

CANADIAN CONDOMINIUM INSTITUTE  
NORTH ALBERTA CHAPTER

# INSITE TO CONDOS

THIS ISSUE:

**The Scoop on Pets in  
Condos**

**CRA Requirements for  
Condominiums**

**2019 Golf Mixer  
Highlights**

VOL. 32, ISSUE 5 - FALL 2019

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Condominium  
Institute

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# MESSAGE FROM THE PRESIDENT

BY ANAND SHARMA

## WELCOME TO THE AUTUMN EDITION OF THE INSITE MAGAZINE!

Summer, or the version we called summer this year in Edmonton, was eventful for CCI North Alberta.

In July we held our annual strategic planning session with the Board of Directors. This all-day meeting is held to re-focus and re-prioritize our goals for the upcoming year. Facilitated by the amazing Gord Shepherd with Meeting Leadership Inc., the Board was able to prioritize membership growth and increased membership benefits as key indicators of success. We will continue this upcoming year in our role of being the primary organization that educates the condominium industry, boards, and owners on the condominium regulations in the lead up to its implementation in 2020.

Our advocacy work is ongoing to address unintended consequences and administrative burden related to the regulations. It will be much of our focus this fall on behalf of our membership.

On the social side, CCI North Alberta held its Annual Golf Tournament on August 21, 2019 at the Mill Woods Golf Course. The weather was amazing! The event was sold out a month in advance, and fully sponsored once again. Much thanks to BFL Canada, led by Hamish Farmer of the Edmonton BFL Office who

were the title sponsor for this tournament. CCI North Alberta raised over \$3000 for the Edmonton Food Bank along with many donated food items to help assist those in need.

Many thanks to all who attended, the organizing committee and volunteers for running a very successful event, and our fantastic staff members, Alan Whyte and Beverley Thornton!

Our Annual General Meeting is just around the corner, on October 8, 2019. I would encourage all members to join me as we mingle and network, celebrate our successes, elect a new Board of Directors, and learn about the latest updates from our lawyer panel on the upcoming legislative changes.

Finally, a well-deserved thanks is extended to retiring members of the Board of Directors Brian Shedden and Hugh Willis for all of their efforts on behalf of CCI North Alberta. Brian is focusing his time as an Executive of CCI National, while Hugh will continue his extremely valuable work on the Government Advocacy Committee as Co-Chair. CCI North Alberta and its membership are very appreciative of all that has been achieved due in part to the work driven by both of you, and we are excited that both members remain in our organization in different capacities.

**Anand Sharma**  
President, CCI North Alberta

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# *Musings*

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## MEET THE STAFF

# BEVERLEY THORNTON

ADMINISTRATION AND COMMUNICATIONS COORDINATOR

### **Favourite family movie of all time?**

*The Sound of Music. I loved that movie as a kid and I still love it to this day! And yes, I can sing along to all of the songs! The same can be said for Jesus Christ Superstar!*

### **If you could sing a duet with anyone, who would it be?**

*Dead? Patsy Cline because I love how she sings the ballads! Alive? Dave Grohl because how much fun would that be?!*

### **What is the best praise or advice you've received?**

*The best advice I did get was when I wasn't sure about entering into the relationship I am in now (it's now been 10 years) and I was told that if I did decide to date him that I should never apologize to anyone for that. It gave me the courage to do it.*

### **Which three words do people use to describe you?**

*Easy Going (AKA Hippy), Brave, & Positive.*

### **Do you have any nicknames?**

*Beaverhausen, Beverage, Bevy, Bird, and my favourite, Mashuganah, which is Yiddish for crazy lady, but crazy in a good way.*

### **What are some of your favourite past times?**

*Playing board games and card games. I have started collecting older board games like the ones I grew up playing and it's been fun to revisit and learn them and the new ones. My favourite card game is Euchre. It's a game I learned in college and comes from Eastern Canada and is also popular in the military. That game is how I met my boyfriend because I needed a partner.*

### **What's your favorite family tradition?**

*We have an annual family gathering at my uncle's farm near Riviere Qui Barre every July. There can be up to 50 of us, camping and sitting around a very big fire pit. We do a big potluck dinner and end the night with a very impressive fireworks display.*

### **If you could redesign the food pyramid without any dire health consequences, what would the base of your diet be?**

*Potato chips, I am a sucker for them! Except for Ketchup and All Dressed, those ones can sit in my cupboards!*

### **What are you listening to right now?**

*My boyfriend is a drummer in the local band, Crown & Glory, so that's what I listen to a lot as our home is where they practice.*

### **Which skill would you love to learn?**

*I would love to be able to play a musical instrument (besides the tambourine or the spoons which literally anyone can play if they can keep a beat). I have tried guitar, piano, violin, harmonica, drums, ukulele, you name it, but I just don't seem to have the neurons to learn how to make music. I have a huge appreciation for those who can make music!*

### **When people come to you for help, what kind of help are they looking for?**

*Usually about marketing, writing, editing and website help.*

### **What are some of your biggest challenges working in the condominium industry?**

*Reaching all of the members in this community. We need more of a hub which I suppose is what we are trying to do with CCI NAB. It's just a matter of getting the word out!*

### **If we asked your family what your catchphrase is what would they say?**

*"You should do yoga". I am a yoga instructor and became one because of the health benefits from this practice and I honestly believe that everyone should do yoga. Even doing yoga for just an hour once a week will have really good health benefits. There is a common myth that you have to be flexible to do yoga but in reality if you're not flexible then you should definitely be doing yoga. And you can start at any age and you never have to quit doing it no matter your age.*



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09 SEP 2019

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1 Sep	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17 EVENING SEMINAR #1	18	19	20	21
22	23	24	25	26 LUNCHEON #1	27	28
29	30					

## SAVE THE DATES!

**EVENING SEMINAR #1 - THE INS AND OUTS OF INSURANCE CLAIMS**

TUESDAY, SEPTEMBER 17, 2019 @ 6:30 PM

**LUNCHEON #1 - IMPROVING CONDO AIR QUALITY**

THURSDAY, SEPTEMBER 26, 2019 @ 11:30 AM

10 OCT 2019

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1 Oct	2	3	4	5
6	7	8 AGM MEMBER MIXER	9	10	11	12
13	14	15	16 CONDO BOARD BASICS	17	18	19
20	21	22	23	24	25	26
27	28	29	30 EVENING SEMINAR #2	31		

**ANNUAL GENERAL MEETING AND MEMBER MIXER**

TUESDAY, OCTOBER 8, 2019 @ 5:30 PM

**CONDO BOARD BASICS AND BEST PRACTICES**

WEDNESDAY, OCTOBER 16, 2019 @ 6:30 PM

**EVENING SEMINAR #2 - INVESTING AND BORROWING FOR THE FUTURE**

WEDNESDAY OCTOBER 30, 2019 @ 6:30 PM

10 NOV 2019

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1 Nov	2
3	4	5	6	7	8	9
10	11	12 CONDO OWNER ESSENTIALS	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28 LUNCHEON #2	29	30

**CONDO OWNER ESSENTIALS**

TUESDAY, NOVEMBER 12, 2019 @ 6:30 PM

**LUNCHEON #2 - AGEING GRACEFULLY IN A CONDO**

THURSDAY, NOVEMBER 28, 2019 @ 11:30 AM

UPDATES WILL BE PROVIDED THIS FALL VIA OUR EMAIL NEWSLETTER AND OUR WEBSITE.

# GOVERNMENT ADVOCACY REPORT

Since the committee last reported to you in the summer edition of Insite to Condos, much has changed in condominiums here in Alberta.

In late June, the Alberta Government, led by our new Minister of Service Alberta, the Honorable Nate Glubish, announced that there would be a “pause” on the regulations that were to come into force on July 1, 2019. The reason for this delay was to allow the new Alberta Government to review complaints and concerns received related to the added red tape and administrative burdens on condominium corporations through the new regulations.

CCI North Alberta, as the key stakeholder in condominiums, was approached to validate this pause and delay in legislation, which we gladly did. To be clear, we support many aspects of the new regulations that provide for consumer protection, transparency, and clarity for owners and boards. However, the committee, led by our experienced and knowledgeable condominium lawyers, are greatly concerned about the impact the new regulations will have in areas such as voting, the running and process around AGMS, chargebacks, and documents. Our position is that any opportunity to improve flaws in the regulations should be addressed prior to them being enacted. CCI North Alberta has been clear that this delay should not be an attempt at stripping away any much-needed changes to the regulations and we will be monitoring to ensure this does not occur.

Over the past two weeks our committee has attended four days’ worth of consultations with Service Alberta related to areas of concerns as identified by the Alberta Government. We will again be meeting with Service Alberta and the Minister to bring forward our recommendations in the hopes of improving both the Condominium Property Act and its regulations.

Much thanks go out to the entire committee and Executive Director, Alan Whyte, for their efforts on your behalf.

After the regulations are announced in the fall of 2019, the Government Advocacy Committee will shift its focus on preparing educational seminars and materials to assist the condominium community to comply and integrate the new regulations into our practices. CCI North Alberta is the primary source of education related to the new regulations, and we are working very hard to expand into online content to service our members so that distance is not a barrier to education.

Anand Sharma  
Co-chair, Government Advocacy Committee  
CCI North Alberta



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# 2019 ANNUAL GENERAL MEETING

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- **MEMBER MIXER AND TRADESHOW - 6-7 PM**  
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- **AGM 7-8 PM**  
Review of the past fiscal year and election of the Board of Directors.
- **LEGAL PANEL 8-9 PM**  
Q & A with our panel of condominium lawyers.
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# CONDOS IN BLOOM

The third annual Condos in Bloom competition was held this summer to acknowledge the gardening efforts of both condominium complexes and individual units. Our contest is open to all condominium owners and corporations in the Greater Edmonton area, and we continue to grow in the number of nominations we receive year over year. We discovered that if we continue to grow we will need more than a full day for judging all of the nominees! We are continually amazed and impressed with the level of talent and skill of the gardeners that are nominated.



The spring and summer weather this year made gardening a challenge with what seemed like the never ending moisture we received. Just days before our judges set out across the city we experienced a hail storm which flattened a few parts of the gardens but the judges were able to see past this and were able to appreciate the work and the efforts of the gardeners. Each entry, whether it was a complex or an individual unit, was judged on four criteria – Overall Design, General Maintenance, Creativity, and Visual Appeal. Our three volunteer judges had a full day of judging while being chauffeured from one entry to the next. At the end of the day all of the judges reviewed their scores and their notes to determine the winners. We give Special Thanks to Peter Christianson, Sarah Wells and Beverley Thornton for their time and energy to judge all of the entries.

We also want to send out our gratitude to all of the individuals who took the time to send in the nominations and of course to all of our talented gardeners whose dedication to their craft play such an important role in their communities with the beauty they create. The winners for the best individual unit and condo complex will be recognized at the **CCI North Alberta Annual General Meeting to be held on Tuesday, October 8th.**

**TO VIEW MORE PHOTOS, VISIT THE CONDOS  
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## SHANNON MILLS



## JUDY HAWN, COUNTRY GARDENS



### CONDOMINIUM COMPLEX

**Winner – Shannon Mills**

**Honorable Mentions –** Surrey Gardens / Gentry Lane / Chanticleer



### CONDOMINIUM UNIT

**Winner – Judy Hawn, Country Gardens**

**Honorable Mentions –** Deanna & Larry Nemirsky, Cascades at Larch Park / Charlene Sinclair, Manor 1910 / Helen Kovacs, Escapes II





## JUDGES



Peter Christianson is a Senior Account Manager for Togondo, a condominium management software company that brings all the Condo Board, Condo Owners/Tenants, and Property Managers together on a single mobile platform. Peter has an IT Management background and is a qualified architect.



Sarah Wells is an owner at Solstice Landscape Maintenance and has worked there for close to 10 years, first as a bookkeeper, and then becoming the customer service and sales manager. Sarah is also on the Membership Committee at CCI. Sarah graduated from NAIT's business program in 2004 and has since taken some courses in Real Estate.



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# GOLF MIXER

Our highly anticipated "Office Recreation Day" was sold out a month in advance this year and despite one of the ugliest summers on record, golfers got the warmth of the prairie sun for one day.

<https://www.ccinorthalberta.com/golf-mixer-gallery/>

Too bad Mother Nature forgot to turn her hair dryer off as the winds played havoc with sponsors tents and everyone's slices, but it did eliminate the need for bug spray. Rumour of the day was that the hosts of the hole in one prize holes paid a little extra on their insurance premium to ensure conditions were not ideal so as to greatly reduce the chances of someone collecting the cash. Judging by the majority of swings we noticed on the course, they needn't have bothered.

This year's event was held at the Mill Woods Golf Course, which was in great shape and the hometown geese were very hospitable despite numerous near misses of wayward golf balls. Everybody attempted to work out of that early morning fog by grabbing a coffee and/or breakfast sandwich before finding their carts and teammates and eventually their starting hole. 36 teams of four teed off rather simultaneously at 8:30 am having ample time to socialize with each hole sponsor while either admiring or mocking the foursome in front of them when applicable.

Highlights on the course included; Skyline QS's "Chicken Wings Barbecue", Willis Law's "Breakfast Cereal Extravaganza", SERVPRO's "Beat the Pro" hole with former Oiler and raconteur Dave Lumley, along with long-time favourite ServiceMaster's "Mini-Donuts and Slushies" trailer. Hole sponsors did a great job keeping everyone entertained with a variety of both skill and novelty games along with a great variety of snacks or giveaways for those in need. We also saw a new "Speed Hole" record set on the Par 4 sixth hole with an amazing time of 41 seconds. Who says golfing is too slow?

Upon return from their adventure on the links, attendees tore through the lunch buffet and settled in to see if their fortunes would change with the largesse of draw prizes provided by both our sponsors and the golf committee. Besides the usual team and individual skill prizes there were a plethora of random team and individual draw prizes including a \$1000 WestJet travel voucher, a couple of great weekend "Staycation" packages, the "Lucky Lottery" Board and "Gift Card Christmas Tree". Board President Anand Sharma kept tensions high for the final major prizes by s-l-o-w-l-y revealing the winning ticket numbers. The



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best capper of all came at the 50/50 draw for the Edmonton Food Bank when (long armed) Hugh Willis won and donated his \$768 share back, which raised our overall Food Bank donations to over \$3,000!

## THANK YOU'S

As one would imagine, an event of this magnitude does not occur without the efforts of a large number of individuals behind the scenes. First and foremost to our newly created golf committee – Larry Downing, Della Newman, Victoria Edwards, Kim Clayton, Hugh Willis, Hamish Farmer and Dawn Neville. Special thanks to our additional on-site volunteers – Breanna Newbert, Deah Harrison, Rene Morin, Solomon TBD, Barbara Gobert, as well as Board Members Sandi Danielson, Susan Milner and Anand Sharma. Administrative and Communications Coordinator Beverley Thornton was on official photographer duty when not herding the volunteers and golfers to their appropriate places throughout the day.

To our Title Sponsor – BFL Canada Insurance Services and all of our hole sponsors, many thanks for not only your financial support but also for your creativity in keeping everyone refreshed and entertained throughout the round.

We hope you found our event a worthwhile endeavour and were able to make some new connections throughout the day. Please pass on our thanks to your volunteers who hosted your holes as well.

To all of our supporting and prize sponsors, thanks for your donations that allowed us to put another smile on a ton of people. Your generosity continues to amaze us.

I must admit however, I don't ever recall seeing someone so excited over a Margarita Maker in my life!

Kudos to Marty, Margaret and their staff and volunteers at the Mill Woods Golf Course for all of their efforts in making the day the success that it was.

Our final thank you is to all of the golfers, hackers and duffers who took time out of their schedules to hopefully unleash any pent-up frustrations on the golf balls while enjoying the camaraderie with their colleagues from our local condominium community. Thanks as well to all who provided feedback by completing our online survey which will assist us in planning for next year's event.

We look forward to our 2020 Condo Golf Mixer and make sure to check our website once we have confirmed our date and venue.





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# OWNERS GUIDE TO CONDO LIVING

Welcome to "Owners Guide to Condo Living" created specifically for condominium owners as well as prospective owners. Currently over 25,000 condo owners are members of CCI North Alberta either as an owner in a condominium corporation member or as an individual member on their own. With the assistance of our Condo Owner Initiative committee, we will be working to create and update information for owners to better understand their rights and responsibilities when it comes to condominium living in Alberta. In our premier foray, we are going to focus on some of the key basic information owners should know and will delve into more specific topics in the future. **If you have any topic suggestions please forward them to [info@ccinorthalberta.com](mailto:info@ccinorthalberta.com) at your earliest convenience.**

## **Why is Education Necessary for Owners?**

For the majority of people, your home is your largest financial investment so why wouldn't you want to protect that investment to the best of your abilities? Yes it's true the Condo Board (with assistance from the management company when applicable) is responsible for the day to day operation of the condominium but who elects the board in the first place? The more education you receive as an owner the better evaluation you can make as to how effective the decision makers are and whether or not your investment is being properly maintained and governed. Every knowledgeable owner should volunteer for the board at some point, to ensure the physical and financial health of the corporation, maximize the aspect of community living and minimize burnout of key volunteers.

## **What is a Condominium?**

Condominiums are a form of ownership where each registered owner owns their unit and shares ownership of the common property of the condominium (anything that is not contained within the boundaries of each unit). Condominiums are typically apartment or townhome style construction but can also be commercial buildings, recreational areas, parking garages, etc. Each condominium corporation consists of 10,000 Unit Factors and the developer allocates the proportional share of Unit Factors (voting shares) to each titled unit on the condominium plan when registering the condominium plan at Land Titles. More on the condo plan in a moment.

## **How are Condominiums Governed?**

Condominium legislation is provincially governed and is under the purview of Service Alberta. The Condominium Property Act and Condominium Property Regulations apply to all condominiums and are available at Queen's Printers either in digital or paper copy. Each condominium also has their own set of bylaws unique to their property which provide additional information as to how they are governed. The bylaws also apply to tenants and guests of each owner.

Every corporation elects a board of directors at their Annual General Meeting and the board is enlisted to carry out the day to day operations of the corporation. The Act and Regulation supersede any bylaw that is in conflict. The condominium plan which is the initial document registered for a corporation lists not only the Unit Factor breakdown but also unit and common property boundaries.

## **What are my Rights as a Condominium Owner?**

Owners have the right to the use and enjoyment of both their Unit and the

Common Property within the limitations outlined in the bylaws. They also have the right to vote on resolutions and both elect and stand to run for the board of directors. Any owner has a right to request certain condo related documents outlined in the Act and Regulations (soon to be updated) as well as the right to request direction and/or clarity from the board on matters pertaining to their complex.

## **What are my Responsibilities as a Condominium Owner?**

Along with rights comes responsibilities as an owner. Obvious ones are to abide by the bylaws and other governing documents and to ensure payments for their share of common expenses (condo fees) are paid when due. Owners have a responsibility to repair and maintain their own unit and allow access when the corporation requires and to not interfere with the enjoyment of other residents providing no bylaws are being breached. In addition, owners are required to keep their contact information current whether it is their address of service, change in title or required tenant information if they are renting their unit.

## **Key Documents each Owner should Review and Retain**

Documents that we have addressed earlier (Condominium Property Act, Condominium Property Regulation, Condominium Plan and your Corporation bylaws) are a good place to start. Additional documents which can be requested to the corporation would include any Rules or Policies set by the Board (more details on these with the pending legislation change), and a copy of the corporation's Certificate of Insurance which a copy should be sent to your own insurance broker to ensure your owner's policy covers everything the corporation's doesn't (e.g. - personal belongings, unit improvements, deductible

coverage, etc.). Key financial documents would include a copy of the current budget, the most recent annual financial statements of the corporation as well the annual reserve fund report and current reserve fund plan.

### Supplementary Materials for Assistance

We have a number of public resources and links in the Document Library of our website- [www.ccinorthalberta.com](http://www.ccinorthalberta.com). Documents such as "Owning a Condominium" by Service Alberta, and website links to the "Condo Law for Albertans" site as well as the "Personal Information and Condominium Corporations" information sheet from Service Alberta, are just a few of the helpful tools you can learn from.

### Upcoming Legislation Changes

Although the latest condominium legislation was put on hold this summer there will be a number of significant changes for condo owners in place likely in early 2020. To keep up to date, sign up for our email newsletter where we will pass on the details once they have been confirmed along with updates on upcoming educational events and industry news. Contact the CCI office if you need assistance signing up.

### Condo Owner Essentials Presentation - Free to all CCI North Alberta Members

We will be expanding on these aspects as well as delving into other owner concerns on **Tuesday, November 12, 2019 @ 6:30 pm at the Chateau Louis Conference Centre**. Check our website for registration details.

***We asked a few of our condo owner members for their own personal perspective on the following question:***

### **WHAT HAVE I LEARNED FROM CONDO LIVING?**

*With over 10 years of condo living in two provinces under my belt, I've learnt that the key to condo living is understanding my role, my rights and my responsibility as an owner. Participation also helped me gain valuable knowledge; join the Board of Directors, volunteer for the Annual General Meeting or simply provide feedback. Also, be cognizant of condo rules that govern things like pet ownership, parking, smoking and noise to name a few. Rules help maintain a smooth operation and reduce operating costs. Do your homework to decide if condo living is right for you!* - Annesa Ali

*My wife and I moved into a high-rise condo about 4 years ago from a 2 ½ story house and double garage. Since then we have learned that our life is simpler and that we now have more time to travel, to spend time with friends and family and to enjoy our favorite pastimes. But we have also learned that condo living brings challenges, such as: dealing with storage, adjusting to parkade parking, and learning to live with owners' consensus on common area maintenance and improvements.* - Al Mondor

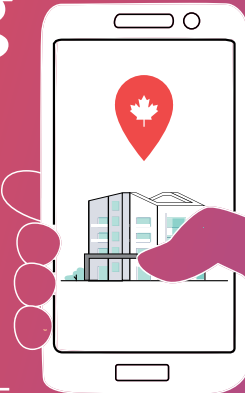
*Why did I choose condo living? It certainly wasn't well thought out nor did I have any knowledge about condo living. It was simply what I could afford. My primary motivation was to stop throwing rent money away! After 15 years I joined the board. What I had never considered was the potential financial risk. Was the board planning properly for future major expenditures? The previous board hadn't been raising condo fees. It was fixable with a few years of work fortunately. Special assessment? What was that? Had no idea that could happen. Condo living can be wonderful if it suits your lifestyle and financial situation, but you have to do your research. Unlike when I bought in 1992 there are more choices out there. There are also more resources like the Canadian Condominium Institute. And unlike in 1992 we now have Google! Understand clearly how you want to live and what's important to you. And finally once you buy – participate. Read the communication that comes to you, ask questions. Do what is asked of you. Most importantly join the board. If you don't you are leaving your financial and lifestyle fate to other people.* - Kim Clayton

*My wife and I have lived in Condominiums & Stratas (in BC) for over 20 years. The main thing and most important thing I learned was to get involved in your condominium governance. But not for the wrong reason, board meetings are not coffee or wine club meetings. They are business meetings. You are running a multi-million-dollar corporation.*


*It is not much different than owning your own private home. You have to (or at least should), put money away for future repairs – does this sound like a Reserve Fund? You must also like living in close proximity to your neighbors. I have found that this is sometimes the most difficult obstacle to overcome for some people. Before you buy a condominium, talk to some owners that live in the style of condominium that you are searching for. This may encourage you or discourage you to proceed with buying.* - Maurice Perrault

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# THE SCOOP ON PETS IN CONDOS

BUILDINGS THAT ENCOURAGE RESPONSIBLE PET OWNERSHIP BROADEN THE POOL OF POTENTIAL OWNERS

By Rebecca Medel

Living in close proximity to your neighbours is a given when you live in a condominium, but what if those neighbours are fuzzy with whiskers? Dog ownership in Canada has been steadily increasing in recent years. In 2016, Canadians had 7.6 million dogs and in 2018 it jumped to 8.2 million dogs. Cat numbers have not been increasing, but they are still high with Canadians owning 8.3 million cats in 2018.





**People love their pets**—birds, bunnies, guinea pigs, fish and reptiles included!—and with condo living remaining popular among urban dwellers, it's smart as a corporation to consider what allowing pets looks like. Bev Matthias, a realtor with Century 21 Platinum has noticed that, "There's more and more people that have pets now, and there's less and less places that will allow them." She says older buildings and townhouses tend to be more pet friendly, but some of the newer highrises are not.

“**There's more and more people that have pets now, and there's less and less places that will allow them.**”

Robbi Bitner, a paralegal at Rackel Belzil, is also a dog trainer who spent many years as a board member at her townhouse complex. Bitner's condo board uses an application form that requires the type and breed of pet, anticipated adult weight, and also has a 24-inch height restriction, which she does not feel is necessary. *"I think the height restriction is a little bit silly because larger breeds can sometimes be a more chill dog than a smaller breed,"* Bitner says. *"That 24-inch restriction means you're excluding breeds such as Great Danes, Greyhounds or Newfoundlands—the dogs that are big and quiet and couch potatoes and a walk around the block is more than enough energy expended for them to be prepared to nap all day."*

Bitner says one of the greatest things about allowing pets in buildings is that neighbours get to know each other. *"Lots and lots of people like animals, so if you've got a dog, they're excited to say hi,"* Bitner says. *"So you get to know your neighbours, as you might not talk to them otherwise."*

There is also a human rights aspect that accompanies some forms of pet ownership. Pets are not an option in every building, but there are allowances that must be made for those who need a service dog or an emotional support animal. *"Human rights do have a place within condominiums, which is a thing that a lot of people don't even realize,"* says Amber Nickel, a lawyer at Willis Law. *"Because individuals are protected under the Human Rights Act, even when applied to condominiums, the condominium corporation has a duty to accommodate."*

These individuals must provide the proper documentation that certifies their pet as a service animal. When it comes to emotional support animals, the requirements are different. Scott

Dalsin, a board member at Strathcona House, says they have dealt with a few emotional support animal requests in the last two years and consulted with an officer of the Alberta Human Rights Commission to find out what requirements are necessary.

“**Because individuals are protected under the Human Rights Act, even when applied to condominiums, the condominium corporation has a duty to accommodate.**”

*"We were informed that the condominium association must make reasonable accommodation for a medical necessity, and that a vague mental health benefit attested to by a GP does not meet these criteria,"* Dalsin says. "Since the consultation, we have been replying to these emotional support animal claims, for pets that are not usually allowed, with the following:

After consultation with the Alberta Human Rights Commission the Board has determined that it (the Board) will require a letter from a certified professional mental health practitioner registered in the Province of Alberta stating that the emotional support animal is "medically necessary" due to your mental disability before it (the Board) will approve your keeping a xxxx in your unit.

A complaint often voiced by those who are unsure about allowing pets in a building is what happens to them when their owners are at work all day? Who takes them for a walk to release some energy or stops by for a visit to feed them or to ensure they are not barking or meowing? If daycare is not an option for your pet, there are dog-walking apps available.

John Minchin is the founder of Spot, an app that connects owners with available walkers. He says most owners have pets because they love walking them, but there are times when getting help is necessary. *"They don't have to run home, or if they get caught in that 4:00 meeting, or if they live on the outskirts of town and hit the wrong set of traffic or an accident, they're not stressed because they know their dog at least got out midday to do their business,"* Minchin says. Spot began in Calgary and Edmonton 3.5 years ago and has expanded to Victoria, Vancouver and Toronto. Minchin says up to 75% of users live in condos and apartments in the bigger cities.

*"I don't think there are any drawbacks to living in a condo,"* Minchin says. *"I think it actually holds a lot of people back from getting a pet, thinking that their dog won't be able to roam free if they don't have the space. But if you lived in a 4,000 square foot house and set up a video camera to watch your dog, it would probably just move around between three spots and they're usually all beside windows."*

And for cats? Good luck getting one on a leash. Hellas Pet Enclosures has a better system to make sure your kitty gets out and about. Hellas designs custom-made catios and cat runs so that cats can safely go outside onto balconies or in yards. Don Bacha created the company with his wife Yvette after they had both worked in the construction industry for years. *"People that know kitties know that they can sometimes do weird things when a bird flies by and they dart after it, not knowing that they're 50 feet in the air,"* Bacha says. *"With a catio, it lets them have safe outdoor time."*





Hellas can build catios up against a balcony window or even install inserts in balcony doors so that cats can go in and out. The biggest thing they've learned working with condo buildings is making sure everything is aesthetically pleasing. *"If we keep it below the railing, they're ok with that. And sometimes even doing the colour match,"* Bacha says. *"We did one two years ago and it took three months [for the condo board to approve], it was an up-scale condo in the west end of Edmonton and we had to do a colour match with the stone that was on the building."*

With the popularity of pets, developers, and even savvy boards of existing buildings, are wising up to the benefits of installing pet amenities. Garry Bradamore, president of The Revill Group, lives and breathes pet amenities. *"What we're finding, particularly in Alberta, is you've got a vacancy rate of 6 – 7%, so condominiums and landlords are gravitating towards the opportunity of opening up their properties to pets. And that's opening up a whole new revenue stream for them."*

***"You can't have 40% of your building with pets without having some accountability and expectations."***

His companies offers amenities to make buildings more pet friendly: pet waste stations, both above and below ground; pet wash stations that can be retrofitted into older buildings or designed into new ones; and pet relief areas such as dog runs or rooftops that include pet turf or even converting underground parking spaces into pet relief areas, (a project in Calgary is currently underway). The inground waste containers are created by a company called Sutera and are popular with many municipalities in Canada and the US that don't want bags of dog poo heating up in the sun outside garbage bins. Many properties are also putting the bins into new developments or retrofitting them into older buildings. *"One of the buildings that we put it into was able to incorporate a dog-waste container into a parking lot renovation that they did,"* says Bill Higgins, director of business development for Sutera. *"They're going on a year since we've installed the container and haven't had to empty it yet and they don't have a smell issue."*

Another service offered by Revill is PooPrints, a dog DNA accountability program that offers two kits to keep the DNA of each dog that lives in a condo building in a database. The "front end" kit is a cheek swab that captures DNA from the dog's saliva for proper identification. The "back end" kit comes into play when abandoned poo is found on the property. A dime-sized piece is sent to the lab for analysis and traced back to the DNA on file, linking it to the culprit. Owners then have to pay a fine of up to a few hundred dollars to the corporation to cover the cost of the kit and other related costs. It is a major deterrent to leaving poop unscooped.

PooPrints has been active in Fort McMurray for years and is now working throughout Alberta and Western Canada. *"What we found is that ten years ago it was a policing mechanism and it was almost kind of like Big Brother and it was only for problem properties. But with the volume of pets we have today, it's just another pet amenity,"* Bradamore says.

*"You can't have 40% of your building with pets without having some accountability and expectations."*

Whether you are for or against pets in a condominium setting is a personal choice. Currently there is no definitive data that indicates pet friendly buildings have a higher market value than those that don't accept pets, although one could argue that additional bylaw restrictions would restrict the potential pool of available buyers. On the other hand, condos that accept pets but are not willing to enforce pet bylaw infractions can find themselves mired in ongoing turmoil. Setting reasonable rules and discussing pet amenity options with owners can go a long way to maximizing the benefit of living amongst furry friends.



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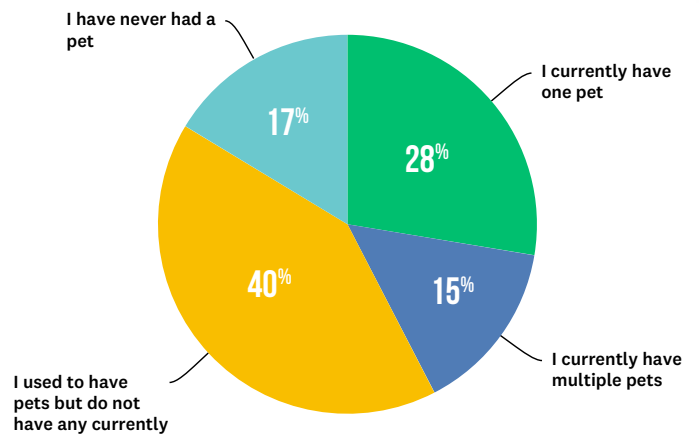
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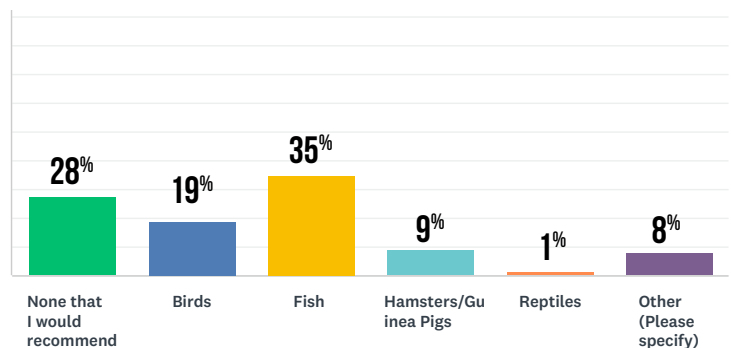


Here are a few of the results of our Pets in Condos Survey we held in early August. Thanks to the over 250 respondents for taking the time to give us their feedback

#### WHAT IS YOUR PET OWNER STATUS?



#### WHAT OTHER TYPES OF PETS WOULD BE A REASONABLE ALTERNATIVE TO CATS OR DOGS IN A CONDO SETTING?



- "All of the above. Maybe restrict aquarium sizes?"
- "All of the above are fine when correctly housed and maintained."
- "No snakes !!!"
- "Definitely NOT reptiles"



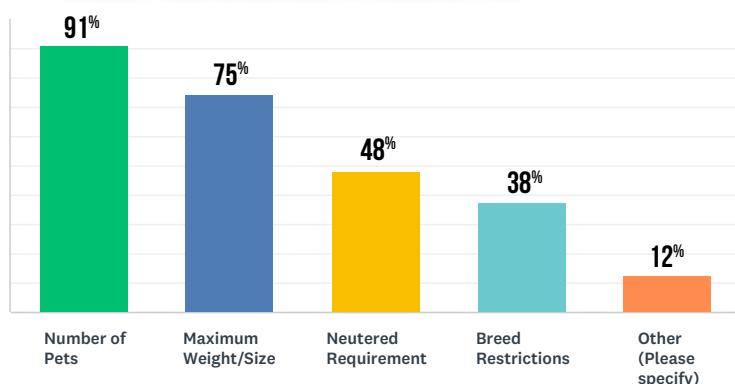
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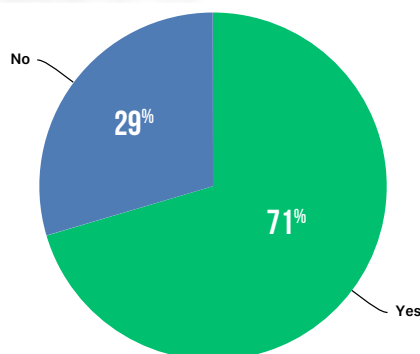


## WHICH OF THE FOLLOWING PET RESTRICTIONS DO YOU CONSIDER TO BE REASONABLE IN A CONDO SETTING?



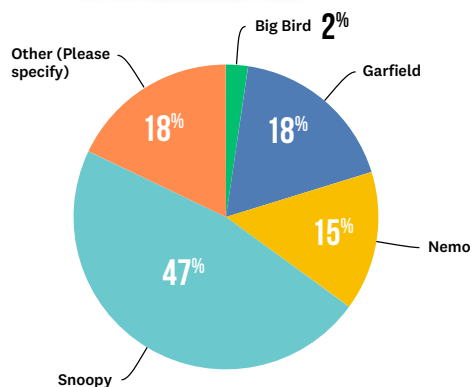
- "Pet License if required by Municipal Guidelines"
- "I believe it depends on the type of condo, high-rise vs bungalow etc"
- "It's more about their (and owner's) behaviour than size. A small dog can be very noisy and snappy while a large one can be quiet and docile."
- "I don't think Breed restrictions should ever be a consideration. Often times it's not the breed of the dog but the owner who has not trained them well."

## ARE YOU SUPPORTIVE OF MAKING EXEMPTIONS FOR THERAPY/ EMOTIONAL SUPPORT PETS



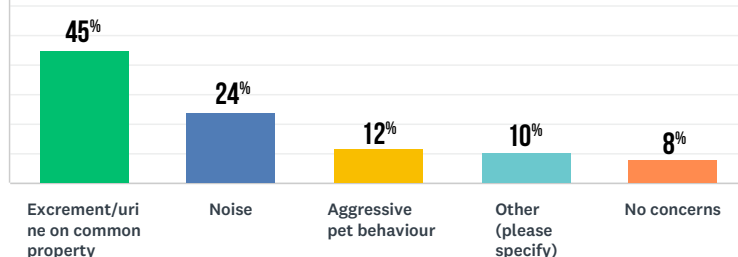
- "I believe this exemption is very often abused."
- "Every pet is an emotional support pet. How do you draw a line?"
- "If the request is reasonable squirrels, chickens and donkeys are not reasonable"
- "Only if they can provide sufficient supporting documentation proving that the specific animal is required for their purposes."

## WHICH OF THE FOLLOWING WOULD BE YOUR FAVOURITE PET IN A CONDO SETTING?



- "Marmaduke. Snoopy's a little too energetic."
- "Kermit the Frog"
- "Hobbes from Calvin & Hobbes"
- "Any stuffed animal"

## WHAT IS YOUR BIGGEST CONCERN OF HAVING PETS IN CONDOS?



- "All of the above"
- "I never worry about the pet. I always worry about the owner. If they are a responsible pet owner, great, if not it makes things difficult for all that are."
- "It is difficult to limit an answer to just one, but noise is a very close second to fouling common areas. Also, aggressive animals can make enjoying pets in common areas difficult."
- "Dogs that bark when owners not home .... which is far more common than owners realize or admit."

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PREPARED BY BARBARA L. SURRY CPA CMA



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### **Does my Condominium Corporation have to file a T2 (Corporate income tax return)?**

Technically yes, however there are several Condominium Corporations that do not. Condominium Corporations for the most part, are exempt from corporate income taxes under subsection 149(l) of the ITA (as they are considered to be a not for profit organization). Filing the form is an easy task for the accountant who does the annual financial statements. There are no penalties to Condominium Corporations for late filing this return. Once a business number is obtained, filing the T2 becomes required.

### **Can my Condominium Corporation get the GST it pays back as an ITC (Input tax credit)?**

If your Condominium Corporation is a residential Condominium Corporation, it is "exempt" under the provisions of GST. That means it cannot charge GST on the Condominium fees nor can it get back the GST it pays as an ITC (input tax credit).

If your Condominium Corporation is a commercial Condominium (occupied by businesses) or a mixed Corporation (part commercial and part residential) then there is a revenue test to see if the Corporation must charge GST. For commercial or mixed use Condominium Corporations, the revenue threshold is \$50,000 per annum. If the annual fees from the commercial units is \$50,000 or more, then the Corporation must charge GST on the fees to the commercial units, and it can apply to get the GST paid back in the same percentage of commercial fees to total condominium fees (residential plus commercial).

### **What is a T1044 (Not for profit information return)?**

When your Condominium Corporation reaches \$ 200,000 in total assets, or more than \$ 10,000 in interest or rent revenue, starting the next fiscal year, the Corporation must file this return within six months of the fiscal year end. Once the Corporation has filed this return, it is required to file the return each year after that. Penalties do apply for late or non-filing this return if required to do so as follows: \$25 per day to a maximum of \$ 2,500 per year for each return not filed, or late filed.



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**What do we do if we determine we should have submitted these forms and did not?**

It is time to consult with an accountant who understands how to submit a voluntary disclosure form. The T1044 forms will have to be prepared for each year that they were required and not done, and submitted with the proper voluntary disclosure forms. In most cases Canada Revenue will waive the penalties.

**What do we have to do to obtain a Canada Revenue Business Number?**

You will have to complete a form RC1. This form is available on the Canada Revenue website. It is not possible to apply for a business number for Condominium Corporations online like other businesses. It is most efficient to print out the form (there is an online fillable form available), and submit it to Canada Revenue along with a Form 8 (list of registered directors) and a CAD sheet (Condominium additional plan sheet). We have not had any success trying to register Corporations on line, but have with mailing in the RC1 with the suggested paper work. Form is available at: <https://www.canada.ca/en/revenue-agency/services/tax/businesses/topics/registering-your-business/register.html>

**Does my Condominium Corporation have to prepare T4's?**

If your Condominium Corporation has an employee, then yes, a T4 summary and supplementary must be prepared and submitted. The necessary remittances must be made on the 15th of each month. The T4 return can be prepared and submitted on line. These returns are due on February 28 of each year.

WCB returns (WCB coverage is required for employees) are also due on that date.

Most Condominium Corporations do not have employees, as contractors are usually used. If you hire an unincorporated person to do work for the Condominium Corporation, do check to see if they have WCB coverage and liability insurance. If they do not have their own WBC, the Condominium Corporation will have to have coverage. Consider issuing them a T4A for payments made, to ensure the amounts paid are properly reported by them as income, which will require the Corporation to obtain their social insurance number. If you are paying them over \$ 30,000 per annum and they are charging GST, be sure their GST number is noted on their invoices.



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# ASK THE PROFESSIONALS

At CCI North Alberta, part of our education focus is to give our members the opportunity to network with our professionals and business partners so they can learn more and make informed decisions when required. Our new feature, “Ask the Professionals” gives us the opportunity to share this expertise with all of our members.

It was difficult to whittle down all the questions received to the three we were able to address in this issue, but we want to thank all of you who submitted questions and also to those who took the time to provide the necessary responses. If you have a question for consideration for our next issue please forward it to [info@ccinorthalberta.com](mailto:info@ccinorthalberta.com) with the heading “Ask the Professionals”.

*Please Note - Both questions and responses may have been edited slightly due to space limitations.*

**1) Under the current Condominium Property Act when is a ‘special resolution’ required? If there is something in our policies we want to change, does this require a special resolution? How do we figure out when a special resolution is required & when it is not required?** (Submitted by Rick Harvey)

#### **Erin M Berney - Field Law**

For all condominium corporations in Alberta, a special resolution is only required in certain prescribed circumstances, and in all other cases, unless the bylaws provide otherwise, an ordinary resolution will suffice. For example, the bylaws could require the corporation to pass a special resolution authorizing it to borrow funds, or to enable borrowing that exceeds a predetermined amount. Generally speaking, however, the only situations in which special resolutions are required pursuant to the Act and regulations are the following:

1. amending the bylaws of a corporation (Form 3);
2. enabling to corporation to acquire or dispose of an interest in real property (including leases of the common property (Form 4);
3. permitting the corporation to grant easements and restrictive covenants benefiting or burdening the condominium property and authorizing any surrender of same (Form 6);
4. authorizing the removal of funds from the capital replacement reserve fund for the purpose of making a capital improvement;
5. terminating the status of a condominium corporation and authorize a transfer of its real property (Form 5); and
6. amending an existing (registered) condominium plan, including alteration of unit/common property boundaries,

changes to the number of units, and amalgamation of two or more corporations.

In addition, condominium corporations of 12 units or less may act as a qualified person in respect to performing reserve fund studies, as mandated by the legislation, provided a special resolution has been passed authorizing it to do so.

#### **Heidi N. Besuijen - Reynolds Mirth Richards & Farmer LLP**

A special resolution requires a high level of buy in from owners so it is required in situations where there will be significant impacts on the rights of owners.

The most common scenario for when a special resolution will be required is when a condominium corporation wishes to amend its bylaws. Bylaws are thought of as a contract that binds all owners so it makes sense that a high level of support is required in order to change them. This affords protection and stability to unit owners in that matters which can greatly change how they live in their homes (i.e. pet ownership or the ability to smoke) cannot be changed capriciously.

Other cases which might arise under the Condominium Property Act are (1) in order to remove reserve funds in order to make a capital improvement; (2) to dispose of real property held by the corporation; (3) to transfer or lease common property; (4) to register an easement or restrictive covenant for the benefit of the corporation; (5) to terminate the condominium status of the corporation; and (6) if the bylaws require it. The Condominium Property Regulation sets out other instances where a special resolution would be required.

If there is any doubt as to whether a special resolution is required, a corporation should seek the assistance of a lawyer to clarify that matter for them. There can be major consequences of failing to have the appropriate level of support so corporations will want to be sure.

**2) Nominating a full slate of eligible candidates for the condo Board is a challenge. How can a corporation attract qualified, capable folks to serve on the Board of Directors?** (Submitted by Donna Spanu)

#### **Jamie Shima - Pivotal Property Management**

We have seen and implemented several methods to help encourage owners to get excited to participate on the Board of Directors. Some of these ideas are:

- a. Posting a notice to the corporation's website or at the property advising owners of the vacancies on the Board for an upcoming AGM;
- b. Including a notice within the AGM package indicating that there will be vacancies on the Board;



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- c. Reaching out to current committees to encourage their membership to join the Board;
- d. Reminding owners that reach out to communicate with the Board and our office frequently, that there's regular opportunities to join the Board, and have a much larger impact on the direction of the community, by joining;
- e. Creating a nominating committee amongst the Board members and/or owners to seek out potential new Board members. Of these ideas, the best results have come from D and E. There's a good balance to find with owners that frequently reach out and provide feedback or request correspondence back from the Board. We've found that, if a corporation is able to utilize these individuals as Board members, their involvement in the corporation is much more productive and positively impactful than engaging the Board with an outside perspective. Nominating committees work well, as it's owners asking other owners to help with their community. I believe this is so successful because of the sense of community that it brings, owners knock on other owners' doors and ask for their time to help improve the community.

#### Bill Marples - KDM Management

Recruiting new Board Members is certainly one of the more difficult challenges for Condominium Boards. To be successful in the recruitment process today hasn't fundamentally changed too much as it still requires good communication and some leg-work. Boards that have been successful in their recruitment of new members typically use these tactics:

1. Start the process early. This important first step is often overlooked as Board members are busy in their roles and their regular routines;
2. Send out a communication with the specific intent of recruiting new members. Go door to door, use email and the Corporation's webpage. Repeat, repeat, repeat;
3. Targeting owners with specific skill sets for relevant expertise is an excellent tactic;
4. Further to point 3, Boards can recruit through committees as it is a great way to get to know someone and see their skill sets at work;
5. Target the owner's that have expressed concerns about process. This presents a good opportunity for these individuals to become involved and to experience how the Board process works. Albeit, caution must be emphasized in doing so because there are times this person simply won't work out. In other words, be careful what you ask for.

Overall you will want to ensure that you are clear in your communications and transparent in the challenges that are current and forthcoming. Lastly, it cannot be emphasized enough how important this role is in the service of your community to ensure its ongoing success in maintaining the common property

**3) A number of years ago we had a situation where an owner/resident's sink had been improperly 'repaired' by a friend (not a plumber) and it caused a leak in the suite below. Although the resident freely admitted negligence, the resident's insurance company would not pay a cent, therefore, the condo association's insurance company had to pay for the damages and absorb the costs of the deductible. Alternately, having a bylaw that indicates "regardless of negligence" seems not only a bit scary but highly unfair..... because if the roof leaks or the wall leaks and causes water damage in Mrs. Smith's unit on the top floor**

**then her insurance will go up based upon having to pay the full deductible which, presumably, would mean a large claim for repairing the roof - and the roof is certainly common property. Do you think my/our condo board needs to put any energy on looking into this for our building and bylaws?** (Submitted by Nancy Saha)

#### Dawn Mitchell - HUB International Insurance Brokers

Currently, the responsibility for which party is responsible to pay the corporation's deductible lies only in the bylaws. As many condominium corporations there are in Alberta, there can be the same number of applicable bylaws. In other words, what is in one corporation's bylaws may not be in another. Alberta Courts have found that if the bylaws are "silent", meaning that there is no mention of payment of deductible in the bylaws, the corporation would be responsible for payment.

If there is a bylaws clause for deductibles, it may reference "claim is made due to the act or omission of an Owner, occupier or tenant of an Owner..." has been shown that the corporation pays the deductible unless there has been proven negligence on behalf of an owner (or others as listed). Some bylaw clause may reference that it the "loss occurred from within the unit, regardless of negligence on behalf of the Owner (or others as listed), then the Owner pays the deductible even if it was not due to their fault (i.e., a washing machine overflows).

All losses that originate from common property, the corporation would generally bear the cost of the deductible, unless the bylaws state otherwise. For example, if the roof was leaking and it is common property (or property that the corporation is required to repair or maintain), the corporation would pay the deductible. If the Unit Owner has a barbeque and it is placed too close to the exterior of the unit and the siding is damaged, if the bylaws allow, the Unit Owner would be responsible to pay the deductible.

Please Note- In the upcoming proposed changes to the regulations, if approved as currently stated, for all losses that originate from within a unit or from their exclusive use area, the Unit Owner will have an "absolute liability" for payment of the corporation's deductible, regardless of negligence.

#### Jason Ploof - RiskTech Insurance Services Inc.

Recovery of deductible from a unit owner, regardless of negligence, can be thought of as a risk control tactic for Corporations in this challenging and changing insurance marketplace. Similar to if I owned and insured a home, I could have an event triggering my homeowners insurance that is entirely out of my control, but recoverable under my policy of insurance. As deductible assessments have become more common, many unit owner policies of insurance now also include automatic coverage for unique exposure. With the rising cost of property insurance for Condominium Corporations and increasing deductibles, this also provides spread of risk in loss situations. The operating account stays healthy if not having to fund a deductible. When unit owners are aware they can be responsible for a deductible in a loss, they may be more inclined to ensure ongoing maintenance and repair within their units in completed, which helps reduce frequency to loss.

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## ALBERTA CASE LAW- CONDOS AND PETS

OWNERS: CONDOMINIUM PLAN NO. 762 1302 V. STEBBING  
(ALBERTA COURT OF QUEEN'S BENCH)

**24/06/15 – Jurisdiction Alberta**

**Part 50 published on 01/05/15**

***On appeal, cat permitted to stay as a grandfathered pet***

The condominium's by-laws permitted pets, but only with written consent of the board. The board had not given consent for the owner's cat, and the lower Court held that the cat was in violation of the by-law. However, the lower Court ordered that the enforcement of the by-law be stayed or delayed until the cat either died of natural causes or was relocated. [See Condo Cases Across Canada, Part 48, November 2014.]

The corporation appealed, arguing that the lower Court had not shown sufficient deference to the corporation's decision to require that pets be removed.

The Appeal Court noted that the board had decided, in 2012, to eliminate cats from the building. This objective would be met by refusing new cats, and by ordering the removal of all cats whose owners had not obtained written permission from the board. Cats which had received permission at that time were "grandfathered" and permitted to stay. The owner (Ms. Stebbing) had moved into the building in 2010, but had never received consent for her cat.

The Appeal Court held that Ms. Stebbing should be permitted to keep her cat as a "grandfathered pet" because the corporation had either permitted the cat or had failed to take steps with reasonable haste to require its removal.

CONDOMINIUM CORP. NO. 042 5636 V. CHEVILLARD (ALBERTA MASTER)

**14/06/13 – Jurisdiction Alberta**

**Part 38 published on 01/05/12**

***Fines not properly levied by Condominium Corporation. Corporation also not entitled to costs for application to remove dog that had already been removed***

The condominium corporation purported to levy fines against an owner for the owner's failure to clean up after his dog. The Court denied judgment for recovery of the fines, for two reasons:

- a) There was no evidence of a Board resolution to deliver notice of default to the owner (as required by the corporation's by-laws).
- b) The corporation's notices to the owner also did not make any reference to a reasonable opportunity to rectify the default (again, as required by the by-laws).

The Court also refused to award any costs to the condominium corporation in relation to the corporation's application for removal of the dog. The dog had been removed before the application was started. Although the owner had failed to advise the corporation that the dog had been removed, the Court said that the corporation should have ascertained the status of the dog before it "decided to forge ahead with legal action".

**Information provided by "Condo Cases Across Canada" a quarterly publication of the Canadian Condominium Institute - National Chapter (Editor- James Davidson, LLB, FCCI)**

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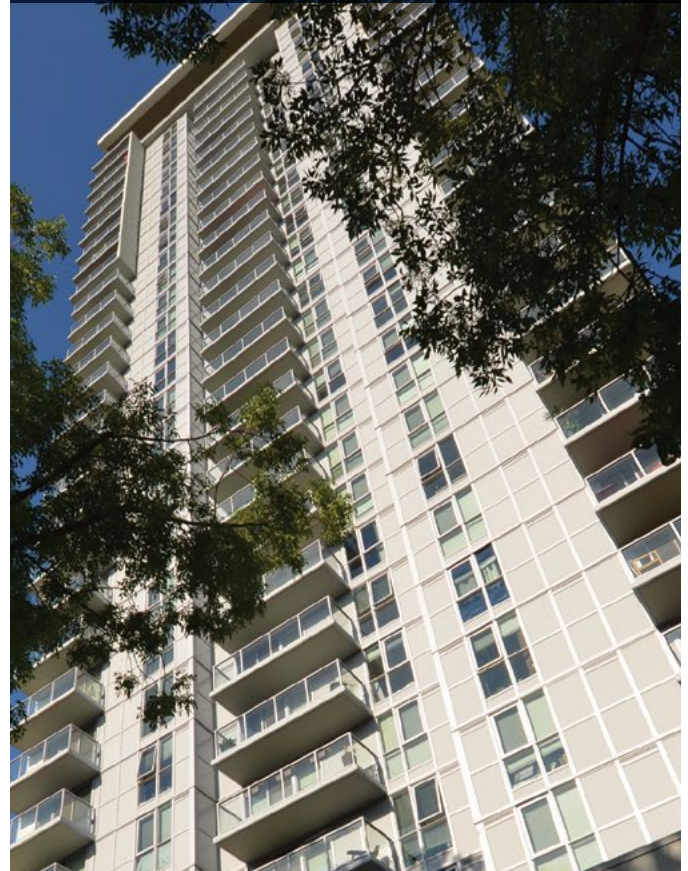


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# THERAPY ANIMALS UNLEASHED

BY MELISSA L. STAPPLER, WILLIS LAW



The question of whether or not a resident is permitted to keep an animal in their unit is a matter usually determined according to the condominium corporation's Bylaws. But what happens when a condominium resident claims that they need an exemption from the Bylaws because they require a therapy or emotional support animal?

In general terms, therapy or emotional support animals provide companionship and emotional support for people diagnosed with a psychological disorder or disability. Therapy animals are different from service dogs as defined by Alberta's Service Dogs Act: the most obvious difference is that there is no legislative framework in Alberta that specifically addresses or recognizes therapy animals. This may present a challenge for a condominium corporation when it receives a request from a resident for an (otherwise prohibited) animal to reside in a unit: it can be difficult to discern what the corporation's responsibilities are in dealing with such a request.

When a condominium corporation receives a request for accommodation of a therapy animal, the corporation must be mindful of its obligations under the *Alberta Human Rights Act*. This legislation protects individuals from discrimination on the basis of certain "protected grounds," including "mental disability" and "physical disability." What this means is that if a condominium corporation denies a request for a therapy or other non-registered service animal without having sufficient regard to its responsibilities under the *Alberta Human Rights Act*, the individual seeking accommodation may have grounds to pursue a complaint against the condominium corporation.

There have been a couple of reported Canadian Court and Human Rights Tribunal cases that have wrestled with the issue of therapy animals and non-registered service animals in the condominium context:

1. *Simcoe Condominium Corporation No. 89 v. Dominelli*, 2015 ONSC 3661 - Ms. Labranche moved into a condominium complex with a dog that exceeded the 25-pound pet weight restriction set out in the corporation's Bylaws. When the corporation demanded that the dog be removed from the complex, Ms. Labranche claimed that the dog was a service or therapy animal. However, she failed to provide any documentation confirming that she had a mental disability requiring her to have a therapy animal.

Ultimately, the Court confirmed that Ms. Labranche had the responsibility (or onus) to prove that she had a mental disability and found that she had failed to do so. The Court ordered that the dog be removed from the condominium complex.

2. *Jones v. The Owners Strata Plan 1571 and others*, 2008 BCHRT 200 - Mr. Jones was legally blind. He had a Labrador retriever named Chloe, and though she was not a certified service dog, Chloe had provided assistance to Mr. Jones for several years. Mr. Jones wanted to buy a townhouse condominium, but the condominium Bylaws only allowed animals that were no more than 15kg and Chloe was heavier than 15kg. Mr. Jones asked the condominium corporation for an exemption, but his request was denied. Mr. Jones subsequently filed a human rights complaint against the condominium corporation. The matter proceeded to a hearing and the British Columbia Human Rights Tribunal held that, while Chloe was not a registered guide dog, the evidence established that Mr. Jones had come to rely upon Chloe to safely navigate his day-to-day routine. The Tribunal determined that the corporation had failed to adequately explain why it could not accommodate Mr. Jones by accepting Chloe and it agreed that Mr. Jones' complaint was justified. The Tribunal ordered the condominium corporation to pay \$12,000 to Mr. Jones as compensation for injuries to his dignity and self-respect.

## We can take a number of key points from these cases:

- It is not necessary that an animal be a registered service animal under the *Service Dogs Act* to trigger certain duties and obligations set out in the *Alberta Human Rights Act*.
- The person seeking accommodation for a therapy animal or other non-registered service animal has the burden (or onus) of proving that an exemption from the Bylaw prohibiting such animal is required due to a physical or mental disability.
- If a condominium corporation denies a resident's request for accommodation for a therapy animal or other non-registered service animal, it must provide written reasons for its denial.
- In the event a condominium corporation is unsuccessful in defending its decision to deny a resident's request for accommodation before a Human Rights Tribunal, the Tribunal has the ability to award significant sums in damages against the corporation.

If a condominium corporation has received a request for an exemption from a Bylaw in order to accommodate a therapy or other non-registered service animal, it is recommended that the corporation consider seeking legal counsel.

# Insite to Condos



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

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

## ADVERTISING RATES 2019/2020

Ad Type	*Size	Member Pricing		Non-Member Pricing	
Business Card	3.33"w x 1.83"h	gst	\$181.50	gst	\$363.00
		Total	\$9.08	Total	\$18.15
			\$190.58		\$381.15
1/4 Page	3.5"w x 4.75"h	gst	\$392.70	gst	\$785.40
		Total	\$19.64	Total	\$39.27
			\$412.34		\$824.67
1/2 Page	7.0"w x 4.75"h	gst	\$786.50	gst	\$1,573.00
		Total	\$39.33	Total	\$78.65
			\$825.83		\$1,651.65
Full Page	7.0"w x 9.5"h	gst	\$1,179.20	gst	\$2,358.40
		Total	\$58.96	Total	\$117.92
			\$1,238.16		\$2,476.32
Full Page Premium (Page 2, 3 & Inside Back Cover)	7.0"w x 9.5"h	gst	\$1,356.00	gst	\$2,712.00
		Total	\$67.80	Total	\$135.60
			\$1,423.80		\$2,847.60
Back Cover	7.62"w x 8.48"h	gst	\$1,512.50	gst	\$3,025.00
		Total	\$75.63	Total	\$151.25
			\$1,588.13		\$3,176.25

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

### Advertising & Article Submission Deadlines

ISSUE 1	Aug 9, 2019
ISSUE 2	Nov 8, 2019
ISSUE 3	Feb 7, 2020
ISSUE 4	May 8, 2020

[CLICK HERE FOR A BOOKING FORM](#)

*It is the advertiser's responsibility to provide the correct version of the ad for printing  
by the Advertising & 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).



# BUSINESS DIRECTORY

FALL 2019



<i>Company</i>	<i>Full Name</i>	<i>Phone</i>	<i>E-mail</i>
<b>ACCOUNTANTS</b>			
Barbara L. Surry Chartered Professional Accountant, CMA	Barbara Surry	(780) 467-0562	blsurry@blsurrycma.com
Cass & Fraser Chartered Accountants	Toni Kozak, CPA, CGA	(780) 448-1941	toni@cassfraser.ca
Donnelly & Co. LLP	Pei San Chan	(780) 488-7071	peisan@donnellyco.ab.ca
Heather Zeniuk Professional Corporation	Heather Zeniuk	(780) 463-8425	heather@hzcpa.ca
Ho LLP	Luu Ho	(780) 448-7317	lho@hollp.ca
KBH Chartered Accountants	Mohini Kumar	(780) 463-8101	m.kumar@kbh.ca
Lim & Associates	Cheng S. Lim	(780) 484-8803	cheng@limcgas.com
Metrix Group LLP	Yulian Korataiev	(780) 489-9606	ykorataiev@metrixgroup.ca
Radke Professional Corporation	Edwin Radke	(780) 424-2844	eradke@radkeca.com
Rutwind Brar LLP	Sukhi Brar	(780) 483-5490	sbrar@rbpa.ca
Scott Dalsin Professional Corp	Scott Dalsin	(780) 439-9646	scottdalsinpc@telus.net
SINAG Bookkeeping Services	Melody Solis	(780) 340-5887	msolis@sinagbookkeeping.ca

<i>Company</i>	<i>Full Name</i>	<i>Phone</i>	<i>E-mail</i>
<b>BUILDING MAINTENANCE</b>			
4-Way Inspection Services Ltd.	Travis Olinek	(780) 473-8464	travis@4wayinspections.com
Abris Construction Inc.	Nathan Kawulka	(780) 906-8055	Nathan@AbrisConstruction.com
Acclaimed! Heating, Cooling & Furnace Cleaning	Mallory Caudron	(780) 413-1655	mallory@acclaimedfurnace.com
Alberta Building Concept Inc.	Doug Kuzio	(780) 910-0762	dkuzio@telusplanet.net
Andreas Builders Ltd.	Frank Andreas	(780) 220-1238	frank@andreasbuilders.com
Antrim Construction Ltd.	Ruth Kelly	(780) 487-2330	ruth@antrimconstruction.com
Applied Colour Ltd.		(780) 416-0688	office@appliedcolour.ca
Axe Fire Protection	Karim Champs	(780) 757-4862	sales@axefpc.ca
Boyle Street Property Maintenance	Bob Frohlich	(780) 270-6005	bfrohlich@boylestreet.org
BROJAM Construction & Maintenance Ltd.	Jamie Brown	(780) 757-5512	admin@brojamconstruction.com
Classic Elevator Interiors Ltd.	John Blackstock	(780) 478-4014	sales@classicelevatorinteriors.ca
Cosmopolitan Cleaning Specialists	Janine Sutherland	(780) 278-6222	info@cosmoclean.ca
Funky 2 Fresh Inc.	Tracy Bennett	(780) 907-5827	clean@funky2fresh.com
Harlow Pest Control Ltd.	Carly Olcen	(780) 757-2999	info@harlowpestcontrol.ca
Infrared Home & Building Solutions Inc.	Ryan Billard	(780) 239-9630	ryan@infraredhomes.com
Karlen-Elecom Ltd.	Mickie Poon	(780) 453-1362	mp@elecom.ca
Kevin Radesh Services	Kevin Radesh	(780) 318-1047	dkradesh@gmail.com
L & J Diamond Maintenance AB Inc.	Inder Sangha	(780) 904-6161	inder@ljdmc.ca
MMT Construction	Michael Suian	(780) 667-6456	mmtconstructionltd@gmail.com
Mosaic Home Services	Steven Knight	(780) 910-6688	steven@getmosaic.ca

<i>Company</i>	<i>Full Name</i>	<i>Phone</i>	<i>E-mail</i>
<b>BUILDING MAINTENANCE (CONTINUED)</b>			
O Canada Contractors Ltd.	Reg Lymburner	(780) 705-5758	ocanadacontractors@gmail.com
Painting by Sophia Inc.	Chris Syskakis	(780) 729-7777	paintingbysophia@hotmail.com
ReNew FloorCovering	Kelly Clark	(780) 466-6071	kelly@renewfloor.ca; lowell@renewfloor.ca
Saucey's Traveling Tool Box Ltd.	Jason Gordon	(780) 717-6275	jason@sauceys.ca
Storm Appliance Inc.	Riley W. Tookey	(780) 478-4014	riley@stormappliance.com
Sunshine Cleaning Services Ltd.	Robert Hennigan	(780) 477-7067	sunshinecleaningsltd@gmail.com
The Restorers Group Inc.	Dean Amundson	(780) 239-6760	dean@restorersgroup.ca

<i>Company</i>	<i>Full Name</i>	<i>Phone</i>	<i>E-mail</i>
<b>CONDOMINIUM MANAGEMENT</b>			
113 West Management Ltd.	Anand Sharma	(780) 784-3001	anand@113west.ca
AIM Real Estate Corporation	Dan McDaniel	(780) 424-0397	dmcdaniel@aimrec.ca
Alberta Property Management Solutions Inc.	Jerrica Ross	(780) 714-8889	admin@apmsi.ca
AV8 Solutions	Brett Binnie	(780) 352-9277	brett@av8solutions.com
Ayre & Oxford Inc.	Roseanne Evans	(780) 448-4984	roseevans@ayreoxford.com
Bella Management and Realty Ltd.	Alison Pon	(780) 444-2665	info@realtybella.com
Blueprint Condominium Management Inc.	Ibrahim Butt	(780) 665-5350	ibrahim@blueprintmanagement.ca
Braden Equities Inc.	Braden Paquette	(780) 429-5956	inquiry@bradenequitiesinc.com
	Gabrielle Dyck	(587) 986-8612	gabrielle@bradenequitiesinc.com
Bridgeway Property Management Group Inc.	Tamara Langille	(780) 266-2778	tamara@bridgeway.ca
CasaWise Management	Brennan Whitehouse	(780) 413-0275	bwhitehouse@casawise.ca
Celtic Management Services Inc.	Keri Roszko	(780) 784-0028	keri@celticmanagement.ca
Century 21 Platinum	Beverley Matthias	(780) 988-1100	bev.matthias@century21.ca
Converge Condo Management Inc.	Bruce Fisher	(587) 462-6762	bruce@convergecondo.com
CorBec Management Group Inc.	Laura Lindbeck	(780) 445-4928	laura@corbecmanagement.ca
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	curtis@csmgmtinc.ca
Divine Property Management Ltd.	Israel Ademola	(780) 420-1095	info@divineproperty.ca
Durston Properties	Alan Durston	(587) 590-1535	alan@durston.ca
Esquire Management Group		(780) 414-0390	info@emgroup.ca
Estate Properties Inc.	Chester Quaife	(780) 433-2345	chester@estategroup.ca
FirstService Residential Alberta Ltd.	Amanda Leclerc	(780) 784-2888	amanda.leclerc@fsresidential.com
FOCHAUS Management Inc.	Corina MacKinnon	(780) 988-1947	corina@fochausmgmt.com
Fort Management Ltd.	Becky MacKlem	(780) 791-3948	becky@fortman.ca
Group Three Property Management Inc.	Michele Curtis	(780) 641-0222	mcurtis@grouphree.ca
Hallmark Management	Darcie-Lee Rea	(780) 819-2108	darcie@hallmarkmanagement.ca
Helm Property Management & Realty Ltd.	Joel Helm	(780) 408-3082	joel.helm@helmproperty.com
Homestead Property Management	Shirley & Ted Appelman	(780) 203-4105	ted.hpm@hotmail.com
Inland Property Management Ltd.		(780) 461-1177	broker@inlandpropertymanagement.ca



<i>Company</i>	<i>Full Name</i>	<i>Phone</i>	<i>E-mail</i>
<b>CONDOMINIUM MANAGEMENT</b>			
JLR Property Management Inc.	Lisa Wallbridge	(587) 521-2090	lisa@jlrmgmt.ca
KDM Management Inc.	Brian Fischer	(780) 460-0444	bfischer@kdmmgmt.ca
Key Investment Property Management Inc.	Karen Schoepp	(780) 830-1331	info@keyproperty.ca
Laidley Management	Nancy Ternowski	(780) 423-1516	info@laidley.ca
Larlyn Property Management Ltd.	Michael Holmes	(780) 424-7060	larlyn@larlyn.com
Magnum York Property Management Ltd.	Barry Meckelberg	(780) 486-7134	bmeckelberg@magnumyork.com
Mayfield Management Group Ltd.	AJ Slivinski	(780) 451-5192	aj@mmglt.com
	Edith O'Flaherty	(780) 451-5192	edith@mmglt.com
McLeod Realty & Management Ltd	Robert F McLeod	(780) 453-1108	info@mcleodrealty.com
Meyers Management Consulting Group	Tracy Meyers	(780) 748-2500	info@mmcg.ca
On-Site Solutions Inc.	Lyalla Ironside	(403) 346-9077	info@on-site-solutions.ca
Parterre Property Services Inc.	Tammy Hughes	(403) 241-2162	thughes@parterreproperty.ca
Pinnacle Realty & Management Inc.	Rick Murti	(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 Group	Brent Graham	(780) 756-2840	brent@premieregrp.ca
Prime Property Management	Mark Rousseau	(780) 538-0214	mark@gpprime.net
Prince Property Inc.	Sandi Danielson	(780) 416-9098	sandi@princeproperty.ca
Progressive Property Mangement Ltd.	Jo-Anne Syskasis	(780) 473-5474	progressivemgt@telus.net
Rancho Realty (Edmonton) Ltd.	Pauline Findlay	(780) 463-2132	pfindlay@ranchogroup.com
Re/Max Commercial Capital Property Management	Scott Hughes	(587) 525-8900	admin@rccpm.ca
Re/Max Fort McMurray		(780) 788-8101	remaxbroker@fortmcmurray.com
Realty Canada Inc.	Donald King	(780) 434-2222	don@realtycan.com
Royal LePage Summitview Realty	Rich Potter	(780) 852-5500	rpotter@royallepage.ca
Royal LePage, The Realty Group Grande Prairie - Property Management	Angie Peters	(780) 532-3400	angiepeters@royallepage.ca
Shift Management Services	Kelly Bertrand	(780) 872-4556	info@shiftmanagement.ca
Simco Management (Edmonton) Inc.	Ray Pratt	(780) 455-4111	simcomanagement@telusplanet.net
Skyline Property Management Inc.	Ami Sokol	(780) 577-1761	reception@skylineproperty.ca
Square One Realty & Economy Management	Jen Martin	(780) 453-1515	info@square1realty.ca
Star Property Managers	Dianna Morris	(780) 488-5401	office@starpropertymanagers.com
Stellar Condominium Management Ltd.	Alicia Jentner	(587) 990-4583	contact@stellarcondos.com
Strategic Property Management	Diane Drew	(780) 739-6619	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
TREVIC Management Services Inc.	Vickie Brige	(587) 521-8342	v.brige@trevic-inc.ca
Unusual Attitude Service	Sandra Deuchar	(780) 352-9277	sandra@unusualattitude.ca
VARA Management	Dave Chapman	(780) 919-9409	dave@varamanagement.com
Veritas Management Services Inc.	Tarek Merhej	(780) 328-3929	tarek@veritasms.com
Victorian Property Management Ltd.	Brian Newbert	(780) 463-0066	brian@victorianmanagement.ca
	Jules Leclercq	(780) 463-0066	jules@victorianmanagement.ca
Western Realty Group Inc.	Jordan Gogal	(780) 437-2900	jordan@realtygr.com

<i>Company</i>	<i>Full Name</i>	<i>Phone</i>	<i>E-mail</i>
<b>CONSULTANTS</b>			
CK Condominium Consultants Ltd.	John Setterlund	(780) 729-0031	johns100@shaw.ca
Condo Check	Bernie Winter	(403) 509-2250	bernie@condo-check.com
DF Technical & Consulting Services Ltd.	Sabrina Heathcote	(780) 468-3131	sabrinah@dftechnical.ca
Excel Bldg. Inspection & Consulting	Stuart Schechtel	(780) 464-5634	excelins@telus.net
GD Consulting	Glenn Durkin	(780) 807-2781	glenn.durkin@outlook.com
Home Warranty Advocates	John McKale	(780) 284-4799	info@homewarrantyadvocates.com
HRS Condominium Consulting	Helena R. Smith	(780) 433-8058	helenarsmith1@gmail.com
Rosetree Mediation, Arbitration and Consulting Services	Gerrit Roosenboom	(780) 982-4355	rosetree.g@gmail.com
Skyline QS Consultants Ltd.	Maeve Duggan	(780) 462-0580	mduggan@skylineqs.ca

<i>Company</i>	<i>Full Name</i>	<i>Phone</i>	<i>E-mail</i>
<b>DISASTER RESTORATION</b>			
24/7 Restoration Inc.	Tracey Blankert	(403) 247-4365	TraceyB@247restoration.ca
Belfor Property Restoration	Robin Chuchmuch	(780) 455-5566	robin.chuchmuch@ca.belfor.com
Complete Care Restoration	Rod Donahue	(780) 499-8369	rod@completocarerestoration.ca
FirstOnSite Restoration	Ian Newman	(780) 733-3399	inewman@firstonsite.ca
Infrared Home & Building Solutions Inc	Ryan Billard	(780) 239-9630	ryan@infraredhomes.com
Kalloway Property Services	Ken Allman	(780) 436-8090	kenallman@kalloway.com
Lydale Construction	Leeanne Booth	(780) 443-8851	lbooth@lydale.com
On Point Restore	John Wegner	(780) 701-3891	contact@on-point.ca
ServiceMaster of Edmonton	Grant Miller	(780) 443-4338	Shaeli.King@svmrestore.ca
SERVPRO of Edmonton (Southside)	Shawna Thompson	(780) 784-7777	sthompson@servproedmonton.com

<i>Company</i>	<i>Full Name</i>	<i>Phone</i>	<i>E-mail</i>
<b>ENGINEERING</b>			
Aegis West Engineering Inc.	Garett Cochrane	(780) 238-3418	garett@aegiswest.ca
C3 Engineering Technology Inc.	Cliff Swain	(780) 940-5578	C3Engineering@Shaw.ca
Design Works Engineering and Inspections Ltd.	Sandy Hembroff	(780) 814-5533	sandyh@designworkseng.com
Entuitive Corporation	Brian Shedden	(403) 879-1270	brian.shedden@entuitive.com
EXP	Amir Hassan, MSc, PE, Peng	(780) 952-5807	amir.hassan@exp.com
Keller Engineering	Andree Ball	(403) 471-3492	aball@kellerengineering.com
Morrison Hershfield Ltd.	Billy Huet	(780) 483-5200	bhuet@morrisonhershfield.com
Read Jones Christoffersen Ltd.	Nick Trovato	(780) 452-2325	ntrovato@rjc.ca
TCL Engineering	Ted Hagemann	(780) 907-5554	thageman@telus.net
Tree of Knowledge (TOK) Engineering	Martin Bankey	(780) 434-2376	mbankey.tok@shaw.ca
Wade Engineering Ltd.	Allan King	(780) 486-2828	aking@wadeengineering.com
Williams Engineering Canada Inc.	Matt Fenwick	(780) 409-3160	mfenwick@williamsengineering.com
WSP Canada	Sandy Hembroff	(587) 337-3335	sandy.hembroff@wsp.com



<i>Company</i>	<i>Full Name</i>	<i>Phone</i>	<i>E-mail</i>
<b>EXTERIOR MAINTENANCE</b>			
AAA Striping	Dorian Andrews	(780) 435-2214	info@aaastriping.ca
Archer Residential Services	Michael Archer	(780) 991-4094	99archer@telus.net
Ardent Roof Systems Inc.	Vincent Charpentier	(780) 488-4900	vince@ardentroof.ca
Capitall Exterior Solutions	Craig Hatt	(780) 757-3930	craighatt@capitall.ca
Christensen & McLean Roofing Co. Ltd.	Phil Roy	(780) 447-1672	phil@cmroofing.ca
Donewell Property Services	Cam Massie	(780) 906-9495	cam@donewell.ca
G & J Construction Group LP	Grant Wall	(780) 454-0700	services@gjparking.com
GDB Landscaping Ltd.	Tyler Christopher	(780) 243-3003	info@gdblandscaping.ca
Innovative Landscape Concepts Ltd.	Chris Yaremko	(780) 660-8483	innovativelandscape@live.ca
Living Walls Edmonton	Chris Myers	(780) 850-4503	info@livingwallsedmonton.com
Osco Mudjacking & Shotcreting Ltd.	Don Moroz	(780) 469-1234	don@oscomudjacking.com
Seasonal Impact Contracting Ltd.	Keegan Andreas	(780) 504-1317	estimating@simpact.ca
Solstice Landscape Maintenance	Sarah Wells	(780) 297-5661	sarah@solsticelandscape.ca
Tree Ninja Inc.	Benoit Boudreau	(780) 700-1622	info@treeninjaedmonton.com
Trusty Tree Services	Kolton Canning	(780) 860-5500	info@trustytree.ca

<i>Company</i>	<i>Full Name</i>	<i>Phone</i>	<i>E-mail</i>
<b>FINANCIAL SERVICES</b>			
BMO Bank of Montreal	Joe Polack	(780) 408-0014	joe.polack@bmo.com
Canadian Western Bank	Carlos Cartagena	(780) 484-7407	carlos.cartagena@cwbank.com
	Marie Hilton	(780) 458-4001	marie.hilton@cwbank.com
Condominium Financial Inc.	Jim Wallace	(780) 952-7763	jim@condominiumfinancial.com
Morrison Financial Services Limited	Matthew Solda	(416) 391-3535	msolda@morrisonfinancial.com
Servus Credit Union	Chad Clarke	(780) 496-2000	chad.clarke@servus.ca
Sun Life Financial	Catherine Whyte	(780) 930-4272	catherine.whyte@sunlife.com
VersaBank	Karl Neufeld	(604) 984-7564	karln@versabank.com

<i>Company</i>	<i>Full Name</i>	<i>Phone</i>	<i>E-mail</i>
<b>INSURANCE</b>			
Arthur J. Gallagher Canada Limited	Michael Boisclair	(403) 299-2465	michael_boisclair@ajg.com
BFL CANADA Insurance Services Inc.	Tony Reed	(888) 451-4132	treed@bflcanada.ca
	Hamish Farmer	(780) 229-3780	hfarmer@bflcanada.ca
Diverse Claims Adjusters Ltd.	Paul Whitman	(780) 756-4222	paul@diverseclaims.ca
Home Warranty Advocates	John McKale	(780) 284-4799	info@homewarrantyadvocates.com
HUB International Insurance Brokers	Dawn Mitchell	(780) 453-8407	dawn.mitchell@hubinternational.com
MHK Insurance	Snjezana (Suzi) Alaber	(587) 525-6060	salaber@mhkinsurance.com
Plant & Associates	Cassidy MacDonald, AACI, P.APP, CRP	(780) 539-0037	cmacdonald@plantapp.com
PRIMELINK Insurance Brokers Ltd.	Murray Dadswell	(780) 435-3632	Mdadswell.prim-01@insuremail.net
RiskTech Insurance Services Inc.	Jason Ploof	(780) 453-9840	jploof@excelrisk.ca
	Carly Gartner	(780) 732-6880	cgartner@excelrisk.ca
	Susan Fasenko	(780) 732-9912	sfasenko@excelrisk.ca
T&L Adjusters Ltd.	Cory Gilliam	(780) 395-2222	cgilliam@tladjusters.com
THINK INSURE Ltd.	Heather Cournoyer	(587) 597-5478	heather@thinkinsure.ca

<i>Company</i>	<i>Full Name</i>	<i>Phone</i>	<i>E-mail</i>
<b>INSURANCE APPRAISERS</b>			
Gardiner Appraisals Inc.	Cheryl Gardiner, AACI, P.App	(780) 413-9070	info@gardinerappraisals.ca
Go West Valuations Corp	Pete West	(587) 356-1555	pete@gowestcorp.com
HarrisonBowker Valuation Group	Jordan Gillespie, AACI, P.App, RFPP	(780) 458-3814	jordan@harrisonbowker.com
Normac	Thomas Kerr	(403) 918-6566	thomas@normac.ca
Northern Lights Appraisals	Gerhardt Klann	(780) 757-2060	info@northernlightsappraisals.ca
Reliance Asset Consulting Inc.	Harold Weidman	(780) 702-7068	info@relianceconsulting.ca
Suncorp Valuations Ltd.	Sami Dib	(780) 421-7300	sami.dib@suncorpvaluations.com

<i>Company</i>	<i>Full Name</i>	<i>Phone</i>	<i>E-mail</i>
<b>LAWYERS</b>			
Field Law	Paul H.W. Girgulis	(780) 423-3003	pgirgulis@fieldlaw.com
	Erin Berney	(780) 429-7856	eberney@fieldlaw.com
Gledhill Larocque	Victoria A. Archer	(780) 465-4852	archer@gledhill-larocque.com
Miller Thomson LLP	Roberto Noce	(780) 429-9728	rnoce@millerthomson.com
	Michael Gibson	(780) 429-1751	mgibson@millerthomson.com
Ogilvie LLP	Robert P. Assaly	(780) 429-6243	rassaly@ogilvielaw.com
PDS Law	Shane Parker	(780) 444-8404	sparker@pdsllaw.ca
Reynolds Mirth Richards & Framer LLP	Todd Shipley	(780) 497-3339	tshipley@rmrf.com
	Emmanuel Mirth	(780) 425-9510	emirth@rmrf.com
	Heidi Besuijen	(780) 497-3327	hbesuijen@rmrf.com
Sharek Logan & van Leenen LLP	David van Leenen	(780) 413-3100	dvanLeenen@sharekco.com
Shourie Bhatia LLP	Arun Shourie	(780) 438-5281	ashourie@sb-llp.com
Van Doesburg Law	Jason Van Doesburg	(780) 451-2661	jason@jvdlaw.ca
Willis Law	Hugh Willis	(780) 809-1888	hwillis@willislaw.ca
	Melissa Stappler	(780) 809-1888	mstappler@willislaw.ca
	Rachael Hovan	(780) 809-1888	rhovan@willislaw.ca
	Amber Nickel	(780) 809-1888	anickel@willislaw.ca
Witten LLP	John M Frame	(780) 428-0501	jframe@wittenlaw.com

<i>Company</i>	<i>Full Name</i>	<i>Phone</i>	<i>E-mail</i>
<b>MECHANICAL</b>			
4-Way Inspection Services Ltd.	Travis Olinek	(780) 473-8464	travis@4wayinspections.com
Gateway Mechanical Services Inc.	Jacob Ohe	(780) 426-6055	jacoboh@gatewaymechanical.ca
Jetco Mechanical Ltd.	Blaine McMurdo	(780) 451-2732	blaine.mcmurdo@jetcomechanical.com
Multigas Detection & Instrumentation Services Group Inc.	Shiku Patel	(780) 980-0799	shiku@multigasinc.com
Nordic Mechanical Services Ltd.	Rene Cloutier	(780) 469-7799	rene@nordicsystems.ca
Renew Services Inc.	Richard Nelson	(780) 544-8060	info@renewservicesinc.ca
VETS Group	Erin Buckle	(780) 434-7476	ebuckle@vetsgroup.com
Viking Mechanical Contractors	Andrea Ketty	(780) 455-1515	vikingmechanical@telus.net
Weiss-Johnson Heating and Cooling	Dennis Johnson	(780) 463-3096	wally.strang@weiss-johnson.com



<i>Company</i>	<i>Full Name</i>	<i>Phone</i>	<i>E-mail</i>
<b>PROPERTY SERVICES</b>			
Alberta Beverage Container Recycling Corporation	Jim Gordon	(403) 264-0170	jgordon@abcrc.com
Chateau Louis Hotel & Conference Centre	Nigel Swarbrooke	(780) 453-6503	nigel@chateaulouis.com
Edmonton Eviction Services Inc.	Donald Gray	(780) 974-8427	don@edmontonevictionservices.com
GeniePad	Rafal Dyrda	(800) 274-9704	rafal@geniepad.com
Habu I.T. Solutions	Frank Langenecker	(587) 983-4228	frank@habu.ca
JK Environmental Services	Pamela Kunopaskie	(587) 520-4020	pamela.kunopaskie@jkenviro.ca
Pop-A-Lock of Edmonton	Ron Murray	(587) 672-5625	ron.murray@popalock.ca
SafewithUlli o/a Safe With Ulli Inc.	Ulli Robson	(780) 288-2986	ulli@safewithulli.com
TAG Cleaning Services	Enayat Aminzadah	(780) 907-4035	tagcleaning1@gmail.com
Togondo	Ashley Nealon	(780) 982-5950	ashley.nealon@togondo.com
Trauma Scene Bio Services Inc.	Brent Olynyk	(780) 416-8464	info@traumascenebio.ca

<i>Company</i>	<i>Full Name</i>	<i>Phone</i>	<i>E-mail</i>
<b>REAL ESTATE</b>			
Century 21 Platinum	Beverley Matthias	(780) 988-1100	bev.matthias@century21.ca
Condocare by ANSR Real Estate	Austin Nguyen	(780) 773-7773	info@condocare.ca
Glennifer Lake Resort & Country Club	Randy Westergaard	(403) 728-3010	randy@mylakeresort.com
McLeod Realty & Management Ltd	Robert F McLeod	(780) 453-1108	info@mcleodrealty.com
Meyers Management Consulting Group	Tracy Meyers	(780) 748-2500	info@mmcgc.ca
Pinnacle Realty & Management Inc.	Rick Murti	(780) 758-4434	rmurti@pinnaclemgmt.ca
Re/Max Fort McMurray		(780) 788-8101	remaxbroker@fortmcmurray.com
Royal LePage, Andre Kopp & Assoc	Doug Kopp	(780) 865-0071	dougekopp@telusplanet.net
Royal LePage Summitview Realty	Rich Potter	(780) 852-5500	rpotter@royallepage.ca
Royal LePage, The Realty Group Grande Prairie - Property Management	Angie Peters	(780) 532-3400	angiepeters@royallepage.ca

<i>Company</i>	<i>Full Name</i>	<i>Phone</i>	<i>E-mail</i>
<b>RESERVE FUND STUDY PROVIDERS</b>			
Aegis West Engineering Inc.	Garett Cochrane	(780) 238-3418	garett@aegiswest.ca
Bigelow Reserve Fund Studies	Sharon Bigelow, CRP	(780) 965-0965	sharonbigelow@shaw.ca
C3 Engineering Technology Inc.	Cliff Swain	(780) 940-5578	C3Engineering@Shaw.ca
Entuitive Corporation	Marla Snoddon	(780) 935-5614	marla.snoddon@entuitive.com
Excel Bldg. Inspection & Consulting	Stuart Schechtel	(780) 464-5634	excelins@telus.net
EXP	Amir Hassan, MSc, PE, Peng	(780) 952-5807	amir.hassan@exp.com
HarrisonBowker Valuation Group	Jordan Gillespie. AACI. P.App, RFPP	(780) 458-3814	jordan@harrisonbowker.com
Keller Engineering	Andree Ball	(403) 471-3492	aball@kellerengineering.com
Morrison Hershfield Ltd.	Derek Zilke	(780) 483-5200	dzilke@morrisonhershfield.com
Plant & Associates	Cassidy MacDonald, AACI, P.APP, CRP	(780) 539-0037	cmacdonald@plantapp.com
Read Jones Christoffersen Ltd.	Nick Trovato	(780) 452-2325	ntrovato@rjc.ca
Reliance Asset Consulting Inc.	Harold Weidman	(780) 702-7068	info@relianceconsulting.ca
Reserve Fund Planners Ltd.	Brian Barlund	(403) 348-5444	bbarlund@reservefundplanners.ca

Company	Full Name	Phone	E-mail
<b>RESERVE FUND STUDY PROVIDERS (CONTINUED)</b>			
<b>TCL Engineering</b>	Ted Hagemann	(780) 435-2833	thageman@telus.net
<b>Tree of Knowledge (TOK) Engineering</b>	Martin Bankey	(780) 434-2376	mbankey.tok@shaw.ca
<b>Wade Engineering Ltd.</b>	Allan King	(780) 486-2828	aking@wadeengineering.com
<b>Williams Engineering Canada Inc.</b>	Matt Fenwick	(780) 409-3160	mfenwick@williamsengineering.com

Company	Full Name	Phone	E-mail
<b>UTILITY MANAGEMENT</b>			
ENMAX Energy Corporation	Mike Johnson	(780) 408-2010	mjohnson@enmax.com
Peace Power Corporation	Chad Mielke	(780) 668-9493	chad.mielke@peacepower.ca
Priority Submetering Solutions Inc.	Andrew Beacom	(866) 836-3837	sales@prioritymeter.com
Solution 105 Consulting Ltd.	Chris Vilcsak	(780) 429-4774	timinski@solution105.com

Company	Full Name	Phone	E-mail
<b>WINDOWS &amp; DOORS</b>			
All Reach Glass Services Inc.	Blaine Adams	(780) 483-9561	office@allreachglass.com
All Weather Windows Renovations	Everett Fradsham	(780) 915-6120	efradsham@aww.ca
Aurora Industries Ltd.	Kris Dutchak	(780) 898-7078	accounting@auroraindustries.ca
Durabuilt Windows & Doors Inc.	Steve Roy	(780) 982-6156	steve@durabuiltwindows.com
McLeod Windows & Doors	Darren Keir	(780) 481-2575	darren@mcleodwindows.com
Paneless Window Washing Inc.	Matthew Stewart	(780) 707-8385	contact@panelesswindow.com
Solaris	Michael Sabatino	(780) 440-2183	msabatino@solariscanada.com

## CONDOMINIUM QUESTIONS?



- Are Special Assessments Coming?
- Leaks, Mould, Repairs, Bugs: Who pays?
- Board Meetings, effective, productive?
- Is the Reserve Fund Adequate?
- Are owners and residents kept informed?
- Are condo documents easily accessible?
- Is there a Risk Management Plan to avoid legal and insurance claims?
- Need an independent chair?

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