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Gregory Clark, Shantel Kalakalo, Joyce Schwan

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CCI-NAC Communications Committee

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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.

BUSINESS PARTNERS BROJAM Construction &

Maintenance Ltd.
Canadian Western Bank
Creative Door
Modern Power Vac Furnace
Cleaning Ltd.

Paneless Window Washing Inc.

Think Mechancial Inc.
Trauma Scene Bio Services
Inc.

Tree of Knowledge (TOK) Engineering

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CONDOMINIUMS Bentley Condominiums

Brookside Estates
Century Villa Condos
Churchill Manor
Condo Corp #1420125
Creekside Terrace
Estates on Sunview Lane
Eton Park
Fifth Street Lofts
Gates on 117th
Gentry Lane Condos
Horizon Village Glen Allan
Horizon Village Jackson
Heights
Lake View Greens
Manor 1910

Parkallen Pointe

Sherridon Crossing Silverpointe Estates

Southwinds Condominiums Sunset Harbour Westfield Village Wolf Willow Manor

INDIVIDUALS

Richard Drader Maurice Perrault Gwen Rendle Dheena Subramanian



The Imperial Choice



Spring is upon us here in North Alberta and things are buzzing at CCI North Alberta!

I would like to begin by thanking my good friend and mentor Helena Smith for all of her work with CCI North Alberta. Helena will be stepping back from the CCI North Alberta in her capacity as Chairperson of the Executive and Chair of Education but will remain teaching at our many CCI educational events. Helena has been an integral part of the growth of this chapter over the past number of years. Under her guidance, our Chapter has been recognized as the Chapter of the Year twice at the National level. This is based on the strength of our educational program which she has been the leader of for many years. We miss her wisdom and insight, but wish her success in her post-retirement career!

Our current chair of membership, Sandi Danielson, has taken over the role of Chairperson of CCI North Alberta, and is doing a fantastic job. Thank you Sandi!

Shantel Kalakalo was selected to Chair the Education Committee. Shantel brings a great deal of energy and organization to the position, skills that are critical to the running of the education portfolio. Our organization is already seeing the benefits of her involvement on this committee. I am happy to welcome Trudy Anderson to the Board of Directors of CCI North Alberta. Trudy is a Condominium Manager and Client Liaison with KDM Management. She has been an amazing volunteer and educator with us, and brings her extensive experience and knowledge to our organization.

I am particularly excited to report that our 8th Annual Trade Show and Conference is being held on April 29, 2017 and promises to be our best yet. Our Executive Director Alan Whyte has been working very hard on your behalf to bring new topics, new presenters, and new formats to our upcoming conference. This is to allow for the best learning experience and environment for attendees. This year we have moved the venue to the fantastic Robbins Health Learning Centre located at MacEwan University.

Our Board of Directors are cognizant of the need for CCI North Alberta to create events that are geared towards owners, and owner education. I am proud to announce that CCI North Alberta, for the first time, will be hosting a concurrent condominium owner's information session during the conference which touches on four key topics that owners should be aware of. This includes an Introduction to Condominium Governance, Condominium Insurance from an Owner's Perspective, An Interactive Di-

scussion on Steps to Resolve Owner Issues, and 10 Secrets to Surviving Life in a Condominium. I strongly encourage Condominium Managers and Corporation Board of Directors' to disseminate information to their condominium community members about these sessions. I have no doubt that this will improve communication and understanding within your condominium community.

This spring we are introducing a brand new program CondoSTRENGTH, a "For Directors, By Directors" initiative complimentary to all CCI condominium members. This additional membership benefit will bring interested board directors together to network and learn from one another. A national online resource tool will be available as well with examples of shared success stories. Our free program launch and information session is scheduled for the night of Tuesday, April 11th. Pre-registration is required.

CCI North Alberta's work continues on the Condominium Property Act and its implementation. The Government Advocacy Committee is diligently working on documents to advise the government on regulation development in areas such as governance, insurance, purchaser rights, Condominium Management accreditation and training, and feedback on the dispute resolution model the Alberta Government has promised to implement.

Most recently a court case in Alberta has ruled in favour of the inclusion of age under the Human Rights Act. Without an amendment by the Alberta Government to exclude Condominiums, age restrictions in condominium will be not be permitted. This means that condominiums that are adult only living may not be allowed. Lawyer Hugh Willis has lead the discussion on this issue at a series of town halls held in the Capital Region. CCI North Alberta will be articulating our position in the coming weeks and we will communicate this to our membership at the appropriate time. I would encourage all members to provide input on our survey which is being circulated.

Finally, I am looking forward to meeting each and every one of you at our Conference and Trade Show being held on April 29, 2017. I would encourage you to register early to receive the early bird fee, and ensure that you secure your spot before the conference is sold out!

In solidarity,

Anand Sharma

President, CCI North Alberta

COMMITTEE REPORTS

Education Committee Report

One of our pioneers of the organization, Helena Smith, has decided to take time off from the CCI Board. We would truly like to thank Helena Smith for her contributions within CCI North Alberta Chapter and CCI National over the past many years in addition to her knowledge and experience Helena has shared with most likely anyone who has attended any of our events. Helena has agreed to still teach when necessary, which is wonderful news!

My name is Shantel Kalakalo and I have taken over the role as Education Chair for CCI. I have big shoes to fill but I am up for the challenge! For the last seven (7) years I have been on the Board in the Secretary role as well as being the Sponsorship Chair for the organization and I also assist the Communications committee as the advertising coordinator for the Insite magazine.

Our recent session held on short term rentals in January was our most successful event to date. Todd Shipley delivered a stellar presentation on the pros and cons of Airbnb's and we all learned how tricky these types of rentals can be for Condominium Corporations. This session also marked our first live webinar and we were overwhelmed by the interest at the venue as well as online. If you missed it, you can find it posted online.

Spring is just around the corner and so is our 8th Annual Tradeshow and Conference which is coming up on Satur-

day, April 29, 2017. Information is available online and within this issue of the Insite magazine.

We have made a change to the schedule of events this spring to bring awareness on issues that need to be discussed in more detail, particularly in areas where we receive many inquiries. The Education update is as follows:

On March 23, 2017 our lunch presentation will discuss Reserve Fund responsibilities and in particular the Board's responsibility to prepare and approve five year plans and what the criteria is to determine if the expense can be paid through the Reserve Fund.

To wrap up the year until the fall, the spring CM200 session is scheduled on March 25 and March 26, 2017 and the annual CM300 is being held on May 27 and 28, 2017.

The Education Committee is currently working on the Education Schedule for 2017/18. If you have suggestions for topics please let me know.

Shantel Kalakalo 2nd Vice President, CCI Board of Directors, Education Committee Chair, Sponsorship Chair

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UPCOMING EVENTS

"CondoSTRENGTH Program Launch and Information Session"

Tuesday, April 11, 2017 @ 7:00 pm

FREE to All CCI North Alberta members – Pre-registration is required

The CondoSTRENGTH program is a for directors, by directors initiative designed to provide condominium members of CCI an additional membership benefit by bringing their board directors together to network and learn from one another. The program, offered FREE to all existing condominium members of the chapter, provides access to a growing collection of success stories contributed by condominium directors across the country and the opportunity to attend director networking events hosted at local condominiums. The program is a two-way street, where directors are invited to contribute resources and host networking events just as they are able to access those contributed and hosted by fellow condominium directors. Come and find out more of the details of this exciting complimentary National program hosted by one of its co-creators, Marc Bhalla a mediator from Toronto who focuses his practice on condominium conflict management.

8th Annual Condominium Conference and Trade Show

Saturday, April 29, 2017 8:00 am - 5:00 pm

Robbins Health Learning Centre - MacEwan University (see pages 8-12 in this issue for details)

Join us for our largest event of the year featuring a wide variety of educational sessions, trade show and lots of networking opportunities. Sign up for the full day Conference or if time is an issue, register for your topics of interest on an individual basis.

Condominium Management 300 (CM 300)

Saturday & Sunday - May 27 & 28, 2017 9:00 am - 4:00 pm

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

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

"Condo 101- Board Basics and Best Practices"

Monday, June 12, 2017 @ 7:00 pm

FREE to All CCI North Alberta members - Non-Members: \$50.00 Includes GST

This introductory 2.5 hour course will assist 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 take away a number of best practices to review and implement within your condominium. Limit of 4 members/condo per session. Pre-registration is required as seating is limited.



DATE: SATURDAY, APRIL 29, 2017

NEW VENUE: ROBBINS HEALTH LEARNING CENTRE

MACEWAN UNIVERSITY, 10910-104 AVE, EDMONTON, AB

Our largest event of the year continues to grow! Book your calendars now and take advantage of the numerous condominium educational presentations and networking opportunities with other Condo Owners, Board Members, Managers and Business Professionals during our Conference and Trade Show.

Register early to avoid missing your choice of topics as over half of the sessions were sold out last year and save by registering prior to the EarlyBird deadline (March 31, 2017). Choose between either the full day Conference (Best Value) or if time is an issue, register for the individual sessions that interest you the most. The Tradeshow is free to the General Public.

THANK YOU TO ALL OUR SPONSORS TO DATE!

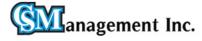






















NEW THIS YEAR

- Condo Owner Information Sessions
- Networking Luncheon for Conference Attendees
- Improved Classroom Seating for each Conference session (easier for laptops and notetaking)

CONFERENCE DETAILS:

Full Conference (Best Value)

Includes: ONE choice of four (4) topics in each of the 3 sessions, Legal Panel, Tradeshow, Continental Breakfast, Networking Luncheon and Parking Pass.

CCI Member Earlybird Rate: \$100 + GST (until March 31) **CCI Member Regular Rate:** \$125 + GST (April 1-28)

Non-Member Rate: \$200 + GST

Individual Sessions (Register by Topic) and Legal Panel Includes Tradeshow Access. Subject to Availability.

CCI Member Earlybird Rate:

\$30 + GST (until Mar 31) per Session

CCI Member Regular Rate:

\$35 + GST (April 1-28) per Session

Non-Member Rate: \$50 + GST per Session

Condo Owner Information Sessions (New this Year)

Includes Tradeshow Access. Subject to Availability.

Earlybird Rate - \$15 + GST (until Mar 31) **Regular Rate -** \$20 + GST (April 1-28)

TRADESHOW DETAILS:

- Tradeshow will be open from 9:30 a.m. 4:00 p.m.
 Limited booth availability (sold out last year).
- Set up Saturday Morning from 7:30 a.m.
- Free for Attendees and the General Public

Cost: Includes a 5 foot skirted table, power on request (limited availability), Wi-Fi access & 2 Conference admissions with parking passes.

Exhibitor CCI Member Earlybird Rate: \$400 + GST (until

Mar 31)

Exhibitor CCI Member Regular Rate: \$500 + GST (April

1-28)

Exhibitor Non-Member Rate: \$750 + GST

REGISTER ONLINE AT BIT.LY/CCI2017CTS







8TH ANNUAL CCI NORTH ALBERTA CONFERENCE & TRADE SHOW 2017

SCHEDULE SATURDAY, APRIL 29

| 7:30 am to 8:30 am | Registration and Check-in Tradeshow set up Continental Breakfast for Conference Registrants Welcome Address |
|----------------------|--|
| 8:30 am to 9:45 am | Conference Session #1 (choose 1 of 4) |
| 9:30 am to 3:30 pm | Tradeshow Open (free to general public) |
| 9:45 AM to 10:15 AM | Break with Exhibitors |
| 10:15 ам to 11:30 рм | Conference Sessions #2 (choose 1 of 4) |
| 11:30 AM to 12:00 PM | Break with Exhibitors |
| 12:00 рм to 1:30 рм | Networking Luncheon for Conference Registrants |
| 1:30 pm to 2:45 pm | Conference Sessions #3 (choose 1 of 4) |
| 2:45 PM to 3:15 PM | Break with Exhibitors |
| 3:15 PM to 4:30 PM | Conference Session #4 - Condominium Legal Panel |
| 4:30 pm to 5:00 pm | Grand Finale – Closing Remarks and Door Prize Draws |

CONDO OWNER INFORMATION SESSION SCHEDULE

| 9:30 AM to 10:30 AM | Introduction to Condominium Governance |
|----------------------|--|
| 11:00 AM to 12:00 PM | Condominium Insurance from an Owner's Perspective |
| 1:00 PM to 2:00 PM | Steps to Resolve Owner Issues - An Interactive Discussion |
| 2:30 PM to 3:30 PM | 10 Secrets to Surviving Life in a Condominium |

CONFERENCE TOPIC DETAILS

SESSIONS #1: 8:30 AM — 9:45 AM

How Condo Boards Can Educate Owners: The Ten Most Important Topics to Cover

Presenter: Deborah M. Howes, ACCI, FCCI (High Clouds Incorporated)

Condominium boards often do not think about educating the owners in their community because they are focussed on managing the common property, protecting the finances and enforcing the bylaws. Owner education is part of the governance responsibility of boards. Education can be rewarding, provide cost savings, enhance owner engagement, and reduce conflict and stress in the community. This session will identify the 10 most important topics the board can help educate owners about. Participants will also work in groups to discuss two of the topics.

Rapid Fire Insurance - Panel Discussion

Panel: Dawn Mitchell (Hub International), Tony Reed (BFL Canada), Pete West (Reliance Asset Consulting), and Paul Whitman (Diverse Claims Adjustors)

Condominium Insurance is easily one of the most discussed topics and when incorrect information is received the result can be very costly for both condo owners and the condo corporation. With the current legislation still to be determined we will discuss some key points to address but focus on the current realities and help all attending understand the rights and responsibilities of all involved as well as some Best Practices to follow to reduce your risk and stress levels. If you have any questions or concerns regarding appraisals, claims process, deductibles or policy coverage this is the session you need to attend.

A Little Knowledge Can Be Dangerous: Identifying Roles & Responsibilities to Maintain Common Property

Presenter: Leo Leibel (Wade Engineering Ltd.)
This presentation will illustrate some of the common issues that arise in maintaining the physical components of condominium complexes. This interactive discussion will identify common mistakes that can cost Corporation's thousands of dollars unnecessarily when various stakeholders overstep their level of expertise when determining a proper course of action. We will also focus on the necessary protocols for clear communication with all parties to ensure that the common property and buildings have the best chance of meeting or exceeding their life expectancy.

Budgeting Best Practices: Improving your Accuracy

Presenters: Barb Surry, CMA and Brian Newbert (Victorian Property Management)

Proper budgeting requires much more than cursory preparation and a functioning calculator. Learn from two long time industry professionals on how to effectively plan your next budget by asking the right questions from the start of the process, drilling down on historical data and when to ignore it, identifying realistic savings opportunities and managing your cash flow. We will touch on how these practices can assist you with your budgeting process for the Reserve Fund Plan as well.

SESSIONS #2- 10:15 AM — 11:30 AM

How to Create Awesome Condo Board Meetings

Presenter: Gord Sheppard (Professional Facilitator and Coach)
Effective condominium board meetings are at the heart of every great condominium corporation. But too often, condo board meetings get side-tracked for a variety of reasons including:

- Poor time management
- Open agenda
- The Chair lacks meeting experience
- People get into conflicts and more

Sound familiar? Well if you're looking for a fast way to get the tools you need to make your condo board meetings fantastic then you should attend this session and learn:

- How to become a better meeting facilitator
- How to fight, so you can really get along
- How to create an effective agenda
- How to connect your condo board meetings to your long term strategy and more

Improve your Energy IQ to Reduce Expenses - Panel Discussion

Panel: David Dodge (Energy Efficiency Alberta), Nigel Gamester (8760 Expense Management), Chad Mielke (Peace Power), and Chris Vilcsak (Solution 105 Consulting)

There has been a lot of recent news about the electricity & natural gas markets in Alberta, including carbon levies and rebates, presenting a major challenge for Condominiums to fully understand what this means for their Corporation. This panel comes from various backgrounds of Professional Energy Management services to make sense out of this very complex operating expense for Condominiums. Attend this session to understand more about what is going on in the world of Alberta's deregulated energy markets and come to learn how valuable this expertise can be for your Condominium.

A Proactive Approach to Protect Parkades and Parking Lots

Presenter: Jamie Murphy (Read Jones Christoffersen)
When one has been involved with parking structure repairs and restoration for a lengthy period of time, you encounter a lot of interesting situations. This presentation will discuss the various types of parking structures and the deterioration that can take place. Damages resulting from deterioration of the structures can be extremely costly to repair if left unchecked. An overview of the evaluation process will be covered including the types of reviews and testing, recognizing the problems, analyzing the repair and protection alternatives to establish a suitable course of action and budgets.

Dissecting the Delivery of Condo Documents - Panel Discussion

Panel: Stephen Cassidy (Condo Papers), Mira Mehta (KDM Management), Brad Mitchell (AREA), and Bernice Winters (Condo Check)

Nothing is more representative of the Wild Wild West perspective of condominium living than the delivery of Condominium Documents to both owners and potential purchasers. The timeframe conflict between realtors and the current Act, the wide variance in fees charged, and what other documents should be distributed are just a few of the discussion points that the panel will debate. We will take a look at how other provinces are dealing with this issue and see if we can come to some agreement as to a guideline for reasonable costs and delivery times.

CONFERENCE TOPICS CONT'D

NETWORKING LUNCHEON 12 NOON — 1:30 PM

With this many people together in one place it only makes sense that we give you an opportunity to use your networking skills to your advantage. Whether you want to meet other condominium corporations that are similar to yours (e.g. - townhome, hi-rise, recently developed, self-managed, etc) or spend some time with a group of service providers (e.g. – engineers, maintenance companies, financial services, etc.) we will do our best to accommodate. Enjoy your lunch and catch up with your colleagues first, then make the most of the opportunities provided for the second half. Networking details will be decided by attendees in advance. Stay tuned for details.

SESSION #3- 1:30 PM — 2:45 PM

Why Can't We Be Friends? Resolving Disputes through Mediation

Presenter: Pete Desrochers (Alberta Arbitration and Mediation Society)

The presentation would be on the need for managers, condo board members and condo owners to better avail themselves of mediation and other Alternative Dispute Resolution (ADR) mechanisms available to resolve a growing number of issues and complaints received by the government and various societies. Using a live role play scenario, the presenter will show how effective this style of dispute resolution can be carried out and encourage stakeholders to consider this cost effective option in the future.

Dealing with Disaster: A Fort McMurray Update - Panel Discussion

Panel: Arianna Johnson (Hillview Park), Jane Simpson (Southridge Gardens), Hugh Willis (Willis Law), and Tony Esposito (BFL Canada)

Almost a year to the day was the start of the timeline for the unimaginable fire disaster that resulted in the full evacuation of Fort McMurray. Our panel includes two Board Members whose condominiums were significantly affected along with a legal and insurance perspective from others involved. While there is still much to complete to date, the presenters will outline the enormous challenges they faced including evacuation, ongoing communication and information gathering, financial considerations, bureaucracy barricades and reconstruction obstacles, never mind the emotional toll it has taken on all those affected. It is a unique lens seen through the eyes of a condominium community.

Make the Most of the Reserve Fund Assets without Breaking the Bank

Presenters: Elizabeth Lunney, CFA and Samia Preston (Matco Financial Inc.)

Searching for a higher return on investment? Worried about hidden investment risks? Confused by industry jargon? This session will provide a framework for addressing your fiduciary responsibilities as they relate to Reserve Fund asset management. We will address the correlation of the Reserve Fund Report and Plan with your investment plan and the importance of a well drafted Investment Policy Statement. From there we will provide an overview of investment industry participants, product choice, service options and pricing. The goal is to provide participants with a decision making framework and the tools to develop and implement a thoughtful investment plan designed to meet your Condo Board needs.

Follow the Rules or Face the Consequences: A Condo Fine Primer for Boards

Presenter: Todd Shipley (Reynolds, Mirth, Richards & Farmer LLP) The Condominium Property Act and most modern condominium by-laws allow boards to issue fines for noncompliance. However, Courts have sometimes refused to enforce fines and awarded costs against condominium corporations who did not utilize their authority in a proper manner. This session will consider the benefits and risks of fines, how and when they can be utilized, and in what circumstances fines have been successfully challenged.

SESSION #4- 3:15 PM — 4:30 PM

Condominium Legal Panel

Panel: Robert Noce (Miller Thomson LLP), Todd Shipley (Reynolds Mirth Richards & Farmer LLP) and Hugh Willis (Willis Law)

Nominated for an Emmy for Outstanding Reality Competition based on last year's performance until we realized no one had bothered to take the time to film them, our trio of legal experts return to close out the Educational portion of our Conference. They will bring you up to date on recent case law that will either directly or indirectly affect how condominiums operate moving forward as well as lend their varying opinions to possible changes in the important Phase 2 Regulation Amendments. Attendees will also have the opportunity to ask questions to the panel during the session. Come prepared!

GRAND FINALE- 4:30 PM — 5:00 PM

Draw Prizes / Closing Remarks

We are very fortunate to have a large group of generous Business Partners who donate prizes for the attendees. It is definitely worth the wait as you must be present to take home a draw prize if selected.



"Have you got it?"



CondoSTRENGTH

Program Launch and Information Session

Tuesday, April 11, 2017 @ 7:00 pm

Chateau Louis Conference Centre 11727 Kingsway

Free Session for CCI NAB Condo Members.
Pre-Registration is required.

A FREE program for members that is

For Directors, By Directors

Enroll today for access to our:

- Toolbox of Online Resources for Condo Directors
- Director Networking Events
- Community Recognition

CHAPTER INTRODUCES NEW CONDOSTRENGTH PROGRAM FOR BOARD DIRECTORS

We are thrilled to be announcing the launch of CondoSTRENGTH for our Chapter that will continue to strengthen our drive for CCI North Alberta to be the hub of our local condominium community. Recently rolled out at our National Fall Conference last year, this complimentary program for all CCI condominium members gives Board members the opportunity to share their successes and learn from their peers in an open and welcoming environment.

The CondoSTRENGTH program is a for directors, by directors initiative designed to provide condominium members of CCI an additional membership benefit by bringing their board directors together to network and learn from one another. The program, offered FREE to all existing condominium members of the chapter, provides access to a growing collection of success stories contributed by condominium directors across the country and the opportunity to attend director networking events hosted at local condominiums. The program is a two-way street, where directors are invited to contribute resources and host networking events just as they are able to access those contributed and hosted by fellow condominium directors. The idea is to give a Board about to begin addressing an issue that is new to them the chance to learn from a Board who has already addressed a similar circumstance – not because what works for one condominium will work for another but because the experience of others can help generate some ideas and remind directors that they are not alone.

One of the co-creators of the CondoSTRENGTH program will host our program launch and information session on Tuesday, April 11, 2017 at the Chateau Louis Conference Centre. Marc Bhalla is a mediator who focuses his practice on condominium conflict management. Marc draws on his personal experience as a condominium resident, owner and director when mediating and did the same in developing the CondoSTRENGTH program for the Canadian Condominium Institute. His presentation will discuss the origins and evolution of the CondoSTRENGTH program leading up to its upcoming launch in North Alberta. You will have the chance to ask questions and learn how you can contribute to this additional membership benefit available at no additional charge to better empower your Board and your community.

Product Launch and Information Session:

Tuesday, April 11th @ 7:00 pm Director Networking- 7:00- 7:30 pm Information Session- 7:30 – 8:30 pm

Free Session to all CCI NAB Condo Members.
Pre-registration is required.

See CondoSTRENGTH.ca for details



MOVING FORWARD & SAVING MONEY

BY AMANDA LOVELESS

The Peaks celebrated its 10th year in February of this year. We consist of people from all over the world and we're proud of our diversity. We are nestled in the heart of Eagle Ridge, one of Fort McMurray's premier neighbourhoods and on many nights the Northern Lights can be viewed right from your balcony - it is spectacular!

We are a precast construction which was designed exceptionally well and the design has many advantages. Our parkade has a NeoGuard membrane that has actually outdone it's expectancy with only two very minor repairs to date. We do maintain it very well and have it on a schedule so the membrane is very clean. Also, we have purchased our own in house parkade sweeper to maintain the thruways in between cleanings which has seen a great reduction in dust levels, less equipment failures and an overall healthier parkade.

Our roof is an EPDM which is extremely durable synthetic rubber roofing membrane. We do a Roof Area Maintenance Program yearly and our own maintenance staff will do monthly inspections to check for things such as separation from the wall during property settling, or the freeze and thaw periods of which we've only ever had one event. We also find peck holes from the ravens. Last year which was our 9 year mark we repaired some 20 or so small holes and some of which we suspect was from hot embers from last year's fire. The repairs are fairly inexpensive by a local company that understands the EPDM application very well.

With 403 habitable suites and 4 buildings we are one of the largest properties in Northern Alberta where approximately 1,200 people call home. We boast many amenities for our residents such as weight rooms, cardio rooms, games rooms, party rooms and a wash-bay located in our parkade that can be used year round. The Peaks is family oriented and we traditionally have Santa, Halloween, community functions and have an onsite play area. We're



a pet friendly property that has implemented the Poo-Prints program which has been hugely successful with DNA tracking.

We are always looking to improve the property and just recently installed a state of the art security system and a major solar project.

Solar consists of panels on all 4 roof tops that we expect to not only see current advantages from but also for many years to come. Solar has become much more attainable and with us being a very large property it is a terrific way to reduce day to day expenses. One key thing to keep in mind is that with the lease program, your system is warrantied for the full lease period which is a great incentive and also makes it much more cost effective and budget-able for residential properties.

About a year ago we embarked on upgrading to LED lighting in our common areas and with 2,078 bulbs between regular base bulbs, pot lights and fluorescents - not including the exterior parking lot lights, it was no small task. There was a significant decrease in our monthly electricity bills that saw an average savings of \$3,000.00 monthly which surprised me. I expected to see a decrease but didn't expect that much of decrease. LED pricing has dropped quite a bit and, we use all retrofit so no hardware had to be changed. The conversion to LED paid for itself in a couple of months and I would recommend it to every property.

We are currently self-managed although have been managed by property management companies in the past. For smaller properties, a management company may be more ideal but for a property as large as ours you would always need onsite management to oversee resident needs and the day to day business. I think for each individual property you have to do what fits you best.

Amanda Loveless, ARM®, CPM Candidate is the Property Manager of 'The Peaks of Eagle Ridge', Fort McMurray, AB. www.eagleridgepeaks.com

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BY MIKE WEIBE

No one ever thinks of, or remembers past the tragedy, the trauma, the crime - except the families. After the media, the police, the ambulance, the hearse; after the body is taken away and all the drama has subsided, there is yet one more job to do, but who is going to do it? Who is going to clean up this mess and how in the world are they going to do it?

The Answer

For Trauma Scene Bio Services Inc., sanitation is not just a profession, but a way of life. They have built a strong reputation on reliable cleanup and decontamination solutions through extensive training, proper equipment and comprehensive cleanup solutions in all of Alberta. From thorough cleanup of blood from homicides, suicides, or accidents, total decontamination of crime scenes including illicit drug operations like meth, cocaine and now fentanyl, vehicles and prison cells, to de-cluttering extreme cases of hoarding, they have handled them all with utmost professionalism to produce results each client can appreciate and, they as a team, can truly be proud of.

Their expertise in crime, accident, or death scene cleanups includes specialized handling of bio-hazardous materials that no ordinary cleaning service or janitorial staff can safely provide. They are fully licensed, bondable, and insured with round-the-clock accessibility through their 24-hour emergency response, 365 days a year. Their sanitation and decontamination experts have a thorough understanding of every matter and substance that a household or community could be exposed to and will ensure every appropriate measure is taken to safeguard your environment.

Trauma Scene Bio Services hold certifications with: American Bio Recovery Association; Occupational Safety and Health Administration; Marine & Environmental Testing Inc.; as well as Emergency & Standard First Aid Courses; WHMIS; BBP (Blood Borne Pathogen) and several independent training courses.

The Team

Trauma Scene was established in 2003 by Brent Olynyk, formerly with the Edmonton police service and RCMP. While working for the police service he noticed that there weren't any resources for families and businesses following an incident. He founded the company to become this resource. With the addition of partner Mike Wiebe, formerly a licensed funeral director, embalmer and Restorative Art Instructor for the SFSA (Saskatchewan Funeral Service Association), these professionals lead a team that truly believe in having their clients best interest at heart.

The Mission

It is their mission to provide a specialized service for all types of trauma and death scenes as well as distressed property and any other bio-hazardous situations in a respectful, non-intrusive compassionate manner, while safeguarding privacy, valuables and personal dignity. Within this scope, they are dedicated to working with law enforcement, emergency responders, victim services, public service agencies, property owners or managers and families to be able to provide answers and information to people when faced with the question; "What do we do next"?

Education and Community Involvement

Serving communities, as well as police, fire, and emergency services personnel, Trauma Scene Bio Services Inc. adheres to and abides by all provincial laws and regulations in the handling and disposal of bio-hazardous waste and infectious agents. They leave nothing behind. Whether it involves unknown substances that result from a lifetime of hoarding, construction debris, or bio-hazards, all waste is effectively removed from the scene and disposed of at an approved facility. They provide Emergency Awareness and Scene Hazards Presentations to RCMP Divisions, Property Management Companies, Housing Authorities, Alberta Residence and Landlord/Tennant Associations etc.

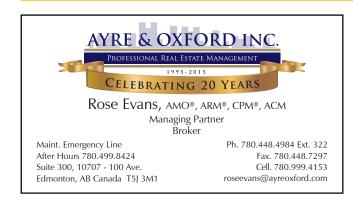
Staying current is of utmost importance. Fentanyl is the flavour of the day right now. At 1000 times more potent than morphine, hard to detect, impossible to mix properly and relatively cheap to acquire, there are obviously colossal effects in recent years.

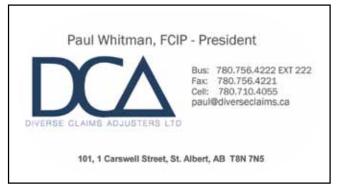
In 2012 there were 34 fentanyl deaths recorded; in 2016 there were well over 200! Drug dealers don't necessarily appear like they used to; they are renting houses, condos etc. to produce these fentanyl pills using compact pill presses. The powder that becomes airborne is extremely dangerous. One pound of fentanyl deployed properly could kill 250,000 people - two cities the size of Red Deer! Your average janitor or cleaning employee walking into that scenario would be dead in under 1 minute!

Some frequently asked Questions

Who is responsible for the bill?

Ultimately, the property owner is responsible for the cost of this service. In most cases, however, home, business or auto insurance will pay for bio-recovery services.







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Why can't I have my regular cleaning or janitorial service clean up blood or pathological waste?

Proper training and equipment is required to handle bio-hazardous waste such as blood or bodily fluids, and bio-hazardous waste has to be disposed using a legally accepted mechanism.

Can I have an employee of a business clean the scene?

Federal Regulations state that no employee can be placed in a position to be exposed to blood spills without first:

- Receiving blood borne pathogen (BBP) training
- Having written a BBP exposure control plan
- Having been provided personal protective equipment
- Having been offered a Hepatitis B vaccine and exposure evaluation including follow-up

Can you remove my odour problem or an odour associated to death?

In most situations, our technicians can remove 100% of any odour. However, extreme situations may only allow the removal of 95% of the odour, leaving the other 5% to dissipate over a short period of time.

Authorization and Due Diligence

Beyond the obvious essential

clean-up services Trauma Scene provides, there's also the matter of negotiating the delicate and intricate process of identifying and securing different levels of authorizations. Who is most affected may not always also be who is ultimately responsible. Next of kin to consult? Unit rental, ownership and property ownership issues? Are insurance companies involved? What do they cover? Connecting these administrative dots and corresponding with the right individuals is all part of the process, requiring duediligence and know-how as well as compassion.

Commitment Compassion and Understanding

With Brent's background in law en-

forcement and 13 years of Trauma Scene experience, Mike's 13 years of Funeral Directing/Embalming experience, including grief therapy education, they console and guide families and/or property owners so that in the future they can look back and know that the right decisions were made.

They are continually asked, "Do you ever get used to it?" Mike says "you never really get used to the visual or the smell of the scenes, but I think you just get better at handling it; feeling and seeing the despair, heartache and grief in the surviving members of the families will always be difficult, but it's what we do. It's not for everyone, in fact it's not for most, but it is in our team's DNA."

Mike Wiebe Trauma Scene Bio Services Inc. mike@traumascenebio.ca 780-416-8464 866-416-8464 (toll free)





THE HOW AND WHY OF LEVYING FINES

BY TODD A. SHIPLEY

In order to levy a fine or monetary sanction, a board must carefully consider the "how" and "why." The Condominium Property Act (RSA 2000, c. C-22) (the "Act") and most modern condominium by-laws allow boards to issue fines or monetary sanctions for noncompliance. However, the caselaw provides both cautionary tales and instruction to Boards that seek to exercise this authority.

In Condominium Corporation No. 042 5636 v. Chevillard, 2012 ABQB 131, a puppy was brought into a unit without the required permission. The owner also failed to clean up after the puppy "did its business" on the balcony. Fines were issued in the amount of \$150 and a Court Application to enforce the fines was served.

While the Court agreed a by-law was breached, the bylaws required the Board to pass a resolution, serve notice of the breach, and provide a reasonable period of time to rectify the breach. The by-laws further provided the fine would then come into effect if the breach had not been rectified. The Court dismissed the Application as there was no evidence of the resolution and the fines were imposed without an opportunity to rectify the breach. In short, the Board failed to consider how to properly issue a fine in accordance with its own by-laws.

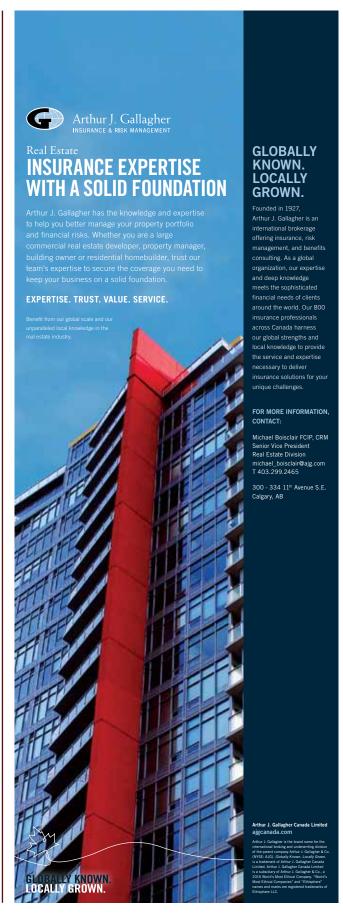
Further instruction is provided by the case of Condominium Corporation No 072 9313 (Trails of Mill Creek) v Schultz, 2016 ABQB 338. In that case, a minor son was living with his mother, the unit owner, despite the bylaws limiting occupation to those 18 years of age or older. The unit owner's purchase agreement with the developer improperly but specifically allowed the son to occupy the unit.

The Board acted to enforce the by-laws and issued a formal demand for the son to vacate the premises. After receiving legal advice the unit owner agreed to list her unit for sale and move once the unit sold. After several months, two different listing realtors, a lowered listing price and two accepted but failed offers, the unit remained unsold and the son remained in occupation. Despite the unit owner's efforts to comply, the Board issued a fine of \$250.00, for every 2 weeks the son remained in occupation.

As the unit owner was attempting to comply by selling her unit the Court questioned the reason for the sanction and felt the decision seems to be punitive and serve no useful purpose. In short, the Court disagreed with why a fine was issued, and stated:

In this case, a unit owner could reasonably, or legitimately expect that she would not be fined when there would be no useful purpose served by it. Both the by-law about minor persons staying in the complex and the power to levy a fine are discretionary. Enforcement by fines is not mandatory. The by-laws are not to be treated as a version of legislated inhumanity.





These cases provide principles and direction for Boards considering using their fining power, as follows:

- Address the "how"; carefully review the by-laws and ensure that each and every requirement for the issuance of fines is followed strictly;
- 2. Address the "why"; consider the purpose of issuing a fine (is the purpose merely punitive or can it be shown that the fine properly acts as a deterrent against future non-compliance?); and
- 3. Finally, the Board should ensure the meeting minutes identify not just the resolution, but also the process followed and the Board's consideration of the purpose of

the fine.

how and why.

tion will remain one of the effective tools available to Boards in enforcing compliance with the Act and by-laws, so long as the Board carefully considers the

Fines and monetary sanc-

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





FINDING COMMON GROUND

BY MARC BHALLA

Condominium communities tend to be filled with people from all walks of life, so it only makes sense for elected representatives serving on the board to come from diverse backgrounds. Such diversity can allow for different perspectives to be considered in the course of decision making.

As a mediator, this writer encourages exploring differing views while holding hands and singing Kumbaya. However, the realist in him also appreciates that differing views can give rise to conflict, which can, in turn, lead to bitterness and negative emotions that live on far longer than anyone would have ever expected.

Considering what is best for the overall community will not always translate into unanimous approval. But not every decision a condominium board makes should be unanimous. Why? Because what is best in the view of one director may not be what is considered best to another with a differing background, value system or past set of experiences. For example...

It can be easy to assume that everyone invested into a condominium community wants to maximize property values. Consider, however, that someone living off of a fixed income may see a downside to the increased property taxes that come with a higher property value... especially if they have no plans to sell and are part of a contingent that shares this perspective within the community.



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Beautiful gardens may be a source of pride of ownership for one, viewed solely as curb appeal to attract prospective purchasers to another and considered just another unnecessary expense to someone else.

In recent years, much attention has been given to different approaches to reserve fund planning and condominium budgeting. It is easy to see conflict emerging when one director is looking to the distant future and another has no intention of sticking around for it. There is no one answer as to what is best. While there are few things consistent from board to board, experience suggests there is one certainty consistent for every board and every condominium community: It's impossible to please everyone!

Rather than accepting this and shrugging off the concerns, feelings and views of those one cannot please, take the time to understand why someone is not happy with a particular direction, especially when that particular decision is personally important. Understanding the underlying interests behind a competing view can go a long way in both preserving relationships with one's fellow directors and opening the door to options that satisfy everyone's interests.

What follows are three tips for condominium directors to consider in working with directors who have differing views.

There is no "i" in team

Directors must appreciate that they are part of a team... that they have a vote but that others do too. Individuals may not always get their way but properly fulfilling their responsibility to their community as a director does not mean that they must have a "my way or the highway" mindset. Directors should view their fellow directors as teammates as opposed to competitors and work with them rather than against them when exchanging ideas and concerns.

Pick your battles

There is perhaps no director quite as challenging as the one who always has to be right. Don't be that guy (or gal)! If directors are willing to battle 'til death for their way on the colour of the petunias, that is their prerogative but they should appreciate that there are



other items their fellow directors may carry similar passions for. Not every decision is about the flowers!

Put yourself in their shoes

Understanding what is important to one's fellow directors can better equip a director to win them over on his or her preferences and ideals when it comes to the decisions that are important to him or her. This can especially be the case if a director gives and takes personally or spends time considering what is important to his or her fellow board members. Exert some creative energy to find ways to advance one's own interests in a manner easier for fel-

low directors to get on board with.

There would be no point in having multiple members of a board if everyone saw things the same way or simply "rubber stamped" one's ideas. Different viewpoints can certainly complicate and frustrate matters, yet they also provide a tremendous opportunity to embrace the concept of community — something that is not isolated or individual but rather that is common and shared by many.

Marc Bhalla holds the Chartered Mediator (C.Med) designation of the ADR Institute of Canada, the nation's most senior designation available to practising mediators. He focuses his mediation practice on condominium conflict management. Marc leads the CONDOMEDIATORS.ca team and manages MarcOnMediation.ca.

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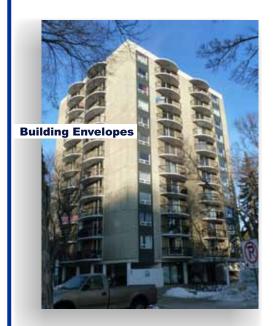
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Questions & Answers with Robert Noce



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

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

Re-printed from the Edmonton Journal, with consent from the Edmonton Journal and Robert Noce, O.C. Q: Several years ago, our board got a new treasurer, an investment broker. At the AGM, he advised the owners that he was going to invest in mutual funds to make some income. The property management company immediately advised him that the Condominium Property Act does not allow this type of investment. The board, on the treasurer's advice, nevertheless invested half of our reserve fund in mutual funds, and we have lost a large sum of money. What should we do?

A: The Condominium Corporation may be in contravention of the Condominium Property Act. I need more facts to answer your question. The Condominium Property Act states that a Condominium Corporation may invest any funds not immediately required only in accordance with the Condominium Property Act regulations. (Schedule 2 of the regulations sets out the list of possible investments).

Helpful hint: Boards must follow the law. The Condominium Property Act and regulations are clear in terms of what can be done with reserve fund money. If a Condominium Corporation fails to follow the law, and the Condominium Corporation suffers a loss, board members may expose themselves to personal liability.

Q: In a recent column, you mentioned that funds could not be removed from a reserve fund unless authorized by special resolution. Does this mean

that the board cannot use funds from the reserve fund to pay for capital improvements unless 75 per cent of the owners agree to this expenditure? Our board has never asked the owners to a meeting or asked us to vote on any improvements they want to make; they just go ahead and do what they feel needs to be done without owner input.

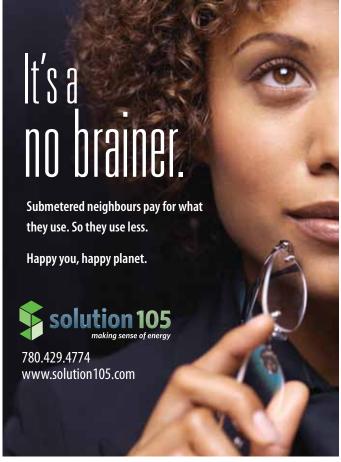
A: Funds cannot be removed from the capital reserve fund unless (a) the removal of the funds for that purpose is authorized by a special resolution, and (b) after the removal of the funds, there will be sufficient funds remaining to meet the requirements of the capital replacement reserve study.

Therefore, you will need to review the capital reserve fund study to determine whether or not the board has complied with the Condominium Property Act. Special resolution is defined in the Condominium Property Act as 75 per cent of the owners and unit factors.

Helpful hint: The reserve fund is not a slush fund! There are rules in place to govern expenditures.

Q: We are having problems with respect to the election of condominium board members. Last year, an owner nominated herself to the board, but was rejected because she was not nominated by someone else. Do you have any advice or suggestions in this regard?





A: Most bylaws set out the number of persons that can sit on the board, the eligibility requirements, of officers and how decisions are to be made. Generally, because it is difficult to get people to attend annual general meetings, if a person nominates him or herself, I would take no exception.

I find it odd that you would reject a person who is interested in sitting on the board. Obviously, if the board felt that the person needed to be nominated by another owner, then I would have expected another owner to simply put up his/her hand to nominate that individual.

Helpful hint: I take the approach that we should encourage people to get involved within the condominium corporation. Be active and involved, and if someone wants to be on the board, you should encourage that interest.

Q: We live in a condo community for persons aged 50 or older, but a few owners allow people under age 50 to live with them. This requirement is, and always has been, in our bylaws. Is it legal to have an age restriction

in Alberta? Is the age requirement enforceable in Alberta? Has it ever been tested in Alberta court cases?

A: Yes, it is legal to have an age restriction in your bylaws. There has only been one reported decision on this issue (Condominium Plan No. 931 0520 v. Smith).

Helpful hint: The key document to review is the bylaws of the condominium corporation.

Q: You often refer to the Condominium Property Act. Is this the same as our bylaws? How do we retrieve information on the Condominium Property Act and bylaws?

A: The Condominium Property Act (and its regulations) is provincial legislation. The Condominium Property Act (and its regulations) applies to all condominium corporations in Alberta. You can obtain a free copy of the Condominium Property Act and regulations by accessing the Queen's Printer website, or purchase a hard copy at the Queen's Printer.

Bylaws are unique to each condominium

corporation. To determine which bylaws apply to the condominium corporation, you need to go to the Land Titles office and obtain a copy of your Condominium Additional Document Sheet (CADS).

Helpful hint: The Condominium Plan, another important document, is registered at the Land Titles Office and provides a site plan and a cross section of the units, together with an understanding of what is or is not common property. The Condominium Plan is prepared by a professional surveyor and is a legally enforceable document.

Q: In the past four years, we have seen our condo fees escalate from \$250 to \$625 per month. Are there any condo laws in Alberta that control such a steep increase in condo fees?

A: The short answer to your question is "no." You have not provided

me with sufficient facts to indicate whether or not there is a problem. Boards are required to set condominium fees at a level that will enable the corporation to meet its day-to-day responsibilities, together with funding for the future in accordance with the reserve fund study. It could be that the initial \$250 monthly condo fee was artificially low; perhaps when you moved in, this was done to encourage people to buy.

I would suggest that you attend the annual general meeting and ask the board these questions or check with your property manager as to why the fees have gone up so much.

Helpful hint: It is easy to keep condominium fees artificially low to encourage the purchase of units, and any board that does this is doing a disservice to owners. Condo fees should reflect a budget that will meet the day-to-day needs of the condominium corporation and fund future repairs and maintenance.

O: Our condo recently provided me with a draft set of bylaws for review and the board is asking for approval. The initial bylaws were approved in 1988 and an update done in 1994. There is no way to determine what exactly has been changed, added or removed. Do I have the right to request an actual listing of what those changes were? They did provide some of the key highlights and reasons to adopt the draft bylaws in a cover letter.

We were not given much time to review and respond to the new bylaws, and I do not think it is fair to expect the average owner to be so well-versed in the bylaws that they will quickly note what has been changed. Before I approve it, I would like to know exactly what I am agreeing to.

A: It would be helpful if the board could provide owners with a black-lined version of the proposed bylaws in comparison to the current bylaws to give owners an understanding of what is being changed. When amending bylaws, the key is to provide sufficient information to all owners so that the process can run as smoothly as possible.

Helpful hint: The onus is on the board and the property manager to ensure that all owners know what is being changed in bylaws.

Q: I am a director on a condo board, and I have collected the necessary number of approved signatures from condo owners to force an Extraordinary General Meeting to replace the board, but the board is using stall tactics. How





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can I force them to set a date for an Extraordinary General Meeting?

A: Assuming that you have complied with all of the requirements under your bylaws to call an Extraordinary General Meeting, and assuming that the board still refuses to comply with your legal request, then your only alternative may be to go to court and ask a judge for an order directing the board to call the Extraordinary General Meeting.

The costs of a court application are significant and will take some time, but this may be your only recourse. You may want to

retain legal counsel and have the lawyer write a letter to the board advising them of their legal requirements. Sometimes, the threat of legal action forces someone to do something.

Helpful hint: Boards must recognize their fiduciary role, as their actions may impact owners and the general image of the condominium corporation. The board must always act in accordance with the Condominium Property Act and the bylaws. If the board is ignoring their legal obligations, there is a bigger problem within your condominium corporation.

Update: A very recent

Alberta Court decision has huge implications for bare land condominiums (Maciejko v. Condominium Plan No. 9821495, 2012 ABQB 607).

Q: You recently referred to a recent Alberta Court of Queen's Bench decision that has serious implications for bare land condominiums. Can you please explain it?

A: Here is a simplified version of this important case. This decision (Maciejko v. Condominium Plan No. 9821495, 2012 ABQB 607) deals with a dispute between owners in a bare land condominium corporation and the corporation itself. Generally, bare

land condos are housing structures — typically duplexes — which share a common wall and roof.

The bylaws provided that the condominium corporation, not unit owners, was required to repair and maintain the exterior of the individual units. making the condominium operate much like a traditional condominium. This condominium corporation was developed and marketed as a "care-free" development. As the justice noted, the approach was a great marketing idea, but probably, in hindsight, not sustainable.

A number of owners went



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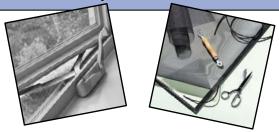
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to court to determine whether or not the bylaws were legal. The bylaws created a new class of property called "managed property," which treated the "managed property" as if it were common property. The term "managed property" is not defined in the Condominium Property Act. Unfortunately, the court determined that the approach the condominium corporation was taking with respect to the "managed property" was not permitted by the **Condominium Property** Act.

As a result, the court concluded that the condominium corporation did not have the authority to pre-collect money from owners and deposit it into the reserve fund for the repair and maintenance of property that is not owned by the condominium corporation. In other words, the condominium corporation will not have the benefit of a reserve fund-like structure to deal with the "managed property" improvements, but rather the condominium corporation will have to fund these repairs and maintenance costs on a pay-as-you-go basis. The court recognized that this was a

bizarre outcome.

Helpful hint: Please note that this is a "bare bones" summary of the decision (pardon the pun). If you live in or are on a board of a bare land condominium, I would strongly urge you to seek legal counsel to review your current situation and figure out your options.

Q: I bought a commercial unit in a mixed commercial/residential condominium building. In the condo plan, there are unit drawings and a simple schedule. The condo plan does not show the correct boundary for my unit. Furthermore, the table which contains the square metres and unit factors is incorrect. I think that the unit drawing and the unit factors are two important things, but the board argues that the unit factor does not have to come from the square metre.

If I can prove the square metre figure recorded with the condominium plan is incorrect, can I force the board to make the correction?

A: First, the unit factors do not necessarily have to be based on the square metres of the units. Your condominium plan will set out and

explain how the unit factors were divided among the units.

Unfortunately, you did not provide me with those facts to help me answer your question. Each condominium corporation in Alberta must have 10,000 unit factors, which are then divided among the units. Second, if there is an error on the condominium plan, the condominium corporation, through the board, should take active steps to amend the plan and correct the error. If the error is costing you money in that you are being charged additional condo fees, then I would strongly urge you to seek legal counsel to force the condominium corporation to make the change.

Helpful hint: Your condominium plan is an important document; it is a public document and available at the Land Titles Office.

Q: Our mechanical room had a water leak, and there was dirty water going up into our condo unit. Epcor turned off the water and the board eventually took steps to try to fix the problem, but it persists. How can we deal with this?

A: If the water issue is the responsibility of the condominium corporation, then the condominium corporation must take active steps to fix the problem. If you are suffering damages as a result of the corporation's inability to fix the problem (or negligence), then you may have legal recourse against the condominium corporation for any damages.

Helpful hint: Water-related issues are serious; if not dealt with on a timely basis, there is a real potential that costs of repairs will increase significantly and other problems, such as mould, may arise. Boards should react quickly to this issue and resolve it.

Q: I am the president of a condo association. We will be commissioning a reserve fund study early in 2013. Is there a list of qualified reserve fund appraisers

that we can contact in Edmonton without having to search the Yellow Pages and websites? We are a bare land condo and have minimal responsibilities. The condominium corporation is not responsible for the interior or the exterior of each home.

A: I would suggest that you contact the Canadian Condominium Institute (Northern Chapter) and ask for a list of possible names of people who do reserve fund studies. As well, you may want to contact the condominium corporation's lawyer to provide you with some names.

Helpful hint: I strongly urge all condominium corporations to have a lawyer on retainer. The corporation will only incur costs when the lawyer becomes engaged for a particular issue/file. At times you may have a simple question that requires a quick response, and there is a real benefit to the condominium corporation to have an ongoing relationship with a lawyer for a quick contact.







BY CRAIG SOUTHWELL

Trees provide many benefits to a property, such as shade from the sun, sound and pollution absorption, and a dose of nature in what might otherwise be stark urban environment. Residents can also become emotionally attached to particular trees, so the decision to remove one can rarely be taken lightly. As dynamic organisms, trees (like animals and humans) have a finite life expectancy and their physical condition can change, sometimes very quickly. They can become dangerous as they decline in condition, so it's important to make objective tree removal decisions.

There are many reasons to remove a tree. Dead specimens are usually the most obvious, as are those that have suffered catastrophic storm damage. But sometimes the signs of a weakening tree can be more subtle. Canopy die-back can signal root decay, as the tree struggles to maintain its above-ground biomass with a shrinking root crown, and a seemingly minor swelling in the lower trunk can signal the presence of a dangerous level of internal decay. Trees that have come in at an angle usually do a good job of growing sufficient roots to remain stable, but those that suddenly develop a lean (due to high winds, for example) may be on their way to tipping over.

There are also situations that call for the removal of healthy trees. Arborists are often asked to advise property owners and managers on pruning trees that have outgrown their limited space. It may be more effective to remove such trees and replace them with a species that has a smaller mature size than to enter a cycle of expensive pruning that leaves the tree mutilated. Owners should also consider the long-term useful life expectancy of an existing tree when undertaking landscape renovations, as a lot of time and effort can be spent preserving a tree that might only live for another five years.

Consider engaging a certified arborist (ideally holding the ISA Tree Risk Assessment Qualification) to carry out an inventory of the trees on the property to help guide these decisions. The arborist's report should objectively document tree condition and suitability for retention, and can then be used to build a longer term tree-management plan for the property. The arborist should also visit the property after storms to identify any trees that have been affected by the weather. This also helps to head off knee-jerk reactions where every tree is considered dangerous because of its size and over-zealous news reporting.

After deciding that a tree needs to be removed, consult local bylaws to see if a permit is required. Most municipalities exempt dead or imminently dangerous trees, but they usually need to be informed so that they can check the tree for themselves and issue an exemption certificate. Also confirm who owns trees that are on or close to a boundary, contact the neighbour and include them in the removal decision. There might not be a legal requirement to inform residents about plans to remove a tree, but it can often help to soften the blow of losing a favourite specimen and can help avoid recriminations later.

A tree removal permit may stipulate tree replacement as a condition, or replacement might just be something the property owner feels is the right thing to do. Canadians living in cities are fortunate that previous generations saw the need to plant trees in streets and parks. By replacing lost trees, this generation can do its bit to preserve the urban canopy for future generations.

When planning tree planting, consider the desired



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long-term function of the tree (shade, screening, flowers, and fall colours) and how much space is available above and below ground. Ideally, plant trees that are wellmatched to the local environment (shade, moisture, soil characteristics) and that will need minimum inputs (pruning, watering) during its life. Choose good quality trees from a reputable grower, and don't always go for the biggest tree that the budget will allow. It's common to see large, expensive trees struggle for several years after planting, only to be outgrown by the smaller trees that became established that much sooner. And only plant as many trees as the corporation can afford to maintain for the first three years, as this is typically how long it takes to establish a tree in an urban

situation. Nothing says neglect (and a huge waste of money) like dead, newly planted trees.

Managing a property's trees in a proactive and planned manner should help to avoid much of the emotion and conflict that can arise from tree removals. Coupled with a sensible and well-thought-out replanting program, the property's trees can be an appreciating asset rather than an unquantified liability.

Craig Southwell is an ISA Certified Arborist and an arborist representative at Bartlett Tree Experts.

This article first appeared in Condo Business, part of the REMI Network (www.reminetwork.com).

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One of the first news headlines of 2017 was "Ageism to become discrimination in Alberta for first time."

On Friday, January 6, 2017, Justice Belzil of the Alberta Court of Queen's Bench issued a decision directing a legislative change to the Alberta Human Rights Act to add age as a prohibited ground of discrimination with respect to the provision of goods, services, accommodation, facilities and tenancies (see sections 4 and 5).

The story did not receive much media coverage. But, as I drove home that Friday afternoon – to my 30+ minimum age condominium in downtown Edmonton – I realized that this news story could have wide-reaching consequences to many Albertans who live in age restricted condominiums.

When I purchased my condominium unit 7 years ago, the fact that it was free of children and college students definitely appealed to me. I expected that my home environment would be peaceful and serene. Indeed, this was exactly the kind of community I wanted to be a part of.

My condominium's bylaws restrict occupancy to persons 30 years of age and older, but that is just one iteration of many possibilities. Some condominiums restrict ownership and/or occupancy by age (for example, 40+, 55+, 65+), or have bylaws stating that no one under the age of 18 may reside in a unit.

Adding age as a prohibited ground of discrimination to sections 4 and 5 of the Alberta Human Rights Act will mean that condominiums such as these will have to remove their age restrictions or deal with legal actions brought by existing and potential owners and tenants alleging age discrimination.

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Age restricted condominium corporations and their owners have certainly faced their share of challenges in the past. It's not difficult to conjure a number of different age-related scenarios that tug at the heartstrings:

- The adult son of a condo owner in a 55+ building loses his job and moves in with his parent for an extended period of time - much longer than an "occasional visitor" is allowed to stay according to the bylaws.
- An elderly owner in a 65+ complex needs full-time care but prefers to age in place instead of moving into an assisted living facility. She wants to hire a live-in caregiver who is 28 years old.
- A professional couple are long-term renters of a unit in an adultsonly building. They announce to their landlord (the unit owner) that they are expecting a baby. While the condominium bylaws prohibit children residing in the building, the Residential Tenancies Act does not allow a landlord to evict the tenants because of

their changing family status.

- The owner of a unit in 40+ condominium passes away and the unit is inherited by the owner's 35-year old daughter, who wants to rent it out. The problem is, the bylaws restrict ownership (not just occupancy) to persons 40 years and older.
- A couple (ages 51 and 40) purchases a unit in a 50+ building. Even though one spouse is under 50, the bylaws allow this so long as one owner is age 50 or older. The couple lives happily in the building for several years, until the older spouse passes away when the younger spouse is only 44. Must the surviving spouse move out of the home he or she loves?

Although some think exceptions to an age restriction bylaw should be made in one or more of the above scenarios for compassionate reasons, condominium corporations and their Boards of Directors are duty-bound to enforce their bylaws. Board members must make the often uncomfortable decision to initiate eviction proceed-



ings against an occupant or owner whose only offence is being too young.

Owners of units in condominiums with age minimums may also encounter challenges when it comes time to sell their units. Marketing your home for sale is no easy task in Alberta these days, and limiting the pool of prospective buyers to a certain age group adds another layer of difficulty. In addition, some home buyers may not know that Canada Mortgage and Housing Corporation (CMHC) will not insure a mortgage loan to purchase a unit in an agerestricted condominium. This means that owners wanting to sell their unit must not only seek out a purchaser that meets the age requirement, but who

also has sufficient assets to provide a 20% down payment.

The Alberta Human Rights Act is a stand-out when it is compared to the human rights legislation in other provinces. The provisions dealing with housing, accommodation and/or tenancies in every other Canadian province in-

clude age as a prohibited ground of discrimination. However, they typically have exemptions for seniors' homes or boarders/tenants residing in private dwellings.

Alberta is currently the only province that allows housing communities (including condominiums) to restrict occupancy to any

age less than 55 years, and the only province that allows buildings to be designated as "adults only."

Court application that sought to amend the Alberta Human Rights Act to read in age as a prohibited ground of discrimination with respect to accommodation and tenancies was brought and funded by the Elder Advocates of Alberta, an organization that strives to ensure senior Albertans receive equal rights, protection and safety. While this is truly a noble and worthwhile cause, one cannot help but reason that - unless exemptions are built into the legislation amendments - any kind of housing age restriction will be disallowed, whether it benefits seniors or not.

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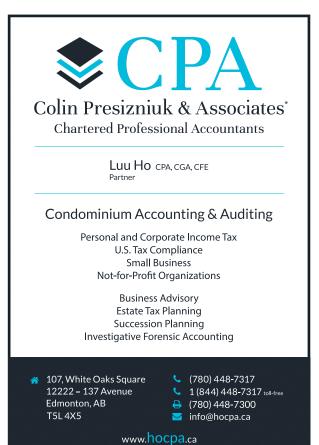
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In its Brief of Law and Authorities of the Respondent, the Attorney General of Alberta alluded to the "inadvertent consequences" of the amendments to sections 4 and 5 of the Alberta Human Rights Act. The government asked for a 12-month suspension period within which it would consider and ultimately recommend exemptions to the new provisions. The Court agreed to suspend the implementation of the amendments to sections 4 and 5 for one year (to January 6, 2018).

What this means is that Albertans have an immediate (though small) window of opportunity to express their opinions to their elected provincial representatives about the impending change to the Alberta Human Rights Act and what exemptions should be built into the legislation.

Melissa L. Stappler is a barrister and solicitor at Willis Law in Edmonton.







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BY ANDREEA DOLNICIANU

It appears in the last few years that budget time in condominiums has become a stressful period instead of a time for planning for the forthcoming needs and wants of the corporation. Lately, owners' minds, despite the variety of clients and condominiums, are focused on decreasing expenditures.

While the media and economists have not said the country is in a recession, it is quite evident through experience that no one has an appetite to spend money. For this reason, budgeting in condominiums has become less of a realistic approach to cover the costs of the non-profit corporation and more of a process of trying to maintain or decrease maintenance fees in a race to the bottom.

Herewith, a discussion of the budget process, board and unit owner dynamics, and how management can steer boards toward adopting sound financial plans.

The budget process

Typically, the property management company prepares the first draft of the budget and presents it to the board of directors several months in advance of the corporation's year end for review and approval. Managers always keep in mind that high increases year over year are not favourable; however, drafts are prepared remembering that the corporation needs to collect enough money to cover its expenses.

Undeniably, if a corporation is in a deficit position be-

cause the board of directors approved a lean budget the previous year and the corporation incurred unexpected expenses, management will propose to increase maintenance fees to cover the shortfall. Not to mention, auditors advocate budgeting for a surplus of one month's worth of maintenance fees to help with cash flow and unforeseen costs.

Aside from that, as corporations age, repair and maintenance obligations become larger in scope and associated costs increase. Other inescapable costs come from insurance premium hikes specific to the whole industry or related to the specific corporation's claims history as well as rises in utility prices.

Yes, there are plenty of methods that property managers use to decrease costs and allow for stable budgeting such as tendering maintenance contracts and entering into long-term gas contracts. Nevertheless, a reasonably prudent person should expect that maintenance fees will increase year over year.

Board and unit owner dynamics

It is common that only a few people run for the board of directors each year while the majority of unit owners prefer to remain on the sidelines of the action happening in the condominium. Such a situation is especially influential on budget decisions as unit owners demand that the boards of directors keep maintenance fees low or even reduce them. Continuing education is necessary to help owners understand exactly what it takes to run the corporation.

The board of directors' dynamics play a key role in the budgeting process and the final decisions. Some boards of directors rely exclusively on the treasurer's opinion. Other boards of directors have one strong character that may rule the conversation and ultimate decisions even if they are not the majority because the other board members will give up the fight for fear of negative ongoing personal relationships.

The manager's duty

It is management's duty to properly advise the board of directors on realistic budgeting, and there are several ways to objectively present the need for increasing maintenance fees.

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Some boards of directors are hesitant to increase fees for fear of backlash from unit owners, which is very understandable. Owners will almost always agree with the board of directors' decision if given enough information in a timely manner about the issues facing the corporation.

That is to say, give as much information as possible to owners with the budget package, including detailed notes, comparisons, diagrams, and whatever other information helped the board of directors arrive at its decision. If necessary, have an owner's information meeting to present the budget and let owners ask questions. It helps to have the auditor at the meeting to directly answer questions from owners where possible and impart their industry knowledge as a professional.

At the actual budget meetings with the board of directors, a senior manager should accompany the manager to present the budget. Sometimes property managers may be hesitant to debate the topic and stand up to the board members in fear of straining the relationship.

Any good argument for increased fees should be well documented with historical data, advice from industry professionals, etc. Furthermore, management should always, through their management report and meeting minutes, document in writing their recommendation and reasoning. If advice is given in writing to the corporation, the board of directors may be more inclined to adopt a realistic budget as they should be relying, to a certain extent, on information and direction management and consultants have

provided to them.

Ultimately, managers must remember that they can only make recommendations; the final decision rests with the board of directors. In some cases, even after hard efforts to convince a board of directors to raise maintenance fees after a decade of keeping them the same, nothing will change. Then, management and the board of directors will have to deal with the repercussions of extreme increases at a later point in time.

At the end of the day, the most important thing to remind the board of directors is that they have a fiduciary responsibility to maintain the financial well-being of the corporation. And unrealistic budgeting, in a race to the bottom to lower fees, directly contravenes such duty of care.

As a founding partner and president of Comfort Property Management Inc., Andreea Dolnicianu, iBBA, MSc, is dedicated to the condominium industry and educating the general public about issues affecting the communities in which the company operates.

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DNA TESTING OF DOG POOP - IT'S REALLY HITTING THE FAN BY ANDREW JONES, DVM

Take dog-obsessed Vancouverites, add a demand for a sample of their precious pooch's poop, and mix in a threat of eviction for non-compliance, and you have a recipe for a landlord's permanent banishment to the dog house.

That's what's happening at an apartment complex in Burnaby, B.C.

On the weekend, all of the roughly 30 dog owners got a notice under their doors, including Daniel Paulin-Dupere. "They want to collect the DNA from everyone who has a dog in the building because there's been a dog that's been pooping in the hallway and stairwells and they want to find it," Paulin-Dupere said.

Fair enough. Every dog owner knows there are "accidents" from time to time, but its common courtesy to stoop and scoop after the act. Even other dog owners in the building are grossed out by this one.

"It was just diarrhea, thick, all over, up and down the stairs, going up past the second floor," resident Dan Charlie said.

Paulin-Dupere posted the letter on the social networking website Reddit, and asking, "Is my landlord allowed to do this?" The post has set off howls from pet lovers, human and pet rights activists and people who just want to live in a clean building.

A fellow resident (and dog owner) Puplover101 posted: "someone allowed their dog to have the runs all the way

down the 3 story staircase. It still today smells horrible. I understand where the landlord is coming from but there are well over 30 dogs in our building with lots of owners that I know for sure don't pick up after their dogs! Not to mention the half dozen people I spoke to alone today that said they will not be handing over any poop without a warrant."

Already, people have posted ways of getting around the investigation.

Fauxsifron: "This system would be pretty easy to circumvent by turning in random poo you find at the dog park."

There are also concerns about where all this will end.

m3ckano: "My worry would be... what's next? If everyone cooperates with this, next it will be fingerprints please! Someone is smudging the front window so we are collecting fingerprints to find the culprit."

Residential complexes across North America have conducted DNA tests on dog poop to identify owners who don't clean up after their pets. Bringing irresponsible pet owners to heel is a growing business, it appears.

Alberta-based PooPrints Canada provides such a service. Building management is supplied with DNA swab kits. Samples are collected from all pets and in most cases the cost is passed on to their owners. The results are stored in a database. When an incident occurs, the "evidence" is swabbed and sent to a lab for comparison. In five to 10 days, results show which animal was the

offender.

The company's website promises, "The dog owner, rarely, if ever, re-offends."

But can pet owners be forced to submit DNA samples (swabs or otherwise) from their pets and can they be evicted if they don't?

"I'm not aware of any law which compels a tenant to submit their animal to such testing, or their feces to such testing," said Lisa Mackie, a lawyer who specializes in strata property and residential tenancy law.

Landlords can restrict size, kind and number of pets and "reasonable petrelated rules that the tenant must follow," said Cheryl May of the B.C. Residential Tenancy Branch. Those rules may even include providing a DNA sample from your pet but it must be in writing, up front.

"Unless specifically written into a lease agreement and both parties agree, failure to provide a dog feces sample is not a reason for eviction under the Residential Tenancy Act," said May.

What about condo dwellers? Can condo owners be forced to provide DNA samples? Dog owners can give their dog a cheek swab and send the sample to PooPrints, which registers the information in a global registry. (pooprintscanada.com)

"Good luck with that," said Tony Gioventu, executive director of the Condominium Home Owners Association of B.C. "How do you get a DNA test that is verifiable? You need a court

order," he said.

What Gioventu is referring to is called "chain of custody" in legal terms. Essentially, it's the smooth movement (sorry, couldn't resist) of physical evidence from the time it's gathered until it is used in court. In this case, the gathering of samples for DNA testing would have to be adequately monitored as not to taint the database with substituted material.

Some buildings have installed cameras to catch people breaking the rules on limited or common property areas of complexes, but even that approach has legal implications.

"You have to pass a bylaw allowing a camera to be used for gathering evidence for bylaw enforcement," Gioventu said.

The bottom line is that irresponsible pet owners hurt responsible ones. Landlords and condo boards may eventually try to avoid the hassle and push to make their properties pet-free.

And that would be crappy.

Dr. Jones is the author of the popular book, 'Veterinary Secrets.'





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| ame into effect July 1, 2014 you must indicate value I AGREE to receive electronic corressignature IETHOD OF PAYMENT: | pondence IDO NOT wish to receive electronic correspondence Date Date Exp Date: / | e any electronic correspondence Cheques should be made payable to: Canadian Condominium Institute condominiums Canadian Condominium Institute - N | orth Alberta Chapter |
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HST # 89966 7364 RT002

MEMBERSHIP APPLICATION

HALF-YEAR MEMBERSHIP TO JUNE 30, 2017

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

| Name: Occupation: Company: Address: Suite #: City: Province: Postal Code: Phone: () Fax: () Email: Website: Half-Year Fee: \$225.00 + GST = \$236.25 USINESS PARTNER MEMBERSHIP Company: Name: Industry: Address: Suite #: City: Province: Postal Code: Phone: () Fax: () Email: Website: Half-Year Fee: \$300 + GST = \$315.00 Small Business (5 employees or less) - \$175.00 + GST = \$183.75 his section must be completed in order for the membership application to be processed. CCI communicates with its membership via e-mail regard politics on condominium legislation, CCI events and opportunities, newsletters, and member communications; in accordance with the Canada anti-span is and in the different buly 1, 2014 you must indicate whether you wish to receive electronic correspondence from us. If IAGREE to receive electronic correspondence IDD NOT wish to receive any electronic correspondence Signature Date Cheque Charge to: VISA Date: / Cheques should be made payable to: Cheque Charge to: VISA Date: / Cheques should be made payable to: Cheque Charge to: VISA Canadian Condominium Institute - North Alberta Charge and the con | | MEMBERSHIP | |
|--|--|------------------------------------|---|
| Address: Suite #: City: Province: Postal Code: Phone: () Fax: () Email: Website: Half-Year Fee: \$225.00 + GST = \$236.25 USINESS PARTNER MEMBERSHIP Company: Jame: Industry: Address: Suite #: City: Province: Postal Code: Phone: () Fax: () Email: Website: Half-Year Fee: \$300 + GST = \$315.00 Small Business (5 employees or less) - \$175.00 + GST = \$183.75 Is section must be completed in order for the membership application to be processed. CCI communicates with its membership via e-mail regard address on condominium legislation, CCI events and opportunities, newsletters, and member communications; in accordance with the Canada anti-span le mine into effect July 1, 2014 you must indicate whether you wish to receive electronic correspondence From us. I AGREE to receive electronic correspondence IDO NOT wish to receive any electronic correspondence Signature | Name: | Осс | cupation: |
| City: Province: Postal Code: Phone: (| Company: | | |
| Phone: () Fax: () Email: Website: Half-Year Fee: \$225.00 + GST = \$236.25 JSINESS PARTNER MEMBERSHIP Company: Name: Industry: Name: Industry: Name: Postal Code: Phone: () Fax: () Email: Website: Half-Year Fee: \$300 + GST = \$315.00 Small Business (6 employees or less) - \$175.00 + GST = \$183.75 Instruction must be completed in order for the membership application to be processed. CCI communicates with its membership via e-mail regard oddless on condominium legislation, CCI events and opportunities, newsletters, and member communications; in accordance with the Canada anti-spam la mine into effect July 1, 2014 you must indicate whether you wish to receive electronic correspondence from us. I AGREE to receive electronic correspondence IDO NOT wish to receive any electronic correspondence Signature Date Cheque Charge to: VISA | Address: | | Suite #: |
| Website: Website: | City: | Province: | Postal Code: |
| Sine Section | Phone: () | Fax: () | |
| Description | Email: | | Website: |
| DSINESS PARTNER MEMBERSHIP Company: Name: Industry: Address: Suite #: City: Province: Postal Code: Phone: () Fax: () Email: Website: Half-Year Fee: \$300 + GST = \$315.00 Small Business (5 employees or less) - \$175.00 + GST = \$183.75 Its section must be completed in order for the membership application to be processed. CCI communicates with its membership via e-mail regard odates on condominium legislation, CCI events and opportunities, newsletters, and member communications; in accordance with the Canada anti-span la time 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 | Half-Voor Foor | 05 00 1 CST — \$026 05 | |
| Name: Industry: Address: Suite #: City: Province: Postal Code: Phone: () Fax: () Email: Website: Half-Year Fee: \$300 + GST = \$315.00 Small Business (5 employees or less) - \$175.00 + GST = \$183.75 Its section must be completed in order for the membership application to be processed. CCI communicates with its membership via e-mail regard odates on condominium legislation, CCI events and opportunities, newsletters, and member communications; in accordance with the Canada anti-spam la time 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 | maii-tear Fee: \$22 | 25.00 + G51 = \$256.25 | |
| Name: Industry: Address: Suite #: City: Province: Postal Code: Phone: () Fax: () Email: Website: Half-Year Fee: \$300 + GST = \$315.00 Small Business (5 employees or less) - \$175.00 + GST = \$183.75 his section must be completed in order for the membership application to be processed. CCI communicates with its membership via e-mail regard odates on condominium legislation, CCI events and opportunities, newsletters, and member communications; in accordance with the Canada anti-spam la ame into effect July 1, 2014 you must indicate whether you wish to receive electronic correspondence from us. IAGREE to receive electronic correspondence IDO NOT wish to receive any electronic correspondence Signature | ISINESS DAD | INFD MEMREDSHID | |
| Address: Suite #: Address: Province: Province: Postal Code: Postal Code: Phone: () Fax: () Email: Website: Half-Year Fee: \$300 + GST = \$315.00 | _ | INCK MEMBERSIII | |
| Address: Suite #: | Company: | | |
| Phone: () Fax: () Email: Website: Half-Year Fee: \$300 + GST = \$315.00 | Name: | | Industry: |
| Phone: () Fax: () Email: Website: Half-Year Fee: \$300 + GST = \$315.00 | Address: | | Suite #: |
| Half-Year Fee: \$300 + GST = \$315.00 Small Business (5 employees or less) - \$175.00 + GST = \$183.75 his section must be completed in order for the membership application to be processed. CCI communicates with its membership via e-mail regard odates on condominium legislation, CCI events and opportunities, newsletters, and member communications; in accordance with the Canada anti-spam la ame into effect July 1, 2014 you must indicate whether you wish to receive electronic correspondence from us. I AGREE to receive electronic correspondence Signature Date Cheques should be made payable to: Cheque Charge to: VISA MesterCard Exp. Date: (| City: | Province: | Postal Code: |
| Half-Year Fee: \$300 + GST = \$315.00 | Phone: () | Fax: () | |
| his section must be completed in order for the membership application to be processed. CCI communicates with its membership via e-mail regard odates on condominium legislation, CCI events and opportunities, newsletters, and member communications; in accordance with the Canada anti-spam la ame into effect July 1, 2014 you must indicate whether you wish to receive electronic correspondence from us. I AGREE to receive electronic correspondence Signature Date Cheques should be made payable to: Cheque Charge to: Signature Text Date: Cheque Charge to: Exp Date: Exp Date: (Asserting the membership application to be processed. CCI communicates with its membership via e-mail regard member communications; in accordance with the Canada anti-spam la ame into effect July 1, 2014 you must indicate whether you wish to receive electronic correspondence from us. Cheques should be made payable to: Cheques should be made payable to: Signature Cheques should be made payable to: Cheques should be made payable to: Cheques should be made payable to: | Email: | | Website: |
| his section must be completed in order for the membership application to be processed. CCI communicates with its membership via e-mail regard odates on condominium legislation, CCI events and opportunities, newsletters, and member communications; in accordance with the Canada anti-spam la ame into effect July 1, 2014 you must indicate whether you wish to receive electronic correspondence from us. I AGREE to receive electronic correspondence Signature Date Cheques should be made payable to: Cheque Charge to: Signature Text Date: Cheque Charge to: Exp Date: Exp Date: (Asserting the membership application to be processed. CCI communicates with its membership via e-mail regard member communications; in accordance with the Canada anti-spam la ame into effect July 1, 2014 you must indicate whether you wish to receive electronic correspondence from us. Cheques should be made payable to: Cheques should be made payable to: Signature Cheques should be made payable to: Cheques should be made payable to: Cheques should be made payable to: | Half-Voor Eoo | 200 CST = \$215.00 | 2000 (5 cmplouses ex loss) \$175.00 CST = \$192.75 |
| podates on condominium legislation, CCI events and opportunities, newsletters, and member communications; in accordance with the Canada anti-spam la ame into effect July 1, 2014 you must indicate whether you wish to receive electronic correspondence from us. I AGREE to receive electronic correspondence | —————————————————————————————————————— | 300 + G31 = \$310.00 Siliali Busii | Tiess (5 employees of less) - \$175.00 + G31 - \$165.75 |
| I AGREE to receive electronic correspondence | | | |
| I AGREE to receive electronic correspondence Signature | | | |
| Cheque Should be made payable to: Cheque Charge to: WISA MasterCard MasterCard Fro Date: / | | | |
| Canadian Condominium Institute Condominium | Signature | Date | e |
| Canadian Condominium Institute Condominium | | | |
| Cheque Charge to: WISA MasterCard Condominium Institute Condominium North Alberta Chapter | IETHOD OF PAYMENT: | | Cheques should be made payable to: |
| North Alberta Chapter Fyn Date: / | | VISA MasterCard | Condominium canadien des |
| Canadian Condominium Institute - North Alberta Cha | | | North Alberta Chapter |
| #00 44040 Winner All All All All TEO | Signature: | Lxp Date. 7 | Canadian Condominium Institute - North Alberta Chapter #37, 11810 Kingsway Avenue NW, Edmonton, AB T5G 0X5 |



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

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

Note to Advertisers:

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

All artwork must be produced in CMYK colour.

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

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

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

| Advertising & Article Submission Deadlines | | | | | | |
|---|---------------------|--|--|--|--|--|
| ISSUE 4 May 12, 2017 | | | | | | |
| ISSUE 1 | Aug 11, 2017 | | | | | |
| ISSUE 2 | ISSUE 2 Nov 3, 2017 | | | | | |
| ISSUE 3 | ISSUE 3 Feb 9, 2018 | | | | | |

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).

CANADIAN CONDOMINIUM INSTITUTE (CCI) — NORTH ALBERTA CHAPTER INSITE 2017/2018 ADVERTISING BOOKING FORM

| ISSUE# | SUMMER 2017 | FALL 2017 | WINTER 2017 | Spring 2018 | TOTAL |
|-------------------|--------------|--------------|-------------|-------------|-------|
| | May 12, 2017 | Aug 11, 2017 | Nov 3, 2017 | FEB 9, 2018 | |
| Business Card | | | | | \$ |
| ¼ Page | | | | | \$ |
| ½ Page | | | | | \$ |
| Full Page | | | | | \$ |
| Inside Back Cover | | | | | \$ |
| Back Cover | | | | | \$ |
| | \$ | | | | |

GST Registration# 899667364 RT0002

BILLING INFORMATION

Enter the cost for each issue you wish to advertise in using the advertising rates for 2017/18 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 sent. Submit this page and your artwork to: insite@ccinorthalberta.com.

| Company: | Submitted by: |
|--|---|
| Mailing Address: | |
| Phone: | Fax: |
| Email: | |
| Payment may be made by cheque, Visa, or | MENT TERMS: Mastercard. Do NOT sent cash through the mail. The Canadian Condominium Institute |
| Choose either:A) To have an Invoice forwarded to you for payme | nt by: Mail Email Fax (please choose one) |
| | Fax to: CCI-North Alberta Chapter (780) 452-9003 |
| B) Pay by Credit Card: If Paying by Credit Card: Usa Mast | |
| Name is it appears on Credit Card: | |
| Credit Card#: Expiry Date: | MM/YY:/ Amount to be Charged \$ Total Payable with GST from Above |

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

Tel: (780) 453-9004 Fax: (780) 452-9003

| Office Use Only: | | | | | |
|------------------|--|--|--|--|--|
| Date Rec'd: | | | | | |
| Invoice#: | | | | | |
| | | | | | |



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 CM 10 | | 100, 200 & 300 Courses | | | Luncheons | Frantisa |
|-----------------|-----------------------|---------------------------------|------------------------------|--|-----------------------|-----------------------|
| includes GST | Member Price GST Inc. | | Non-Member Price GST Inc. | Condo 101 GST Included | GST | Evening Seminars |
| Location | First Attendee | Additional Attendees/person* | Each Attendee | 331 | Included | GST Included |
| 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) | | E۱ | ent Date | | Date Submitted | | | |
|-------------------------|-------------------------|-----------|----------------------------|-------------|----------------|-------------|-------------------|--------------------------|
| | CM100 CM200 CM300 | Lui | ndo 101 ncheon minar | | Month | Day | <u>20</u> 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: | | | | | | | |
| Condominiu | ım or Business Na | | | | | | | |
| CCI Membe | ership Category _ | | | | | Memb | ership Year | · |
| Luncheon | or Evening Semi | nar Reg | <u>istration</u> | | | | | |
| | a luncheon or e | evening s | seminar, ple | ease indica | te the sessio | n name a | ind date be | low. Please complete the |
| Name of Se | ession: | | | | | CK # | Amount | t \$ |
| Date of Ses | ssion: | | | | | Visa/MC #_ | | |
| | | Month | Day | Year | | Expiry Date | Mo_ | Yr |
| | | | | | | Name on C | ard: | |

BUSINESS PARTNER DIRECTORY

Full Name

Company

| 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 |
| Heather Zeniuk Professional Corporation | Heather Zeniuk | (780) 463-8425 | heather@hzcpa.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 & CONSULT | TING | | |
| 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 | | | |
| ACRM Alberta Condo Review & Management | Yvonne Harris | (780) 750-9951 | acrminfo@gmail.com |
| | Fatima Salvador | (780) 750-9951 | acrminfo@gmail.com |
| AIM Real Estate Corporation | Dan McDaniel | (780) 424-0397 | dmcdaniel@aimrec.ca |
| Alberta Property Management Solutions Inc. | Colleen Bruce | (780) 714-8889 | pm@apmsi.ca; admin@apmsi.ca |
| Alternate Realty and Property Management Ltd. | Jean-Paul Noujaim | (780) 705-3245 | jean-paul@alternaterealty.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 |
| | Jill Meger | (780) 448-4984 | reception_desk@ayreoxford.com |

Phone

E-mail

| Company | Full Name | Phone | E-mail |
|--|---|----------------|-------------------------------------|
| | Gabrielle Dyck | (780) 448-4984 | gabrielle@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 |
| Coutts & Associates Inc. | Peter C. Coutts | (780) 756-9222 | peter@edmontonpropertymanagement.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 |
| 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. | Kathy Bowers | (780) 791-3948 | condos@fortman.ca |
| | Becky MacKlem | (780) 791-3948 | becky@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. | Dean Dunbar | (587) 393-5088 | ddunbar@magnumyork.com |
| Mayfield Management Group Ltd | Edith O'Flaherty | (780) 451-5192 | edith@mmgltd.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@gpprime.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 |

| Company | Full Name | Phone | E-mail |
|--|---|----------------|---|
| 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 |
| C3 Engineering Technology Inc. | Cliff Swain, B.A., P.Tech. (Eng.) | (780) 940-5578 | c3engineering@shaw.ca |
| DesignWorks Engineering & Inspections | John Lehners, 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 |
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