

TOWNLINE CONNECT

SEASONAL UPDATE
WELCOME TO VOLUME 25
SUMMER 2017



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 TOWNLINE

New Office, Same Great Company

On February 14, 2017, the Townline office was an enthusiastic flurry of activity. Photocopiers emerged from under clouds of protective wrap, boxes waiting to be unpacked were piled along hallways, and laughter spilt out from offices and common areas.

After 11 years in our increasingly cramped location near No. 6 Road and Cambie Road in Richmond, we finally made the long anticipated move to our new office space at Marine Gateway in Vancouver. "Morale is great — everyone is buzzing with enthusiasm," says Rick Ilich, Townline's President.

It was a challenging move, but the benefits are already making it worth the effort and long hours. One of the biggest changes we're all enjoying is how connected to everything we are here. The Canada Line is at our

front door, amenities like restaurants and the Cineplex Theatres are just an elevator ride away, and you can get to downtown Vancouver or Richmond and YVR airport in minutes... which is going to be great for our visiting consultants and suppliers, as well as our entire staff.

Looking ahead, it's an exciting time for Townline. With six projects slated to launch this year and more in initial planning stages, this is the busiest we've been in 31 years of operation. Our new office means we've got space... lots of space to support the growth of our team in the years to come.

And just like our homeowners who celebrate their new home with a change of furniture and accessories, we've given our office a sophisticated new ambiance that's distinctly fresh, fun, and still very much Townline.



But don't just take our word for it. Come see for yourself why we're so proud to be part of this vibrant, trendsetting neighbourhood.

Find us at 1212 - 450 SW Marine Drive in Vancouver just above the Marine Drive Canada Line Station. New environment, new office, same great company.

it's moving day



Then & Now: The Hudson District

From humble beginnings as the Northern Pacific trade depot of the Hudson's Bay Company (HBC), modern Victoria has evolved into a vibrant, urban city with a unique, revitalized energy plus an ever-more diverse selection of cultural amenities. At Townline, we're thrilled to play a role in the City's evolution through our growing Hudson District because we believe heritage values should be embraced and celebrated.

From the Fur Trade

In 1843, James Douglas established the HBC trading post that would become known as Fort Victoria in honour of Queen Victoria. Located where the Empress Hotel now stands, Fort Victoria was home to 50 residents by 1858, but it would be another decade before the Vancouver Island town replaced New Westminster as the Capital of British Columbia in 1868.

The Californian Gold Rush Fever was in full swing in 1858, and when gold was discovered in the Fraser Valley, Victoria was where many eager Californian speculators landed. By the turn of the 20th Century, Victoria had become the busiest, most important port north of San Francisco.

As the population grew, HBC opened a stand-alone retail space that began Bastion Square's 60-year history of retail/wholesale activities. Inspired by London's famed Harrods department store, in 1913 HBC began building a magnificent, trendsetting department store on Douglas and Fisgard. Although WWI and the ongoing economic downturn temporarily halted construction, the new HBC finally opened its doors in 1921 introducing an elegant, modern style store previously unknown in the city.

With 50 departments and 250 employees, HBC boasted a state-of-the-art heating and cooling system, Vancouver Island's first escalator and elevator system, a formal restaurant, and a mezzanine-level library where customers could relax to the soothing melodies of a live orchestra. It became a gathering place where the elite could see and be seen.

Neighbourhood On the Move

For almost three quarters of a century, this iconic landmark was the focal point of Victoria's growing retail scene. Over time, however, the store found itself too far from the burgeoning new retail activity around the city's Inner Harbour. In 2003, the same year HBC turned 333 years old, the company moved to its current Government Street location leaving the original building vacant and facing an uncertain future.



Did You Know?

+ The first Victoria Public Market was formed in the early 1860s. Comprised of 12 vendors, it survived for only two months before declaring bankruptcy and being converted into a dance hall.

+ More than a million people visit Butchart Gardens every year.

+ Known internationally as the City of Gardens, in summer approximately 1,500 hanging baskets filled with seasonal blossoms can be seen on lampposts throughout the City.

+ Victoria's Chinatown is Canada's oldest and North America's second — only San Francisco's is older.

+ Beacon Hill Park is where you'll find the Mile Zero marker for the 8,000-kilometer Trans Canada Trail.

+ Chinatown's Fan Tan Alley is the narrowest commercial street in North America — only 0.9 metres at its narrowest point.

Three years later, Townline purchased the entire site with a clear vision in mind — create a master-planned community that would return this iconic grand lady of retail to her former glory. Built with a “live local” philosophy as the cornerstone, it would also bring new energy and vitality to the entire neighbourhood. It was the beginning of the Hudson District.

Over the next four years, the beloved six-storey structure was passionately restored. The spectacular Georgian façade was retained and now enhances the site's original heritage character. Inside, the building was transformed into 152, one-of-a-kind urban residences with a fresh, distinctly 21st Century vibe.

To address Victoria's growing rental housing crisis, two purpose-built rental towers — Hudson Mews and Hudson Walk One — were introduced next, and within only three months of their release, both were fully leased. Now with the opening of Townline's next rental mid-rise, Hudson Walk Two, Hudson District has added 404 much-needed urban rental suites to Victoria's rental stock. Hudson District's efficient, welcoming design and walkable access to Victoria's Old Town, Chinatown, and Theatre District, have already made the community popular with urbanites of all ages. From the Victoria Public Market at The Hudson with its farm-fresh, organic

produce and artisan goods to the many quaint cafés, eclectic shops, access to transit as well as wellness and other essential services, the Hudson District is rapidly becoming known as “the place to be” for urbanites of all ages who embrace a vibrant, social lifestyle.

There are even plans for Yates Street Taphouse to open a 300-seat brewpub with 20+ craft beers at the base of Hudson Walk Two. Not your traditional pub, the ambiance promises to be fun, lively, and the perfect neighbourhood venue for casual gatherings — whether it's before a concert or sporting event, as a special celebration, or simply for the fun of getting together and meeting new friends.

The New Victoria

As Victoria continues to embrace its new role as a modern urban hub, a diverse demographic of young, enthusiastic professionals are discovering this is a city where they can live, work and play. Housing costs, while rising, are still more attractive than Vancouver — a positive consideration for young families who are ready to put down roots. In addition to the traditional industries of tourism and government, Victoria now identifies advanced education, research and development, ocean and marine sciences, IT, and entrepreneurial start-ups as key drivers in the City's growing popularity.



Images Clockwise:
Opposite page: Hudson's Bay Building c.1911
This Page: 2% Jazz Coffee in the Hudson District, Hudson Mews, the Victoria Public Market at The Hudson, Hudson Walk One.

Demystifying BC's 2-5-10 Home Warranty



It's the most comprehensive and stringent program of its type in Canada. Introduced in 1999, British Columbia's 2-5-10 Home Warranty was created to give peace of mind to BC homeowners making one of the largest single investments of their lives.

This issue Kerry Nagy, Assistant Vice President at Travelers Canada provides the inside scoop on everything you need to know about the coverage that comes with your brand new home.

Understand the Rules

Kerry's first tip is surprisingly straightforward. Read the warranty... especially the fine print. "Most people don't even read the summary never mind the entire document," he says. "Yes, it can look intimidating, but it's there to protect you and your investment."

In 2011, homeowners also received a new tool to help them navigate the details. "Previously, every warranty provider had their own performance guide so information wasn't always presented the same

way," Kerry explains. "In 2011, the government introduced a standardized, online guide making coverage more transparent and easy to understand."

Now you can search for general information, confirm whether your warranty issue is covered, and ask questions about specific builders and coverage providers. Details like how long a company has been in business and what their customer service reputation is like can be invaluable in the home buying process.

Be Proactive

Homebuyers have an obligation to maintain their new home. "Most of it is simple, common sense things like using the dehumidifier in the bathrooms to minimize condensation build up and cleaning your dryer vents on a regular basis," Kerry says. "Or, in a single-family home, if you let organics like leaves build up in your gutters and rainwater overflows staining the trim boards and the deck below, that damage falls outside warranty coverage."

Condominiums and townhomes will have different requirements from single-family homes because many maintenance items are covered through the strata.

Regardless of the type of new home that's been purchased, if a problem occurs, the owner has a responsibility to mitigate against increased damage. "Sometimes people ignore a problem for months before they report it," Kerry says. Unfortunately, waiting to report the problem could reduce or even nullify your coverage for that item.

Put It in Writing

While it's common practice for owners to contact their builder directly, Kerry recommends against it. "Put your concern in writing and submit it to your warranty provider. They will send it to the builder on your behalf, and give them the opportunity to address the problem. If the builder can't or won't fix it, then we take over."

What's critical is getting the process underway within the warranty period. "Once you open a claim, it stays open until the issue is rectified, and you then have a minimum of another full year of coverage from the date of completion on all items that were deemed to be defective — even if the initial warranty has expired."

Kerry also stresses the value of keeping a list of anything that doesn't seem quite right from day one — no matter how seemingly insignificant the concern might be — so you've got documentation if it turns into a problem later.

Making Changes

Be aware that upgrading the builder's finishes in your brand new home may limit your warranty coverage.

For example, if you change your living room floors and bathroom tiles, those new products will no longer fall under warranty. The good news is that if the issue is with the floor itself (perhaps it's out of level), you're still covered. One slightly grey area is when you modify only a portion of some element of your home — like a section of siding. "That probably won't remove the whole facade or exterior from coverage," Kerry says. "But if the section you replaced is deemed to cause an envelope failure, the homeowner will be responsible."

In the event of damage, it comes down to cause. If the builder is at fault, they are obligated to fix the defect and any resulting damage. But the same caveat applies. "Your warranty only covers what was originally there. Let's say you bought a townhouse with an unfinished basement that you later converted into a guest suite and rec room. If there was a plumbing leak later the warranty does not cover any of the materials you've put in — although you should be able to claim those under your homeowner insurance policy."

The Bottom Line

"In our business, we work with some of the best builders in British Columbia," Kerry says. "But even the best builders aren't going to be perfect. Things like nail pops or cracks in the drywall are going to happen sometimes. In the end, most people just want the problem fixed so they can have peace of mind and enjoy their new home. This is exactly what we're here for."

Did You Know? Your home warranty is attached to your home not to you as the owner. So if you decide to sell before the warranty expires, coverage will transfer over to the new owner.

The BC Home Performance Guide is found online at www.bchousing.org/publications/residential_construction_performance_guide.pdf

By the Numbers

If you're wondering what's behind the 2-5-10 logo, here's what you need to know.

- **1 Year:** Materials and labour. Examples: nail pops, cracking paint, malfunctioning caulking.
- **2 Years:** Major systems. Examples: electrical, plumbing, heating, ventilation and air-conditioning.
- **5 Years:** Building envelope or anything that separates indoors and outdoors. Examples: exterior wall, roof, doors, and windows.
- **10 Years:** Structural defects in a load-bearing component of your home. Examples: framing, foundation, support beams. *Insider tip:* Take pictures of any warranty issues — especially during an emergency repair — that way you've got back up to support your claim.

Filing a Claim?

Any claim must be reported in writing — either a letter or an email. Specify the date, your policy number, and your full address. Remember to indicate where each item is located and be as specific and detailed as possible. Vague or overly general references like "the floor" aren't enough to launch a claim. "The northwest corner of the living room floor directly under the bay window" is. *Insider tip:* Always keep copies of every piece of correspondence.

According to Travelers Canada Technical and Claims Groups, the top 10 claims/complaints reported by homeowners are:

- Drywall cracks and nail pops
- Hardwood and laminate flooring defects
- Gaps in trims or between trim and other materials
- Quality of granite countertops
- Cracked ceramic tiles
- Floor squeaks
- Condensation on windows
- Cracks in concrete floors and foundations
- Inadequate painting
- Foundation leaks



SUMMER FUN

Summer's almost here. Long sunny days, warm nights and plenty of activities to enjoy with family and friends.

Here are a few great ideas you might not have considered, and many won't cost you a cent.



BARD ON THE BEACH

Western Canada's largest not-for-profit, professional Shakespeare Festival, this popular event takes place in Vanier Park on Kits Point and runs June through September. Four Shakespeare plays plus Shylock, a contemporary spin on the classic Merchant of Venice. Bike and Mobi friendly. bardonthebeach.org

FUN FACT: The Bard employs 30 actors, is supported by more than 250 volunteers, and owns Western Canada's most comprehensive theatrical costume collection.

METRO VANCOUVER PARK TURNS 50

To mark this milestone, they've created a special Passport to Regional Parks filled with fun facts, nature notes, and activities. Here's the challenge: visit a minimum of 18 out of the 23 regional parks by the end of September, get your passport stamped at each one, and be eligible for fun prizes donated by the Pacific Parklands Foundation. Or use the mobile app to gather virtual stamps. metrovancover.org

FUN FACT: Over 11 million people visit Metro Vancouver's 14,500-hectare regional parks system every year.

MOVIES UNDER THE STARS

On August 13, 20 & 27 bring a blanket and enjoy Movies Under the Stars at Surrey's Holland Park, one of Metro Vancouver's few remaining outdoor movie theatres. Free and family-friendly. surrey.ca

FUN FACT: The movie screen used during Movies Under the Stars is three storeys high.

ROCK AND ROLL AT ADSTOCK

Founded in 2005, this alternative music festival happens at the Memorial Peace Park bandstand in downtown Maple Ridge on June 18th — and it's free. Pack a picnic and get set to enjoy some of the rising stars in the music world. facebook.com/AdstockMapleRidgeSociety

FUN FACT: Adstock began on Adam Rayburn's outdoor deck as a musically-oriented birthday party.



GOOD EATS

Come hungry to New Westminister's fifth annual Columbia StrEAT Food Truck Fest on July 29 from 4-10 pm. Sample goodies from approximately 150 food trucks located along Columbia Street in the old downtown. downtownnewwest.ca

FUN FACT: This is the largest festival of its kind in North America with more than 120,000 people expected to attend.

CYCLING MANIA

Peddle-power takes over July 7-19 during BC Superweek. Attend your favourites or watch them all — the Tour de Delta, New West Grand Prix (new this year), Global Relay Gastown Grand Prix, Giro di Burnaby, PoCo Grand Prix, and Tour de White Rock. bcsuperweek.ca

FUN FACT: Canada's largest pro-cycling series, Superweek offers prizes totaling more than \$135,000.



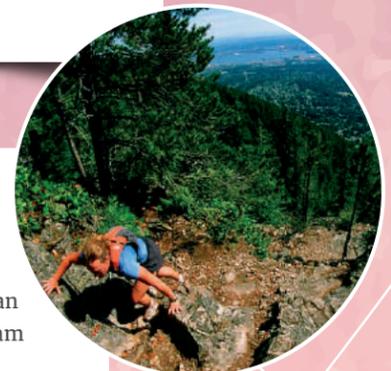
CULTURAL DELIGHTS

Located at King George Blvd. and Old Yale Road, Surrey's 25-acre Holland Park is always alive with activities for the whole family. Celebrate multi-culturalism at one of its largest summer time events. The Fusion Festival runs July 22-23 and includes four main stages, wandering performers and storytellers, 50 pavilions where you can sample food from around the world and much more. surrey.ca

CARNAVAL DEL SOL JULY 8-9

Immerse yourself in the heat of a Latin beat at Concord Pacific Place in Northeast False Creek. With more than 250 performing artists, this is the largest festival of its kind in the Pacific Northwest. Sample food from over 20 vendors or learn how to do it yourself at one of the ongoing cooking demonstrations. Check out the fashion show, or chill out at the 500-seat beer garden. carnavaldelsol.ca

FUN FACT: Located at Quebec Street and Milross Avenue on the east edge of False Creek, the 10-meter high Trans Am Totem was created from five scrap cars stacked on an old growth cedar tree and tips the scales at 25,000 pounds.



COQUITLAM CRUNCH

While the Grouse Grind is famous worldwide, the dog friendly Coquitlam Crunch is an alternative that's gaining favour among outdoor enthusiasts in the Tri Cities and points east. A steep, urban trail with 437 steps and an elevation gain of 800 feet, the Coquitlam Crunch starts from the east side of Eagle Ridge Elementary (1215 Falcon Drive) and follows Hydro powerlines. coquitlamcrunch.com

FUN FACT: There are 2,830 steps in North Vancouver's Grouse Grind creating an elevation gain that's just an inch shy of 3,000 feet.

Residential Update

NOW SELLING

THE GARDENS – DAHLIA

Dahlia is the final collection of luxurious concrete homes at The Gardens, boasting well-planned layouts, designer interiors and oversized balconies thoughtfully positioned to take advantage of the panoramic North Shore Mountains and neighbouring all-natural 12-acre park.

SALES CENTRE: #140-10880 No. 5 Road, Richmond, BC
CALL: 604-271-3331
EMAIL: thegardens@townline.ca
REGISTER AT: townline.ca

NOW LEASING

HUDSON WALK TWO

Hudson District's new 16-storey, 106-suite urban rental mid-rise, features one and two-level 2-bedroom townhomes and 4,000+ sf of retail at street-level (soon to be transformed into a 300-seat brew pub), along with a mix of 1- and 2-bedroom homes above. This building includes an outdoor courtyard complete with a children's play area, ample seating, public art and a dog run, along with unlimited access to Hudson Walk One's fully-equipped gym and amenity lounge.

LEASING CENTRE: #101-785 Caledonia Avenue, Victoria, BC
CALL: 250-388-0018
EMAIL: HUDSONWALK@townline.ca
REGISTER AT: townline.ca or HUDSONDISTRICT.ca

ON THE HORIZON

SUSSEX

Located on a tree-lined street in the heart of Burnaby's sought-after Metrotown neighbourhood, Sussex is just 1-block from the shops and services of Metropolis at Metrotown and the SkyTrain, yet set back from the hustle and bustle of Kingsway. This luxurious, 41-storey residential high-rise features stylish 1-, 2- and 3-bedroom homes, expansive views, and 3 levels of high-end, luxurious amenities.

SALES CENTRE: Opening Summer 2017 at #118 - 5021 Kingsway, Burnaby, BC
CALL: 604-454-0889
EMAIL: sussexmetrotown@townline.ca
REGISTER AT: townline.ca

THE PARKER

A boutique collection of 47 luxury 1-, 2- and 3-bedroom residences in Vancouver's prestigious West Side. Live steps from Oakridge Mall, the 41st Avenue Canada Line SkyTrain Station and stunning Queen Elizabeth Park.

SALES CENTRE: Opening Summer 2017 at 5844 Cambie Street, Vancouver, BC
CALL: 604-327-8381
EMAIL: theparker@townline.ca
REGISTER AT: townline.ca

THE GARDENS – JASMINE

Introducing the final phase at The Gardens. Jasmine is a limited collection of 23 luxurious air-conditioned townhomes that feature efficient layouts, stunning interior finishes and spacious outdoor living areas. Oversized rooftop decks overlooking a natural 12-acre park and double balconies on select homes are only a few of the features that make Jasmine the most sought-after collection of townhomes in Richmond.

SALES CENTRE: Coming to #140-10880 No. 5 Road, Richmond, BC
CALL: 604-271-3331
EMAIL: thegardens@townline.ca
REGISTER AT: townline.ca

THE BRISTOL

A collection of 97 well-finished 1-, 2-, and 3-bedroom urban rental suites located in the centre of the vibrant up-and-coming Cloverdale Town Centre, just steps from Historic Downtown Cloverdale, an abundance of quaint mom-and-pop shops, and other urban conveniences.

LEASING CENTRE: Opening Summer 2017 at 5738 175 Street, Surrey, BC
CALL: 604-576-6555
EMAIL: info@rentbristol.ca
REGISTER AT: rentbristol.ca

133 + OLD YALE

A 26-storey residential high-rise featuring 1-, 2- and 3-bedroom suites and city homes overlooking Holland Park in the heart of Surrey's emerging City Centre, close to the King George SkyTrain Station, SFU's Surrey Campus, and the Central City Shopping Centre.

SALES CENTRE: Coming to 13260 Old Yale Road, Surrey, BC
EMAIL: 133+oldyale@townline.ca
REGISTER AT: townline.ca

HUDSON PLACE ONE & TWO

The final two mixed-use, residential market towers to complete downtown Victoria's popular Hudson District. Hudson Place One will include a landmark tower with the highest elevation of any other building in the City of Victoria with luxuriously appointed 1-, 2- and 3- bedroom homes offering unsurpassed Inner Harbour and Mount Baker views.

SALES CENTRE: Early 2018
EMAIL: HUDSONPLACE@townline.ca
REGISTER AT: townline.ca

BURQUITLAM TOWER COMING TO CLARKE ROAD

An upcoming luxury 31-storey residential high-rise tower comprised of 198 carefully crafted and intelligently designed 1-, 2-, and 3-bedroom condos, along with two-level 2-bedroom townhomes conveniently located at Cottonwood Avenue and Clarke Road. These west coast contemporary homes will put residents in the centre of Burquitlam's burgeoning community, adjacent to the Evergreen SkyTrain line and just steps from a plethora of urban amenities.

REGISTER AT: townline.ca

Custom Homes

True to our roots, custom single-family homes still make up a significant portion of our portfolio. Contact us today for a consultation to start planning the foundation and design of your home.

EMAIL: custom.homes@townline.ca
REGISTER AT: townline.ca

Office/Commercial Update

HUDSON DISTRICT

Downtown Victoria's new urban, village-style residential neighbourhood, located close to Chinatown and Victoria's scenic Inner Harbour. With 556 homes now completed and another 350 homes on the horizon, Hudson District is becoming known as the "it" neighbourhood for urbanites of all ages and Victoria's preferred place to live, work, shop and eat. It features dynamic street-level retail from yoga studios and spas, to coffee shops and the Victoria Public Market at The Hudson, home to a variety of merchants and local farmers.

- **Hudson Mews** has only two retail spaces remaining, one is approximately 2,000 sq. ft. and the other is 600 sq. ft. For details contact Anne Tanner from Cushman Wakefield at:
T: 250-410-3001 | **E:** Anne.Tanner@ca.cushmanwake.com

- **The Victoria Public Market at The Hudson** currently has a space of approximately 800 sq. ft. fronting the Hudson District Carriageway and Interior Market Stalls available for lease. For details contact Jaymie Humber with Quay Management at:
T: 778-433-2787 | **E:** info@victoriapublicmarket.com

THE STRAND

Approximately 6,800 sq. ft. of street-front retail will soon be available in the heart of Port Moody's emerging Oceanfront District, an area rich in heritage, culture and community.

LOCATION: 2513 Clarke Street, Port Moody, BC
REGISTER AT: townline.ca

THE BRISTOL

Approximately 10,000 sq. ft. of street-front retail space located in Cloverdale's Town Centre, just off Highway 15 and north of Highway 10.

LOCATION: 5738 175th Street, Surrey, BC
REGISTER AT: townline.ca

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Spotlight: Tony Govic

Director of Sales

Tony Govic's passion for real estate is a long-standing one.

After more than a decade in Metro Vancouver's residential development industry, his eyes still light up at the thought of getting involved in a new project — whether it's a luxury high-rise, a heritage conversion, townhomes, or anything in between. So as Townline's new Director of Sales, he's got plenty to smile about.

No two days are the same — which is just how Tony likes things. "I'm involved at many levels," he says. "One day I'll be leading and motivating our sales teams, the next I could be updating sales and leasing strategies, and after that I might be doing market research to see what type of housing product would best suit a property we're about to develop."

Make It Amazing

Successful projects, he stresses, are the result of meticulous planning and strategizing that needs to remain fluid enough to adapt to the inevitable changes that take place in a dynamic, lively market like Metro Vancouver. "It's like putting all the pieces of a puzzle together to create something amazing."

Tony says one key factor to achieve 'amazing' is a commitment to keeping on top of every aspect of the customers' expectations and then craft everything — right down to the language the sales team uses — so customers can envision how living there will enhance their lifestyle.

Incorporating this unique approach is much more complex than most people realize. It's a multi-layered process that goes far deeper than considering obvious details like interior colour schemes, architectural style or what amenities will be offered.



"First we think about the building as a whole — how to create a footprint that works with the site's topography and location," Tony says. "Then we consider it floor by floor taking into account things like views, exposures, and how to minimize any potential distractions like street noise."

Next up is creating floor plans that respond to the demands of modern, urban lifestyles. "It's a fact that homes are getting smaller, so we have to utilize every available square inch," Tony says. "Seemingly inconsequential details like built-in work stations or making sure patio doors are positioned so you can still have an end table beside your sofa make a huge difference to a home's livability."

Creative Balance

Although Tony admits work could easily become all consuming, he makes sure to keep his life balanced and healthy. "I work out almost every morning, I get out on the golf course year round with my friends and family, and in the summer there's nothing better than playing beach volleyball. Vancouver is an awesome place to stay fit."

He's also a self-confessed travel fiend who loves to get creative in the kitchen. "I've been to over 25 countries, and this summer I'm going to add two more to my list — Italy and Croatia," he says. "I'm always experimenting with new recipes, but travelling gives me a whole new layer of inspiration in the kitchen." He grins. "Cooking is a wonderful way of tapping into another side of my creativity, and my family loves the results."