

# BOABC Newsletter

Summer 2024, Issue 13



*BOABC is dedicated to serving the best interests of the public in building safety by moving forward with the highest standards in professionalism, competency and consistent practice in the Building Community.*

## 2024 Trade Show & Conference

The 2024 conference took place May 26-29, 2024, at the River Rock Casino Resort in Richmond. The event opened with a sold-out trade show on Sunday evening. Guests were entertained by a magician and a caricature artist.

Lisa Helps was in attendance on Monday morning to offer opening remarks and provide a presentation on BC Builds.

We were lucky to have two keynote speakers this year, Waneek Horn-Miller and Michelle Cederberg. Waneek is an incredible storyteller and

shared her insight on resilience, strength, and never giving up. Michelle is a high-energy speaker who shared how to solve your own personal formula for success.

For the second year in a row, the Canadian Home Builders' Association of BC hosted the welcome reception on Monday evening in the Conference Centre where attendees enjoyed appetizers and a solo guitar performance.

Delegates attending the banquet dinner on Tuesday evening were

entertained by the Great Canadian Dueling Pianos. Thank you to GHL for sponsoring a successful evening.

The success of the conference would not have been possible without support from our sponsors, trade show exhibitors, presenters, delegates, and other partners. All the event photos and presentations have been posted on the [BOABC website](#).

Stay tuned for information about plans for the BOABC Annual Conference in 2025.

### Thank you to our Conference Sponsors

We greatly appreciate the support of our title sponsor, BC Hydro, and other sponsors, Fortis BC, BC Housing, InteriorTech, CHBA-BC, GHL, City of Richmond, TECA, Stewart McDannold Stuart, Bibby Ste. Croix, MHABC, PSD Citywide, HRAI, and BCABD.



## 2024 Annual General Meeting

The Association held its Annual General Meeting on June 25, 2024. Over 280 members registered for the meeting to hear reports from members of the Executive, review Association financial results for 2023-24, and hear about key initiatives that are underway or planned for future years.

Elections for positions on the Executive Committee concluded the meeting. Trevor Welsh was elected to his first time as President of the Association. Doug Vance and Wayne Robinson were acclaimed as vice presidents while Ferdinand Csaky (Lower Mainland), Blaine Harasimiuk (North Central Interior) and Tania Reid (South Central Interior) were all acclaimed to additional terms as zone directors. Andy Christie was elected as the director for the Province-at-Large. The Association would like to thank all those who participated in the election process and especially those who offered to volunteer their time and efforts to support the Association.

## President's Message

I'd like to thank the membership for electing me as the President of our Association at the Annual General Meeting in June. There is a significant amount of work ahead for our Association as we look to achieve the goals that we've laid out in our 2022-2027 Strategic Plan and 2024-2027 Business Plan. I'm looking forward to working with our Executive Committee and Association staff to achieve these goals.

In our 2024-2027 Business Plan, as presented at the Annual General Meeting, there are several initiatives for our Association to deliver over the next year. There are two significant initiatives I'd like to draw the memberships' attention to: the work to update our Bylaw to reflect a modern governance model and updates to our credentialling and designation programs. Each of these initiatives highlight the ongoing advancement and will play a key role in molding the future trajectory of our Association. Delivering on these initiatives is important to us as an Association as they demonstrate our ability to grow and adapt as an organization, while adopting best practices. At the heart of these initiatives is strengthening our profession to ensure that we can deliver our work in the best interest of public health and safety in the built environment.

With the significance of these initiatives' member involvement will be critical. There will be multiple ways that you as a member can become involved. One way to become involved is to volunteer with the Association either on committees or working groups. Volunteering with the Association is a rewarding opportunity to share your experience and perspective. The work done by the committees and working groups plays a valuable role in supporting the decision-making process of the Executive Committee. Other ways to become involved are participating in member engagement opportunities such as surveys, zone meetings, as well lunch and learns. This is an important time for our Association and your involvement is key.

There is a lot to come over the next number of months for us. Please stay tuned-in for more information and details as they come forward. If you'd like to learn more about our plans and initiatives, please [click here](#) to view the Association Plans and Reports. If you're interested in becoming more involved in the discussion and want to volunteer for a committee or working group, please don't hesitate to reach out at [info@boabc.org](mailto:info@boabc.org) to put your name forward!

All the best,



Trevor Welsh, RBO, CRBO  
President – Executive Committee  
Building Officials' Association of BC  
[twelsh@boabc.org](mailto:twelsh@boabc.org)

## New and Updated Technical Bulletins

New and updated [technical bulletins](#) have been released by the Province to provide more details and help clarify code provisions for builders and building professionals.

## National Model Codes Public Review

The next [public review of proposed changes to the 2020 National Model Codes](#) is now open and the Canadian Board for Harmonized Construction Codes (CBHCC) encourages your participation in the review. The public review runs until July 29, 2024.

The CBHCC is [seeking volunteers](#) to serve on its code development committees for the 2030 code cycle.

## Canadian Board for Harmonized Construction Codes

CBHCC encourages anyone who is interested in the national code development system, to consider attending the [CBHCC's virtual and in-person public meetings](#).

## BOABC Calendar

Stay connected by checking the [BOABC Calendar](#) for upcoming events.

The next [Lunch & Learn](#) will take place on July 25, 2024.



## Fall Education Summit

The BOABC and Canadian Home Builders' Association of BC, are pleased to offer the 2<sup>nd</sup> Annual Education Summit for builders and building officials in BC. The Education Summit returns this fall on October 23 & 24, 2024, at the Sheraton Richmond Airport Hotel, in Richmond, BC.

This event will spotlight topics such as wildfire resistance for part 9 residential buildings, single egress for low to midrise MURBs, and adaptability in dwellings. The agenda will be available once it is updated.

Special group rates are now available, you can [register now](#) and book your [hotel room](#).

Information about reduced pricing for BOABC members was distributed via email by the Association.

Further session descriptions and speaker bios will follow. If you need more information about BOABC member pricing or have any questions about this event, please contact [info@boabc.org](mailto:info@boabc.org) or [education@chbabc.org](mailto:education@chbabc.org).

## Current CPD Opportunities

[Modular Construction Projects Course](#)

[CHBA BC Fall Education Summit](#)

[Canadian Building Science Series](#)

[Examining the Zero Carbon Step Code](#)

[CASA Educational Seminar Series](#)

[Cascadia Windows and Doors](#)

## 2024 BC Building Code Education Updates

The [2024 BC Code](#) took effect on March 8, 2024. You can [download the 2024 BC Codes](#) for free, or purchase a copy [here](#).

### *Code Update Training*

In accordance with the Association's Administrative Agreement with the Province, all qualified officials must complete code update training to maintain their qualifications. This training must be completed before **April 15, 2025**.

The requirement to complete code update training applies to all qualified building and plumbing officials, including all building and plumbing officials in-training (i.e. BOIT or POIT) and anyone who obtained level one building or plumbing official qualification after December 8, 2023, by passing one or more exams based on the 2018 BC Building Code. For example, an individual who passes one building official exam based on the 2018 code and another based on the 2024 code is required to complete 2024 code update training.

The Association is offering online code update training for building and plumbing officials. To date, 491 code officials have completed their required update training.

Please remember that CPD points need to be self-reported for code update training. You can claim the following points under Category A2 once you have completed all the components that you registered for, along with submitting the certificate(s) of completion as evidence:

Building (includes Energy) & Plumbing	6.5 points
Building Only (includes Energy)	5 points
Plumbing Only	1.5 points
Energy Only	1.5 points

### *Exam and Course Updates*

The qualification exams are currently based on the 2018 BCBC. Updated exams based on the 2024 BCBC are expected to be available in September 2024. If you are planning to take an exam on the 2018 BCBC, you should do so by **September 3, 2024**, as the Association cannot guarantee delivery of the exams based on the 2018 BCBC beyond this date.

The updating of the Association's online courses is anticipated to be completed by early 2025. Updates will be made to reflect changes included in the 2024 code and to make the course more engaging and practical for code officials.

# BC Energy Step Code and Zero Carbon Step Code

A Best Practices Guide for Local Governments

## A New Version of the Local Government Best Practices Guide is now on the Step Code Website



As of May 2023, six years after the Province of British Columbia first offered the BC Energy Step Code to local governments, most new buildings across the province must be 20 percent more energy efficient than those built to previous requirements. At the same time, the province introduced the Zero Carbon Step Code, providing a new means for authorities having jurisdiction to incentivize or require lower or zero carbon new buildings.

Like the BC Energy Step Code, the Zero Carbon Step Code, it sets out a gradual timeline and technical requirements, and gives industry and local governments new tools, more certainty, flexibility, and a clear deadline for implementation. The best practices guide, linked below, is a valuable resource for your local government as you reap the rewards of low-emission, high-performance buildings while ensuring your community's building industry is prepared for future changes to the BC Building Code.

For more information, visit the [Step Code website](#).

## Zero Carbon Step Code Implementation Cohort

CEA is hosting the **Zero Carbon Step Code Implementation Cohort**. We'd like to invite you to participate in this *free* offering to support your community in adopting and implementing the ZCSC. This is an opportunity to learn from technical experts and peers throughout BC who intend to adopt and/or implement ZCSC within the next year. We will work with you to co-create key materials and prepare resources to support your team in moving ahead with ZCSC - we are happy to support you at any stage of your adoption process. To help us better understand the needs of the incoming cohort, please complete this intake form before Thursday, June 27<sup>th</sup>, if you are interested in joining the cohort. We intend on hosting our first session later in July.

[Zero Carbon Step Code Implementation Cohort Intake Form](#)

# The Art of Building Inspection: Navigating Customer Service with Expertise and Empathy

**Written by Wayne Snell, Director of Inspections at City of Irving**

In the realm of construction and real estate, the role of a building inspector is often viewed through a regulatory lens. They are the gatekeepers of safety and compliance, tasked with ensuring that structures meet the standards set forth by codes and regulations. Yet, beyond this technical mandate lies a crucial aspect of their job—customer service.

While it may seem straightforward to grant approvals or issue certificates of occupancy, the true test of a building inspector's skill lies in their ability to navigate the delicate balance between compliance and empathy, particularly when the answer is "no." The art of saying no in a manner that is both firm and empathetic is a cornerstone of effective customer service in this field.

## **Empathy in Action**

Consider a scenario where a homeowner, excited about completing renovations to their property, eagerly awaits the final inspection to move forward. However, upon inspection, the building inspector discovers several code violations that must be addressed before approval can be granted. In this situation, it's not merely about pointing out the flaws and issuing a rejection; it's about understanding the homeowner's perspective and guiding them through the necessary steps to rectify the issues.

Instead of simply listing the violations, the building inspector can calmly take the time to explain the reasons behind each requirement, offering insights into the potential risks and consequences of non-compliance. By demonstrating empathy and understanding, the inspector can help alleviate the homeowner's frustration and empower them to take corrective action.

## **Educational Approach**

Another essential aspect of effective customer service in building inspection is education. Oftentimes, homeowners and contractors may not fully grasp the intricacies of building codes and regulations. Rather than simply enforcing rules, building inspectors can serve as educators, providing valuable insights and guidance to ensure understanding.

For example, if a contractor is unfamiliar with a particular code requirement, the building inspector can take the opportunity to explain the rationale behind it and offer practical advice on how to achieve compliance. By fostering a culture of learning and collaboration, inspectors can help bridge the gap between regulatory requirements and practical implementation.

## **Setting Expectations**

Clear communication is paramount in the realm of building inspection customer service. From the outset, inspectors should set realistic expectations regarding the inspection process and potential outcomes. If there are known issues or areas of concern, it's essential to address them upfront and provide guidance on how to address them effectively.

For instance, if a property is known to have significant structural deficiencies, the building inspector can inform the homeowner or developer beforehand and help in navigating the necessary repairs or upgrades. By managing expectations and providing proactive support, inspectors can mitigate misunderstandings and foster positive relationships with their clients.

### Collaboration and Support

Building inspection is not a one-way street; it requires collaboration and support from all parties involved. Inspectors should position themselves as partners in the construction process, offering guidance and assistance rather than solely focusing on enforcement. For instance, if a contractor encounters challenges in meeting a specific code requirement, inspectors can work collaboratively to explore alternative solutions or provide resources to facilitate compliance. By fostering a spirit of collaboration and support, inspectors build rapport with clients and contribute to a more positive and productive inspection experience.

### Conclusion

In the world of building inspection, the role of customer service is just as critical as technical expertise. The art of saying “no” with empathy and humility, coupled with a commitment to education and clear communication, sets the foundation for successful interactions with homeowners, contractors, and developers.

In essence, effective customer service in building inspection goes beyond regulatory compliance; it encompasses empathy, education, clear communication, and collaboration. By embodying these principles, building inspectors can not only ensure the safety and integrity of structures but also cultivate trust and goodwill within their communities. Ultimately, it is through the seamless integration of technical proficiency and compassionate service that building inspectors can truly make a difference in the safety and integrity of the built environment.

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## CHBA New Directory of Licensed Energy Advisors

As the demand for more energy-efficient and Net Zero homes grows, our Energy Programs team is making it easier to find licensed Energy Advisors across the province.

You can find a new directory of all Licensed Energy Advisors under the Energy Programs section of their [website](#). The directory is broken down into regions and searchable by city.

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## UBCM Tradeshow

The [2024 UBCM Convention](#) will take place September 16 – 20, 2024, in Vancouver, BC at the Vancouver Convention Centre East, Fairmont Hotel, and Pan Pacific Hotel.

## Welcome New Members

Aakshwak Sharma  
Alex Guterson  
Bun Ben Ko  
Daniel Kostiuk  
Jared Mott  
Jeff Forrest  
Jeremy Auld  
Jonathan Haase Masek  
Nicole Allard  
Ramneek Singh Grewal  
Reza Ossareh  
Robert Liddell  
Wade Chenard  
Charles Mcgrath  
Eric Klausen  
Gabriel Hodge  
Joshua Hoth  
Kyra Thorington  
Lucas Ferris  
Matthew Hawe  
Pankaj Bahniwal  
Zhen Xie  
Dustin Vaughan  
Jordan Deveaux  
Justin Mcmillan  
Premnath Singh Maan  
Eun-hae Park  
Terrance McIntyre  
Tuong Thai  
Aliaa Gebril  
Adam Connelly

## New RBO's & BCQ's

Krista Bircham – RBO  
Jay Klassen - RBO  
Jennifer Strauch – BCQ  
Joseph Sinay – BCQ  
Stephen Patterson – BCQ  
Ali Khalaj Asadi - BCQ

## Newly Qualified

Douglas Arnott  
John Larsen  
Joey Bergey  
Jeremy Auld  
Jonathan Haase Masek  
Krista Bircham  
Suneil Atwal  
Harmeet Grewal  
Brenton Graham  
Robert Wieler  
Jonathan Dunlop  
Riley Baildham  
Alex Guterson  
Ian McMurchy  
Carl Johnston  
Darcy Tomlin  
Marcus Tungol  
Jacqueline Jorgenson  
Chien Urramporn  
Joseph Sinay  
Jeff Goulet  
Ron Burnett  
Everett Hann  
Kayla Hong  
Marco Webber  
Nicholas McLaren  
Dave Kehler  
Andre Kreutzer  
Chris Nichol  
Harleen Chattu  
Sean Capstick  
Marc Gelineau  
Zhi Gang Lin  
Lisa Spenst  
Jay Klassen  
Adam Pocock

Ian Bruce  
Jordan Babcock  
Kathleen Cano  
Maria Sabrina Guinjicna  
Amrit Brar  
Sean McKinnon  
Graham Huckell  
Ryan Johnson  
Sima Gholamveisi  
Justin Wagner  
Kyra Thorington

## Newly Certified

Krista Bircham  
Douglas Arnott  
Jennifer Strauch  
Brenton Graham  
Jason Cameron  
Riley Baildham  
Troy Greek  
David Barclay  
Connor Galozo  
Cale Berger  
Thomas Cawston  
Jacqueline Jorgenson  
Russell Hamilton  
Ryan O'Keefe  
Joseph Sinay  
Everett Hann  
Robert Wieler  
Todd Rowland  
Travis Backmeyer  
Lisa Spenst  
Stephen Patterson  
Jay Klassen  
Wendy Xu  
Ali Khalaj Asadi