



PAMA – Professional Association of Managing Agents
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PRESENTATION TO THE RENTAL HOUSING TASK FORCE – MAY 2018

The name of the Society is PAMA, PROFESSIONAL ASSOCIATION OF MANAGING AGENTS

The purposes of the Society are:

- (a) To promote the interests and conserve the rights of those engaged in and concerned with residential rental and strata management.
- (b) To promote high standards of ethical conduct in residential rental and strata management and for that purpose to promote adherence to a Code of Conduct.
- (c) To promote, educate and disseminate information concerning residential and strata management.

Established in 1970, PAMA currently has 59 professional Rental Management and 50 Strata Management company members. These include:

- rental property owners (landlords)
- licensed fee management companies who provide management services for owners of all types of rental property from single units in Strata buildings, single family homes to large purpose built rental buildings, co-ops and social housing.
- Strata Management companies

Between them, these members manage a large percentage of all residential properties throughout BC.

Also included in the membership are:

- Lawyers who specialise in Residential Tenancy and Strata law representing landlords, tenants and owners.
- Industry trade specialists who provide other services to the residential tenancy industry.

PAMA is the sole organization appointed by the Real Estate Council of BC to deliver the mandatory re-licensing education required of all licensed property managers.

While the primary activity of the association is to provide a high level of education to all professional property managers and resident managers/caretakers – licensed and unlicensed – PAMA also works to ensure that the concerns and interests of its members are communicated to various government/regulating agencies.

To that end PAMA would like to see the mandate and focus of the RTB (Residential Tenancy Branch) more closely aligned with that of the CRT (Civil Resolution Tribunal) with the emphasis on the resolution of residential tenancy disputes in a manner that is “accessible, speedy, economical, informal and flexible” and which “applies principles of law and fairness, and recognizes any relationships between parties to a dispute that will likely continue after the tribunal proceeding is concluded”. In fulfilling its mandate, the role of the RTB should be to encourage the resolution of disputes by agreement, and if an agreement is not possible, to provide a speedy resolution to those disputes.

In addition to the overall mandate, for the purposes of this meeting, the top priorities for PAMA and its members are to:

- encourage the Government to make better use of the knowledge and experience of PAMA's members all of whom commit to a high standard of professionalism and code of conduct. The depth and breadth of this expertise covers the full spectrum of residential property management from low income housing to high end executive homes.
- Better recognise and understand first, who are the landlords and second, what are their concerns – from suite renters to individual owners to private companies to pension fund managers.
- To highlight the need to avoid the unintended consequences of any proposed changes to legislation and regulation that would result in a reduction in the quantity and quality of rental stock – a prime example being the recent changes to fixed term leases which is a major disincentive to many current and potential landlords providing off-season housing especially in Whistler, Victoria, Kelowna and the BC interior. In addition, the Strata Property Act provides for one-year fixed term tenancy must vacate where there are rental restriction bylaws. There need to be incentives for investor owners to purchase, retain and maintain rental housing.

Respectfully,

PAMA – Professional Association of Managing Agents

Roger A. Williams
Executive Director