

February 28, 2024

BC Residential Tenancy Branch

5021 Kingsway

Burnaby, BC V5H 4A5

Attention: Presiding Arbitrator

Dear Sirs/Mesdames:

Re: Additional Rent Increase Applications – Replacement of Intercom and Fob Access System at 2054 Comox Street, Vancouver, British Columbia (the “Building”)

I am the Chief Information Officer for InterRent REIT dba CLV Group Inc. (“**InterRent**”), the company that owns the above-noted Building.

The intercom and fob access system for the Building (the “Intercom System”) was replaced for the following reasons:

1. the software used to operate the Intercom System (the “Software”) was dependent on a version of Windows which was end of life and no supported – specifically, a Windows Operating System which was published over 20 years ago. This is a cybersecurity risk. Specifically, there is an increased risk of a cyber attack using an operating system that is no longer updated by the software manufacturer. This also goes against InterRent’s IT policies which follow industry best practices in an effort to prevent against cyber attacks. InterRent’s IT policies are audited by third parties as InterRent is a publicly traded company; and
2. the Software communicated with the Intercom System using a dial-up modem which functioned similar to a fax machine. This posed several issues with remote management as telecom carriers are transitioning their phone lines to VoIP which does not reliably work with dial-up data applications. Dial-up modems are an antiquated technology which are no longer widely used for this kind of purpose.

Essentially, the old Intercom System used obsolete software which was reliant on an obsolete operating system running on obsolete hardware that was causing a cybersecurity risk and could not be effectively managed remotely due to the inability to communicate with new phone lines. The Intercom System was replaced to significantly reduce cybersecurity risks and to ensure reliable functionality for tenants.

The new Intercom System is manufactured and designed to meet modern standards. The new system has full internet protocol (“IP”) capability and is integrated into InterRent’s enterprise resource planning (“ERP”) software to allow for automation and integration with other systems in the Building.

I am aware this letter will be provided to the BC Residential Tenancy Branch to provide information to the Tribunal with respect to why the Intercom System was replaced at the Building and I am prepared to provide sworn testimony in support of this letter if requested.

Sincerely,

Will Chan

Will Chan
Chief Information Officer