

VOL. 29, ISSUE 1 - FALL 2015

INSITE TO CONDOS

CANADIAN CONDOMINIUM INSTITUTE MAGAZINE
NORTH ALBERTA CHAPTER

THIS ISSUE:

Parking Garage
Maintenance

Going Green

Voting by
Proxy

Canadian
Condominium
Institute

CCI
North Alberta Chapter

Institut
canadien des
condominiums

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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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MESSAGE FROM THE PRESIDENT

BY ANAND SHARMA

Welcome to the fall edition of the Insite Magazine.

I hope the summer has been relaxing and enjoyable for all. CCI North Alberta held its Annual Golf Tournament at the beautiful Eagle Rock Golf and Country Club. The weather could not have been better and the tournament was our largest turnout to date. The event was very well organized by Board Member Rick Murti, alongside sponsorship coordinator Shantel Murray. Thanks also are extended to the staff, Joyce Schwan and Alan Whyte, along with the many volunteers who helped make the event such a success. Also thanks to the generous support of our condominium industry members, sponsorship for the tournament was amazing and well appreciated.

Our work continues on a number of fronts as it relates to Government Advocacy. CCI North is represented on the Real Estate Council of Alberta's Condominium Management Implementation Committee, on the Alberta Government Committees that is reviewing the regulations, and has been in close contact with the Alberta Government on changes required to the Condominium Property Act. We will provide

more information as decisions are made so stay tuned to our website and e-mail communications in the fall.

Our Education Committee, led by Helena Smith has set forth a new education schedule that is more detailed and incorporates new ideas and topics. I would encourage you to take advantage of the courses offered, and bring new participants to our educational sessions. Also, I strongly encourage you to join us for our AGM on Monday, October 5th.

On the membership side, a quick thanks to all the members who have renewed. More than 85% of last year's members have renewed by August which is a very positive sign of the health of our chapter. My request of you is to help grow our membership by signing up even one additional member. Our ambassador program will generate a \$50 credit towards our educational events or advertising for every referral you make! If you require additional information please contact our office directly.

Anand Sharma

President

Canadian Condominium Institute, North Alberta Chapter

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COMMITTEE REPORTS

Communications Committee Report

As we approach the year end for the Canadian Condominium Institute we start our planning for the coming year. Below is a list of areas where we will be focusing: 1. Creating a strategic plan & schedule for communicating upcoming events 2. Raise awareness of CCI with the intention of increasing our membership base 3. Improving functionality and ease of use of our new website 4. Increasing the reach of the magazine and online delivery methods We will be forming specific roles that volunteers can apply for, if they would like to become part of our team.

Our current committee is comprised of the following individuals: Gregory Clark (Chair Person), Rafal Dyrda, Jason Matthews, Shantel Murray, and David Vincent. I would like to extend a huge thank you to each of the members on the committee and hope each of them continues on the committee next year.

Warm regards,

Gregory Clark

Vice-president, Chairperson Communications Committee

Education Committee Report

The new CCI year has begun and the Education committee is very excited about the upcoming schedule for this year. We have fleshed out the topics for the monthly luncheons and have added an extra one to be held in September. This year's topics will cover topical subjects pertinent to what Corporations are facing today.

Although the Condominium Property Act is not finished, the re-write of the C M 100, 200 & 300 courses will begin and will be updated once the Act is proclaimed. There will be the tried and true courses offered, new course topics explored and

a revamped schedule of topics for the Conference and Trade Show to be held in April.

I encourage everyone to attend the CCI AGM in the beginning of October (packages will be sent out in September) to give your support to the volunteers that work diligently on your behalf.

Helena R. Smith, ACCI, FCCI

Condominium Manager

Chair, CCI Board of Directors

Chair Education Committee

Membership Committee

It is Membership Renewal time! CCI is pleased to welcome all new and renewing members to our organization for the upcoming year. We continuously strive to spread the word of 'Condominium' to communities throughout our Northern Alberta region. We all know someone who owns a condominium and we encourage you to spread the word about CCI to anyone who can utilize our resources no matter where they may be located.

With the recent change in government, CCI is working diligently with Service Alberta on the changes to the Condominium Property Act. This will have a significant impact on the Condominium community, and CCI intends to be there as the continuing primary resource for knowledge and education in all aspects of condominium living. CCI has, and will continue to provide information on the changes to interested parties through our information forums, courses and seminars.

For those of you who have allowed your membership to lapse, now is the time to renew! Keep yourself informed about upcoming legislation changes, learn about specific issues facing Condominium Corporations, and benefit from articles published in our InSite magazine. Our staff are committed to helping you with your issues and questions, and if they cannot provide you with the information you seek, you will be referred to an 'expert' for assistance.

Remember – current members will receive a \$50.00 credit note for every new member they refer.

Susan Milner

Chair, Membership Committee

2015 NORTH ALBERTA CHAPTER ANNUAL GOLF MIXER



Just when you thought it couldn't get any better!

Our 2015 Annual Golf Tournament eclipsed any past tourneys as we surpassed numerous benchmarks. Sponsorships reached a whole new level with BFL Canada as our title sponsor, High Clouds as our lunch sponsor, and every single hole sponsored by our amazing supporters. Attendance was also increased with 124 golfers participating this year. Eagle's Nest Catering did an excellent job of providing a noon lunch and a BBQ supper for everyone!

Everyone walked away with a belly full of food, a pocket full of business cards, and car full of swag and prizes!

The 50/50 Draw at the Golf Tournament collected a total of \$1,332.00. The lucky ticket winner received \$666.00 and The Edmonton Food Bank will receive the profit of \$666.00. Thank you to all of the ticket purchasers. Your donations are greatly appreciated.

I would personally like to thank each and every one of the volunteers and sponsors for your continued commitment to this fantastic event. Every year we are flooded with compliments on how well it was attended, supported, and organized, and that is all because of you!

Already looking forward to next year! See you then!

- Rick Murti





A GUIDE TO PARKING GARAGE MAINTENANCE

CORPORATIONS CAN MAXIMIZE THEIR RETURN ON INVESTMENT BY PRESERVING WATERPROOFING

BY MICHAEL POND

Data suggests that a condominium corporation should expect to spend between \$100 and \$500 per parking stall per year in order to keep its parking garage in good working order and build up savings for long-term renewal of the garage's moisture protection systems. That's the equivalent of \$15,000 to \$75,000 per year — or \$8 to \$42 per month per stall — for a building with 150 parking stalls. So, where should that money be spent and how does a corporation maximize its return on investment?

What follows are ways in which a condominium board and property manager can best spend the operating budget and reserve fund on parking garage maintenance and repair and on that of the associated moisture-protection systems.

But first, here's a very basic chemistry and physics lesson:

The reinforced concrete parking structure is the most common type of parking facility in use today. Its durability is influenced greatly by the effectiveness of the waterproofing system(s) used to protect it from moisture and chlorides. There are several ways in



which these two elements attack and damage reinforced concrete.

Reinforced concrete deteriorates when hydrogen dioxide (water) and calcium chloride (salt) come into contact with a ferrous metal (iron-based alloy) such as carbon steel and forms iron oxide (rust). The iron oxide occupies a greater volume of space than the original metal alloy, thereby exerting an expansive pressure on the concrete surrounding the steel.

In reinforced parking structures, carbon steel is generally found in the embedded reinforcing steel or rebar. Concrete has excellent compressive strength characteristics but very poor tensile strength characteristics. So the expansion of the rust results in the concrete delaminating from the embedded reinforcing steel, thus reducing the effective depth of the slab at the delamination location and thus the structural or load-carrying capacity of the suspended

parking deck. If left unchecked, ongoing corrosion-related deterioration could eventually lead to significant structural integrity concerns, including eventual partial or total collapse of the parking structure.

As may be apparent, the goal of parking structure maintenance and protection is to limit the extent to which the parking structure deteriorates and is exposed to moisture and chloride attack. Limit the deterioration and exposure in order to limit the cost of repairing the parking structure.

The waterproofing industry has a wide spectrum of moisture mitigation and protection systems that can assist in limiting or slowing the rate of deterioration caused by moisture and chlorides. Traffic deck coatings, expansion joint glands, joint and crack sealants, cathodic protection, penetrating sealers, and corrosion inhibitors are only a few of the systems available.

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CONDOMINIUM QUESTIONS?



- Are Special Assessments Coming?
- Leaks, Mould, Repairs, Bugs: Who pays?
- Board Meetings, effective, productive?
- Is the Reserve Fund Adequate?
- Are owners and residents kept informed?
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Engineers and architects can play their part as well, by designing durable parking structures. They balance construction cost premiums with material thicknesses, depth of concrete cover over rebar, drainage slopes, and high-quality concrete-mix designs.

So while the design of parking structures is essentially a fixed and unchangeable constraint, waterproofing systems can be effectively managed. A comprehensive approach involves annual maintenance and operating programs as well as periodic capital renewal projects, including the repair and replacement of the moisture protection systems.

Consider the following measures and strategies to maintain the performance of a waterproofing system and mitigate the deterioration of a parking garage structure:

Flush and clean the floor drains and drain pipes in a parking garage at least twice a year. This allows salt-laden water brought in by vehicles to be quickly discharged from the surface of the parking deck to the storm or sanitary drainage system. Cleanouts should also be installed on the underside of the slab, and drain bodies should include operable grates and removable sediment buckets for easy cleaning. Also power-wash the entire parking deck. Removing crystalized salts from the deck mitigates chloride contamination of the concrete.

Perform annual inspections of the moisture protection systems. Make note of leaks on the underside of the slab, excessive wear in the traffic deck coating, tears or adhesive failures of the joint sealants, or signs of standing water around drains. Hire a contractor to periodically repair any observed defects.

Limit the use of sodium chloride, calcium chloride and magnesium chloride as a de-icing salt for snow melting. These types of salts have particularly deleterious properties that accelerate deterioration of reinforced concrete structures. Consider using calcium magnesium acetate, potassium acetate, urea, or sand instead.

Hire qualified companies to undertake a detailed condition assessment of a parking garage's structure and moisture-protection systems. Experienced and qualified firms have the resources and the tools to assess and identify non-visual structural deficiencies as well as establish the current condition of the waterproofing system and its anticipated remaining service life. Invite them to review a garage on a three-year cycle. Do not rely solely on the reserve fund study to establish replacement timelines for a garage's moisture-protection systems. Detailed assessments are required to gather the pertinent information.

Plan to implement a targeted or localized rehabilitation program of the moisture protection systems at least once prior to full system replacement. Allocate money from the reserve fund to overcoat drive lanes, locally repair the traffic deck coating, replace damaged or clogged drains, and refresh the garage in order to realize the full service life of its waterproofing system.

Replace the moisture-protection systems before the salts and moisture can erode the integrity of the underlying structure. It's a fallacy that if the levels of concrete deterioration are low, then the moisture protection system doesn't need to be replaced. Waterproofing systems can appear to be in good shape, but they may have lost their ability to resist the penetration of salt-

laden water. Once chlorides penetrate the thin layer of concrete that protects the embedded reinforcing steel, they are very difficult to remove and will only increase in concentration, and therefore destructive capabilities, as the structure ages.

In the end, a corporation's reserve fund makes the financial contingencies required to maintain the value of its capital assets and allows owners to live their lives in a comfortable and secure environment. It can be an unnerving experience to wonder whether a corporation's reserve fund is adequately funded for inevitable future repairs and renewals, and how its asset will be viewed by prospective buyers when owners are ready to sell their units. Do not spend it on large structural repair programs in the parking garage; rather, maintain the moisture protection systems and take heed from those with the experience and resources to help a corporation plan for the future.

Michael is a licensed professional engineer specializing in the rehabilitation of existing buildings. He can be contacted by phone (647-792-0781) or email (mpond@rjc.ca).

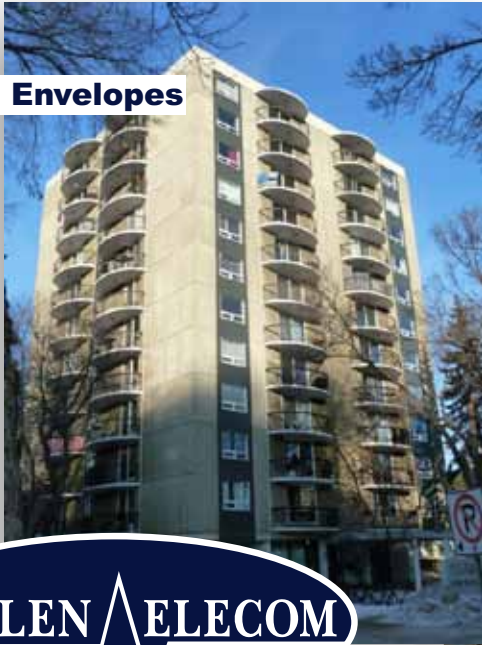
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PEMBINA INTRODUCES ALBERTA GREEN CONDO GUIDE

The Alberta Real Estate Foundation and the Pembina Institute recently released an Alberta Green Condo Guide. In a March 26 note on the Pembina website, Jesse Row writes that the guide was developed to address the unique energy efficiency challenges posed by condominiums.

"It lays out ways condo boards or condo managers can make their building more energy efficient and save residents money," Row writes. "It also includes case studies of condos that have done upgrades and saved substantially."

The guide responds to common objections to energy retrofits, such as: "I may not be here long enough to see any payback." (Answer: Green buildings are cost-efficient, protecting the owner's investment and making it attractive to buyers.)

The guide states that, with at least 40 per cent of a

building's operating costs going to utilities, upgrades such as more efficient boilers or lighting can reduce these controllable expenses substantially. One case study shows how a Toronto condo saved \$35,800 annually. Its \$145,635 project, which had a 2.3-year payback period, included adding new high-efficiency condensing boilers and T8 lighting and electronic ballasts.

The guide provides step-by-step instructions on how to get started, from understanding existing energy use, to setting goals, to identifying a building's best energy savings opportunities.

In creating the guide, the Pembina Institute adapted Toronto Atmospheric Fund work to the Alberta context. The Alberta Real Estate Foundation funded the project.

"The preceding news brief originally appeared on the REMI Network (www.reminetwork.com), a leading news and information source serving the real estate management industry."



MAXIMIZING MEETINGS AND MINUTES

PART TWO BY CARMEN ZUORRO

Part One of this article appeared in the Summer edition of InSite.

RULES OF CONDUCT

Every condominium meeting should run according to generally accepted rules of order. Rules of conduct can also be adapted to assist the smooth running of a meeting. Unlike rules of order, there is no published authority on rules of conduct. Most rules of conduct follow general principles of courtesy and common sense.

- *Be respectful. Speak to the topic of the motion.*
- *Use the agenda. Follow the order of business.*
- *Wait to be recognized before you speak. At larger meetings, such as AGM's, identify yourself. Give your first and last name and your unit number.*
- *Keep your comments relevant*
- *Be concise and courteous*

- *Govern your conduct in accordance with normal standards of good behaviour*
- *Follow procedure*
- *Leave personal issues at home*
- *Remove disruptive members. If a person has been called out of order twice the Chair may ask to person to leave or be removed from the meeting.*
- *If there is no second, the chair must state that the motion is not before the members at this time.*
- *If there is a second, the Chair states the question by saying "it has been moved and seconded that... (state the motion)..., is there any discussion?"*
- *There is only one topic per motion. This must be stated in a positive way and is relevant to the agenda.*

REPORTS

Reports are the Officers, Manager and Committee's summary of activities and recommendations during a term in office. These reports can provide valuable information, such as;

- *The condition of the property*
- *The state of any legal proceeding*
- *Any new or upcoming bylaw changes*
- *Any new or upcoming repairs or alterations to the common property*
- *The safety and security of their investment*

MOTIONS, DISCUSSIONS AND VOTING

Motions are used at Board Meetings in the same way they are used at AGM's. To introduce a motion:

- *Make yourself known to the Chair by raising your hand, and only when no one else has the floor*
- *Address the Chair and wait until the chair recognizes you*
- *When you have the floor and can proceed with your motion say "I move that ..." State your motion clearly.*
- *Another member may second your motion. A seconder merely implies that the person agrees that the motion has come before the members and not that they are in favour of the motion.*

Discussing the motion


- *The member who made the motion is entitled to speak first.*
- *Every member has the right to speak in debate*
- *The chair should alternate between those in 'favour' and those 'opposed' when possible*
- *All discussion must be relevant to the pending motion.*
- *Avoid using a person's name in debate.*
- *All questions are to be directed to the Chair*
- *A member is limited to speak once to a motion, unless there is a question presented to that member. Only after all members who want to speak and have spoken, can a member ask to speak a second time.*
- *Questions or suggestions are not counted in debates*
- *Once everyone has voiced their opinions, the debate ends*

Voting on a motion

- *Once the debate ends, the Chair restates the motion and calls for 'those in favour', then 'those opposed'. The result of the vote is then declared 'Carried' or 'Overturned'*
- *Some motions require 2/3 majority, this is be done by show of hands. Some motions require a majority; this can be done by show of hands or by a poll vote.*
- *A tie vote is not lost and the tie breaker is explained in the Corporation's bylaws.*

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Paul Whitman, FCIP - President



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MINUTES

Board meeting minutes are an important form of record keeping. Minutes serve as the official and legal record of the meeting of a Board of Directors. They are presumed to be a correct presentation of the meeting and all matters presented and discussed. Minutes must consist of a clear, accurate and complete report of all business transactions and are to be worded in a manner that is simple and unambiguous.

Because minutes hold such importance, it is necessary to make certain that every organization records minutes in such a way as to ensure that they accurately reflect the actions of the Board of Directors.

Minutes are to be worded in a way that is clear and concise and conveys the meaning of the action taken. They must hold enough detail to make them useful if they are needed for reference or used as evidence that any action taken by the board of directors has fulfilled their fiduciary duties. It is not recommended or necessary to record everything that has been said at a meeting.

Necessary things that are always being recorded in the minutes are:

- *The place, date and time of the meeting*
- *What type of meeting it is;*
- *Regular Board Meeting*
- *Annual General Meeting*
- *Information Meeting*
- *Extraordinary General Meeting*
- *Names of the people in attendance.*
- *Directors in attendance*
- *Directors not in attendance*
- *Guests in attendance*
- *Whether a quorum was established*
- *Any departures or entries of late comers or re-entries of attendees*
- *Any board actions, approvals, delegations of authority or directives*

In addition the person taking minutes must also include;

- *Alternatives considered for important decisions*
- *Note of what board action was taken*
- *E.g., 'resolved', 'action', or 'closed'*

- *A summary of key points from any reports given to the board*
- *All bias or personal interest from discussions*
- *Abstentions from voting*
- *Votes that were against the motion*
- *Action items*

Both the person chairing the meeting and the person recording the meeting have a duty to understand the corporation bylaws for certain actions and indicate if such a vote is reached, if no vote is taken on a certain question and the consensus of the directors is obtained in an informal manner, it is sufficient to note "it was the consensus that..." "Each director expressed his/her approval of ..." or "doubt was expressed as to ..." and to follow with a statement of facts. This places on record evidence of what was agreed to at a meeting.

When taking minutes, there are a few mistakes that are commonly made. These mistakes include;

- *Failing to document a quorum was present*
- *Failing to document or provide a clear description about a board action taken*
- *Drafting a transcript of everything said at the meeting including information that might be harmful*
- *Failing to maintain a document management system*

Because minutes are considered to be a true and accurate record of meetings, it is important to keep minutes that are clear, comprehensive, objective and diplomatic, free of harmful and excessive information. Because meetings rarely follow the agenda perfectly, you might find it challenging to provide an accurate

record of the meeting. If necessary, interrupt the discussion to request clarification.

Do not record emotional exchanges between participants; you want them to reflect positively on the participants and the corporation.

Avoid empty phrases like;

- *All things being equal*
- *All things considered*
- *As a matter of fact*
- *As far as I'm concerned*
- *At the end of the day*
- *At the present time*
- *Due to the fact that*
- *For all intents and purposes*
- *For the most part*
- *For the purpose of*
- *In a manner of speaking*
- *In my opinion*

>>> continued on page 20

"I'D MUCH RATHER BE SHOPPING!"

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CONDO PROTECT

FROM



>>> *continued from page 19*

- *In the event of*
- *In the final analysis*
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The Personal Information Protection Act (PIPA) protects personal

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no trouble ensuring your minutes are PIPA friendly.

A collection of example forms such as agendas, minutes etc. can be seen on the CCI Northern Alberta website.

Carmen Zuorro is a Property Manager and a serving member on the board of CCI-NA and can be contacted at czuorro@tegapm.ca



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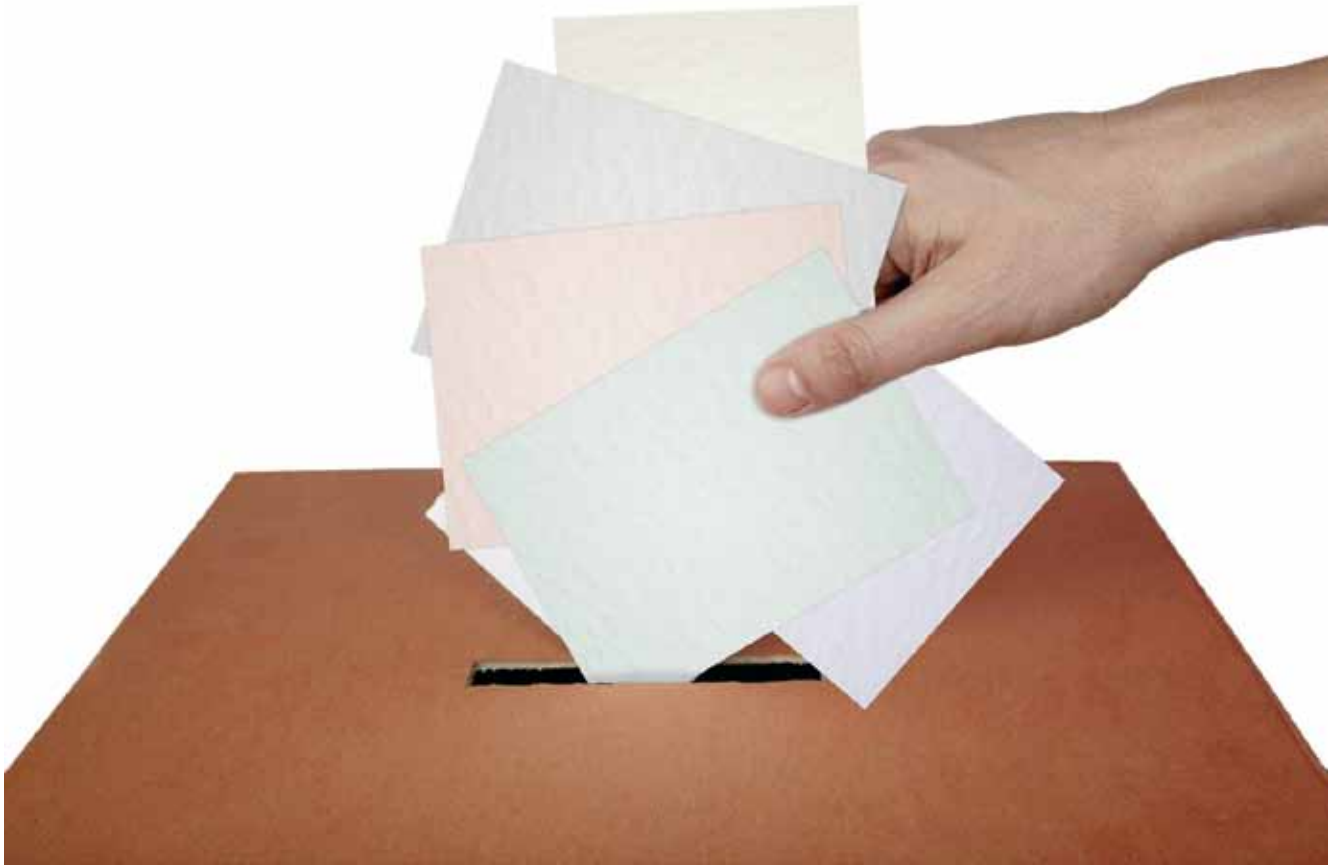
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VOTING BY PROXY

FAIR, OR MANIPULATIVE? BY GERRIT ROOSENBOOM

A proxy is an instrument used to give away your vote. Used extensively in the business world to provide those not able to attend the meeting a method of participating and voting. And proxies are often used as a means of controlling the outcome of business decisions.

A financier recently conducted a proxy war to gain control of the Canadian Pacific Railway company (CPR). Although his organization was a substantial share owner, he was unable to persuade the board of CPR to adopt major changes. By gathering the proxies/votes of thousands of shareholders he was able to install a new board of directors and influence major changes to the operation. The results were very positive for shareholders.

Collecting and canvassing for proxies is normally done in residential condominiums to ensure that a quorum will be established for Annual or Special General meetings, thereby avoiding the cost and effort of cancelling the meeting and rescheduling.

>>> *continued on page 23*



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>>> *continued from page 21*

Collecting proxies can also be done for sole purpose of controlling the vote on a motion or to control the election of board members. Is it always fair or can it be manipulative? Definitely, both. Can the absent owner trust the named proxy holder to vote in the best interest of the owner? Not unusual for an item to come up for a vote that was not on the mailed agenda. Not proper, but does happen.

Limiting the authority granted by the proxy can be done by simply marking on the proxy form "this proxy may only be used to establish a quorum for the meeting".

To avoid undue manipulation, some

condominium corporations include a ballot on the backside of the proxy and thereon is written the motion to be considered, be it a change to a by-law or change to common property. And some have listed the names of those that have volunteered and made it known they wish to stand for election. The unit owners who cannot attend are instructed to mark an x besides the candidate of their choice or sign the motion. Thereby unit owners, although absent, will have an opportunity to accept or reject a motion or to decide whom to elect as director. What a democratic idea.

Some condo boards allow fellow directors to give each other a proxy to vote on their behalf at board

meetings. This action is highly improper. A director needs to be present in person or (electronically if permitted) to debate and vote on motions. It not unusual for items that have very recently become urgent to be discussed motioned and voted on. Thus the person who was absent will not have had an opportunity to reflect on or consider the issue.

In summary the use of the proxy is a very important and necessary instrument in running a business. It can be used productively and fairly. But can also be used to manipulate the outcome unfairly.

Gerrit is a former CCI AB board member and principal of Rosetree Consulting.

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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.

Dear Robert: Is it possible to legally form a new board of directors for a condominium corporation without having the unit owners nominate prospective new members at an annual general meeting?

Is there an alternate method of appointment (acclamation) that does not require the nomination process? Our bylaws require the board to be chosen at an election.

A: The process for electing a board is governed by the bylaws of the condominium corporation, together with the Condominium Property Act. The bylaws should also indicate how many board members are to be elected at the annual general meeting.

Therefore, if the number of people who come forward seeking a board position is fewer than the available positions, there will be no need for an election, as all members would be acclaimed to positions on the board.

Helpful hint: The condominium corporation's set of bylaws is the key document in understanding the process for electing board members.

Dear Robert: My condo recently gave all units a special assessment based on the reserve study, but they have not provided us with a copy of this document. The management company says that I need to pay for this.


As well, they have recently been working on updating the condo bylaws, but will not give me a free copy. Is this normal?

A: The regulations under the Condominium Property Act, which apply to every condominium corporation in Alberta, state that a corporation, on the written request of an owner, must within 10 days from the date of the written request provide to that owner a copy of the reserve fund study.

It is not unusual for the condominium corporation and/or property management company to charge a fee for the cost of photocopying the reserve fund study. As well, it is not unreasonable to pay for the cost of photocopying a set of draft bylaws.

Helpful hint: Some condominium corporations and property management companies give owners the option of a hard copy of the reserve fund study (for a fee) or an electronic version of the reserve fund study by way of email (for free). Neither approach is unreasonable.

Dear Robert: I live in a condominium building whose bylaws do not allow any owner to have a pet, including dogs or cats. Recently, I have been suffering from depression, and my doctor suggested that I get a dog as „pet therapy;“ she wrote a note stating that a dog would help cure



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my depression. After that, I bought a dog for medical/therapeutic reasons, and now some of my neighbours have complained to the board, which prompted the board to write me a letter demanding that I remove my dog immediately.

I need my dog for psychological reasons, and I feel that I am the victim of discrimination. Do I have a human rights claim against the condominium corporation? Am I allowed to keep my dog?

A: I offer no opinion on the human rights issue. From a condominium law perspective, the board is within its rights to enforce the bylaws of the condominium corporation. The bylaws are like a contract, and every owner and tenant is bound by the bylaws of the condominium corporation. If you do not comply with their demand, the condominium corporation may take you to court and obtain an order forcing you to remove the pet. It is obvious that the owners and tenants who live in your building want a pet-free environment. You must respect the bylaws and the will of the majority.

In fact, in a decision from

2003, the Alberta Court of Appeal said that the Condominium Property Act (and bylaws) is designed to provide certainty to both owners and corporations. It achieves fairness in that way. If you do not like the bylaws, then ask the board to take steps to amend them, give away your pet, or move. It's that simple.

Helpful Hint: In general, guide dogs are the exception to the „no pets” rule. I am aware that it is possible to order harnesses and special service pet certificates online, and this is often how people attempt to circumvent the „no pets” rule, but it is disrespectful of other people when you bring a dog where it ought not to be. When you live in a condo, you must respect the bylaws that were established to please the majority of owners.

Dear Robert: Is the condominium board responsible for finding parking for owners/tenants when the condo parking lot is being resurfaced?

A: No. However, given the fact that resurfacing the parking lot inconvenienced all owners/tenants, it would have been helpful if the condo board had provided

owners with suggestions for parking during this period of time.

Helpful hint: Sometimes, condo boards should do things that they are not required to do in law, simply for the convenience of all owners/ tenants. It is all about condominium living.

Dear Robert: I have recently decided to purchase a condo for the first time, and having read a few of your articles in the Edmonton Journal, I was wondering if there are any professional services available that can guide someone like me

through the process. Some of the things I am looking at are due diligence on the builder, deposits on the condo, rules/regulations regarding condos etc. Any suggestions would be welcome.

A: With respect to the builder, you may want to consider doing a search at the courthouse or on the Internet to determine whether or not there have been any lawsuits or concerns about the builder. For instance, the Alberta Courts website allows you to search for recent judgments, and the

librarians at the Alberta Courts law library can assist you.

If there are a number of lawsuits against that particular builder relating to deficiencies on previous projects, this should give you concern, and you may want to discover why these lawsuits were started.

With respect to paying a deposit on your new condo unit, developers are required to follow the Condominium Property Act relating to deposits. If you have some concerns in

that regard, then I would strongly urge you to speak to a lawyer.

I trust that you also received a set of draft or actual bylaws for your condominium corporation; you will need to review them and be satisfied that you can live within the parameters of the bylaws. You may also want to review the Condominium Property Act and regulations. Finally, I think it would be helpful on your part to engage a lawyer with experience relating to condominiums to assist you in going

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through the purchasing process.

There is value in spending some money at the beginning to ensure that someone is helping you with your due diligence, so that you may avoid spending a lot of money later.

Helpful hint: It is essential for purchasers to take the time to review their condominium bylaws and other related documents to ensure that the type of development is exactly what they are looking for.

Dear Robert: I live in a seven year-old, 20-unit apartment-style condo building. One of our owners is a handyman who freely and easily changes light bulbs and corrects things that he sees are needed.

This resident has offered to fix a few cracked floor tiles, but the management company says he cannot do this unless he has a Workers' Compensation Board account. This resident is not going to get a WCB account for the sole purpose of fixing a few tiles.

A year has passed, and the cracked tiles still need to be fixed. Can you suggest a solution to this problem?

A: The property management company is being reasonable in its approach with respect to the handyman. It is prudent on the part of a condominium corporation to hire people who have the necessary credentials in order to ensure that, should something happen, they are protected through insurance or WCB coverage. If the tiles have not been replaced and are posing

a risk to people, the board should act immediately and hire the appropriate people to replace the tiles. The condominium corporation is legally obligated to maintain the common property of the condominium corporation. The board cannot ignore this problem. I would suggest that you write to the board and ask them to undertake the work immediately.

Helpful Hint: From time to time, condo boards and/or property management companies appear to take an aggressive stand on a particular issue which, for many, flies in the face of common sense. However, boards and/or property management companies have to ensure that condominium corporations are not exposed to any unnecessary legal liability.

Dear Robert: Does our condo board have to communicate with owners

on a regular basis to inform them about the status of their investments/ management of their home?

A: There is nothing in the Condominium Property Act that compels a board or property management company to report to owners on a regular basis. The Annual General Meeting is an opportunity for owners to come together to hear and learn more about the financial status of the condominium corporation.

The board is also at liberty to call general meetings from time to time if an issue arises. Your bylaws, however, may give further direction in terms of how the board is to communicate with the owners.

Helpful Hint: There is real value in communicating on a regular basis with the owners of the condominium




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corporation. Some condominium corporations print a monthly and/or quarterly newsletter and some post information on the Internet. Either way, communication is key in condominium living.

Dear Robert: Prior to our last annual general meeting, one of our owners canvassed everyone, held a strategy meeting and had his people get as many proxies as they could. One person at the AGM had five proxies and was one of the candidates. As a result of this owner's action, the board has been replaced with a new group of owners.

Does the Condominium Property Act have any guidelines for the election of the board of directors?

A: There is nothing wrong with campaigning to be elected to the board of the condominium corporation. As well, there is nothing preventing an owner from obtaining as many proxies as possible to assist him/her with their particular agenda.

However, the Condominium Property Act states, for example, that at least two-thirds of the membership of the board must be unit owners unless the bylaws provide otherwise.

The bylaws of the condominium corporation would provide some additional information in terms of the

qualifications of a board member.

Helpful hint: When owners actively pursue proxies and get people involved in the process, it is a positive thing for the condominium corporation.

Dear Robert: I live in a townhouse condominium project. My next-door neighbour has people coming and going throughout the night. She is very pleasant with me, and always well put-together, but it seems odd to me that she is home during the day, and yet I hear the frequent ping of the alarm and the slamming of the screen door throughout the night.

I suspect that she may be an escort, and she is using her condo unit as a place to do business. What can I do about this?

A: Do you have any actual evidence of your neighbour's activities?

If the answer is no, then you need to deal with this issue very carefully because you do not want to make an allegation against an individual that is not true, or you may expose yourself to a defamation action.

There may be a legitimate explanation as to why people are coming and going at all hours of the night. For example, she or her partner may do shift work.

I would caution you from raising this issue with anyone until (and unless) you actually have evidence.

Helpful hint: Don't risk ruining somebody's reputation just because you are a busybody. Condo living is about respecting your neighbours.



Edith O'Flaherty
Owner / Broker

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FIRE HYDRANTS

Hydrants on common property will usually have to be maintained by the Corporation in most municipalities. The fire authority requires that fire hydrants be flushed annually.

The Corporation will have to make arrangements for annual inspection and maintenance, which involves running a low flow test to check the static pressure, inspection of the secondary valve, the caps and the threads, and a visual inspection of the hydrant and the area around it. A device for detecting leaks can be used during the test, to check for leaks in the hydrant or in the piping network. Make sure that the inspector who tests the hydrants provides a written report on their condition. The

Manager should forward a copy of the report to the Fire Department. Some municipalities charge a hydrant fee (for water).

If soil has been back-filled around the base of the hydrant and the soil covers the flange of the hydrant, the Corporation may need to arrange to have the flange dug out and exposed. The Fire Code requires the ports to not be less than 28 cm above grade level, so the fire department can remove the caps quickly and easily.

In areas with lots of snow, markers may be required.

Maintenance may also involve periodic painting of the hydrants. In some communities, paint colours other than yellow and black are permitted. Before painting hydrants a different colour, ensure that you have permission from the proper authority, and ensure that the hydrant is visible, enabling it to be easily located by the Fire Department.

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Condominium Association Name: _____

Management Company: _____ Contact Name: _____

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

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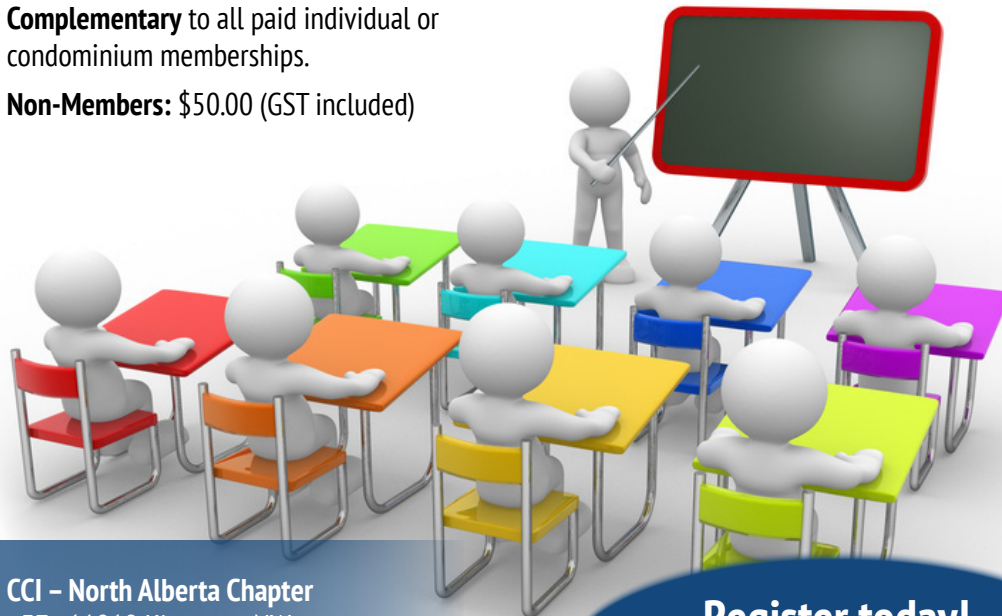
Tuesday, November 17, 2015

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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 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.

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 Upcoming Seminars (Please check off your preferred date.)

_____ Thursday, Sept. 17, 2015 – 7:00 – 9:30 PM

Note-Revised Date- _____ Tuesday, Nov. 17, 2015 – 7:00 – 9:30 PM

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ISSUE 2	November 7, 2015
ISSUE 3	February 7, 2016
ISSUE 4	May 9, 2016

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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



Registration Form

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

ADVANCE PAYMENT IS REQUIRED!

Register on line www.ccinorthalberta.com, mail or fax – NO CASH!

FOR CM 100, 200, & 300 Courses

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 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 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

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
Website: www.CCINORTHALBERTA.COM

CCI NORTH ALBERTA 2015-2016 EDUCATION SCHEDULE Pre-Registration with Payment Required Via Online Registration (www.ccinorthalberta.com), Fax or Mail

October 5, 2015 – Annual General Meeting – St. Michael's Room

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

Notices with additional details will be mailed out to all paid members by mid September. Make sure you have paid your 2015-16 membership fees!

2nd Thursday

11:30 am to 1:00 pm

CCI Luncheon Presentation – St. Michael's Room

Chateau Louis Conference Centre – 11727 Kingsway Ave, Edmonton

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

Cost \$30.00 includes GST

Pre-registration with payment required! Limited Seating!

September 17, 2015

October 15, 2015

November 12, 2015

January 14, 2016

February 11, 2016

March 10, 2016

April 14, 2016

TBD

Winterizing Your Condominium

Hoarders & Vermin – Health Department

Reserve Fund Plan & Proactive Implementation

Travel Restraint & Fall Arrest /OH & S

Drainage & Flood Prevention – City Drainage Dept.

Effective/Appropriate Landscaping

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

3rd Wednesday

7:00 pm to 9:30 pm

CCI Evening Seminar – Executive Room

Chateau Louis Conference Centre – 11727 Kingsway Ave, Edmonton

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

CCI Members \$45.00 includes GST

Non-Members \$65.00 includes GST

Pre-registration with payment required! Limited Seating!

November 18, 2015

January 20, 2016

February 17, 2016

March 16, 2016

Insurance/Explanations of Terms/Meaning of Deductibles

Condominium Communications

By-Laws & Enforcement

Spring Walk Around -

Condo 101 Evening Courses – St. Michael's Room

7:00 pm to 9:30 pm

Chateau Louis Conference Centre – 11727 Kingsway Ave, Edmonton

Thursday, September 17, 2015

Tuesday, November 17, 2015

Saturday, February 6, 2016- Note time change 9:30 am – 12 noon

Thursday, March 17, 2016

CCI Members (Paid Condo and Individual Members only) Free

Non-Members \$50.00 includes GST

Pre-registration required! Limited Seating!

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) – St. Michael's Room

9:00 am to 4:00 pm (Sat & Sun unless noted)

Chateau Louis Conference Centre – 11727 Kingsway Ave, Edmonton

October 17 & 18, 2015

November 22 & 29 – NEW-2 consecutive Sundays

February 20 & 21, 2016

9:00 am to 4:00 pm (each day)

Chateau Louis Conference Centre – 11727 Kingsway, Edmonton

CCI Members \$275.00 + GST

Non-Members \$550.00 + GST

Additional attendees

\$200.00 + GST

Pre-registration with payment required!

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 CM 200 & CM 300 levels.

Register on line!

www.ccinorthalberta.com

Condominium Management 200 (CM200) – St. Michael's Room

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

January 23 & 24, 2016

March 19 & 20, 2016

CCI Members \$275.00 + GST

Non-Members \$550.00 + GST

Additional attendees

\$200.00 + GST

Pre-registration with payment required!

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.

Condominium Management 300 (CM300) – Executive Room

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

May 28 & 29, 2016

CCI Members \$275.00 + GST

Non-Members \$550.00 + GST

Additional attendees

\$200.00 + GST

Pre-registration with payment required!

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 Spring Conference

Saturday, April 30, 2016

DoubleTree Hotel by Hilton – (formerly Mayfield Inn) 16615 – 109 Ave, 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 or wish to volunteer, please contact the CCI office.

Are you registered to connect to our website?

NEW ANTI-SPAM LEGISLATION HOW THIS AFFECTS YOUR COMMUNICATION WITH CCI

The CRTC and Industry Canada published final regulations related to Canada's Anti-spam legislation which came into effect July 1, 2014 and we have until June 30, 2017 to ensure that we are compliant. As the Canadian Condominium Institute communicates with you, our members, mainly by e-mail, we encourage you to help us become fully compliant. In accordance with the new law you must indicate whether you wish to continue to receive electronic correspondence from us.

INDIVIDUAL / PROFESSIONAL / BUSINESS PARTNER MEMBERS

Type of Member: ☐ Individual ☐ Professional ☐ Business Partner

Name: _____

Company: _____

Email Address: _____

CCI communicates with its membership via-email regarding updates on condominium legislation, CCI events and opportunities, newsletters and member communications. In accordance with the Canada anti-spam law that came into effect July 1, 2014 you must indicate whether you wish to receive electronic correspondence from us.

☐ I AGREE to receive electronic correspondence ☐ I DO NOT wish to receive any electronic correspondence

Signature: _____ Date: _____

CONDOMINIUM CORPORATION MEMBERS*

Name: _____

Corporation Name/Number: _____

Corporation Email Address: _____

CCI communicates with its membership via-email regarding updates on condominium legislation, CCI events and opportunities, newsletters and member communications. In accordance with the Canada anti-spam law that came into effect July 1, 2014 you must indicate whether you wish to receive electronic correspondence from us.

☐ I AGREE to receive electronic correspondence ☐ I DO NOT wish to receive any electronic correspondence

Signature: _____ Date: _____

***PLEASE COMPLETE THE FORM FOR EACH CONDOMINIUM CORPORATION BOARD DIRECTOR LISTED ON YOUR CCI MEMBERSHIP FORM, WITH THEIR SIGNED CONSENT FORM.**

Director's Name: _____

Corporation Name/Number: _____

Director's Email Address: _____

CCI communicates with its membership via-email regarding updates on condominium legislation, CCI events and opportunities, newsletters and member communications. In accordance with the Canada anti-spam law that came into effect July 1, 2014 you must indicate whether you wish to receive electronic correspondence from us.

☐ I AGREE to receive electronic correspondence ☐ I DO NOT wish to receive any electronic correspondence

Signature: _____ Date: _____

Please return this form with your membership dues or fax it to the CCI Chapter office.

BUSINESS PARTNER DIRECTORY

<i>Company</i>	<i>Full Name</i>	<i>Phone</i>	<i>E-mail</i>
ACCOUNTANTS			
Barbara L. Surry, CMA	Barbara L. Surry, B. Comm, CMA	(780) 467-0562	blsurry@blsurrycma.com
Colin Presizniuk & Associates Partnership	Luu Ho, Bcom, CGA, CFE	(780) 448-7317	luu@hocpa.ca
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
ARBITRATION & MEDIATION			
Rosetree Condominium Consulting, Mediation and Arbitration Services	Gerrit Roosenboom, DSA	(780) 982-4355	rosetree_g@hotmail.com
BUILDING INSPECTIONS			
Associated Home & Building Inspections Ltd.	Gaylene Patko	(780) 444-7639	abi4444@telus.net
Excel Bldg. Inspection & Consulting	Stuart Schechtel	(780) 464-5634	excelins@telus.net
CONDOMINIUM MANAGEMENT			
ACRM Alberta Condo Review & Management	Yvonne Harris	(780) 750-9951	acrminfo@gmail.com
	Fatima Salvador	(780) 750-9951	acrminfo@gmail.com
AIM Real Estate Corporation	Dan McDaniel	(780) 424-0397	dmcdaniel@aimrec.ca
	Lucien Roy, CPM, FRI, ACCI, CMOC, ACM, FCCI	(780) 424-0397	lroy@aimrec.ca
Alberta Property Management Solutions Inc.	Colleen Bruce	(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
Bella Management and Realty Ltd.	Alison Pon	(780) 444-2665	info@realtybella.com
Braden Equities Inc.	Robert Paquette	(780) 429-5956	Pma4@Bradenequitiesinc.com
Bridgegate Property Management Group Inc.	Tamara Langille, ACM	(780) 266-2778	tamara@bridgegate.ca
CAM Management	Christa Marimo	(780) 504-1741	info@campropertymanagement.com

<i>Company</i>	<i>Full Name</i>	<i>Phone</i>	<i>E-mail</i>
Canwest Management & Realty Inc.	Arvind Kapur	(780) 461-2447	canwestmgmt@gmail.com
Celtic Management Services Inc.	Keri Ramirez	(780) 449-5655	keri@celticmanagement.ca
CondoPro Property Management	Jennifer Nestman	(780) 757-6066	jennifer@condoproedmonton.com
Core Realty & Management Group Inc.	Don Brown	(780) 651-1577	don@coremanagement.ca
Cornerstone Management	Carolyn Flexhaug	(780) 701-7264	carolyn@csmanagement.ca
CS Management Inc.	Curtis Siracky	(780) 760-6197	info@csmgmtinc.ca
Economy Management 2012	Jen Martin	(780) 453-1515	info@economymanagement.ca
Estate Properties Inc.	Chester Quaife, ACM	(780) 433-2345	chester@estategroup.ca
FOCHAUS Management Inc.	Corina MacKinnon	(780) 988-1947	corina@fochausmgmt.com
Fort Management Ltd.	Jerrica Ross	(780) 791-3948	jerrica@fortman.ca
	Kathy Bowers	(780) 791-3948	kathybowers@shaw.ca
Group Three Property Management Inc.	Michele Curtis	(780) 641-0222	mcurtis@grouphree.ca
Hallmark Management	Darcie-Lee Rea, ACM	(780) 819-2108	darcie@hallmarkmanagement.ca
Harvard Property Management Inc.	Laura Sharen	(780) 413-6916	lsharen@harvard.ca
Homestead Property Management	Shirley & Ted Appelman	(780) 203-4105	ted.hpm@hotmail.com
JLR Property Management Inc.	Lisa Wallbridge	(587) 521-2090	lisa@jlrmgmt.ca
KDM Management Inc	Brian Fischer A.C.M.	(780) 460-0444	bfischer@kdmmgmt.ca
Key Investment Property Management Inc.	Karen Schoepp	(780) 830-1331	info@keyproperty.ca; karen@keyproperty.ca
Larlyn Property Management Ltd	Michael Holmes, MBA, CPM, RCM, ACCI, CMOC	(780) 424-7060	larlyn@larlyn.com
Magnum York Property Management Ltd.	Ron Gauvreau	(780) 482-1644	rgauvreau@magnumyork.com
Maxom Condominium Management Inc.	Donald Gray	(780) 974-8427	don@maxomcondomanagement.com; don@edmontonevitionservices.com
Mayfield Management Group Ltd	Edith O'Flaherty	(780) 451-5192	edith@mmgld.com
	Helena R. Smith ACCI, FCCI	(780) 451-5192	helenarsmith1@gmail.com
Meyers Management Consulting Group	Tracy Meyers	(780) 748-2500	info@mmcg.ca
On-Site Solutions Inc.	Lyalla Ironside	(780) 790-2077	info@on-site-solutions.ca
Parterre Property Services Inc.	Dwayne Ropchan	(403) 241-2162	dropchan@parterreproperty.ca
Pinnacle Realty & Management Inc	Rick Murti, ACCI, ACM, e-PRO	(780) 758-4434	rmurti@pinnaclemgmt.ca
Pivotal Property Management Inc.	Jamie Shima	(780) 701-4300	pivotal@pivotalpm.ca
Premier Asset Management Inc.	Elaine Smith	(780) 414-0297	info@premierassetmanagement.ca
Prime Property Management	Mark Rousseau	(780) 538-0214	mark@gprime.net
Prince Property Inc.	Sandi Danielson	(780) 416-9098	sandi@princeproperty.ca
Rancho Realty (Edmonton) Services	Pauline Findlay	(780) 463-2132	pfindlay@ranchogroup.com
Real Canadian Property Management Elite	Lorna MacNeil	(587) 275-4663	lorna.macneil@realpropertymgt.ca
Simco Management (Edmonton) Inc.	Ray Pratt	(780) 455-4111	simcomanagement@telusplanet.net
Star Property Developments Ltd. (o/a Star Property Managers)	Dianna Morris	(780) 488-5401	office@starpropertymanagers.com
Stellar Condominium Management Ltd.	Alicia Jentner	(587) 990-4583	alicia@stellarcondos.com
Strategic Property Management	Diane Drew	(780) 739-6619	dianedrew@shaw.ca; leducpropertymanagement@shaw.ca
TEGA Property Management Ltd.	Susan Milner	(780) 757-7828	smilner@tegapm.ca
TRC Realty Management Inc.	Richard Kayler	(780) 962-9300	rkayler@trcmanagement.ca
Veritas Management Services Inc.	Tarek Merhej, RPA, FMA, CIM, ACM, ACom	(780) 328-3929	tarek@veritasms.com
Victorian Property Management Ltd.	Brian Newbert, ACCI, ACM	(780) 463-0066	brian@victorianmanagement.ca

<i>Company</i>	<i>Full Name</i>	<i>Phone</i>	<i>E-mail</i>
	Jules Leclercq	(780) 463-0066	jules@victorianmanagement.ca
Western Realty Group Inc.	Sarah Henkel	(780) 437-2900	sarah@realtygr.com

ENGINEERING

Aegis West Engineering Inc.	Garett Cochrane, B.Sc., P.Eng.	(780) 238-3418	garett@aegiswest.ca
CCI Group Inc.	Walid Habis, P.Eng.	(403) 457-7744	walidh@ccigroupinc.ca
Morrison Hershfield Limited	Billy Huet, P.Eng.	(780) 483-5200	bhuet@morrisonhershfield.com
Read Jones Christoffersen Ltd.	Nick Trovato, B.Sc., M.Eng., P.Eng.	(780) 452-2325	ntrovato@rjc.ca
TCL Engineering	Ted Hagemann, B.Sc. P.Eng.	(780) 907-5554	thageman@telus.net
Wade Engineering Ltd.	Allan King, P.Eng., ACCI, FCCI	(780) 486-2828	aking@wadeengineering.com

FINANCIAL SERVICES

Condominium Financial Inc.	Jim Wallace	(780) 952-7763	jim@condominiumfinancial.com
Manulife Securities Inc.	Kevin Rendek, FICB	(403) 230-3909	kevin.rendek@manulifesecurities.ca
Morrison Financial Services Limited	Graham Banks	(416) 391-3535	gbanks@morrisonfinancial.com
Pacific & Western Bank of Canada	Karl Neufeld	(604) 984-7564	karln@pwbank.com
William J. Rhind & Associates Ltd.	Will Pozzo	(403) 283-1378	will@wjrhind.com

INSURANCE

BFL CANADA Insurance Services Inc.	Tony Reed & Greg Cortese	(403) 451-4132	treed@bflcanada.ca; gcortese@bflcanada.ca
Diverse Claims Adjusters Ltd.	Paul Whitman, FCIP	(780) 756-4222	paul@diverseclaims.ca
Excel Insurance & Risk Management Inc.	Brittany Smith, CIP, CRM	(780) 732-9912	bsmith@excelrisk.ca
	Jason Ploof, FCIP, CRM	(780) 453-9840	jploof@excelrisk.ca
	Kevan Letourneau, FCIP, CRM	(780) 453-8420	kletourneau@excelrisk.ca
	Trinity Player CAIB, CIP, CRM	(780) 732-6880	tplayer@excelrisk.ca
HUB International Phoenix Insurance Brokers	Dawn Mitchell, FCIP, CRM, CAIB, ACCI	(780) 453-8407	dawn.mitchell@hubinternational.com
Marsh Canada Limited	Anniesa Henkel, FCIP, CRM, Vice President	(780) 917-4850	anniesa.henkel@marsh.com
PRIMELINK Insurance Brokers Ltd.	Murray Dadswell	(780) 435-3632	Mdadswell.prim-01@insuremail.net
Renfrew Insurance Ltd.	Michael Boisclair, FCIP, CRM	(403) 299-2465	mboisclair@renfrew-insurance.com
Stevenson Douglas Insurance Services	Dave Douglas, CIP	(780) 758-4144	dave@stevensondouglas.ca
Westgate Perma Insurance Ltd - The Co-operators	Gregory Clark	(780) 448-7137	gregory_clark@cooperators.ca

INSURANCE APPRAISERS

Reliance Asset Consulting Inc.	Harold Weidman, ACCI, P.App., CRP, DAC	(780) 702-7068	info@relianceconsulting.ca
Suncorp Valuations Ltd.	Lisa Pruden	(780) 421-7300	Lisa.pruden@suncorpvaluations.com

LAWYERS

Alberta Health Services	Darcey Zelko	(780) 830-3527	darcey.zelko@albertahealthservices.ca
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<i>Company</i>	<i>Full Name</i>	<i>Phone</i>	<i>E-mail</i>
Field LLP	Paul H.W. Girgulis	(780) 423-3003	pgirgulis@fieldlaw.com
	Jennifer Oakes	(780) 423-7662	jjoakes@fieldlaw.com
Gledhill Larocque	Victoria A. Archer	(780) 465-4852	archer@gledhill-larocque.com
Miller Thomson LLP	Roberto Noce, Q.C.	(780) 429-9728	rnoce@millerthomson.com
	Erin Berney	(780) 429-9733	eberney@millthomson.com
Ogilvie LLP	Robert Assaly, QC, ACCI	(780) 429-6243	rassaly@ogilvielaw.com
Reynolds Mirth Richards & Farmer LLP	Emmanuel Mirth, QC, ACCI, FCCI	(780) 425-9510	emirth@rmrf.com
	Todd A. Shipley, BA, LLB	(780) 497-3339	tshipley@rmrf.com
Sharek, Logan & van Leenen LLP	David van Leenen, BA, LLB	(780) 413-3100	dvanleenen@sharekco.com
Shourie Bhatia LLP	Arun Shourie	(780) 438-5281	ashourie@sb-llp.com
Willis Law	Hugh Willis	(780) 809-1888	hwillis@willislaw.ca
Witten LLP	John M. Frame	(780) 428-0501	jframe@wittenlaw.com

PROPERTY SERVICES

@Assist	Audrey Charles	(888) 593-2778	audrey@atassist.com
A.B.P. Windows & Doors Inc.	Harmandeep Singh	(780) 982-6156	harmandeeps@durabuiltwindows.com
Alberta Beverage Container Recycling Corporation	Chelsea Webster	(403) 264-0170	cwebster@abcrc.com
Alberta Lock Solid	Paul Cassidy	(780) 479-5522	paul@albertalocksolid.com
All Reach Glass Services Inc.	Blaine Adams	(780) 483-9561	office@allreachglass.com
All Weather Windows Renovation Div.	Trevor Derewlanka	(780) 451-0670	efradsham@allweatherwindows.com
Andreas Builders Ltd.	Frank Andreas	(780) 800-9649	frank@andreasbuilders.com
CasaWise Management	Brennan Whitehouse	(780) 413-0275	info@casawise.ca; bwhitehouse@casawise.ca
Chateau Louis Hotel & Conference Centre	Nigel Swarbrooke	(780) 453-6503	nigel@chateaulouis.com
Christensen & McLean Roofing Co.	Phil Roy	(780) 447-1672	phil@cmroofing.ca
CK Condominium Consultants Ltd.	John Setterlund	(780) 729-0031	johns100@shaw.ca
Condo-Check	Bernie Winter	(403) 270-3164	bernie@condo-check.com
DF Technical & Consulting Services Ltd..	Sabrina Heathcote	(780) 468-3131	sabrinah@dftechnical.ca
E and L Custom Homes and Renovations Ltd.	Pio Patrizi	(780) 461-2558	
En-Pro International Inc.	Kim Greatrex	(905) 686-6400	kgreatrex@en-pro.com
FirstOnSite Restoration	James Leonard	(780) 733-3399	jleonard@firstonsite.ca
Garland Canada Inc.	Richard Lucid	(780) 485-7612	lucid@garlandcanada.com
GeniePad	Rafal Dyrda	(800) 274-9704	rafal@geniepad.com
Karlen-Elecom Ltd.	Mickie Poon	(780) 453-1362	mp@elecom.ca
Lucki's Exercise Equipment Ltd.	Lori Lucki	(780) 423-1155	lori@luckis.com
Lumenix Inc.	Jarrod Murray	(855) 586-3649	jarrod.murray@lumenix.com
Magic Wand Cleaning & Restoration Services	Scott Utas	(780) 991-7847	magicwandcarpet@shaw.ca
Mario Laflamme Contracting & Renovation Ltd.	Mario Laflamme	(780) 235-4666	mario@mlcrl.com
Master Painters & Decorators Association of Alberta	Dana McCurdy	(855) 830-8585	mpdaofalberta@gmail.com
Method Energy Corporation	Gord Neis	(780) 757-2828	gord.neis@methodenergy.ca
Nordic Mechanical Services Ltd.	Shaunalee Boyle	(780) 469-7799	shaunalee@nordicsystems.ca

<i>Company</i>	<i>Full Name</i>	<i>Phone</i>	<i>E-mail</i>
Reserve Fund Planners Ltd.	Richard McDonell, CPM, CRP	(403) 348-5444	reservef@telusplanet.net
Resort Development Funding Corp.	Randy Westergaard	(403) 728-3010	randy@mylakeresort.com
SafewithUlli o/a Safe With Ulli Inc.	Ulli Robson	(780) 288-2986	ullirobson@shaw.ca
Seasonal Impact Contracting Ltd.	Keegan Andreas	(780) 504-1317	keegan@simpact.ca; marie@simpact.ca
Shaw Communications Inc.	Jason Speers	(780) 490-3427	jason.speers@sjrb.ca
Solution 105 Consulting Ltd.	Chris Vilcsak	(780) 429-4774	vilcsak@solution105.com
Specified Technical Sales	Theresa Jeffrey	(780) 469-7449	theresa@specified.ca
SuperGreen Solutions	Francis Gough	(780) 438-0292	alberta@supergreensolutions.com
Thermotech Environmental Inc.	John Van Ginkel	(780) 987-8002	admin@tteheat.com
Urban Systems Surveys Inc.	Bruce Drake, ALS, P.Eng	(780) 430-4041	bdrake@urbansystems.ca
Wood Buffalo Housing & Development Corporation	Cynthia Woodford	(780) 799-4058	Cynthia@wbhadc.ca
Ye Olde Plumber Ltd.	Ken Roskell	(780) 988-0377	ken@yeolde.ca

REAL ESTATE

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