

VOL. 30, ISSUE 2 - WINTER 2016

INSITE TO CONDOS

CANADIAN CONDOMINIUM INSTITUTE MAGAZINE
NORTH ALBERTA CHAPTER

THIS ISSUE:

Winter Safety Tips

Dealing with Jerks

Renting Out your
Condo Unit

Canadian
Condominium
Institute

CCI
North Alberta Chapter

Institut
canadien des
condominiums

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Gregory Clark, Shantel Murray, Joyce Schwan

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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.

Over \$2000 in Ambassador Credits issued last year!

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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Edgewood Estates Phase II
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Heritage Landing 6000 Condominiums
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Place Gaboury
Pointe West on the Lake
Rivergate
Riverside Court Condominiums
Royal Centre
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Stoneshire Gate
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MESSAGE FROM THE PRESIDENT

BY ANAND SHARMA



Welcome to our winter edition of Insite!

I have just returned from our CCI National Fall Conference and AGM held in the beautiful Collingwood Region of Ontario with many successes to report.

Firstly I am very proud to announce that CCI North Alberta has been selected by our peers as the Chapter of the Year for 2016! This signals that our achievements in education, advocacy, membership growth, sponsorship, communication, and financial strength are recognized as the best nationwide. Indeed, with the strong leadership on our board, and amazing members such as yourself, North Alberta is leading the way. Many thanks to the executive team including Helena Smith, Gregory Clark, Shantel Kalakalo, Sandi Danielson, Luu Ho, and our Executive Director Alan Whyte for their immense efforts this past year.

I am also happy to report that our previous Treasurer Luu Ho was elected as CCI National's new Secretary – Treasurer. This is a significant development, as North Alberta is now well represented on the CCI National Executive. Congratulations also go out to Director Rafal Dyrda who was elected Chairperson of the National Communications Committee.

At our recent AGM we elected some incredible talent to the Board. Welcome to Nigel Gamester (7860 Expense Management), Chris Vilcsak (Solutions 105 Consulting), Dawn Mitchell (Hub International Phoenix Insurance Group), prominent condominium lawyer Hugh Willis (Willis Law) and the amazing Barbara Surry who is returning as our Treasurer after a two year hiatus. We have a strong team and I am excited by what we can achieve. I am honoured to remain as your President along with most of the executive team from last year.

CCI North Alberta is looking at some new and innovative ways of providing value for your membership. We are going to be unveiling the new Condo Strength program in 2017. This program is a by directors for directors program that allows for free flow information sharing by

directors of boards and condominium owners. This program will allow owners and directors to connect on a number of topics and to review best practices as well as discuss what is or is not working in their condominium corporation.

This year we have introduced Condo Smarts, a seminar and information session targeting new condominium owners and directors. In this session we discuss what CCI can do for you, and review some basics around condominium living. This year we have focused on targeting sessions around the City of Edmonton, in satellite cities such as Leduc, Sherwood Park, Stony Plain, and St. Albert. For more details check out our website, or look further in this edition.

CCI North Alberta's work continues on the Condominium Property Act and its implementation. The implementation of the Act will be completed in four phases over the next 1-3 years with regulations accompanying the particular sections of the CPA. We understand that Phase 1 that pertains to developer accountability and purchaser rights will be unveiled in the spring of 2017. We will keep you updated through our website so stay tuned.

Finally CCI North Alberta wants to keep growing and sharing our knowledge with the condominium world. Help spread the word! We need your assistance in signing up new members in the New Year. CCI now offers half year memberships (valid until June 30, 2017) at reduced pricing from the annual rates. If you refer us to a new member you are eligible to receive a \$50 credit towards any educational event or for advertising on us. Let's keep the momentum going!

Wishing you a wonderful holiday season and may 2017 be filled with happiness, lots of love, and peace for all.

In solidarity,

Anand Sharma

President, CCI North Alberta

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COMMITTEE REPORTS

Half Year Memberships Available as of
January 1, 2017
Don't Miss Your Opportunity to Join Us!
Contact our Office for more details.

Education Committee Report

The education schedule for the 2016 – 17 year was posted in the last edition of the In Site magazine and in this edition and there have been a few changes from the original schedule. Newly scheduled is the topic for the luncheon in January 2017 on the Airbnb, a subject concerning Condominiums. The other topic new to the schedule is for the last evening seminar in March 2017. This was something that was discussed at the National CCI conference in Collingwood, Ontario held in late October. A few of the chapters have done "Speed Dating with the Experts". That evening session in March will copy that idea. It should be lots of fun, so watch for the registration details early in 2017.

The Education Committee has just completed choosing the topics for this years' Conference and Trade Show (to be held on Saturday, April 29, 2017 at the downtown campus of McEwan

University). This year we had several more topics than time slots so we hope you like our choices. Further details will be published in 2017. Many of the people that attended last year had never attended before so we hope to see many of you again.

As the thirst for knowledge about Condominium continues to grow every year and as the primary focus of CCI is education, it is very gratifying that so many of you are taking advantage of CCI by attending our sessions to help us fulfill that educational mandate.

We hope to see many of you at our sessions.

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

Membership Committee Report

The Membership Committee has planned outreach membership drives in St. Albert and Spruce Grove.:

Save the dates: *St. Albert* *February 6, 2017*
 Spruce Grove *March 7, 2017*

Our goal is to connect with condo owners and condo boards to raise the awareness of CCI and what we have to offer. CCI provides up-to-date industry information, discounted rates for members for educational events, networking opportunities, and

an open forum for questions and concerns can be discussed directly with other members.

Help us connect!

Sandi Danielson
Membership Committee Chair

Communications Committee Report

The communications committee welcomes Nigel Gamester as its newest member. We are excited that Nigel is joining our team as he brings with him his recent degree in marketing.

The communication committee is currently working on completing a strategic marketing plan to support the education and membership committees' yearly objectives. CCI has always grown based on word of mouth, referrals and little to no marketing. The importance of the organization is growing with the increase of Condominium development and issues that we are now seeing in the communities.

On a separate pilot project, Rafal Dyrda is developing some online webinars to explore the possibilities of delivering our

education in another format to reach a broader spectrum of people. Rafal brings a deep technical expertise and experience with online business, as the owner of Genie-Pad.

We would like to recognize and thank our David Vincent and Shantel Kalakalo (Murray) for their continued efforts with the Insite Magazine. We have been able to implement systems to help streamline our processes over the past two years, however it takes exceptional individuals such as David and Shantel to consistently execute the plan.

Sincerely,
Gregory Clark
First VP, Chairperson Communications Committee

CCI ANNUAL GENERAL MEETING & VOLUNTEER SERVICE AWARDS 2016

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On Tuesday, November 4th, 2016 we held our Annual General Meeting at the Chateau Louis Conference Centre. This year we invited any of our members to a Networking Reception prior to the start of the meeting and approximately 75 attendees took us up on our offer. One of the opportunities provided (besides the free nibbles and beverages) was to meet those individuals running for the Board of Director candidates in person prior to the AGM. With 14 candidates vying for 7 positions it proved beneficial for all.

Just before the start of the meeting, we had the pleasure of presenting a cheque in the amount of \$1,000.00 to the Edmonton Food Bank from the proceeds of our Golf Tournament.

2015-16 was a very successful year for our Chapter. Some of the notable highlights included the following:

- 20% increase in Membership from last year to 536 paid members
- 40% increase in Education Seminar attendees while the Annual Conference & Tradeshow tripled its numbers from the previous year
- 50% increase in Website registrants along with three times the number of Online Message Forum threads as there were last year.
- Participation in both the Phase 1 Regulation Amendments and Condominium Manager Licensing Advisory Committee.

Please note that all of the reports presented at the AGM have been posted in the Documents section of our website. For ease of use, you can sort your document search by topic, in this case click on AGM on the right hand side of your screen.

While our scrutineers counted up the ballots for the Board election, the Chapter took the opportunity to recognize over 50 individuals who volunteered their time in the past year to assist us. The Membership Committee also awarded three Volunteer Service Awards for contributions made to improve their own condominium community. Details for all are provided on the following page.

Kudos to all of the candidates who let their name stand for Board election and congratulations to the following individuals who were elected for a two year term to the Chapter Board:

Nigel Gamester - 8760 Energy Management
Shantel Kalakalo - Wade Engineering
Dawn Mitchell - Hub International Phoenix Insurance Brokers
Barb Surry - Barbara L. Surry, CPA CMA
Chris Vilcsak - Solution 105 Consulting
David Vincent - Applewood Condominiums
Hugh Willis - Willis Law

We would be remiss by not taking the opportunity to thank the following past Board Members who are not returning this year but were nonetheless a big part of our successes these past years:

Jason Mathews - Shaw Communications
Susan Milner - TEGA Property Management
Curtis Pruden - Read Jones Christoffersen
Jim Wallace - Condominium Financial



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Without volunteers lending their time and expertise, we all know our Condominiums wouldn't be able to function as they were intended. Each year we ask our membership to nominate candidates who not only volunteer their time but do it in such a way that results in significant improvements in their community. Once again we extend our appreciation to all of the nominated candidates received this year and also to the people who took the time to make us aware of their efforts.

The 2016 Volunteer Service Award Winners are:



SOUTH HAMPTONS BOARD

**RANDY MCALLISTER, MAX ROSE, KEN FERSTER
& DENNIS BEGORAY**

Nominated by Hugh Willis

A fire destroyed a large portion of their 186 unit complex leaving owners homeless and a Board faced with the daunting task of dealing with the aftermath. It is estimated each Board member spent over 200 hours in the first year alone with countless meetings, e-mails and site visits. They not only were able to handle the strain of dealing with such an arduous project, they found ways to surpass expectations. With the help of a former Board member they were able to arrange discounts from retailers to assist owners replacing their contents when it was time to move back. They also took the time to "pay it forward" by spending a Saturday morning with another Condo Board who had recently encountered an unexpected disaster of their own.



**ANNETTE
WOOD**
SUMMERLEA COURT

Nominated by Sandi Danielson

Annette always shows friendliness and concern to owners, going well beyond the call of duty in her roles of Director and now President at Summerlea Court. She has withstood the change of three management companies inside a year and has collected \$80,000 in arrears in a nine month period. In addition to her Board responsibilities Annette sets up the intercom, oversees the camera system, notes building repairs when needed and is the gardener of the complex. Besides her full time job, she even took time to foster pets from the Fort McMurray fire!



**ELEANOR
MCNEILL**
HERITAGE VILLAS

Nominated by Joanne Yustak

As Treasurer, Eleanor recognized discrepancies in our Financials and spent countless hours reviewing the statements and eventually balancing the books to the satisfaction of all concerned. Now that we are self-managed, Eleanor takes the time to explain the monthly reports in detail and has helped put our complex in a healthy financial position. She also assists the Board with proper meeting procedures, researched extensively on our insurance policy and is taking the lead in compiling a Welcome Booklet and Policy manual for the owners. She also pitches in on the Maintenance of the complex and is renowned for her amazing muffins which have made their way through the community.

THANK YOU TO ALL OUR 2015-16 VOLUNTEERS!

<i>Al King</i>	<i>Rhonda Koenig</i>	<i>Shantel Kalakalo</i>
<i>Eleanor McNeill</i>	<i>Blaine Stevenson</i>	<i>Kelly Refah</i>
<i>Luu Ho</i>	<i>Hugh Willis</i>	<i>Sharon Bigelow</i>
<i>Alicia Jentner</i>	<i>Richard Langford</i>	<i>David Vincent</i>
<i>Gerrit Roosenboom</i>	<i>Bruce Fisher</i>	<i>Kevin Kramers</i>
<i>Manuela Kwasucki</i>	<i>Jim Wallace</i>	<i>Susan Enskat</i>
<i>Anand Sharma</i>	<i>Rick Murti, ACCI</i>	<i>Dawn Mitchell</i>
<i>Greg Cortese</i>	<i>Carmen Zuurro</i>	<i>Kik Konski</i>
<i>Melissa Sadownik</i>	<i>Joanne Yustak</i>	<i>Susan Milner</i>
<i>Anniessa Henkel</i>	<i>Robert Noce</i>	<i>Dawna Shirley</i>
<i>Gregory Clark</i>	<i>Charissa Shine</i>	<i>Kirk Bacon</i>
<i>Nic Trovato</i>	<i>Jon Hall</i>	<i>Todd Shipley</i>
<i>April Caron</i>	<i>Ron Shannon</i>	<i>Deborah M. Howes, ACCI, FCCI</i>
<i>Harold Weidman</i>	<i>Christina Hopkins</i>	<i>Lee Chantal</i>
<i>Paul Whitman</i>	<i>Crichton</i>	<i>Tony Reed</i>
<i>Barb L. Surry</i>	<i>Joyce Schwan</i>	<i>Devin Baker</i>
<i>Heather Smith</i>	<i>Sandi Danielson</i>	<i>Helena Smith, ACCI, FCCI</i>
<i>Rafal Dyrda</i>	<i>Curtis Pruden</i>	<i>Trudy Anderson</i>
<i>Barbara Gobert</i>	<i>Keegan Andreas</i>	<i>Victoria A. Archer</i>
<i>Leo Leibel</i>	<i>Curtis Siracky</i>	

WE COULDN'T HAVE DONE IT WITHOUT YOU!

(If we have missed anyone in error, please let us know and accept our sincere apologies)



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2016 NORTH ALBERTA CHAPTER ANNUAL GOLF MIXER

Let's start off with the point that this year's golf tournament had its fair share of challenges. We were up against Mother Nature and I have to say.... She won the first round. The bright side is we were able to reschedule the tournament for a later date and it was, to date, the most successful tournament that CCI North Alberta Chapter has ever hosted.

Second challenge was a new committee and many new volunteers to host and put together this wonderful event. We pulled together as a team, united the masses and managed to pull through. We had an astonishing amount

of participants, volunteers and we cannot forget our hole sponsors which make this event even more successful. The venue this year was changed to the Derick Gold and Winter Club. The course was extremely challenging which also brought a more competitive edge to the field. Many golfers gave positive feedback about the venue and the committee will have to take these comments into consideration for the upcoming year and planning a facility.

Many prizes were also awarded this year. The CCI NAC Golf Committee upped the ante this year and made





many of the prizes of higher value or quality. There were also many gift cards supplied by sponsors and the list of our sponsorship was long.

This year's charity selection was the Edmonton Food Bank. I am proud to say that our great community of golfers, sponsors and volunteers helped fill two large hampers with dry and canned goods for Edmonton's less fortunate. We also were able to donate \$1000.00 to the Edmonton Food Bank. The money was raised through our 50/50 sales and through O'Canada Contractors who graciously sold cold beverages and donated all the proceeds to this great cause.



I would also like to make special thanks to our Title / Dinner Sponsor BFL Canada and our Lunch Sponsor Shamrock Building Services. The meals were well prepared and the feedback from participants was wonderful. Toni Reed with BFL and Rory Brady with Shamrock also took time to address the participants during the meals and thank CCI NAC for holding this annual event.



It was a pleasure to be in charge of this event and to also be the chair for this committee. Special thanks also goes to Shantel Kalakalo and Alan Whyte who helped see this event through from start to finish. I look forward to being involved with the CCI NAC and their annual Golf Tournament. It was a pleasure and an exciting opportunity.



Respectfully,
Curtis Siracky
Golf Committee Chairman, CCI NAC



WHAT'S NEW?

UPCOMING CHAPTER INITIATIVES



Condo**STRENGTH**

FOR DIRECTORS, BY DIRECTORS

A complimentary resource and networking program for Condo Board Directors

LAUNCHING IN EARLY 2017

Check our Website for Updates

"Condo Smarts"

CCI OUTREACH SESSIONS



ST. ALBERT - MONDAY, FEBRUARY 6 - 7:00 PM
ST. ALBERT COMMUNITY HALL — 17 PERRON STREET

SPRUCE GROVE - TUESDAY, MARCH 7 - 7:00 PM
SPRUCE GROVE LIBRARY — 35 FIFTH AVENUE

Our goal is to connect with as many condo boards and owners in these areas and demonstrate the ways CCI and our Members can be of assistance to their condo community. This is a free information session but advance registration is required to secure a spot. If you know of anyone who could benefit from our expertise, help us connect with them so they can attend one of these sessions.



UPCOMING EVENTS

"The Conundrum of the Short Term Rental" Luncheon

Thursday, January 26, 2017 @ 11:30 am

Cost: \$35.00 includes GST – Non-Member: \$45.00 includes GST

A hotly debated topic in major cities in North America including Vancouver and Toronto, we are now seeing this phenomenon starting to emerge as a challenge for condominiums in the Edmonton area. What are the issues arising from short term rentals of condominium units (such as through Homeaway and Airbnb Inc.) and what options are presently available to condominium corporations? Join lawyer Todd Shipley, a specialist in condominium law to find out what both the Condominium Corporations and Owners rights and obligations are within the current legislation.

Lunch will include a small buffet meal, networking, 30-40 minute presentation, and question time.

Next Luncheon- "Dealing with the Aftermath - Bio Medical Cleanups" - Thursday, February 23, 2017 @ 11:30 am

"The Good, the Bad & the Bylaws" Evening Seminar

Tuesday, February 7, 2017 @ 7:00 pm

Cost: \$45.00 includes GST – Non-Member \$65.00 includes GST

Lawyer Hugh Willis and Condominium Consultant Helena Smith, ACCI FCCI return to enlighten us all on the fun filled world of Condominium Bylaws during this 2.5 hour session. Whether it is revising or creating new bylaws, ensuring compliance with the Act or effective enforcement of existing bylaws they will provide Boards with loads of direction and information to tackle the issues at hand.

Next Evening Seminar- "Speed Dating with the Professionals" - Wednesday, March 8, 2017 @ 7:00 pm

"Condo 101- Board Basics and Best Practices"

Thursday, February 16, 2017 @ 7 pm

FREE to all Condominium and Individual Members – Non-Members: \$50.00 Includes GST

This introductory 2.5 hour course will help Condominium Board Members understand their roles and obligations to better serve their complex. We will cover the basics of Board Governance, Financial and Maintenance responsibilities as well as common legal obligations. Our goal is for you to take away a number of best practices to review and implement within your condominium.

Can't make this one? - Next Condo 101 Session - Tuesday, March 14, 2017 @ 7:00 pm

Condominium Management 100 (CM100)

Saturday & Sunday – February 25 & 26, 2017 9:00 am – 4:00 pm

CCI Members: \$275.00 + GST – Additional attendees: \$200.00 + GST – Non-Members: \$550.00 + GST

CM 100 is the initial level of detailed study on condominium 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. This is the final CM 100 course being offered prior to the CM 200 & CM 300 later this spring.

CM 200 – Saturday & Sunday March 25 & 26, 2017 9:00 am – 4:00 pm

CM 300 – Saturday & Sunday May 27 & 28, 2017 9:00 am – 4:00 pm





GETTING INTO THE HOLIDAY SPIRIT!



"Every year KDM Helping Hands has the privilege of bringing Christmas to a school in need, this year we had the pleasure of visiting St Leo's school. A hot meal was served along with a visit from a magician, boxes filled with essentials, toys were given to each child and of course a visit from Santa. This year we also provided the full Christmas experience to a family from Congo who never had a Canadian Christmas. A tree, decorations, gifts and full Christmas meal was delivered to the family. We are still unsure who gets more pleasure from these efforts – the recipients or the staff and volunteers who participate."

(Submitted by Linda Goodchild- Office Manager KDM Management Inc.)



Kudos to all the staff involved at KDM Management for their 2015 Helping Hands event!

We would like to hear what your company or condominium is doing to celebrate this upcoming holiday season. Whether it's your whimsical Lobby Decorations or Exterior Light Extravaganza, an Annual Social Event or Charity Drive we want you to ***"Show and Tell."*** Just send a short description along with some photos so we can share with the Membership. Hopefully more people will get inspired and more ideas will sprout up in the future!

Deadline for submissions is January 17, 2017

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From left to right: Jon Juffs (CCI National Chapter Relations Chair), Luu Ho, Alan Whyte, Anand Sharma, Deborah Howes, Bill Thompson (CCI National President), Sandi Danielson, Rafal Dyrda & Helena Smith.

WE ARE THE CHAMPIONS!

NORTH ALBERTA SELECTED 2015-16 CHAPTER OF THE YEAR

At our recently attended CCI National Leaders Forum at Collingwood, Ontario, North Alberta was the proud recipient of the Lorne Young National Chapter of the Year (Tier Two- larger Chapters). Each year, every Chapter submits a detailed report outlining what they have accomplished in a wide array of categories and are then adjudicated by a committee of their peers. This marks the second time in the past 4 years we have won this prestigious award to go along with winning the 2014 Newsletter of the Year. It was rather fortuitous that we were able to share the award that evening with Deborah Howes, ACCI, FCCI, who not only was a former President and Chair of our Chapter but also held those roles at the National level as well as being a long-time driver and supporter of CCI.

A big THANK YOU to all those involved last year who were responsible for our successes including:

Board Members: Anand Sharma, Curtis Pruden, David Vincent, Gregory Clark, Helena Smith, Jason Mathews, Jim Wallace, Leo Leibel, Luu Ho, Rafal Dyrda, Sandi Danielson, Shantel Kalakalo, Sharon Bigelow, Susan Milner & Todd Shipley.

Administration: Joyce Schwan and Alan Whyte

Congratulations to the other National Award Winners that evening including:

Lorne Young Chapter of the Year: (Tier One- Smaller Chapters) Newfoundland and Labrador Chapter

H. Penman Smith Newsletter of the Year:

Tier Two- Golden Horseshoe Chapter / Tier One- Windsor & Essex County Chapter

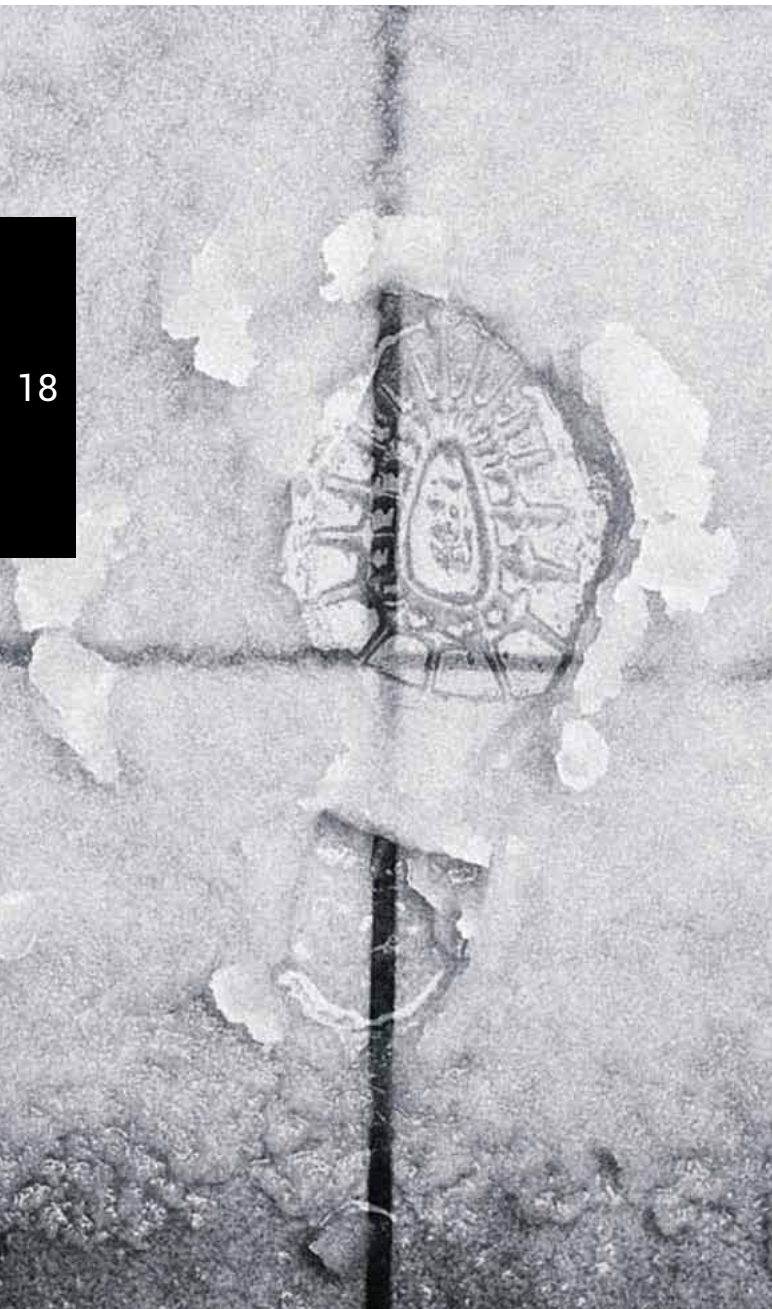
CCI Hall of Fame Member:

Robert Giesbrecht B.A., LL.B, ACCI, FCCI - Manitoba Chapter

Distinguished Service Award:

David Cumming- Newfoundland and Labrador Chapter and Ernie Nyitrai- Toronto Chapter

Kudos as well to two of our Chapter members who were officially introduced in their new roles with CCI National during the meetings. Former Chapter Treasurer Luu Ho was elected at our National AGM to the position of Secretary-Treasurer on the CCI National Executive Board of Directors. In addition, Rafal Dyrda was appointed as the new Chair of the CCI National Communications Committee.



5

WINTER SAFETY TIPS FOR CONDO MANAGERS

BY JASON D. REID

December is here and the full effects of winter are coming fast. Prepared property managers have already begun proactively reducing the risks and impacts of the season. In order to further enhance resident safety programs and protect building operations, consider the following five safety tips for preventing, planning for, and responding to common seasonal emergencies.

1 MONITOR ROOM TEMPERATURES

Make routine security checks a part of a condominiums' emergency management program. Task the security officer conducting patrols in a building with identifying unusually cold rooms. Examples of the rooms that should be monitored include sprinkler rooms, electrical rooms, generator rooms, fuel storage rooms, and mechanical / electrical rooms and parking garages.

This more than often allows property managers to address frozen pipes, false alarms, temperature complaints, and HVAC concerns before they become an emergency. Further, this proactive initiative allows property managers to foresee and preempt resident complaints.

2 PATROL THE PERIMETER

Slips, trips and falls are the leading causes of injuries at work and the leading injury claim property managers face in 2017. Condo security personnel can have a positive impact on this trend. Direct security personnel conducting routine patrols to include the perimeter of the building, as well as any walkways and access routes to the property.

Have security personnel identify potential concerns, such as icy or wet and slippery surface conditions. Also ensure that security knows what steps to take depending on the findings of these patrols and documents this due diligence. If it's not documented, it typically did not happen. Quickly detecting an icy walkway and applying salt on it will eliminate a slip, trip and fall hazard. What's more, it will show that the board of directors and property managers have an effective safety program in place.

3 TRAIN BUILDING STAFF

The Provincial Fire Code gives building owners numerous responsibilities, the most important of which is to ensure their fire department-approved building plan is implemented. As representatives of building owners, property managers and their supporting staff must be trained to act in the event of an emergency – an often forgotten component of these plans. Fire safety experts offer training sessions, as a component of implementation, and provide certificates of completion that document a property manager and his or her team's training.

Ensuring building superintendents and on-site security personnel are trained in how to manually start emergency generators, smoke control and exhaust fans emerged as an industry best practice after the 2013 ice storm in Ontario. These systems are often an integral part of responses to building emergencies, and as such, supervisory staff should know how to use them. When emergency services arrive at a condo's door, they expect a trained and knowledgeable person to assist them with building-specific details.

>>> continued on page 19



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4 HOLD INFORMATION SESSIONS

The holidays serve as a reminder of what's important, such as family. A building's family of residents expects to be safe in its home.

Residents need to have a basic understanding of the life safety systems in their building, which are ultimately designed to protect them. They also need to know that the decision to evacuate or stay in their suite during a fire alarm is theirs, but the hard fact is that the earlier building occupants leave in the event of a fire, the better the chances they have of surviving. It's the property manager's job to ensure that residents make informed decisions.

Fire and smoke move very quickly, and the conditions in any part of the building may change in an instant. Smoke can spread through a building and enter a suite, even when the fire is many floors away. During an emergency, residents will not have much time to decide what to do, so make sure residents know what to do ahead of time. A specific building's fire and evacuation procedures are found in its approved Fire Safety Plan, which may differ from building to building.

Hold a resident information meeting at least once a year, whether it be a fire safety session or a question-and-answer period for concerned residents. Residents need to know the evacuation and shelter-in-place procedures, including the vital role of their property management team during fire alarms.

5 ENSURE HOLIDAY SAFETY

Remind residents of the following holiday fire safety tips to ensure buildings are safe and secure the holiday season.

- **Decorations:** Always choose decorations that are flame-retardant, non-combustible and non-conductive. Never hang holiday decorations from sprinkler heads/pipes, or in a way that would impede their intended use.
- **Holiday flowers and plants:** Holly and mistletoe can be fatal to small children; the smaller the child, the smaller the dose that can cause serious medical problems. Poinsettia leaves are typically not fatal if swallowed, but can have negative impacts. Call 9-1-1 if a child ingests any of these plants.
- **Trees:** Do not set real trees up near a heat source such as a radiator, television, fireplace, or heating duct. Artificial trees must have a label indicating that they are fire-retardant. Metal or aluminum trees are conductors of electricity, so do not decorate them with strings of lights or any other electrical product.
- **Lights:** Use the proper lights for the environment. (Indoor light strings/sets should not be used outdoors because they lack weatherproof connections; some outdoor light strings/sets burn too hot for indoors.) Inspect light strings/set before use, checking for cracked bulbs and for frayed, broken or exposed

wires, and discard if faulty.

- **Fireplace:** Never burn gift wrappings, boxes, cartons, or other types of packing in the fireplace. They burn too rapidly and generate far too much heat.
- **Candles:** Never leave burning candles unattended. Snuff them out before leaving the room or going to sleep. Check the condominium rules, as open flame/sparks or heat-generating devices may not be allowed for use in the building unless approved.
- **Carbon monoxide:** Don't forget to inspect carbon monoxide and smoke alarms for function prior to the holidays.

The above steps can significantly enhance a property manager's building operations this winter, and better prepare and equip their teams to effectively prevent, prepare, mitigate, respond and ultimately recover from emergencies.

Jason Reid is a building emergency management specialist & senior advisor to National Life Safety Group. He is also the 2015 chair; Resilient Communities Ontario's Fire & Emergency Management Committee and a past chair; Emergency Management Committee at BOMA Toronto.

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HOW TO TALK TO JERKS



BY NADINE RIOPEL

Anyone who's ever been on a condo board or attended an AGM knows about the jerks. They're loud, they're angry. They're pretty sure that everything that's wrong is your fault, and they either want you to fix it or they want you fired.

Like anyone else, I encounter my fair share of jerks as I go through life. But in the three years I spent on my building's board, we really had our fair share.

As much as we'd all sometimes like to just walk away from jerks and not have to deal with them, it isn't really an option; especially in the world of condos where the jerks are often our neighbours and fellow owners. We can try to simply dismiss them, to avoid them, or shut them out; but that will likely lead to an escalation of the situation and more jerk pain down the road.

Besides, believe it or not, interacting with jerks can yield benefits. Here's how:

Step 1: Remember What We Want

The first step when an angry, complaining, possibly even abusive person approaches us is to take a moment and decide what we want out of the encounter.

Some examples:

- *If the 'jerk' is a fellow board member, our top priority might be to maintain our working relationship*
- *If the 'jerk' is a resident of the building, our top priority might be to address their concerns and make them happy*



- *If the 'jerk' is a supplier/contractor, our top priority might be to get a good deal, or to establish expectations for how they treat us going forward*

This list could go on forever, but the point is that our true goals for the interaction should guide how we handle it.

Be aware of pride and emotion in this situation. They can act as a powerful distraction and will often prevent us from getting what we really want at the end of the day. The most common and seductive form of this is known as "wanting to win", which is where we focus on beating the other person at the argument, rather than on getting the result we actually want.

Step 2: Is the Jerk Really a Jerk?

Sadly there are some people who are chronically angry and unhappy, and who will never be satisfied with anything you do for them, no matter what. True, confirmed jerks have deep psychological and emotional issues that have nothing to do with you but that definitely have impact on you because they're often constantly looking for someone on whom to take out their pain. It's tough when one of these people is an active member of a condo community or, worse, on the board.

We had one of these in my building during my tenure and we received daily emails from him about everything from his parking space to his upstairs neighbours to the alleged fraud and corruption of our building manager. I took a year off from the board and he was elected in my place. When I returned the following year, the staff were on the brink of quitting and the rest of the board was in such a state of hostility and mistrust, they could barely function.

Clues that someone may be a true jerk:

- *persistently attacks others with insulting, abusive and vulgar language*
- *their complaints and claims aren't supported by much evidence or shared by many other members of the community*
- *efforts to respond to them in a respectful and helpful manner don't elicit any change in their abusive approach.*

Happily, these true jerks are not that common. Most people are,

at heart, fairly decent and can be reasoned with. They may be acting in a hostile manner for any number of reasons but they are not, at heart, unreasonable people.

In this case, what we have is not a true jerk, but a normal person who is acting like a jerk. With someone who's only being a jerk in the moment, the situation is far easier to manage and turn to our advantage.

Step 2a: If They're A True Jerk

The key word when dealing with a true jerk is compassion. A true jerk, someone who habitually handles interpersonal interactions with bullying, hostile, or even violent behaviour as a matter of course, is likely not a very happy person. A person's quality of life is heavily impacted by their relationships and someone like that probably doesn't have great ones. Remembering that can help us keep our true goals in mind and avoid getting sucked into the hostility and drama of the situation.

Unfortunately, our options with a true jerk are limited. Depending on what we want out of the situation, we may engage with them long enough to get an understanding of what their current complaint is and attempt to address it. However, this is a situation where clear and healthy boundaries are required to protect ourselves. Be clear but calm with the jerk when he or she has crossed the line of what you're willing to accept in terms of treatment and withdraw, even if you haven't achieved either your goal or theirs. Do not engage in argument with a true jerk. It never ends well.



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Step 2b: If They Aren't A True Jerk

Usually, when someone is being a jerk, it's because they have some legitimate reason to be upset. They may be so worked up about it that they become hostile, vulgar, or even abusive, but this by itself doesn't mean you should withdraw immediately. Often, people who are acting this way have already tried and failed to get their needs met in a more civil manner and are now escalating to jerk behaviour because they don't see any other way to be heard. It doesn't make them right, but it is normal and understandable human behaviour.

The best response is to listen to them, and genuinely seek to understand where they're coming from. After a few minutes of sincere

and engaged listening with a focus on understanding their position, most 'jerks' will calm down and really start talking. This is the good stuff. This is where we get to learn about things that are going on that we didn't know about, or gain perspective we didn't previously have. Listening to the 'jerk' and with a genuine wish to help them can often not only transform them from a jerk into a reasonable person, but even into an ally and supporter in future efforts.

Step 3: Loving the Jerks

In addition to offering an opportunity to learn and build connection, there's another silver lining to people behaving like jerks. Most people can only be bothered to get worked up about something and speak up if they care about it. People act like

jerks because they are engaged, because they are passionate, and because they believe that change and improvement is possible. If they don't believe those things, they don't bother. They withdraw. They shut up. They stop trying to make things better and either become apathetic or leave.

The biggest risk to a group, be it a community, company, or association, isn't jerks. It's apathy. So embrace your jerks; they're the embodiment of the passion we need to make our organizations vibrant.

Nadine is a 'social capitalist' and is the creator of PurposeFuel: a program that helps organizations achieve greater results through connection and purpose. She can be contacted at nriopel2@gmail.com.



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BY TODD A. SHIPLEY

The Spring, 2016 issue of *Insite* included an article I wrote about whether the Alberta Human Rights Act, RSA 2000, c A-25.5 (the “AHR Act”) applies to condominium corporations in Alberta. The article noted that the Alberta Human Rights Commission (the “Commission”) claimed jurisdiction to investigate and regulate the actions of Alberta’s condominium corporations. However, the Court of Queen’s Bench in *Condominium Plan No. 931 0520 (Owners) v. Smith*, 1999 ABQB 119, and *Condominium Plan No. 9910225 v Davis*, 2013 ABQB 49, determined that condominium corporations in Alberta were not governed by the AHR Act.

Given the dispute between the Commission and our Court of Queen’s Bench, it was concluded that the question of the Commission’s authority would likely soon end up before the Court. Well, we did not have to wait long.

On March 24, 2016, the Alberta Court of Queen’s bench released *Condominium Corporation No 052 0580 v Alberta (Human Rights Commission)*, 2016 ABQB 183. In that case the Applicant Condominium Corporation applied to the Court to review the determination of the Commission

to investigate a complaint made by a unit owner under the AHR Act. After reviewing the jurisprudence, including *Smith and Davis*, the Court dismissed the application and ruled the Commission has jurisdiction to investigate complaints involving condominium corporations under the AHR Act. The Court further concluded there appeared to be “no judicial precedent that supports the Corporation’s arguments on the absence of jurisdiction.”

By rejecting the authority of *Smith and Davis*, the Court has answered the question of whether the AHR Act applies to condominium corporations in Alberta with a clear “yes”.

With this recent decision, it is recommended that Boards and their managers carefully consider the application of the AHR Act on their condominium corporation. A helpful starting point is the general summary regarding condominium corporations which is provided on the Commission’s website (<http://www.albertahumanrights.ab.ca/services/condos.asp>).

Todd A. Shipley is a partner with Reynolds, Mirth, Richards & Farmer and a member of the CCI NAB Board of Directors. tshipley@rmrf.com

Questions & Answers with Robert Noce



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

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

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

Q: Our condo board is planning an expensive cosmetic renovation of the building interior. Most of the owners agree that there are more pressing issues that ought to be dealt with first. Our reserve fund is average, so the directors will borrow money from it for the project, and impose a special levy next year to bring the reserve fund up again. Is there anything the owners can do to put the brakes on this project?

A: First, you should determine whether or not your board is complying with the law relating to reserve funds. There are specific provisions under the Condominium Property Act and Regulations that deal with taking money from the reserve fund. Second, there is a provision under the Condominium Property Act that gives owners the ability to provide direction to the board. This would require a formal vote of the owners at a general meeting. On the other hand, it's important to remember that improvements to your building add value to your unit.

Q: Your article with respect to Special Resolutions made it clear that any bylaw amendment requires at least 75 per cent of the owners and unit factors. Could you clarify what is required to direct the board to do certain things? My understanding is that the owners can pass motions at a general meeting with at least 25 per cent of them in attendance. Is this correct?

A: The Condominium Property Act makes it clear that the owners can pass a resolution at a general meeting that provides direction to the board. To convene a general meeting, you will need to meet the requirements of quorum as set out in your bylaws. If the threshold is low, then a small group of owners can wield a significant amount of power.

Q: What steps can we take as a condominium corporation to force the back payment of condo fee arrears? We do not have the resources for a prolonged legal battle, but we cannot simply allow this to continue until the unit is sold.

A: First, file a caveat on the title. The caveat will provide the owner with notice that they are in arrears. Second, write a letter to the owner's mortgage company asking them to pay; most banks will. Every owner should read their mortgage agreement and realize that if they do not pay their condo fees, they are in breach of their mortgage, which could trigger foreclosure proceedings against the owner by the bank.

If neither the caveat nor the letter to the bank result in a positive reply, then another alternative is to wait until this unit is sold and collect your money. If you need the money now, then retain a lawyer to begin foreclosure proceedings against the owner. The good news about

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the foreclosure process is that the condominium corporation may get most of its legal costs back.

Q: I am a condominium board member, as well as a landlord. Our board has recently implemented a rule that every landlord must put a deposit down for hallway repairs in case a tenant damages the common property. Is this fair, given that anyone moving out, tenant or owner, could damage the common property? Can the condominium corporation enforce this rule if it is not written in the bylaws?

A: The Condominium Property Act does allow a condominium corporation to require owners who rent out their units to pay a deposit that can be used for repairs or replacement of common property that is damaged, destroyed, lost or removed by any person in possession of the unit. The deposit amount cannot exceed one month's rent charged for that unit. If your board chooses to enforce this, you will have to comply and provide proof of the monthly rent amount.

Helpful hint: There are other legal requirements under the Condominium Property Act that the condominium corporation

should use when dealing with tenants. An owner who is renting out their unit must provide the address where they may be served with any notice, and advise on how much rent is charged for the unit. The unit owner must also give written notice of the name of the tenant renting the unit within 20 days from the start of the tenancy.

Q: Our condo board took over from the developer about a year ago. There were some outstanding deficiencies. We have contacted the developer, who is from another province, and they will not make the repairs. Do we have any recourse?

A: You may have some recourse against the developer, subject to determining whether or not these are developer deficiencies and whether you are within the time limit to bring an action. You need to determine whether the developer is worth pursuing through the litigation process. As well, you may want to look at the New Home Warranty program to determine whether or not there are any opportunities for assistance in this regard. If you do not pursue the developer or if the New Home Warranty does not

apply, your only alternative may be to ask owners to contribute to the repairs.

Helpful hint: The onus is on the condominium corporation to pursue these issues against the developer. It is worth retaining legal counsel to analyze whether or not a claim against the developer is worth pursuing.

Q: In 2007, with legal counsel, our condo board developed new bylaws. Ratifying these bylaws has been a challenge, and we have just recently obtained the required number of signatures and the required unit factors. All the signatures are from the current owners, but our property manager believes that given the "age" of the signatures, we should canvass


some of the same owners again. Do you agree?

A: If an owner signed the resolution in favour of a bylaw amendment a few years ago and remains an owner today, I would take the position that the resolution is valid. The owner, at any time, could withdraw his approval, and the onus would be on the owner to do so. There is nothing under the Condominium Property Act that requires you to go back to the owners and seek their approval again.

If, however, an owner signed the bylaw amendment a few years ago and that owner no longer lives in the condominium project, then you would need to go to the current

owner and ask whether or not they support the bylaw amendments. *Helpful hint: Although there is no legal requirement forcing you to go back to the owners who have approved the bylaw amendments, there is nothing preventing you from seeking a reaffirmation of their position. However, going back to the owners may create issues where none exist today.*

Q: Our condominium board has made some major decisions, such as repainting and re-flooring, without owner input. We learned of the flooring decision by way of a one-sheet information bulletin stating that the common area carpeting will be replaced this fall with tiles. Should decisions like these be discussed in



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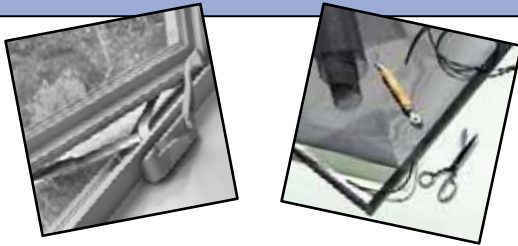
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A: Generally, decisions about improvements or repairs in common areas are the responsibility of the board. I am assuming that the board is following a capital reserve fund study, which has identified these repairs/replacements of property. Funds cannot be removed from the capital reserve fund unless authorized by a special resolution. After the removal of the funds, there must be sufficient funds remaining to meet the requirements of the capital replacement reserve study. You will need to review the capital reserve fund study to determine whether or not the board has complied with the Condominium Property Act.

Helpful hint: The Condominium Property Act sets out a number of steps to follow to access funds through the reserve fund. If a board fails to follow the law, an owner or owners can go to court to challenge its decision. Review your by-laws to determine whether or not owners have the authority to call an extraordinary general meeting to deal with this issue.

Q: I have been on my condominium board for just over a year. Our condominium corporation was in

dire financial straits when I joined. Bills were not being paid, and landscapers and janitors were walking off the job. At the last AGM, I was elected treasurer. Having just prepared the budget for the year, I am suggesting an increase of over 14 per cent in condo fees for our operating budget.

The biggest increase comes from the reserve fund contributions, which are dictated by our reserve fund study. I have been working hard to get expenses down, but the other board members do not want to make the required contributions to the reserve fund. Two of the three board members are moving at the end of this year and it is in their best interest to keep condo fees low with no assessments.

Our losses this year will be over \$50,000. Are we required to contribute to the reserve fund study for any given year? Can a board just make a motion to have money paid out of the reserve fund even if it does not relate to anything in the study?

A: Your condominium corporation has a significant problem. Some boards deliberately keep condo fees low to create the illusion that theirs

is a cost-effective building. Unfortunately, that approach is short-sighted because at some point in the future, you will be required to make the necessary repairs and/or replacements to property owned by the corporation. Another concern is that your operating budget will be at a loss if you do not increase your condo fees.

Boards are required to act in good faith for the benefit of the condominium corporation. If board members fail to do so, they expose themselves to personal liability. The Condominium Property Act is clear that contributions to the reserve fund should be made so that the money is available when the need arises for the particular undertaking. You cannot take funds from the reserve fund unless authorized by a special resolution. As well, it is against the law to take funds from the reserve fund to pay for items not listed in the reserve fund. Reserve funds are not a “slush fund” for the board.

Helpful hint: In your case, owners need to come together to force the board to make some tough decisions. You may want to hire a lawyer to provide the board with information on their legal requirements.

Your situation is no longer sustainable and requires immediate attention.

Q: The tenant in the condominium unit next door plays loud bass music most nights, usually from 10 p.m. until 3 a.m., which prevents me from sleeping well. I have talked to the tenant and the condo board. The condo board has written to the tenant, but nothing has changed. I have also phoned the police several times, but they have more urgent priorities. How can I solve this problem?

A: Noise complaints are difficult. So far, you have done the right thing in terms of having a discussion with the tenant and the board. Your bylaws should have a provision regarding noise. Look at your bylaws to determine whether or not the board can impose a fine against

the owner of the unit. If the tenant is in breach of the bylaws, the condominium board must deal with the noise complaint. The owner of the unit would be responsible for his/her tenant.

Helpful hint: When dealing with a noise complaint, evidence is critical. You should document or record the noise in case court proceedings are necessary.

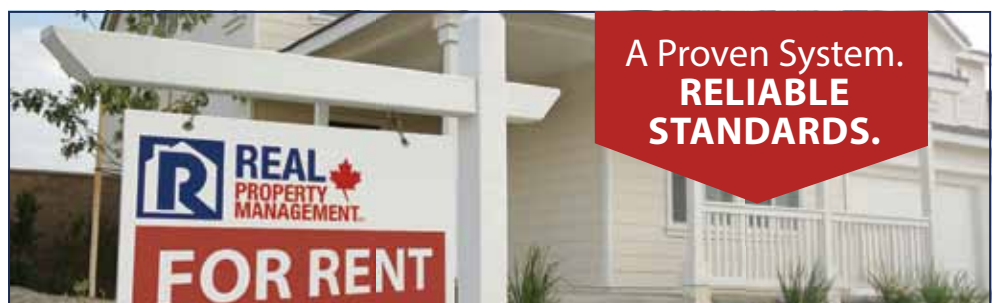
Q: Our 35-unit condo is 20 years old, and the bylaws desperately need updating. Where does legal advice come in?

A: There are many ways to start the process of reviewing and amending your bylaws. Some boards create a committee and seek the opinions of owners in terms of possible amendments. Other boards take on the

responsibility themselves to have open houses and information sessions to get feedback and provide information to owners about possible changes to the bylaws. It can be a lengthy process.

As well, you will need to engage a lawyer to help you draft the bylaws so that the wording is consistent with the Condominium Property Act and Regulations, and to ensure that none of your proposed amendments conflict with one another. When you decide to engage the lawyer is up to you. Some boards engage the lawyer at the beginning of the process and maintain that relationship throughout, while others engage a lawyer near the end of the process, when the drafting needs to take place.

When you engage a lawyer



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at the beginning of the process, your costs will increase; however, when you engage a lawyer for the last step only, there may be delays and further costs associated with clarification, changes and conflicts.

Helpful hint: Reviewing your bylaws from time to time is helpful to ensure that they are current and make sense for today's owners. You require 75 per cent of the owners and unit factors to support any bylaw amendment.

Q: I live in a high-rise condo, and have problems with dirty water backing up in the bathtub. The property management company sent

a plumber who had to clear the line three times to 25 feet to unplug it.

Because they had to clear the line as far as they did, I do not believe that the blockage originated in my condo, and I do not want to pay the plumbing costs, but the board wants me to pay. Who should pay for plumbing?

A: I cannot answer this question without knowing more about the particular backup. For instance, I would want to review your condominium plan, as well as the repair details, to determine whether or not the problem occurred on common property, on your

property or on another owner's property.

Helpful hint: Plumbing problems are tricky, because the network extends to all units. The condominium plan is always the best place to start when trying to figure out who is responsible for paying for which repairs.

Q: I am a member of my condo board with 100-plus units. We are struggling financially, and have some major repairs ahead of us. We are dissatisfied with our current property management company, and half the board wants to self-manage in an effort to save money. I disagree. Is self-management a wise decision given the number of units?

A: The Condominium Property Act does not require Condominium Corporations to hire a property management company. The reason that Condominium Corporations do so is because most board members do not have the time to take care of the many administrative responsibilities of a Condominium Corporation, such as collecting condominium fees and dealing with complaints.

Before deciding, the board should determine what things the property management company does, and who on the

board would take on those responsibilities if you terminate your property management company. As well, you stated that you are struggling financially as a Condominium Corporation. Is this the fault of your property management company, or is it because the board (and previous boards) failed to make important financial decisions about the future of your Condominium Corporation? Are your condominium fees too low? Have you not budgeted properly to deal with the day to day responsibilities and future needs of the Condominium Corporation? Your question cannot be answered with a simple yes or no.

Rather, you should retain an accountant or a lawyer to assist you in understanding how you can get your financial house back in order. Finally, the board needs to fully grasp its responsibilities if you decide to self-manage.

Helpful hint: Property managers play a vital role in condominium living. The right property manager will significantly lower board members' workloads, and provide service to owners on timely basis. You should shop around and interview prospective property managers if you are not currently satisfied.

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RENTING OUT YOUR CONDO

BY JUDY DOWNEY

A condo owner renting a condominium unit to residential tenants must be aware of the rights and obligations as a landlord pursuant to both the Residential Tenancies Act (RTA) and the Condominium Property Act (CPA).

The Alberta Residential Tenancies Act and Regulation outlines the rights and obligations of landlords and tenants, and provides remedies when these rights and obligations are not met. The Condominium Property Act and Regulation affects condominium owners, buyers, sellers and developers, and include requirements that specifically apply to the rental of a condominium unit.

Before renting a condo the owner must give written notice to the condominium corporation of their intention to rent the unit, and provide:

- *the address where the owner can be served with documents, and;*
- *the amount of rent to be charged for the unit.*

A condo owner / landlord is responsible to ensure that the tenant(s) occupying the unit do not cause any damage to the common property; the corporation can request the owner to pay a security deposit to cover any damage

tenants may cause on the common property. The security deposit cannot exceed the amount of one month's rent.

Note: the condo owner / landlord cannot use the security deposit from the tenant to pay the condominium corporation security deposit. Pursuant to the Residential Tenancies Act the security deposit a landlord receives from a tenant must be deposited in a trust account within two banking days of receiving the security deposit.

Within twenty days from the start of the tenancy, the condo owner must give the corporation written notice of the name of the tenant(s) renting the unit; and within 20 days of the end of the tenancy the owner must give the corporation written notice that the tenancy has ended.

Within 20 days after receiving this notice from the owner, the corporation must provide a statement of account and any unused balance of the security to the unit owner. The statement of account will document any deductions made by



the condominium corporation and the purpose of the deductions.

Landlords should ensure tenants have a copy, and are aware of, the condominium's bylaws and that the residential tenancy agreement is in compliance with the bylaws. Condo owners and their tenants are required to follow the bylaws.

- Pursuant to the CPA, the condo corporation may give a tenant notice to vacate the condo if a tenant causes damage or contravenes a condominium bylaw.

It is recommended that a residential tenancy agreement be in writing so both the landlord and tenant are aware of the expectations, and terms of the tenancy. The landlord must provide a copy of the tenancy agreement to the tenant within twenty-one days of all parties signing. The tenancy agreement should

contain the following information:

- Date of agreement
- Names and addresses of landlord and tenant(s)
- Names of occupants who are permitted to live in the residential premises
- Address of the rental premises
- Term of the tenancy – fixed term or periodic tenancy
- Amount of rent per month, where, when and how it is to be paid
- Identify who pays the utilities, and what is included in the rent
- Amount of security deposit
- Care, maintenance and repair responsibilities
- Tenant insurance requirements
- Additional fees, i.e., pets, NSF charges
- Signatures of landlord and tenant
- Addendums to the agreement may include a copy of the Condominium Bylaws

The City of Edmonton Landlord and Tenant Advisory Board (LTAB) provides advice and information to landlords and tenants, public education courses, tenancy forms, and resources to assist both landlords and tenants. You may contact the LTAB at 780-496-5959 or visit our office at 8904 - 118 Avenue for further information, and / or to register for our landlord course.

Judy Downey
General Supervisor, City of Edmonton
Landlord and Tenant Advisory Board
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PRIVATE AGENCY PARKING ENFORCEMENT PROGRAM

The City of Edmonton wants to raise awareness about the Private Agency Parking Enforcement program, which gives private condominiums, management companies, shopping malls, hospitals, and post-secondary institutions the authority to issue City of Edmonton tickets on their property.

What is the Private Agency Parking Enforcement program?

The Private Agency Parking Enforcement program is a volunteer program that allows condominiums, businesses and private property owners to legally enforce private parking complaints under Traffic Bylaw 5590. Volunteer staff are appointed to respond to parking concerns and are authorized – by the City's Parking Enforcement Section – to issue tickets to illegally-parked vehicles on the property.

The City of Edmonton started this program nearly 35 years ago, which now has over 150 agency sites and 200 volunteer officers, and aims to reach out to more properties to educate them on how to get involved. Many of the current agencies have multiple locations enrolled in the program, with training and tools provided, free of charge, by the City.

Who might be interested in this program?

As we have seen in recent months, downtown Edmonton has undergone a significant transformation with the opening of Rogers Place and the Ice District. With the expectation of new hotels and business towers, and the expansions of MacEwan University, Norquest College and the Valley LRT Line (linking Mill Woods to downtown), many properties and businesses could face issues dealing with illegal parking.

Currently, 60,000 people work in the core; and new developments and the arena are bringing a tremendous amount of people downtown, many of whom are looking for parking. The Private Agency Parking Enforcement program could be the solution to alleviating some of the parking woes that businesses and properties experience with a changing downtown, including areas outside of the downtown core.

With its benefits, the program ensures available parking for those living in and visiting the property. It's an added incentive for owners and residents alike; helping curb the abuse of disabled and visitor parking spots, and illegal parking

in emergency access routes. The program encourages a safe and accessible community and provides the legal authority to issue parking tickets.

Why would you choose the program and what are the benefits?

Property management companies and businesses hoping to attract new tenants/clientele can use the Private Agency Parking Enforcement program as an incentive. The City of Edmonton provides the training and tools for free, along with providing ongoing program support. Twenty-four hour enforcement allows efficient and effective response to the needs of residents. All volunteer officers, once sworn in, will have legal authority to issue specific sections under Traffic Bylaw 5590, and issue tickets with real and legal consequences. With the goal of combating illegal parking behaviours, rather than issuing tickets simply for a profit. The service benefits residents and visitors, and also helps to maintain clean and tidy properties.

What authority would you have under the program?

Agencies are authorized to issue City of Edmonton tickets on private property. They are encouraged to act

within the best interest of the client. For instance, sometimes tenants leave their vehicles behind when they move and the vehicle may become inoperable; leading to untidy properties. With the Private Agency Parking Enforcement program, before the vehicle becomes inoperable, immediate enforcement can take place, making space available for the next tenant with no delay.

How can you get involved?

Simply provide two or more trustworthy volunteers, an administrator and officer(s). There is a minimum of two people required, however more officers can be enrolled and multiple sites can be added. At your convenience, the City of Edmonton conducts a site inspection to determine required signage. Once the application and signage is approved, volunteers attend a one-day training session.

For more information, please contact:
Erna Malcolm
 Agency Officer, Parking Enforcement Services
 City of Edmonton
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At the recent CCI NAB AGM I was chatting with fellow members about a problem that has come up a fair number of times over the last few years at our condo building. Residents moving out or upgrading their furnishings who figure the quickest way to solve the problem of getting rid of their old or unwanted furniture (much of it in good shape) is to dump it near the garbage container and hope it will disappear. I learned that this is not exactly uncommon.

Sadly, the fairies don't come and take it away, and the board has to ask the property manager to have it removed, resulting in unwanted expenditures.

Fortunately, someone mentioned an outfit called 'Find' who may be able to help. We got in touch, and they have kindly prepared the following article explaining their mandate.

~The Editor

What is **find.**?

Find is a not-for-profit social enterprise with two Mandates: First and foremost, we are a furniture bank that provides essential furnishings and household effects to individuals transitioning out of Homelessness and secondly, supplying gently used furniture for sale to the public.

The start-up cost for anyone moving into their first home is expensive so imagine the challenges formerly homeless people face. This can be a barrier for someone in securing sustainable housing. By providing furniture and household effects to clients in programs such as Housing First, this eliminates the financial stress that usually accompanies such a move. Clients within the Housing First program personally come to Find to pick out their own furniture at no cost and have delivery the next day. This is a major part of the program's success and provides ownership and buy-in for their next step in securing a home for themselves, spouse and children.

"Furniture is silent in its power". Your donated items create a sense of home for Housing First clients allowing them to live with dignity.

Find started as "The Furniture Bank" in 2009, when the Housing First program was first introduced as part of the 10-year plan to end homelessness within Edmonton and the surrounding communities. Access to affordable furniture was identified as a key component in housing sustainability. We started collecting furniture donations in 2009 to provide to Housing First program. Edmonton Emergency Relief Services (EERS) and Alberta Job Corps provided spaces but as we grew as an organization, we recognized an opportunity to provide affordable quality furniture to the public for sale, with proceeds being reinvested back into housing programs. In 2010 a retail location was secured in tranquil Lansdowne community area and Find was born. In 2011, Find opened its doors in our current location at 5120 – 122 Street.

*"Furniture is silent in its power".
Your donated items create a sense
of home for Housing First clients
allowing them to live with dignity.*

We implement an initiative established by our head office, Homeward Trust Edmonton, which is also a not-for-profit organization that uses a community-based approach towards the goal of ending homelessness in Edmonton. As a division of Homeward Trust Edmonton, we embrace the principle of Housing First; every person has the right to a safe and secure home. We believe that Housing is a right, not a privilege.

In 2015 Find housed 1,611 individuals with a very strong success/retention rate of 91%.

The 2015 'Urgent Families Initiative', another program in which we participated, had a goal of housing 100 homeless families. We completed the 2015 program with 212 families being housed. Find has also

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been voted as the first runner up for the best furniture store in Edmonton by Vue Weekly publication.

Beside working with other social agencies that are approved organizations within the Housing First and being the first and only furniture bank in Alberta, Find has also developed relationships with other community like-minded agencies to assist even more people in their quest to have affordable furniture and household affects.

In addition, throughout the year, Find can be found at various events raising awareness about Housing Issues. Find is also an impressive furniture store for urban treasure hunters, recyclers, lovers of vintage and DIY divas. Find takes pride in offering gently used furniture alongside books, artwork, décor and housewares at affordable prices to the public. Whether you are a student, newly married, new to the city or country, we like to think we have something for everybody. All soft furniture is inspected (a number of times) and cleaned professionally before being made available for the program or sale to the general public.

All the product at Find is generously donated by individuals in the local and surrounding communities and all proceeds stay in the surrounding communities. When you donate to Find, you make an investment in your community. Your donations become life changing for everyone and the environment, you provide a hand-up not a hand-out.

As items are made available for donation to Find and the Housing First clients and the public, we strive to accept items that are in acceptable condition. No rips, tears, stains, broken or excessive damage.

We accept sofas, loveseats, coffee tables, end tables, dressers, bedside tables, bookcases, kitchen tables, books, artwork, small appliances, TV's and TV stands.

We do not accept clothing, exercise equipment, baby furniture, mattresses, box springs, futons, hide-a- beds, large office equipment, china cabinets, hazardous materials and building supplies.

A more comprehensive list can be found at findedmonton.com or please call us at 780.988.1717 for more information and follow us on Facebook, Instagram, and twitter @findyeg.

You can donate in person Monday to Saturday between 9am and 4:30pm or by calling 780.98.1717 to arrange a free pick up and for your shopping convenience our store is open to the public Tuesdays to Thursdays from 10am to 5pm, Fridays from 10am to 7pm, and Saturdays from 10am to 5pm.



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CCI North Alberta is looking forward to introduce the CondoStrength program exclusively to our Condominium Corporation members early in 2017. This networking and information gathering program was first introduced at our Toronto Chapter under the guidance of the author of this article- Marc Bhalla and his volunteer committee. CondoStrength is meant as a complimentary program for Board Directors that will be run by Board Directors and will involve sharing success stories and collecting information that is of interest to the attendees who participate. We are planning to host an CondoStrength information session with Marc within the next few months so stay tuned and enjoy his article in the meantime!

FIVE THINGS I HAVE LEARNED AS A CONDOMINIUM DIRECTOR

BY MARC BHALLA

Becoming a condominium director is, in many ways, like becoming a parent. You can read about it, learn from others who have experienced it and mentally prepare for it but, in truth, there is nothing like actually experiencing an event that forces you into maturity; making you all of sudden responsible for someone beyond yourself and which thrusts you into being a role model of sorts... whether you are ready to be or not. And just like in parenthood, there are times when condominium directors get frustrated, have to let their personal interests take a backseat and appreciate the limits of their control.

I have lived in condominiums most of my life and have worked in the condominium industry for 13 years; however, for three years now I have “walked the talk” by serving on the board of the condo that I live in with my family. It has been a rewarding experience, not only because it has given me a greater appreciation of the dedication of the volunteers who make the operational model of a condominium work but also because it has made me feel closer to my community and all who compose it — even those who like to give me a hard time!

In the course of the time I have served as a condominium director, I have applied the knowledge I have gained through director courses and professional experiences; I have made mistakes and I have learned from them. I now have first-hand knowledge of the thankless elements of taking on the volunteer responsibility as well as the satisfaction that comes on the odd occasion you are appreciated. From this, I would encourage anyone who owns or



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lives in a condominium to consider running for election to their board and provide the following in hope of equipping any aspiring condo director to succeed in the role:

1. You catch more flies with honey...

A fundamental truth about any individual condominium director is that she/he is unique and not the same as others serving on the board. Each condominium director has a different background, belief system, education, perspective, outlook, interests and motivations than their fellow directors. This is a good thing!

I cannot help but shake my head whenever I hear a story about a condominium director storming out of a board room in the middle of a meeting or resorting to personal attacks. Differences of opinion should be expected and can be dealt with in a civil manner... even if others do not realize it. Resorting to childish behaviour rarely accomplishes what you desire or what your community needs.

So, instead of name calling, storming off or pouting, carry yourself well and treat others as you would like to be treated, even when navigating through a difference of opinion.

2. Let your manager manage

The role of the board is to provide instructions; the role of property management is to carry them out. While some condominium directors feel the need to check in to ensure that the manager is carrying out their instructions appropriately, there is a fine line that can easily cross over into interfering. Making your manager's job more difficult takes away from your community's resources.

If you have concerns, there is a time and a place to address them; however, micro-managing property management often does more harm than good.

3. Your power is limited to board meetings

It would be a trick to suggest to any aspiring director that the time required of them in the role is limited only to monthly board meetings, yet it is important to understand that business can only be conducted at duly constituted board meetings.



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Practically, there will be times when you will be asked to communicate your thoughts or help provide direction on issues in between board meetings. However, it is important to understand that these decisions and communications are not official until they are ratified or otherwise authorized (and minuted) at a duly constituted board meeting... even if there is a written e-mail string to evidence the board's "decision" outside of it.

4. You are a celebrity

In law, a director is only a director when at a board meeting. In reality, a director is always on duty. When the operation of condominiums is likened to a fourth level of government, condominium directors are the elected representatives – the politicians serving the community. While the pay is not nearly as lucrative as the other three levels of government (no pension but you may get the odd slice of pizza and bottle of water), the role is not all that different.

Condominium directors are often held to a higher standard, viewed as role models for the community. I suggest embracing this and leading by example – particularly when it comes to complying with the rules and restrictions in your community. It may not always be comfortable to worry about having eyes on you as you take the dog out for a walk in the morning or when you return home

late after an evening out, yet I find that condominium residents do not tend to expect their directors to be perfect, but rather honest, relatable and somewhat approachable.

You are not being asked to sign autographs or pose for selfies, just to show an interest in the community that you serve by appropriately carrying out the position of leadership entrusted to you.

5. You are human

There are some decisions that boards need to make from time to time that clearly will not find favour of everyone in the community.

In my experience, the dreaded seasonal decision of when to turn off the heat and turn on the A/C is a semi-annual Catch-22. One year, my board opted to hold off on turning on the A/C as spring approached as some weather forecasts called for cold weather. Of course, the city actually faced a weekend heat wave. People were uncomfortable and they were mad. What was the board to do?

In this case, my board decided to acknowledge the complaints. Our next newsletter opened with an apology to everyone who was uncomfortable without A/C, explained that the directors also suffered through the unseasonably warm weather and assured everyone that the board tries to make

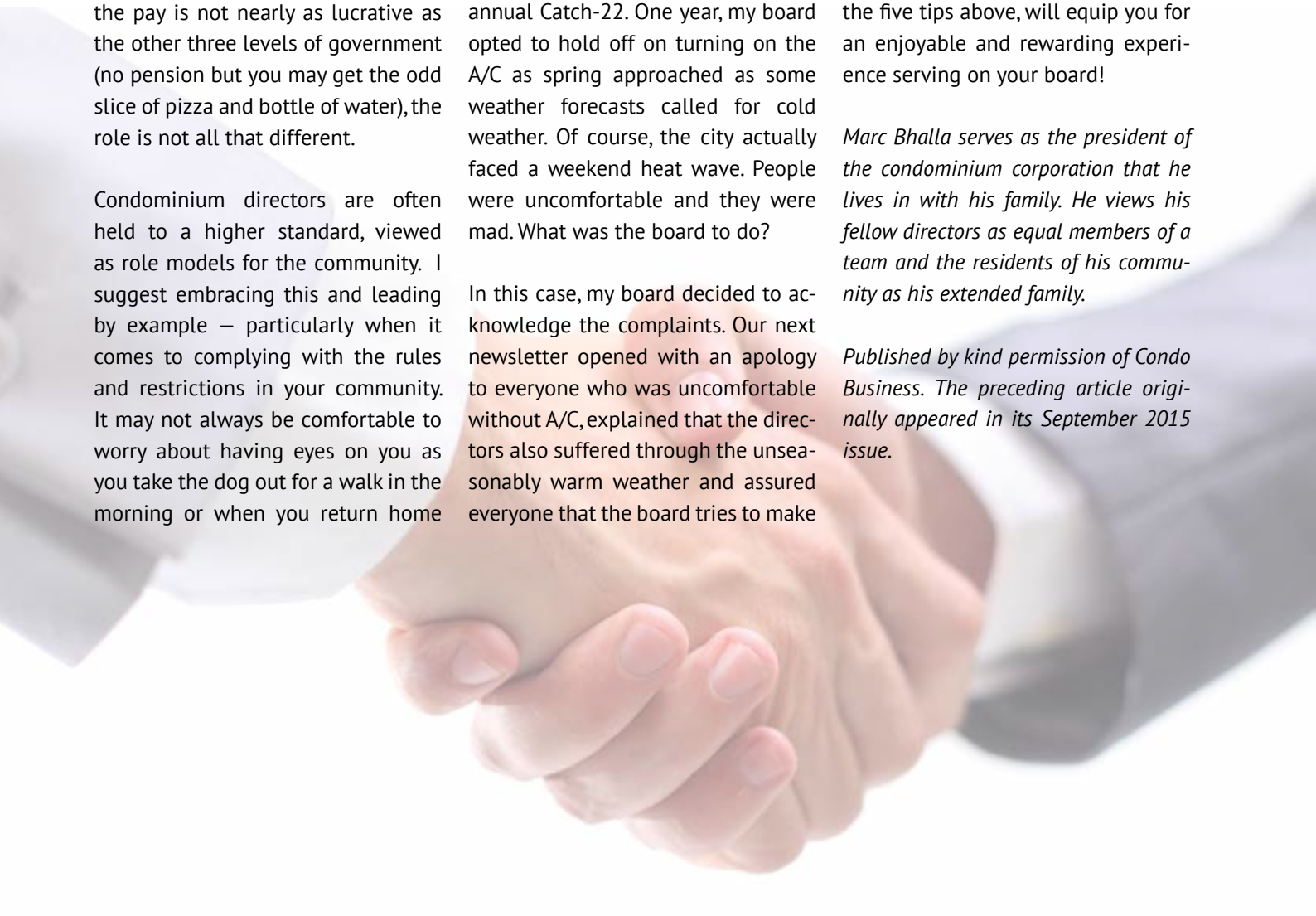
the best decisions it can with the information it has available and the entire community in mind. There are times when it is not only appropriate but also quite helpful to be humble.

The most dangerous condominium directors are those who don't know what they don't know, so I encourage all aspiring condominium directors to educate themselves. There are courses and a wealth of free, online resources available to help them better understand their roles and the appropriate actions for common challenges. While it can feel like you are alone sometimes, rarely does a condominium board face an issue that no one else has ever experienced before.

I hope that this understanding, and the five tips above, will equip you for an enjoyable and rewarding experience serving on your board!

Marc Bhalla serves as the president of the condominium corporation that he lives in with his family. He views his fellow directors as equal members of a team and the residents of his community as his extended family.

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Director:

Name	Address/Suite	Email
_____	_____	_____

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

Annual Fee: ☐ 2-50 Units - \$200 + GST = \$210.00 ☐ 101-200 Units - \$350.00 + GST = \$367.50

☐ 51-100 Units - \$250.00 + GST = \$262.50 ☐ 201 + Units - \$450.00 + GST = \$472.50

INDIVIDUAL MEMBERSHIP

Name: _____

Address: _____ **Suite #:** _____

City: _____ **Province:** _____ **Postal Code:** _____

Phone: () **Fax:** () **Email:** _____

Annual Fee: ☐ \$140.00 + GST = \$147.00

This section must be completed in order for the membership application to be processed. CCI communicates with its membership via e-mail 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 _____

METHOD OF PAYMENT:

☐ Cheque Charge to: ☐ VISA ☐ MasterCard

Card #: _____ Exp Date: /

Signature: _____

HST # 89966 7364 RT002

Cheques should be made payable to:

Canadian
Condominium
Institute

CCI

Institut
canadien des
condominiums

North Alberta Chapter

Canadian Condominium Institute - North Alberta Chapter

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

Tel: 780-453-9004 • Fax: 780-452-9003

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

MEMBERSHIP APPLICATION

MEMBERSHIP TO JUNE 30, 2017

How/from whom did you hear about CCI?: _____

PROFESSIONAL MEMBERSHIP

Name: _____		Occupation: _____	
Company: _____			
Address: _____		Suite #: _____	
City: _____	Province: _____	Postal Code: _____	
Phone: () _____	Fax: () _____		
Email: _____		Website: _____	
Annual Fee: <input type="checkbox"/> \$375.00 + GST = \$393.75			

BUSINESS PARTNER MEMBERSHIP



Company: _____			
Name: _____		Industry: _____	
Address: _____		Suite #: _____	
City: _____	Province: _____	Postal Code: _____	
Phone: () _____	Fax: () _____		
Email: _____		Website: _____	
Annual Fee: <input type="checkbox"/> \$500.00 + GST = \$525.00 <input type="checkbox"/> Small Business (5 employees or less) - \$300.00 + GST = \$315.00			

This section must be completed in order for the membership application to be processed. CCI communicates with its membership via e-mail 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 _____

METHOD OF PAYMENT:

☐ Cheque Charge to: ☐  ☐ 

Card #: _____ Exp Date: ____/____/____

Signature: _____

HST # 89966 7364 RT002

Cheques should be made payable to:

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

INSITE TO CONDOS

Canadian
Condominium
Institute
CCI
Institut
canadien des
condominiums
North Alberta Chapter

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

CCI North Alberta Chapter
#37, 11810 Kingsway Ave NW
Edmonton, AB T5G 0X5
780-453-9004
Email: insite@ccinorthalberta.com

ADVERTISING RATES 2017 / 2018

Ad Type	*Size	Member Pricing		Non-Member Pricing	
Business Card	3.33"w x 1.83"h	gst Total	\$165.00	gst Total	\$330.00
			\$8.25		\$16.50
			\$173.25		\$346.50
1/4 Page	3.5"w x 4.75"h	gst Total	\$357.00	gst Total	\$714.00
			\$17.85		\$35.70
			\$374.85		\$749.70
1/2 Page	7.0"w x 4.75"h	gst Total	\$715.00	gst Total	\$1,430.00
			\$35.75		\$71.50
			\$750.75		\$1,501.50
Inside Full Page	7.0"w x 9.5"h (please include 0.5" for bleeds)	gst Total	\$1,072.00	gst Total	\$2,144.00
			\$53.60		\$107.20
			\$1,125.60		\$2,251.20
Inside Back Cover	7.0"w x 9.5"h (please include 0.5" for bleeds)	gst Total	\$1,347.00	gst Total	\$2,694.00
			\$67.35		\$134.70
			\$1,414.35		\$2,828.70
Back Cover	7.62"w x 8.48"h	gst Total	\$1,375.00	gst Total	\$2,750.00
			\$68.75		\$137.50
			\$1,443.75		\$2,887.50

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

Note to Advertisers:

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

All artwork must be produced in CMYK colour.

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

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

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

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

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

Creative services available! Please contact insite@ccinorthalberta.com for more info.

Advertising & Article Submission Deadlines

ISSUE 3	Feb 10, 2017
ISSUE 4	May 12, 2017
ISSUE 1	Aug 8, 2017
ISSUE 2	Nov 7, 2017

CCI-NAC InSite 2017/2018 Advertising Booking

ISSUE#	SPRING 2017 FEB 10, 2017	SUMMER 2017 MAY 12, 2017	FALL 2017 AUG 8, 2017	WINTER 2017 Nov 7, 2017	TOTAL
Business Card					\$
¼ Page					\$
½ Page					\$
Full Page					\$
Inside Back Cover					\$
Back Cover					\$
TOTAL PAYABLE INCLUDING GST					\$

GST Registration # 899667364 RT0002

Enter the cost for each issue you wish to advertise in using the advertising rates 2017/2018 page. You may order advertising for one issue at a time, or for the entire year. Invoices will be sent quarterly after each issue has been issued. Submit this page and your artwork to: insite@ccinorthalberta.com.

BILLING INFORMATION

Company:	Submitted by:
Mailing Address:	
Phone:	Fax:
Email:	

PAYMENT TERMS:

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

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

Choose either:

___ A) To have an invoice forwarded to you for payment by: ☐ Mail, ☐ Email, or ☐ Fax (Please choose one)

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

or

fax to:
CCI-NAC Office
780-452-9003

___ B) Pay by credit card:

If paying by credit card: ☐ Visa ☐ Mastercard

Name as it appears on Credit Card: _____

Credit Card#: _____ Expiry Date MM/YY: ____/____ Amount to be Charged \$ _____

Total Payable with GST from above

Thank you!



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	Member \$35.00	Member \$45.00
Out of Town	\$341.25	\$262.50	\$682.50	Business Partner, Professional, Complimentary or Non-member - \$50.00	Non-Member \$45.00	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

_____ 20 _____
 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

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

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	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
Profit Line Services	Garcene Kozak	(780) 570-5159	garcene@profitlineservices.ca
Rutwind Brar	Sukhi Brar CPA, CGA	(780)483-5490	sbrar@rbpa.ca
Scott Dalsin, CPA, CGA	Scott Dalsin, CPA, CGA	(780) 439-9646	scottdalsinpc@telus.net
Seniuk and Company, Chartered Accountants	Laura Marcato	(780) 482-3431	laura@seniuk.com
ARBITRATION, MEDIATION & CONSULTING			
HRS Condominium Consulting	Helena R. Smith ACCI, FCCI	(780) 433-8058	helenarsmith1@gmail.com
Rosetree Mediation, Arbitration and Consulting 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			
AIM Real Estate Corporation	Dan McDaniel	(780) 424-0397	dmcdaniel@aimrec.ca
Alberta Property Management Solutions Inc.	Colleen Bruce	(780) 714-8889	pm@apmsi.ca; admin@apmsi.ca
Aspire Group Realty Inc.	Mohan Maharaj	(780) 423-2911	info@aspirerealty.ca
AV8 Solutions	Brett Binnie	(780) 352-9277	brett@av8solutions.com
Ayre & Oxford Inc.	Roseanne Evans, AMO,CPM, ARM, ACM, Broker	(780) 448-4984	roseevans@ayreoxford.com
	Niyi Bello	(780)240-3161	omoniyi.bello@gmail.com
	Jill Meger	(780) 448-4984	reception_desk@ayreoxford.com
Bella Management and Realty Ltd.	Alison Pon	(780) 444-2665	info@realtybella.com
Braden Equities Inc.	Braden Paquette	(780) 429-5956	Pma4@Bradenequitiesinc.com
Bridgegate Property Management Group Inc.	Tamara Langille, ACM	(780) 266-2778	tamara@bridgegate.ca
CasaWise Management	Brennan Whitehouse	(780) 413-0275	info@casawise.ca
Celtic Management Services Inc.	Keri Roszko	(780) 449-5655	keri@celticmanagement.ca
Converge Condo Management Inc.	Bruce Fisher	(587) 462-6762	bruce@convergecondo.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
	Anand Sharma	(780) 760-6197	anand@csmgmtinc.ca
	Jay Siracky	(780) 760-6197	jay@csmgmtinc.ca
	Manuela Kwasucki	(780) 760-6197	manuela@csmgmtinc.ca
Economy Management 2012	Jen Martin	(780) 453-1515	info@economymanagement.ca

Company	Full Name	Phone	E-mail
Esquire Management Group	Sandra LaCroix	(780) 414-0390	info@emgroup.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.	Becky MacKlem	(780) 791-3948	becky@fortman.ca
	Melissa Newton	(780) 791-3948	melissa@fortman.ca
Group Three Property Management Inc.	Michele Curtis	(780) 641-0222	mcurtis@groupthree.ca
Hallmark Management	Darcie-Lee Rea, ACM	(780) 819-2108	darcie@hallmarkmanagement.ca
Harvard Property Management Inc.	Tony Prsa, CET, RPA, CPM, Broker	(780) 413-7059	tprsa@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
Larlyn Property Management Ltd	Michael Holmes, MBA, CPM, RCM, ACCI, CMOC	(780) 424-7060	larlyn@larlyn.com
Mac's Realty Ltd.	Liz Frieser, Broker	(780) 875-9449	liz@macsrealty.ca
Magnum York Property Management Ltd.	Ron Gauvreau	(780) 482-1644	rgauvreau@magnumyork.com
Mayfield Management Group Ltd	Edith O'Flaherty	(780) 451-5192	edith@mmglt.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
Premiere Property Management Services Inc.	Pierre Bellini	(780) 756-2840	pierre@premierepm.ca
Prime Property Management	Mark Rousseau	(780) 538-0214	mark@grprime.net
Prince Property Inc.	Sandi Danielson	(780) 416-9098	sandi@princeproperty.ca
Rancho Realty (Edmonton) Services	Pauline Findlay	(780) 463-2132	pfindlay@ranchogroup.com
Re/Max Commercial Central Property Mge.	Scott Hughes, MBA, AACI, CCIM, SIOR	(780) 447-6979	admin@rccpm.ca
Real Canadian Property Management Elite	Lorna MacNeil	(587) 275-4663	lorna.macneil@realpropertymgt.ca
Realty Executives Progressive	Tracey Stevens	(780) 989-1330	tracey@yegpropertymanagement.com
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 & Bernard Jentner	(587) 990-4583	contact@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
Unusual Attitude Service	Sandra Deuchar	(780) 352-9277	sandra@unusualattitude.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 Wilhauk	(780) 437-2900	sarah@realtygr.com
ENGINEERING			
Aegis West Engineering Inc.	Garett Cochrane, B.Sc., P.Eng.	(780) 238-3418	garett@aegiswest.ca

<i>Company</i>	<i>Full Name</i>	<i>Phone</i>	<i>E-mail</i>
C3 Engineering Technology Inc.	Cliff Swain	(780) 940-5578	C3Engineering@Shaw.ca
DesignWorks Engineerring & Inspections	John Lehnern, P.Eng	(780) 814-5533	johnl@designworkseng.com
Entuitive Corporation	Brian Shedden	(403) 879-1270	brian.shedden@entuitive.com
Keller Engineering	Andree Ball	(613) 224-1594	aball@kellerengineering.com
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. FEC, GFC (Hon)	(780) 452-2325	ntrovato@rjc.ca
ReNu Building Science	Jen Carroll, P.Eng.	(587) 782-5078	jcarroll@renubuildings.com
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
Williams Engineering Canada Inc.	Dan Mitchell	(780) 424-2393	dmitchell@williamsengineering.com

FINANCIAL SERVICES

BMO Bank of Montreal	Lorraine Schmidt	(780) 408-0105	Lorraine.Schmidt@bmo.com
Condominium Financial Inc.	Jim Wallace	(780) 952-7763	jim@condominiumfinancial.com
Manulife Securities Inc.	Kevin Rendek, FICB	(403) 230-3909	kevin.rendek@manulifesecurities.ca
Matco Financial Inc.	Elizabeth Lunney	(403) 718-7792	elunney@matcofinancial.ca
Morrison Financial Services Limited	Graham Banks	(416) 391-3535	gbanks@morrisonfinancial.com
VersaBank	Karl Neufeld	(604) 984-7564	karln@pwbank.com
William J. Rhind & Associates Ltd.	Will Pozzo	(403) 283-1378	will@wjrhind.com

INSURANCE

Arthur J. Gallagher Canada Limited	Michael Boisclair, FCIP, CRM	(403) 299-2465	michael_boisclair@ajg.com
BFL CANADA Insurance Services Inc.	Tony Reed & Greg Cortese	(888) 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
	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
Lundgren & Young Insurance - Ironstone	Ryan Fowler	(780) 439-5927	ryan.fowler@landy.ca
Marsh Canada Limited	Anniessa Henkel, FCIP, CRM, Vice President	(780) 917-4850	anniesa.henkel@marsh.com
MHK Insurance	Carly Gartner, FCIP, CRM, CAIB	(780) 920-8515	cgartner@mhkinsurance.com
PRIMELINK Insurance Brokers Ltd.	Murray Dadswell	(780) 435-3632	Mdadswell.prim-01@insuremail.net
Stevenson Douglas Insurance Services	Dave Douglas, CIP	(780) 758-4144	dave@stevensondouglas.ca
Think Insure Inc.	Heather Cournoyer, CCIB, CIP	(587) 597-5478	heather@thinkinsure.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
SPECS	Maeve Duggan	(780) 489-5417	mduggan@specs.ca
Suncorp Valuations Ltd.	Sami Dib	(780) 421-7300	sami.dib@suncorpvaluations.com

LAWYERS

Biamonte Cairo & Shortreed	Scott D. Belland	(780) 425-5800	sbelland@biamonte.com
Coutts & Associates Inc.	Peter C. Coutts	(780) 756-9222	pucoutts@myibocs.com

Company	Full Name	Phone	E-mail
Field LLP	Paul H.W. Girgulis	(780) 423-3003	pgirgulis@fieldlaw.com
	Sandeep Dhir	(780) 423-9587	sdhir@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@millerthomson.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
	Heidi Besuijen	(780) 497-3327	hbesuijen@rmrf.com
Sharek, Logan & van Leenen LLP	David van Leenen	(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
	Natasha Sutherland	(780) 809-1888	nsutherland@willislaw.ca
Witten LLP	John M. Frame	(780) 428-0501	jframe@wittenlaw.com

PROPERTY SERVICES			
8760 Expense Management	Nigel Gamester	(780) 499-1378	ngamester@8760.ca
@Assist	Audrey Charles	(888) 593-2778	audrey@atassist.com
AAA Striping	Dorian Andrews	(780) 435-2214	info@aaastriping.ca
Abris Construction Inc.	Nathan Kawulka	(780) 906-8055	nkawulka@gmail.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
Alberta Roofing Contractors Association (ARCA)	Kevin Kramers	(403) 250-7055	kevin@arcaonline.ca
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
Best Choice Painters Ltd.	Patrick Aubert	(780) 465-2378	bestchoicepainters@shaw.ca
BHP Mechanical Ltd.	Robert Pallister	(780) 482-2334	info@bhpmechanicalltd.com
C-Three Electric Ltd.	Rob Thorne	(780) 991-7461	c-three@shaw.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, ACCI, FCCI, CEO	(403) 509-2250	bernie@condo-check.com
DF Technical & Consulting Services Ltd.	Sabrina Heathcote	(780) 468-3131	sabrinah@dftechnical.ca
Durabuilt Windows & Doors	Harmandeep Singh	(780) 982-6156	harmandeeps@durabuiltwindows.com
E & L Custom Homes and Renovation Ltd.	Pio Patrizi	(780) 461-2558	eandlcustomhomes@xplornet.ca
FirstOnSite Restoration	Cory Hislop	(780) 733-3399	chislop@firstonsite.ca
G & J Parking Lot Maintenance LP	Grant Wall	(780) 454-0700	services@gjparking.com
GeniePad	Rafal Dyrda	(800) 274-9704	rafal@geniepad.com
Great Canadian Sundeck & Railing Ltd.	Mike Buwalda	(780) 490-5539	gcdecking@telus.net
H & M Carpet Care	Dean Assiff	(780) 456-3644	hmcarpetcare@shaw.ca
Harlow Pest Control Ltd.	Carly Olcen	(780) 757-2999	info@harlowpestcontrol.ca
Infinite Building Maintenance	Noor Patwand	(780) 203-5097	infinitebuildingmaintenance@gmail.com
Jetco Mechanical Ltd.	Blaine McMurdo	(780) 451-2732	blaine.mcmurdo@jetcomechanical.com
Karlen-Elecom Ltd.	Mickie Poon	(780) 453-1362	mp@elecom.ca
Keytech Water Management	Richard Gadoury	(780) 939-5545	richard@keytechwater.com
Lucki's Exercise Equipment Ltd.	Lori Lucki	(780) 423-1155	lori@luckis.com

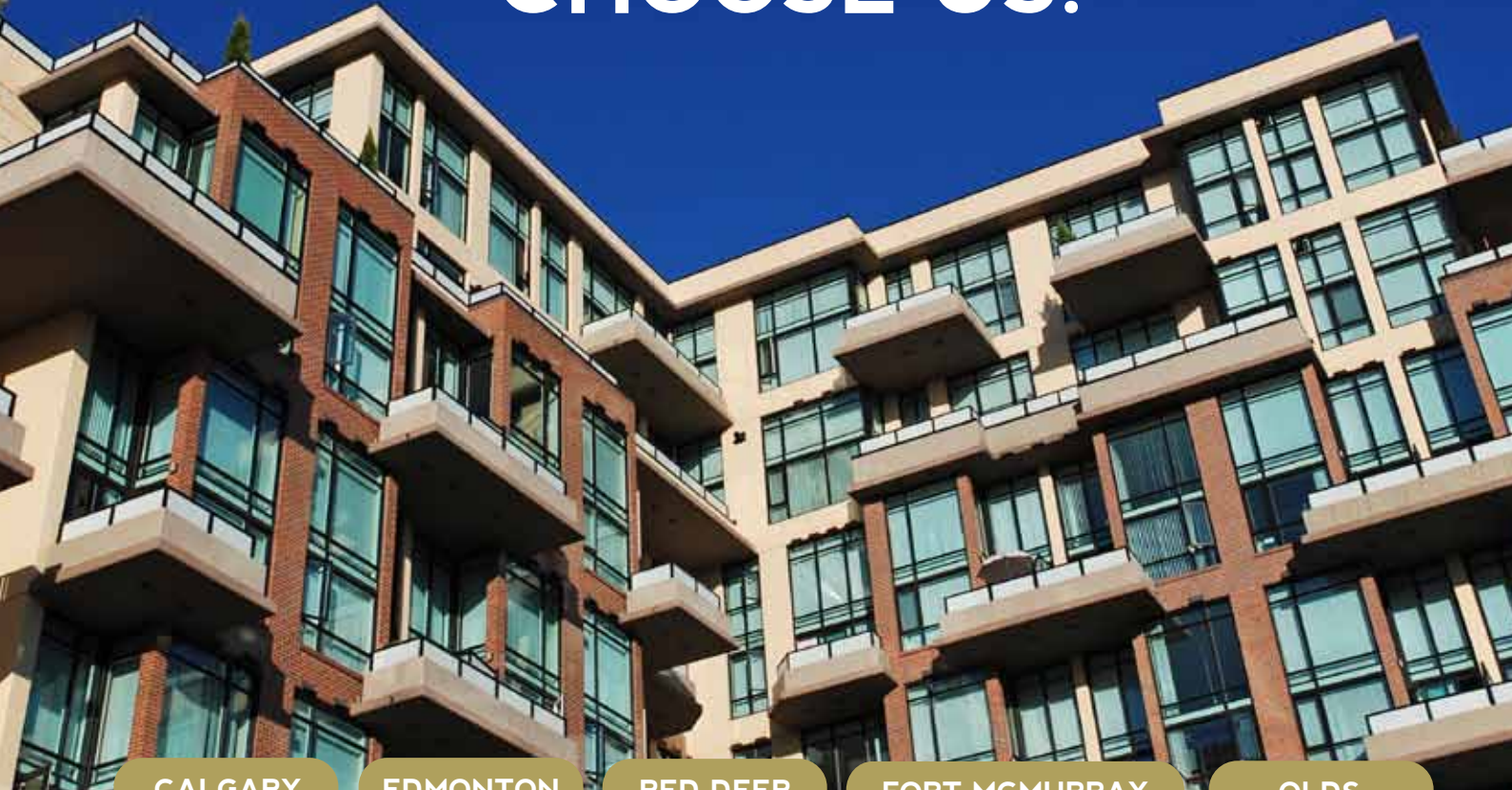
<i>Company</i>	<i>Full Name</i>	<i>Phone</i>	<i>E-mail</i>
Lydale Construction	Ryan Presakarchuk	(780) 822-1200	rpresakarchuk@lydale.com
Method Energy Corporation	Gord Neis	(780) 757-2828	gord.neis@methodenergy.ca
Middlemen Services Ltd.	Moira Quirke	(780) 918-6331	mqtralee@gmail.com
Nordic Mechanical Services Ltd.	Rene Cloutier	(780) 469-7799	rene@nordicsystems.ca
O Canada Contractors Ltd.	Reg Lymburner	(587) 336-7742	ocanadacontractors@gmail.com
Peace Power Corporation	Chad Mielke	(780) 668-9493	chad.mielke@peacepower.ca
Pop-A-Lock of Edmonton	Ron Murray	(587) 672-5625	ronmurray@popalock.ca
Resort Development Funding Corp.	Randy Westergaard	(403) 728-3010	randy@mylakeresort.com
Rope Access Solutions	Tal Yaakov	(780) 757-0099	info@ropeaccesssolutions.ca
SafewithUlli o/a Safe With Ulli Inc.	Ulli Robson	(780) 288-2986	ullirobson@shaw.ca
Seasonal Impact Contracting Ltd.	Keegan Andreas	(780) 504-1317	estimating@simpact.ca
ServiceMaster of Edmonton	Sarah Papove	(780) 930-4356	sarah.papove@svmrestore.ca
Shaw Communications Inc.	Larry Kennedy	(780) 490-3638	larry.kennedy@sjrb.ca
Solution 105 Consulting Ltd.	Chris Vilcsak	(780) 429-4774	vilcsak@solution105.com
SuperGreen Solutions	Francis Gough	(780) 438-0292	alberta@supergreensolutions.com
Think Mechanical	Ken McCullough	(780) 554 9888	ken@thinkmechanical.com
Urban Systems Surveys Inc.	Bruce Drake, ALS, P.Eng	(780) 430-4041	bdrake@urbansystems.ca
VETS Group	Erin Rayner	(780) 434-7476	erayner@vetsgroup.com
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			
Capcity Realty Group	Edris A. Asisi, Bcom, CA	(780) 701-9522	edris@capcityrealtygroup.com
Connie Kennedy Realty Inc	Connie Kennedy, ACCI	(780) 482-6766	conniekennedy@shawbiz.ca
Front Door Real Estate	Robert Rudyk	(780) 451-0037	info@frontdoorrealestate.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
Royal LePage, Summitview Realty	Rich Potter	(780) 852-5500	rpotter@royalalpage.ca
Royal LePage, The Realty Group Grande Prairie	Angie Peters	(780) 539-5771	broker@royalalpagegp.com
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
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. FEC, GFC (Hon)	(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	Brian Barlund	(877) 211-8404	bbarlund@reservefundplanners.ca
Reserve Fund Planners Ltd.	Richard McDonell, CPM, CRP	(403) 348-5444	reservef@telusplanet.net
Sharon Bigelow Reserve Fund Study Consultant	S. Bigelow	(780) 965-0965	sharonbigelow@shaw.ca
TCL Engineering	Ted Hagemann, B.Sc., P.Eng.	(780) 435-2833	thageman@telus.net
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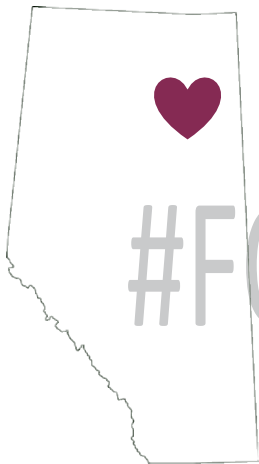
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For Fort McMurray owners affected by the recent wildfires, please note: As an owner, you are required to contact your insurance provider as soon as possible. You should start a claim for alternative living expenses while you are displaced from your homes in Fort McMurray. Once

permitted, Fort Management will work alongside insurance adjusters to have the common areas of the properties assessed. We are working diligently to ensure that our owners have the most up to date information as possible and are putting forth our best efforts to ensure the most seamless transition back into our properties. We do appreciate your patience during this trying time for our community.

Locally owned and operated, Fort Management was established in 2007. Over the years we have continued to grow in both size and credibility within the management industry. We work hard to ensure the day to day operations of your corporation run as efficiently as possible. Our management team is proud to offer the following:

- Condominium Property Management- Commercial & Residential
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- Caveats
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- In-house commissioner of oaths
- 24-hour emergency after-hours service

Our office is open Monday to Friday 8:00AM-5:00PM, however we are always available to assist you. Should you have an inquiry outside of office hours, do not hesitate to call or email us, as we are ready and willing to help. Our service fees are based on your Corporation's needs, so please, don't hesitate to contact our office for a personalized quote!

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