

ISSUE 1 - FALL 2014

# INSITE TO CONDOS

CANADIAN CONDOMINIUM INSTITUTE MAGAZINE  
NORTH ALBERTA CHAPTER

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- | Unlicensed rooming houses

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# MESSAGE FROM THE PRESIDENT

BY ANAND SHARMA



Greetings from CCI North Alberta, I hope everyone has had an enjoyable and relaxing summer.

CCI North Alberta hosted its Annual Golf Tournament on August 26, 2014 at the Eagle Rock Golf and Country Club. Due to the hard work and diligence of CCI Director and Tournament Organizer Rick Murti, this event was an amazing success once again, and the largest ever held for our chapter. 110 participants golfed in near perfect conditions, a wonderful dinner was held later in the evening, and prizes were won by all. Many thanks to all the participants, and all the sponsors, particularly our lunch and dinner sponsors, BFL Canada Insurance Services, and HUB International Phoenix Insurance Brokers. I look forward to seeing everyone next year!

The CCI Board of Directors would like to thank long time Vice President and Education Chair Sharon Bigelow for her service to our organization. Sharon has given so much to CCI North Alberta, and while we miss her energy and enthusiasm, we wish her well as she takes a very deserved break.

The Board of Directors met on July 11, 2014 for our annual CCI North Alberta Retreat held at the Chateau Louis Hotel and Conference Centre. The Board focused on the expansion of services, and targeting new members across North Alberta. More details will be released on some of the new services and projects that we are engaging in.

The long anticipated Condominium Property Act Amendments (Bill 13) was tabled in May by the Alberta Government. CCI North Alberta has been involved over the past five years in assisting the government on proposed changes to the legislation by participating in many of the working groups, panel discussions, and providing feedback when asked on legislation. We also played a significant role in the consultation with condominiums that the Alberta Government launched last year. While we were encouraged by the adoption of a tribunal model, we were very disappointed that many of the issues our members have voiced concerns over the past five years have been missed. Issues around Property Management Accreditation and Training, Insurance,

Developer Accountability, and Condominium Governance have either not been improved or addressed, or the Alberta Government has stated that it will be looked at in the regulations which will be reviewed over the summer. We have been critical of the concept of making significant changes to condominium behind closed doors, and outside of the legislature and public purview.

CCI North Alberta has committed to engaging the public in a series of free townhalls across North Alberta to explain the proposed legislation, detail amendments we would like to see, and provide information on how to get our message to the Alberta Government and public this fall. Many thanks go to Victoria Archer, Hugh Willis, Greg Clark, and Todd Shipley for their ongoing analysis and assistance in getting our message out. We were able to get our message about the necessity of consumer protection to over 16 media outlets across the province in a short period of time. More details on the town halls will be forthcoming so please stay tuned and add your voice so we may effect change.

On another major issue, CCI North Alberta had joined a number of organizations such as the Law Society of Alberta, The Real Estate Council of Alberta, and the Alberta Union of Provincial Employees, and the Alberta Land Surveyors Association in their opposition to the privatization of Alberta Land Titles. Our primary concern was that in jurisdictions where land title services are privatized, the cost to the consumer has nearly doubled. Other concerns raised were related to the privacy and security of documents, and information management. I am happy to report that the Alberta Government is no longer looking at the privatization of Alberta Land titles, due in part, to pressure exerted by stakeholders such as CCI North Alberta.

If you wish to volunteer to serve on the Government Advocacy Committee please contact myself at [anand@csmgmtinc.ca](mailto:anand@csmgmtinc.ca). We are in need of volunteers to join us as we tackle these important issues.

Sincerely,

Anand Sharma — President, CCI North Alberta

# WELCOME NEW MEMBERS

The Canadian Condominium Institute is an independent, non-profit organization formed in 1982 with Chapters throughout Canada, including the North Alberta Chapter.

This organization is the only national association dealing exclusively with condominium issues affecting all of the participants in the condominium community. The Chapters throughout the country provide practical comparisons to the different provincial Acts.

The CCI assists its members in establishing and operating successful Condominium Corporations through information dissemination, education, workshops, courses, and seminars.

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Current members receive a \$50 credit for every referral that becomes a paid member of CCI. Credits can be used to pay for membership dues, educational events, or advertising.

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For more details contact our office.

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# COMMITTEE REPORTS

## Membership Committee

Well the new year for CCI has begun. Memberships are being renewed and new memberships are being applied for. If you are a new Condominium Corporation that has joined CCI after attending one of our Ignorance is Not Bliss sessions – welcome. If you are a renewing member – thank you for your support.

We have had quite a few business partners join and to those new businesses – welcome. Joining CCI will help you learn about the process of working with Condos.

As mentioned in previous membership reports, the Ignorance is Not Bliss sessions will continue this fall. Two more events are scheduled, stay tuned for the dates. If you know any non-members that could benefit from learning about what CCI can do for you, please pass this information on to them when the dates and places are published.

Thanks to the Membership Committee for their ongoing support.

Helena R. Smith, ACCI, FCCI  
Chair, Membership Committee

## Education Committee Report

Welcome to CCI's new season of educational seminars. As you know, when it comes to condos, knowledge is extremely important to all involved. That means owners, board members, property managers, contractors and all those who have anything at all to do with condominiums.

In particular, we'd like to draw your attention to the special edition of Condo 101 on October 16th, the details of which are in this edition of InSite.

Throughout this year, additional seminars of particular interest will be scheduled from time to time, so do visit our website to stay in touch with events.

## Golf Tournament Report

The CCI Annual Golf Tournament was held on August 26th at Eagle Rock Golf Course. As word of this fantastic event continues to grow, so too does its popularity. Last year there were 86 participants; this year 110 golfers joined us for an extraordinary day!

*CCI would like to thank the following sponsors:*

**Dinner Sponsor** – Hub International

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A huge thank you to Joyce Schwan, Carmen Zuorro, Anand Sharma, Susan Milner, Jamie Mercer, Rafal Dyrda, Jim Wallace and all other volunteers who made this event a huge success! See you next year!

Rick Murti, Tournament Coordinator

## Communications Committee Report

The communications committee is very pleased with the past year's accomplishments with respect to the three main areas of focus which are the Insite to Condos magazine, CCI public awareness and the website.

Over the past two years we have reevaluated all supplier partnerships and have found suppliers with a greater value and vested interest in our needs as an organization. We have purchased a new modern and professional looking layout, adapted a new printing process that has not only reduced our production time but has vastly improved the print and paper quality.

The new printing company has also recently started packaging and shipping the magazine, thus reducing the transfer time between vendors and has provided more accountability for timelines.

This year we have added an independent graphics contractor that uses a CCI owned magazine layout, which will ensure future consistency in the magazine quality.

Over the past year we have launched our new webpage. With all change there is an adjustment period. We are very pleased with the design and functionality. Members are able to log into GeniePad where members can access documents from courses, a calendar for future events, a members forum where ideas are shared and much more. GeniePad is creating an online community for our members and we are pleased with the results. GeniePad has been donated by the owner at no cost to CCI and we thank Rafal Dyrda for that donation.

The communications committee has been working with the membership committee on the informational seminars, Ignorance is Bliss. Next year our goal will be to continue to advertise and raise awareness of the information as well as a targeted marketing campaign to raise awareness of CCI in Alberta.

If you are a CCI member and feel your talents are well suited to being on the communications committee, please submit your info as we are accepting applicants. This is a volunteer position, however we are looking for a specific skill set that will contribute in a significant manner. If you would like to become a published author, please submit your articles for consideration for being published in the magazine. If you want your condominium featured on the cover, please submit your request.

Once again, we want to sincerely thank our business partners for their continued support by advertising in our magazine.

One other thing. In order that we comply with the new anti-spam legislation, this edition of InSite contains two forms (one for individuals and the other for companies) for you to complete, to ensure that you receive CCI information.

Gregory Clark

Vice-president, Chairperson Communications Committee

Gregory\_clark@cooperators.ca





# UNDERSTANDING & AVOIDING CONFLICTS OF INTEREST

There are plenty of 'do-it-yourself' folk on condominium boards, who would rather handle condominium repairs themselves. When a corporation needs some work done, taking advantage of the skills and expertise of professionals and trades people who sit on the condominium board may seem like an excellent idea.

Unfortunately, it isn't quite as simple as it sounds. The members of a board are obligated to discharge their duties honestly and act in good faith; any conflict of interest scenario must be carefully avoided. A conflict of interest situation exists whenever the judgment of a board member may be unduly influenced by an outside interest, such as personal financial gain.

For example, take a theoretical board member – let's call him Matt. Matt owns a company that specializes in repairing hot water tanks. As chance would have it, the tank in the apartment-style condo building where he sits on the board, needs repair. Being common property, the board is obligated to fix it. Why not hire Matt? He is well





*"I hear he's really good!"*

Boards must tread very carefully when it comes to conflict of interest situations.

BY DAVID CUMMING

liked and has a reputable company. It seems like a win-win situation.

Not so fast. If the board is seen hiring its own members, it could find itself as having acted improperly due to a conflict of interest. If a unit owner hears of this and decides to blow off some steam, the board could find itself in hot water.

Conflicts of interest situations are not just about results, they are also about optics. A board member who attempts to have the board hire their company at an inflated rate is obviously not acting in good faith. However, even if the rate charged by the board member's company is competitive, a conflict of interest situation still exists. In no way

can a board member be seen using their position on the board to enhance their commercial or other interests.

So how can the board hire Matt's company while acting in good faith and avoiding a conflict of interest? Luckily, the Condominium Property Act offers a straightforward solution.

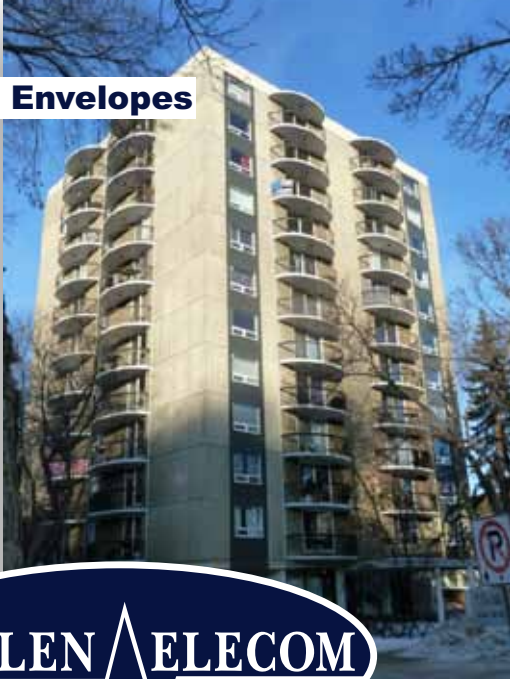
If a board member has a material interest in an agreement or transaction to which the condominium corporation is a party, the member must declare their interest, abstain from voting on the matter, and cannot be counted when determining whether a quorum exists.

>>> *continued on page 11*

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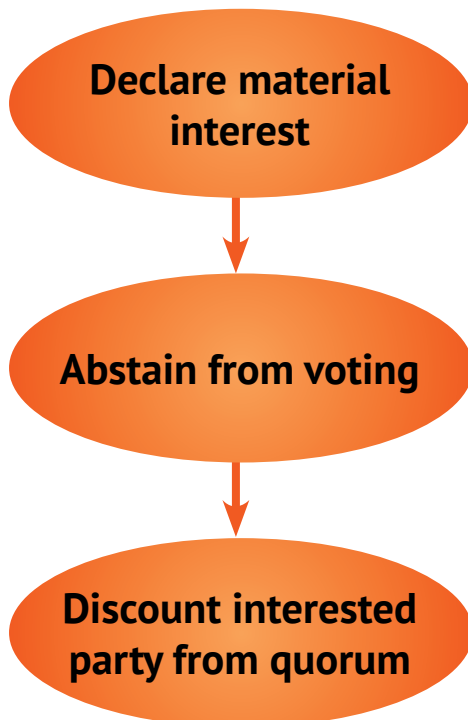
>>> *continued from page 9*

If these steps are followed and the matter is approved by the remaining board members, then Matt and his company can complete the repair project, and even pop home for lunch! Note: this does not apply to situations where the only reason a board member has a material interest is by virtue of their ownership of a unit.

Boards must tread very carefully when it comes to conflict of interest situations. If there is any question as to whether a conflict of interest has arisen, legal advice should be sought. Boards should also consider the practical ramifications of engaging a company in which a board member has an interest, even if the above steps are taken. This is especially true when it comes to larger projects.

Even if legally clear, a disgruntled set of unit owners may still raise concern and sometimes, the best victory is the battle not fought.

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***"The best time to plant a tree was 20 year ago.  
The second best time is now."***

***~ Anonymous***





# FALL LANDSCAPING

**A**lthough spring is the typical time that we tend to think about gardening, fall can also be an excellent time for landscape improvements. Fall planting of trees and shrubs will require less maintenance watering than planting in the middle of summer. It's also a good time of year to find reduced pricing on plants as the garden centres clear out their inventory.

When planting new trees and shrubs in the fall, it is important to ensure that the plants are given enough time prior to ground freezing to establish a root system that will take them through the winter. The time required will vary with the plant materials and the type of root ball. Bare root trees or shrubs should only be planted in early spring.

Fall care of your landscaping should include not only raking of leaves, but also aerating and fertilizing the lawn, pruning trees and shrubs, planting spring bulbs and dividing perennials. When making landscape improvements, following are some points to consider in selecting plants:

- Appropriate plant selections will enhance the aesthetics of the project, direct pedestrian traffic, obscure undesirable views, create privacy, and provide shelter from the elements.
- Evergreen trees are effective in providing

protection from prevailing winds (i.e. when placed along the north and west sides of buildings), providing pedestrian level screening, and providing year-round greenery. Evergreens should not be planted in very hot locations or near a reflective wall.

- Deciduous trees are effective in providing shade and permitting the winter sun (when placed along the south sides of buildings), providing a higher level of screening, and providing canopies to shelter buildings, walkways, yards, parking areas, etc.
- In selecting the locations for replanting, consideration should be given to the above factors, as well as the mature size of the tree, neighbouring utilities, the micro-climate that the tree will thrive in and be fairly self-sustaining, and the effect of root growth.
- The information tag that comes with the plant usually provides all the general information you need; including the mature size, (height and width), preferred soil type, preferred location (sun or shade), watering requirements, unique habits, etc.

Not only is fall a good time of year to make landscape improvements, it's also a good time of year to spend in your yard.

*First published in InSite, Fall 2006*

# Questions & Answers with Robert Noce

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CCI member Robert Noce, Q.C. contributes a regular column to the Edmonton Journal, answering questions from readers about various aspects of condominium living. These are questions that tend to arise fairly frequently, so Mr. Noce and the Edmonton Journal have kindly allowed InSite to republish some of them for our continuing education on the condominium life.

Robert Noce, Q.C. is a partner with Miller Thomson LLP in both the Edmonton and Calgary offices. He welcomes your questions at [condos@edmontonjournal.com](mailto:condos@edmontonjournal.com). Answers are not intended as legal opinions; readers are cautioned not to act on the information provided without seeking legal advice on their unique circumstances.

Re-printed from the Edmonton Journal, with consent from the Edmonton Journal and Robert Noce, Q.C.

**Q: Our board is in the process of updating our bylaws. We realized that we require 75 per cent of the owners and unit factors to approve the changes.**

**Can the changes be submitted to the owners as „approve all or nothing?” Or should they be given the option to approve or disapprove of each change/addition?**

A: Amending bylaws can be a huge undertaking, and it is prudent on the part of the board to first seek the opinion of owners to determine whether or not there is any interest in amending the bylaws. There is absolutely no value in spending all of this time and money amending bylaws when in fact there is no appetite within the condominium corporation to amend the bylaws. The threshold of 75 per cent of the owners and unit factors is significant so as to provide certainty to the owners regarding the affairs of the condominium corporation. It is up to the owners to decide which amendment(s) they wish to approve. One of the problems I see with picking and choosing which amendment(s) to approve or not approve is that you have to make sure that approving one amendment will not conflict with any other section under the bylaws that is not being changed. There is no requirement to take an all-or-nothing approach. Owners are free to accept any changes.

*Helpful hint: It can save a condo*

*board a lot of grief to seek the help of a lawyer early on in this process, so that you can ensure accuracy in drafting proposed bylaw changes, and avoid introducing conflicting bylaw amendments.*

**Dear Robert: Our condo board is stalling on calling the annual general meeting (AGM), and it has been over 16 months since the last one. How do we force the board to call an AGM? They have cancelled once already and have indicated that there are some issues they want to clear up before the AGM.**

A: The Condominium Property Act states that the board must call an annual general meeting of the owners within 15 months of the last annual general meeting. This is the law and the board has no legal authority to delay the annual general meeting beyond 15 months. Perhaps you can convince all of the owners to contact the board and indicate their displeasure on how this issue is being handled.

*Helpful hint: Condo boards have to follow the law; they do not have the discretion to simply say that they need more information before they can schedule the AGM.*

**Dear Robert: Some of our condominium owners are interested in converting an unused room, part of the common property, into a fitness centre. However, there is no information as to how the centre would operate, who would operate**

**it, and who would pay for it. Building a fitness centre does not appear to be a reserve fund item, nor is it part of the operating budget for the year. What are your thoughts?**

A: The facts you provided indicate there is no concern with respect to the condominium corporation's authority to construct a fitness centre. Assuming that this is correct, the way to pay for the fitness centre will be to either charge owners a user fee to access the fitness centre, or all owners will pay for the fitness centre through their monthly condominium fees.

The cost of outfitting the fitness

centre and staffing it should form part of the budget so that condo fees can reflect the additional cost. Building a fitness centre would not normally be considered a reserve fund item.

*Helpful hint: Fitness facilities or pools add a level of concern to some condominium corporations, and proper insurance is essential. As such, I would urge you to speak to your insurance agent to assist you in developing the proper policy for such a use.*

**Dear Robert: What are typical board responsibilities with regard to addressing vandalism? I am concerned about recent**

**vandalism in my condominium's secured underground parking area. I am also concerned with the fact that the board is refusing to disclose information, and is dealing inconsistently with victim complaints and possibly offering compensation to some and not to others.**

**Can victims demand reimbursement for out-of-pocket expenses resulting from this incident?**

A: Is the condominium corporation's insurer involved in this issue? If the answer is yes, then I would suggest that you put forward a claim to the condominium corporation and have

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the corporation deal with it.

If the condominium corporation's insurer is not involved and the board has decided to simply provide compensation to owners, then I would make a written demand for reimbursement.

If the board has developed criteria as to what will or will not be covered, then the board should communicate that to all of the owners. It would be extremely unfair of the board to compensate one owner and not the other when the facts are identical, and the board could potentially expose itself to a claim for improper conduct. I am hopeful that the board has obtained legal advice to deal with this issue.

*Helpful hint: Insurance-related issues are complicated, and condominium corporations do not like to put claims forward, as it has a huge impact on their insurance premiums. Whatever the board does, however, fairness and the law should be its guiding principles.*

**Dear Robert: I recently moved into a condominium where the board makes all**

**the spending decisions without a vote by the residents, who do not have any say as to how the money is spent. It seems pointless to me to attend an annual general meeting when all of the decisions have already been made, and the money has already been spent. Our condo fees are now more than \$500 per month.**

**We are told that boards are elected to make these types of decisions. In British Columbia, I lived in condos where the residents have to vote at the AGM or special meetings on resolutions regarding spending in excess of \$5,000. Can we do this at our condominium corporation here in Edmonton?**

A: Yes, you can place spending limits on a board. If your bylaws do not currently limit the amount the board can spend, the owners can come together to amend the bylaws and impose such a restriction. Any amendment to your bylaws would require the approval of 75 per cent of the unit factors and owners, which is a high threshold to satisfy. If amending the bylaws does not work, you may want to consider electing people to the



board who will campaign on a different approach in terms of how money is spent at the condominium corporation.

*Helpful hint: It is easy to be critical of a board when it decides to spend certain funds on particular items. However, boards usually obtain information from third-party consultants to assist them in terms of what the repair and spending priorities are for the condominium corporation. An effective board makes decisions on a timely basis and communicates with the owners to ensure that the board is addressing the priorities of residents.*

**Dear Robert: For the past**

**10 years, our condominium board has been passing large special levies in order to renovate the entire complex. Being on a fixed income, I am fearful that we will be subject to further levies.**

**At the last annual general meeting, I asked whether or not the board was planning any special levy for the year, and the answer was no. However, two months later, the board assessed another special levy. What are your thoughts and advice on this issue?**

A: Subject to your bylaws, the board does have the authority to issue a special levy to deal with a

particular issue or issues. The board may be relying upon a reserve fund study which has identified a number of items that need to be addressed.

If that is the case, obviously implementing a special levy would indicate to me that the reserve fund is either extremely low or non-existent. Or perhaps the monthly condo fees are too low to cover the costs of operating the condo corporation on a yearly basis. This is something that the board should be looking at.

Unfortunately for you, if the board is acting within the law, there isn't much

an owner can do with respect to the special levy other than electing a new board to determine whether or not these special levies are in fact necessary. You are still required to pay the special levy.

The consequences of not paying the special levy are significant. I know from experience that some boards undertake certain projects that add no real value to the corporation, but rather are nice to do.

*Helpful hint: Condominium living can be extremely rewarding in that there are real benefits to living in such an arrangement. However, the reality is that*



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*the board has the authority to issue special levies.*

*You may want to consider obtaining insurance whereby your insurer would pay for the special levy up to a certain amount, provided that you fall within the parameters of your insurance policy.*

**Dear Robert: Is there any benefit to posting private property signs on the extremities of our condominium complex? Would it provide any protection if someone fell or slipped while crossing our property?**

A: Signs that warn people of a particular danger are helpful. If there is a known risk, then signage, or some kind of notice, becomes very important. Unfortunately, having such signage will not prevent someone from advancing a claim should they fall or slip while crossing your property. You may want to consider fencing your property if this is a genuine concern.

*Helpful hint: Posting a sign will not prevent a third party from pursuing a claim against the condominium corporation should they be injured on the property; however, you can mitigate your damages by identifying hazards and carrying out repairs in a timely fashion.*

**Dear Robert: My condominium unit's balcony is flanked on either side by my neighbours' balconies, which affords me a direct view onto both neighbouring balconies. I try to keep my own veranda neat and tidy, both for my own benefit and in consideration of my neighbours.**

One of my neighbours has both a small dog and a cat who each use a litter box. Now that spring has come, my neighbour has placed both litter boxes on her balcony, so now I have to watch her pets use their litter boxes, and when I am on my balcony, all I see are these litter boxes. It is gross.

**Can I do anything about it without her knowing that I was the person who complained?**

A: If your condominium bylaws allow pets, then your neighbour is probably within her rights, unless there is a specific restriction with respect to balconies. However, generally speaking, each balcony is part of the unit or the owner has an exclusive use agreement, and the unit owner can control what happens on their balcony. You could try nicely asking her to keep the litter boxes farther



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away from your balcony, or to shelter your view.

*Helpful hint: Condominium living is all about compromise, and if your condominium allows pets, then this may be an issue that you face, especially during the summer months. If you don't like seeing your neighbours' messy balconies, then you need to talk to your neighbour and find a resolution to the problem or sell your unit and move or buy the penthouse.*

**Dear Robert: Our condominium in Calgary suffered a hail loss in August 2010. Our board met with the insurance company and it was deemed**

**to be a \$130,000 claim. At least half of the owners in the condominium were not aware of the claim.**

**In September, the board accepted a cash payout without consulting the owners. Is the board required to advise the owners that there was a claim? Are they allowed to make a decision like this to accept a cash payout without consulting the owners?**

A: The board is well within its rights to make a decision on behalf of the condominium corporation. The board is the directing mind of the condominium corporation and courts generally give the board deference

in terms of the decisions it makes.

Whether or not the board should or should not have advised the owners is really a question of communication. It would have been prudent on the board's part to keep the owners updated with respect to any insurance claim, because it does have an implication for all of the owners with respect to the premiums paid by the condominium corporation.

*Helpful hint: Although they are not required to do so, it is nonetheless helpful and considerate for a board to keep owners informed of these types of issues.*

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# SEALING THE [ BUILDING ] ENVELOPE

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BY JOHN MARGARITIS

Whether a condominium is a town-home or a high-rise, exterior sealants remain one of the most important components of a building envelope’s good health. Despite this, they are also one of the least understood and maintained components of a building envelope.

The simplest explanation for this might be that sealants are, for the most part, out of sight and therefore out of mind. This is especially true for high-rise condominiums, where much of the sealant is not visible from the ground.

Also, sealants have a long replacement cycle – 12 to 20 years, depending on product and environmental exposure. Many changes are likely to take place at a corporation over that timeframe. Board directors and property





managers may come and go; a reserve fund study may recommend a sealant replacement project, but higher priority projects may have to be moved ahead of it. As a result, a condominium's caulking and sealant needs may get lost in the shuffle.

Unfortunately, sometimes it takes water penetration damage to multiple suites or townhomes to get board directors and property managers thinking about caulking.

It is estimated that 90 per cent of air and water leakage occurs at one per cent of the building's sealant locations, i.e. vulnerable sites such as terminations, transitions and penetrations. Making sure that this one per cent of a condominium's exterior is properly sealed is critical.

For townhomes, properly caulking wood perimeters, trim and siding not only reduces energy costs, keeps moisture and pests out, and minimizes the growth of mould, it also extends the life of the wood as well as the painted finish.

With high-rise condominiums, using the opportunity to review and replace sealants while taking care of exterior painting and concrete repairs takes advantage of the staging equipment already in place, therefore helping to keep costs down, minimizing disturbances to residents, and proactively reducing damage, repairs and additional costs.

Due to the length of a sealant cycle, many property managers and board directors may not have much experience with initiating and

overseeing a sealant replacement project. Add in the technical nature of the materials and techniques involved, plus the health and safety components (especially with high-rise work), and the whole prospect can be overwhelming for those with limited experience with this type of work.

Property managers and board directors need tools to help them avoid feeling frustrated and disappointed prior to starting the process of replacing sealants. Here are a few basic tips:

1. *Determine when the last time the building or townhome site was caulked. (If past the 12 to 20-year mark, water leaks, wood rot, or other damage issues may have already begun.)*

>>> continued on page 22

#1

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2. Determine whether the site has been over-beaded or all old sealant was removed prior to caulking. (Over-beading should only be done once. If a site has already been over-beaded, then full removal is required. If not, then over-beading on failing caulking is an economical option.)

3. Determine the type of sealant currently in use on site. (Inferior products may mean a shorter life cycle.)

4. Make sure all stakeholders understand the specification and any possible limitations of the proposed sealant system.

5. Be sure to work with a qualified contractor. (A contractor's warranty will cover only a small fraction of the expected life of the sealant, so try to work with someone known and trusted.)

6. Ask to see the contractor's Health and Safety Plan. (High-rise sealant replacement projects require specialized health and safety expertise and management.)

Sealant replacement is a substantial investment and, if properly executed, will protect the property as well as enhance savings in heating, cooling and repair costs. To realize the full benefits of sealant replacement, the project must be well executed and in a conscientious manner. Short cuts taken 14 storeys up can lead to costly repairs down the road.

Insist on quality sealants. Using low-grade sealants only reduces the lifespan of the system.

Poly-urethane sealants are typically used to bridge joints when at least one of the substrates is wood, masonry, stucco, aluminum, concrete, etc. A good rule of thumb is to specify industry-standard poly-urethane sealants with high mobility properties.

While a certain amount of flexibility exists with how specific sealants are utilized, one hard and fast rule is that silicone should always be used against glass and with all aluminum-to-aluminum joinery. Silicone provides increased

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adhesion for substrates prone to expansion and contraction. And remember, all silicones are not created equal. A quality product should have proven high performance and exceptional waterproofing properties.

Additionally, directors and managers need to know that silicone is not paintable. If the corporation is considering painting window frames and panels, sealant replacement needs to be coordinated and executed at the same time. There have been instances where sealants have been replaced on a high-rise, only to be removed and re-installed a few years later in order to facilitate the coating of window systems or aluminum panels. This is not only a waste of time, but a considerable

waste of money.


Realizing that sealant replacement projects can be costly, property managers and/or board directors should avoid letting price dictate their decision when choosing a contractor or sealant system. Savings realized today are only true savings if the selected sealant system performs for 12 to 20 years. Poorly installed sealants may lead to spot repairs year after year, quickly reversing any savings that may have been generated by proceeding with the contractor with the lowest price.

The sealant on a condominium may only amount to one per cent of the façade, but it's integral in protecting 100 per cent of owners' investments in a property. Though

these areas account for an extremely small percentage of the building construction, billions of dollars are spent on building envelope repair and replacement. So whether it's a townhome or a high-rise, it's important to remember that sealants might be out of sight, but they should never be out of mind.

*John Margaritis is a Senior Project Manager with CPL Group: a refurbishment and painting firm based in Oakville, serving the GTA and Golden Horseshoe condominium marketplace for over 20 years. For more information, visit [www.cplgroup.ca](http://www.cplgroup.ca).*

*This article originally appeared in the April 2014 issue of CONDO BUSINESS and is reprinted by kind permission.*






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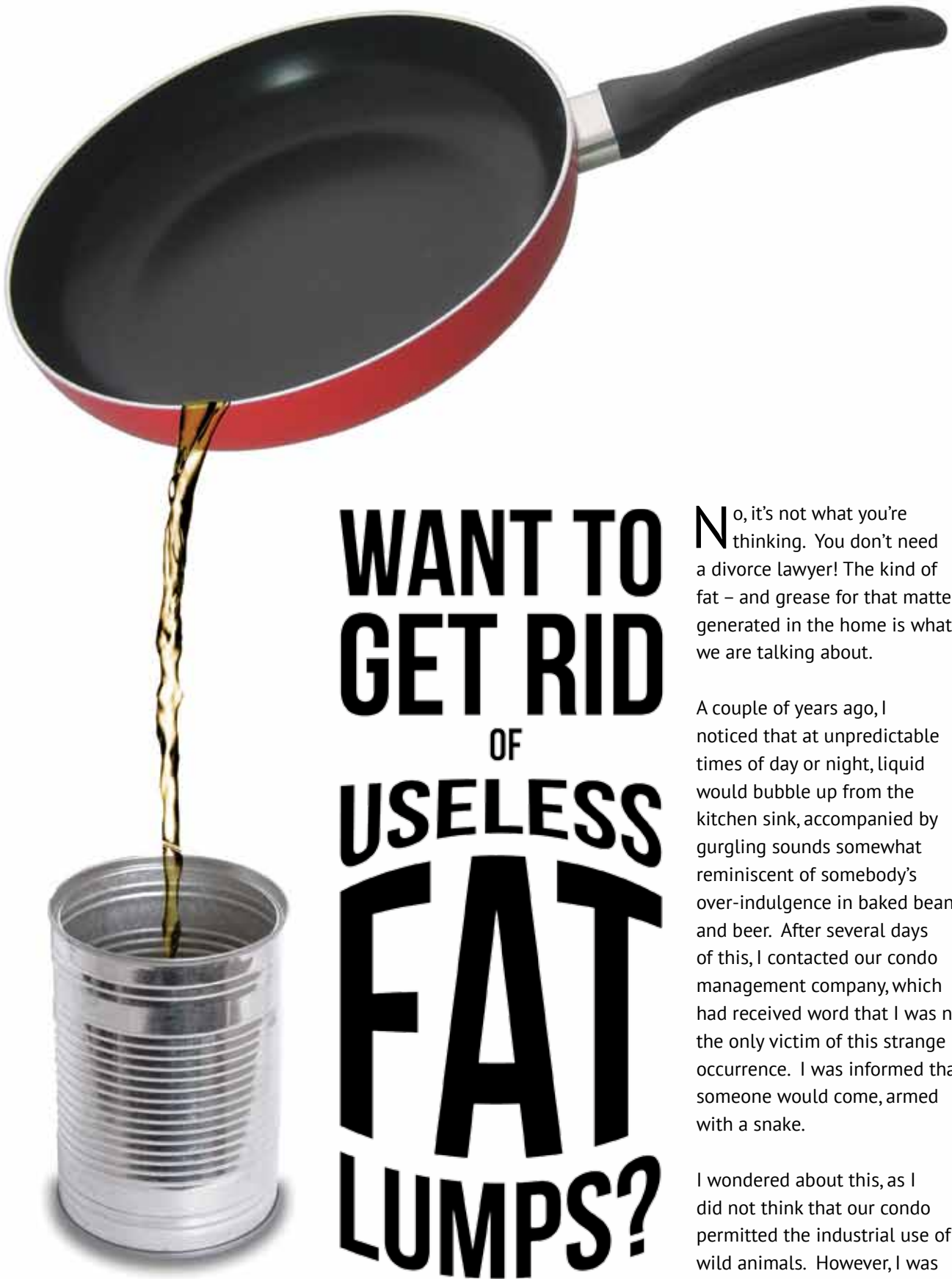
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# WANT TO GET RID OF USELESS FAT LUMPS?

No, it's not what you're thinking. You don't need a divorce lawyer! The kind of fat – and grease for that matter, generated in the home is what we are talking about.

A couple of years ago, I noticed that at unpredictable times of day or night, liquid would bubble up from the kitchen sink, accompanied by gurgling sounds somewhat reminiscent of somebody's over-indulgence in baked beans and beer. After several days of this, I contacted our condo management company, which had received word that I was not the only victim of this strange occurrence. I was informed that someone would come, armed with a snake.

I wondered about this, as I did not think that our condo permitted the industrial use of wild animals. However, I was

relieved to see in due course, that the 'snake' was simply a tool used to clean out pipes.

The result was that my own pipes were clear, but the main pipe running down and through the building wasn't. Eventually, all suites were checked and cleaned if necessary and the problematic main pipe was cleaned out of fat and grease.

An expense we could have done without!

Back in 2008 the City of Edmonton started a series of TV ads called "Store it – don't pour it! The ads have run occasionally ever since, seen by most in northern Alberta.

To quote the city Drainage Services Department, "Pouring fats, oil and grease down the drain can block the main sewer lines as well as those on private property. This can result in sewer backups, property damage, and significant costs to residents and the city". It was further noted that in 2007, the department cleaned approximately 650 kilometres of sanitary and combined sewers at a cost of \$1.2 million. All residents should store fats and grease in a disposable container. When full, it can be thrown out with other garbage. Used cooking oil should be cooled and put into a covered plastic bottle, labelled, and put out for garbage collection. Residents who are disposing of four or more litres of used cooking oil

can take it to an EcoStation.

Now, this is the important bit: Contrary to popular belief, running hot water and soap down your drain will not help break down the grease. Running hot water only pushes the grease further down the sewer pipes, but once the grease cools, it solidifies and blockages can result in the sewer line on your property or in the city drainage system. Please be one of the good guys; Store it – don't pour it!

*David Vincent  
CCI North Alberta Board Member.*





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# UNLICENSED ROOMING HOUSES

## WHAT'S A CONDO TO DO?

BY MEGAN MACKEY

Rooming houses have been in the news recently due to the three-alarm fire which broke out in a rooming house in Toronto's Kensington Market area. The illegal rooming house had 12 tenants on the second floor, four units on the third floor, and only one exit at the front door. The fire killed two occupants and sent 10 people to hospital, including two children.

Unlicensed rooming houses are operating in many condominiums in Ontario. We recently toured a 4-bedroom townhouse which had been converted into a 12-bedroom rooming house. While a 12-bedroom condominium unit may be hard to picture, unscrupulous unit owners with an imagination and a desire to collect large sums of rental income each month can create rooming houses that shock seasoned property managers.

As any board member will tell you, boards of directors are busy dealing with a laundry list of issues. Rooming houses are sometimes seen as low priority and can end up being ignored or sitting on the "to do" list for months or even years. Some corporations do not take steps to deal with possible rooming houses because they do not know what can be done or they are worried about possible legal costs.

Rooming houses create health and safety risks for all corporation residents, not just those residing in the unit. If a corporation fails to act on a known rooming house, it could expose the corporation to liability. Rooming houses should be taken seriously and addressed immediately.

Your corporation may already be aware of illegal rooming houses. Often corporations regularly inspect

units for issues relating to water leaks or fire safety. In some cases, building superintendents and contractors are aware of rooming houses but this information is not passed on to management or board members. If you suspect rooming houses may be operating in your corporation, ask building staff and management if they have seen any alterations or noticed anything suspicious. In some cases a comprehensive inspection of the

entire corporation may be necessary.

If your corporation suspects that some of the units have been converted to rooming houses, we recommend taking the following steps:

- (1) *Confirm whether rooming houses are permitted in the corporation. Check the corporation's documents to determine requirements for*

## CHANGE IS COMING, ARE YOU PREPARED?

Insurance rates and deductibles are increasing and coverage is decreasing. It is imperative for you to review your current coverage to ensure your insurance carrier is able to meet your needs and can adapt quickly when legislation is changed under the Alberta Condominium Property Act & Regulations. Claims Service is also an area worth consideration.



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occupancy and leasing, and review the local municipality's occupancy standards by-laws. In our experience we have never seen a situation where rooming houses are permitted. If they are permitted, make sure they are licensed.

(2) Determine what is going on in the unit and gather evidence of any illegal rooming house. If enforcement proceedings are necessary, you will need direct first-hand evidence that a rooming house exists. The unit should be inspected, preferably by more than one person. Corporations are entitled by law to access units and owners cannot deny entry. Look for rooming house evidence such as locks on bedroom doors, fridges, or cabinets. Take pictures. Try to identify and interview the occupants.

**Rooming houses create health and safety risks for all corporation residents, not just those residing in the unit. If a corporation fails to act on a known rooming house, it could expose the corporation to liability.**

(3) Have someone speak to the owner to try to eliminate the rooming house without legal action. Some owners choose to sell their units when they learn that management has discovered the rooming house and is contemplating enforcement proceedings.

(4) Send a formal demand letter asking the owner to dismantle the rooming house and give 30 days' minimum as a time deadline. Letters can come from the board, management, and or legal counsel and should include a warning that after the 30 days, inspection of

the unit will take place to ensure compliance.

(5) If the rooming house continues to operate, corporations should initiate the mediation and arbitration procedures mandated by the Condominium Act.

Corporations cannot ignore rooming houses. By taking steps to eliminate illegal rooming houses, corporations will be protecting the owners and residents from health and safety risks as well as from legal liability.

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# SNOW REMOVAL

Most by-laws have a clause(s) making the removal of snow from the Condominium site the responsibility of the Corporation. The Board should check the wording in the by-laws. Although most by-laws have generic wording, some have specific wording.

When contracting for snow removal, there are a number of points to consider. Does the Corporation wish to:

a) Hire a contractor on a fixed term basis from November 1 to March 31,

or November 1 to April 30th?

b) Hire a specific contractor on a per time basis?

c) Enter into a year round contract for both landscaping and snow removal?

In the event the Corporation chooses to go with the second option, the Manager needs to realize that good snow removal contractors will provide service to their regular contracts first, before doing their call out snow clearings. In the event of a very heavy snowfall, the Corporation may find that it has to wait several

days for service. The number of snowfalls that usually require clearing in most Alberta locations is between 25 and 30 a year.

If the Corporation wishes to enter into a year round contract, it is prudent to pay a reduced rate for the winter snow clearing months, and a higher rate for summer landscaping. This will ensure that the Corporation is never pre-paying for services that it hasn't yet received, in the event the contract is terminated part way through the year.

## POINTS TO CONSIDER IN SNOW REMOVAL TENDER REQUESTS

- Put out your tenders for snow clearing well in advance of the season, in August, to give enough time to select the best contractor at the best price and terms.
- List in detail the areas to be cleaned and provide a sketch map if necessary.
- Ask that tenders be returned by a specific date.
- Ask the contractor to supply a list of his equipment to be used and note whether he has more than one motorized snowbrush, (often called a Gravelly). Does he have a bobcat or access to one?
- Ask the contractor to provide a pre or post season, per time, clearing price if signing a seasonal contract.
- In many municipalities, snow must be removed within 24 hours of the cessation of the snowfall. In order to prevent any liability to the municipality, or to a person who may be injured in a slip and fall incident on the Corporation's property, it is important to place a clause that spells out the time limit for removal of snow, (such as within 24 hours after cessation of the snow fall), in the snow removal contract.
- Request a preferred time of day for the clearing. The best time for clearing of residential Corporations is in the daytime when resident's vehicles are off the site and vice versa for a commercial Corporation.
- If the property is on a hill, consider asking to be the first, or early call out of the snow removal contractor. Determine the thickness of snow on the ground that will require clearing, whether it is to be a skiff of snow that shows footprints, or a quarter or half an inch of snow.

>>> continued on page 32



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• Request that the contractor keep a diary of dates and times that snow was removed, and provide it to the Manager each month with his invoice.

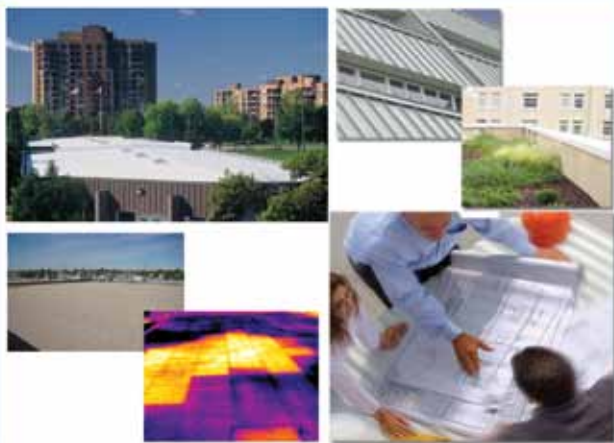
• Ask the contractor to supply ice melt and sand as part of the contract, or as an extra.

• Detail which areas are to be sanded or treated with "ice melt" and under what conditions.

Ask the contractor to do periodic checks of the site between the snow clearing times, to spot icing or drifting problems that may need to be remedied between visits.

Determine whether the contractor is to plow the roadway, and after what depth of snow has fallen. If not including it among the regular services to be performed, list who will give the authorization for a plowing to be done.

Put in a clause about the contractor being responsible for any damage to grass areas, curbs, garage doors, fences and any other elements that may abut the areas to be cleared of snow. (If a contractor has inexperienced staff, they may accidentally punch holes into windows or wooden garage doors with their shovels, or when they turn their snow brush equipment around on a driveway.)



### Partners for The Life of Your Building

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800-387-5991 • www.garlandco.com





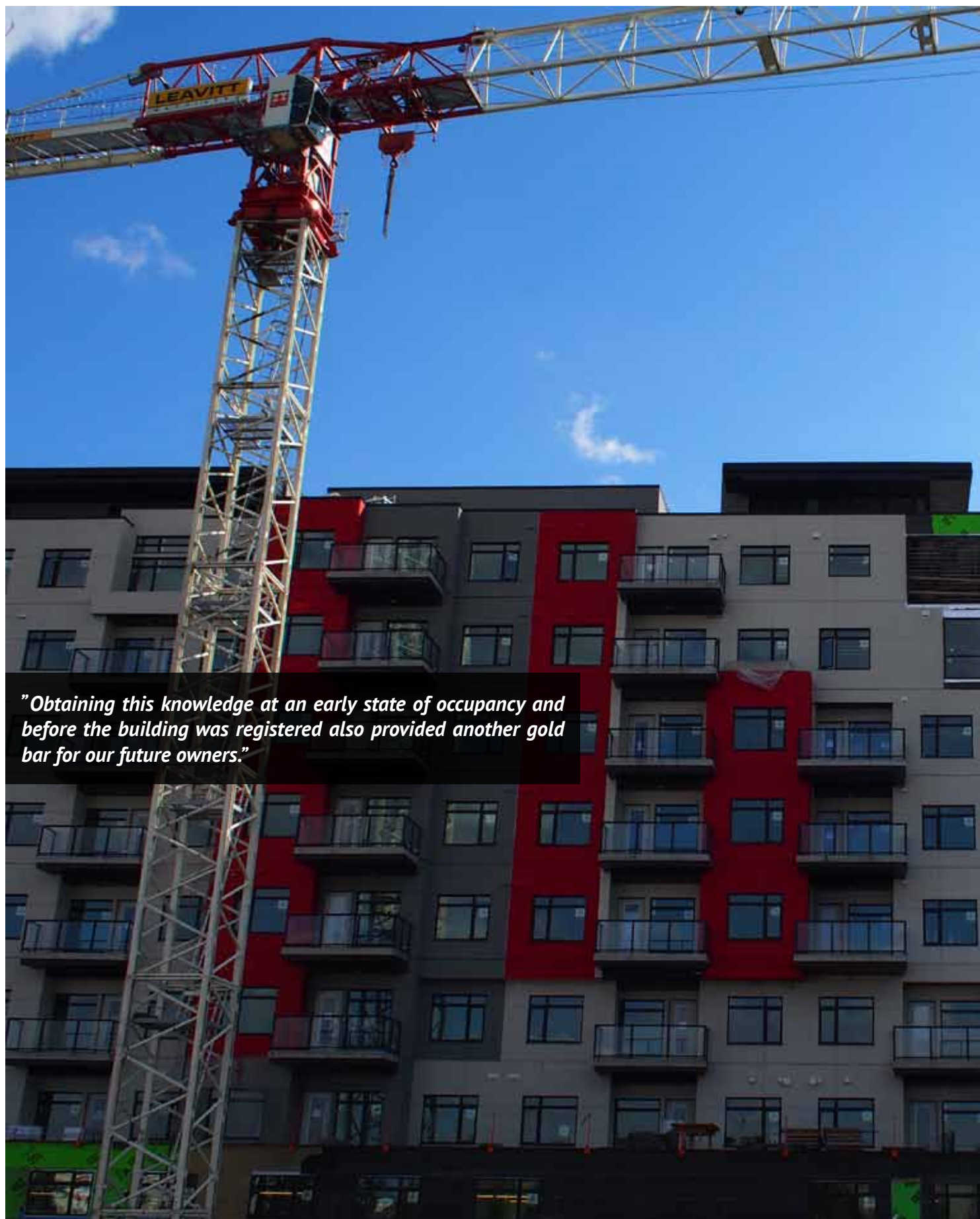
# BUYING A NEW CONDO UNIT

BY GERRIT ROOSENBOOM

In the fall of 1999, we purchased our condo unit from a set of building plans and sales brochures. The sales agreement contained a tentative occupancy date of July 2000. Although construction had started, we felt that the builder was a little optimistic, so we added another 3 months to the potential occupancy date. Feeling like prudent planners, we arranged for the sale of our existing home in October.

>>> continued on page 37





*"Obtaining this knowledge at an early state of occupancy and before the building was registered also provided another gold bar for our future owners."*





>>> *continued from page 35*

You might have guessed that our unit was not ready for another 3 months. Unfortunately for the consumer, the Home Warranty Program provided that, if the developer provides proper and timely notice, the expenses incurred to live in temporary accommodations was our burden.

Prior to taking possession, we were asked to inspect our unit. More surprises. Some cupboards were missing. Shower stall doors were not installed. The fireplace was missing, as were some door handles. The bathroom counter top was the wrong colour and the cement floor under the carpet had not been sealed as per the sales agreement. Some bathroom fixtures had not been upgraded and the microwave oven could not be installed. There were many other minor deficiencies. The slow response to fixing these in-suite items was most annoying, although the developer's priority of responding to others who were still waiting to move in was understandable. How long before all items were set right? Difficult to believe, but it was another 3 years.

Shortly after the first family moved into our building, a Steering Committee was created to guide the owners through the mountain of issues associated with the Condominium Property Act, the proposed Condo Plan, bylaws, and Home Warranty Program. Committee members immediately attended educational seminars offered by the local chapter of the Canadian Condominium Institute and then shared their knowledge with other

owners at weekly info sessions. Everyone soon realized that the services of a good condo lawyer and engineering firm would be a priority. Their advice and guidance was priceless throughout the interim occupancy period and for preparing for the registration and turnover meeting. Obtaining this knowledge at an early state of occupancy and before the building was registered also provided another gold bar for our future owners.

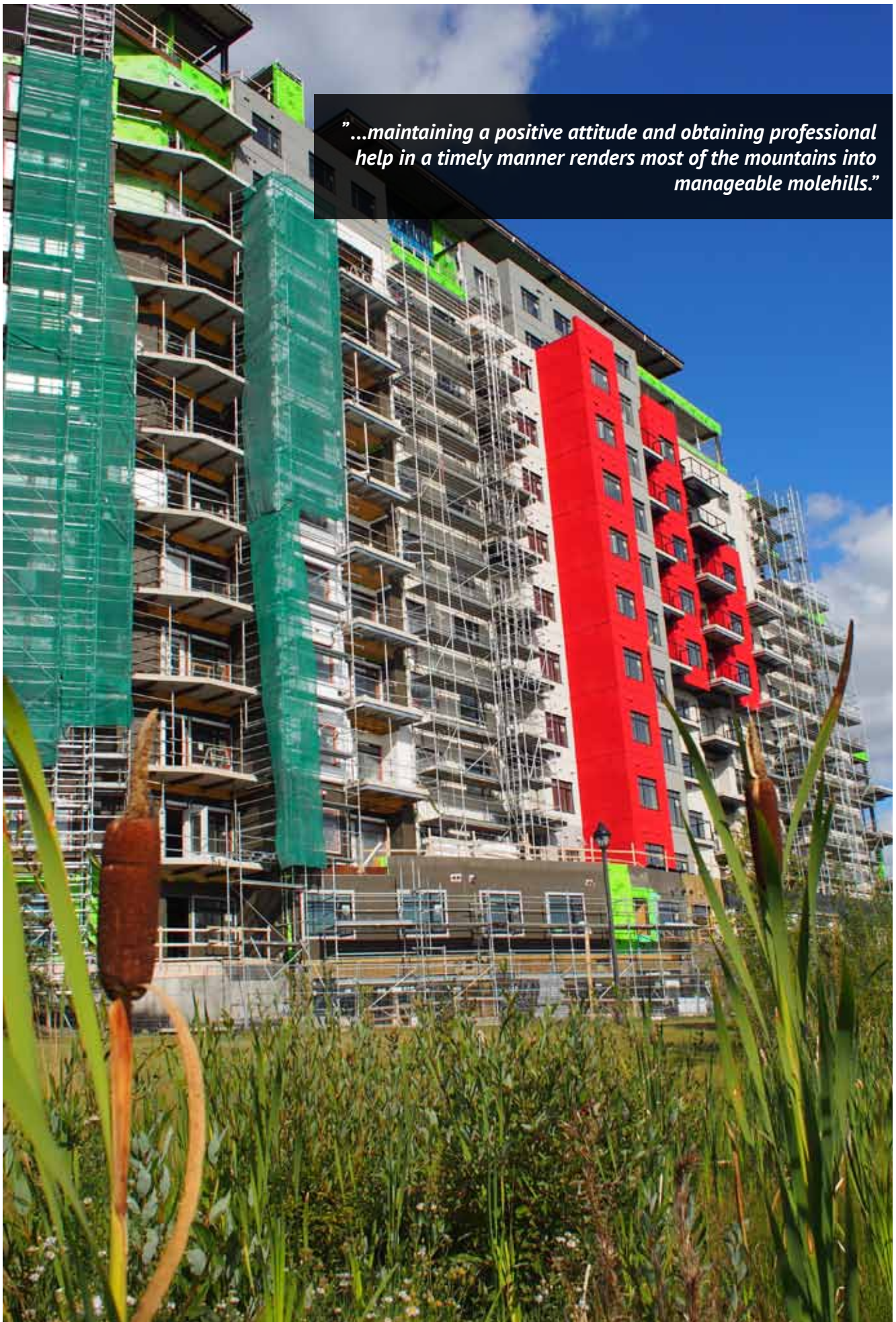
Our committee had carefully studied the proposed Plan and bylaws and became aware of a number of items that would create problems for future boards. Our committee was able to persuade the developer to make changes before registering these documents. The Board of Directors was increased from 5 to 7 persons. The locks on the unit main entry doors and the in-suite HVAC (heat pumps) were identified as common elements and thereby would be the responsibility of the corporation to maintain and repair. This would ensure that the corporation master key will always be able to open individual unit doors for emergency entry and that no unauthorized or unqualified repair person would be able to make adjustments to the sensitive HVAC system.

Our building was registered in June of 2001, and at about the same time, the developer went into receivership. Suspecting that the developer was having financial difficulties, City Hall was requested to hold onto any performance bond monies to ensure property taxes be paid before

>>> *continued on page 38*



*"...maintaining a positive attitude and obtaining professional help in a timely manner renders most of the mountains into manageable molehills."*





registration, and that performance bonds remained secured to ensure the substantial completion of our high-rise building. Early contact with the Home Warrantee people was extremely helpful. Financial companies having interests in the project were contacted and all concerned put a hold on registration until financial concerns were satisfied. The developer was thereby restricted from access to the purchaser's money held in trust. This enabled the transfer of the ownership of the units to the purchasers without financial loss.

It was three and a half years after registration that most of the big deficiencies were corrected, including the replacement of the roof, re-caulking of the windows, and a lot of work on the pool. A very active social committee has made our building a very pleasant place to live. We were

blessed with a very proactive Board of seven Directors who created an atmosphere of co-operation and participation by all residents. The Board meets on the last Wednesday of every month. These meetings are open to all residents for the first 30 minutes at which various committees report their activities and ideas. Ideas from all residents are received and given careful consideration. A calendar of social events and a newsletter are provided monthly.

Even after the many trials and frustrations encountered in getting this building finished, the atmosphere in this building remains

positive and pleasant. Buying a new condo unit from a set of plans is a daunting experience, but maintaining a positive attitude and obtaining professional help in a timely manner renders most of the mountains into manageable molehills.

*Gerrit Roosenboom has been a Director on two condo Boards for 10 years, and has served on the Board of Directors of a number of CCI chapters across Canada.*



**Edith O'Flaherty**  
Owner / Broker

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Board of Directors duty: "...to place and maintain Insurance..."

Insuring your Condominium can be a pleasant experience, get the advice and service you deserve.

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**Dawn Mitchell FCIP, CRM, CAIB, ACCI**  
Commercial Account Executive  
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Telephone (780) 453-8407 Fax (780) 488-7077  
[dawn.mitchell@hubinternational.com](mailto:dawn.mitchell@hubinternational.com)

**Matt Cruikshank, CIP, BPE**  
Commercial Account Executive  
4528 - 99 Street, Edmonton, AB T6E 5H5  
Telephone (780) 391-2116 Fax (780) 437-6768  
[matt.cruikshank@hubinternational.com](mailto:matt.cruikshank@hubinternational.com)

We recognize the unique and specific loss exposures of Condominium Corporations and we will provide you with a custom-made solution that is designed by our knowledgeable and experienced staff to ensure you have the coverage you require for a premium that is competitive.



# FORMS AND TRADE DIRECTORY

**YOUR CONDO CONNECTION**

# MEMBERSHIP APPLICATION

MEMBERSHIP TO JUNE 30, 2015

How/from whom did you hear about CCI?: \_\_\_\_\_

## ■ CONDOMINIUM CORPORATION MEMBERSHIP: Please complete all areas

☐ Townhouse  
☐ Apartment

Condominium No.: \_\_\_\_\_ No. of Units: \_\_\_\_\_ Registration Date: \_\_\_\_\_

Condominium Association Name: \_\_\_\_\_

Management Company: \_\_\_\_\_ Contact Name: \_\_\_\_\_

Address: \_\_\_\_\_ Suite #: \_\_\_\_\_

City: \_\_\_\_\_ Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Phone: ( ) \_\_\_\_\_ Fax: ( ) \_\_\_\_\_ Email: \_\_\_\_\_

Condo Corporation Address: \_\_\_\_\_ Suite #: \_\_\_\_\_

City: \_\_\_\_\_ Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Phone: ( ) \_\_\_\_\_ Fax: ( ) \_\_\_\_\_ Email: \_\_\_\_\_

President : \_\_\_\_\_

Name Address/Suite Email

Treasurer : \_\_\_\_\_

Name Address/Suite Email

Director #3: \_\_\_\_\_

Name Address/Suite Email

Please forward all correspondence to: ☐ Management Company address ☐ Condo Corporation address

Fee: ☐ 2-50 Units - \$200 + GST = \$210.00 ☐ 51-100 Units - 250.00 + GST = \$262.50 ☐ 101-200 Units - \$350.00 + GST = \$367.50  
☐ 201 + Units - 450.00 + GST = \$472.50

## ■ PROFESSIONAL MEMBERSHIP

Name: \_\_\_\_\_ Occupation: \_\_\_\_\_

Company: \_\_\_\_\_

Address: \_\_\_\_\_ Suite #: \_\_\_\_\_

City: \_\_\_\_\_ Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Phone: ( ) \_\_\_\_\_ Fax: ( ) \_\_\_\_\_ Email: \_\_\_\_\_

Full Year Fee: ☐ 375.00 + GST = \$393.75

## ■ BUSINESS PARTNER MEMBERSHIP

Company: \_\_\_\_\_

Name: \_\_\_\_\_ Industry: \_\_\_\_\_

Address: \_\_\_\_\_ Suite #: \_\_\_\_\_

City: \_\_\_\_\_ Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Phone: ( ) \_\_\_\_\_ Fax: ( ) \_\_\_\_\_ Email: \_\_\_\_\_

Full Year Fee: ☐ 500.00 + GST = \$525.00 ☐ Small Business (5 employees or less) - \$300.00 + GST = \$315.00

## ■ INDIVIDUAL CONDOMINIUM RESIDENT MEMBERSHIP

Name: \_\_\_\_\_

Address: \_\_\_\_\_ Suite #: \_\_\_\_\_

City: \_\_\_\_\_ Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Phone: ( ) \_\_\_\_\_ Fax: ( ) \_\_\_\_\_

Email: \_\_\_\_\_

Full Year Fee: ☐ 140.00 + GST = \$147.00

Cheques should be made payable to:

Canadian Condominium Institute - North Alberta Chapter  
#37, 11810 Kingsway Ave NW, Edmonton, AB T5G 0X5

Tel: 780-453-9004 • Fax: 780-452-9003

Email: info@cci-north.ab.ca • Website: www.ccinorthalberta.com

### Method of Payment:

☐ Cheque Charge to: ☐ VISA ☐ MasterCard

Card #: \_\_\_\_\_ Exp Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Signature: \_\_\_\_\_

HST/GST #899667364 RT002

## InSite 2014/2015 Advertising Booking

AD TYPE	ISSUE #	ISSUE 1 Fall	ISSUE 2 Winter	ISSUE 3 Spring	ISSUE 4 Summer	TOTAL
	Submission Deadline	Sept 4, 2014	Nov 7, 2014	Feb 6, 2015	May 8, 2015	
	Business Card					
	1/4 Page					
	1/2 Page					
	Full Page					
	Inside Back Cover					
	Back Cover*					

\*Back cover requests are on a first-come, first-served basis.

Total Payable with GST

Enter the cost for each issue you wish to advertise in using the Advertising Rates 2014/2015 page. You may order advertising for one issue at a time, or for the entire year. Invoices will be sent quarterly. Submit this page and artwork, if it has changed, to: **info@cci-north.ab.ca**

### BILLING INFORMATION

Company: \_\_\_\_\_ Submitted By: \_\_\_\_\_

Mailing Address: \_\_\_\_\_ City: \_\_\_\_\_

Prov.: \_\_\_\_\_ Postal Code: \_\_\_\_\_ - \_\_\_\_\_ Phone: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ Fax: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

Email: \_\_\_\_\_

### PAYMENT

Payment may be made by cheque, Visa, or MasterCard. Do NOT send cash through the mail.

\*\* Make all cheques payable to the Canadian Condominium Institute.

**All ad payments must be received by CCI-NAC prior to the submission deadlines as indicated above.**

Choose either:

\_\_\_\_\_ A) To have an invoice forwarded to you for payment by : ☐ mail, ☐ email, or ☐ fax (Please choose one)

\_\_\_\_\_ B) Pay by credit card and:

mail to:

**CCI - North Alberta Chapter**  
**#37, 11810 Kingsway Ave NW**  
**Edmonton, AB T5G 0X5**

or

fax to:

**CCI-NAC Office**  
**780-452-9003**

If paying by credit card, please enter the required information ☐ Visa ☐ Mastercard Expiry Date MM/YY

Card # \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ Amount to be charged \$ \_\_\_\_\_  
Total Payable with GST from above

Name on card: \_\_\_\_\_

Signature: \_\_\_\_\_

GST Reg No. 899667364-RT0002

**Thank you!**

CCI - North Alberta Chapter  
#37, 11810 Kingsway Avenue NW  
Edmonton, AB T5G 0X5

Ph: 780-453-9004 / Fax: 780-452-9003  
Email: info@cci-north.ab.ca  
Website: www.cci.ca/NORTHALBERTA

Office Use Only
Date Rec'd: _____
Invoice #: _____

Revised June 2014



# INSITE TO CONDOS

Canadian  
Condominium  
Institute  
**CCI**  
Institut  
canadien des  
condominiums  
North Alberta Chapter

Contact the InSite team to place your ad in the next issue:

CCI North Alberta Chapter  
#37, 11810 Kingsway Ave NW  
Edmonton, AB T5G 0X5  
**780-453-9004**  
info@cci-north.ab.ca

## ADVERTISING RATES 2014 / 2015

Ad Type	*Size	Member Pricing		Non-Member Pricing	
Business Card	3.33"w x 1.83"h	gst	\$165.00	gst	\$330.00
			\$8.25		\$16.50
		Total	\$173.25	Total	\$346.50
1/4 Page	3.5"w x 4.75"h	gst	\$357.00	gst	\$714.00
			\$17.85		\$35.70
		Total	\$374.85	Total	\$749.70
1/2 Page	7.0"w x 4.75"h	gst	\$715.00	gst	\$1,430.00
			\$35.75		\$71.50
		Total	\$750.75	Total	\$1,501.50
Inside Full Page	7.0"w x 9.5"h	gst	\$1,072.00	gst	\$2,144.00
			\$53.60		\$107.20
		Total	\$1,125.60	Total	\$2,251.20
Inside Back Cover	7.0"w x 9.5"h	gst	\$1,347.00	gst	\$2,694.00
			\$67.35		\$134.70
		Total	\$1,414.35	Total	\$2,828.70
Back Cover	7.62"w x 8.48"h	gst	\$1,375.00	gst	\$2,750.00
			\$68.75		\$137.50
		Total	\$1,443.75	Total	\$2,887.50

Please note: Advertising prices are subject to change at the beginning of each fiscal year. We will endeavour to notify all advertisers of any rate changes in a timely manner.

### Note to Advertisers:

Submit your artwork in a digital file, or provide camera-ready copy. Digital files are accepted in .EPS, .AI, .PSD formats, or high quality PDF or TIF (minimum 300dpi).

All artwork must be produced in CMYK colour.

\*Please check the ad dimensions above to be sure your ad size is correct. If in doubt, consult with your editor or production team to be sure your files are acceptable.

All advertising requests will be subject to approval and space availability. Advertising copy and payment MUST be received by CCI - NAC prior to the submission deadline

### Advertising & Article Submission Deadlines

ISSUE 1	September 4, 2014
ISSUE 2	November 7, 2014
ISSUE 3	February 6, 2015
ISSUE 4	May 8, 2015

**Please use the form on the facing page to book your ad and provide payment details.**

**It is the advertiser's responsibility to provide the correct version of the ad for printing by the Advertising and Submission Deadline.**

If edits are required to your artwork after submission, we reserve the right to charge a nominal fee for our magazine designer to make the requested changes (if applicable).



## **Great New Benefit for Condominium Members!**

In order to assist more Condominium Boards to understand their role and obligations, the CCI-North Alberta Chapter will be presenting the Condo 101 Seminar as part of this year's Condominium Membership. This three (3) hour introductory seminar is geared to Condominium Board Members as well as Condominium Unit Owners and will cover the basics of Board Governance, Financial and Maintenance Responsibilities as well as your Legal Obligations as a Corporation.

This Seminar will be offered at NO CHARGE to all **PAID** Individual and Condominium members only. Other members may enrol in the Seminar at a cost of \$50.00/person including GST. Contact the CCI Office if you require a copy of your renewal notice.

Upcoming Date confirmed for the Condo 101 Course:

Thursday, October 16, 2014 @ 6:30 pm  
at the Chateau Louis Conference Centre - 11727 Kingsway, Edmonton, AB.  
(located behind the Chateau Louis Hotel) – Free Parking

Due to size restrictions, a maximum of 4 (four) Board Members per condominium for each session is allowed. This registration form must be completed and returned to the CCI Office in advance as space is limited.

Condo 101 Course Registration      Date: Thursday, October 16, 2014

Condominium Name: \_\_\_\_\_

Attendee 1 Name: \_\_\_\_\_

E-mail: \_\_\_\_\_ Daytime phone: \_\_\_\_\_

Attendee 2 Name: \_\_\_\_\_

E-mail: \_\_\_\_\_ Daytime phone: \_\_\_\_\_

Attendee 3 Name: \_\_\_\_\_

E-mail: \_\_\_\_\_ Daytime phone: \_\_\_\_\_

Attendee 4 Name: \_\_\_\_\_

E-mail: \_\_\_\_\_ Daytime phone: \_\_\_\_\_



## Registration Form

### Seminars, Luncheons and Condominium Management (CM) 100, 200, & 300 Courses

### **ADVANCE PAYMENT IS REQUIRED BY VISA, M/C OR CHEQUE – NO CASH! FOR CM 100, 200, & 300 Courses**

Complete and mail this form, along with your payment to:

Canadian Condominium Institute  
#37, 11810 Kingsway NW  
Edmonton, AB T5G 0X5

**Register Early to  
Avoid  
Disappointment**  
(Events may have limited seating)

*Space is limited, so please confirm your attendance by registering a minimum of one week prior to the course.*

Price includes GST	CM 100, 200 & 300 Courses			Condo 101 GST Included	Luncheons GST Included	Evening Seminars GST Included
	Member Price GST Inc.		Non-Member Price GST Inc.			
Location	First Attendee	Additional Attendees/person*	Each Attendee			
Edmonton	\$288.75	\$210.00	\$577.50	Paid Individual & Paid Condo Members FREE	\$30.00	Member \$45.00
Out of Town	\$341.25	\$262.50	\$682.50	Professional, Complimentary or Non-member - \$50.00		Non-Member - \$65.00

\*Members must be from the same condominium corporation or business. GST Reg No: 899667364-RT0002

All paid attendees will receive course material.

**Cancellation Policy:** If cancellation is received by the CCI office seven days or more prior to the course date, you will receive a refund. Cancelling seven days or less will result in no refund.

CM Courses (Circle one)

CM100      Condo 101  
CM200      Luncheon  
CM300      Seminar

Event Date

Date Submitted

Month    Day    20                      Month    Day    20  
Year                      Year

Attendee 1 Name: \_\_\_\_\_

Daytime phone: \_\_\_\_\_

Email: \_\_\_\_\_

Attendee 2 Name: \_\_\_\_\_

Daytime phone: \_\_\_\_\_

Email: \_\_\_\_\_

Attendee 3 Name: \_\_\_\_\_

Daytime phone: \_\_\_\_\_

Email: \_\_\_\_\_

Attendee 4 Name: \_\_\_\_\_

Daytime phone: \_\_\_\_\_

Email: \_\_\_\_\_

Condominium or Business Name: \_\_\_\_\_

CCI Membership Category \_\_\_\_\_ Membership Year \_\_\_\_\_

#### **Luncheon or Evening Seminar Registration**

If attending a luncheon or evening seminar, please indicate the session name and date below. Please complete the attendee information above.

Name of Session: \_\_\_\_\_

Date of Session: \_\_\_\_\_  
Month                      Day                      Year

Membership applications are available at: [www.CCINORTHALBERTA.COM](http://www.CCINORTHALBERTA.COM)

CK # \_\_\_\_\_ Amount \$ \_\_\_\_\_  
Visa/MC # \_\_\_\_\_  
Expiry Date                      Mo \_\_\_\_\_ Yr \_\_\_\_\_  
Name on Card: \_\_\_\_\_

CCI - North Alberta Chapter  
#37, 11810 Kingsway Avenue NW  
Edmonton, AB T5G 0X5

Ph: 780-453-9004 / Fax: 780-452-9003  
Email: [info@cci-north.ab.ca](mailto:info@cci-north.ab.ca)  
Website: [www.CCINORTHALBERTA.COM](http://www.CCINORTHALBERTA.COM)



## CCI NORTH ALBERTA – 2014/15 EDUCATION SCHEDULE

### Advance Payment Required via Visa, M/C or Cheque – No Cash!

#### November 4, 2014 – Annual General Meeting – **Date Changed**

7:00 pm to 10:00 pm      Main Ballroom      Chateau Louis Conference Centre – 11727 Kingsway, Edmonton

#### **2<sup>nd</sup> Thursday Every Month**

11:30 am to 1:00 pm

#### **CCI Luncheon Presentation**

Chateau Louis Conference Centre – 11727 Kingsway, Edmonton

Luncheons will include a light meal (sandwiches), networking, 30-40 minute presentation, and question time.

**Cost      \$30.00 includes GST**

Luncheons will be held from October 2014 to April 2015 (excluding December 2014)

October 9, 2014	Roseberry Room	Winterizing Your Condominium
November 13, 2014	Executive Room	Investment Options for Condominium Corporations
January 8, 2015	Executive Room	Making your Condominium More Saleable
February 12, 2015	Executive Room	Preparing for Major Capital Projects
March 12, 2015	Executive Room	TBA
April 9, 2015	Roseberry Room	TBA

Topics will be determined on an ongoing basis. Please check our website or call the office for exact monthly topic. Please pre-register.

#### **3<sup>rd</sup> Wednesday Every Month**

7:00 pm to 10:00 pm – Executive Room

#### **CCI Evening Seminar**

Chateau Louis Conference Centre – 11727 Kingsway, Edmonton

Seminars will include coffee & desserts, networking, 2.5 hour presentation & question time.

November 19, 2014	Executive Room	FAQ on Insurance – BFL CANADA Insurance Services
January 21, 2015	Executive Room	Condominium Communications
February 18, 2015	Executive Room	By-Laws & Enforcement
March 18, 2015	Executive Room	TBA

**CCI Members      \$45.00 includes GST**

**Non-Members      \$65.00 includes GST**

#### **September 18, 2014**

6:30 pm to 9:30 pm - St. Michaels Room

#### **Condo 101**

Chateau Louis Conference Centre – 11727 Kingsway, Edmonton

Seminar will include coffee & desserts, networking 2.5 hour presentation & question time.

Condo 101 is an introductory course for Condominium Board Members and Owners. The course will cover such topics as; the basics of Board Governance, Financial and Maintenance Responsibilities and Legal Obligations. This course is complimentary to all paid individual or condominium members only (maximum of four (4) members from the same complex). Registration in advance is important as space is limited.

**CCI Members (Condo and Individual only) Free**

**Non-Members \$50.00 includes GST**

---

**September 27<sup>th</sup> & 28<sup>th</sup>, 2014      Condominium Management 100 (CM100)**

9:00 am to 4:00 pm (each day) – Commercial Room    Chateau Louis Conference Centre – 11727 Kingsway, Edmonton

CM 100 is the introductory level of study on condominium, which offers an introduction into the responsibilities and liabilities of managing condominiums. CM 100 is addressed to owners, Board Members and new professionals. This level deals in detail with several issues fundamental to condominium, including management styles and everything you need to know about meetings. This course also addresses the basic principles of governance, administration, dealing with people, finances and maintenance and repair, each of which is presented in more detail in the 200 & 300 levels.

**CCI Members      \$275.00 + GST**  
**Non-Members    \$550.00 + GST**

**Additional attendees****\$200.00 + GST**

---

**October 16<sup>th</sup>, 2014      Condo 101**

6:30 pm to 9:30 pm – St. Michaels Room    Chateau Louis Conference Centre – 11727 Kingsway, Edmonton

Seminar will include coffee &amp; desserts, networking 2.5 hour presentation &amp; question time.

Condo 101 is an introductory course for Condominium Board Members and Owners. The course will cover such topics as; the basics of Board Governance, Financial and Maintenance Responsibilities and Legal Obligations. This course is complimentary to all paid individual or condominium members only (maximum of four (4) members from the same complex). Registration in advance is important as space is limited.

**CCI Members (Condo and Individual only) Free**  
**Non-Members \$50.00 includes GST**

---

**November 20<sup>th</sup>, 2014      Condo 101**

6:30 pm to 9:30 pm – St. Michaels Room    Chateau Louis Conference Centre – 11727 Kingsway, Edmonton

Seminar will include coffee &amp; desserts, networking 2.5 hour presentation &amp; question time.

Condo 101 is an introductory course for Condominium Board Members and Owners. The course will cover such topics as; the basics of Board Governance, Financial and Maintenance Responsibilities and Legal Obligations. This course is complimentary to all paid individual or condominium members only (maximum of four (4) members from the same complex). Registration in advance is important as space is limited.

**CCI Members (Condo and Individual only) Free**  
**Non-Members \$50.00 includes GST**

---

**November 15<sup>th</sup> & 16<sup>th</sup>, 2014      Condominium Management 100 (CM100)**

9:00 am to 4:00 pm (each day) – Executive Room    Chateau Louis Conference Centre – 11727 Kingsway, Edmonton

CM 100 is the introductory level of study on condominium, which offers an introduction into the responsibilities and liabilities of managing condominiums. CM 100 is addressed to owners, Board Members and new professionals. This level deals in detail with several issues fundamental to condominium, including management styles and everything you need to know about meetings. This course also addresses the basic principles of governance, administration, CCI – NAC 2014/15 Education Schedule

dealing with people, finances and maintenance and repair, each of which is presented in more detail in the 200 & 300 levels.

<b>CCI Members</b>	<b>\$275.00 + GST</b>	<b>Additional attendees</b>	<b>\$200.00 + GST</b>
<b>Non-Members</b>	<b>\$550.00 + GST</b>		

### **January 24<sup>th</sup> & 25<sup>th</sup>, 2015**

### **Condominium Management 100 (CM100)**

9:00 am to 4:00 pm (each day) – Executive Room      Chateau Louis Conference Centre – 11727 Kingsway, Edmonton

CM 100 is the introductory level of study on condominium, which offers an introduction into the responsibilities and liabilities of managing condominiums. CM 100 is addressed to owners, Board Members and new professionals. This level deals in detail with several issues fundamental to condominium, including management styles and everything you need to know about meetings. This course also addresses the basic principles of governance, administration, dealing with people, finances and maintenance and repair, each of which is presented in more detail in the 200 & 300 levels.

<b>CCI Members</b>	<b>\$275.00 + GST</b>	<b>Additional attendees</b>	<b>\$200.00 + GST</b>
<b>Non-Members</b>	<b>\$550.00 + GST</b>		

### **February 19, 2015**

### **Condo 101**

6:30 pm to 9:30 pm – St. Michaels Room      Chateau Louis Conference Centre – 11727 Kingsway, Edmonton

Seminar will include coffee & desserts, networking 2.5 hour presentation & question time.

Condo 101 is an introductory course for Condominium Board Members and Owners. The course will cover such topics as; the basics of Board Governance, Financial and Maintenance Responsibilities and Legal Obligations. This course is complimentary to all paid individual or condominium members only (maximum of four (4) members from the same complex). Registration in advance is important as space is limited.

**CCI Members (Condo and Individual only) Free**  
**Non-Members \$50.00 includes GST**

### **March 19<sup>th</sup>, 2015**

### **Condo 101**

6:30 pm to 9:30 pm – St. Michaels Room      Chateau Louis Conference Centre – 11727 Kingsway, Edmonton

Seminar will include coffee & desserts, networking 2.5 hour presentation & question time.

Condo 101 is an introductory course for Condominium Board Members and Owners. The course will cover such topics as; the basics of Board Governance, Financial and Maintenance Responsibilities and Legal Obligations. This course is complimentary to all paid individual or condominium members only (maximum of four (4) members from the same complex). Registration in advance is important as space is limited.

**CCI Members (Condo and Individual only) Free**  
**Non-Members \$50.00 includes GST**

**Are you registered to connect to our website?**  
**Do it now!**

**[www.ccinorthalberta.com](http://www.ccinorthalberta.com)**



**March 21<sup>st</sup> & 22<sup>nd</sup>, 2015****Condominium Management 100 (CM100)**

9:00 am to 4:00 pm (each day) – Executive Room      Chateau Louis Conference Centre – 11727 Kingsway, Edmonton

CM 100 is the introductory level of study on condominium, which offers an introduction into the responsibilities and liabilities of managing condominiums. CM 100 is addressed to owners, Board Members and new professionals. This level deals in detail with several issues fundamental to condominium, including management styles and everything you need to know about meetings. This course also addresses the basic principles of governance, administration, dealing with people, finances and maintenance and repair, each of which is presented in more detail in the 200 & 300 levels.

**CCI Members**      **\$275.00 + GST**  
**Non-Members**      **\$550.00 + GST**

**Additional attendees****\$200.00 + GST****March 28<sup>th</sup> & 29<sup>th</sup>, 2015****Condominium Management 200 (CM200)**

9:00 am to 4:00 pm (Sat & Sun) – Executive Room      Chateau Louis Conference Centre – 11727 Kingsway, Edmonton

CM 200 Practical Management Principles – is a work intensive, hands on level of condominium study designed for directors and managers, responsible for the day to day activities associated with the control, management and administration of a Corporation. Topics include: enforcing & amending Bylaws; record keeping, disclosure requirements, contracts; dealing with rentals, dealing with difficult people, conflict resolution; financial records, budgets, setting condo fees, special assessments, collections, audits, Estoppel certificates and information statements; maintenance & repair, reserve fund studies; types of insurance coverage, appraisals, deductibles, bonding, brokers & trustees; complete with the resource materials, samples and examples.

**CCI Members**      **\$275.00 + GST**  
**Non-Members**      **\$550.00 + GST**

**Additional attendees****\$200.00 + GST****May 23<sup>rd</sup> & 24<sup>th</sup>, 2015****Condominium Management 300 (CM300)**

9:00 am to 4:00 pm (Sat & Sun) – Executive Room      Chateau Louis Conference Centre – 11727 Kingsway, Edmonton

CM 300 is a specialty designed management level course for condominium managers, professionals and directors who oversee the self-management of a Corporation. Topics include dealing with the developer, bare land condominium, enforcing Bylaws using sanctions and Court action; handling insurance claims and using insurance claim proceeds; collecting condo fees after caveats, investing and borrowing money; disaster planning; evicting tenants, employee/employer relationships; and human rights matters.

**CCI Members**      **\$275.00 + GST**  
**Non-Members**      **\$550.00 + GST**

**Additional attendees****\$200.00 + GST****May 29<sup>th</sup> & 30<sup>th</sup>, 2015****CCI Conference – all rooms**

Friday evening (wine & cheese)  
 All day Saturday

Chateau Louis Conference Centre – 11727 Kingsway, Edmonton

Keep this date open. CCI is having their annual conference and trade show. Seminar topics will be determined and schedule will be published soon. If you are interested in being a trade show presenter, please contact our office.



## **VOLUNTEER SERVICE AWARD**

### **CALL FOR NOMINATIONS**

Everyone knows of a special person who continually goes out of their way to make your condominium a better place to live. We would like to continue to recognize these remarkable unsung heroes. Do you know of someone who has volunteered their time and efforts to help improve their condominium community in a significant way? It could be a member of the Board, a committee member, or a member at large that “can always be counted on to help out”.

The CCI North Alberta Chapter invites you to nominate that Individual for the Volunteer Service Award to be presented at our Annual General Meeting in November.

#### **TELL US ABOUT THIS PERSON:**

NAME:

CONDOMINIUM:

PHONE:

E-MAIL:

#### **PLEASE INCLUDE IN YOU NOMINATION:**

Length of Volunteer Involvement:

Position(s) held over this time:

Contributions and Accomplishments they were involved in:

#### **I WOULD LIKE TO NOMINATE THIS PERSON BECAUSE...**

#### **NOMINATED BY:**

PHONE:

E-MAIL:

Information may be used to contact either yourself and/or the nominee to confirm nomination and/or verify contents. This information is not used or shared with any group outside of CCI-NAC and will not be used to engage in any form of solicitation.

#### **TO RECEIVE A NOMINATION FORM:**

- E-MAIL: [info@cci-north.ab.ca](mailto:info@cci-north.ab.ca) OR
- PHONE: 780-453-9004

**DEADLINE FOR SUBMISSIONS- October 19, 2014**

# TRADE DIRECTORY

<i>Company</i>	<i>Full Name</i>	<i>Phone</i>	<i>E-mail</i>
<b>ACCOUNTANTS</b>			
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Lim & Associates	Cheng S. Lim, CGA	(780) 484-8803	cheng@limcgas.com
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The Alberta Bookkeeping Company Ltd.	Veronica van Egteren	(780) 439-7400	abc@interbaun.com
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	Lucien Roy, ACCI, FCCI	(780) 424-0397	lroy@aimrec.ca
Alberta Condo Review & Management	Yvonne Harris	(780) 750-9951	acrminfo@gmail.com
	Fatima Salvador	(780) 750-9951	acrminfo@gmail.com
Alberta Property Management Solutions Inc.	Georgina MacNeil	(780) 714-8889	pm@apmsi.ca; admin@apmsi.ca
AV8 Solutions	Brett Binnie	(780) 352-9277	brett@av8solutions.com
Ayre & Oxford Inc.	Roseanne Evans, CPM, ARM, ACM, Associate Broker	(780) 448-4984	roseevans@ayreoxford.com
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Canwest Management & Realty Inc.	Arvind Kapur	(780) 461-2447	canwestmgmt@gmail.com
CasaWise Management	Doug Lane	(780) 413-0275	info@casawise.ca
Celtic Management Services Inc.	Keri Ramirez	(780) 449-5655	keri@celticmanagement.ca



<i>Company</i>	<i>Full Name</i>	<i>Phone</i>	<i>E-mail</i>
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Estate Properties Incorporated	Chester Quaife, ACM	(780) 433-2345	chester@estategroup.ca
FOCHAUS Management Inc.	Corina MacKinnon	(780) 988-1947	corina@fochausmgmt.com
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	Jerrica Ross	(855) 791-3948	jerrica@fortman.ca
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Homestead Property Management	Shirley & Ted Appelman	(780) 203-4105	ted.hpm@hotmail.com
JLR Property Management Inc.	Lisa Wallbridge	(587) 521-2090	lisa.jlr@gmail.com
KDM Management Inc	Brian Fischer A.C.M.	(780) 460-0444	bfischer@kdmmgmt.ca
Key Investment Property Management Inc.	Karen Schoepp	(780) 833-5555	karen@keyproperty.ca
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<i>Company</i>	<i>Full Name</i>	<i>Phone</i>	<i>E-mail</i>
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Reserve Fund Planners Ltd.	Richard McDonell, CPM, CRP	(403) 348-5444	reservef@telusplanet.net
Sharon Bigelow Reserve Fund Study	Sharon Bigelow	(780) 965-0965	sharonbigelow@shaw.ca
Wade Engineering Ltd.	Allan King, P.Eng., ACCI, FCCI	(780) 486-2828	aking@wadeengineering.com



# Fort Management Ltd.

Condominium • Residential • Commercial • Executive • Corporate

Is your Board considering a change in Condominium Management? Call us, we want to hear from you.

**CALL US 780-743-4295**

We are a full scale brokerage that provides all types real estate services. Please see a list of Condominium Services that we provide below: Open Monday to Friday 8AM- 5PM to deal with all the day to day business for the properties that we manage. We offer a full range of services as follows for condominium properties:

- Condominium Property Management- Commercial & Residential Full Services
- Administration, Financials, Daily Operations, Estoppels
- Caveats
- Bookkeeping (only)
- Rental Pools
- Rental Property Management-Commercial & Residential
- Full Services- Administration, Financials, Day to Day operation.

## **Property Management Services...**

*...that will make renting your property a stress free experience!*

## **As your Property Manager, we will:**

- ✓ Evaluate the property and determine an accurate rental rate,
- ✓ Market the property for rent,
- ✓ Advertise on our website: [www.3percentrealtyfm.ca](http://www.3percentrealtyfm.ca),
- ✓ Answer calls from prospects for questions and viewings,
- ✓ Meet prospective tenants for showings,
- ✓ Perform tenant screening and selection based on credit history, rental history, employment, references, etc.
- ✓ Draw up lease agreements and ensure all agreements have been properly executed,
- ✓ Facilitate tenant move ins,
- ✓ Collect damage deposits, rent, late payments & fees
- ✓ Serve eviction notices and coordinate removal of tenants and possessions from the units,
- ✓ Perform periodic inspections to determine maintenance issues,
- ✓ Assign maintenance projects to handymen or professional contractors based on quality of workmanship and best prices,
- ✓ Provide move-out inspections at the end of tenant leases and fill out inspection reports,
- ✓ Provide tenant with a copy of the Move-out Inspection and estimated damages (if any)

117-355 Loutit Road, Fort McMurray  
**[www.fortmanagementltd.ca](http://www.fortmanagementltd.ca)**

**780-743-4295**