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Years of Building Excellence



*A Building Excellence Legacy
Since 1948*



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FROM THE EDITOR

Dear Reader,

Welcome to Business World Magazine, where we showcase the very best in business excellence across North America.

For this edition, we have turned our attention to British Columbia, Canada, and highlighted some of the business leaders in construction and development. The two companies gracing our cover – **Tidman Construction and Pacific Landing** – are two prime examples.

Tidman Construction is a third-generation family business with a history of custom building excellence going back more than 70 years. We spoke with director Andrew Tidman, who told us how he's continuing the legacy of grandfather, father, and uncle, and about some of the high profile recent projects that have put the family company in the spotlight.

Pacific Landing, meanwhile, is a resort village located on an unparalleled waterfront location not far from downtown Victoria. There, they have delivered a lifestyle offering truly focused on community and engagement – something a lot of developers strive for, or say they do, but not many achieve. Dale Fish, a founding partner in the business, talked to us about how they pulled it off.

Also featured in this issue, among other industry leaders across the province and beyond, is **All Elements Design.Manage.Build**. They have become one of the most renowned names for high-end, highly challenging projects in the Okanagan, and their reach is expanding fast. Founder and director Kim Larson walked us through the road to earning their reputation, and told us about their next step –making luxury homes more energy-efficient than ever.

For those stories and more, keep flipping the pages. Thank you for reading, and we'll see you here again in the months to come.

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70 Years of Building Excellence

Tidman Construction is a third-generation family business with a legacy of custom building excellence going back more than 70 years. In that time, they have delivered an extensive portfolio of acclaimed and award-winning homes and renovations, and they have earned an unrivalled industry reputation for customer satisfaction and top-quality workmanship.





TIDMAN
CONSTRUCTION



“We do everything – including coordination of specifications and materials.”



The company started building its reputation in 1948, led by founder Roy Tidman – a man who believed in doing a good job, listening to what people wanted, and always doing what he said he was going to do. His commitment to quality and care made him many long-time friends among his clients, and made Tidman Construction one of the most respected names in residential building. Roy's values were carried on by his sons Ron and John, who took over the reins of the business in the 1980s, and later by John's son Andrew, who came on board in the decade that followed.

Today, Tidman Construction is the oldest family-owned custom home builder on Vancouver Island, celebrating their 70th anniversary this year. The business is now led by Andrew, who has experience as both in architectural design and a building, and is wholly committed to the company's clients and the quality of the team's work – much like his uncle, father, and grandfather.

In the past, Tidman Construction has been involved in some relatively large projects in both the residential and commercial sectors. For example, they were the builder of Arbutus Ridge, which is one of Canada's first gated adult retirement communities. In more recent years, the company has focused more exclusively on the residential sector, where they can take on projects of virtually any size, from bathroom and deck renovations to exclusive custom homes. Geographically, their work takes them from their home base in Brentwood Bay to all over Greater Victoria.

Tidman Construction's team is involved with every client right from the beginning of the process, which is something they greatly appreciate. That involvement means the clients benefit from the team's experience and dedication right from the word 'go'. Tidman Construction will even assist potential clients in choosing their property, before guiding them through the design, construction, and landscaping stages.

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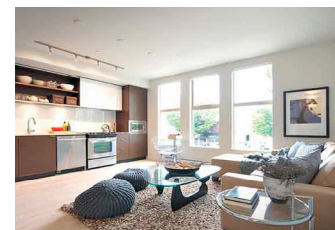
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**** Congratulations ****
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70 years!



“We’re a one-stop shop.”

“We’re a one-stop-shop,” Andrew says. “We do everything – including coordination of specifications and materials.”

“The feedback we get from clients is that it’s about the personal attention they receive from us,” he explains. “We’re not a large company, and that’s by choice. We deliberately do not take on very many projects at one time. We want to be able to deal directly with every client, and give them one-on-one attention.”

“We don’t view clients as just project numbers,” he says. “We view them as people who are making potentially one of the biggest investments in their lives. We take that seriously.”



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Tidman Construction's extensive personal service is particularly valuable for those clients who are from out-of-town, out-of-province, or even out-of-country. They rely heavily on the Tidman Construction team to guide them in the right direction and make selections on their behalf – which is, once again, a responsibility that the company does not take lightly.

“Our goal is to earn our client’s trust, and to be worthy of that trust,” Andrew says. “We do that by putting the time in. We deal with them one-on-one and make sure we truly understand what their wants and requirements are for their home. We like a high comfort level for our clients.”

As a testament to the comfort they create, almost all of Tidman Construction’s work is generated by referrals, word of mouth, and even repeat clients. The company does very little traditional advertising, preferring instead to let their reputation do the talking. For decades now, that tactic has proven successful.

“I would say that just about all the clients that we have ever built for we have formed friendships with,” Andrew says. “In many cases, those are lasting friendships – friendships that still carry through to this today. I think that’s a testament to the work we do, and it’s without question my favorite part of the job.”



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Quality consistency

Tidman Construction's reputation is not just a result of their personal customer service – it's also a result of the high calibre of quality they deliver, job in and job out.

Andrew credits the company's consistency, in part, to their experience and longevity in this ever evolving industry: "We've been doing this for 70 years, so that's a large part of it," he says.

"We also spend quite a bit of time educating our clients," he adds. "We make sure they have a good understanding of what makes up a well-built home. We take them through their material options and explain the pros and cons, and we make recommendations based off our experience. There is a ridiculous amount of choice out there for consumers, but we help guide clients in the direction of materials that are both good quality and fit their budget."

Andrew also credits the dedication of the company's team, which includes their direct staff as well as their roster of subcontractors and tradespeople.

One example is interior specialist Gordon N' Gordon Interiors. They have been specialising in steel studs, drywall, insulation, and acoustical ceilings for 30 years, always providing high quality workmanship while adhering to stringent timelines. Much of their history has been spent in partnership with Tidman Construction.



There's also Pronautic, a company based out of an 18,000 square foot facility by the Victoria International Airport. They are an expert provider of joinery and cabinetmaking services, and the quality of their work is always a vital component to the success of Tidman's projects.

RC Roofing is another experienced and knowledgeable partner of the company. Their ticketed torch-on roofers have more than 26 years experiencing in the industry, and their competitive prices and topnotch service have made them a trusted ally of Tidman Construction.

"We have been very fortunate over many years to have worked with a really high calibre, hard-working group of sub-trades," Andrew says. "They are people that come to our job sites to do the job correctly. A lot of them have been working with Tidman for many years – some as long as 50 years."

That longevity, Andrew says, is a result of the mutual respect that exists on both sides.

"I think it's important to remember that in this business, people don't work for you, they work with you," he explains. "We're all working together, and we're all on an even playing field, and that's how we treat each other."

As an example of the kind of quality Tidman achieves when everyone is pulling in the same direction, Andrew cites a recent vacation home the company built on Shawnigan Lake.

That home was built as a space for many generations of a large, closely-knit family to gather and spend time together, while enjoying the beautiful setting. Situated on a large lakefront acreage, it was designed to have a "harmonious indoor-outdoor feel, so whether the family is in or out, they are enjoying their beautiful property."

The outdoor spaces on the home include a large stone fireplace, a heated outdoor patio slab, an outdoor dining area, and an outdoor living area. The doors that lead inside the house are big, and when the weather is right they open up to allow for a seamless transition between inside and outside.

"It becomes one big area," Andrew says. "It's really quite spectacular."

"And it's perfect for the family," he adds. "Everyone can be together but can still have their own space."

The client on the project was highly appreciative of the end-result, as well as the experience they had getting there. In a testimonial on Tidman Construction's website, they said:

"The creation of our dream vacation home became a reality working with Tidman Construction. Every detail, from site planning, to designing the home and property, right down to final touches, was carried out professionally and perfectly. It was truly an enjoyable, low stress experience, thanks to Tidman Construction's positive and energizing attitudes. They were well run, extremely organized,

had an immaculate job site, and very competent, reliable tradespeople.”

On Tidman Construction’s end, Andrew says the experience was just as pleasant. He says the client was “amazing to work with,” and the relationship was so positive that the company has gone on to build other homes for the same family.

Moving forward, those are the kind of exceptional client experiences Tidman Construction wants to continue creating. That’s exactly what Roy focused on many years ago, and the company wants to maintain those values and follow in those footsteps.

“My grandfather, Roy Tidman, and later, my uncle and father, worked closely with our clients and delivered high quality homes,” Andrew says. “We’re very proud of that legacy. We want to continue it for a long time to come.”



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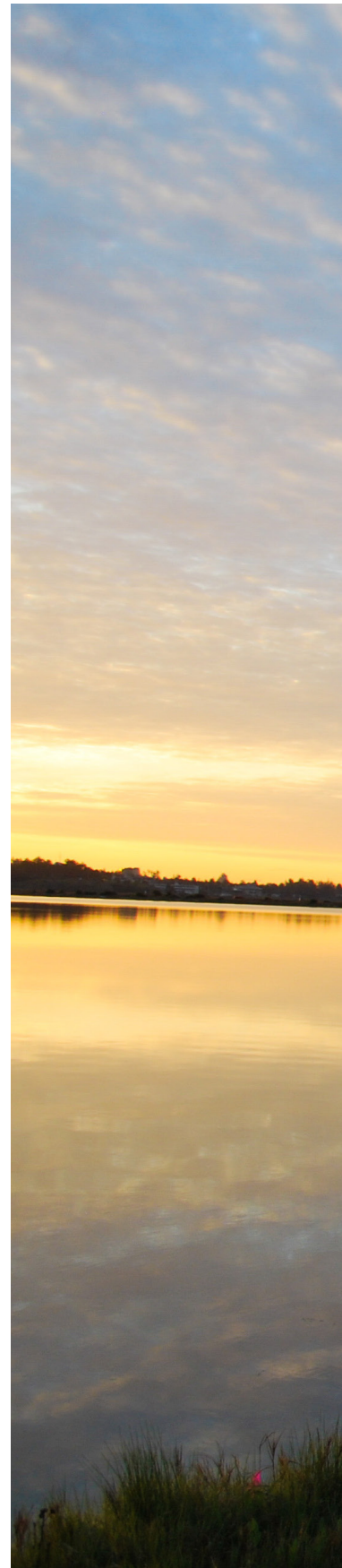
To learn more about Tidman Construction, and to get in touch with Andrew and his team about a custom home or renovation of your own, visit <https://www.tidmangroup.com>

Building a lifestyle

Pacific Landing is a multi-use resort village that offers luxury homes, premium community amenities, and a happy and healthy lifestyle – all on an unparalleled waterfront location.

“Pacific Landing is about enjoying life and finding your happiness,” says Emily Royer, Director of Sales, Marketing & Operations. “Everything here was built and designed to deliver a lifestyle focused on community and engagement.”

Situated on the shores of Esquimalt Lagoon, just a short drive from downtown Victoria, the village boasts 650 feet of shoreline, with stunning views of the Pacific Ocean, Olympic Mountains, and Mount Baker. Pacific Landing’s 12-acre estate also features a bubbling creek, a community garden, and direct access to over 500 acres of hiking trail.





PACIFIC LANDING
OCEANFRONT LIVING



“Everything here was built and designed to deliver a lifestyle focused on community and engagement.”



The development also offers a wide expanse of amenities and services, including a yoga studio, cooking theatre, makers workshop, and much more to come. The village was purpose-built to create a vibrant community and facilitate an active and engaged lifestyle, and is actively managed and maintained to make life easy for owners. The vision at every stage of the design and development was to create a space where “friends and family can come together to live, learn and play,” Emily says.

The origins of that vision date back to 2007, when Randy Foyer purchased the property in Colwood and had the idea for a village where people could live “a full and healthy lifestyle.” He was drawn in by the beautiful landscape, and also by the proximity to Royal Roads University, which is a progressive institution that is particularly focused on further education and continuing studies. He thought it was a perfect setting for his community vision, one that would particularly appeal to the coming generation of downsizers.

Prior to acquiring the land for Pacific Landing, Randy had spent over 50 years working in the hospitality industry with an emphasis on development, finance and management. Throughout his career, he had conceived, financed, constructed and managed over 30 hotels, including the Banff Rocky Mountain Resort and the Grand Okanagan Resort in Kelowna – which ultimately sold for a profit of \$100 million.

Randy's partners in Pacific Landing are Ray Parks and Dale Fish. Ray has an extensive history in government and consulting, and Dale in construction and development. Dale first started working with Randy back in the late 1980s, when they built the Banff Rocky Mountain Resort, and then numerous hotels across Canada, the US, and Mexico – including the Grand Okanagan. After almost 10 years apart, Randy reached out and pitched his vision.

“Randy and I sat down, and he told me about a dream he had to produce a really unique





“The team at Pacific Landing designed a long term-plan.”

project here in Victoria,” Dale recalls. “He asked if I would be interested in looking after the construction.”

Dale agreed, and together, along with Ray Parks, they began turning Randy’s dream into a reality. The process officially commenced in 2014, when the site was basically “all raw land,” with just a federally-regulated stream running through the centre. The team at Pacific Landing designed a long-term plan with multiple phases, starting with Phase One.

Phase One consists of three oceanfront buildings housing 33 units, all built atop a parkade. Every unit is now sold out and the owners have moved in.



Currently, the company is conducting civil works for Phase Two, which will primarily include a distinguished five-storey building at the heart of the community, called The Douglas. The Douglas is designed by an award-winning local firm, and was inspired by turn of the century architectural elements. It consists of 20 luxury suites, each with two-bedrooms and two-bathrooms, and each offering spacious terraces, premium finishes, as well as stunning views of the ocean and unique surrounding wilderness.

Pacific Landing has also taken steps to ensure the health and livelihood of the natural area. There's a migratory bird sanctuary on the property, for example, and near it they have built spawning beds for the fish that come up through the lagoon.

Furthermore, the company is in the design phase of a future phase, which will include two more buildings with 62 condo units between them. Those buildings will also be on a parkade, and will feature a pool in the suspended slab of the parkade itself.



Family atmosphere

According to both Emily and Dale, Pacific Landing enjoys uniquely positive relationships with its buyers. That is yet another reason – on top of the stunning location, the premium finishes of the units, and the community lifestyle offering – that people want to be part of their community.

“Our relationships are a result of the product we’re creating,” Emily says. “We’re not building a large density condo building, where the buyer is just another number. We have individual relationships with each of our 33 buyers from Phase One, and we expect to have equally unique relationships with the 20 buyers from Phase Two.”

Emily also credits the family atmosphere at the company, as the team at Pacific Landing consists of various family members with diverse and international backgrounds.

“Being a family company, we have a family environment, and that extends to the owners,” she says. “The process is more personal. It’s not just ‘Sign the dotted line and you’re getting a condo.’ We’re welcoming people into a community.”

“We’re also not just building and walking away,” Dale adds. “We’re here, we’re managing the property as each phase goes along, and once the property is completely built out we’ll still be the managers. We’re always going to be connected to Pacific Landing. So it’s in our interest to make sure everyone is happy and everyone is enjoying the property.”



The management arm of Pacific Landing is called BelleBrio, and owners benefit from the premium service they provide. That service includes protect the buyer's investment by making sure the site is maintained to pristine standards. It also includes managing the amenities on site, and ensuring they are well programmed to meet the needs and wants of the community – which can mean organizing a cooking class by a world-class chef, or booking the cooking theatre for an owner's dinner party.

BelleBrio also facilitates Pacific Landing's lifestyle promise by organising various in-site activities, including: art workshops; continued learning courses; walking and hiking clubs; social events; and more. The company is also excited about facilitating off-site exploring and partnerships based on owner demand, such as day trips around the island or tours of nearby historical sites.

"We have a diverse community with owners whose interests and skills are wide-ranging," Emily says. "We work with our owners to identify any on-site programming they would like to see."

No matter what function they are performing, the team at BelleBrio will always take pride in delivering exceptional customer service – the kind of service befitting Randy Royer's extensive background in the upscale hospitality market.



Exceptional quality

Pacific Landing also stands out in the market due to the features and finishes of their units. According to Dale, they go above and beyond to make sure the product they are offering is “a step above” everything else on the market.

The Douglas, for instance, has a long list of special features and elements in each unit. That list includes: 9 to 10 foot ceilings and oversized windows; gas fireplaces with tile surrounds; high quality, Canadian-made wood flooring; luxury wool carpet in the bedrooms; modern light fixtures with well-positioned dimmers, in-suite laundry and expansive storage space; generous closets; roller shades throughout; and much more.

The kitchens and bathrooms in The Douglas also set the development apart. The kitchens feature quartz countertops with striking backsplashes, gourmet kitchen appliance, high quality cabinetry, contemporary-designed faucets and hardware, and under-mount island sinks. The bathrooms, meanwhile, also include durable quartz countertops and contemporary faucets, as well as spacious showers with unique tile accents, his and her under-mount sinks, and even under tile heating for the floors.



The Douglas is also efficient – they feature high efficiency gas hot water on demand for each residence, high efficiency heat pumps for both heating and cooling, and solar panels to service common area energy needs. Each unit is also “solar ready,” Dale explains, so if the strata council wants to install more solar panels to offset energy costs, they have that option.

Both Dale and Emily credit the exceptional quality of the homes to the talent and dedication of the company’s team. That includes their in-house building supervisors and project managers, who conduct regular inspections over the course of a build to make sure everything is being done in accordance with specifications, and to make sure everything lives up to the company’s extremely high standard of quality.

Pacific Landing’s team also includes their roster of external partners, such as their architects, consultants, and suppliers. Design District Access, for example, is a Victoria-based interior company with the best and most current interior design products available in the marketplace, and Pacific Landing wouldn’t be the industry-leading offering it is today without their contribution.



A true community

Moving forward, the company's goal is to duplicate their success with Pacific Landing at other locations around Victoria and Canada. They are actively seeking future opportunities, and believe if they can find the right properties they can continue to provide superior lifestyle offerings and continue to create satisfied buyers.

"We're going to continue to seek special locations like this one," Emily says. "We want to take the amazing opportunity we have here and recreate it for others."

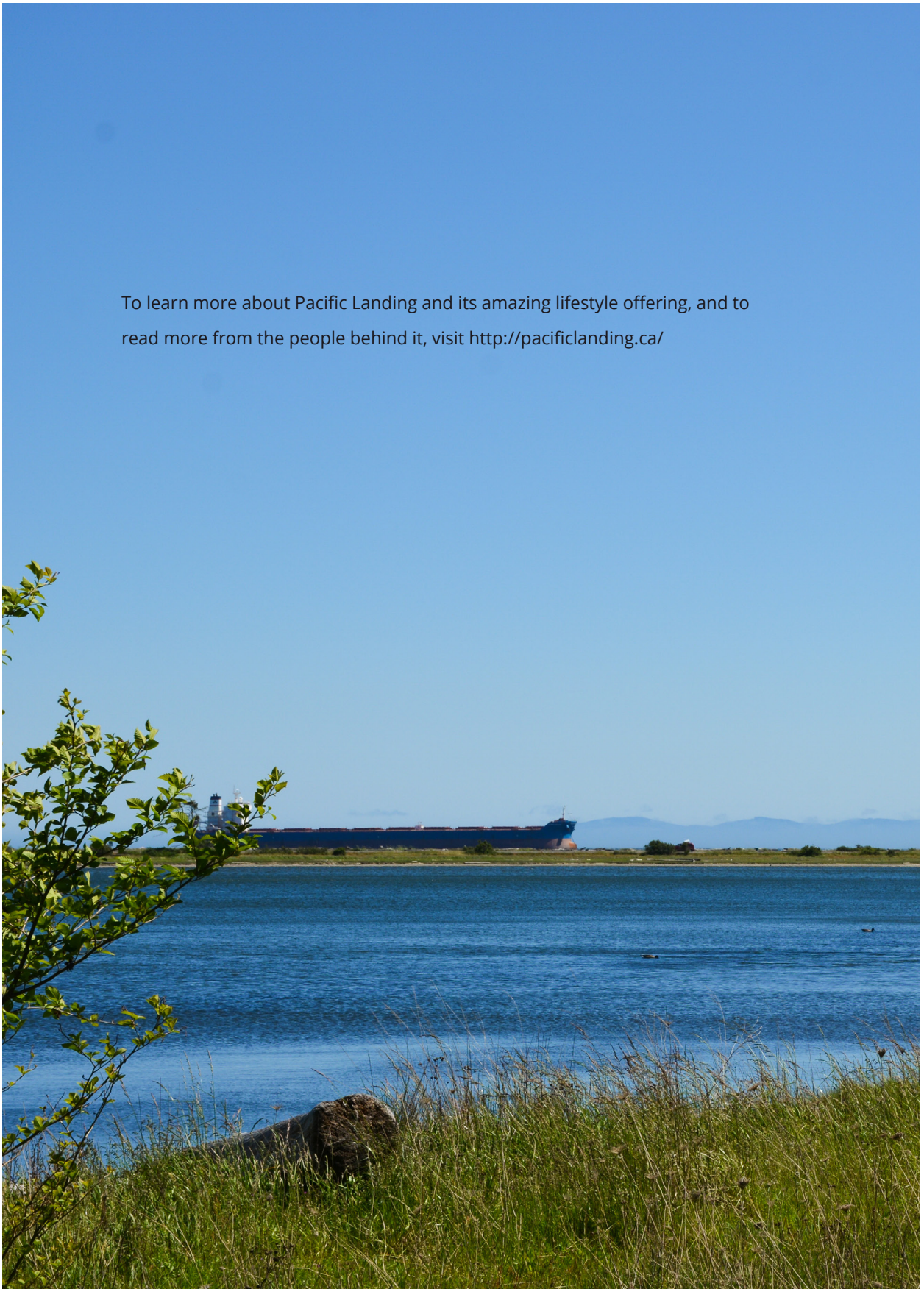
The most important thing, Emily concludes, is that they continue to build communities. They take that goal very seriously.

"A lot of developers say they're building a village or a community just because they're building homes close together, but we're going beyond that," she says. "I think we actually have a recipe for creating the kind of community feeling that people are looking for. We're doing that through the amenities we're creating, the service we're offering, and through our very special location."

"And we're not building it and walking away," Dale reiterates. "We're going to be involved for as long as people are living here."



To learn more about Pacific Landing and its amazing lifestyle offering, and to read more from the people behind it, visit <http://pacificlanding.ca/>





Homes of the future

De Waal Developments is an industry-acclaimed builder committed to constructing only the most innovative, efficient, and comfortable homes possible – the “homes of the future,” as founder and Director Koen De Waal calls them.

Koen’s passion for creating these future-homes goes back roughly 10 years. He had moved to Canada from Holland – where he had earned a civil engineering degree, and spent many years working for a civil contractor – and was looking to purchase a home for his family. He wanted a home built a high standard with energy efficient concepts, but without being prohibitively expensive, and he had a difficult time finding a builder who met his needs.



“I couldn’t find a builder, so I decided to build the home myself,” he recalls. “I found it to be a lot of fun, and I saw an opportunity.”



“I couldn’t find a builder, so I decided to build the home myself,” he recalls. “I found it to be a lot of fun, and I saw an opportunity.”

Koen went on to build for several years on the side, before officially commencing De Waal Developments in 2012. Since then, the company has grown in size and renown, and become known for delivering high efficiency, high quality homes for affordable prices across Edmonton. Historically, most of their projects have been spec homes, although that has changed over the last year or so. As the company’s projects have earned more attention, more and more clients have started seeking Koen out to build their dream home.

But why do clients choose De Waal Developments, over any home builder? Koen offers a few reasons:

“Our high performance homes are smarter, healthier to live in, provide greater comfort, and are build more sustainably and energy efficiently,” he says. “Clients can start saving on their utility bills right away and significantly reduce their carbon footprint.”

In addition to the company’s quality product, Koen also cites the quality of their customer service.

“We treat each customer like they are family,” he says. “Being responsive to their needs and directly available is of the utmost importance to us. Without

clients, we don’t have a business. And without their referrals, we don’t have a long-lasting business. So we do everything we can to make the process of building as positive as possible.”

“I try to put myself in the client’s shoes, and consider how I would want to be treated,” he adds. “That approach seems to be working well. We do customer insight surveys on every job, and we have an extremely high rate of customer satisfaction. I’m very proud of that, I want to keep getting better.”

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Changing the game

De Waal Developments' innovation in energy efficiency has not gone unnoticed or unrewarded. In 2017, the company's inaugural Windsor Park Net-Zero Home won three industry accolades: the Green Home Award at the CHBA - Alberta Awards of Excellence in Housing; a Technical Award from the Canada Green Building Council; and an Award of Merit at the Builders Choice & Custom Home Design Awards.

"I think that recognition is pretty important," Koen says. "We work really hard, and being recognized for the extra mile that we go makes it all the more worth it. And it makes it easier to get business in the future."

The award-winning project was Koen's own home for him and his family - the one that started him on his building journey in Canada. His objective was to design and build a home for a young family that would be "fun, comfortable to live in, aesthetically pleasing, and produce all its own energy." Early on in the process, he also integrated a secondary suite into the design of the home, which would create living space for renters. His conditions were that all energy efficiency upgrades had to be simple, locally available, and installed by local tradespeople.

To achieve those aims, Koen designed the home as an integrated system, which applied the principles of: passive solar design, increased insulation, airtight construction techniques, highly efficient mechanical systems, and a PV solar system. Together, these strategies resulted in a Net-Zero home which produces enough energy to support the home, a home office, a secondary suite, and two electric vehicles.

“To have a home that produces that much renewable energy, while still being financially feasible – I think that’s going to be a game changer,” Koen says. “I think we’re onto something very special.”

The energy-efficient features of the home include a foundational sump pump, which is equipped with a valve to permit irrigation of the yard using recycled water. The residual heat in wastewater is also collected through a single stack drain that is connected to a drain water heat recovery system. There’s also a 25 kilowatt solar array. And then there are the plumbing fixtures – all of them low flow.

The landscaping was also designed and completed with environmental sustainability in mind. Existing trees were kept on the property where possible, bushes plants and flowers were salvaged and planted temporarily off site during construction,

and seeds were harvested in the fall, planted indoors in the winter, and brought back outside in spring. Additional native plants were planted as well.

As the resident of that home, Koen’s review is predictably glowing. “It’s phenomenal,” he says. “Being so one with the environment, producing all of our own energy, not having any utility bills – and in fact, getting paid for the energy that you produce – it’s very cool. Moving in was a life-changing event.”

In their jury comments, the Canada Green Building Council had similarly high praise. They called the finished product a “commendable example of environmentally responsible densification.” They said it was “both gentle in its addition of a secondary suite, and transferrable in its use of off-the-shelf technology and local labour.”

“The project achieves its net zero ambitions in a holistic way, exploiting passive solar orientation and creating a highly insulated and airtight building envelope before adding photovoltaic panels for make-up energy,” they wrote. “Water conservation and material selection strategies are also commendable.”

Koen also credits the home’s exceptional result to some of the same factors – such as the company’s

roster of local subcontractors and trades, as well as their like-minded material suppliers.

Kitchen Craft Cabinetry is one example – as a subsidiary of the industry-leading MasterBrand Cabinets, they are a company with a rich history and a fashion-forward approach. They offer both quality and versatility, and can help create ideal living spaces designed for any budget. They also share De Waal's commitment to sustainability through the use of environmentally responsible materials, low emission coatings, and through recycling wastes.

When it comes to subcontractors, meanwhile, De Waal Developments employs a stable core that has been working with Koen since the beginning of his company's life.

"They're the people who made my home unique," Koen says. "They believe in what I do, they're on board with it, and they're a big part of my success."



Since completing that award-winning home, Koen and his family have used it as a show opened it to the public annually, as part of Edmonton's longstanding Ecosolar home tour. Koen estimates that over 800 people have attended the home since. He recalls personally attending the tour while considering building his own home, and it helped inspire him to make the choice to live more energy-efficiently and environmentally responsibly. He hopes his contribution will inspire others to make the same decision.

Moving forward, Koen says that's the goal of the company in general – helping people live a greener life.

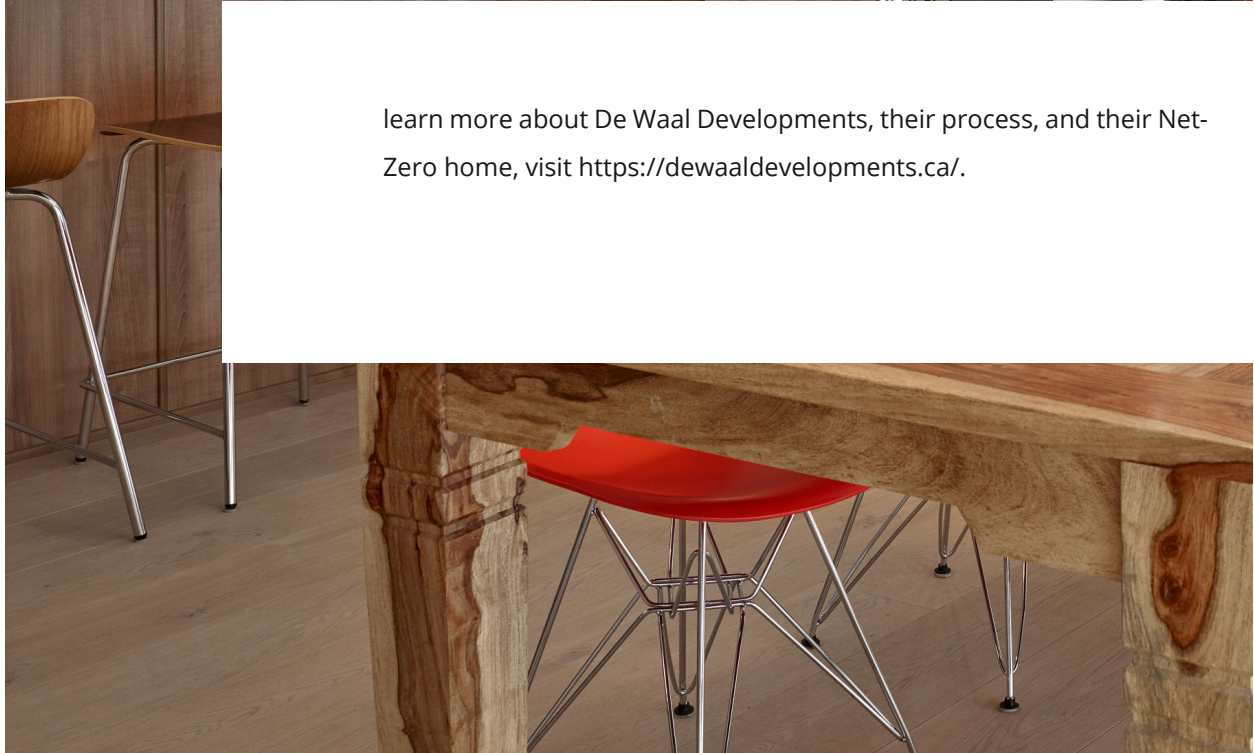
“Right now, this is only a niche market, but we live in a changing world,” he says. “Energy costs are increasing and there is growing awareness of the environment. Sustainability is becoming more important – I see it as the biggest business opportunity in the world.”

“Soon, these Net-Zero energy homes are not going to be so niche,” he continues. “They're going to become more and more popular. Right now, we're on the leading edge of that push, and we'll grow along with it.”





learn more about De Waal Developments, their process, and their Net-Zero home, visit <https://dewaaldevelopments.ca/>.





bazinga!

Where amazing communities begin.

From tech to Tribe

Bazinga! Technologies is a leading service-software platform that offers “everything you need for building amazing communities – from construction management software through to community management and communication,” according to Joseph Nakhla, the company’s founder and CEO.

“Our mobile and web solutions make life easier for developers, owners, councils, boards, HOAs and strata councils,” he says. “We are focused on creating vibrant community-living experiences.”

Early in 2017, in a bold move to take community-building one step further, bazinga! acquired a property management company that was looking to do things differently. As a result, the company can now offer a management suite that covers customer care and condo management tools, while also offering full-service strata [condo] management that take a tech-forward and collaborative high-touch approach.

“I took quite a bit of interest in condo and stratified living, and I thought maybe technology could play a role in creating harmony in those communities.”



Joseph was inspired to build bazinga! when he saw first-hand the logistical frustration associated with many condo communities, and the lack of communication and interaction between neighbors. The experience sparked him to find a solution to improving and enriching condo and community living.

“I took quite a bit of interest in condo and stratified living, and I thought maybe technology could play a role in creating harmony in those communities,” he recalls.

At first, bazinga! focused on working with developers of new communities, helping them to make information more easily accessible to their new owners and residents. Soon after, the company started working more with existing strata councils and condo boards, using their feedback to help develop a platform that would help them “manage their building and its future,” Joseph says.

A suite of products

Today, bazinga! has two distinct products that make up the bazinga! platform. Bazinga! Build is a customer care / punch list tool that digitally tracks, manages and reports deficiencies in a building project quickly and responsively – which is now used by more than 55 developers across Canada, and is beginning to break ground in the United States. The bazinga! Community Platform, meanwhile, is focused on community management and communication.

The bazinga! Community Platform makes managing a multi-unit community easier than ever before. It includes streamlined tools for document management, record keeping, meeting planning, amenity booking, and more. It makes it easy to collaborate with fellow council or board members, distribute documents, engage with residents, and it allows residents to engage with each other through an online communication platform.





Tribe Community Mgmt With ♥

A community gateway

“We have a broad consumer base.”

In developing the bazinga! platform, Joseph and his team researched past technology that attempted to provide community management solutions. One thing that sets bazinga! apart is that it acts as a platform for “all the actors in a community ecosystem,” as Joseph puts it.

“We have a broad consumer base,” he explains. “In a new community or building, we work with the developer through our bazinga! Build deficiency management punch list tool to help them digitize the community and deliver all the required information into the hands of the owners. Following the completion of a community, the platform then helps set up a Board or Council.”

From there, the platform morphs into bazinga! Community Platform, “whereby the Council members and the property management company can start managing the affairs of a building,” Joseph continues.

At that point, the owners can also download the app, which they can use to access relevant documents, vote in community polls, and keep in contact with the council and their neighbors. Even people who are renting from the owners are serviced by the app, and can sign in to receive access to select privileges.

“We think of our platform as a gateway into the needs of every single person who either lives or works in the community,” Joseph says.



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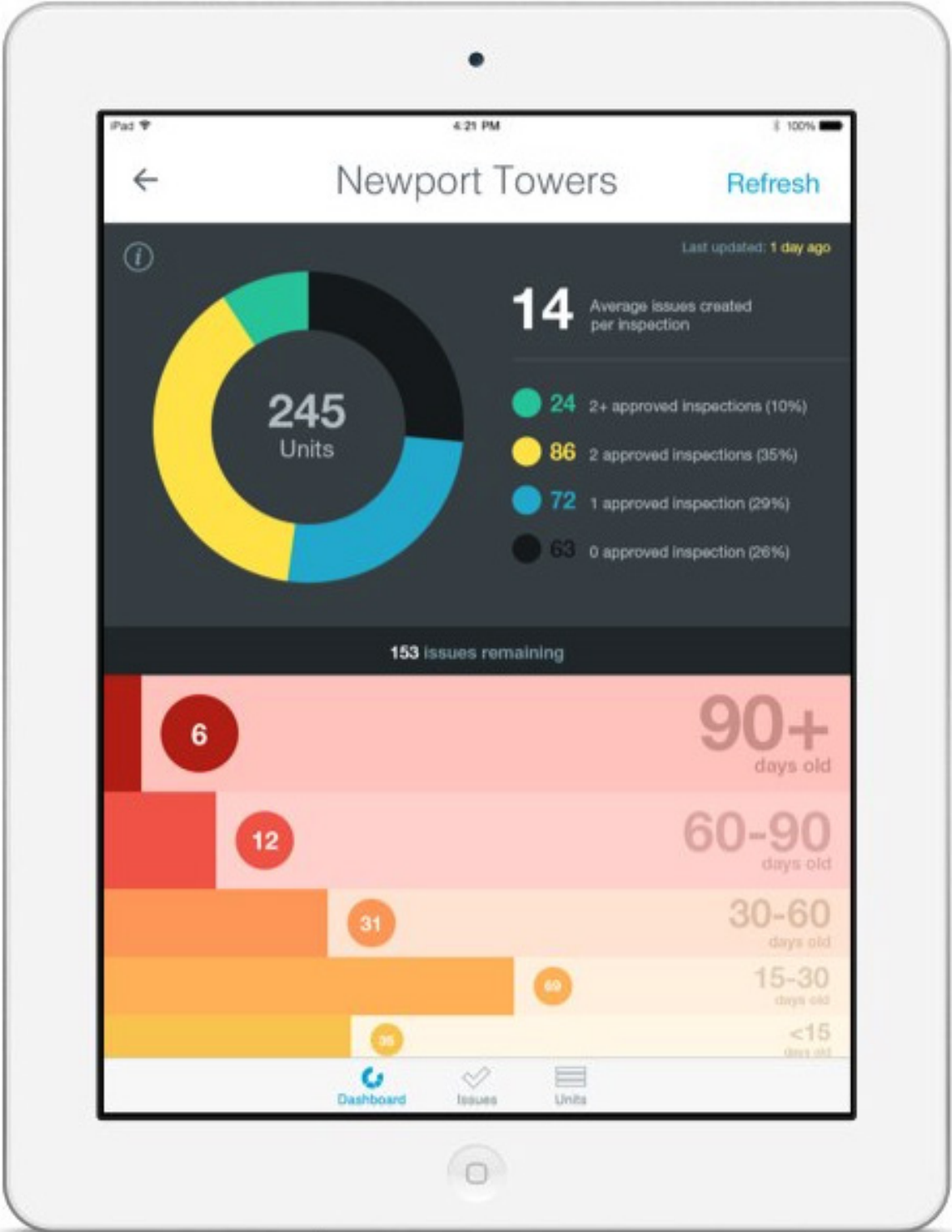
In order to best meet the needs of all those stakeholders, the bazinga! platform was designed to be intuitive and easy-to-use. And if someone needs help, help is available – the platform includes a series of videos and in-product tools to help users learn how to use it.

“We’re very proud of the fact that our product is relatively easy to pick up and start using immediately, especially compared to other products on the market,” Joseph says. “We also have real human support just a quick call away, that can walk-through demos, on-board entire buildings, and provide tips on how to make the most of our products.”

As testament to bazinga!’s effectiveness and ease-of-use, Joseph says that he’s also proud of the fact that “virtually all of our developer clients use us for their next project – we’re almost batting 1000 on that count.”

“They tell us that it just makes a lot of sense, saves them a lot of time and improves efficiency,” he explains. “It changes the dynamic of their customer interactions in a great way.”

Another testament is bazinga!’s tremendous rate of growth among new communities. Despite doing relatively little traditional marketing, Joseph says that roughly 30 communities a month are adopting the platform.

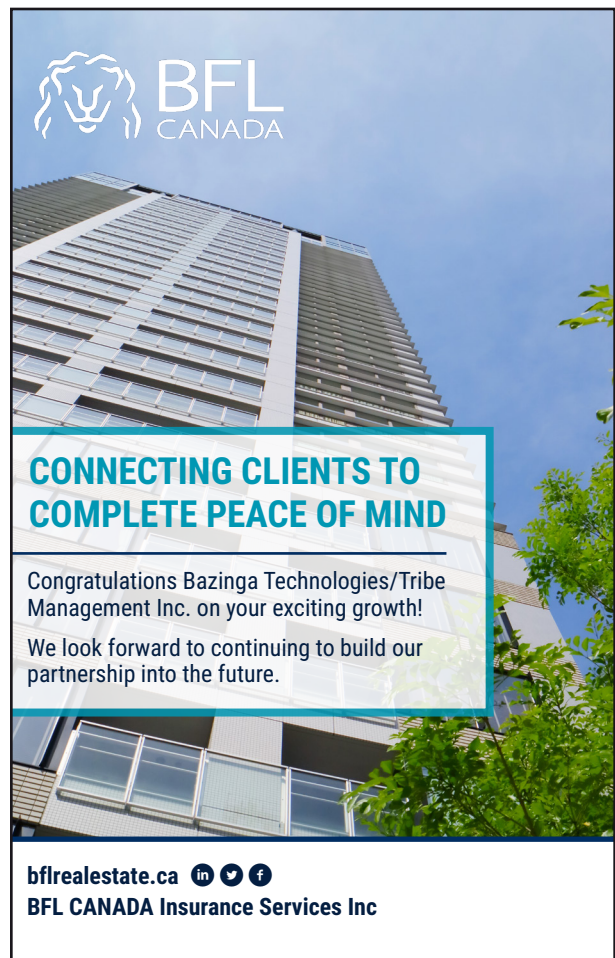



A thriving future

As buildings become more complex and sophisticated, bazinga! is constantly improving its platform, adding new features and refining existing ones in order to better meet the evolving needs of their clients.

Developer clients, for example, are constantly pushing the envelope in terms of technology in their buildings, and Joseph and his team are working closely alongside them to make sure their platform stays vital and relevant. bazinga! also frequently solicits feedback from council clients, and they review their platform literally on a weekly basis to ensure its up-to-date with their requirements.


The addition of Tribe, their new full-service strata management company, also allows bazinga!



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to tackle strata issues from the inside-out. Working side-by-side with Tribe's strata management team, bazinga! can ensure a constant real-time feedback loop into common pain points for the strata industry and develop its software to meet the needs of this user base.

Moving forward, bazinga! will continue that process of improvement and refinement as they grow. They currently have developer clients all across Canada, community clients are in 40 cities all over the world, and they expect that reach to grow. However, Joseph says the company is less focused on trying to take over the world, and more focused on helping communities "thrive."

"We want the owners to flourish socially, we want them to get to know their neighbors, we want them to know that their homes are in good hands," Joseph says. "And we want Councils to thrive in terms of knowledge. We want them to be well educated, and to have all the historical and immediate information they need to make good decisions and provide the best possible service."

"We hope to be the model of community management and communication," he concludes. "If you want a vibrant stratified community, we want you to come to us."

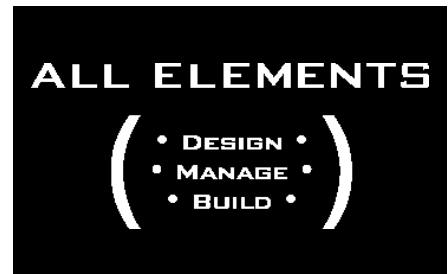




bazinga! products and services

- bazinga! Build – deficiency management / punch list tool - Bazingabuild.com
- bazinga! Community Platform – mybazinga.com
- Tribe Management – tech-forward + people-forward property management – tribemgmt.com

Building the impossible



All Elements Design.Manage.Build is a Kelowna-based full service building company that makes the impossible possible. Armed with a passion for delivering luxury custom homes, and led by experienced and dedicated Director Kim Larson, the company offers the “ultimate synthesis of design and construction,” and can guide clients through every phase of the process, from concept to completion. No matter how challenging the site or the structural parameters, All Elements has the ability to create the right solutions, and turn dreams into realities.

“We’re who you come to when you have a large, high-end, highly challenging project,” says Larson.



“We wanted to provide a better quality product, and we wanted to be more hands-on and one-on-one with our clients..”



Larson’s passion for building and problem-solving goes back to her youth, when her father – a real estate agent – would take her through local houses to admire the architecture. She started sketching floor plans herself at the age of 12-years-old, started apprenticing in architectural firms at 14, went to school for architecture in California, and she even spent some time working for architecture firms in Australia.

After returning to the Okanagan, Larson took a job in a local firm, where she was able to be “very hands-on,” often visiting the job sites and taking on project management responsibilities. That experience made her realize that she loved building as much as design, and spurred her to pursue more project management opportunities, including a role as lead project manager for a local custom builder. Several years later, she decided it was time to strike out on her own. With the support of Stephan Ams – an experienced carpenter who shared Larson’s dedication to quality workmanship and her pride in overcoming in challenges – she founded All Elements in 2009.

“We both wanted to do something different, something better than everyone else was doing,” Larson recalls. “We wanted to provide a better quality product, and we wanted to be more hands-on and one-on-one with our clients. That’s how the idea for All Elements was born.”

By 2014, that original idea had been validated many times over in the form of repeat customers and industry accolades. Specifically, 2014 was the year the company’s Sin~Ceras project – a 12,000 square foot show-home in the prestigious Sheerwater Development – won the 2014 Canadian Home

Builder Association’s Tommie Gold Award for Home of the Year. That project has since been featured in numerous publications, and Larson credits the attention it garnered for giving All Elements its current premier reputation.

“We’ve done a lot of wonderful projects over the years, but that house is the one that took us to another level of acceptance as a high-end quality builder,” Larson says. “It showed people that we can do spectacular things.”

Since completing the Sin~Ceras project and winning



the Home of the Year award, All Elements has grown significantly. They have evolved from essentially a two-person operation into a team of dozens, with seven people in managerial roles and up to 30 on site, depending on the company's current project load. They have also undertaken – and are currently undertaking – many more projects of similar size and calibre as Sin~Ceras.

One current project, for example, is a 12,000 square foot home with a guest house, nine-car garage, and two pools. The company is also working on the design of a home similar in scope for a professional recording artist, which will be set in 14-acre vineyard. They have also expanded their reach beyond Kelowna, and they are in the midst of delivering a 10,000 square foot luxury house on a three-acre lot in Texas.

According to Larson, the majority of those clients sought All Elements out directly. They were attracted to the company by their track record of high-end, high-performance homes, and by their sterling reputation in the Okanagan and beyond. That level of interest, she says, has probably been the biggest change.



Luxury meets efficiency

Over the years, All Elements Design.Manage.Build has not only known evolved into delivering larger, more expensive jobs – they have also evolved into delivering more environmentally-efficient ones. Moving forward, their goal is to make the home as energy-efficient as they can.

The company started down that path due to a particular client – a couple who were ready to retire, and wanted to build a 5,000 square foot dream home in the hills of Kelowna, which they planned to live in for the rest of their lives. They had the financial resources required to do the job properly, but their concern was that energy bills would skyrocket in the future and price them out.

All Elements’ solution was to research and design a home that was so well-insulated that the client would not have to spend anything on heating or cooling, and they accomplished that objective by devising a custom wall and roof system. Since starting construction, the company has sought to include similarly high-performing systems in their current and future projects.

“We feel that luxury custom homes still have the right and the ability to be energy-efficient, and affordable to live in long-term,” Larson says. “It’s something that’s important to us, that we’re passionate about, and our clients love it too. It’s become our new standard.”



Guaranteed quality

The majority of All Elements' clients – especially in recent years, since the company has rose to prominence – are from out of town, from as close as Vancouver to as far as Edmonton, Calgary, the United States, or even from Saudi Arabia. All Elements is particularly adept at servicing that clientele because they are both a designer and a builder. In fact, they were one of the first companies in the area to do both in-office.

“Our clients only have to deal with one company,” Larson says. “They are not going back and forth between a designer, an architect, an engineer, a project manager and a builder. They call us and only us, and we take care of everything for them. That definitely sets us apart.”

Clients are also comforted by the fact that All Elements conducts much of their labour in-house, with their own carpenters and apprentices, and without relying extensively on external subcontractors and tradespeople.

“That way, we can guarantee quality construction,” Larson says. “Our client’s love that.”

In addition, the subcontractors that All Elements does work with are longstanding, and the vast majority of them are locally-based. They do not work with people whose main goal is to finish the project as fast as possible and move onto the next one. They only work with people who share the company’s passion for building and commitment to quality.

“We make sure everyone who works with us knows it’s not about speed, it’s about quality,” Larson says. “That’s our mindset. That’s why clients come to us.”

Moving forward, All Elements Design.Manage.Build aims to maintain that mindset. Their goal is to continue delivering the same high quality service, and same high quality construction, that has made them a builder of choice for high-end, highly-challenging residential homes.

Beyond that, Larson says she wants to continue developing the company’s reputation for energy efficiency in the luxury space. She believes the company is as many as 10 years ahead of its time in that regard, and she is excited to help more clients discover what is possible.

“We’re excited about taking that journey, and about showing clients how they can save money and live more comfortably in the long run,” Larson says.



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For more on All Elements Design.Manage.Build and their capabilities – and to get in touch with Kim and her team – visit <http://www.allelements.ca/>







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