A Note from
Rick Ilich

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by Design



A Note FROM RICK

I've been thinking a lot about what I want to say in this message – as I'm sure we're all contemplating what to say, do, and feel these days. Here, in this newsletter that represents the team I am so very proud of, all I can think about is the power of community, friendship, and support.

In the recent months, we have watched the medical community band together across the globe to fight for our health. Countries put aside their differences to seek solutions to nearly impossible questions. Governments support their small businesses. Neighbours support neighbours. Individuals and families hunker down for days and weeks on end in spaces small or large, lonely or crowded.

Here at Townline, I've watched our team adapt to new working environments and systems, bolster each other's spirits, and perform their best work in difficult circumstances. We've united as a family, even as we remain socially distant. We've watched whole neighbourhoods – some of which we've helped to build – come together, banging pots and pans and cheering their support for frontline workers. We've seen the vulnerable people in our society receive tender care.

I suspect that in the wake of this pandemic, we will find a "new normal" that will impact our freedoms of travel and socialization, and very much alter how we conduct ourselves at work and at home. As big pharmaceutical companies race to create a vaccine, we will navigate public interactions differently, and accept that this newest "norm" is how we must move forward.

It's been a time of uncertainty and grief, but my overriding sentiment is gratitude. I feel so fortunate to be part of this team, this community, and this caring world.

I want to say thank you to my team, for whom I have an ever-increasing respect. Thank you to our health care workers and essential service providers, for giving their all on the front lines of this epidemic. And thanks to each of you reading this message. We are all part of this amazing community – and there is nothing more important. 🍎

Rick Ilich, President

A New Workplace STORIES FROM THE TOWNLINE TEAM

It's been a time of individual, corporate, and global change as we've retreated to our homes to help flatten the curve. And it has altered the way each of us understands our work, our relationships, and our communities. For those of us fortunate enough to be able to work from home or with social distancing practices in place, and for the organizations ensuring their teams remain employed and productive during this time, it's been a life-changing experience.

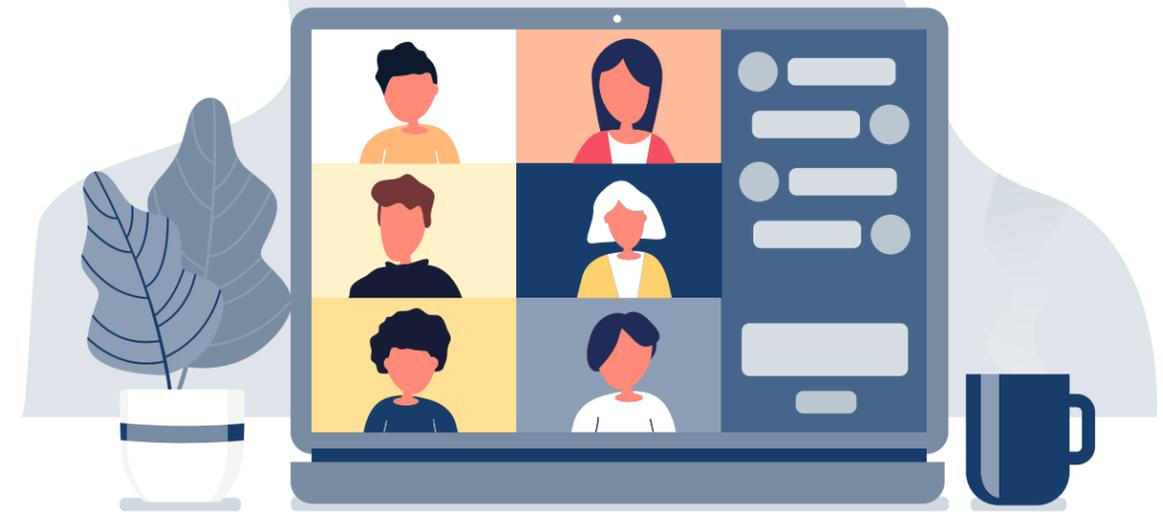
Suffice it to say, there have been moments of frustration – but also insight, leadership, great teamwork, and definitely humour! We rely on our colleagues now more than ever. So let's hear from the Townline team!

"Our industry is constantly maturing, evolving and navigating change. It is truly amazing to see how quickly we can adapt and overcome challenges with a strong, dedicated, and passionate team."

Chris Colbeck, SVP of Development, Sales and Marketing

"Our Zoom team meetings have been great! They allow me to feel connected by seeing actual faces. I'm proud to say that Townline has shown we can adjust and function even in difficult circumstances."

Allison Johnson, Customer Care and Warranty Manager



"Our team has gotten very good at communication, which has allowed us to keep momentum. I was surprised to learn how well I can work from home, and still feel very connected with the team and the projects I'm working on."

Melissa Freeman, Construction Project Manager

"My favourite part about Zoom meetings is seeing the terrible DIY haircuts!"

Kelvin Poon, Marketing Manager

"I really appreciated the team comradery during this time. My funniest moment was having to move my dog, Daisy, because her snoring was too loud on my conference call!"

Betty Meng, HR/Payroll Coordinator

The Power OF SUPPORT

A SOROPTIMIST STORY

If there's one thing COVID-19 has taught us, it's that community is everything. Community is an extension of family; it's what gets us through the tough times and helps us celebrate the good.



Townline SVP of Development, Sales and Marketing, Chris Colbeck (left), marching for gender equality in black high heels

For Townline and TL Housing Solutions, community has always been the heart of what we do: building homes and communities that support happy, healthy lifestyles for all.

A crucial component of building community is supporting those in need. Philanthropy is fundamental to Townline's belief system – it's the Townline Way. We have always believed in contributing to our communities in a wide variety of ways – which includes supporting the organizations that in turn support the individuals in our cities, towns, and neighbourhoods.

One of these remarkable organizations that we are proud to be involved with is Soroptimist – an international group created in 1921 to improve the lives of women and girls in our communities. Soroptimist means “best for women.” It is run by female professionals around the world who volunteer their time to make a difference – women at their best, helping other women be their best.

Women Helping Women

For the past ten years, Julie Knisley has been closely involved with the TriCities branch of Soroptimist, serving as president, secretary, and project committee member on a number of different initiatives. “We have so many talented women in our membership,” says Julie, a Sales Effectiveness Executive. “Entrepreneurs, accountants, nurses, teachers, RCMP, and even an environmental biologist. All with kind hearts, wanting to roll up their sleeves and share their talents.”

Soroptimist's many programs help educate, empower, and enable women and girls in our communities. Bea's Kloset is a free store full of donated furniture and household supplies, where women coming out of foster care, recovery centres, or abusive situations can



Members of Soroptimist celebrating the 20th anniversary of the TriCities branch

“shop” for the things they need to begin the next chapter in their lives. Walk a Mile in Her Shoes invites men, women, and children to literally walk a mile in women's shoes to raise awareness of gender inequality. Even male police officers join the walk wearing red stilettos as the crowds gather to cheer them on!

Warm Place for Women is a monthly social evening offering friendship, mentorship, and a nutritious dinner, plus gently used clothing and household items. The program was put on hold during the COVID-19 pandemic – so the big-hearted volunteers at Soroptimist tracked down over 25 regular attendees to give them \$100 grocery gift cards, helping them feed their families during this particularly difficult time.

Many of Soroptimist's regular programs had to be postponed during the pandemic. With a keen sense of critical need, the TriCities members stepped up to help doctors in the community. A Dress the Docs project gathered donated fabric, sheets, and socks

(used as cuffs) to sew more than 200 reusable hospital gowns and help keep doctors safe. “It was amazing,” says Julie, “to see so many Soroptimists and friends of Soroptimists cut patterns and fabric, sew and deliver, all while self-isolating!”

Support for Soroptimist

From mentoring and career education to much-needed resources, Soroptimist helps girls and women lift themselves out of compromised situations, achieve education and employment goals, and lead fulfilling lives they can be proud of. But they need help to do it.

“We are a 100% volunteer team, so we rely on the personal and financial support of organizations like Townline and TL Housing Solutions,” says Julie.

“It has helped us maintain programs like Bea's Kloset and Warm Place for Women, and even enabled us to award a single mother a \$5,000 scholarship this year. In our Walk a Mile program last April, Townline's very own Chris Colbeck walked in his stilettos in support of gender equality!”

“I am so happy and so excited that I will be able to continue with my studies. I finally feel that my path is aligning because everything is coming together in many different ways! Truly happy and grateful for this opportunity to be an adult learner and pursue my dreams.”

Townline scholarship winner

“Soroptimist has helped me achieve my dreams as a mother, woman and individual. I am truly grateful for their support as I use to feel like a nobody, with their help, they allowed me to feel like a somebody. Without their support I would not be where I am today. Thank you for your ongoing support, kindness and generosity with believing in women like me and allowing us to find our wings.”

Live Your Dream award winner

“It means the world to me because I am starting my life over from scratch and literally had nothing! I am so very grateful and thankful for your program from the bottom of my heart.”

Bea's Kloset client

Community by Design

INTERVIEW WITH

ADRIAN POLITANO OF ABA

“A great design solution looks at design problems and community needs from multiple angles,” says Adrian Politano of Alan Boniface Architect Ltd. (ABA), “and seeks to balance best practices with innovations.”

Sneak Peek

NORTH ROAD
675 North Road
Coquitlam, BC

Our exciting new 45-storey high-rise with 377 tower homes, 7 townhomes, outdoor pool and resort-style amenities. Just a 6-minute walk from the Evergreen SkyTrain Station, close to shops, services, and local parks.

Livability is premium in these thoughtfully designed homes with large balconies and terraces, functional layouts, ample storage, and stunning finishes that stand the test of time.

We touched base with Adrian to get key insights into the exciting innovations in architecture and design happening in our cities and neighbourhoods today – plus a preview of his firm's latest work on Townline's new urban high-rise coming soon to Burquitlam.

Let's Talk Collaboration

“It is often said that architecture is a team sport. That team is far larger than just the architects. Every large project is the result of months and years of collaboration by dozens of people – engineers, urban and landscape designers, interior designers, city staff, builders. It's what makes each project unique, and always inspires new approaches.”

Tackling Challenges

“There's always a design solution. Finding the one that satisfies a long list of requirements while also contributing to the local city fabric: that is the essence of the challenge. Navigating regulatory, physical, economic, performance and design requirements; coordinating all the players and inputs – each moment contributes to the exhilaration of finding the right design path.”

Seeking Innovation

“I like to travel, to observe architectural practice and developments to stay inspired. I'm interested in work that can

capture the useful advancements and innovations of its time, but by responding to its community, site, climate, or history, the architecture will last well beyond a moment in time.”

Urban Contribution

“Our work seeks to contribute to the social realm of urban places. A building must always respond to the buildings, sidewalks, streets and community around it. We believe the connectivity of the building to its context at street level is critical – for both the people who live in it, and near it. For Townline's North Road project, we needed to respond to the future state of this changing neighbourhood – anticipating future tower positions, park and trail connections, and ultimately ensuring the building engages with the public realm around it.”

Design from the Inside

“For North Road, we did not want indoor and outdoor living and common spaces to take a back seat to the exterior expression of the building. While no building is completely designed from inside out or outside in, North Road puts strong emphasis on the individual suites. Each home offers large balconies or terraces, with thoughtful layouts including storage and convenience features that suit the needs of today's discerning homeowner.”

Exciting Features

“The 45th-level lounge and roof deck are dramatic stand-outs at North Road. There is also a wonderful collection of amenities, plus great views on every level. I'm excited to see the 'mortgage-helper' suites that are a new flexible suite model. Along with the overall mix of home sizes and configurations, these make the development a great example of diverse housing choices that create a vibrant and inclusive addition to the neighbourhood.”

ABA & The Townline Way

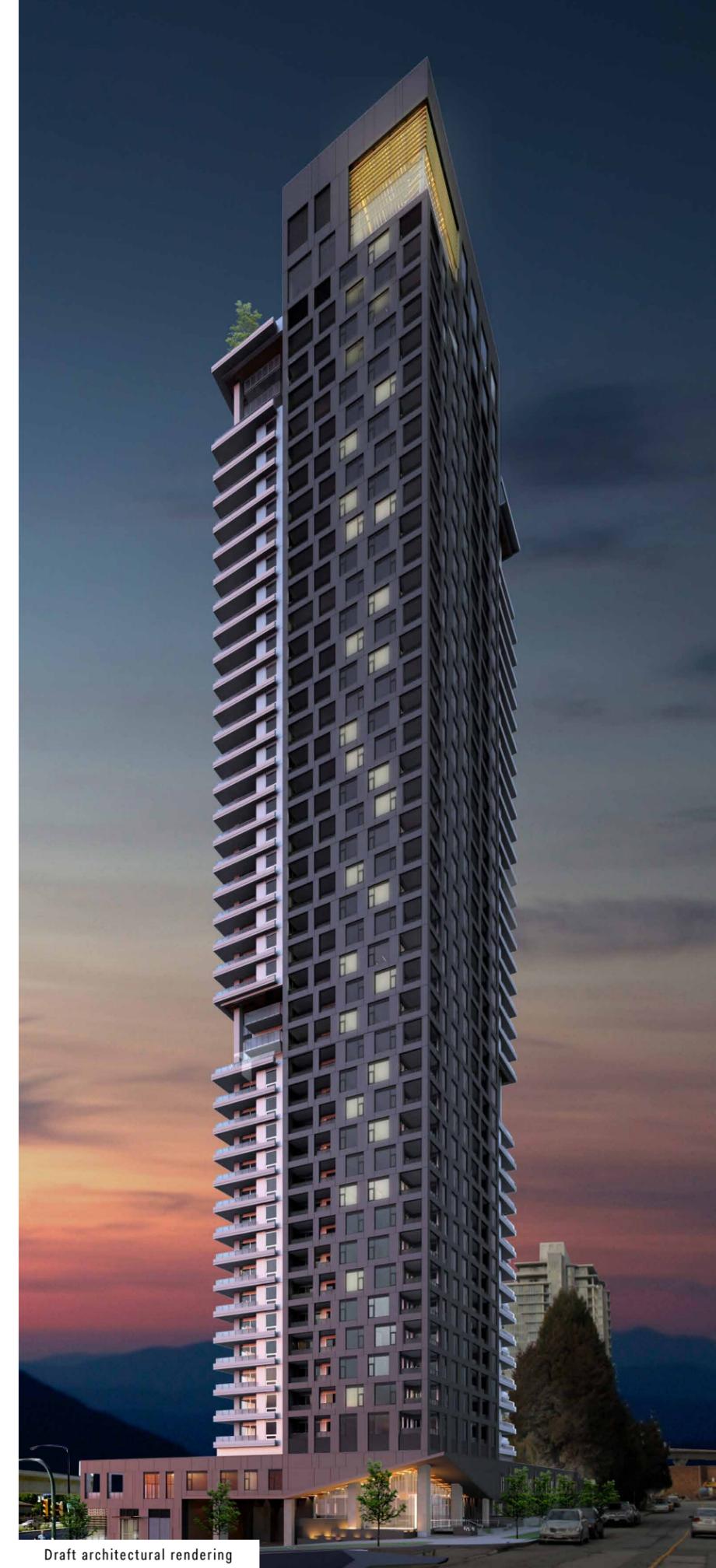
“Townline is building on extensive past experience while finding new ways to innovate in the North Road project. ABA shares that interest in building on experience, getting the right people together, asking the right questions to find new and better results – that benefit everyone affected by the development, from homeowners to the community.”

A Time for Reflection

“All the reasons to embrace mixed-use planning are only emphasized by the recent global health events. Walkable neighbourhoods, housing diversity, 'eyes on the street,' compact urban form, public and private outdoor spaces, access to recreation and public transit – these have perhaps taken on a new prominence in our social consciousness. I feel fortunate to live in a high-rise above a grocery store, across the street from a park, amidst a number of local restaurants and businesses. I am able to meet most of my daily needs close to home and have a sense of neighbourhood support and connectedness.”

Community Is Everything

“The best part of any project is the satisfaction of seeing the building be lived in and become part of its community.” ◀



Draft architectural rendering

A New Community

GATHERING PLACE

Usually, this is the place where we let our readers know about community events and activities taking place in your neighbourhoods. This issue is a little different! We may not be able to gather in large groups for festivals and concerts right now, but our communities are stronger than ever. Here are some ways we can band together – even while ensuring we maintain our distance.

Help Out a Neighbour in Need

If you're willing and able to give back to your community at this time, here are some great ways you can help!

Sew Masks

A simple mask is quick to make, and there are plenty of ideas online. It's a relatively easy way to give back and will be greatly appreciated by healthcare and essential workers, seniors, and all your friends, family, and neighbours!

Deliver Groceries

Isolated seniors or those with mobility issues may be particularly vulnerable at this time. Since online deliveries can take up to a week to arrive, why not drop off a bag of groceries for a neighbour in need?

Give Away Unused Technology

Do you have an old tablet or phone lying around that you never use? Help students connect to online schooling and families keep in touch by giving away these crucial tools.

Donate if You Can

While many people may not be in a position to make monetary donations right now, consider that food banks and other vital community support programs are the first to feel an economic impact. Every little bit helps! Volunteering your time is an excellent alternative, though more challenging while restrictions apply. Get ideas for how you can help at volunteer.ca/covid19.

Connect with Your Community

Self-isolation doesn't have to mean social isolation! More online community groups seem to pop up every day. Tools like Zoom are no longer just for business meetings – from exercise class to cooking club to cocktail hour, it can (and does!) all take place online. Here are some tips to help you stay connected to your community – all while practicing social distancing.

Facebook Groups

Whether or not you're a Facebook regular, it's a great place to find neighbourhood chats and meet-ups. Try searching the name of your neighbourhood to find a group you'd like to join.

Houseparty

The name doesn't necessarily say it all – tools like Houseparty, a free social connection platform, are a great way to stay in touch with friends and family, reconnect with old friends, and meet some new people while you're at it. Who's in for a party?

Be Inspired!

Heartwarming stories of individuals around the world stepping up to help out those in need during this unprecedented time.

Our Daily Bread

A Calgary baker who fled Kosovo with his family in 1999 has been delivering free bread to Calgary seniors and people in need.

Brewing up Something Good

Multiple breweries and distilleries have been producing free hand sanitizer for essential workers or for purchase by consumers.

Ave Maria

People across Italy began singing evening arias from their balconies to lift the spirits of their communities during a time of crisis.

Food for Good

In London, England, Furloughed Foodies and Hospitality for Heroes provide meal programs for medical workers and food banks, while Zoomers to Boomers volunteers in California have made over 2,000 grocery deliveries to seniors.

Royal Volunteers

Princess Sophia of Sweden donned some scrubs to volunteer at her local hospital.

Star Power

Hollywood icons such as Leonardo DiCaprio and Lady Gaga have raised millions for health, research, and food banks.

I Do... Want You to Have This

A Yorkshire couple donated 400 meals from their postponed wedding to local hospital workers.

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RESIDENTIAL UPDATE

NOW SELLING

THE HOLLAND

A 25-storey residential high-rise tower of 250 one and two-bedroom condo residences and three-bedroom townhomes. The Holland represents a rare opportunity for parkside living in a Surrey City Centre, located within walking distance to the Surrey Central and King George SkyTrain Stations, SFU's Surrey Campus, the Central City Shopping Centre and Holland Park's 25-acres of contemporary greenspace.

SALES CENTRE: 13260 Old Yale Road, Surrey, BC
CALL: 604.951.8111
EMAIL: theholland@townline.ca
REGISTER AT: [townline.ca](https://www.townline.ca)

HUDSON PLACE ONE

Set to complete in Summer 2020, Hudson Place One is a 25-storey, mixed-use residential tower featuring 176 intelligently designed one, two and three-bedroom concrete homes. This community boasts over 11,000 sf of indoor/outdoor amenities and has downtown Victoria's highest elevated views. Situated in the heart of Townline's master-planned Hudson District, this landmark tower offers doorstep access to an array of artisan shops, services and the Victoria Public Market.

SALES CENTRE: 740 Herald Street, Victoria, BC
CALL: 250.388.0018
EMAIL: HUDSONPLACEONE@townline.ca
REGISTER AT: [townline.ca](https://www.townline.ca)

SUSSEX

Situated in the heart of Burnaby's sought-after Metrotown, Sussex offers an incredible urban lifestyle. Steps from Metropolis at Metrotown, residents will enjoy world class shopping, dining, commerce, and transit, with the distinction of being on a quiet tree-lined street, north of Kingsway. Only five luxury homes remain in this stylish 41-storey high-rise showcasing breathtaking views and over 6,000 sf of elite amenities.

CALL: 604.454.0889
EMAIL: sussexmetrotown@townline.ca
REGISTER AT: [townline.ca](https://www.townline.ca)

COMING SOON

FORESTER

A family-oriented townhome community on Coquitlam's Burke Mountain featuring 100 well-designed three, four and five-bedroom Whistler-inspired craftsman style homes along with a first-of-its-kind amenity building that includes an outdoor pool. Playing off its surrounding outdoor amenities, trails and natural beauty of Burke Mountain, this stylish collection of mountain modern homes will offer strong street appeal with their signature west coast inspired architecture and distinctive gable, stone and wood detailing.

SALES CENTRE: Coming Soon
1290 Mitchell St., Coquitlam, BC
CALL: 604.552.8005
EMAIL: forester@townline.ca
REGISTER AT: [townline.ca](https://www.townline.ca)

PIONEER

A walkable, Whistler-inspired, family-oriented townhome community of 155 carefully crafted three and four-bedroom homes with over 5,000 sf of robust amenities, including a pool, fitness room, fireside lounge, theatre room and games room. Situated in the Burke Mountain area of Northeast Coquitlam, Pioneer offers easy access to a diverse trailway system and sits adjacent to the future Partington Creek master-planned community.

SALES CENTRE: Coming Soon
REGISTER AT: [townline.ca](https://www.townline.ca)

LUXE

Coming to the heart of Richmond's City Centre, at Lansdowne and No. 3 Road, this mixed-use residential development features three high-rise towers with 345 stylish homes, exclusive amenities, 100,000 sf of vibrant street-level retail and a signature office tower. Located adjacent to the Lansdowne Shopping Centre and the Lansdowne SkyTrain Station, these residences provide instant access to the YVR Airport, Downtown Vancouver, the McArthurGlen Designer Outlet and are walking distance to diverse shopping, restaurants and grocery stores.

SALES CENTRE: Coming Soon
REGISTER AT: [townline.ca](https://www.townline.ca)

ON THE HORIZON

CARDERO

PROJECT INFO: 20-storey high-rise
119 one, two and three-bedroom residences
Downtown Vancouver
REGISTER AT: [townline.ca](https://www.townline.ca)

DANSEY

PROJECT INFO: 17-storey mid-rise
160 market rental units
Burquitlam
REGISTER AT: [townline.ca](https://www.townline.ca)

MERIDIAN

PROJECT INFO: 39-storey high rise
One, two and three-bedroom residences
Burquitlam
REGISTER AT: [townline.ca](https://www.townline.ca)

HUDSON PLACE TWO

PROJECT INFO: 24-storey high-rise
225 studio, one and two-bedroom market rental apartments
Victoria
REGISTER AT: [townline.ca](https://www.townline.ca)

NORTH ROAD

PROJECT INFO: 45-storey high-rise
377 tower homes and 7 townhomes
Burquitlam
REGISTER AT: [townline.ca](https://www.townline.ca)

PANDORA

PROJECT INFO: 16-storey high-rise
165 market rental apartments
Victoria
REGISTER AT: [townline.ca](https://www.townline.ca)

HARMONY (LOS ANGELES, USA)

PROJECT INFO: 176 one, two and three-bedroom rental apartments
Chinatown, Los Angeles
REGISTER AT: [townline.ca](https://www.townline.ca)

ON THE HORIZON CONT.

SOUL (LOS ANGELES, USA)

PROJECT INFO: 31-storey high-rise
256 one, two and three-bedroom market rental suites
Koreatown, Los Angeles
REGISTER AT: [townline.ca](https://www.townline.ca)

CUSTOM HOMES

Our story began by building custom homes.

Forty years later, custom single-family homes still make up a significant portion of our portfolio.

Contact us today for a consultation to start planning the foundation and design of your dream home.

EMAIL: custom.homes@townline.ca
REGISTER AT: [townline.ca](https://www.townline.ca)

OFFICE/COMMERCIAL

HUDSON DISTRICT

A thriving urban village featuring 18,800 sf of dynamic street-level retail, anchored by the Victoria Public Market. With 556 homes now complete and another 350 homes on the horizon, this animated and vibrant neighbourhood is quickly becoming known as downtown Victoria's preferred place to live, work, play and socialize amongst urbanites of all ages.

HUDSON MEWS

Two retail spaces are available. One is approximately 1,500 sf and the other, 600 sf. An interior space of approximately 900 sf is available – suitable for warehouse/storage or potential workshop. For details, contact Matt Fraleigh at Colliers International:
T: 250.414.8440 | M: 250.858.8828
E: Matt.Fraleigh@colliers.com

THE VICTORIA PUBLIC MARKET AT THE HUDSON

For details about current and upcoming spaces for lease, as well as day vendor program information, contact Jaymie Humber at Quay Management:
T: 778.433.2787 | E: info@victoriapublicmarket.com

HUDSON PLACE TWO

Two retail spaces are available. One is 4,400 sf at the corner of Blanshard and Herald, and the other is 3,300 sf at Blanshard and Fisgard. For details, contact Matt Fraleigh at Colliers International:
T: 250.414.8440 | M: 250.858.8828
E: Matt.Fraleigh@colliers.com



Forester

A WHOLE NEW LEVEL of Safety



Melissa O'Doherty
Health and Safety Manager

"Becoming the health and safety manager at Townline has been a ten-year journey," reveals Melissa O'Doherty. After growing up in a family of trade workers, Melissa witnessed the injuries, exhaustion, and dangerous situations that are too commonly present in mismanaged worksites. "I wanted to help prevent others from suffering injuries, and their families from having to watch them suffer," she says.

But first, she needed to see it for herself – the hard way. On the advice of a family member, she spent over two years as a concrete form worker, learning first-hand the pressures of trying to keep to a schedule, the urge to get the job done, how complacency happens, and the fatigue that a hard week can cause. It was the best advice she ever received.

She then launched her career as a health and safety manager in construction, health care, and hydro, all while studying to achieve her certifications. While on maternity leave this year, Melissa was

thrilled to be recruited to join Townline. That was at the end of March.

"I can't comment on a typical day with Townline, because it hasn't happened yet!" she says. "I started just as the pandemic was ramping up. I've actually met most of the team only through video calls!"

Yet there is perhaps no better time to focus on health and safety.

"My approach was to get all the sites working together, to offer support and make sure we're implementing and following the same protocols," she says. "We started weekly safety calls to discuss new procedures and changes according to the information we are receiving from the Centre for Disease Control and our Provincial Health Officer, Dr. Bonnie Henry."

"We discussed concerns and challenges, and what was working well," she continues. "I shared emails from sub-contractors thanking Townline and TL

Housing Solutions for all their efforts. It makes the team's hard work feel appreciated and really worthwhile."

In some ways, despite the newness of the situation, this is business as usual for Melissa. "I don't think this pandemic has changed the way I think about the importance of my role," she reflects. "But it has added another unseen hazard that we did not previously consider."

"What I love about my job is collaborating with the team to find safe solutions and completing challenging tasks safely," says Melissa. "I work hard to build trust and educate team members. When I see them embrace safety in all aspects of their job – that's when I know I'm succeeding. They are protecting themselves and passing that knowledge on to those they work alongside of."

"Safety is about prevention, rather than reaction," she continues. "In some ways, that's probably understood now more than ever before." ▀

Townline's Job Site Safety Protocols for COVID-19

- On-site social distancing
- Hand washing stations with warm water and soap
- On-site COVID-19 assessments for workers
- Outdoor meetings and video conferencing
- Regular sanitization of tools, washrooms, door handles, light switches, railings, etc. (Melissa: "We have actually hired cleaning crews that clean all day long!")
- One-way stairwells so workers do not have to pass each other
- Limited people in elevators
- COVID-19 site inspections to ensure all precautions and protocols are maintained
- Two-person maximum for sales meetings with COVID-19 assessment prior to meeting
- Weekly COVID-19 safety meetings