

CANADIAN CONDOMINIUM INSTITUTE
NORTH ALBERTA CHAPTER

INSITE to CONDOS

THIS ISSUE:

**Condo Manager
Licensing - Everything
You Need to Know**

CCI Year in Review

Golf Mixer Highlights

VOL. 37, ISSUE 1 - FALL 2021

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Everything You Need To Know



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MESSAGE FROM THE PRESIDENT

BY ANAND SHARMA

WELCOME TO THE FALL EDITION OF THE INSITE TO CONDOS MAGAZINE

CCI North Alberta has had a busy summer as we prepare for the upcoming education year.

Both the Executive Committee and Board of Directors held our annual strategic planning session at the Chateau Louis Hotel and Conference Centre in July. This session allowed us to review the year's accomplishments, challenges, and set the course for the upcoming year. This year we worked with facilitator Dave Muddle and his team at M Consulting Group to focus our priorities to achievable goals. We passed a budget to reflect our priorities and commitments. Many thanks to Amanda Henry and Dave Muddle for keeping us organized and on task during our day and a half retreat.

CCI North Alberta has been singularly focused late this summer on education related to condominium manager licensing. Our Board agreed formally to pursue partnering with an educational provider to provide courses and materials for late fall. We are partnering with CCI South Alberta and another organization to produce high quality accessible education that is offered at a low cost. More details will be revealed in the coming weeks, including our education partner and timelines for course availability. To my fellow condominium managers, I know this is a stressful time with lots of uncertainty, however, please rest assured that CCI North and South Alberta will be there to help prepare you for our new world of licensing and working under the Real Estate Council of Alberta. Our experts are working on content as we speak to ensure you will be ready in time for licensing.

Our fall education calendar has just been released, and it promises to be our strongest in years. We are very happy to announce the addition of Raffaella Loro to our staff team. Raffaella is our new Education Coordinator, and she will be assisting the Education Committee with the upcoming education events including the planning, advertising, and roll out of these events. She will also be preparing for the Alberta Condo Expo scheduled for spring 2022 in person. Welcome Raffaella!

CCI held our annual golf tournament this year at Cattail Golf and Winter Club. It was once again a sold-out tournament featuring prizes, good food, amazing weather, and a chance to re-engage with one another! Many thanks to our annual sponsor BFL Canada, Susan Milner who filled in for me while I was unexpectedly away, and our staff lead Beverly Thornton. I would like to extend my heartfelt thanks to our amazing golf committee comprised of Kim Clayton, Jeremy Dalgliesh, Steven DeLuca, Hamish Farmer, Amber Nickel, and Jayson Wood, who worked so diligently to organize this event. Most importantly, we raised over \$2500 for the Edmonton Food Bank through the strong generosity of our members!

Our membership renewal continues! I urge all members to renew immediately if you have not done so already. Your membership in

our organization is critical for us both financially and politically. The more united we are, the more effective our efforts are in political advocacy. If you know others who may be interested in joining, please let our office know and we are happy to reach out. The membership experience is our focus, and I invite you to share ideas and thoughts to allow us to better serve you.

Finally, as we experience yet another COVID-19 wave, I am hoping and praying for the safety and good health of each and every one of you. We are living in challenging times, but I am confident we will emerge out of this a more united and cohesive world where we cherish our loved ones even more and become more interconnected as people. On a personal note, I wish to thank the entire board, executive, staff, and the membership for your ongoing support as President. As my term comes to an end, I am so grateful for the support and continue to be challenged in new ways every year which keeps me motivated. I look forward to serving the community in whatever capacity I am elected in at the upcoming Annual General Meeting being held on October 26, 2021.

Anand Sharma
President, CCI North Alberta

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3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

SAVE THE DATES

THURSDAY, OCTOBER 21ST

@ 12:00 PM - 1:00 PM

INFO SESSION ON CONDOMINIUM LICENSING PROGRAM
WITH DOUG DIXON, RECA

11 NOV 2021

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
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14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

SATURDAY, NOVEMBER 6TH

@ 9:00 AM - 12:00 PM

CONDOMINIUM MANAGEMENT 100

WEDNESDAY, NOVEMBER 24TH

@ 6:30 PM - 7:30 PM

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ACOUSTIC & NOISE ISSUES IN CONDOS
WITH IAN BONSMAN & SIMON EDWARDS, HGC
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MEET THE STAFF - OUR EXECUTIVE DIRECTOR

AMANDA HENRY

Amanda is the Executive Director of CCI North Alberta Chapter. She joined the CCI North Alberta team in November 2020. She previously spent five years as a policy advisor and chief of staff in the Alberta government.

She's a lifelong volunteer and she has worked in a variety of roles in advocacy, public policy, non-profit administration, and member services and education.

What attracted you to work for CCI?

The team. I have known the President, Anand Sharma, for many years and we have volunteered together in the past. I was impressed by how CCI North Alberta has grown over the past few years, and the opportunity to work with such a dedicated group was too good to pass up. I also really appreciate the chance to get back to working with volunteer boards. Before my turn in government, I worked for the Edmonton Federation of Community Leagues, and I really enjoyed working with volunteer board members focused on helping their neighbours. While the responsibilities of a condo board are different than a community league board, they share a commitment to giving back to their community.

We hear that you have unusually strong opinions about kitchen layouts. Do tell.

I inherited a love of cooking from my mother, and hosting large gatherings around food is a tradition in my family. To do that, you need to have a good, practical kitchen, preferably open onto the dining room so you can visit with your guests. One of the things I love about condo life is the kitchen options.

The condo where I've lived for the past 6 years has a beautiful open concept kitchen with a big, J shaped island so I have lots of room to cook and visit with guests (after COVID-19 restrictions lift).

One of your hobbies is going camping. What's your favourite spot in Alberta?

It's so tough to choose! I love the mountain parks, though they can be a bit busy. I also love Lesser Slave Lake, which has a couple of pretty provincial parks dotted around the lake. And there are a couple of places in southern Alberta I've never camped before that I'd love to get down to, especially Cypress Hills and Waterton National Park.

What was your first job?

I like to jokingly describe it as a petroleum product transfer technician. When I was 14 my dad got me a summer job working as a gas station pump attendant at the local UFA in Westlock. It was a great way to meet people and get outside.

Do you follow sports? Which sport/team is your go-to?

I'm a big CFL fan. I'm looking forward to seeing the Edmonton Elks. I'm also a curling fan. I got to attend the Scotties Tournament of Hearts in 2016 when it was hosted in Grande Prairie, and got an autographed postcard from Alberta's Team Carey.

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

Coffee, potatoes, and chocolate.

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GOVERNMENT ADVOCACY REPORT

Dear Members,

Our Government Advocacy team is getting ready for another busy fall. Our expert team continues to be engaged and responsive to inquiries and government consultations on a wide variety of topics on your behalf. I will highlight four areas in this report:

Condominium Management Licensing with RECA

CCI North Alberta has sent an expression of interest to RECA about becoming an approved third party education provider for Condominium Management. While it is a monumental task to develop courses to assist with exam preparation and licensing of associates and brokers for condominium management, it presents an opportunity for us to help professionalize and improve our industry from within our community. The alternative may be private for-profit providers who will charge fees that are prohibitive for managers to get the education they seek and don't understand the challenges for managers and our industry. A concern is the short period (fall of 2021) that courses based on these competencies must be developed.

RECA formally announced the process for licensing on June 14, 2021 and confirmed that licensing of condominium managers will commence on December 1, 2021. Starting August 6, 2021, individuals can apply to RECA to become eligible for a condominium manager licence. Professionals have a year to challenge the exam(s) or complete course work prior to challenging the exam dependent on experience.

On August 23, CCI North Alberta Chair and I met with RECA's new board chair, Patti McLeod, new CEO Russ Morrow, and Carrie Plett from our Industry Council. It was a frank and productive meeting.

Insurance in Alberta

Led by CCI North Alberta, we are working with CCI South Alberta, the Condo Owners Forum of Alberta, and other condominium community members on insurance. We are currently planning to jointly advocate with other stakeholders for reforms to the insurance industry, while also encouraging condominium corporations to follow best practices to mitigate risk and help lower premiums. Stay tuned as the insurance working group works to launch this campaign in the coming months.

Nunavut Insurance Lab

The Territory of Nunavut organized an information gathering Insurance Lab to address their insurance challenges. A formal process involving territorial representatives, CMHC, Insurance industry members, government representatives, and others participated in three well organized zoom sessions. CCI North was consulted in efforts we are seeing in Alberta and we participated in the zoom sessions in May. Amanda Henry and Hugh Willis represented CCI.

Nunavut condominium corporations are experiencing many of the same challenges that Alberta experienced in recent years – lack of insurance options, sky rocketing insurance premiums, leaving some corporations without insurance for coming up to two years. The sessions were productive with many interesting ideas put forth. CCI North relayed our experiences, including the recent experience with

the end of Best Terms Pricing as well as the importance of education resources for owners.

The insurance project – called the Nunavut Condo Corporation Insurance Lab – is ongoing and we are hoping that results could be obtained to see condominium corporations obtain insurance and remain an option for home ownership.

As a final comment, there is no CCI Chapter in Nunavut – which could be an item for discussion by other committees.

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 Todd Shipley (Reynolds Mirth Richards and Farmer), Victoria Archer (Gledhill Larocque), Melissa Stappler (Willis Law), Amber Nickel (Willis Law) and Dawn Mitchell (HUB International).

Anand Sharma & Hugh Willis

Co-Chairs – Government Advocacy Committee

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Our office also routinely helps in providing Condo Corporations reports to assist on any issues that may result in a conflict situation with a unit owner or owners. Our expertise in these events has proven to diffuse the situation by offering our knowledge from an independent standpoint as opposed to allowing a tenuous situation to escalate. This is becoming more important for Corporations as the premiums and deductibles continue to increase due to the present market.

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YEAR IN REVIEW

Last year was a strange one. Responding to the COVID-19 pandemic was a huge challenge worldwide. As we all learned how to “hop on Zoom” and how to work and connect virtually, CCI North Alberta moved our education, events, and member connections online. We learned a lot about how to stay connected and continue to bring high quality information and events to the condominium community.

31
DECEMBER
2017

Insite to Condos, Summer 2017

17

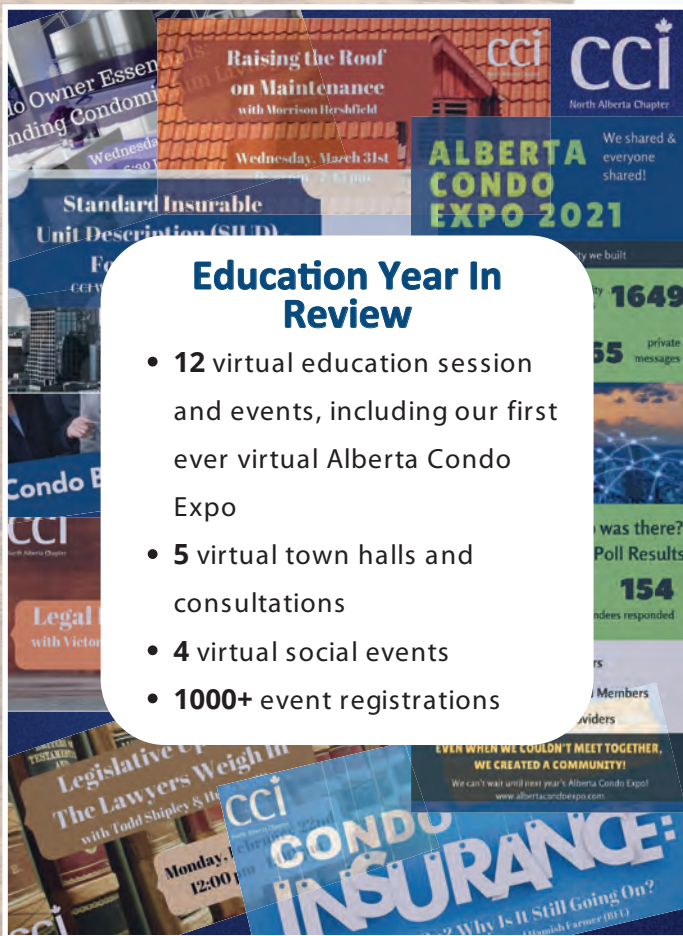
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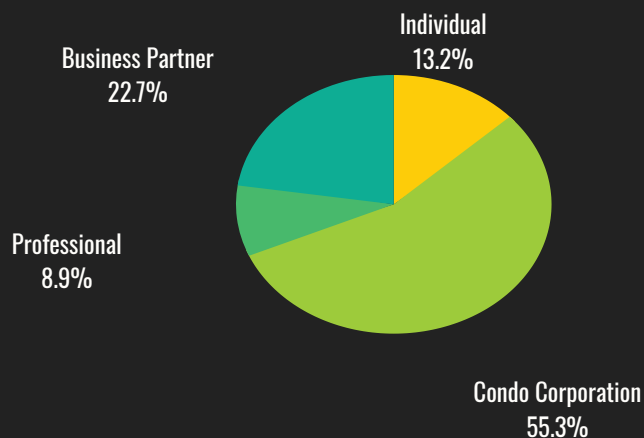
Education Year In Review

- 12 virtual education session and events, including our first ever virtual Alberta Condo Expo
- 5 virtual town halls and consultations
- 4 virtual social events
- 1000+ event registrations

MEMBERSHIP: STILL GOING STRONG

CCI North Alberta continues to be one of the strongest CCI chapters in Canada. We finished up the 2020-21 membership year with 768 members representing thousands of condominium owners and hundreds of professionals and service providers. Unfortunately, last year represents the first year since before 2014 where our membership didn't grow. We are not discouraged: we still saw strong support in terms of membership numbers and will be working hard to grow our value for members in the coming year. A heartfelt thank you to our Membership Committee for their hard work throughout the year on connecting with potential members and promoting the value of membership with CCI.

CCI NORTH ALBERTA MEMBERSHIP BREAKDOWN 2021



CCI MEMBERSHIP
North Alberta Chapter

EDUCATION STATION: DIGITAL EDITION

Due to the restrictions in place to address the COVID-19 pandemic, CCI North Alberta made the difficult decision to move all of our events and programs online for the 2020-21 year. Despite the challenges of 'going virtual,' we were still able to bring great sessions to our members to help "improve your condominium IQ."

On top of our education sessions, volunteers on our Business Partner Liaison Committee put their thinking caps on to come up with ways to stay connected during the pandemic. We ran a series of Condo Business Connections virtual mixers to give businesses that work in condominiums a chance to network and swap tips and information. These sessions were a great way to "see" one another (though we are looking forward to being able to do them in person!). Huge thanks to Rod Donahue and Chris Vilcsak for spearheading those sessions.



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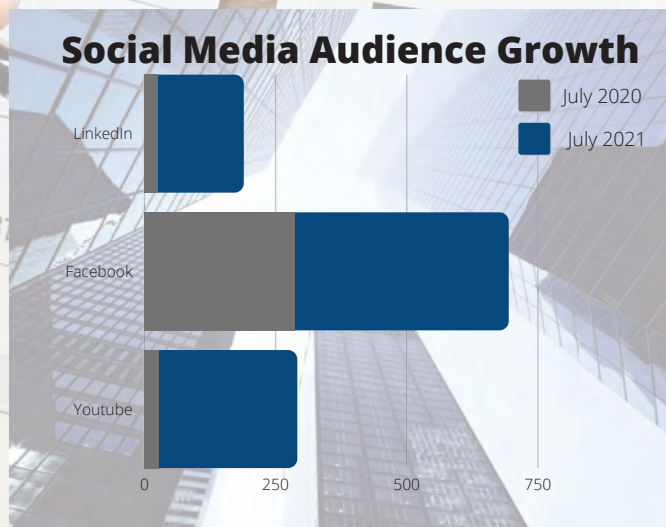



Have an idea for an article, resource, or a webinar? We are happy to hear from our members!

Email Beverley at info@ccinorthalberta.com for more information.

HUGE GAINS ON SOCIAL MEDIA

Without in-person events, we shifted some of our focus to connecting with our members online. We established a members-only Facebook forum to replace our web forum, put up some great new videos on our YouTube channel, and refreshed our Facebook and LinkedIn pages. We've seen a huge increase in fans and subscribers - thank you! We look forward to building on this success in the coming year.



Let's Get Social! @CCINorthAB



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NEW FACES ON THE CCI TEAM

Last year we saw a number of new faces join our CCI team.

We had some folks join our Board of Directors. New volunteer board members Kim Clayton, Jeremy Dalgliesh, Steven DeLuca, Amber Nickel, and Jayson Wood joined the Board and have dived right into the roles and are all doing amazing work furthering the objectives of our chapter. We still have a profile or 2 left to do, but you can find interviews with these members in the last few issues.

We also had some changes on the staff side. After several years at the helm of CCI North Alberta, Alan Whyte has stepped down as our Executive Director. A huge thank you to Alan for his dedication and hard work on behalf of the condominium community. Taking the reins from Alan is new Executive Director Amanda Henry. Amanda is profiled in this issue.

Last year's board made the exciting decision to expand our staff team by adding an Education Coordinator. Hiring this position will help us expand our education offerings, support excellent digital learning, and meet the challenge of condominium management education and professional development now that condominium managers will (finally) be a licensed profession effective December 1, 2021. Lesley Thompson joined the team in early 2020 to help get the ball rolling for the virtual edition of the Alberta Condo Expo. We have recently announced that Raffaella Loro is taking over for Lesley. We are delighted to have Raffaella join the team, and will be profiling her in an upcoming issue.

NEW INDUSTRY COUNCIL & CONDOMINIUM MANAGER LICENSING DETAILS

There was a lot of big news on the condominium management licensing front this past year. The newly established Residential Property Manager Industry Council was elected in December 2020. Past CCI North Alberta Board member Carrie Plett was successfully elected to the industry council, and she's been working hard representing the condominium industry at the RECA table.

Since the establishment of the Industry Council, things have been moving quickly on the condominium management licensing front. CCI North Alberta and CCI South Alberta joined forces to provide a written submission to the Real Estate Council of Alberta (RECA) in response to their survey on competencies for condominium managers and brokers. The competencies were released shortly after that, and RECA is providing regular updates on what the licensing requirements will look like.

A BUSY YEAR ON GOVERNMENT ADVOCACY (AGAIN)

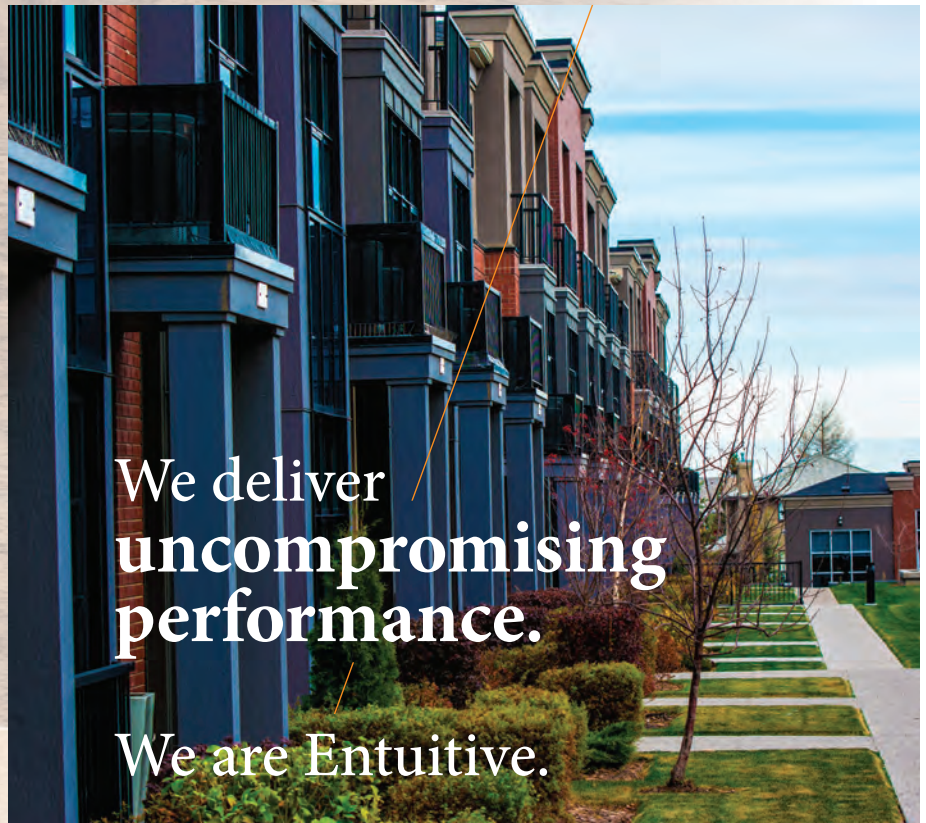
Government Advocacy was a huge focus of our chapter again this year. In addition to work to get clarity for condominiums on changing COVID-19 rules and restrictions, government advocacy committee members worked on changes to allow for virtual annual general meetings, the ongoing challenges for condominiums and insurance, and advocating to RECA to ensure condominium has a voice at the table of our

regulator. We also participated in consultations on condominium management licensing competencies, prompt payment and building liens, building assessment reports, the much anticipated dispute resolution tribunal, and in ongoing consultations with Service Alberta on a wide variety of topics.

THE YEAR AHEAD

Unfortunately we are still dealing with the fast-changing context of COVID-19, but we are working on a mix of virtual, hybrid, and in person events, education, and networking opportunities for the coming year. We hope to see many of you join us for our AGM in October and at events throughout the year.

If you would like to get more involved in CCI North Alberta, let us know! We have several volunteer opportunities available. Just reach out to us at the office at info@ccinorthalberta.com or 780-453-9004.



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CONDOMINIUM MANAGER LICENSING

EVERYTHING YOU NEED TO KNOW

UPDATE FROM THE REAL ESTATE COUNCIL OF ALBERTA

As of December 1, 2021, condominium managers will require a licence with the Real Estate Council of Alberta (RECA) to continue managing condominiums.

In October, individuals who wish to become licensed in condominium management can begin the licensing process. As condo managers and board members, you likely have questions: Who's RECA? What is the difference between condo management and property management? What are the steps to getting licensed? How will the licensing of condominium managers impact condominium boards and owners? Read on for your answers!

RECA, Alberta's real estate regulator

For condo managers, board members, and condo owners who have not encountered RECA before, we administer the Real Estate Act of Alberta as the governing body for Alberta's residential real estate broker, commercial real estate broker, property manager, condominium manager, and mortgage broker licensees. RECA's mandate is to:

- protect consumers
- provide services to facilitate the business of licensees
- protect against, investigate, detect, and suppress fraud as it relates to the business of licensees

As of December 1st, all individuals and companies that provide condominium management services in Alberta, whether they are already licensed with RECA in another capacity or not, must operate under the standards and criteria set to meet RECA's mandate.

Condo management vs. property management

Under the *Real Estate Act*, condominium management is a separate activity and a separate industry from property management. Why? It's all about relationships.

Condominium managers enter relationships with condominium boards and perform condominium management activities on behalf of their client boards. Condominium management is about helping the condominium corporation to manage itself. Whereas property managers enter relationships with landlords and renters, negotiating leases, holding rental security deposits, and performing leasing related activities for their landlord or renter clients. Property management is about the disposition or acquisition of an interest in real estate through some type of lease.

A condominium management brokerage licence is required to provide condominium manager services, and a real estate brokerage licence is required to provide property management services. If individuals and companies would like to practice both condominium management and property management, they must do so under separate brokerages. But don't worry, that doesn't mean two addresses or full sets of staff are needed. The same corporation can operate a condominium management brokerage and a real estate brokerage performing property management services. These brokerages **MUST** have their own licensed broker, but can otherwise share ownership, office space, and some administrative support staff.

License classes

License classes are based on levels of education and responsibility. There are three condominium manager licence classes: condominium manager broker, condominium manager associate broker, and condominium manager associate. These classes function similarly to corresponding real estate classes, where:

- **a broker** is the individual in charge of a brokerage. There can only be one broker per brokerage
- **an associate broker** is an individual who has all the qualifications to be a broker, but is not in charge of a brokerage. They must be registered with a brokerage in order to offer condominium manager services on behalf of that brokerage
- **an associate** is an individual who offers condominium manager services on behalf of a brokerage, and must be registered with that brokerage. There can be multiple associates and associate brokers registered to a brokerage.

Brokerages themselves must also be licensed.

Getting your licence

Licensing begins with an eligibility process prior to making a licensing application. RECA opened the eligibility process on August 3, 2021, and expects to start processing licence applications on October 12, 2021. This way the condominium management industry can complete their applications for licensing well before December 1.

Condominium manager brokerages and their brokers will have to be processed and approved for licensing before individual condominium manager associates and associate brokers can complete their licensing applications. RECA strongly recommends prospective brokers to start the process as soon as it opens to avoid delays.

Submitting your eligibility application

The first step to getting your Condominium Manager Licence is to submit an application for eligibility.

The eligibility criteria vary, depending on whether you currently hold a licence with RECA, how much experience you have in the condo management industry, and if you currently oversee a condo management company.

All eligibility applications are submitted through myRECA, RECA's online licensing system. To begin the eligibility process, visit reca.ca and select Condominium Manager Licensing from the Licensees & Learners menu.

Obtaining a conditional licence OR completing pre-licensing education

Only those who meet the eligibility criteria AND have at least 75 days of experience providing condominium management services will be eligible to apply for a conditional licence beginning on October 12, 2021.

The licence is conditional on successfully completing the pre-licensing education exams for condominium management by November 30, 2022.

If you have less than 75 days of experience and your eligibility application is approved, you will need to successfully complete the pre-licensing education program for condominium management before you can apply for your licence.

Courses

There will be three condominium management courses provided by third-party course providers (not by RECA): Fundamentals of Condominium Management, Practice of Condominium Management, and the Condominium Manager Broker Program. The courses you have to take, or challenge the exams for, will depend on your current licence status with RECA, your experience, and whether or not you oversee a condominium manager firm.

Successful completion of the education requirement is a grade of at least 70% on each of the course exams.

RECA forecasts course providers offering pre-licensing courses for condominium management to open for registration by December 1, 2021. If your eligibility application is approved, you will receive an email from RECA when course registration is available. Learn more at reca.ca.

Fees

Firms applying to become licensed as condominium manager brokerages will have to pay a licence fee but will not be charged the application review fee. The brokerage license fee is \$450.

Brokerages and individuals currently licensed by RECA who wish to terminate their existing licence and become licensed in condominium management will be allowed to do so at no extra cost on December 1, 2021.

For a new individual applying to become an associate or associate broker, the licence fee is \$475.

WE'RE HERE TO HELP

Whether you're currently licensed with RECA or not, some may find navigating this process challenging. RECA has a number of resources available on reca.ca to help. Simply select Condo Manager Licensing under the Licensees & Learners menu for information, including step-by-step guides and tutorials.

If you have questions about the condo manager licensing process, contact us at info@reca.ca.



Did you know that as of December 1st 2021 all Condominium Managers must be fully licensed with the real estate board of Alberta in order to conduct business and serve their clients?

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On behalf of our entire team, thank you.

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Licensed Broker/ Co-Owner

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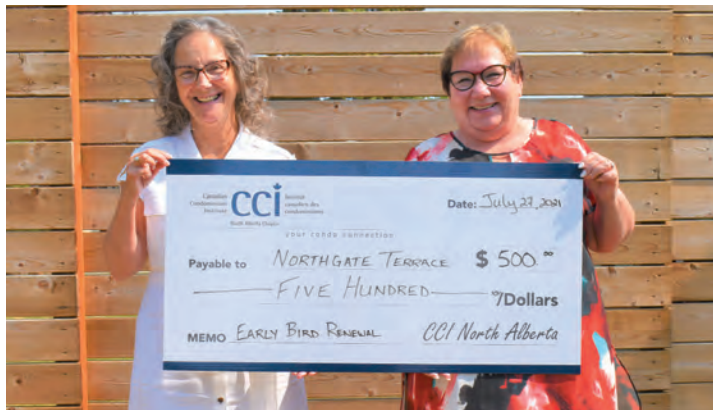
THIS YEAR MARKED THE RETURN OF OUR EARLY BIRD RENEWAL PRIZE DRAW!

To enter the prize draw, all members had to do was renew their memberships by June 30, 2021. All membership renewals received by then were automatically entered to win, and we had hundreds of entries.

Condominium and individual members were entered into a draw for 1 of 2 \$500 gift cards. Business Partner and Professional Members were entered into a draw for a free full page ad in Inside To Condos magazine.

Thanks to our 2nd Vice President and Chair of the Membership Committee, Sandi Danielson for taking time out of her busy schedule to make presentations to some of our winners!

When our members renew early, it helps us plan for a successful year, so a heartfelt thank you to everyone who entered the contest!



WINNER: NORTHGATE TERRACE CONDO



WINNER: CARLISLE SANTA FE CONDO



CONGRATULATIONS TO OUR WINNERS!

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FIRE SAFETY: MORE THAN SMOKE ALARM INSPECTIONS

WITH FILES FROM CCI HURONIA & THE CANADA FIRE SAFETY ASSOCIATION

The leaves are changing, frost is in the forecast, and there's a decided autumn chill in the air. As we all move toward preparing for winter, we need to keep fire safety in mind.

We all know that we need to keep smoke alarms and sprinkler systems inspected and in working condition. But even with regular inspections of our alarm systems, fires still happen and when they do, they are dangerous, expensive, and incredibly disruptive.

Fire prevention is a critical part of condominium risk management. There are some things that boards can do to help prevent fires and keep your condominium community safe in the event of a fire in your complex.

Even in complexes without indoor common property (bareland, townhouse style, etc.)

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it's a good idea to remind owners about these fire prevention and emergency management best practices, as a fire in one unit can negatively impact the whole condominium.

- Develop a Fire Safety Plan and review it annually. What your fire safety plan looks like will depend on your condominium, but at minimum it should include emergency procedures to follow in the event of a fire, evacuation routes and procedures, and information on any board members or staff who have responsibilities in the event of a fire. The Alberta Fire Code requires certain kinds of buildings to have a Fire Safety Plan, but even in condominiums where it's not required it's a good best practice.
- Make sure someone knows your complex's systems. Do you have a complex-wide fire system (note that they are required by law in certain kinds of multi-unit residential buildings). Does someone on site or at your condominium management company have access to and know how to access the panel? How does your HVAC system interact with your fire alarm system? Where are your utility shut offs? Does your building have back-up generators, and if yes, what do they run?
- Develop and stick to an inspection schedule for systems that pose fire hazards. Many building systems represent a fire risk if they are not properly maintained including furnaces and heating systems, dryer vents, chimneys, and fireplaces. Work with a qualified professional to ensure your building systems are getting the care they need to prevent system malfunctions.

- Develop and stick to an inspection schedule for fire prevention systems. Smoke alarms, carbon monoxide detectors, fire extinguishers, and sprinklers all require regular inspections and maintenance. These inspection requirements are regulated by the Fire Code and the Building Code.
- Remind residents about fire prevention & emergency planning. When you are notifying members of upcoming fire alarm testing, it's a good time to also include information about what they can do to support fire prevention in your condominium. You may wish to remind them about any rules or bylaws that address fire hazards, what to do in case of a fire in their unit, and any maintenance or inspections that are the responsibility of the owner including ensuite appliances.



Sandi Danielson
Owner / Manager

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2021 GOLF MIXER HIGHLIGHTS

We're back! After a hiatus in 2020, our Golf Mixer roared back with another sold-out crowd



The weather cooperated and on a sunny September day we descended on the Cattail Crossing Golf & Winter Club to mix, mingle, and play some golf. This was Cattail Crossing's first tournament season, and they really delivered when it came to supporting our game, top-of-the-line golf carts and a BBQ steak lunch.

We hope everyone enjoyed themselves and had a chance to kick back, relax, and get to know one another. We had a great crowd of first-time attendees this year as well as some veterans of the event.

Teams and sponsors arrived bright and early to grab a breakfast sandwich and stock up on mulligans before hitting the green. We had 36 teams start close to simultaneously at 8:00 a.m. Competition was fierce but friendly, and plenty of teams found a chance to connect for a chat.



The golf wasn't the only good reason to get out on the green. There were many sponsors who had great refreshments available for our golfers. From licorice to popcorn not to mention the tasty food truck, our golfers had lots to choose from.

Our hole and skill competition sponsors also did an amazing job of supporting a great tournament experience for everyone. The Speed Hole was back with a solid winning time of 61 seconds, but did not manage to beat the 2019 record of 41 seconds.

A great golf game wasn't the only prize on offer at this year's tournament. Thanks to our generous sponsors and the hard work of the golf committee, attendees were entered to win a truly extraordinary spread of prizes, including a \$1000 WestJet travel voucher, retro red fridge (with beer included!), a Connor McDavid jersey, and tonnes of golf related gadgets and equipment. Board Chair Susan Milner and Golf Committee member Amber Nickel were this year's dynamic duo for the prizes, and did their best to keep things moving. With all the generosity of our sponsors we're going to have to put our thinking caps on next year about how to keep the prize draws moving along!



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This year's mulligan and 'lifeline' sale proceeds were donated to the Edmonton's Food Bank. Thanks to the generosity of everyone at this year's tournament, we raised over \$2500!

THANK YOU

An event like this does not come together without a tonne of work and support behind the scenes. This year's Golf Committee worked tirelessly for months on planning the tournament, contacting sponsors, and making the big day happen. Huge thanks to committee volunteers Kim Clayton, Jeremy Dalglish, Steven DeLuca, Hamish Farmer, Amber Nickel, and Jayson Wood for all their work and to all star staff member Beverley Thornton for supporting the committee and the event. Special thanks to our additional on-site volunteers, Sherry Ledinski, Barb Gobert, Wayne De La Cruz, Ruby Deboer, Board members Bereket Alazar, Sandi Danielson and Susan Milner, and everyone else who pitched in and helped out when asked.

This event could not have happened without the enthusiastic support of our sponsors. Thank you to our Title Sponsor BFL Canada and to all of our hole sponsors, skills competition sponsors, prize sponsors, and to our signage and breakfast sponsors. Many thanks for not only your financial support but also for your enthusiastic presence at the event keeping golfers refreshed and engaged.

Thanks to Chantell, Adam, and the whole team at Cattail Golf & Winter Club for hosting us and for all their work making our day a success.

Our final thank you is to all our golfers and everyone who participated in this year's tournament. It was so good to see all of your smiling faces on the course, and we are looking forward to seeing you at our other events this year!

Check out the photos from the day in our Golf Mixer Photo Gallery on our website - www.ccinorthalberta.com/golf-mixer-gallery



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LEGAL CORNER



Annual General Meetings: The Importance of Proper Notice

BY: ERIN BERNEY, FIELD LAW

Has your condominium corporation convened an Annual General Meeting (AGM) since the COVID-19 pandemic began in March 2020? If you're not a member of your Board of Directors and you answered 'no' to that question, you may want to find out for sure after reading this.

The condominium I've owned and in which I've resided for over 16 years convened an AGM in November 2020. It's a small condominium property with fewer than 40 units, and a physical meeting was possible at the time without violating public health restrictions. In fact, aside from myself, members of the Board of Directors and representatives of the property management company, there were only four (4) owners present at the meeting in person.

I almost missed it, however, as I did not receive any notice that the AGM had been convened. The *Condominium Property Act* requires condo corporations in Alberta to provide at least fourteen (14) days written notice of an AGM (or any other general meeting of the corporation) to all unit owners and to those mortgagees who have given notice of their interest to the corporation. Instead, I received a text message from one of my neighbours (who is also a Board member) the night before the meeting was scheduled to take place, asking if I was planning to attend. Since the beginning of 2020, the Board of my condominium had apparently been sending notices to unit owners by email and/or using Facebook for all its communications.

The Board, on the advice of the property manager, relied on amendments to the *Condominium Property Act* and regulations which came into force on January 1, 2020. The relevant portion of the section reads as follows:

71.1(1) A document, including any written notice or request, may be served by a corporation on an owner [...]

(c) by electronic means to an electronic address that the owner has specifically provided as an address to which information may be provided by those electronic means.

This contemplates unit owners providing electronic addresses "specifically" for the purpose of receiving notices and information. In other words, condo corporations are not authorized to send electronic notices to unit owners in place of personal service or regular mail until this precondition is satisfied. The provision is consent-based and requires unit

“In 2014, there was no legislative authority for condominiums to send electronic notices to unit owners, for notice of AGMs or for any other purpose.”

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owners to effectively “opt in”, in order to validly receive electronic notices from the corporation.

Our property manager attempted to rely on a consent I gave in 2014. Like most people, I have several email addresses: one address is primarily used for business communications, another is for personal communications, and at least one more that I rarely, if ever check, is now just a repository for spam and junk mail. Most of us have at least one of these old junk email addresses, and this is the one I had provided to the manager six years ago.

The consent I gave in 2014 was for the purpose of receiving email communications from the property manager in my capacity as a Board member, at that time. Ostensibly, I was asked to provide this consent to the manager in order for it to comply with Canada’s new Anti-Spam Legislation (CASL), which came into force July 1, 2014. Like section 71.1 of the *Condominium Property Act*, CASL is also opt-in legislation, under which businesses and certain other organizations are not permitted to send commercial, electronic messages to individuals without obtaining their prior consent.

In 2014, there was no legislative authority for condominiums to send electronic notices to unit owners, for notice of AGMs or for any other purpose. Therefore, even if consent was provided for the particular purpose of receiving notices as a unit owner (and not some other purpose) in 2014, it may be unreasonable for a condo corporation to rely on such consent in 2021.

During my corporation’s AGM, I learned that there were at least a few other unit owners in a similar position as myself. I was later informed that the Board will be investigating to determine how many other owners were affected by its decision to send notice of the AGM by email, and this will inform its next steps insofar as whether any business conducted at the AGM may need to be validated at a subsequent meeting.

Ordinarily, a failure to give proper notice of a general meeting does not invalidate anything done at that meeting. This is another amendment to the *Condominium Property Act* that came into force in 2018. But in order for a corporation to avail itself of this provision, it must demonstrate that it made a reasonable attempt to give proper notice.

In my view, where the original attempt to provide notice did not itself comply with the legislation, it cannot be called reasonable and may not be saved by this section of the Act. And even though property management may have advised the corporation that email notice without prior consent by unit owners was sufficient, shifting the blame to the manager does not validate improper notice. All this highlights the importance of ensuring that condo corporations comply with their statutory obligations, especially when it comes to satisfying formal notice requirements for AGMs and other meetings.

Much of condominium law in Alberta, and arguably in most jurisdictions, is consumer protection-based legislation. It is designed to protect unit owners and prospective purchasers from loss and abuse. The *Condominium Property Act* has very specific requirements designed to ensure that all unit owners receive full, timely notice of AGMs and other general meetings at which important decisions are raised, discussed and voted upon.

Providing proper and adequate notice of an AGM is therefore critical to protect the interests of unit owners. In many cases, condominium units are probably the owners’ most valuable assets. Regardless of their individual importance, though, all unit owners have a fundamental right to attend meetings and to weigh in on the business and affairs of the corporation. Notice requirements exist specifically to protect this right.

Now that condominium corporations can also convene their AGMs and other meetings virtually, by electronic means (another recent amendment to the *Act*, provided there are no express provisions in the corporation’s bylaws restricting or prohibiting virtual meetings), it is even more important that proper and adequate notice of such meetings is provided to all unit owners. This will ensure that everyone with a right to attend the meeting has sufficient opportunity to contact the corporation and arrange for personal attendance if they do not have the means to attend virtually. The right to attend meetings of the corporation carries with it the right to meaningfully participate at such meetings, and many condo owners may still lack the technological capability to participate in discussion and voting via electronic means, resulting in a continuing obligation of corporations to provide accommodation for different forms of meeting attendance.

Given my experience, I urge unit owners who have not received notice of an AGM since the pandemic began in March 2020 to reach out to their elected Boards and/or property managers and confirm whether an AGM has already taken place without proper notice having been given. For those condominiums that are already making use of electronic meeting notices by way of email, Facebook, Geniepad or some other format, ensure that unit owners have opted in for these modes of communication.

A good practice is to confirm that unit owners have provided both their consent and a specific electronic address for this purpose. Just because an owner is a member of the corporation’s group on Facebook does not mean they have consented to all notices being received electronically, particularly notice for AGMs. Many owners still prefer to receive such notices delivered in hard copy to their address for service. This includes copies of all other documentation corporations are required to provide in advance of an AGM, including (but not limited to) the following:

- annual financial statements for the preceding year,
- the annual reserve fund report,
- the budget for the upcoming year, and
- draft minutes from the last AGM

Now that corporations have the appropriate legislative authority, there is nothing wrong with providing notices of AGMs to owners by email, provided they have elected to receive their notices in this manner, and are therefore expecting it. Otherwise, the corporation could find itself having to validate all votes and actions taken since the AGM occurred. If in doubt about whether or not an electronic notice is permitted and the form of notice is acceptable, obtain legal advice.



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FALL 2021



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Ho LLP	Luu Ho	(780) 448-7317	lho@hollp.ca
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United Supreme Group	Mark Lunnin	(403) 891-1454	mlunnin@unitedsupreme.ca

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	Adam Crawford	(780) 554-5835	adam.crawford@exp.com
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VersaBank	Karl Neufeld	(604) 984-7564	karln@versabank.com

Company	Full Name	Phone	E-mail
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BFL CANADA Insurance Services Inc.	Hamish Farmer	(780) 229-3780	hfarmer@bflcanada.ca
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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
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Weiss-Johnson Heating, Air Conditioning & Plumbing Services	Dennis Johnson	(780) 463-3096	Dennis.Johnson@weiss-johnson.com

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GetQuorum	Mark DiPinto	(877) 353-9450	contact@getquorum.com
Lock & Door Works Inc.	Joe Maksymiuk	(780) 818-0513	ldworks@shaw.ca
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