



CANADIAN RENTAL ASSOCIATION
ASSOCIATION CANADIENNE DE LOCATION

British Columbia Newsletter

www.crental.org bc.cra@hotmail.com October 2009



Calendar of Events

- October 21, 2009
Star Diamond Tools
Delta
- January 15/16, 2010
CRA BC Trade Show
Cloverdale
- February 8-11, 2010
ARA The Rental Show
Orlando, Florida



Presidents Message

This will be my last message as the CRA BC President, as I have stepped into the role of CRA BC National Director and as of January 2010 Jim Clipperton of Norval Rentals in Armstrong will be taking over the reigns. It has been a great experience on the local executive; I have been given the opportunity to make acquaintances with hundreds of other rental type people. The knowledge that I have received as a result of attending the local meetings is immeasurable, the networking that comes out of these meetings can teach a person a great deal. I can't stress enough to come out to your local meetings, take in the speakers and spend a few minutes networking with your peers.

We had a successful golf tournament in Kelowna at the Shadow Ridge Golf and Country Club in September, I would like to thank the dedicated sponsors (see the tournament recap) as well as Jim Clipperton and Peggy Daniel for all their help with the organizing of the tournament.

I would like to encourage everyone to participate in the meetings and events that the local puts on. Our next meeting is at Star Diamond Tools in Delta, on October 21st at 6:00pm. Star Diamond will be demonstrating items such as

concrete grinders and scarifiers on their indoor demonstration pad, with emphasis on techniques, safe operation and maintenance tips from the factory reps. Also touching on Silicosis and vacuum systems that capture and collect airborne silica dust. Sounds like this will be a great meeting for the counter staff and even the mechanics

Our annual trade show is coming up on January 15 and 16th, 2010. The show is being held at the Cloverdale Rodeo and Exhibition Grounds in the Show Barn. The Friday night hours are 4:00pm to 9:00pm and the Saturday hours are 10:00am to 3:00pm. The Host hotel has changed this year, we are booked at the Coast Hotel and convention center in Langley, on Fraser Highway. The Saturday night Banquet is being held at the Coast Hotel, with the comedy styles of Herb Dixon. There is also going to be a Hospitality Suite at the hotel.

Thank you again for all the support during my term as President!

Angie Venekamp
Rental Network Ltd.
CRA BC President / CRA BC National Director
604-892-8200



Golf Tournament Recap

Good Day to Everyone!

It seems like just yesterday I was writing my last article for the newsletter and complaining about the oppressive, mind-numbing heat, and yesterday I could not get the grin off my face as I pulled the snowmobile trailer out of storage. Any guesses on what my favorite season is? As everyone is getting ready for Blow Out season and the last mad scrambles as home owners and contractors get projects finished, your BC Local Rental Association hosted a very well received golf tournament.

We were blessed with a gorgeous day at Shadow Ridge Golf and Country Club in Kelowna, the staff treated us like gold and took care of all our needs. With the redesigned Tee - Off schedule all the golfers were finished before they drank the beer cart dry and then we enjoyed a nice steak dinner in the clubhouse. From the loud laughter and good natured ribbing that went on in the clubhouse, I would have to say that there was a lot of fun had by everyone. I know that I sure enjoyed seeing everyone laughing and catching up on all the events and

Continued on page 3 Golf Re-cap



I have been given the opportunity to step into the CRA BC National Director position. I would like to thank Peggy Daniel, the outgoing BC National Director for all her time and dedication to the CRA, Peggy has been a great mentor for myself as I have been moving up in the ranks of the Local Association, and I am sure that she will be available for future consult from time to time.

I hope that as the summer comes to an end and the completion dates are all looming for anything related to the Olympics, that you have all been busy. I encourage anyone that is planning on operating their business as usual during the Olympics, has been able to nail down when and where

you are permitted to make deliveries. It is confusing for a lot of people as it is not entirely clear who is exempt and who is not from all the traffic restrictions. Are you going to be able to deliver to you regular customers? Depending on where they are doing their work I suppose.

PRODUCTS OF THE MONTH FROM ARA

Is your business functioning according to industry norms? How does your business compare with the top profit-makers who have similar types of rental inventory? What strategies can you implement that would help boost your profitability, productivity, financial position and cash flow?

• Find out with the Cost of Doing Business Reports are out, if you participated in the survey you should have received your copy in the mail by now. There is some very interesting information in the report. If you did not participate in the survey, not to worry, you can purchase the report from ARA at a cost of \$ 325.00.

• Cash flow Management - cost is \$ 25.00

• Defensive Driving course - cost \$ 30.00

HED INSURANCE AND RISK SERVICES PROTECTED SELF INSURANCE PROGRAM (PSIP)

HED Insurance Services has announced that the rebate

checks for the Protected Self Insurance Program (PSIP) will be ready to send out shortly. If you have participating in the program since the beginning, June 1st, 2006, it is estimated that the average premium rebate cheque is going to be approximately \$ 2600.00. HED Insurance Services is just one of the many member benefits that are available to us as members of the Canadian Rental Association (CRA)

I invite all of you to share your thoughts and suggestions with me at any time bc.cra@hotmail.com

Angie Venekamp
Rental Network Ltd.
CRA BC President
CRA BC National Director
1-604-892-8200



CANADIAN RENTAL ASSOCIATION
Association Canadienne de Location

As a CRA Member, are you getting the benefits?

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CIGC Credit Industry Groups of Canada
NEBS Business Products Ltd.
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For more information call
CRA Head Office
1.800.486.9899
or go to
www.cra-rental.org

CRA Great News

Premium Surplus of \$660,000 to be returned
CRA PSIP Insurance Program Members

The Canadian Rental Association and HED Insurance and Risk Services are very pleased to announce that the first three policy years of the "Protected Self-Insurance" (PSIP) Program has resulted in a member-owned surplus of \$660,369, in excess of the reserve for claims, which will be returned to program members.

"Protected Self-Insurance" vs. Traditional Insurance:

With traditional insurance, all of your premiums would stay with the insurer who would be responsible for paying all the claims, but would also get to keep all of the leftover premiums, no matter how low claims were during the years.

The "Protected Self-Insurance" program (PSIP) retains a large portion of the annual premium in a member-owned Loss Pool to pay the first part of any claim up to \$500,000. The remainder of the premium is used to cover expenses and to purchase insurance for losses that exceed \$500,000 for any one loss and to coverage any losses that may exceed the loss pool for the term so that there can never be a deficit in the PSIP.

The CRA PSIP program has experienced low levels of claims since it was established on June 1, 2006. The preventative measures that the rental dealers have made has helped keep claims low. The good program results allowed the members to establish the required \$1,000,000 member-owned reserve that may be needed to pay potentially large claims that may have occurred but are not reported (IBNR) until after the end of the term. The \$660,369 surplus above the IBNR reserve is now available to be returned to the members of the PSIP program.

How are premium returns calculated?

Returns are payable to those rental dealers participating in the Program at the time of the premium return, based on the percentage of the total program premiums paid by the dealer in the previous three policy years (but not, dating back past the June 1, 2006 program inception date) compared to the total premium for the period. This percentage will be applied against the total amount of return premium.

A property that has been in the program since inception will receive a greater amount of returned premium than a new participant. A rental dealer that has been a program member since inception will receive a return premium of approximately 10 % of their total premium for three years.

CRA Member Benefit: The premium return to a member is equal to approximately seven years of association fees paid by that member.

For Information on the CRA Insurance Program call HED Insurance at 1-800-665-8990
Ken Fingler Ext 7279 or Steve Baker Ext. 7211

Mike Faulkner

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Golf Tournament Recap Continued from page 1

happenings throughout the province. A big thank you to all the people who participate in the tournament every year, and the same to the new faces I saw this year. It was great to meet new people and expand on all the great friendships I have made already in this association.

There is not enough thanks and appreciation I can give to all the suppliers that are helping us make the tournament such a success and increasing our attendance every year. Make sure that when one of them walks into your store next time, you thank them for their support. The list of winners and sponsors are listed below.

Speaking of support, don't forget about the upcoming meeting at Star Diamond Tools on Oct. 21, and mark your calendar Jan. 15,16, 2010 for CRA BC Trade show. We have a new host Hotel - The Coast Hotel and Convention Centre www.cascadescasino.com with great rates, a Casino, Hospitality Suite and for Saturday's dinner entertainment one of the best comedians in BC, Herb Dixon. So book your room and buy your tickets and come down and bullshit with some old friends and make some new ones as we make our trade show the event of the year.

Jim Clipperton, Norval Rentals
CRA BC Vice President
250-546-6670



WHO'S WHO ON THE LOCAL BOARD

• **PRESIDENT**
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• **TREASURER**
Brett Armstrong
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GOLF TOURNAMENT FUN

NOTE WORTHY PERFORMANCES

Lowest Scoring Team-

Sponsored by Surfwood Supply
Garth Papp - Falcon Ladder and Scaffold
Don Flint - Multiquip
Mike Keen - Westminster Rentals
Mark Whittle - Falcon Ladder and Scaffold

Most Honest Team -

Sponsored by Point of Rental
Troy Murphy - Wacker Neuson
Wendy Zubyk - Rental Network
Dan Barry - Rental Network
Sascha Stannard - Cat Rental Store

Longest Drive -

Sponsored by Weber MT
Ladies - Peggy Daniel - Rental Network
Mens - Brian Saul - Iron Mountain
Equipment

Closest to the Pin -

Sponsored by Leavitt Machinery,
Dealer to Dealer Sales
Ladies - Dina Harding - JK Samuel
Mens - Dan Garbett - MS Sales

Putting Contest -

Sponsored by CRA BC Local
1st. Larry Vandergugten - Norval Rentals
2nd Ken Fingler - HED Insurance
3rd Brad Buchanan - Avalon Rentals



WE WOULD LIKE TO THANK OUR SPONSORS!

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StarDiamond

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cra newsletter meet a member



This edition of the CRA newsletter features our colleagues at A&B Tool Rentals in Vancouver, B.C. As we continue to showcase the best and brightest in B.C. This feature gives exposure to members (esp. ones that come to meetings, tradeshow and events!) and recognizes their hard work and successes. Thank you to Aldo Chies and his staff for their assistance and congratulations on a job well done!

1. Store Name: A&B Tool Rentals Ltd.
2. Location: 2 Vancouver locations, 3rd location in Surrey opening soon.
3. Years in Business: Since 1967
4. Number of Staff: 17
5. Type of Rentals: 100% Equipment
6. What is your Specialty? Customer Service, Knowledgeable staff, quick delivery.
7. Best Rental Item in your Fleet and Why? Conveyors - hard to get, we are one of a couple companies that carry them. Excavators - wide range of use.
8. Tell us something we should know or don't know yet about your business! Funny, spectacular, weird customer stories - Here's your chance to shine!!!!

We are opening a new location in Surrey-coming soon! Our third store will have a bigger lot meaning we will be adding more equipment to our fleet as well as some new items we don't currently carry. STAY TUNED! - Aldo Chies

SUPPLIER NEWS

I thought I would mix up my article a bit this issue. Traveling around the province, I visit many rental stores and they all have stories about the unusual items they get asked for. I have compiled a list of the weirdest.

TOP 10 WEIRD RENTAL INQUIRIES

- | | |
|-----------|---|
| Number 10 | 3 ft. extension ladder |
| Number 9 | Magnet big enough to lift cars off the ground |
| Number 8 | Hot Tubs |
| Number 7 | Gun case for air travel |
| Number 6 | Breast pump |
| Number 5 | Zamboni |
| Number 4 | Stripper Pole |
| Number 3 | Record Player |
| Number 2 | Electric powered generator |

AND THE WEIRDEST REQUEST

- | | |
|----------|-------------------------|
| Number 1 | A Front Door to a House |
|----------|-------------------------|

I imagine every rental store has had similar requests or something entirely different that has made the counter person's day.

Mike Faulkner, Rentquip Canada
Supplier Director, 604-241-0500



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