

VOL. 28, ISSUE 4 - SUMMER 2015

# INSITE TO CONDOS

CANADIAN CONDOMINIUM INSTITUTE MAGAZINE  
NORTH ALBERTA CHAPTER

## THIS ISSUE:

Maximizing  
Meetings

Installing Carpets

Dryer & Duct  
Cleaning

Canadian  
Condominium  
Institute

CCI  
North Alberta Chapter

Institut  
canadien des  
condominiums

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## Chairperson

Helena R. Smith ACCI, FCCI  
E: helenarsmith1@gmail.com

## President

Anand Sharma - CS Management Inc.  
P: 780-760-6197 E: anand@csmgmtinc.ca

## 1st Vice President

Gregory Clark - Westgate Perma Insurance Ltd.  
P: 780-448-7137 E: gregory\_clark@cooperators.ca

## 2nd Vice President

Susan Milner - TEGA Property Management Ltd.  
P: 780-757-7828 E: smilner@tegapm.ca

## Treasurer

Luu Ho, CGA, CFE - CPA  
P: 780-448-7317 E: luu@hocpa.ca

## Secretary

Carmen Zuorro - TEGA Property Management  
P: 780-757-7828 E: czuorro@tegapm.ca

## Assistant to the Executive

Alan Whyte  
P: 780-453-9004 E: alan@ccinorthalberta.com

## Directors

Anniesa Henkel, FCIP, CRM - Marsh Canada Limited  
P: 780-917-4869 E: anniesa.henkel@marsh.com

Curtis Pruden - Read Jones Christoffersen Ltd.  
P: 587-745-0251 E: cpruden@rjc.ca

David Vincent - InSite Editor  
P: 780-418-3582 E: djvincent@shaw.ca

Jason Mathews - Shaw Communications Inc.  
P: 587-920-4347 E: jason.mathews@sjrb.ca

Jim Wallace - Condominium Financial Inc.  
P: 780-952-7763 E: jim@condominiumfinancial.com

Rafal Dyrda - GeniePad  
P: 1-800-274-9704 Ext. 701 E: rafal@geniepad.com

Rick Murti - Pinnacle Realty & Management  
P: 780-758-4434 E: rmurti@pinnaclemgmt.ca

Shantel Murray - Wade Engineering Ltd.  
P: 780-486-2828 E: smurray@wadeengineering.com

Todd Shipley, BA, LLB - Reynolds, Mirth, Richards & Farmer LLP  
P: 780-497-3339 E: tshipley@rmrf.com

## Office Administrator

Joyce Schwan  
P: 780-453-9004 E: info@cci-north.ab.ca

## HOW TO CONTACT US

#37, 11810 Kingsway NW  
Edmonton, Alberta T5G 0X5  
P: 780.453.9004  
F: 780.452.9003  
E: info@cci-north.ab.ca  
WEB: http://ccinorthalberta.com

## EDITOR IN CHIEF

David Vincent

## PRODUCTION MANAGER

Ross Vincent

## PICTURES AND ART

David Vincent  
Gregory Clark  
Rafal Dyrda

## CONTRIBUTORS

David Vincent, Rafal Dyrda, Gregory Clark, Gerrit Roosenboom, Joyce Schwan

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Anand Sharma, right, poses with  
Service Alberta Minister, MLA  
Deron Bilous

# MESSAGE FROM THE PRESIDENT

BY ANAND SHARMA

*Welcome to the summer edition of the Insite Magazine.*

It's been a busy and transformative late spring and early summer for CCI North Alberta. I have just returned from an insightful and interesting CCI National Conference that was held in Windsor, Ontario. Our team learned a great deal from our fellow chapters across the country. We discussed the ACCI designation, our new National Database, how to engage volunteers, and membership growth strategies along with many other topics.

As many of you will know, on May 5th Albertans elected a new government. The NDP Government, and specifically our new Service Alberta Minister, MLA Deron Bilous, have been strong proponents for consumer protection while acting as the opposition in the Alberta Legislature. Our campaign to delay the passage of Bill 9, The Condominium Property Amendment Act, and make a series of amendments was supported by all the opposition parties, including the Wildrose and NDP opposition.

Fast forward to today where CCI North Alberta will be asking the new Alberta Government to implement these same changes to the Act that they supported in December that are focused on consumer protection, and not the rights of developers. We will again apply pressure to re-open the Condominium Property Act and make the necessary changes as articulated by CCI North Alberta in the spring and winter of 2014.

On another Condominium Property Act note, CCI North held free seminars in Fort McMurray, Grande Prairie, and two sessions in Edmonton in May and June. More than 500 individuals attended these sessions that outlined some of the changes that Bill 9 will bring into effect as it relates to condominium living. Many thanks are due to condominium lawyers Victoria Archer and Hugh Willis for generously donating their time and efforts in providing this seminar. Thanks to my fellow moderator Helena Smith as well for her assistance. In the coming months we will be providing information related to the Condominium Property Act and having you engage the Alberta Government to make the necessary changes we are asking for.

CCI North Alberta held the 6th Annual Conference and Trade Show here in Edmonton on May 29th and 30th. Once again we grew the number of attendees and participants to new heights, and the feedback we received was very positive. I want to express my gratitude to all the

presenters and sponsors for making this conference such an amazing event. Particularly, I want to thank HUB International Phoenix Insurance Brokers for their title sponsorship, we could not provide these events in an affordable way without our business partners and members.

This summer is not going to be restful for the CCI Board of Directors, with multiple projects on the go for our chapter. We host our Annual Golf Tournament on August 18, 2015 at the Eagle Rock Golf and Country Club, which is going to be our largest yet based on registrations so far. There is more information later in the magazine regarding this event, but I encourage you to join me for this fun event.

We are in the process of re-writing our constitution, as well as our course materials related to the Condominium Management 100-300 Series. Our Board of Directors is attending an all-day retreat on July 17, 2015 to set the goals and direction for the 2015-2016 year.

I am very pleased to announce that Alan Whyte has been hired on as of June 1, 2015 in the capacity of Assistant to the Executive. He has been so critical to our success this past month, attending a number of sessions with the AB Government which includes discussions related to the Condominium Property Act and its regulations and as a committee member on the implementation committee for property management licensing. Hiring Alan alongside our long time administrator Joyce Schwan has allowed CCI North Alberta to build capacity as an organization to engage in new education, membership, government advocacy, and communication goals. Welcome aboard Alan!

Finally, I would like to encourage all members to engage and participate in the upcoming year through volunteerism. CCI North Alberta was predicated on the concepts of volunteerism and a sense of community, to better our community and assist one another. We need your involvement. Feel free to contact our office or any of the board members of CCI on how to get involved.

Have a great summer, and see you in the fall!

**Anand Sharma**  
President

*Canadian Condominium Institute, North Alberta Chapter*



# 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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# COMMITTEE REPORTS

## Communications Committee Report

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The communications committee is going strong. We have an amazing team comprising David Vincent who is our Editor and Chief, Shantel Murray who has taken a strong role with the marketing, Ralfal Dyrda our technical and webpage expert, Jason Mathews who brings a strong sales and marketing background and myself Gregory Clark, the chairperson.

As we go into the summer, we review the success of our past goals and then refocus for the coming year. The magazine is running very smoothly and the systems we put in place are working very well. The website was made completely new and is very impressive.

Our goals for 2015-2016 are heavily focused on working with the other committees to help them achieve their goals. We want to review and improve upon the way we

communicate and advertise events and courses, with the aim of increasing attendance. We will be meeting with the membership committee with the intention of creating strategies to increase membership by putting a systematic process in place for follow-up with potential members. It will also be a goal of the communication committee to help highlight and communicate the benefits of membership.

Next month we will be having our annual planning session which will allow us to understand better the needs of each committee and how we can further support them in achieving their goals.

*Warm regards,  
Gregory Clark  
Vice-president, Chairperson Communications Committee*

## Education Committee Report

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The year has almost finished with the completion of a full slate of educational courses plus sessions on the new Condominium Property Act and sessions for the introduction of CCI to non-members. Attendance at the courses has increased so the message about what CCI offers is reaching more people. Reviews have been very positive so we know we're on the right track.

The premiere event of the season, the annual Conference and Trade Show was extremely successful with new presenters, topics and attendees. It is always gratifying to see new people – whether members or not, attend the Conference and Trade Show. Thanks to the sponsors, trade show participants, volunteers, the staff of the Chateau

Louis and, of course, the attendees.

The planning for the upcoming year is well under way with the fall schedule recently mailed out with the membership renewals. The full years' schedule is in this issue of the In Site magazine. We hope to see many new faces at the courses during the upcoming year and thank all that have supported us with their attendance in the past year.

*Helena R. Smith, ACCI, FCCI  
Condominium Manager  
Chair, CCI Board of Directors  
Chair Education Committee*



# CCI NORTH ALBERTA ANNUAL CONFERENCE & TRADE SHOW 2015



The last weekend of May saw over 200 registrants gather at the Chateau Louis Conference Centre for our Chapter's 6th Annual Spring Conference and Tradeshow. Condo Owners, Board members and Managers along with a wide range of Business Partners networked while sharing ideas, concerns and solutions on a multitude of topics.

Board President Anand Sharma and Condominium lawyer Hugh Willis started things off on Friday evening with a brief discussion on the pending changes of the Condominium Property Act and its effects on condominium Boards and Owners. Kudos to both Hugh and fellow lawyer Victoria Archer who have spent countless hours reviewing and dissecting the changes as well as offering well thought out opinions of how to improve the proposed legislation. Points of discussion this evening included the change in voting rights which could become problematic when Corporations have titled parking stalls and storage lockers that would have the same voting power as the largest residential unit in the complex. Following a Q & A session, the bar was open and a delightful wine and cheese social began.

Bright and early Saturday morning we had the honour of the newly appointed Minister of Service Alberta- Deron Bilous give his first public address since being sworn into cabinet the previous weekend. We were encouraged



by his open outlook regarding the consultation process and left us optimistic that we may still be able to initiate some changes prior to Bill 9 being proclaimed.

The education portion of the Conference was split into four 90 minute sessions throughout the day with 4 different topics offered per session. Popular standby presentations regarding Insurance and Bylaws were well attended and along with new topics such as Energy Savings and Hiring a Condominium Manager are now available to members on the website.

The Tradeshow portion consisted of twenty exhibitors, a good mix of new and long standing members in the industry. The highlight was the wacky sound bites coming from the booth of Title Sponsor Hub Insurance that put a number of smiles on those delegates willing to test their skills.

Once again the legal beagles stole the show with their Legal Panel following lunch. Lawyers Robert Noce, Todd Shipley and Hugh Willis entertained the crowd with their witty repartee and internal squabbling along with some well-reasoned advice. It seems a shame we don't create a You Tube clip of their finest moments but perhaps this is just a precursor until they take their Act to Vegas!

A show of this magnitude cannot be created without drive and determination of a number of people behind the scenes. Education Chair Helena Smith, Tradeshow and Sponsorship Chair Shantel Murray as well as Chapter Administrator Joyce Schwan were recognized for their tireless efforts in organizing this year's Conference. Thank you to all the volunteers who assisted in registration and moderating the sessions as well as to the Presenters who volunteered their time and expertise to share with all.



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Without the financial assistance of our Conference sponsors we could not possibly put this event on at such a reasonable rate for our members. Kudos as well to all of our members who generously donated an assortment of well-received door prizes for those in attendance.

Lastly we want to acknowledge the staff at the Chateau Louis for being such great hosts over the weekend. Lots of raves about the food throughout the day and anytime an issue arose they were at the ready with a smile to tackle the challenge.

For those of you who attended and provided us feedback we thank you for your participation and your insight. We will work on finalizing details for the 2016 Conference sooner than has happened in the past and hope that you will share your experiences with others to encourage them to attend next year!

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# DUCT HUNTING

## FIGHT FIRE RISKS WITH ROUTINE DRYER AND DUCT-CLEANING

BY CHRISTIAN SIMPSON

A fire tragically took the lives of four people in East Gwillimbury, Ontario, last year. The subsequent Fire Marshal's investigation found that the source of the fire was the dryer.

This is not as isolated an event as one might think. In North America, there are, on average, 15,000 dryer fires per year resulting in hundreds of millions in damages as well as dozens of fatalities.

Routine dryer and dryer duct-cleaning is important to reducing this risk. What follows are tips on how often to do it, what the scope of work should include and what to consider when choosing a contractor.

### ***Defining "routine" cleaning***

The Ontario Fire Marshal recommends the following: "It is extremely important to remove lint that accumulates between the rotating drum and the dryer cabinet during the normal operation of the clothes dryer. The inside of the dryer cabinet should be cleaned periodically by a qualified individual (i.e., an appliance repair technician) every two to three years, or more frequently, depending upon usage."

The two to three-year mark is the point at which lint build-up in the dryer cabinet and exhaust system usually becomes significant and also drives energy expenditures way up. A tell-tale sign of this is when people have to cycle their dryer two or three times to get their clothes dry.

### ***Setting the scope of work***

Site prep involves a technician carefully negotiating their equipment through the condominium unit (while avoiding all antiques and priceless art work, of course), laying down drop sheets, mats and placing out specialized tools of the trade.

The first step is to test-run the dryer to listen for any audible issues that might indicate that the unit is not running in top gear. If all is sound with the appliance, the next step is to find the fuse panel and shut off the double 30 breaker (usually marked in green on the fuse panel), which will kill power to the dryer. A “hot” dryer is not something anyone wants to be inserting a metal cleaning wand into (think electrocution). Then, once the power has been shut off, the technician will dismantle the access panels on the dryer cabinet (thankfully most are designed to be cleaned out without having to be moved). On some models, the entire front face or top panels come right off to allow complete access to the inner sanctum of the dryer.

The next step is for the technician to carefully coax all of the lint out of the appliance. All nooks and crannies must be subjected to 200 psi of compressed air which is accompanied by a HEPA-filtered 360 CFM vacuum. The drum, motor, electronic panel, all exhaust ports, etc., need to be “flushed out” in a careful but diligent fashion. Then, with the dryer now squeaky clean, it’s time to clean out the in-ceiling lint trap. This particular item is a bit of an enigma for some residents, as not only do they not realize that the lint trap needs to be cleaned out after every few loads, but in some

cases they don’t even know what it is. Another real concern with the in-ceiling lint trap is where they are often placed. At the developmental stage of buildings, these essential items can be positioned in the most difficult-to-reach spots above the stacked laundry units. So even in cases where the resident is aware that the lint trap should be regularly cleaned out, the task can be so arduous that it is often ignored.

After air washing and brushing out the lint trap, trans duct, booster fan (another crucial item due to the long ducting runs in most condos) and all accompanying duct work to the exterior wall, the technician puts everything back together. The final step is to turn the dryer’s power back on and give

*>>> continued on page 14*





&gt;&gt;&gt; continued from page 13

it a test-run to ensure it's running properly. If the unit produces a consistent hum and a hot blast of air, the technician can turn the dryer off, give himself a pat on the back and tidy up the area.

From the first knock on the door to the technician exiting the unit, the entire procedure takes about 35 -45 minutes.

### Choosing a contractor

During a recent demonstration at a west-end condominium, one of the board members noticed how long the procedure took and said, "The last guy that was in here doing this service was in and out in 10 minutes.

What could he possibly have done?"

The short answer was "probably not much". Assume that maybe this person was exaggerating a bit; maybe the previous technician was in for 15 minutes, or 20 minutes. In the expert's opinion, this is still not enough time to follow the industry-standard scope of work. In an eight-hour day, one technician should be capable of doing 10 to 12 units, but those in the industry do hear stories of technicians doing up to 20 a day (specious, if not impossible).

Condominium corporations should be mindful of potential red flags and choose a contractor accordingly. Faced with three proposals, with two in the same ballpark while the third is

30 per cent lower than the other two, consider whether the corporation's money is best spent on the cheapest option.

To recap: Routine dryer and dryer duct cleaning is critical to reducing the risk of dryer fires. But in order to effectively reduce that risk, the routine cleaning needs to be done correctly, as per the industry-standard scope of work. That means choosing trained professionals who use the proper equipment and follow the scope of work.

*Christian Simpson is the owner of GTS Services.*

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# ARE YOUR CONTRACTORS CERTIFIED?

BY HELENA R. SMITH, ACCI, FCCI

Many times Condominiums hire contractors without checking for a WCB (Workman's Compensation Board) clearance certificate. This should go hand in hand with their liability insurance – but that is another article.

If you are a Board with a management company, the management company will pull a clearance certificate on behalf of the Corporation and if the contractor/sole proprietor doesn't have WCB (yes, sole proprietors need WCB) or their WCB doesn't clear, WCB can charge the management company for that contractors' unpaid premiums. The same goes if you are self managed. This can and often does amount to thousands of dollars. Like Revenue Canada, they will get their money and the Corporation will have to pay it.

The other side of the coin is that

hiring a contractor that doesn't have WCB can be extremely expensive if they injure themselves. With no WCB, the Corporation is responsible for their injuries. A cut finger is one thing but falling off a ladder causing back injuries and years of unemployment is another.

If your contractor cannot provide a clearance certificate form from WCB, be warned that the Corporation could be in for an expensive time.

Always check the WCB clearance of anyone you hire. It could save you a lot of money.

**Donald Gray**  
Condominium Manager

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# MAXIMIZING MEETINGS AND MINUTES

BY CARMEN ZUORRO

Meeting preparation is as important as the meeting itself. All business procedures are set out in the Corporation Bylaws. Successful meetings follow an agenda and are conducted under the general rules of order.

Agendas include all the business to be covered at the meeting. It also includes the date, time and venue of the meeting.

It is the responsibility of the board president to call a meeting, if necessary, but most Boards set a day to meet every month (like the third Thursday of the month) to conduct their board meetings.

Proper notice must be given to all who are to attend the meeting. This notice includes; the agenda, the minutes of the last meeting and all supporting documents to be covered at the meeting.

It is then the responsibility of the chairperson to ensure the meeting is conducted and runs smoothly.



Corporation Bylaws govern the amount of time that must be given for the notice of the Corporation's annual meeting, special or informational meetings and/or extraordinary general meetings. The same holds true for Board meetings.

- For the board to receive copies of the reserve fund report and to review and discuss that report.
- For the owners to elect Directors according to their Bylaws
- For the owners to appoint an auditor (if required by the Corporation's Bylaws)
- Complete any documents that have to be registered at Land Titles
- Form 8 – Change of Directors
- Form 7 – Address of Service Change (if necessary)
- Exchange contact information
- Set future meeting dates
- Choose a Chairperson (if necessary)

## TYPES OF MEETINGS

### Turn Over Meeting

This meeting is the first meeting of the corporation when the developer has 90 days from the time 50% of the units have been sold or 180 days from the first unit sold.

### Annual General Meeting

The Condominium Property Act section 30(2) says: the Corporation's annual general meeting (AGM) must be held every year and no more than fifteen months from the last AGM.

The AGM must also be held in the municipality where the units are located, unless the owners pass an ordinary resolution at an AGM to hold the meeting in another location.

AGM's are held;

- For the Board to report to the owners on their stewardship
- For the owners to receive copies of the audited financial statements and to review that report

### Board Meetings

Most of the business of the corporation is carried out at the board meetings. Business that is conducted includes:

- Review of the monthly financial statements
- Approve a budget and condominium fees yearly
- Take action on concerns and complaints of the owners
- Approve contracts
- Approve repair and maintenance
- Enforce the Bylaws
- Review the payment of condominium fees and approve action to collect any outstanding contributions
- Review any reports from committees or professionals and to direct action to be taken

At the first meeting of the Board after an AGM, the Board would

- Elect the officers of the board
- Decide signing authorities and complete banking documents

### Extraordinary General Meeting

As stated in the title, this meeting is a special meeting of the owners. It is called by the President, the Board or by demand of the owners under the Bylaws.

Reasons to call this type of meeting are;

- to fill vacancies on the Board due to a decrease in members of the Board
- to confirm or approve a Board member's conflict of interest
- an impeachment meeting (meeting called to remove or replace board members)

The same notice and preparation as the AGM are required for an Extraordinary General Meeting (EGM). The only difference is the agenda of an EGM will only include the business to be conducted at the meeting.

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Paul Whitman, FCIP - President



Bus: 780.756.4222 EXT 222  
Fax: 780.756.4221  
Cell: 780.710.4055  
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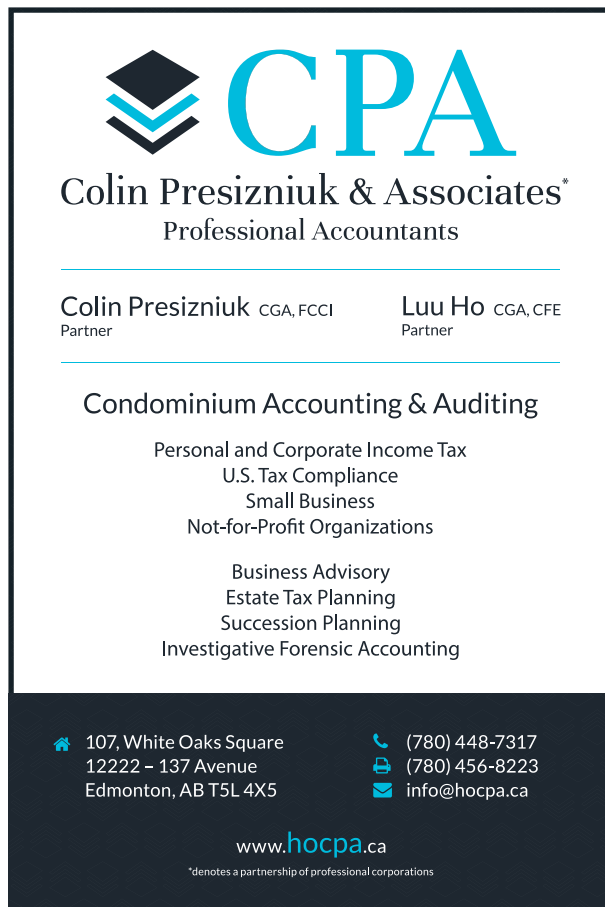


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&gt;&gt;&gt; continued from page 17

**ELEMENTS OF A MEETING**

Every meeting should

- Have a venue,
- Give proper notice of the meeting,
- Have a chairperson.
- Quorum,
- An agenda,
- Rules of Order,
- Rules of Conduct,
- Reports,
- Motions, Discussion and Voting,
- Minutes.

**Venue**

The venue is the location where the meeting will be conducted.

**Notice**

Seven days' notice is given to each board member by mail, personal delivery or email.

**Chair**

Some Bylaws require the President or Vice President to chair the meetings. Some require a chair to be elected at the start of each meeting. However, the board may choose to elect a Chair at the first meeting and motion to have the same chair until the next AGM. As long as this is passed by a majority and recorded in the minutes, this will suffice.

**Quorum**

The Corporation's Bylaws will provide the requirements of quorum for Board meetings. This is usually a majority of

the members.

**Agenda**

This includes;

- Date, time and place of the meeting
- Call to order (recorded)
- Introduction of any guests
- Adoption of the agenda and the previous minutes
- Business arising from the minutes
- New business
- Correspondence
- Reports
- Date and time of the next meeting
- Adjournment

**Rules of Order**

The Corporation's Bylaws generally apply to the conduct of business at all meetings and must be used, however Board meetings can be more informal but must still conduct themselves accordingly. A variety of rules of order are available. The most popular Canadian publication is 'Weinberg's Society Rules of Order'.

The following are the most used rules;

- **Motions:** to introduce a new piece of business or propose a decision or action.
- **Postpone indefinitely:** this tactic is used to kill a motion. When passed, the motion cannot be reintroduced at that meeting. It may however, be brought up at a later date.

- **Amend:** *this is the process used to change a motion under consideration. Perhaps you like to support the idea proposed but not exactly as presented.*
- **Ratification:** *a proposed motion which was conducted outside of the Board meeting is confirmed and accepted or ratified at the next Board meeting.*
- **Commit:** *this is used to place a motion in committee. It requires a second and a majority vote. At the next meeting the committee is required to prepare a report on the motion committed. If an appropriate committee exists, the motion goes to that committee. If not, a new committee is established.*
- **Question:** *to end a debate immediately, the question is called (say "I call the question") and*

*needs a second. A vote is held immediately (no further discussion is allowed). If this is passed, the motion on the floor is voted on immediately.*

- **Table:** *To table a discussion is to lay aside the business at hand in such a manner that it will be considered later in the meeting or at another time.*

- **Adjourn:** *a motion is made to end the meeting. A second is required. Majority vote is required for the meeting to be adjourned.*

Note: if more than one motion is proposed, the most recent takes precedence over the ones preceding it.

In a smaller meeting, like committee or board meetings, often only three motions are used:

- To introduce (motion)
- To change a motion (amend)
- To adjourn (end the meeting)

Part Two of this article will appear in the Fall edition of InSite. 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](mailto:czuorro@tegapm.ca)



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# PEELING BACK MISCONCEPTIONS ABOUT CARPET PROBLEMS

BY LEE SENTER

A number of new condominium buildings are having issues with the installation of carpets in their common corridors. Third-party carpet inspectors are generally the people who end up having to determine why the carpets are failing. By the time a carpet inspector finally gets involved with one of these claims, the carpet has been subjected to move-ins, steam cleaning, vacuuming and atmospheric issues such as high humidity.

Proper installation and maintenance procedures are extremely important if there is any hope to maintain a carpet's beautiful appearance for more than 10 years. Unfortunately, many carpets start to look worn out after five years.

The very nature of the hospitality-style carpet used in condominium common areas can invite problems. Carpeted common corridors in condominiums often have stylized borders and irregularly shaped hallways that require the seaming together of several carpet panels to complete the installation.

Expectations about how carpet seams should be constructed have changed dramatically over the last five years. The latex that binds the backings has more and more fillers in it for better indoor air quality. The cut edges of carpet always required seam sealing, but the issue is more important now than ever.

>>> continued on page 22

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>>> *continued from page 21*

According to the Carpet and Rug Institute's Standard for Carpet Installation 2011, glued-down carpet is supposed to have all cut edges seam sealed with a thermo plastic adhesive or something similar. Then a third bead of seam sealer is supposed to be applied to one edge of the seam to "weld" together the carpet panels.

Many carpet installers and retailers are unaware of this requirement. Currently, there is no mechanism that keeps the carpet installers and retailers informed of these types of industry changes. It is no wonder that seams are fuzzing in so many buildings. (Fuzzing or zippering of the cut edges looks like loose yarns protruding from the carpet pile surface and often result in voids of missing yarns along the seams.)

The blame for fuzzing seams often gets placed on the carpet manufacturer, the carpet cleaners, the vacuum cleaners and the latest one is the new LEED-approved carpet adhesive. But that typically isn't the case. There is a reason architects and carpet manufacturers insist

that all cut edges of the carpet be encapsulated with a seam sealer. The construction of carpet and the adhesives used to bind the primary and secondary backings has changed, primarily to make carpet "greener".

Another installation-related issue is lack of adhesive being used to hold carpet to the substrate. A builder can double the "savings" if the carpet is a double-glued-down installation. This is when the carpet is affixed to the underpad and the underpad is affixed to the concrete.

There are charts that clearly outline what kind of trowel to use to apply the adhesive on different styles of carpet backings. The rule of thumb for a properly affixed carpet is that it would be extremely difficult to peel back, and if it could be peeled back, there would be legs in the adhesive. (Legs in the adhesive describe strings of adhesive between the floor and the carpet backing where the glue separates from the concrete.)

The last major issue with corridor carpets often occurs when wall-to-wall carpet is replaced with

new carpet tiles. Carpet tiles are installed with a pressure-sensitive adhesive. This adhesive must be applied to a clean concrete surface free of all contaminants including adhesive from previous carpet installations.

If pressure-sensitive adhesive mixes with the old carpet adhesive, it traps moisture. The moisture eventually tries to escape around the edges, lifting the carpet tile, or the new adhesive emulsifies. Again, this issue may be blamed on the manufacturer, and the carpet supplier may try to glue down the lifting edges to the concrete using inappropriate adhesive.

The solution is: Don't make the mistake of assuming that carpeting is being installed according to specification. Ensure that all seams are constructed with three beads of seam sealer; ask that the appropriate amount of adhesive and the necessary number of trowels be included in the shipment from the carpet manufacturer; and always ensure that the concrete substrate is prepared properly according to the manufacturer's specifications.

Certified carpet inspectors can be hired to confirm that the carpet was installed according to standard. Some proactive property management companies are starting to inspect carpets immediately after installation. Inspection should ideally be done

before warranties expire and building deficiency lists are provided.

*James (Lee) Senter is an IICRC-certified Senior Carpet Inspector and the owner of Fresh and Clean, Canada's first certified green sustainable contractor under the*

*CSSA program. He can be reached at [info@TorontoCarpetInspector.com](mailto:info@TorontoCarpetInspector.com).*

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# Questions & Answers with Robert Noce

24



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

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

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

*Dear Robert: I am the president of a condominium complex consisting of 23 townhouses. We are self-managed. I have lived in the complex for 11 years and have been on the board for a long time. I have a number of questions that require answers to assist us:*

*1. Our bylaws are from the 1970s. They need to be updated. How do we do this? Can only certain parts be amended? Does this have to be voted on at an annual general meeting? Who comes up with the changes, and what is acceptable?*

*2. Can we state in the bylaws that we only want five units rented at a time?*

*3. How are bylaws enforced and who enforces them?*

*4. What are the roles of president, vice-president, treasurer and secretary?*

*5. We have one AGM a year plus monthly meetings with just board members. Do all meetings have to follow parliamentary rules?*

*6. If there is a crack in the foundation of a unit, who is responsible for fixing it?*

*7. We all had our windows replaced over a period of time, and it was done by two companies. The first windows do not meet code in the bedrooms and we have asked the company to replace*

*them but they refused. What do I do? They told me it wouldn't be worth getting a lawyer and the condo should pay half. Should we get a lawyer?*

A: In answer to your first question, generally condominium corporations will put together a bylaw review committee, or simply use the board, to put forward proposed bylaw amendments for owners to review. You can amend a section or amend all of the sections in your bylaws; it is up to you. Have the proposed changes been identified by the board?

You may want to consider retaining a lawyer to assist you in the wording of the proposed amendments.

Any amendment to the bylaws will require the approval of 75 per cent of the owners and unit factors. If you cannot obtain the 75-per-cent support, the amendments will not be made to your bylaws.

2. You cannot restrict the number of units that can or cannot be rented in your complex. Any owner can rent his or her unit to a third party. Any attempt to restrict the rights of an owner to rent his or her unit to a third party will not be enforced by the courts.

3. Bylaws are enforced by the condominium corporation through its board. The board is the controlling mind of the operation



of the condominium corporation. The board must balance the rights of all of the owners in terms of dealing with bylaw infractions. The board will usually take the active step of enforcing the bylaws either through a demand letter or through the courts.

4. The roles of the president, vice-president, treasurer and secretary should be set out in your bylaws. If the roles are not set out, then this would be something that you may want to consider in terms of your proposed amendments.

5. Generally, the AGM and board meetings do follow some form of parliamentary process. Again, your bylaws should provide you with some guidance in this regard.

6. With respect to a crack in the foundation of a unit, the responsibility of who picks up the cost to repair the crack will depend on whether or not it is the responsibility of the condominium corporation or the owner. I cannot provide you with an answer without a review of the condominium plan.

7. It would be in your

best interest to seek the opinion of a lawyer to determine whether or not you have a claim against the window supplier. The initial consultation and review should be relatively inexpensive.

Given the number of issues you have raised, it would be prudent on your part to retain a lawyer to assist you in the drafting of bylaws, determining responsibility for repairs and other issues.

*Helpful hint: The fact that you are self-managed means you do not have a property manager to assist you in some of these issues. There is no legal requirement in Alberta for a condominium corporation to have a property manager. However, if you choose not to have a property manager, then it would be in your interest to have a resource person, like a lawyer, to provide further assistance.*

***Dear Robert: How detailed should the minutes of condominium board meetings be? I received copies of the last six months of meetings, and found that I could not really follow what the discussions were about because they were very brief and did not***

>>> continued on page 27

## CONDOMINIUM QUESTIONS?



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**cover the problem, discussion or vote. When I asked, the board members said that they do not have time to record their meetings in detail.**

A: Minutes are not intended to be a verbatim discussion of the meeting, nor are boards expected to provide transcripts of who said what.

The minutes should indicate who was present and absent from the meeting. They should also set out the time at which the meeting was called to order, and when the meeting was adjourned.

With respect to the agenda items, the minutes should indicate who made and seconded the motion and who voted in favour and against a particular motion. If a member of the board is prevented from voting because of a conflict of interest, then that particular conflict of interest

should be reflected in the minutes. Minutes may be brief, but there is a requirement to take accurate minutes so that the property manager or any owner can confirm that decisions have been duly authorized by the board.

*Helpful hint: There are resources and templates both on the Internet and at your library that can help in drafting appropriate minutes.*

**Dear Robert: I live in a condominium bungalow that has been tested and found to have very little attic insulation. The board says that this is my responsibility, but I believe it is a condo problem. What is your opinion?**

A: Without reviewing your condominium plan and bylaws, I cannot provide you with an opinion. Common property in one condominium complex may

not be common property in another complex, because no two condominium corporations are the same.


Therefore, any analysis with respect to who is responsible for a particular issue will depend entirely on a review of your condominium plan and bylaws.


*Helpful hint: Your condominium plan is your starting point in addressing these types of issues. It really is a key document that every condo owner should have in their possession. If you do not have a copy of your condominium plan, you can request a copy from the Land Titles Office.*

**Dear Robert: In my condominium complex, each owner has an assigned parking stall. My parking stall neighbour, more often than not, parks**

>>> continued on page 29







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*right on the line. This does not leave me much room to get myself out of the car, much less my infant carrier seat, without denting cars.*

*Once, we arrived at the same time, and I commented to him, as I was lifting my baby out of the car, that it was really tight in there, and he just shrugged and continues to park on the line.*

***What can I do about this without seeming like I am acting rude or unreasonable?***

A: This is not a situation that warrants legal action. I would suggest that you ask your parking neighbour to be more careful with his parking, as it really is a struggle for you with the baby. If you feel uncomfortable doing that, perhaps you could ask the board to politely remind all residents to be mindful of the space allotted for parking.

***Dear Robert: I live in a downtown condo high-rise building and have two issues: (1) ugliness, and (2) safety. One of my next-door neighbours is a metal-smith „artist” who specializes in constructing pieces made from used tableware, such as butter knives. There is a welded butter knife objet d’art dangling from the roof of his***

***balcony and it is an eyesore; it looks like garbage. Is there anything I can do about this?***

***Second, I believe that my neighbour is using some small-scale welding tools within his unit as I can often hear what I believe to be welding sounds coming from next door. Can I do anything about this? I don’t want my building to burn down.***

A: With respect to the objet d’art dangling from the roof of his balcony, I would suggest that you review your bylaws to determine whether the owners can affix any object to the roof of the balcony.

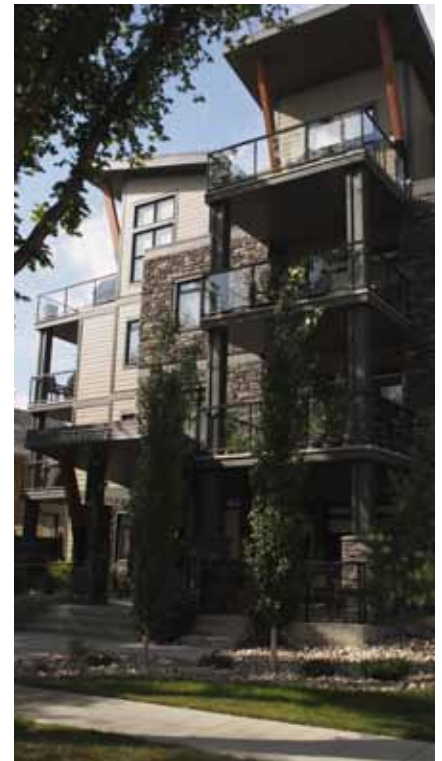
If the bylaws are silent in this regard, then there may not be much you can do to deal with this issue. As they say, one person’s trash is another person’s treasure.

Your safety issue is of great concern, and this is a legitimate risk in a high-density setting. I would definitely bring your neighbour’s potential welding activity to the attention of the board.

As well, if you have evidence to support your position, you may also want to contact the emergency response department of your

municipality to send a fire inspector to inspect the interior of the unit, as your neighbour may be committing fire code violations.

*Helpful hint: It is shocking to me how careless people are with fire within close confines, ranging from using propane tanks to heat tomato plants in a shed to barbecuing in the kitchen. Simply put, some people are stupid about fire safety and you need to call the fire department as a precautionary measure, because it is better to be safe than sorry.*



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# The Pachyderm Progression

by Eustace Mouschabbitt

*The following story is true.  
Names and locations have  
been altered to protect privacy  
and avoid embarrassment to  
those involved .....*

**I**t was very early in the day.  
Rosy-fingered dawn had not yet  
appeared to dapple all with pearls  
of translucent light – particularly  
the condominium building known as  
Tottering Towers.

It was still dark as Mrs. Evadne  
Codpiece, lead member of the  
cleaning crew, made her way into  
the lobby of the building and was  
immediately disturbed by loud  
thumping noises from somewhere  
above. Being of a nervous disposition  
she didn't know quite what to do but  
summoned up the nerve to try and  
check on the situation.





Ignoring the elevator, she took the stairs and proceeded slowly upward until she perceived that the ominous thumping noises seemed to be coming from the third floor. They seemed to come and go, what on earth could it be? Some sort of gang fight? A drugs war perhaps? An impromptu meeting of the provincial cabinet? But wait, it did not sound much like a group of people milling about, it was more like something large and hairy from the underworld had got loose and was thundering up and down the corridor looking for victims.

At that point, the poor lady lost it and galloped downstairs and called the property manager, one Agnes O'Wearly who being of much sterner stuff broke through Evadne's hysterical cries of, "there's a monster in the building – help me" and decided to go and see for herself.

Upon arrival at the building, Agnes heard the noise, failed to identify it, and prudently called the police. Instead of simply waiting for them to arrive, she thought that a quick peek at the situation might be a good idea and gallantly took the elevator to the third floor. When the elevator door opened, she nervously and very carefully eased one eye around the corner and there, gallumping down the corridor towards her was a very anxious, very large, baby elephant!

Now, the word baby, as it is applied to elephants, is something of a misnomer. Elephants of any age are rather large and a baby one is at least waist height. When it is approaching you at a good rate of knots, it helps if you are wearing brown pants.

Somehow, Agnes had allowed her arm to protrude from the comfort of the elevator and seeing this, the young and no doubt frightened pachyderm slowed down and wrapped its trunk around the errant arm in a mute but understandable plea for assistance..

There was only one possible way out of this and Agnes took it. She moved slowly back into the elevator with the elephant firmly attached and descended to the ground floor. The looks on the faces of the assembled police persons was a treat in itself. As one was heard to remark a little later, "I've been in this job all my life. I've seen many things, but nothing remotely like this, and I'll remember it until the day I die".

The poor animal, free from the locked-in confines of the third floor corridor was now quite calm and forming a friendly relationship with his rescuer. Soon afterwards, arrangements were made for temporary custody for the animal at a well-known game farm and enquiries commenced into the incident.

It turned out that on the third floor lived a nice man who was divorced and only saw his young son on mandated occasions. This nice man had an equally nice younger brother who worked with a travelling circus, which by curious coincidence, was in the area at the time.

The younger man was fond of his little nephew and no doubt, after some liquid refreshment at the end of a busy day, had thought how nice it would be to introduce said nephew to a new baby elephant that had been born a few weeks earlier. The cunning plan was to 'borrow' the elephant, take it over to his brother's condo suite and keep it there overnight so that his nephew could meet it when he came over the following morning. At the end of the day, it could be quietly returned to its mother at the circus. What could possibly go wrong?

Sadly, during the early hours our little elephant had, no doubt by manipulation of its wonderful trunk, managed to exit the suite into the corridor and had become rather disturbed and discombobulated at not being able to exit the building.

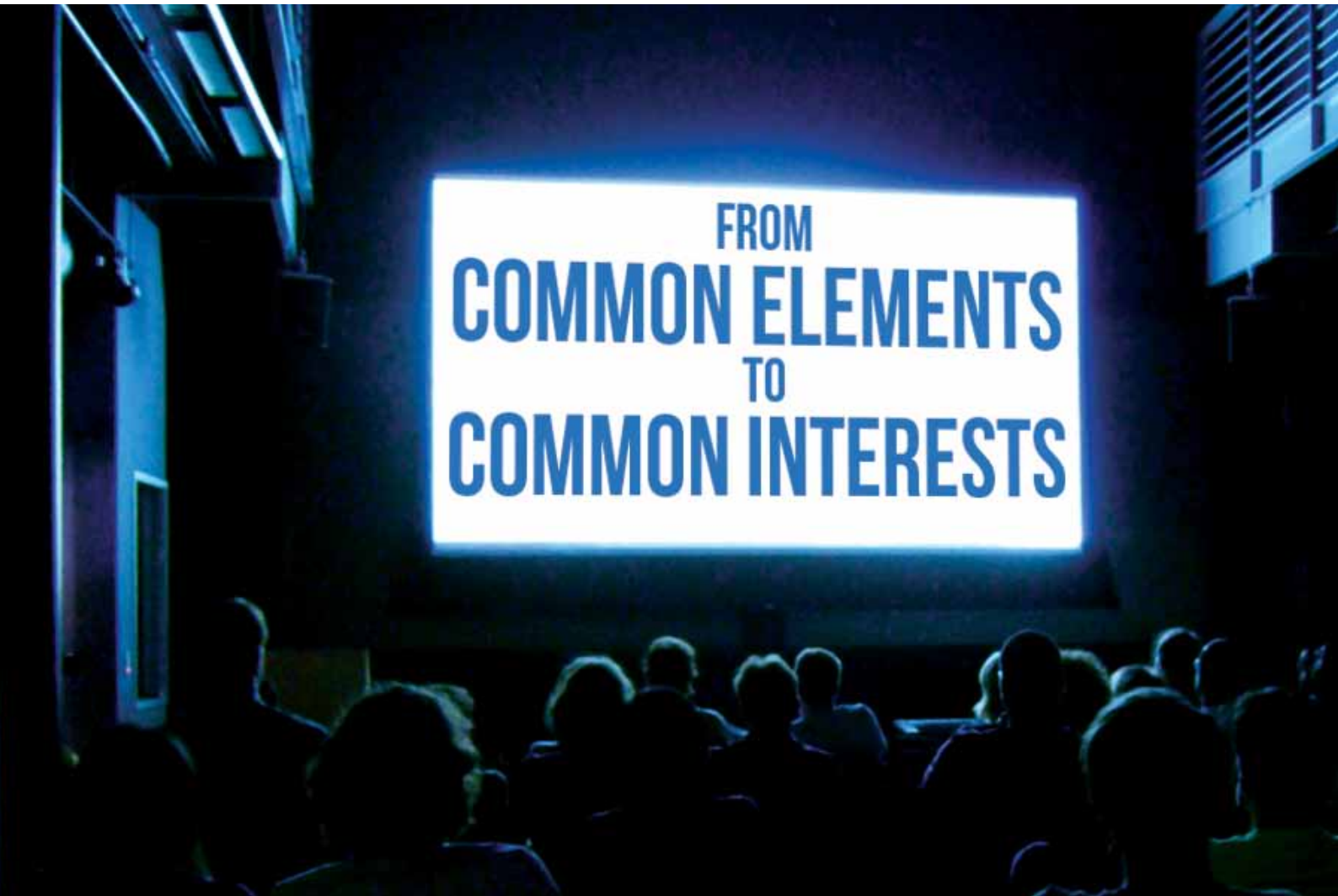
Needless to say, some charges were laid (disturbing the peace, etc.) and fines levied but in due course, the elephant was returned to its distraught mother and all was well.

Amazingly, no other residents reported any disturbance, with the exception of an elderly couple who on the following day, were heard to complain about undue noise during the night, blaming unruly late-night parties which were surely against the by-laws.

The incident speaks very well of the soundproofing of suites at Tottering Towers, though I am quite sure that the board has made changes to its pet by-laws by adding:

*"Definitely no bloody elephants!"*





Many condominium owners run for the board with the simple goal of building a community and making their homes a better place. It's a platform almost every owner who has been to an annual general meeting has heard, but one that rarely seems to materialize.

For the owners who get elected, it does not take long to see why. When the realities of running a multi-million-dollar corporation sink in, these initial goals often take a back seat to other, more pressing issues. New directors can find themselves knee-deep in contracts and financial documents, not to mention having to deal with the concerns of the many owners in their building.

Fortunately, community building is one of the easiest and most enjoyable aspects of being on the board. Instead of dealing with numbers and problems, directors get to bring people together and have a good time doing it. And contrary to what some may think, this doesn't have to cost the corporation a lot.

#### ***Setting up committees***

The directors that are most successful in community



An easy way to get owners together is by having movie nights in the building's party room.

BY ERIC PLANT

building are those that rely on others to plan and execute the work. In a typical building there will be people with a wide range of interests, and many of them will be willing to put in the hours to make initiatives they're passionate about happen. The role of the board of directors is simply to organize these people into committees and guide them through the process.

Committees can be responsible for anything from advising the board on landscaping to organizing social events. They can't make decisions on behalf of the corporation, but can work alongside the board on projects.

Committees work best if they are given the resources to succeed. The corporation should provide them with space to conduct their meetings, guidelines on their limitations, and strict deadlines for completing their tasks. When used effectively, a committee can greatly reduce the work

of the board of directors.

### ***Hosting clubs, movies and barbeques***

Before the board goes ahead and set up its committees, it needs to decide what programs it would like to have. This is where the board gets to be creative and have some fun. Here is a list of favourites:

### ***Sports clubs***

For buildings with lots of amenities, such as billiard rooms, squash courts, or table tennis, the board can set up committees to run clubs and tournaments. Games and sport clubs are some of the best ways for owners to meet and get to know each other, with little effort on the part of the board and few expenses for the corporation. For buildings without these amenities, badminton, table



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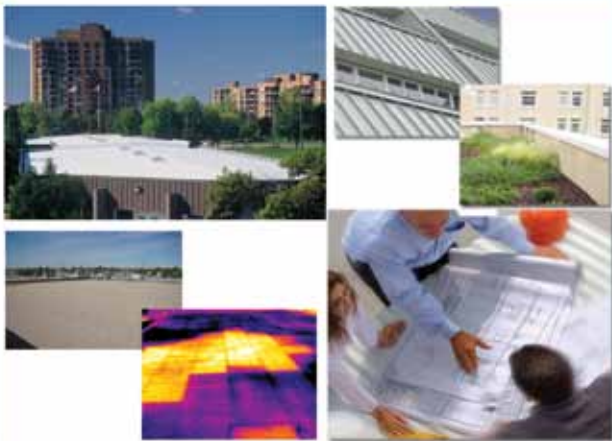
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tennis, and other inexpensive games can be purchased, provided the space for them is available.

#### *Social clubs*

For those who are not interested in games or sports, clubs can be set up based on cards, books, or any other hobby. Again, this is dependent on volunteers in the building who are interested in putting in the work, but many people will happily put the time in if the corporation is willing to support them.

#### *Movie nights*

An easy way to get owners together is by having movie nights in the building's party room. For buildings with the proper equipment this is relatively easy and inexpensive. The corporation may have to cover the extra set up and cleaning costs. For buildings with space but without equipment, projection screens and speakers can be purchased for less than \$1,000.

#### *Barbeques*

In the summer months, some buildings choose to have an annual barbeque. This will depend on the financial position of the corporation, and some owners will oppose spending money this way. A possible solution is to provide the barbeque as an incentive for owners to help save money.

For example, the board can advertise that it will only throw the barbeque if the building's water or power consumption drops compared to the previous year. The act of working together to realize a common goal is, in itself, a great way to build community, and the barbeque is a fantastic reward.

#### *Doing community outreach*

Connecting with the local neighbourhood also enables a strong community to flourish. Food drives can be organized by committees of interested volunteers and need very little support from the board.

Directors can also approach local small-business owners and work out deals for the residents of the building. Local



business owners are usually happy to provide discounts in order to meet new customers. It is, however, important that the corporation makes sure it is protected in case of a dispute between an owner and a retailer.

Creating community should not be seen as a burden. With a little bit of planning and some help from volunteers in the building, directors can successfully bring their neighbours closer together, and have a lot of fun doing it.

*Eric Plant is a director at Brilliant Property Management Inc. He can be reached at [eric@brilliantproperty.ca](mailto:eric@brilliantproperty.ca).*

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# CONTAINING CONDO DISPUTES



## FIVE TIPS FOR PROPERTY MANAGERS WHO FIND THEMSELVES STUCK IN THE MIDDLE OF QUARRELING PARTIES

BY MARC BHALLA

Property managers often find themselves sandwiched in conflict involving members of the condominium communities they manage. While few wish to exacerbate such conflict or take sides, it can be difficult to avoid becoming ensnared in emerging condominium disputes. After all, property managers can significantly — even if unintentionally — impact how these situations ultimately play out.

What follows are five tips for property managers who find themselves caught in between quarreling parties:

### ***Don't overstep the PM's role***

Property managers fill a range of roles, but they should not add playing Judge Judy for bickering community members to the list. Condominium bylaws may provide property managers with a great deal of discretionary power — for example, the power to define what constitutes a reasonable level of noise — but they shouldn't feel obligated to apply its full force. Property managers already have a heavy workload. If property managers are simply investigating an issue, they should make that clear. Take a positive approach, with a mentality of trying to gain understanding rather than assigning guilt. Property managers shouldn't take responsibility for delivering instant resolutions — it is

unrealistic and a lot to bear.

### ***Consider the community***

In theory, it should not matter who within a community is involved in a conflict. In reality, the identity of those involved may impact the situation significantly. Regardless of whether a conflict involves a chronic complainer or the board president, try to shelve personal history and consider the overall community's interests.

If an issue were to proceed all the way to court, an important test in assessing the actions of the condominium corporation – which a property manager is representing – will be whether the parties were fairly treated. As a personal check-in, consider whether another reputable and knowledgeable property manager would take the same approach in comparable circumstances. Property managers who can say that any member of the community would have been treated a certain way fosters an environment of equality and equip their condominium corporation to present well in the event it has to appear before a judge.

### ***Set shared expectations***

Many times, conflict in a condominium environment escalates as a result of a misunderstanding or misperception. Perhaps a resident is unaware that the condominium corporation's business can only be conducted at duly constituted board meetings, which typically take place no more frequently than once a month. Or perhaps an affected person is not aware of the property manager's regular hours on site.

A lack of reply may be perceived as an indication that

no one cares when, in fact, the manager was not scheduled to be in the office or the board has not yet had a chance to review the concern. Acknowledging that a communication has been received and advising when a reply can be expected, can stop a conflict from escalating due to misguided assumptions. This is not about providing solutions but trying to keep everyone abreast of the process.

### ***Listen, explain process***

As is painstakingly obvious at many annual general meetings: people want to be heard. In the condominium context, community members have a limited opportunity to express themselves. Therefore, it's easy to see how someone may feel their concerns are being ignored.

Time-permitting, property managers may find it helpful to listen to community members' concerns and respond by noting them and explaining what the next steps will be. This can be as simple as acknowledging that a community member's concern is important and that they need to present it in writing in order for it to be addressed by the board.

### ***Keep the board informed***

Property managers may already make a communications binder available to their directors and write concise management reports, but a great deal can take place in between board meetings. They should also inform the board of any conflicts in which they find themselves acting as intermediary. This becomes particularly important if property managers sense a conflict has the potential to escalate or are in need of direction from the board.

>>> *continued on page 39*



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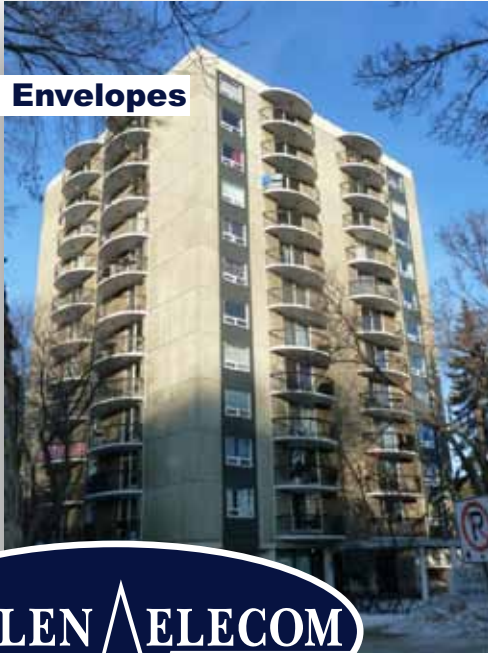
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>>> *continued from page 37*

The sooner property managers and their boards both have the information required to respond to such a situation, the better.

This article is not intended to encourage property managers to do more when they find themselves wedged in the kind of conflict that naturally emerges in a condominium environment. Rather, it is intended to show property managers that it's impossible for them to shoulder everything, but that they can take small steps to stem conflict.

By communicating respectfully, appreciating the importance of issues to impacted parties and helping to clarify the process, timelines and next steps, property managers can, ideally, neutralize disputes and perhaps even facilitate peaceful conflict resolution.

*Marc Bhalla leads the Elia Associates PC CONDOMEDIATORS.ca team. He focuses his mediation practice on condominium conflict.*

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

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

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

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

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## **Great 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.

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

Condo 101 Course Thursday, September 17, 2015 - 6:30 – 9:30 PM  
Thursday, November 19, 2015 - 6:30 – 9:30 PM

Chateau Louis Conference Center - 11727 Kingsway, Edmonton, AB. – Free Parking

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

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

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			\$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
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			\$67.35		\$134.70
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### Advertising & Article Submission Deadlines

ISSUE 1	August 7, 2015
ISSUE 2	November 6, 2015
ISSUE 3	February 5, 2016
ISSUE 4	May 6, 2016



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Location	First Attendee	Additional Attendees/person*	Each Attendee			
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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  
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Event Date

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Month    Day    20 / Month    Day    20  
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## CCI NORTH ALBERTA 2015-2016 EDUCATION SCHEDULE Pre-Registration with Payment Required via Visa, M/C or Cheque – No Cash!

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

7:00 pm to 10:00 pm

Chateau Louis Conference Centre – 11727 Kingsway, Edmonton

### 2<sup>nd</sup> Thursday

11:30 am to 1:00 pm

### CCI Luncheon Presentation – St. Michael's Room

Chateau Louis Conference Centre – 11727 Kingsway, 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!

<b>October 15, 2015</b>	Winterizing Your Condominium
<b>November 12, 2015</b>	TBA
<b>January 14, 2016</b>	TBA
<b>February 11, 2016</b>	TBA
<b>March 10, 2016</b>	TBA
<b>April 14, 2016</b>	TBA

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

### 3<sup>rd</sup> Wednesday

7:00 pm to 10:00 pm

### CCI Evening Seminar – Executive Room

Chateau Louis Conference Centre – 11727 Kingsway, 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!

<b>November 18, 2015</b>	Reserve Fund Study
<b>January 20, 2016</b>	Condominium Communications
<b>February 17, 2016</b>	By-Laws & Enforcement
<b>March 16, 2016</b>	Spring Walk Around

## Condo 101 Evening Courses – St. Michael's Room

6:30 pm to 9:30 pm Chateau Louis Conference Centre – 11727 Kingsway, Edmonton

**September 17, 2015**

**November 18, 2015**

**February 18, 2016**

**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

**October 17 & 18, 2015**

**January 23 & 24, 2016**

**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.

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## **VOLUNTEER SERVICE AWARD**

### **CALL FOR NOMINATIONS**

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

The CCI North Alberta Chapter invites you to nominate that Individual for the Volunteer Service Award to be presented at our Annual General Meeting in the Fall of 2015.

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

NAME:

CONDOMINIUM:

PHONE:

E-MAIL:

#### **PLEASE INCLUDE IN YOUR NOMINATION:**

Length of Volunteer Involvement:

Position(s) held over this time:

Contributions and Accomplishments they were involved in:

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

#### **NOMINATED BY:**

PHONE:

E-MAIL:

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

#### **PLEASE SUBMIT YOUR NOMINATION FORM TO CCI:**

- E-MAIL: [info@cci-north.ab.ca](mailto:info@cci-north.ab.ca) OR
- FAX: 780-452-9003    PHONE: 780-453-9004
- MAIL TO: CCI-NAC    11810 Kingsway NW, Edmonton, AB T5G 0X5

**DEADLINE FOR SUBMISSIONS- September 15, 2015**



# 2015 NORTH ALBERTA CHAPTER ANNUAL GOLF MIXER

Tuesday, August 18<sup>th</sup>, 2015

Eagle Rock Golf Course

50549 - RR #234

(6km East of Beaumont off of 50<sup>th</sup> Street or 5km West of HWY 21)

Limited Registration and Sponsorship Opportunities Registration

Deadline: August 3<sup>rd</sup>, 2015

\$120 per person (plus GST)

12:00 p.m. Registration

1:00 p.m. Shotgun Start

(Texas Scramble Format)

# 2015 CCI Golf Tournament

Eagle Rock Golf Course

Tuesday, August 18<sup>th</sup>, 2015 = 1:00 PM (12:00 PM Registration)

## General Information

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

Company / Complex Name: \_\_\_\_\_ Phone: (    ) \_\_\_\_\_

Address: \_\_\_\_\_

Street Address	Suite #
_____	_____
City	Province      Postal Code
_____	_____

## Golfer Registration

☐ Register as an Individual    ☐ Register as a Team    \_\_\_\_\_ # of Golfers    x \$120 + GST = \$ \_\_\_\_\_

### Names of Players

### Email Address & Phone Number

1. _____	_____
2. _____	_____
3. _____	_____
4. _____	_____

## Cancellation, Substitution and Refund Policy

*If you cancel for any reason, please notify CCI by August 1<sup>st</sup>, 2015 and your registration will be refunded. Cancellations after August 1<sup>st</sup>, 2015 and no-shows are non-refundable. Please feel free to send someone in your place if you cannot attend. **All payments are due by August 15<sup>th</sup>, 2015.***

## Sponsorship and Donations

- ☐ **Hole Sponsor**  
\$600      *One free individual tournament registration, company profiled on sponsorship poster, table setup at hole to promote business*
- ☐ **Dinner/Title Sponsor**  
\$3500      *Four free individual tournament registrations, company profiled on sponsorship poster, table at hole to promote business, acknowledgment at dinner, opportunity to speak*
- ☐ **Lunch Sponsor**  
\$2,000      *Two free individual tournament registrations, company profiled on sponsorship poster, table at hole to promote business, acknowledgment at dinner*
- ☐ **Donate Prize**      *Someone will contact you to arrange pick-up or delivery*

## Payment

- ☐ **Cheque**      *Please make all cheques payable to: **Canadian Condominium Institute***

Please return completed form to:

CCI - North Alberta

#37, 11810 Kingsway Avenue NW, Edmonton, AB T5G 0X5

Phone (780) 453-9004 | Fax (780) 452-9003

Email: [info@cci-north.ab.ca](mailto:info@cci-north.ab.ca)

# TRADE DIRECTORY

<i>Company</i>	<i>Full Name</i>	<i>Phone</i>	<i>E-mail</i>
<b>ACCOUNTANTS</b>			
Barbara L. Surry, CMA	Barbara L. Surry, B. Comm, CMA	(780) 467-0562	blsurry@shaw.ca
Colin Presizniuk & Associates Partnership	Luu Ho, CGA, CFE	(780) 448-7317	luu@hocpa.ca
	Rami Alherbawi, GSc., CGA	(780) 448-7317	rami@hocpa.ca
	Varughese Arattu, BBA	(780) 448-7317	varughese@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
Melanie Gesy Professional Corporation	Melanie Gesy	(780) 980-0467	mel@melaniegesy.ca
<b>ARBITRATION &amp; MEDIATION</b>			
Rosetree Condominium Consulting, Mediation and Arbitration Services	Gerrit Roosenboom, DSA	(780) 982-4355	rosetree_g@hotmail.com
<b>BUILDING INSPECTIONS</b>			
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
<b>CONDOMINIUM MANAGEMENT</b>			
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	dmcddaniel@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@aspirealty.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



<i>Company</i>	<i>Full Name</i>	<i>Phone</i>	<i>E-mail</i>
Bridgegate Property Management Group Inc.	Tamara Langille	(780) 266-2778	tamara@bridgegate.ca
CAM Management	Christa Marimo	(780) 504-1741	info@campropertymanagement.com
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) 935-6066	jennifer@condoproedmonton.com
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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; jen@economymanagement.ca
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	Kathy Bowers	(780) 791-3948	kathybowers@shaw.ca
Group Three Property Management Inc.	Michele Curtis	(780) 641-0222	mcurtis@groupthree.ca
Hallmark Management	Darcie-Lee Rea, ACM	(780) 819-2108	hallmark.darcie@shaw.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 CCI, FCCI	(780) 451-5192	helenarsmith1@gmail.com
On-Site Solutions Inc.	Jeff Peddle	(780) 790-2077	jpeddle@riverparkglen.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
	Carmen Zuorro	(780) 757-7828	czuorro@tegapm.ca

<i>Company</i>	<i>Full Name</i>	<i>Phone</i>	<i>E-mail</i>
The Property Shop Inc.	Judy Martin	(403) 346-6970	judy@thepropertyshop.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
	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	thagemann@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
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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
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INSURANCE			
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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	(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

<i>Company</i>	<i>Full Name</i>	<i>Phone</i>	<i>E-mail</i>
Suncorp Valuations Ltd.	Lisa Pruden	(780) 421-7300	Lisa.pruden@suncorpvaluations.com
<b>LAWYERS</b>			
Alberta Health Services	Darcey Zelko	(780) 830-3527	darcey.zelko@albertahealthservices.ca
Field LLP	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	mtaylor@wittenlaw.com; jframe@wittenlaw.com;
Witten LLP	John M. Frame	(780) 428-0501	mtaylor@wittenlaw.com; jframe@wittenlaw.com;
<b>PROPERTY SERVICES</b>			
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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	Debbie Koper	(780) 453-6517	debbie@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, ACCI, FCCI, CEO	(403) 270-3164	bernie@condo-check.com
DF Technical & Consulting Services Ltd..	Sabrina Heathcote	(780) 468-3131	sabrinah@dftechnical.ca
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
Lumenix Inc.	Jarrold Murray	(855) 586-3649	jarrold.murray@lumenix.com
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Mario Laflamme Contracting & Renovation Ltd.	Mario LaFlame	(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

<i>Company</i>	<i>Full Name</i>	<i>Phone</i>	<i>E-mail</i>
Nordic Mechanical Services Ltd.	Shaunalee Boyle	(780) 469-7799	shaunalee@nordicsystems.ca
Practica Ltd.	Esther Strubin	(519) 624-9001	esther@practica.ca
Reserve Fund Planners Ltd.	Richard McDonell	(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.	Jesica Grant	(780) 490-3427	jason.speers@sjrb.ca;jason.mathews@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**

Connie Kennedy Realty Inc	Connie Kennedy, ACCI	(780) 482-6766	conniekennedy@shawbiz.ca
Mac's Realty Ltd.	Liz Frieser	(780) 875-9449	liz@macsrealty.ca
Meyers Management Consulting Group	Tracy Meyers	(780) 748-2500	info@mmcg.ca
Pinnacle Realty & Management Inc.	Rick Murti, ACCI, ACM, e-PRO	(780) 758-4434	rmurti@pinnaclemgmt.ca
Realtors Association of Edmonton	Jon Hall	(780) 453-9323	marketing@ereb.com
Royal LePage Hinton	Doug Andre-Kopp	(780) 865-2102	dougkopp@telusplanet.net
Royal LePage Summitview Realty	Rich Potter	(780) 852-5500	rpotter@royalpage.ca
Royal LePage, The Realty Group Gr. Pr.	Angie Peters	(780) 539-5771	broker@royalpageegg.com
Royal LePage/True North	Mark Ritchey	(780) 799-6411	

**RESERVE FUND STUDY PROVIDERS**

Aegis West Engineering Inc.	Garett Cochrane, B.Sc., P.Eng.	(780) 238-3418	garett@aegiswest.ca
Associated Home & Building Inspections Ltd.	Gaylene Patko	(780) 444-7639	abi4444@telus.net
CCI Group Inc.	Walid Habis, P.Eng.	(403) 457-7744	walidh@ccigroupinc.ca
Don Myhre, CRP	Don Myhre, CRP	(780) 916-6540	dmyhre@telusplanet.net
Dynamic Reserve Fund Studies Inc.	Colin Jackson	(587) 881-0100	info@dynamicrfs.com
Excel Bldg. Inspection & Consulting	Stuart Schechtel	(780) 464-5634	excelins@telus.net
Morrison Hershfield Ltd.	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
Reliance Asset Consulting Inc.	Harold Weidman, ACCI, P.App., CRP, DAC	(780) 702-7068	info@relianceconsulting.ca
Reserve Fund Planners Ltd.	Richard McDonell, CPM, CRP	(403) 348-5444	reservef@telusplanet.net
Sharon Bigelow Reserve Fund Study Consultant	Sharon Bigelow	(780) 965-0965	sharonbigelow@shaw.ca
TCL Engineering	Ted Hagemann, B.Sc., P.Eng.	(780) 435-2833	thageman@telus.net
Wade Engineering Ltd.	Allan King, P. Eng., ACCI, FCCI	(780) 486-2828	aking@wadeengineering.com





# Fort Management Ltd.

Condominium • Residential • Commercial • Executive • Corporate

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

**CALL US 780-743-4295**

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

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

## Property Management Services...

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

## As your Property Manager, we will:

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

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

**780-743-4295**