



604-765-6552

#170 - 422 Richards St, Vancouver BC V6B 2Z4

info@matrixintegrated.ca

December 22, 2025

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

Dear Sirs/Mesdames:

Re: Additional Rent Increase Application for 195 21<sup>st</sup> Street, West Vancouver, British Columbia (the “**Building**”)

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I am the owner of Matrix Integrated Systems Ltd. (“**Matrix**”). Matrix designs, installs, and services commercial security systems across the Greater Vancouver area. We have experience installing and setting up systems including CCTV systems, access control systems, and intercom systems for both commercial and residential buildings.

Matrix was hired by Hollyburn Properties Limited and Lionsgate Communities Corp. (collectively, the “**Landlord**”) in early October 2025 to assess the Building’s intercom access system.

When I reviewed the intercom system at the Building, I estimated it was approximately 15-20 years old and had exceeded its estimated useful life. The intercom model installed at the Building was discontinued, and most replacement parts are no longer available. The microphone/speaker module was also not functioning. The intercom system at the Building needed to be replaced.

I recommended replacing the existing intercom system with a ButterflyMX audio/video intercom system. Matrix attended at the Building and replaced the existing intercom system with the ButterflyMX system on November 13, 2025.

The new ButterflyMX system included a 12” touchscreen, smartphone access, and cloud management. The upgraded system also included HD video, remote access, and easier tenant management compared to the original system.

Compared to the old intercom system, the new system is also significantly more secure and increases security at the Building. The new system has up to date cyber security. It also has various security options, including allowing tenants to see visitors on video before giving them access to the Building and includes options to provide secure access to the Building to authorized individuals by issuing visitor passes or creating delivery PINs.



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The intercom system was not replaced due to insufficient or inadequate maintenance. The estimated useful life for intercom systems is approximately 15 years. At that point, an intercom system is due for replacement. It is not only the hardware that begins to wear out. Rapidly advancing technology also causes the software to become out of date, and this is particularly problematic for cyber security. As the intercom system ages, it does not keep up with advances in technology, including software updates to deal with increasingly sophisticated cyber threats. After 15 years, the technology in the original intercom was obsolete and vulnerable to security threats.

I estimate that the new intercom system at the Building will last approximately 15 years before it requires replacement. Please note that this is an estimate based on the typical expected life of a building intercom, and not a warranty that the above-noted work will last for 15 years. I provide this information solely for the assistance of the BC Residential Tenancy Branch in understanding the expected life of this type of building component in general terms, and to explain that this work is expected to last over 5 years.

I am aware that this letter will be provided to the BC Residential Tenancy Branch by the Landlord to provide information to the Tribunal with respect to the scope of the project in support of the Landlord's application for an additional rent increase for the Building. This letter may not be used for any other purpose.

Sincerely,

Brendon Vanderveen  
Owner  
Matrix Integrated Systems

A handwritten signature in black ink, appearing to be 'Brendon Vanderveen', written in a cursive style.