

CANADIAN CONDOMINIUM INSTITUTE
NORTH ALBERTA CHAPTER

INSITE TO CONDOS



THIS ISSUE:

Get Ready for the Alberta
Condo Expo Virtual Edition

Privacy Legislation &
Condominium Video
Surveillance

The January Blues Greige

VOL. 35, ISSUE 2 - WINTER 2020-21

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THIS ISSUE



11 Navigating the New Normal: Alberta Condo Expo 2021



18 Keeping in touch with your Condo Community during COVID



22 The January Blues Greige

07 President's Message

08 Membership Musings

- New Members
- Half Year Membership Promotion

10 Education Station 2021

12 Meet the Board

- Kim Clayton

14 Government Advocacy

16 Insurance Update

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27 Selecting a Property Management Firm

31 Fixing Attic Rain

35 Privacy Legislation and Condominium Video Surveillance

39 Business Directory



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MESSAGE FROM THE PRESIDENT

BY ANAND SHARMA

WELCOME TO THE WINTER EDITION OF THE CCI MAGAZINE!

Dear members,

Our chapter has been busy working on preparing for the 2021 education and advocacy season.

As mentioned in the fall issue of the magazine, we are not able to offer in class courses yet due to the COVID-19 pandemic. Our focus has switched to online education which has always been a long-term goal for CCI North Alberta. Our education calendar has some great virtual sessions coming up in the next few months, as detailed in this issue and on our website. We are nearing completion of our Condo 101 course which will be offered in the spring. I would like to thank all the volunteers and consultants who have provided input on this new revised course that will be a template for future online education. We are still working towards developing a plan to be the new education lead for condominium managers in Alberta. I hope to report our progress to you in the spring issue of *Insite to Condos*.

Our commitment to being a leader in education has led to the hiring of a new staff position. I would like to welcome Lesley Thompson, our new Education Coordinator with CCI North Alberta. Lesley has been a wonderful addition to our amazing team led by Executive Director Amanda Henry and our Administration and Communications Coordinator, Beverley Thornton. Over the coming months Lesley will be assisting with the organization of the Alberta Condo Expo (ACE) being held virtually on April 23 & 24, 2021. This year, this online conference will showcase the latest topics emerging in condominiums for owners, boards, and professionals. While we all miss our face-to-face interactions at our annual event, our team has been working diligently to provide top notch content and the full conference experience from the convenience of your home or office. I hope you will join me in your most comfortable clothing as we navigate condominium best practices together!

Our half year membership renewals are in full swing. If you have not renewed yet, there is still time at a discounted rate. CCI North Alberta relies on your membership dollars to help us develop new educational content, be a strong and well researched advocate for condominiums, and support the creation of relevant resource materials that are available at your fingertips at little to no cost. Your continued support is key to our chapter's success. We also encourage you to please spread the word about joining our CCI family and condominium community. Our Ambassador Referral Program allows you to receive a \$50 credit for each new member referral, that can be used towards any CCI event, membership, or advertising in our magazine.

CCI North Alberta continues to provide a home for our business members. CCI Board member Chris Vilcsak has taken on the role of chair of our Business Partner Liaison Committee and they are keeping busy. The committee has started a monthly virtual gathering to share initiatives and best practices. More details are available on our website, in this magazine, or by contacting our office. I recently had the pleasure of attending a virtual meet with the staff of long time CCI supporters, Karlen Elecom, led by business and community leader Mickie Poon. Their enthusiasm for our chapter and willingness to volunteer and assist was heartwarming. Thank you to all our business members who continue to support CCI despite a tough financial year due to the COVID pandemic.

There have been some other shifts on our board and committees I would like to provide an update on. Board Member Steven Deluca has taken on the role of chair of the Communications Committee. The committee is working hard to support improvements to our website, to promote our social media channels, and to make sure our newsletter is full of relevant, top quality content. Board members Amber Nickel and Kim Clayton have stepped up to co-chair the Condo Owners Initiative Committee, which ensures that the priorities of condo owners take a front seat in the work of CCI. We also have some new volunteers on several committees, which is great to see. Thank you all for your contributions to the condominium community through your work with CCI.

Finally, I would like to welcome new board member Jayson Wood who was appointed to fill a vacancy on our Board. Jayson is a senior staff member with long time member KDM Management and serves as their Business Development Manager. We are thrilled he agreed to help us grow our chapter and bring his insights to our leadership team. Welcome!

On behalf of the Executive and Board of CCI North Alberta, we wish you a safe and warm winter!

Anand Sharma
President, CCI North Alberta

MEMBERSHIP

Musings

WELCOME NEW MEMBERS

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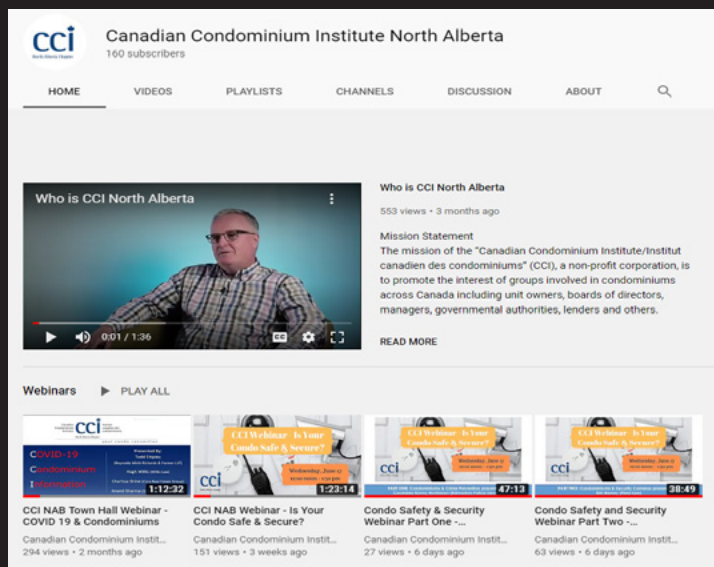
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COVID-19 update: From January to April 2021, all CCI North Alberta events are taking place virtually. We will publish updates in the Spring issue about the May-December calendar once we hear more about the vaccine schedule and continuing restrictions.

Event registration for all CCI events can be found on our website, and sessions are regularly advertised in our weekly email newsletter and on our social media.

February 2021

- Thursday February 18, 11 am to noon - Condo Business Connections Virtual Mixer Part 2. Connect with businesses that work with condos and learn about the benefits of membership with CCI NAB.
- Monday February 22, 10 AM to 11:30 AM: Legislation Updates Roundup. One of our legal experts will provide a recap of all the recent changes to legislation and what to expect in 2021.

March 2021

- Tuesday March 2 - Standard Insurable Unit Description: Forging Ahead
- Wednesdays starting March 10: Condo Board Basics. Join us for this 4 part series of 'on demand' content with Wednesday evening interactive tutorials.

- Thursday March 18, 11 am to noon - Condo Business Connections Virtual Mixer Part 3. Connect with businesses that work with condos and learn about the benefits of membership with CCI NAB.

April 2021

- Thursday April 15, 2021: Get ready for ACE! Virtual pre-conference tour
- Friday April 23 & Saturday April 24: Alberta Condo Expo 2021: Navigating the New Normal. Stay tuned for details at www.albertacondoexpo.com

May - June 2021

- Ask the Professionals Virtual Lunch & Learns. Join us weekly for an hour long Q&A on condo questions. Each week we will be joined by a different expert.
- Date TBC - Condo Management 100

Stay tuned for more information about upcoming sessions on these and other topics!

Got a presentation you want to see? Interested in volunteering as a presenter for CCI NAB? Get in touch at education@ccinorthalberta.com.





NAVIGATING THE NEW NORMAL GET READY FOR THE ALBERTA CONDO EXPO VIRTUAL EDITION

AMANDA HENRY, EXECUTIVE DIRECTOR CCI NAB

It's safe to say that the COVID-19 pandemic has thrown everyone for a loop.

Back in March 2020 when governments around the world were beginning to announce restrictions to curb the spread of this disease, we here at CCI North Alberta were right in the thick of planning our annual Alberta Condo Expo.

As it turns out, ACE 2020 was postponed and ultimately cancelled to respect the quarantine measures that were in place in the spring. ACE 2020 was one of the many events that bit the dust as we all adjusted to the reality of responding to a global pandemic.

Things are still uncertain in the opening days of 2021 - at the time of writing, Alberta's restrictions have just changed again to allow small, socially distanced outdoor gatherings and to ease restrictions on some businesses, but indoor gatherings remain prohibited.

With the Alberta weather, we don't want to risk having an outdoor event in the spring. It could be cold, wet, icy, or all of the above. And while we could wait and see, with quickly changing timelines on restrictions, we don't want to leave you all hanging.

So it's "Safety First" as the old saying goes and the Alberta Condo Expo 2021 will be going virtual.

What's staying the same

One thing that's not changing is the quality of sessions. ACE 2021 will still be a top quality conference with timely and informative sessions led by local experts in the field of all things condominium.

Registration will also be familiar. We are going to open early bird registration in March, and it will be handled the same way as in previous years.

The CCI NAB office will still be available to help answer any questions or trouble shoot. Just get in touch at info@ccinorthalberta.com or (780) 453-9004 during business hours.

What's changing

Let's start with the good news: you don't have to worry about the commute or hassles with parking. ACE 2021 can be enjoyed from the comfort of your own home or office.

In terms of technology, to take full advantage of ACE 2021, you will need a stable internet connection and a device to watch from, but our online conference experience will be accessible by phone, tablet, or computer.

To help manage 'screen fatigue' ACE 2021 is going to be split over two shorter days instead of one long day.

If digital events are not your strong suit, don't worry, we have you covered. In the lead up to the event, we will be sharing tips and resources for getting the most out of the virtual conference experience and we will host some live virtual events in the lead up to ACE.

Sessions will be by video conference instead of at MacEwan. We are committed to ensuring that sessions are interactive and have time for questions. But a bonus of doing an online event is that, barring technical difficulties, our sessions will be recorded and available for on-demand viewing for folks who registered for the conference.

We are also going to be bringing changes to the tradeshow and finding new ways to connect participants with exhibitors that make better use of a virtual platform. One thing we've heard loud and clear is that a traditional tradeshow doesn't translate seamlessly to a virtual experience, and we are committed to making sure we adapt accordingly.

Lastly, we are taking advantage of the virtual format to work with CCI South Alberta on making ACE truly province-wide.

Have your say!

We know it's no substitute, and we are committed to bringing back the in-person experience when it's safe to do so. For 2021, we are working hard behind the scenes to make it interactive and create opportunities for attendees to connect informally/socially. We are also taking suggestions! Thank you to everyone who filled out our ACE 2021 planning survey. If you come across a digital best practice that you think would help make ACE a better event, please let us know!

The other day I was in my last video call of the day, and one of the other participants said they were "all Zoomed out." I think many of us know that feeling, though in 2019 if you'd told me that was how the word 'zoom' would be used in a sentence I would have wondered if you'd lost your marbles.

While we're the first to admit this might be a bit annoying, as we would like nothing better than to gather in person, we have high hopes that after the vaccine we can take the best of the in person experience and the best of the virtual experience to put together a truly amazing ACE 2022

Save the dates! April 23 & 24. Earlybird registration will open in March. Register early for a deal!



MEET THE BOARD

KIM CLAYTON

Kim is a condo owner and recently served on her condo Board for more than 10 years. Her first exposure to CCI was through her condo's management company who held yearly info sessions for their clients. Kim calls those sessions eye opening in terms of how much their Board did not know. At that point she started attending any CCI education seminar she could. Front and center was the work CCI was doing with the government on the changes to the Condominium Act. This learning led to the Board taking on the major project of updating their 40 year old bylaws, still a work in progress. Kim is passionate about the need for owners and Board members to actively participate in the running of their corporation. Lack of participation, although common, can be a huge issue. A well run condominium complex takes a willing village!

You're a condo owner, longtime condo board member, and the past President of your condo board. Thank you! What motivated you to join your condo board?

At our last AGM I stepped down from the board to take a break after more than 10 years. I jokingly called it a life sentence! Once you join it's hard to leave! I spent at least 15 years as an owner before stepping up. At one particularly "spirited" AGM a long time owner stood up and read us the riot act about our responsibility to participate and contribute. He said "this is your investment, you need to protect it". That did it for me. I'm so glad I did. I had no idea how things worked. I paid my condo fees and things were repaired and replaced. We had a special assessment at one point to replace our windows. At that time I didn't realize that wasn't a good thing. It meant not enough money was being collected for our long term replacement projects. After getting on the board that was one of the first things we had to address. It took some time but we caught up. You don't know what you don't know so make sure you know!

What's the best bit of advice you've ever gotten about being a successful condo board President?

You should be a leader. You will be with owners with varying degrees of knowledge and skill so you have to lead the process. Be knowledgeable, proactive and prepared. Knowledge is key. You have to seek out information and learn. Understand what the board's job is and work with the other members to set a high standard for how you are going to operate.

You have a distinguished career working 'behind the scenes' for one of the biggest newspapers in Alberta. What's your favourite memory from that work?

Ah, the newspaper business. It was a fantastic industry to work in. I am so grateful I was able to work for a company that was such an important part of the Edmonton community. Originally at 19 years old I wanted to be a journalist. Before I could pursue that I found a job in advertising as a clerk typist. You know, with a typewriter! I spent most of my career in advertising sales. It was a crazy busy, deadline driven, high pressure job. Think about creating a brand new product from front to back every single day. That was what the Edmonton Journal did and what all newspapers did. It was amazing! I had the great fortune to be able to meet and work with many different businesses from airlines and hotels to small local businesses. That was my favourite part of the job - it was different every day!

You have dedicated over a decade to volunteering for local animal rescue groups in roles such as fundraising, transport, events and fostering. Why is this cause so important to you?

Animals can't speak for themselves and can be found in terrible situations. They can be neglected, abused and abandoned. It's impossible not to look at these animals in the eye and not want to help. Edmonton has some incredible local rescue groups who work hard to save and rehome as many animals as they can. When you see a cat that is found starving, with severely frostbitten ears and barely alive you can't help but feel compassion for that animal. Or find a dog that has been hit by a car and has been wandering around with a broken leg, in pain and alone. I've fostered many litters of kittens in these situations. To see them get healthy and enjoy being who they are meant to be fills my heart. So if I can pick up bottles for the bottle drive, help with a fundraiser or just transport animals to the vet I'm there!

Ever had a memorable encounter with a local celebrity? Tell us about it.

New York City on a food tour. Just leaving a restaurant and saw a black car (New York is full of black sedans!) hit a gentleman on a bike who was taking groceries home. It was a minor hit so the rider was ok just shaken with busted groceries. The driver gets out to help the man. His passenger also gets out and is the actress Liv Tyler. She was amazingly kind to the gentleman who just wanted to move on. She gave him money for the groceries and chastised us for watching!

Almost amazing encounter was back in the late 80's - I think! Newspaper folks liked to partake in Happy Hour and sometimes was later at night. We used to hang out at the Rose and Crown. I remember being swamped and working late. A buddy from the newsroom called me to see if I wanted to meet him at the R&C. I declined and kept working. The next day he informed me that he went himself and lo and behold who came in and saddled up to the piano - Billy Joel. Was in town for a concert. Huge miss! Huge!!

What person, living or dead, would you most want to have dinner with?

My paternal grandfather. I wished I'd had the opportunity to spend more time with him. He left Soctland on a boat to Canada in 1924. Landed in Vancouver and settled in Trail, BC. I'd want to hear every story he'd want to tell.

What advice would you give to your younger self?

Start saving money for retirement now!!

What is the best advice you've ever received?

Life is too short to hold a grudge. Move on and be kind to people.

If you could master one skill you don't have now, what would it be?

It would be multiple skills but I'd love to be handy and be able to do things at home myself! Then the drapery rod I've had for years wouldn't still be sitting in the box! And being a minimalist! Less stuff and all in its place!

What is one sound you love to hear most?

The sound of the ocean.

If money were no object, what's your dream vacation?

The South Pacific - Tahiti, Bora Bora etc. Stay in bungalows over the water. With Brad Pitt! Oh wait, that wasn't part of the question!

If you were stranded on a desert island and only one of your personal belongings (other than your clothes) made it to the island with you, what would you like that item to be? Why?

Big bug repellent! Spiders are not my favourite!



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A photograph of the Alberta Legislature Building in Edmonton, featuring its iconic dome and classical architecture under a clear blue sky.

GOVERNMENT ADVOCACY REPORT

Dear Members,

2021 is shaping up to be another busy year on the government advocacy front. Here are a few of the highlights so far.

Insurance Crisis in Alberta: Planning is progressing on a campaign to draw attention to the insurance crisis facing Alberta condominiums. Since our survey last year, we have done extensive research into what is going on in other Canadian jurisdictions to inform our advocacy. We are working closely with other sector organizations on this issue.

A Small Victory on Insurance: In December the Alberta Superintendent of Insurance announced that effective March 2021, the practice of Best Terms Pricing will be prohibited in the Alberta condo insurance market. While the effect on premiums remains to be seen, we are pleased to see that the government is taking note of our advocacy efforts and has taken this concrete step.

Government Mulls Sale of Land Titles: Earlier this year it was reported in the media that the provincial government is exploring the possibility of turning over an exclusive lease to a private sector operator for running land titles registry services. Previous Alberta governments have also considered this possibility but ultimately they did not proceed. We have serious concerns about the negative impact that this proposal could have on the Alberta condominium industry based on the experience of other jurisdictions in Canada. These jurisdictions have reported substantially increased costs for documents and registrations when their equivalent of land titles was sold. Furthermore, many other organizations have expressed concerns with privacy protection. CCI will be writing to the Minister of Service Alberta to halt the decision to sell a profitable and reliable service for Albertans and condominium owners alike.

Successful Advocacy on Permit Seals for Building Rehabilitation: In January 2021, the City of Edmonton made a small change that could have big cost implications for condominium building envelope projects. For a few days, the City stopped accepting permit applications sealed by an engineer, instead requiring architect seals on all permit applications for these projects. Many sector organizations including the Building Envelope Councils and CCI were quick to point out that this could create problems for condo projects. The provincial government has since stepped in and the previous practice of accepting licensed engineers or architects to stamp plans has resumed. This is an interim measure, and we will be monitoring the issue closely to ensure the voice of condominiums is heard.

COVID & AGMs: In February I met with officials from Service Alberta to share our concern about the lack of clarity on how condominiums are supposed to comply with legal requirements to hold AGMs while also complying with public health orders related to COVID-19. Service Alberta assured us they have heard these concerns and are working on a solution. We are continuing to press for practical advice that addresses the concerns of condominiums.

Spring Budget and Legislation: This report was written before the Alberta government delivered its 2021-22 budget and forecast of expected legislation. We will review it closely and our committee will be sure to share updates on what the implications look to be for the condominium community.

In closing, I want to thank the incredible advocacy team for their dedication and commitment to bettering the condominium industry. They take time out of busy schedules to attend meetings and consultations, research and write briefings and letters, analyze government decisions, and share their expertise and talents. The committee is comprised of Hugh Willis (Willis Law), Todd Shipley (Reynolds Mirth Richards and Farmer), Victoria Archer (Gledhill Larocque), Melissa Stappler (Willis Law), and Dawn Mitchell (HUB International).

Anand Sharma

Co-Chair, Government Advocacy Committee

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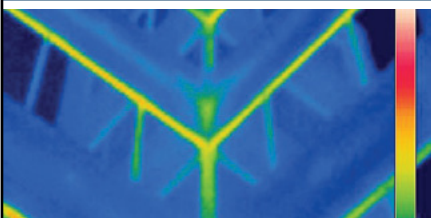
The posters have been translated into several languages.

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INSURANCE UPDATE: BEST TERMS PRICING CHANGES



What's happening?

In December 2020, the Alberta Superintendent of Insurance issued an interpretation bulletin that prohibits the practice of "Best Terms Pricing" as it applies to condominium insurance. Insurers have to discontinue the use of best terms pricing in the Alberta market by March 1, 2021.

What's "best terms pricing"?

On the back end, condominium insurance policies are often covered by more than one insurance subscriber, and subscribers bid separately on portions of the coverage. Best terms pricing means that the highest bid is what is used to calculate the whole coverage.

EXAMPLE (note that this example is hypothetical and may not reflect real world conditions)

WITH BEST TERMS	WITHOUT BEST TERMS
Value: \$1,000,000 <ul style="list-style-type: none">Company A covers \$750,000 at a rate of 0.25Company B covers \$150,000 at a rate of 0.30Company C covers \$100,000 at 0.50 ALL contributions are calculated at the 0.50. Insurance Premium: \$5,000	Value: \$1,000,000 <ul style="list-style-type: none">Company A covers \$750,000 at a rate of 0.25Company B covers \$150,000 at a rate of 0.30Company C covers \$100,000 at 0.50 Contributions are calculated at the rate offered by each company. Insurance Premium: \$2,675

What does this mean for condos?

This is a significant step to address rising insurance premiums. Some corporations may see decreases in their premiums or more likely smaller than expected increases. Unfortunately, curtailing the use of best terms pricing will not solve all insurance issues faced by many condominium corporations in Alberta.

What does that mean for me?

That depends on your corporation's claims history and the structure of your existing coverage. While overall this is good news for the sector, individual results may vary.

Are condo owner insurance policies affected?

This change applies specifically to insurance carried by the corporation.

More information:

Bulletin 03-2020 can be viewed on the Alberta government website: www.alberta.ca/insurance-superintendent-bulletins-notices-enforcement.aspx



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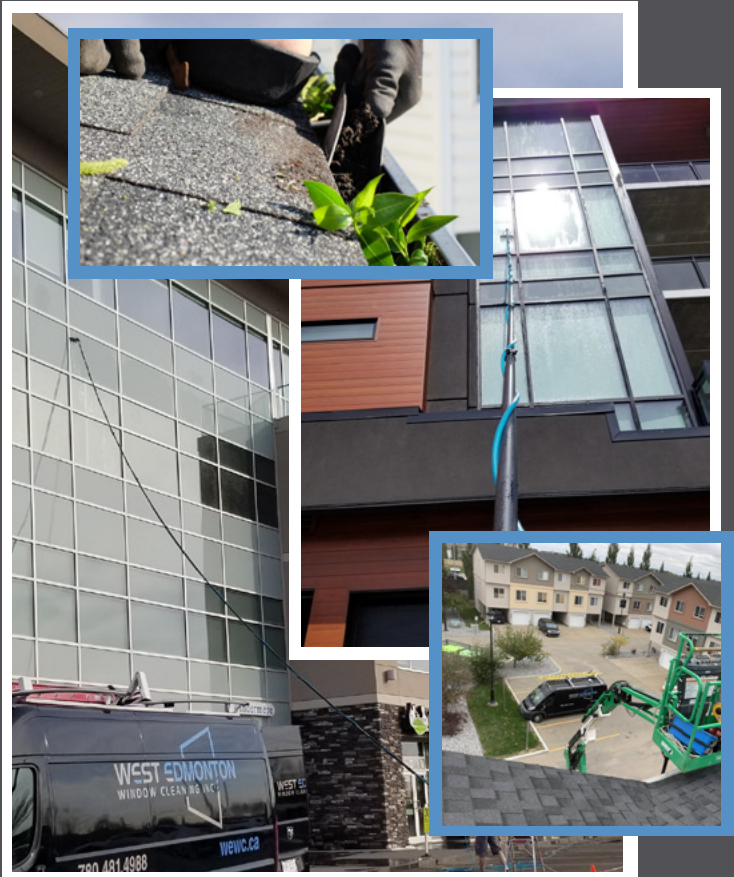
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KEEPING IN TOUCH WITH YOUR CONDO COMMUNITY DURING COVID

WITH FILES FROM CCI NORTH ALBERTA

Research firm Stone-Olafson has been polling Albertans throughout the pandemic about how we are experiencing COVID-19 (you can check out their full report at www.stone-olafson.com/insights/experienceconomy-results).

After the Alberta government announced additional restrictions on December 8, 2020, it's safe to say most Albertans are feeling the strain of COVID-19. Polling from that period shows Albertans are frustrated and tired, but that the overwhelming majority of Albertans are committed to doing their part to stop the spread.

Data shows people are rising to the challenge of weathering the pandemic safely.

- 66% of Albertans surveyed are getting outdoors more
- 50% are spending more time online
- 58% are picking up new hobbies

Condos are no exception. Condo boards across the country have made difficult decisions around closing amenities, increasing custodial and cleaning expenditures, and embracing digital ways of conducting business. In December, CCI North Alberta asked our members to share how they were finding ways to connect and celebrate the holidays with their families and their neighbours. We got a number of great suggestions, and published them as a resource on our website.


At Windsor Estates Condominium in Spruce Grove, the Social Committee has been hard at work finding creative ways to connect residents. Subsidized by the Social committee, one of the Social Executive went out and bought a variety of gifts, lighted small plastic trees, Hershey kisses, light-up tumblers, a variety of Christmas decorative bulbs along with candy canes and individual wrapped chocolates. The bags were then prepped by two individuals physically distanced. Santa, in his wisdom, had already requested the services of these four Executives to assist with gift delivery. Each of the four floors in the building had gifts delivered to each door for Christmas.

In Grande Prairie, one of our member condos ran a month of holiday contests and activities, including a photo contest where they asked residents to share photos of themselves as children and then held a complex-wide guessing game to match the photo with the resident.

For many, this is new year's resolution season, which means people are looking for ways to get fit, stay healthy, and expand their horizons.



Edmonton River Valley, January 2021 Condo dwellers are taking advantage of parks in their area to stay active and connected.



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At the time this article was written, Albertans are able to gather outdoors in small groups provided social distancing measures are in place. Many Albertans are bundling up and heading outdoors to walk, ski, or snowshoe in local parks.

One of our members is participating in a virtual book club. The club is trying to read all of the CBC Canada Reads 2021 shortlisted novels before the broadcast contest begins in March, and they are meeting up virtually once every couple of weeks to discuss the books.

At another complex of townhomes the board has started a recipe exchange, swapping ideas for how to eat healthy by dropping favourite recipes in each other's mailboxes.

We are also hearing stories about ways that communities are coming together to find creative ways to give back and help vulnerable people. Melissa wrote to us in December to tell us about how she was inspired by her mom's condo to coordinate a doorstep pickup drive for Edmonton's food bank on Christmas Eve. In Edmonton, several community leagues have gotten together to participate in a "Move for Mental Health" challenge where participants are using the same app to track activities and get their steps in together.

Though the pandemic has been tough, condo communities are rising to the occasion. Hopefully some of these ideas inspire you to find some ways to stay in touch with friends and neighbours.

Up to date information about COVID-19 can be found at www.alberta.ca/COVID.

Interested in **Going Green?**

There are several grants currently accepting applications from multi-unit residential complexes for 'green' renovations, from installing electric vehicle charging stations to common property retrofits.

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THE JANUARY ~~BLUES~~ GREIGE

MOVE OVER JANUARY BLUES, ENTER THE JANUARY GREIGE.

BY LESLEY VAAGE

January greige: a series of offensively boring days consisting of a malaise-ingrained mix of grey and beige.

You heard it here first. As we roll through another season of COVID, this ubiquity of blandness has permeated my friends and family. With no fun or energizing accent colours in sight, we wake up from restless sleeps. Eat. Work. Doomscroll. Puzzle. Sleep. On a loop - it's a surreal, futuristic Groundhog Day without Bill Murray to offer the clever commentary.

That COVID Condo Life

It wasn't always like this.

For the first 4 months of lockdown, I obediently adopted the required COVID protocols. But due to my obsessive perfectionism, I refused to do the minimum. I levelled up and washed all of my laundry in my bathtub, despite the availability of the shared facilities. The shared laundry, I decided, was too stressful to try to use without touching anything. So I washed shirts, masks, towels, sheets, you name it, all by hand. I would use the handle of my mop to stir and twist my dirty sheets around the tub, romantically envisioning myself as a wispy-haired galley maid...dreaming of my life as a writer. It took approximately two loads to wake out of my daydream.

As I pushed and pulled my increasingly heavy duvet around the tub, I had to wonder whether condo living (specifically shared laundry), had been worth it. When your entire universe instantaneously shrinks to the size of a one-bedroom and 590 sq ft, you start to second guess a lot of your life choices.

Suddenly, I was forced to share my space with all facets of my life. My condo became my workplace, my therapist's office, my gym. I imbued it with personality, a la Tom Hanks in *Castaway*. My condo became my Wilson.

Dearest condo, how's it going today? Geez, these plants look dry. Hey condo, when I buy my next place, remind me to get two bedrooms in a concrete building with in-suite laundry. K' thanks.

Because of COVID, regular old condo activities have become a distortion of their former selves. Beyond the basic amenities such as elevators and working door buzzers, I haven't partaken in any 'condo perks' since this began. Pools, BBQs, and fitness rooms—all gone the way of the handshake. Swanky business centres and common rooms—I never knew you.

The reason that so many of us moved into a condo was for the early morning swims, handy basement gym, and awkward "meet your neighbours" socials. This imposed isolation might just be the hardest part for most of us condo dwellers. At any given moment, I have a neighbour that's within 2 meters of myself. But that 2 meters might as well be 2 kilometers.

Five days ago, I slipped a note under my neighbour's door asking if they'd be interested in a friendly outdoor walk or a text chat. Do you remember in grade school when you'd write a note to a classmate asking if they'd be your friend? Check yes or no, and pass back. Well, it was sort of like that, only the "let's be neighbour-friends" version.

It's been 5 days of silence. Not even a "maybe". I'm hoping their dog ate the note and not that they had a good laugh and tossed it in the recycling. A couple of days ago I saw them waiting for their Skip the Dishes order at the front door. A more confident person might have asked about the note, but, of course, I didn't say anything. Instead, I rushed past hoping they wouldn't recognize me in my mask and toque. In ordinary times, I'd purposely bump into new neighbours in the hallway and suggest balcony drinks, or a games night. Now, I make sure the hallway is clear before I leave my place.

Making It Work(out)

As aforementioned, my condo is now also my gym. Every Tuesday and Thursday morning, I pull out various fitness accoutrements, and set up my home gym. To my nosy neighbour across the street, my living room looks like a veritable obstacle course. My amateur constellation of fitness bands, door handles, mats, and one mop (for deadlifts, obviously) isn't for the faint of heart, only for the weak of muscle. Despite my efforts, mine seem to be getting weaker by the day.

By now you can tell I'm mostly winging this new way of life. With anxiety caused by such simple things as going for groceries, watching the COVID numbers on the news, and having 14 zoom meetings a day, life has become harder in my little 590 sq ft. Every time I go into an elevator, I brace myself for an old-fashioned stand-off. When that door slides open, I know it's me against literally anyone who tries to get in this 4x8 cell with me. All I know is that I like to ride alone. And therein lies the problem. I'm alone a lot. And being alone means that I'm doing my own maintenance, inventing new ways to stay active, and rearranging my furniture to keep myself entertained. It means that when I'm not in a zoom meeting for work, I'm pacing around my condo looking for new DIY projects. It's all too much, and yet too little. And I'd be lying if I said it hasn't gotten to me.

Bbbburnout

Frankly, burnout has been romancing me since last August. It caught my eye and took my number. Our relationship status is, “it’s complicated”.

In 2019, the World Health Organization (“WHO”) officially recognized burnout as a medical diagnosis. While many of us are keen to apply this health term to all aspects of our modern COVID lives, WHO put up some pretty specific guardrails around the definition. The health organization essentially says that burnout is a workplace-related stress condition.

I mean, sure--and truly, who am I to argue with the health professionals--but when my workplace is my home, where I sleep, eat, and do my lunges, how am I supposed to distinguish where the line is? Where do I start, and where do I stop?

In addition to this existential crisis, I’m embarrassed to report that my condo board commitment has been growing spotty. Like everything else, there is no guidebook on how to run a condo corporation during a pandemic. Do we ask residents to wear masks in the hallways? Should we change our cleaning schedule? Are there maintenance issues we can postpone? We have more questions than answers --and making these decisions is fatiguing for our tiny condo board. Independently, we each have spurts of energy to tackle these questions, and rarely do our energy flows align. So this means missed emails, and lagging responses. While it is easy to avoid my neighbours in the hall, it’s much harder to ignore the growing number of condo board emails in my inbox. The pandemic is successfully adding “condo board guilt” to my emotional toolbox.

Dealing with stress and burnout in my 590sq ft condo

I realize I have what my friends call, “champagne problems”. I have a job, a home, and a west-facing balcony. My family has somehow managed to make it thus far unscathed by COVID. So along with feeling persistently guilty, I’m left wondering how we are supposed to manage the overwhelming feelings of stress and helplessness.

My usual remedies are unavailable. I can’t grab a drink with a colleague or hug a friend. So, I’ve adapted. We’re told that one of the best ways for our bodies (and minds) to deal with stress is to stay active. For instance, my daily commute from my kitchen to my desk didn’t clock the 2,000 steps I was used to taking. So, every day I do a fake commute to work. I literally take myself on a clockwise walk around the block before I dig into the day. The silver lining is that I’m (usually) never late to work. Then there’s the commute home where I go counterclockwise. All in, I get my 10,000 steps, lots of fresh air, and a chance to reflect. Every few days, things get really exciting— I map out a new route in another neighbourhood and get to enviously look at other people’s front gardens.

Just take one breath

Mindfulness is just trendy enough that I am deeply suspicious of it. But, the research says mindfulness is linked to better health, lower anxiety, and greater resilience to stress. The problem I have is that I get so stressed about whether I’m “doing” mindfulness correctly that I end up more anxious.

Does that sound familiar? A friend of mine gave me an intro to a mindfulness book last year, and in truth, it has been helping. It’s stacked with five other books for my make-shift standing desk. Just joking, it’s on my bookshelf. But, it did make me think about how I can bring some calmness into my life right now. Mindfulness starts with just a single breath. One breath to separate one thought from another, a reaction from an emotion, and a chance to remind yourself you can do hard things.

One breath to forgive yourself for letting the kids watch hours of TV, for imbibing in another glass of wine, or streaming Netflix until midnight. I feel pretty proud of my “one breath” technique. I promise you, it’s powerful and there’s no need for a weekend-long silent retreat.

We’re told to be resilient right now

And we are surrounded by incredible images and models of health and political resilience - from healthcare workers, to activists, to my Instagram friends who learned how to bake bread. I’m simultaneously inspired and discouraged. I’m lucky if I remember to text back my friends the same day.

I often think about an article by Jami Attenburg called, *Is Resilience Overrated* (NYTimes). She wonders whether lowering our self-expectations might be the key to survival.

Jami offers a list of very reasonable and humble skills that she has fine-tuned over the pandemic, including such delights as: “Will pet any and all dogs”, and “Good taste in books.” This, dear readers, is the energy that is going to get us through the January greige. I invite you to think of a list of your Humble Skillset™ that you possess and have used this past year. Here are some of mine:

- **Tips the delivery drivers**
- **Wipes the counters every night**
- **Shops local (most of the time)**
- **Wears sunscreen**
- **Drinks at least 8 glasses of water a day**

Just do the minimum

These days, I try to ask myself: what’s the minimum I can do and still be useful? It’s a natural extension of the Humble Skillset™, and I highly recommend you adopt this as an ethos right now. Did I make toast for dinner? Perfect. Dirty dishes made it to the kitchen sink instead of the dishwasher? I’m doing great! Honestly, I’m attempting to take perfection off the table. To just relax a little bit. And learn to enjoy the crazy, COVID condo life.

Feature author is Lesley Vaage. Lesley Vaage is a condo owner and condo board member in Edmonton and Founder of the Cheerful Careful Newsletter, a curated newsletter for people who want to create inclusive and empathetic workplaces.



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SELECTING A PROPERTY MANAGEMENT FIRM

Selecting a Property Management Firm

The relationship between a property management firm and a condominium Board is of critical importance for not only the health & safety of the building's residents, but also for the peace of mind of the Board members. Given that Board membership is a volunteer role undertaken in addition to the usual personal and professional commitments of modern life, the careful selection of a firm and a property manager to oversee the management of the corporation is the first step in establishing a strong working relationship. There are a number of key considerations to take into account when a Board is considering engaging with a new property management firm.

First of all, it is important to remember that even though the Board is a group of volunteers, you are the customer in this situation. This means that collectively, you get to make decisions that are best for your corporation, your building, and its residents. It may be tempting to rush through the selection process for many reasons, but given the importance of this long-term relationship, it is worthwhile investing the time and energy to be thorough and ensure that the firm you choose to work with is going to be a great match for your needs.

It is easy to get caught up in pricing, but you may not find much variation in this area. Therefore, it is important to discuss and come to agreement on other important aspects of the relationship. Have frank discussions amongst the Board members about what is important to the group and decide on personality style, traits, characteristics, culture and values that you need to see reflected in the relationship. Just as important is the list of things that you know will not work for your Board or your corporation.

Once you have agreed upon the list of what you do want and don't want, you need to cast as wide a net as possible to connect with, and research, as many firms as possible. This will give you a good understanding of what each firm offers, specializes in and is known for in their industry. If it is important to your Board, you can also research online reviews about how each firm is perceived by their employees. Identify a manageable number of property management firms that seem to be a potential fit and reach out to them to discuss what your group is looking for, request a proposal and explain what your selection process is going to be. Best practices would suggest that you request at least 3 proposals, so that you have a variety of options to consider. CCI is a perfect place to start this process and to be able to reach out to other corporations for their recommendations.

Speaking of a selection process, it is a good idea to discuss, document, and then implement a process that allows you to consistently and objectively compare the proposals that you receive from the property management firms. This may involve creating a committee to manage incoming proposals, establishing criteria against which each proposal will be measured, a rating system, and then a way to document and communicate your final decision.

With regards to selection criteria, keep in mind that your day-to-day relationship is going to be managed by the individual property manager assigned to your corporation. Therefore, it is worth requesting that proposals include information such as the average tenure of their staff, the number of sites managed by each property manager, and the number of buildings the firm manages that are similar to yours in size, age, and complexity.

Once you have evaluated all of the submitted proposals and selected the firms that seem to be the best fit based on their proposals, it is recommended that you interview representatives from each firm that is included on your short list. Think about these interviews in the same way as if you were hiring an employee – you are looking for examples of how situations have been handled in the past, what you can expect from them in service levels such as response times to inquiries, and what they perceive as their firm's strengths and opportunities for improvement.

Just as you created and documented your selection process and criteria, it is a good idea to create and document a set of interview questions to ask each short-listed firm. This will help ensure that the conversation stays targeted and on track, as well as ensure that the Board is asking consistent and objective questions. The Board members involved in these interviews should be prepared to take good notes on responses, ask probing questions during the conversation, and to share their honest thoughts as you prepare to make your final selection.

Under more normal circumstances, it would be ideal to conduct these meetings and interviews in person. However, at the current time and with COVID 19-related restrictions, it is advised that they be conducted virtually, using one of the many available video call platforms such as Zoom, Google Meet, or Microsoft Teams. As with any virtual connection, both parties are encouraged to ensure the appropriate app or other tools have been downloaded to everyone's device and are tested in advance, to prevent delays in these important discussions.

By expending the time and energy to research property management firms and then following an objective & consistent selection process, your Board should be successful in selecting a firm that can provide you with all the expertise and support you require.

Submitted by:
Cheryl Probert
President, Big Sky Recruitment Consulting
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Stay tuned for next issue, where Cheryl takes a closer look at what makes a condominium manager a good fit for your corporation.

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FIXING ATTIC RAIN

BY HEATHER ELLIOT, ENTUITIVE

At its most basic, attic rain occurs when moisture accumulates and freezes within an attic space in the colder months and then melts as the weather warms. It is common to Alberta (but not exclusive to it), where the climate can experience drastic fluctuations as we transition from the winter to the spring and back in the space of a day.

Unfortunately, attic rain can cause many issues for Property Managers and homeowners, including leaks and ceiling staining. Sometimes a building will develop attic rain several years after construction, or after renovations so it's not just a problem for new buildings. Luckily, fixing and avoiding attic rain is possible.

This article will look deeper into the root causes of this common problem and explore solutions on how to deal with it once and (hopefully) for all.

So, if you are experiencing attic rain, take heart and read on!

Responses have been edited for length.

Looking Deeper into the Causes of Attic Rain

The root causes of attic rain are many. The most common culprits are ventilation, air tightness, or too much humidity in the home.

The one factor for attic rain we cannot control is weather – prolonged periods of cold weather exacerbate frost build-up that eventually leads to attic rain.

Controlling attic rain is a balance between the airtightness of the ceiling and the effectiveness of attic ventilation. In a perfectly airtight attic, ventilation is not needed because there is no air leakage between the home and the attic space. Sadly, we've never seen a perfect home, so generally we recommend using ventilation to keep the attic dry.

Ventilation issues arise when moist air cannot exit in the way the original design intended. This is exasperated when air leakage enters the attic space, such as when penetrations to accommodate things like pot lights or dryer vents are not sealed to be airtight. The warm air of the interior enters the attic where it can condense within the colder attic space. Over time, this condensation can freeze and continue to accumulate over a cold snap. When the weather warms up, ice build-up melts and drips down.

Design methods regulating ventilation and humidification were created at a time when roofs were simpler shapes and these regulations haven't kept up with the new ways that homes are being designed. For instance, the design basis for ventilation has not changed since it was first introduced in 1942. Given that we use different materials today and build more complex townhomes and multi-family buildings utilizing attic spaces, it's shocking that we haven't updated our design assumptions. Take the implications of a more complex roof shape. With it comes more framing underneath – and a more complicated air flow path in the attic space, which may prevent proper ventilation in some areas.

Alberta is a relatively dry climate – the greater the difference in humidity between the exterior and the interior of a building, the more stress we put on it. High levels of humidity in the home (over 35%) can lead to excessive moisture buildup in the attic and the production of attic rain as a result. There are the obvious sources of moisture (humidifier, bathing, etc.) and there are the less obvious sources such as laundry, cooking, and even breathing. We can't prevent all moisture generation in the home, but we do need to take steps to mitigate it such as venting or dehumidification. Keeping humidity to reasonable levels is key to addressing interior condensation as well as attic rain.



Dryer Ventilation issues arise when moist air cannot exit in the way the original design intended.

Fire safety is also important when considering code changes related to attic spaces. The air flow needed for ventilation is a double-edged sword when addressing fire spread.

As the industry has improved the fire safety for residential attics, it has also reduced the ventilation potential of the attic. Additional ventilation can be part of reducing instances of attic rain.

However, we can't compromise fire safety in seeking a solution to attic rain, so our design options become more limited.

How to Fix Attic Rain (and how to avoid it in the first place!)

Every attic is unique, each with its own operating conditions and design. Because there are so many potential causes of attic rain, it is important to hire a professional to quickly find the cause and identify an appropriate solution. Doing so will save you time and money in the long run.

While sealing leaky penetrations into the attic and making sure existing ventilation pathways are clear and using a Heat Recovery Ventilator if you have one are good first steps, doing so may not eliminate the issue. In fact, the solution is rarely as simple as installing additional roof vents – attic rain is a complex problem that requires balancing air flow, ventilation, and insulation within the attic space, as well as adjusting interior humidity if required.

Heather Elliot has been involved in various aspects of building envelope consulting including new construction and remediation. She is interested in the life-cycle studies, and the effective design of building envelopes for new construction. She believes in finding practical solutions to ensure the lifespan and performance of new infrastructure.

For more information, visit www.entuitive.com.



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PRIVACY LEGISLATION AND CONDOMINIUM VIDEO SURVEILLANCE

ERIN BERNEY, FIELD LAW

Condominium corporations are increasingly reliant on video surveillance to address security needs, and this in turn has led to privacy concerns and confusion over what use may be made of images captured on video. This article provides a general primer on privacy requirements applicable to condominium corporations and how these requirements govern the use of video surveillance on condominium properties.

BASIC REQUIREMENTS OF PIPA

Condominium corporations are subject to provincial legislation governing the collection, use and disclosure of personal information. In Alberta, this legislation is called the Personal Information Protection Act (PIPA). PIPA attempts to strike a balance between the right of an individual to have his or her personal information protected, and the need of organizations to collect, use or disclose personal information for reasonable purposes. PIPA applies only to organizations, including condominiums, and not to private individuals in their personal life, but it may apply to individuals when acting in their capacity as members of the board of directors.

“Personal information” is a defined term under PIPA, and means information about an identifiable individual. In practice, however, the determination of what constitutes personal information is heavily fact-dependent and must be made on a case-by-case basis. Similarly, the concept of what is “reasonable” is defined as what a reasonable person would consider appropriate in the circumstances. This standard also varies depending upon the unique circumstances of each case, but generally means only to the extent necessary and reasonable for the purpose of the particular collection, use or disclosure.

Absent specific exemptions in PIPA, organizations must obtain the individual's consent and provide informed notification of any collection, use, or disclosure of their personal information. For example, consent is not required in emergency situations, or where other legislation, like the Condominium Property Act, authorizes or requires the collection, use or disclosure. Consent may be provided orally or in writing, and in some cases can be deemed, such as where an individual voluntarily provides information to the condominium corporation and it is otherwise reasonable to do so.

Condominium corporations can retain the personal information they collect only for so long as reasonably required for legal or other purposes necessary to achieve their objects. Once

the information is no longer necessary, it must be destroyed or rendered non-identifying within a reasonable period of time. Following amendments to the Condominium Property Regulation that came into force January 1, 2020, there are specific, minimum retention requirements for documents and information collected by condominium corporations.

Individuals retain rights to access their personal information and may request that the condominium corporation provide such access, or provide information about the corporation's use or disclosure to third parties. There are limited discretionary exceptions to an individual's right of access, including legal privilege, commercial confidentiality, and investigative confidentiality. In these cases, the corporation can choose whether or not to provide access. There are also certain mandatory exceptions, such as where disclosure includes personal information about another individual, may threaten the life or security of another individual, or reveal the identity of an individual who has in confidence provided an opinion about another individual (unless consent is provided).

¹ SA 2003, c P-6.5

² Ibid. section 1(k)

³ Ibid. section 2

⁴ Ibid. sections 7, 13, 14, 17, 20

⁵ RSA 2000 c C-22. For example, condominiums are required to verify board member eligibility, keep records of meeting attendance and votes, obtain information of tenants and owners renting units, disclose information when collecting unpaid assessments and levies, and provide information upon request to mortgagees.

⁶ Alta Reg 168/2000



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APPLICATION TO VIDEO SURVEILLANCE

Case law across the provinces has developed around the use of video surveillance by condominium corporations, affirming that it is lawful for condominiums to install and make use of video recording equipment on the common property. The justification for this authority is two-fold: condominiums are statutorily responsible for the control, management and administration of the common property, and individuals have a diminished expectation of privacy in these areas.

A number of specific Orders have also been issued by the Alberta Privacy Commissioner related to video surveillance by condominium corporations. One of the most significant confirms that personal information of individuals is in fact collected when an individual's image is recorded on a digital hard drive or videotape through video surveillance.

These affirm that notice of the existence and location of surveillance cameras is of paramount importance. In particular, physical notices posted at all entrances to areas where cameras are installed may be sufficient to provide the condominium corporation with deemed consent by individuals entering those areas, especially if the notices include the image of a camera so as to alert non-English speakers. Again, voluntary provision of personal information is one form of deemed consent.

In all cases of video surveillance, the purpose for the collection of personal information must be reasonable. Signage notifying individuals of general surveillance need not specify the reason so long as the purpose is reasonably clear from the context. Deterring vandalism, preventing theft and mischief and promoting security on a residential property are all reasonable objectives. Following an act of vandalism, a condominium corporation is entitled to review video footage to investigate the incident. Absent a reasonable purpose, condominiums do not have a general right to review surveillance footage.

If surveillance footage is to be reviewed and used for other purposes, additional consent may be required. For example, using video surveillance to catch breaches of the corporation's bylaws and enforce fines against violators may require specific consent of the unit owners in advance. Consent for this purpose could potentially be obtained by conducting a vote at a General Meeting of the corporation. Understanding when consent may be necessary and obtaining consent for specific purposes is of critical importance in determining the reasonableness of the corporation's collection, use and disclosure of personal information through video surveillance.

Navigating the requirements on condominiums when it comes to balancing the needs of the condominium and the rights of individuals to protection of their personal information can be difficult at the best of times. At a minimum, board members must ensure they are familiar with their basic obligations under PIPA, develop and institute a privacy policy for the corporation, and designate a privacy officer (who may be a board member or other individual). In discharging these obligations, condo boards should always consider what information is actually needed by the corporation and why, collect as little information as possible, and ask what a reasonable person would expect in the circumstances. When in doubt, consult legal counsel for advice.

⁷ R v Y, 2019 ONCA 942

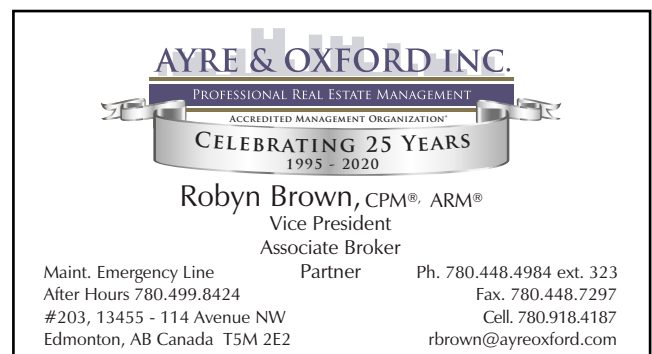
⁸ Order P2006-008 (Re), 2007 CanLII 81634 (AB OIPC)

⁹ Order P2016-02, Grandin Manor Ltd.(Re) 2016 CanLII 11214 (AB OIPC)

Erin Berney is a condo owner and lawyer who possesses extensive experience in all manner of residential and commercial condominiums, from traditional, bare land and phased-style development, to "barely blended", duplex, mixed use, and rural developments, including foreign ownership requirements. Erin has successfully litigated various matters on behalf of condominium corporations unit owners and property management companies alike, including a precedent-setting decision on short-term rentals in Alberta.



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<i>Name of Company</i>	<i>Name</i>	<i>Phone Number</i>	<i>Email</i>
BUILDING MAINTENANCE (CONTINUED)			
ReNew FloorCovering	Kelly Clark	(780) 466-6071	kelly@renewfloor.ca
Taylor Construction	Kristine Opp	(403) 244-5225	office@taylorconstruction.ca
The Restorers Group Inc.	Dean Amundson	(780) 239-6760	dean@restorersgroup.ca

<i>Name of Company</i>	<i>Name</i>	<i>Phone Number</i>	<i>Email</i>
CONDOMINIUM MANAGEMENT			
113 West Management Ltd.	Anand Sharma	(780) 784-3001	anand@113west.ca
20/20 Management	Katie Ekroth	(780) 714-0812	katie@2020management.ca
Affinity Management Group Inc.	Rebecca Trotter	(780) 454-6264	rtrotter@affinitymgt.ca
AIM Real Estate Corporation	Dan McDaniel	(780) 424-0397	dmcdaniel@aimrec.ca
Alberta Property Management Solutions Inc.	Trina King	(780) 715-7270	condos@apmsi.ca
AV8 Solutions	Brett Binnie	(780) 352-9277	brett@av8solutions.com
Avison Young Real Estate Management Alberta Inc.	Tarek Merhej	(780) 328-3929	Tarek.Merhej@avisonyoung.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.	Dustin Paquette	(780) 429-5956	info@bradenequitiesinc.com
Bridgegate Property Management Group Inc.	Tamara Langille	(780) 266-2778	tamara@bridgegate.ca
CasaWise Property 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
Condo Management Solutions Inc.	Carrie Plett	(780) 278-8373	carrie@cms2020.ca
Converge Condo Management Inc.	Jeremy Dalglish	(587) 920-3550	jeremy@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
DAP Property Management	Steven Wu	(587) 926-2357	steven.wu@dapmgmt.ca
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Esquire Management Group	Michael McNeil	(780) 414-0390	info@emgroup.ca
Estate Properties Incorporated	Lynne Bothorel	(780) 433-2345	lynne@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
Gleniffer Lake Resort	Tammy Campbell	(403) 728-3010	tammy@mylakeresort.com
Group Three Property Management Inc.	Michele Curtis	(780) 641-0222	mcurtis@groupthree.ca
Hallmark Management	Darcie-Lee Rea, ACM	(780) 819-2108	darcie@hallmarkmanagement.ca
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CONDOMINIUM MANAGEMENT (CONTINUED)			
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Inland Property Management Ltd.		(780) 461-1177	broker@inlandpropertymanagement.ca
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KDM Management Inc.	Brian Fischer	(780) 460-0444	bfischer@kdmgmt.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 Group Management	AJ Slivinski	(780) 451-5192	aj@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
More Property Management Inc.	Travis More	(780) 488-5401	travis@moreproperty.ca
Parterre Property Services Inc.	Clare Toth	(780) 988-0221	clare@parterreproperty.ca
Pinnacle Realty & Management Inc.	Rick Murti	(780) 758-4434	rmurti@pinnaclegroup.ca
Pivotal Property Management Inc.	Jamie Shima	(780) 701-4300	pivotal@pivotalpm.ca
Premier Asset Management Inc.	Ross Keenan	(780) 414-0297	info@premierassetmanagement.ca
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Prime Property Management	Mark Rousseau	(780) 538-0214	mark@gpprime.net
Prince Property Inc.	Sandi Danielson	(780) 416-9098	sandi@princeproperty.ca
Progressive Property Management Ltd.	Jo-Anne Syskasis	(780) 473-5474	js@progressivepropertymanagement.ca
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Re/Max Commercial Capital Property Management	Scott Hughes	(587) 525-8900	admin@rccpm.ca
Roots to Peak Management Ltd.	Melissa Southorn	(780) 860-6707	melissa@rootstopeak.com
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Royal LePage, The Realty Group Grande Prairie - Property Management	Angie Peters	(780) 532-3400	angiepeters@royallepage.ca
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Square One Realty & Economy Management	Jen Martin	(780) 453-1515	info@square1realty.ca
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TEGA Property Management Ltd.	Susan Milner	(780) 757-7828	smilner@tegapm.ca
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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
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Complete Care Restoration	Rod Donahue	(780) 499-8369	rod@completocarerestoration.ca
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ServiceMaster Restore	Kimber-Lee Kuyvenhoven	(780) 443-4338	Kimber-Lee.Kuyvenhoven@svmrestore.ca

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ENGINEERING			
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	Adam Crawford	(780) 554-5835	adam.crawford@exp.com
Keller Engineering	Andree Ball	(403) 471-3492	aball@kellerengineering.com
Morrison Hershfield Ltd.	Bereket Alazar	(780) 483-5200	balazar@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

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G & J Construction Group LP	Grant Wall	(780) 454-0700	services@gjconstruction.ca
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Innovative Landscape Concepts Ltd.	Chris Yaremko	(780) 660-8483	innovativelandscape@live.ca
J and J Coatings - Parging Experts	Jeff MacLeod	(780) 709-7499	info@parge.ca
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Paneless Window Washing Inc.	Matthew Stewart	(780) 707-8385	contact@panelesswindow.com
Pyramid Concrete & Consulting Ltd.	Cole Goshulak	(780) 481-0808	cole@pyramidconcrete.net
Seasonal Impact Contracting Ltd.	Keegan Andreas	(780) 504-1317	estimating@simpact.ca
Smart Fix Asphalt Infrared Repair	Aldo Tisi	(780) 720-8848	aldo@smartfixasphalt.ca
Solstice Landscape Maintenance	Sarah Wells	(780) 297-5661	sarah@solsticelandscape.ca
Trusty Tree Services	Kolton Canning	(780) 860-5500	info@trustytree.ca
West Edmonton Window Cleaning	Tyler Bayn	(780) 481-4988	contact@wewc.ca

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FINANCIAL SERVICES			
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VersaBank	Karl Neufeld	(604) 984-7564	karln@versabank.com

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INSURANCE			
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BFL CANADA Insurance Services Inc.	Hamish Farmer	(780) 229-3780	hfarmer@bflcanada.ca
Diverse Claims Adjusters Ltd.	Paul Whitman	(780) 756-4222	paul@diverseclaims.ca
HUB International Insurance Brokers	Dawn Mitchell	(780) 453-8407	dawn.mitchell@hubinternational.com
Katherine Hanna Insurance Agency Inc.	Katherine Hanna	(780) 464-6858	katherine@katherinehanna.ca
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PRIMELINK Insurance Brokers Ltd.	Murray Dadswell	(780) 435-3632	Mdadswell.prim-01@insuremail.net
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Lock & Door Works Inc.	Joe Maksymiuk	(780) 818-0513	ldworks@shaw.ca
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Meyers Management Consulting Group	Tracy Meyers	(780) 748-2500	info@mmcg.ca
Pinnacle Realty & Management Inc.	Rick Murti	(780) 758-4434	rmurti@pinnaclemgmt.ca
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ALBERTA'S LEADING CONDOMINIUM INSURANCE BROKERAGE

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