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INSITE TO CONDOS

CANADIAN CONDOMINIUM INSTITUTE MAGAZINE
NORTH ALBERTA CHAPTER

THIS ISSUE:

Senior living
in Condos

Pest
Problems

Resolving
Condo Disputes

Canadian
Condominium
Institute

cci
North Alberta Chapter

Institut
canadien des
condominiums

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MESSAGE FROM THE PRESIDENT

BY ANAND SHARMA

Welcome to the Winter edition of the Insite Magazine.

Our Annual General Meeting was held in Edmonton on November 4, 2014. Six new directors were elected for two year terms. New representatives include Luu Ho, Curtis Pruden, and Jason Matthews. I am pleased to announce the return of previous board members from years past Shantel Murray and Jim Wallace. Our amazing editor in chief David Vincent was also re-elected for a two year term. A special thank you on behalf of the entire CCI organization is extended to retiring board members Vanessa Denman and Gerrit Roosenboom, and our very own extraordinary Treasurer Barb Surry.

At the first meeting of the Board of Directors Executive positions were elected. Helena Smith was re-elected as Chairperson, Gregory Clark returns as 1st Vice President, Susan Milner was added on as 2nd Vice President, and Carmen Zuorro was elected Secretary. New addition and board member Luu Ho, who is a certified general account, has agreed to fill the very big shoes left by our current Treasurer Barb Surry, a role we are confident he will more than excel in.

On a personal note let me thank the Board of Directors and the membership of CCI for once again entrusting me with the Presidency of this very worthwhile and important organization for the upcoming year.

Since my last report, things have been busy for the organization. We held our annual retreat where we prioritized our goals for the year ahead.

At the top of that list included reaching out to condominium directors and owners in new developer

turned over construction, reaching out to corporations that are self-managed, diversifying our educational components, and continuing our advocacy efforts with all levels of government.

I would like to encourage members to help us grow our chapter by recommending us to your peers. For new members, we have a complimentary membership category for condominium corporations that have not been members in recent years. We also have half year memberships for membership in all categories.

On the government advocacy front, the Condominium Property Amendment Act is being re-introduced in the fall session by the Alberta Government in late November, 2014. In the coming days and weeks CCI North Alberta will respond to the new revised Act and present amendments to strengthen the legislation.

Finally a hearty congratulations to the CCI North Alberta Board of Directors, and specifically the Communications Committee on being awarded CCI National's Penman Smith Award for the best publication in Canada. This is a testament to the hard work of this committee led by Chair Gregory Clark, and key members Rafal Dyrda and David Vincent. The magazine has improved significantly over the past two years, both in content and consistency due to the hard work of these volunteers.

Wishing you all the best this holiday season, and a Happy New Year!

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.

Ambassador Program

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.

There are no limits on the amount of credits you can receive, but they must be used in the year in which they were acquired.

For more details contact our office.

Help our Chapter Grow!!!

Whether it's a friend or family member's condominium or a business that's looking for more service, we all know at least a few people who would thank you for introducing them to CCI.

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SENIOR LIVING IN CONDOMINIUMS

7 THINGS THAT CONDO CORPORATIONS NEED TO KNOW RIGHT NOW

BY KAREN PHUNG

It is no secret that Canada's population is aging.

We have all heard the news that more and more baby-boomers (born between 1946 and 1965) are retiring, or will be retiring, in the coming years. Right now, one in seven Canadians are over the age of 65. In 20 years, that number will increase to one in four. We also know that dementia, one of the most widespread mental health illnesses affecting this generation, is also on the rise. But what impact, if any, do these issues have on condominium corporations?

Here are 7 things condominium corporations need to know about Canada's aging population, and how seniors are impacting the condominium landscape:

1. The number of seniors living in condominium buildings will increase

It is common for seniors to downsize their homes after they retire. The kids have moved out, there is more time to travel, and there is no longer a need (or a desire) to own and maintain a house.

Living in a condominium building is appealing to seniors because they come with fewer responsibilities and greater convenience. Seniors can rely on others for maintenance, repair and security services. Access to amenities is faster and more convenient. Limiting one's

living space to a single floor and accessing an elevator makes it easier for those with sight, strength or balance problems to reduce their risk of injury. Condominium corporations can therefore expect a growing number of seniors purchasing units with a view to enjoying these benefits. This also means that the number of condominium owners suffering from age-related mental health illnesses will also increase.

2. Seniors are living longer and more independent lives, which may translate to greater issues for condominiums

Not only is Canada's population aging, but seniors are also living longer and more independently (i.e., preferring to live on their own rather than with family members or in a care facility). Furthermore, a number

of seniors have no children or other family members to care for them in their later years.

A desire for independence, combined with an inevitable decline in physical and cognitive functioning, may translate into greater problems for condominium corporations including access issues (i.e., to one's own unit and amenities), the undesirable use of the common elements (such as monopolizing or loitering), unhealthy dependency on property managers, and illness and/or abandonment. Condominium corporations need to be mindful of the kinds of issues that may arise when dealing with live-alone unit owners with age-related challenges.

3. Condominiums have a duty to accommodate physical impairments

and mental illnesses to the point of undue hardship

Physical impairments and mental illnesses (including dementia), constitute disabilities under section 10 of the Ontario Human Rights Code. Condominium corporations therefore have a legal obligation to accommodate these disabilities to the point of "undue hardship". What constitutes "undue hardship" will depend on the individual facts and circumstances of each case.

Those belonging to the baby-boomer generation are known for their strong views of how they expect to live their lives after retirement. Their expectations about independence will bring increased demands on condominium corporations to respond to accommodation requests



so that they may maintain a certain lifestyle and level of freedom. Corporations may have to allow certain changes to be made to an individual unit, or to modify the common elements to accommodate a unit owner's disability. This may include installing accessibility ramps or sound-proofing rooms. In all cases, however, it means that Corporations must respond to all accommodation requests in a meaningful and timely manner. Who pays for these accommodations may not always be easily ascertainable.

4. Seniors with dementia and other mental illnesses may impact the way condominiums deal with compliance matters

Dementia may not only impact a person's memory and cognitive functioning, but it may also impair his or her day-to-day behaviour and conduct in the community. A unit owner who suffers from dementia may wander into another owner's unit without realizing it. He or she may cause noise, demonstrate aggressive or disruptive behaviours, and may also exhibit other inappropriate conduct such as hoarding.

However, enforcing compliance with the Act and the condominium's governing documents as against a person suffering from an age-related mental health illness is not as straightforward as enforcing against the music blaster from down the hall.

There are laws that protect individuals with disabilities (in particular, the Human Rights Code), which may mean that strict enforcement may not be possible (or legal) in all situations. Although there is no one-size-fits-all solution to accommodation issues, condominiums must ensure they are meeting their obligations to avoid human rights complaints.

5. Condominiums need to establish who is responsible for paying for the accommodation

Condominium corporations will have to determine who is responsible for paying the bill for alterations or modifications that result from accommodation requests. Does the

corporation pay the bill out of its operating or reserve fund, or can the amount be charged back to the unit in the same manner as common expenses? Under what circumstances should the corporation levy a special assessment?

Whether a condominium corporation can charge back the cost incurred for accommodation is determined on a case-by-case basis and largely depends on the nature of the request and what the condominium documents provide. Typically, if accommodation is made to a resident's own unit and is for his or her exclusive use, it will be the unit owner's responsibility to pay. If the accommodation requires a change to a non-exclusive use common element, such as installing a front entrance ramp, the corporation may have to foot the bill.

6. Condominiums need to be proactive, not reactive

Condominiums should adopt a proactive rather than reactive approach to these impending issues. Below are some things that condominium corporations should be doing right now:

Establish and implement appropriate policies and procedures for dealing with residents who have age-related disabilities that may need accommodation

These policies should include protocols for information-gathering, submitting accommodation requests, responding to accommodation requests, obtaining consents, and involving third party professionals

where necessary. The corporation's lawyer should be consulted about the best way to draft and implement these policies, keeping in mind that these policies may change over time.

Encourage early disclosure of health-related needs and requests for accommodation

The Corporation could create a standard form for recording this information. Senior residents should also be required to provide management with up-to-date contacts in the event of an emergency and in case consent is needed. This way, the corporation will be in a better position to anticipate problems and respond accordingly. This information could be included in the Owner's and Tenant's Information forms, in those buildings which use them.

Know your resources

There should be a protocol in place for contacting the appropriate family member, third party medical professional, or the police. There are a number of resources available to condominium corporations and their residents (including Community Care Access Centres, Mobile Crisis Intervention Teams, and Geriatric Mental Health Services). Condominiums should also take steps to familiarize themselves, senior unit owners and their families of these community resources in cases of emergency or non-emergency.

Encourage small changes that will have a big impact on resident safety

Making small changes to a senior resident's unit may have great

impacts on their safety and day-to-day living. Some examples include installing safety rails in the shower, applying non-slip mats in the tub, and using fire-safe appliances with automatic shut off features.

Document everything

Corporations need to implement a protocol for maintaining a detailed and consistent record of all accommodation requests and the Corporation's response to those requests. Such a record will be important to demonstrate the Corporation's efforts to comply with its legal obligations.

7. The time to prepare is now

Condominium corporations should not wait to establish and implement the appropriate policies and procedures for dealing with these issues. As we move into a time where the demands on condominium corporations is becoming greater than ever before, condominiums should be prepared to deal with these issues head on, and with the confidence that the right systems have been put in place.

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"Hello, handsome!"
 Ants are the top pest problem across the country and can inflict painful stings and cause structural damage to buildings.

by Alice Sinia

A condo manager knows that maintaining a pest-free environment is important for existing owners, but it's also important to the building's image. He or she should be prepared to answer questions from prospective purchasers and renters about his or her building's pest management program.

Here are the five things condo managers need to think through to protect a property's marketability from being adversely affected by pest problems:

1. Understand a building's risk profile

Pests are attracted to any environment that provides three key survival elements: food, water and shelter. With the number of homeowners in a multi-residential building and turnover of residents, it's easy for pests to be introduced and for infestations to occur and spread.

New Construction vs. Older Buildings

Many newly built condos are particularly vulnerable to pests during, and shortly after, new construction. When construction forces pests out of their natural environment, oftentimes they will

try to access the property a few months later when they realize their home is no longer there.


Insects such as psocids (booklice) are sometimes predominant shortly after construction. They are attracted to, and feed on, temporary mould growth on undried wall plaster or sheetrock, particularly behind and in between walls. Pests can also be brought into new construction on building supplies and drawn to the food debris left on-site during construction.

Once a property is established – around six months post-occupancy – a condo manager may see a rise in activity from pests such as skunks and raccoons

that discover a food source in the dumpsters outside or birds attracted to new roosting and nesting sites. New landscaping around the building can be a magnet for rodents and crawling insects. Consider pest management before and during new construction to prevent pests later.

Older buildings are susceptible to settlement, cracks and crevices, worn-out door sweeps, screens and other issues. Leaking pipes or broken shingles can create the access and source of moisture that pests seek. A pest management professional should monitor for these types of maintenance issues on a monthly basis during routine exterior inspections.

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Installing pest-monitoring stations for both new and older buildings can help to determine which pests pose the greatest issue. Knowing which pests are present allows a condo manager and his or her pest management provider to determine the best, most effective way to prevent or treat the problem.

Low-rise vs. High-rise

Rodents, flies, cockroaches and ants are the most common pests in both low-rise and high-rise properties – though factors like maintenance, sanitation and architecture of the building and human behaviour can impact specific risks. While the presence of rodents, flies and cockroaches are typically considered unacceptable, ants are typically thought of as a nuisance pest and often brushed aside.

However, ants are the top pest problem across the country and can inflict painful stings, causing structural damage to buildings, pose health risks from stings and even spread dangerous pathogens.

High-rise buildings are not immune from pests. Some wasps are known to infest as high as 50 storeys. Flying pests can be a real problem because they are attracted to lights. Some high-rise

balconies also have water features that appeal to pests – birds especially.

And don't forget about dumpster chutes. Although they're convenient for residents, the food residue can attract pests and provide gateways to higher places. Flat rooftops can hold pockets of standing water which may provide breeding grounds for mosquitoes as well as invite birds. As long as food, water and shelter are present, pests will be too.

An Integrated Pest Management (IPM) approach, which focuses on preventive measures such as facility maintenance and sanitation, will reduce a building's risk of infestations.

2. Document steps to resolve past problems

The history and structural condition of a property will impact its current value and future sale-ability. While most homeowners can overlook smaller, visible issues – such as interior design choices or the presence of a few ants around the exterior – they are not as forgiving of larger issues such as a poor foundation or a pest infestation inside the home.

Today's homebuyers have access to online tools to research a property's history.

Websites such as BedBugResistry.com offer only a snapshot, while a home inspection will provide a clearer picture of the property's current state. If pests or pest-related damage are found during the home inspection, expect the value of the home to decline.

If a property has a known pest history and potential damage, provide records and documentation to show the potential buyer what has been done to resolve the issue and the IPM steps that are in place to proactively prevent future issues.

3. Clearly outline everyone's role

Is there rodent damage left unresolved by a previous unit owner that someone needs to repair? Is a cockroach problem coming from a common area that's governed by the condominium corporation or from an individual unit? Is an ant infestation coming from the unit next door?

Ensure a building's pest management professional is addressing common areas, which are most likely the condo manager's domain and responsibility. A good provider should have an open line of communication with a building's residents and provide them with tips for reducing pests in their units.

Most importantly, a condominium corporation needs to have a clearly written and communicated pest policy.

4. Communicate pest management policies

When it comes to pests, the most

important thing a condo manager can do is have a pest management policy codified in the condominium corporation's bylaws and be familiar with it. Make sure it's specific about whose responsibility maintenance, remediation and repairs are, and sets out the process for repairs.

For example, bed bugs can be a real issue for residents, who may not want to pay for remediation in their unit if the problem originated in another unit. On the front end, make sure prospective buyers know what's covered and what they'd be responsible for, and reinforce the policy with current residents throughout the year so everyone is up to speed and in agreement should an issue arise.

5. Encourage owners to report pest sightings

An IPM program is only as good as the teamwork behind it. A condo manager, the building's pest management professional and residents need to work together to identify potential issues before they become an infestation. It's important to communicate that an isolated pest sighting may be a sign of a larger infestation and encourage residents to report any signs of pests immediately.

Having a sighting log in a common area or online will make it easy for residents to report any pest sightings in a discreet way. Ask residents to pick up sample(s) of the pest sighted, if possible, for positive identification. (Effective control depends on positive identification of a pest.) Many pest management

companies can also provide training and additional information on how to help prevent pest issues.

Proactively addressing potential pest issues and having a pest management policy in place will help ensure that a condo manager protects his or her property for current and future owners and residents.

Alice Sinia, Ph.D., is Resident Entomologist – Regulatory/Lab Services for Orkin Canada, focusing on government regulations pertaining to the pest control industry. asinia@orkincanada.com

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"Om nom nom."
Raccoons are arguably the cutest of nature's jerks.

Questions & Answers with Robert Noce



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. 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 the corporation deal with it.

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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

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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 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.



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APARTMENT CONDO SECURITY

BY GREGORY CLARK

In this guide the reader is provided with information about loss control issues. The guide is not a substitute for a thorough loss prevention assessment. In those situations where there is a concern about issues raised in this guide the reader should seek professional advice.

Apartment style condo building security is only as effective as the owners and tenants make it. They should be aware of, and periodically review, the security and safety of their apartment and building.

The building owners and management are responsible for security, including exterior doors and windows, corridor doors and doors to individual apartments. Know about and use the security and safety features in your building and surrounding spaces. Be alert and prevent dangerous situations before they occur.

How Secure is Your Apartment?

Various methods are used to keep apartments

and buildings secure from trespassing, theft and vandalism. Security devices, such as deadbolt locks on doors, window locks, controlled-access entrances and well-lit common spaces, all contribute to a secure building. Familiarize yourself with your building and apartment's security measures. The following sections discuss typical apartment building security features.

Your apartment door should have a good deadbolt lock. One feature to look for is a lock throw - the locking bolt should protrude from the door at least 35 mm (1 in.) into the surrounding door frame when placed in the full lock position. A strong deadbolt lock also has a jimmy-proof strike plate (the part of the lock assembly mounted in the door frame to receive the bolt). The strike plate should be secured to the door framing by long screws so that it is fastened to the structure of the wall and not just the door frame.

Locks only work if you use them. Remember to lock your apartment at all times, even while you are inside. Chain-type locks, which are easy to break, offer very little resistance to forced entry.

Install a door viewer (peephole) in your entrance door, if you do not already have one. If you have children, consider installing a peephole at their level. When moving to a new condo apartment, contact management and have the lock cylinder changed. If you lose your keys, replace your lock. Consider installing a security system.

Balcony Doors:

Intrusion is not just a ground floor or corridor door threat. Always lock balcony doors. There is special hardware to secure sliding balcony doors but a simple, effective, inexpensive solution is a sturdy piece of wood in the door's track to prevent the sliding door from opening. Make

sure the sliding part of the door can't be lifted from its track.

Items on the balcony are also vulnerable to theft. If thieves see valuables on a balcony – such as bicycles – they will climb a ladder to steal them. Conceal and secure items you cannot store inside. Lock all bicycles.

Windows:

Make sure all windows close fully, that the locking hardware is in good condition and that it is easy to lock the window when you shut it. Ensure that a thief cannot lift a horizontal window out of its track. If you have a vented window, install a blocking device so that the window cannot be opened, preventing someone from reaching in from the outside to remove the blocking device. Even on upper floors, a thief can get into your apartment through an open window overlooking a balcony.

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Building Entry System:

The front door entry system in some apartment buildings allows a resident to remotely let guests into the building.

When you activate the front door entry system, make sure you know who is asking to come in and remind them to close the door behind them. Would-be intruders will sometimes buzz different apartments until someone lets them in. Unknown persons seeking entrance should be referred to the caretaker.

Personal Security:

Do not identify yourself on the callboard in the front entrance as a female living alone. Use first initials to identify yourself i.e., J. Jones.

Do not leave messages on your phone saying you are away or on vacation. Tell a trustworthy neighbour when you plan to be away and ask the neighbour to pick-up mail and flyers. Cancel newspaper subscriptions and consider using lights and a radio on timers to make it look, and sound, as if someone is at home.

Do not put a note on your door saying you are away. Notify the caretaker when your apartment will be vacant.

Underground Garages:

Watch for suspicious persons as you enter the parking garage. Drive back out if you are concerned. Lock your vehicle and remove any high priced portable items.

Report any suspicious circumstances immediately to the Police and then to the caretaker.

If possible, use the parking garage during periods of high use when others are around.

Park near exit doors or the elevator foyer, and in well-lit areas, if possible.

Ask building management to install security cameras and alarm stations if the garage has a history of theft or security problems.

Report any suspicious persons observed loitering in the area of the locker rooms.

Elevator security:

Look and see who is in the elevator before entering. If you feel uncomfortable, do not enter the elevator, wait for the next one.

Stand beside the control panel in the elevator and know how to use the emergency alarm button.

If a suspicious person enters the elevator, leave before the door closes.

Gregory Clark is the owner of Westgate Perma Insurance Ltd. (The Co-operators) and can be contacted at; Gregory_clark@cooperators.ca





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SUCCESSFUL AND EFFECTIVE MEETINGS

BY KAREN REYNOLDS

So you have volunteered to organize the AGM. Of course you want to meet the requirements of the Act and your corporation's declaration and by-laws. But, just as importantly, you want the meeting to run smoothly so that all the business to be conducted is completed efficiently.

The following is intended to provide some of the tools necessary to achieve success in your meetings, as well as tips to make the journey somewhat easier.

Whether it's a Board meeting, owner's meeting, or turnover meeting, a clear understanding, by all participants, of the business to be conducted is necessary, as well as a great deal of organization in order to ensure the effectiveness of any meeting.

Although reference will be made only to effective and/or successful Annual General Meetings, many of the principles involved will also apply to arranging and preparing for board meeting or special owner's meetings.

In selecting a date for the AGM some consideration should be given to provisions in the Act with regard to holding the meeting within six months of the fiscal year end.

However, from a more practical standpoint, if the Corporation is comprised of several unit owners who travel south for the winter months or north in the summer, you will want to keep that in mind as well. Time will have to be allowed for the preparation of the audited financial statements and approval of the statements by the Board of Directors as a copy of the approved statement must be distributed in the notice of the meeting.

As well, if other items are to be included on the agenda that require a vote of the owners, you must allow enough time for the preparation of a complete information package for distribution to each owner. For example, by-law revisions must first be drafted and approved by the Board prior to distribution for a vote at an owner's meeting.

Once a possible date has been selected for the meeting, it will be necessary to arrange a venue. Some corporations are fortunate enough to have facilities on site in which to hold their owner's meetings. Other corporations will have to book a room in a local school, church, community centre or hall, resulting in an additional cost to the corporation.

When choosing a location it's important to keep in mind the demographics of your corporation. Is the location wheelchair accessible, are there convenient washroom facilities, is it air conditioned, or will you need to make arrangements to accommodate children etc.? Further important considerations include the provision for sufficient seating and/or parking, audio visual equipment, and if refreshments are to be served, is there a kitchen?

After securing the ideal location, direct your attention to any guests who may be invited. The auditor should attend the AGM to present the audited financial statements and he and/or she should be notified well in advance to adjust their schedule. Likewise if you are intending to invite the Corporation's solicitor, engineer or any other guest to provide a report at your meeting, they should be advised of the date in plenty of time to ensure their ability to attend. Some corporations arrange to have a local official attend to address the owners or a representative from the local police or fire department, as sometimes the inclusion of a guest speaker will act as a draw for attendance.

In the weeks leading up to the

AGM, a review of the previous year's minutes will disclose whether there are any outstanding items to be addressed in the business arising. Any Board members that are planning to deliver a report should begin putting together their material and all participants should familiarize themselves with provisions contained in the Act and the Corporation's Organizational by-law with regard to meetings.

Once the agenda items have been agreed upon, it is helpful to prepare a Chairperson's script. This handy tool acts as a means for the Chair to keep on track while also assisting the recording secretary who, by the way, you will also have to arrange for. If both parties have a copy of the script, the secretary can simply fill in the blanks saving a great deal of time and ensuring better accuracy. It is also recommended that arrangements be made with specific individuals who will volunteer to act as registrars and scrutineers for the meeting. Although the scrutineers are appointed at the meeting, if a few individuals are approached in advance of the meeting, it will allow time to provide them with instruction regarding the duties they will be performing, if necessary.

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If there is an election to fill Board vacancies, a Director's Call Notice should be issued in the month prior to the distribution of the notice of the meeting. The call notice provides a means of obtaining, in advance, the names of those individuals who wish to stand for election so that they can be included in the official notice of the meeting as per the Act. Typically, the call notice will also act as a pre-notice for owners in that it may also include the date of the meeting, the number of vacancies, the term of each and the date by which candidates must have their names submitted.

Twenty days before the notice of the meeting is to be distributed, the owner's register should be reviewed and, if necessary, updated. Only those owners who have notified the corporation with their name(s) and address for service are entitled to receive the notice.

The notice of the meeting must be mailed at least seventeen days prior to the date of the meeting. This allows for fifteen clear days as per the Act. The package must include a copy of the notice, agenda, proxy form, audited financial statements, minutes from the previous AGM and any other documents providing pertinent information regarding other agenda items (i.e. by-laws, rules, reports, etc.)

In the final days prior to the meeting, reports should be finalized, ballots prepared, arrangements should be confirmed and all last minute details completed.

On the day of the meeting it will be necessary to prepare an arrears list so that registrars can accurately determine whether an owner is eligible to vote. The registrars will require an up to date owner's list and colour coded ballots for each vote scheduled on the agenda. Coloured ballots simplify the voting process as the Chair can announce that owners should mark their red ballots or their blue ballots, etc. An extra set of ballots is essential in the event of a tie vote and extra notice packages should be available at the registration desk for any owner who has misplaced or left their package at home.

One of the agenda items will be the Proof of Notice.

This item assures those in attendance that notice was delivered as per the provisions of the Act and may involve an affidavit or undertaking to that effect. You may wish to make this document available at the head table for scrutiny by the owners.

The night of the meeting, the Board and manager, if applicable, should arrive early enough to ensure that there are appropriate seating arrangements, facilities for the registrars are ready and all audio visual equipment is operating correctly. In the case of larger corporations, it may be necessary to establish several registration desks. For example, those with names beginning with the letters A to H; I to P and Q to Z.

Each Corporation will adopt their own policy with regard to the actual conduct of the meeting. Some assume a very relaxed approach, while others carry out their business in a very formal fashion, but regardless of the tone, there are certain functions that must be carried out.

The first would be the action of the Chair to call the meeting officially to order. An effective meeting is called to order as close to the scheduled time as possible. As soon as it becomes apparent that quorum has been achieved, the Chair should make the announcement, and declare the nature of the meeting and announce the place, date and time for the record.

Although it is customary for those participating in the meeting as well as the entire Board to sit at the head table, it is not necessary. The Chair should introduce the head table making very clear the identity of the Chair and the recording secretary for inclusion in the minutes.

Particulars regarding the appointment of the Chair may be provided in the Corporation's by-laws. In most cases, it is the President or Vice-President who will Chair. However, if either individual is involved in any matters to come before the meeting and wish to impart a sense of impartiality, an alternate may be appointed by the owners in attendance.

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It is necessary for the owners to approve the minutes of the previous owner's meeting and since a copy of the minutes has been included in the notice package distributed to the owners, the motion should also include a provision that reading of the minutes be dispensed with.

The remaining business conducted at the AGM includes the presentation of the audited financial statements and the appointment of the auditor for the current fiscal period. Don't make the mistake of including the approval of the audited statements on the agenda as the owners may pose questions with regard to the statement. It is the Board of

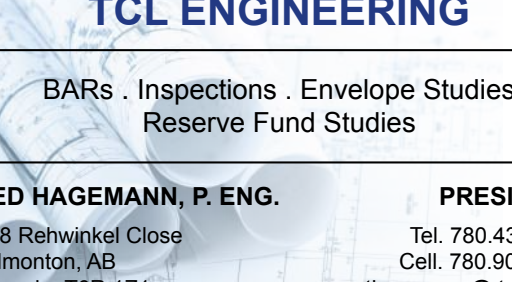
Directors who actually approve the content. By including items early in the agenda that involve guests such as the auditor, engineer, and/or lawyer, the guests may be excused upon completion of their report and question session thereby reducing the potential cost to have them attend.

After any guests have been excused, the business of the meeting will continue with the election of directors. When advising those in attendance of the election, the Chair should announce the number of vacancies and the length of the terms available.

Nominations to fill vacancies may

be obtained as submissions received from the Director's Call Notice or by nominations from the floor on the night of the meeting, providing that is not prohibited in your by-laws. In the event the Chair is running for re-election, it would be advisable for him/her to turn the meeting over to an interim Chair until the elections have been completed. Any names that have been received in advance can be included on the ballot and any nominations from the floor may be displayed on a white board or some type of flip-chart. These items should be included in your list of items when you are preparing for the AGM.

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Leaving a blank line on the ballot will allow owners to vote for individuals who are nominated the night of the meeting. If a nominee is not in attendance and is elected, they must consent in writing to act as a Director within ten days of the meeting.

The Chair should request a motion to close nominations and once the motion has been carried each candidate should be invited to provide a brief introduction of themselves and perhaps their background and reason for their interest in the position. It would be a good idea, at this point, for the Chair to provide some instruction with respect to filling in the ballots to reduce the number of spoiled ballots and once all ballots have been deposited or collected, the scrutineers should attend a secluded area to count the votes.

While the scrutineers are tallying the results, it may be an excellent opportunity for a short break, to serve refreshments or make announcements, or to conduct a quick draw. In corporations where owners tend to be somewhat apathetic about attending meetings, the lure of a prize may increase attendance.

As soon as the scrutineers have tabulated the results, the meeting should immediately be reconvened and the results announced by the Chair. It is not recommended that the number of votes achieved by each candidate be disclosed, an announcement of the successful candidate(s) is sufficient. Newly elected directors should be congratulated and those who were not successful should be thanked and encouraged to become involved

It is unfair to expect owners or directors to make decisions based on inaccurate or incomplete information ... What a waste of everyone's time if decisions must be deferred while additional information is collected and reviewed.

in other areas within the corporation or to put their names forward in the future.

Although proxies must be maintained for ninety days, the Chair may request a motion at this point to destroy the ballots.

Typically, the last item of business at the AGM provides a forum for owners to present concerns, views and/or questions relative to the operation of the corporation. All owners have the right to participate

and should be encouraged to do so. It may be a challenge, at this point, for the Chair to maintain control so he or she should be prepared to diplomatically bring a topic to a close if it appears that the subject has become repetitious, or if things begin to get out of control.

Upon the conclusion of all business the meeting will be closed or in the event that allotted time has expired, it may be necessary to

adjourn the meeting and reconvene at a later date.

Other types of meetings involving all the owners include those that are requisitioned, turnover meetings, information meetings and budget meetings.

Regardless of the type of meeting or the items included on the agenda, those involved should take great care to collect and distribute a clear, concise package of information. It is unfair to expect owners or

directors to make decisions based on inaccurate or incomplete information. A meeting cannot be effective if decisions cannot be made due to a lack of information. What a waste of everyone's time if decisions must be deferred while additional information is collected and reviewed.

Most owners or Board members will avoid owners' meetings or Board meetings if difficult individuals are permitted to compromise the tone of the meeting. An effective meeting is well organized, is one at which all attendees are able to participate because they have a clear understanding of the business at hand and where control is maintained.

While there will always be circumstances beyond our control,

by approaching each meeting with a clear outline of what you hope to achieve, and following a few basic concepts they will all be successful and effective. Good luck!

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SUITE ALTERATIONS

ASKING IN ADVANCE SAVES FUTURE HASSLE BY PAT KUMMER

This article touches on the variety of difficulties encountered when an owner proceeds with suite renovations in a high-rise without seeking prior written approval from the Board of Directors. When a suite is purchased, particularly in a fairly newly built exclusive building, one would think that the purchaser is likely impressed with the suite as is, but this is not always the case. Some purchase with the intention of removing walls, moving bathroom fixtures and plumbing lines almost immediately after moving in.

Management often only becomes aware of the renovation when complaints are received that building materials are being delivered to the suite via elevator, or loud noises are echoing throughout the building. In this case, the elevator often has not been reserved and no pads have been put up to protect the walls.

Management must then contact the owner and request a description of planned renovations, citing the condominium documents. The new owner, particularly an owner new to condominium-living, may respond angrily that the unit is their property and they can do as they wish with it. Sometimes, evidence of the unapproved renovations becomes evident by way of mysterious water

damage elsewhere in the building, as a result of the relocation of bathroom, kitchen, laundry fixtures and plumbing.

The property manager must then correspond with the owner once again, advising them that the Board and management are aware of the specific completed renovations, that the changes are unauthorized and the owner is required to submit a request in writing, stating the nature of the alterations, including specifications.

The completed alterations must then be inspected by the Corporation's engineer when necessary in order to confirm that they are acceptable for the building and do not interfere with its structural integrity. Incredibly enough, some owners do not respond to either letter as they

believe that because they own the unit they can alter it to their liking.

The property manager will, however, hear from the owner in the event he/she lists the property for sale. In this scenario, an offer is presented and the purchaser requests a status certificate. Lo and behold, it reflects the unauthorized renovations. Suddenly, the owner urgently wishes to speak to the property manager. Such backlash may be along the lines of them stating: "What is this? What does it mean? My deal is going to fall through and it's your fault!"

They then threaten the manager with severe repercussions and a lawsuit. The entire situation could have been avoided had the unit owner made him or herself aware of the Corporation's rules or policies

on renovations.

The above scenario can be avoided by making owners aware of the Corporation's requirements with respect to renovations. The Board and management should endeavour to educate owners in this regard by regularly placing articles in the newsletter, posting notices on the bulletin board and providing new owners with a Welcome Package which provides an overview of building policies and procedures. This will save time and prevent frustrations on everyone's behalf down the road.

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CONDO DISPUTES

AND UNREASONABLE

NEIGHBOURS

BY GERRIT ROSENBOOM

Living in a condominium most often involves sharing space with others. Different living styles, customs, religions, ethnicity, ages, food, etcetera, all requires a great deal more consideration and accommodation than the privacy afforded by living in a single detached home or acreage.



Issues arise daily between those living in close proximity to others and with those charged with the responsibility of looking after the maintenance, repair and the enforcement of by-laws and rules in condominiums. Most of these issue become disputes due to a false expectation that one can do what one likes in their own home without any consideration of how their living style will affect the comfort of others. Add a lack of understanding, respect and a lack of communication and we have disputes.

Condo corporations enact by-laws, rules and policies to provide everyone with some guidance in creating a harmonious and enjoyable living environment. Most residents have the great expectation that someone else will enforce these by-laws and rules. Someone else will handle all issues and solve all problems and that no effort is required by individuals themselves. Indeed, the condo Act verifies this expectation

>>> *continued on page 38*

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Contact

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>>> continued from page 37

by indicating that the board of directors must enforce the bylaws and rules. Most conveniently set aside, is the responsibility of each and every resident, to abide by the by-laws, rules and policies.

Lack of accommodation: an example

Persons on a lower level smoke on the balcony creating an irritant to persons living above. This results in a letter to the board of directors who in turn notify the property manager, who in turns sends a letter to the offending owner. It occurs to no-one that this is not a non-smoking building.

Next, the police are called in as a

use of a prohibited substance is suspected. The police of course require proof, which is not available. In retribution, the persons of the lower unit report excessive noise being created by persons in the above unit.

No investigation is done. However, the people in the upper unit still receive a letter of complaint. Ultimately, the board decides that a mediator be called upon to settle the dispute at the cost of the disputants. The disputants on being contacted by the mediator decline to attend the mediation process and everybody hopes the issues will disappear.

Is there a better way? Would it have

helped, if both parties had been requested to appear at the next board meeting to explain to each other the discomfort being created and to discuss options to resolve the issues? To persuade both to attend, could the notice indicate that a failure to attend might result in a court action and mandatory mediation?

Lack of communication and understanding: an example

A music student diligently practices playing the piano for two hours each and every day. One neighbour sends a letter of complaint to the board, which sends it to the property manager, who sends a letter to the piano player with an

order to stop playing. No contact with other neighbours, no noise measurements, no communication between parties. The piano player offers to meet with the board and the complainant to discuss play time, but the offer is declined. More letters follow with a fine imposed and subsequent threat to caveat.

Is there a better way? Would there be value in a discussion between the two disputants to work out a playing time agreeable to both. Would it make the result binding if the disputants were advised that no resolution would require mediation or court action at their costs?

Dependent upon the seriousness of the situation, encouraging disputants to meet each other face to face in a controlled atmosphere and be encouraged to resolve their issues themselves, rather than have a third party decide, would seem to be more productive.

Gerrit is a past CCIAB board member and principal of Rosetree Consulting.





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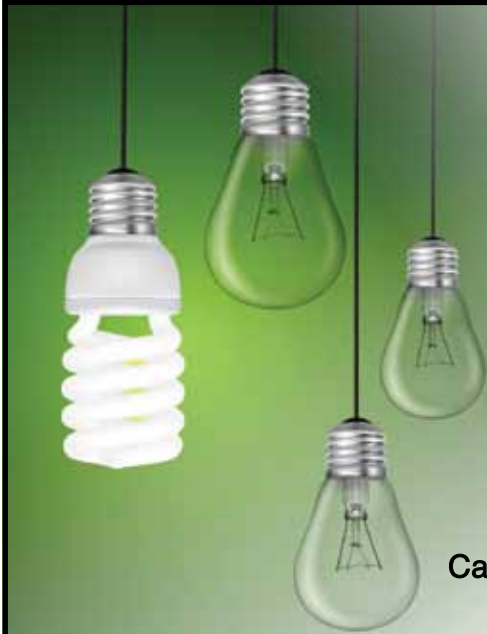
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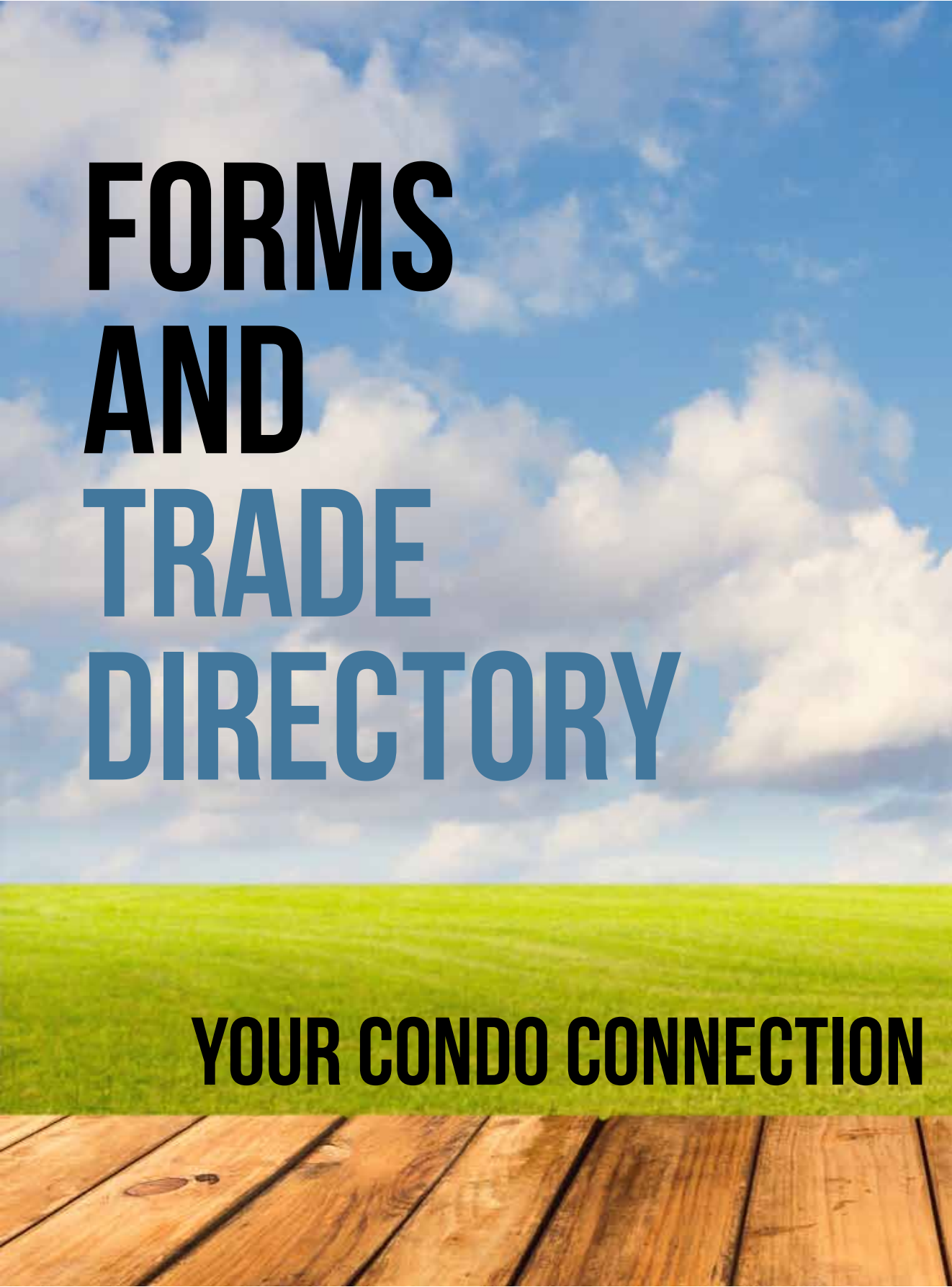
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MEMBERSHIP APPLICATION

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: _____

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:

Suite #:

Address:

Postal Code:

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



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

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).

Advertising & Article
Submission Deadlines

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



Great New Benefit for Condominium Members!

In order to assist 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. Other members and non-members may enroll 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.

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.

Upcoming Dates confirmed for the Condo 101 Course:
at the Chateau Louis Conference Centre - 11727 Kingsway, Edmonton, AB.
(located behind the Chateau Louis Hotel) – Free Parking

Condo 101 Course Registration Date: February 19, 2015
March 19, 2015

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, Condo 101 and
Condominium Management (CM) 100, 200, & 300 Courses

ADVANCE PAYMENT IS REQUIRED BY VISA, M/C or CHEQUE – NO CASH!
Register on-line at WWW.CCINORTHALBERTA.COM

Complete and include this form 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			Condo 101 GST Included	Luncheons GST Included	Evening Seminars GST Included
	Member Price		Non-Member Price			
Location	First Attendee	Additional attendees/person*	Each attendee			
Edmonton	\$288.75	\$210.00	\$577.50	Paid Individual Members & Paid Condominium Board Members – FREE	\$30.00	Members \$45.00
Out of Town	\$341.25	\$262.50	\$682.50	Business Members, Professional Members, Complimentary Members or Non-Members - \$50.00		Non-member - \$65.00

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

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.

Courses (Circle One)	Event Date	Date Submitted
CM100 Condo 101		
CM200 Luncheon	____/____/20	____/____/20
CM300 Seminar	Month Day Year	Month Day 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 Name or Business Name: _____

Membership applications are available at: www.CCINORTHALBERTA.COM

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CCI NORTH ALBERTA – 2015 EDUCATION SCHEDULE

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

Register on-line www.CCINORTHALBERTA.COM

2nd Thursday of the 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

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.

3rd Wednesday of the 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.

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

Condo 101

February 19, 2015
March 19th, 2015
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.

Condominium Management 100 (CM100)

January 24th & 25th, 2015
March 21st & 22nd, 2015
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	Additional attendees	\$200.00 + GST
Non-Members	\$550.00 + GST		

Condominium Management 200 (CM200)

March 28th & 29th, 2015
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	Additional attendees	\$200.00 + GST
Non-Members	\$550.00 + GST		

Condominium Management 300 (CM300)

May 23rd & 24th, 2015
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

CCI Spring Conference
May 29th & 30th, 2015
Friday evening (wine & cheese)
All day Saturday

CCI Conference – all rooms
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 the CCI office.

Are you registered to connect to our website?

Do it now!

www.ccinorthalberta.com.

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Finding the right insurance can be intimidating and confusing. BFL CANADA, with its market leading Condo Protect insurance package, takes the stress out of the process, providing coverage specifically for condo living. As Condominium Specialists, BFL’s Real Estate Team undertands the risk posed by residential properties. We have designed insurance policies to specifically protect the corporations and their assets. For more information call toll free on 1-888-451-4132 or email albertarealestate@bflcanada.ca



North Alberta Chapter
11810 Kingsway, Edmonton, AB T5G 0X5
Ph. 780-453-9004 Fax 780-452-9003 email info@cci-north.ab.ca

Let’s Keep In Touch

A new Anti Spam Federal Law came into effect on July 1, 2014, requiring Canadian Condominium Institute (CCI) to obtain your consent to continue sending you our CCI electronic communications regarding Education/Event Schedules, Education/Event Registrations, InSite Magazine information, Condominium Act Legislation information, etc. Providing consent now is the simplest way to ensure that you continue to receive CCI messages without any interruption.

Director/Condo Unit Owners Name _____

Business Name/Condominium Corporation Name _____

Phone # _____ Ext. _____

Email _____

Date _____

Yes, I Consent **- Signature** _____



#37, 11810 Kingsway Avenue NW
Edmonton, AB T5G 0X5
Phone: (780) 453-9004 Fax: (780) 452-9003

SPONSORSHIP FORM

The North Alberta Chapter, Canadian Condominium Institute is currently looking for **Sponsorships** for the following events:

PLEASE CHOOSE A SPONSORSHIP OPPORTUNITY:

Select One:	SPONSORSHIP OPPORTUNITIES	COST
<div><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></div>	LUNCHEON PRESENTATION SPONSORSHIPS (incl. lunch, 30 to 40 min. presentation, question time) <ul style="list-style-type: none">Five (5) luncheons available (2nd Thursday of the month):<ul style="list-style-type: none">January 8, 2015 Making Your Condominium More SaleableFebruary 12, 2015 Preparing for Major Capital ProjectsMarch 12, 2014 (TBA)April 9, 2015 (TBA) Note: If you have an idea for a luncheon topic, please let me know.	\$400.00 \$400.00 \$400.00 \$400.00
<div><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></div>	EVENING SEMINAR SPONSORSHIPS (incl. coffee & desserts, networking, 2.5 hr. presentation and question time) <ul style="list-style-type: none">Four (4) evening seminars available (3rd Wed of the month):<ul style="list-style-type: none">January 21, 2015 Condominium CommunicationsFebruary 18, 2015 By-Laws & EnforcementMarch 18, 2015 (TBA) Note: If you have an idea for an evening topic, please let me know.	\$400.00 \$400.00 \$400.00
<div><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></div>	CONDOMINIUM MANAGEMENT SPONSORSHIPS (ONE DAY - \$750.00) OR CONDOMINIUM MANAGEMENT SPONSORSHIP (ENTIRE WEEKEND - \$1,250.00) <ul style="list-style-type: none">Five (5) CM events available:<ul style="list-style-type: none">January 24 & 25, 2015 CM100 Introductory study of condosMarch 21 & 22, 2015 CM100 Introductory study of condosMarch 28 & 29, 2015 CM200 Practical Management PrinciplesMay 23 & 24, 2015 CM300 Specialty Management	\$750.00/\$1,250.00 \$750.00/\$1,250.00 \$750.00/\$1,250.00 \$750.00/\$1,250.00

NOTE: ALL EVENTS ARE BEING HELD AT THE CHATEAU LOUIS CONFERENCE CENTRE – 11727 KINGSWAY, EDMONTON, AB
NOTE: CCI WILL INVOICE FOR SPONSORSHIPS JUST PRIOR TO EVENT DATES.

SPONSORS WILL RECEIVE THE FOLLOWING:
<ul style="list-style-type: none">Exclusive sponsorship;Display signage and promotional giveaways at table inside and at registration desk;Opportunity to display business cards or company literature at either table;Acknowledgement by volunteer at beginning of event.

CLIENT INFORMATION:

Company		Tel:	
Company Rep.		Email:	

If you are able to Sponsor any of these events please contact:
Shantel Murray Email: smurray@wadeengineering.com
Tel: (780) 486-2828 / Fax: (780) 484-5752

TRADE DIRECTORY

Company	Full Name	Phone	E-mail
ACCOUNTANTS			
Barbara L. Surry	Barbara L. Surry, B. Comm, CMA	(780) 467-0562	blsurry@shaw.ca
Colin Presizniuk & Associates	Luu Ho, CGA, CFE	(780) 448-7317	luu@hocpa.ca
	Gregory Blakley, BMgt., CGA	(780) 448-7317	greg@hocpa.ca
	Rami Alherbawi, GSc., CGA	(780) 448-7317	rami@hocpa.ca
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KBH Chartered Accountants	Mohini Kumar, CA	(780) 463-8101	m.kumar@kbh.ca
Lim & Associates	Cheng S. Lim, CGA	(780) 484-8803	cheng@limcgas.com
Melanie Gesy Professional Corporation	Melanie Gesy	(780) 980-0467	mel@melaniegesy.ca
ARBITRATION & MEDIATION			
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CONDOMINIUM MANAGEMENT			
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	Fatima Salvador	(780) 750-9951	acrminfo@gmail.com
AIM Real Estate Corporation	Dan McDaniel	(780) 424-0397	dmcdaniel@aimrec.ca
AIM Real Estate Corporation	Lucien Roy, CPM, FRI, ACCI, CMOC, ACM, FCCI	(780) 424-0397	lroy@aimrec.ca
Alberta Property Management Solutions Inc.	Georgina MacNeil	(780) 714-8889	pm@apmsi.ca; admin@apmsi.ca
Aspire Group Realty Inc.	Bruce Fisher	(780) 566-4525	bruce@aspirerealty.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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Braden Equities Inc.	Robert Paquette	(780) 429-5956	Pma4@Bradenequitiesinc.com
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Celtic Management Services Inc.	Keri Ramirez	(780) 449-5655	keri@celticmanagement.ca

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