

November 29, 2024

**BC Residential Tenancy Branch**  
5021 Kingsway  
Burnaby, BC V5H 4A5

Dear Sirs/Mesdames:

**Re: Additional Rent Increase Applications – Replacement of Intercom and Fob Access System at 8740 Cartier 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and access system for the Building (the “**Intercom System**”) was replaced in January 2024 because it had never been replaced by the prior landlord. The system was a hard-wired phone line intercom, which required residents to have a Telus landline set up to connect to the intercom.

The system was well beyond its useful life, did not meet the needs of residents (e.g., residents could not connect their cell phones to the system), and did not offer any security benefits (e.g., logging entries).

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.

Security cameras and FOB access (the “**Security Systems**”) were also installed at the Building to increase security for residents and their belongings. Prior to this installation, there were no security cameras or FOB access at the Building.

The updated Intercom System and Security System should not require replacement for at least 10 years.

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  
Chief Information Officer