

CANADIAN CONDOMINIUM INSTITUTE
NORTH ALBERTA CHAPTER

INSITE TO CONDOS

THIS ISSUE:

Things to Consider When
Hiring a Contractor

The Importance
of Analytics

A Spring Maintenance
Schedule

VOL. 36, ISSUE 3 - SPRING 2021

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MESSAGE FROM THE PRESIDENT

BY ANAND SHARMA

WELCOME TO THE SPRING EDITION OF THE INSITE TO CONDOS MAGAZINE

We are now marking one year of COVID-19. It has been a strange 12 months, and the pandemic has profoundly affected how we live and work in condominiums. We have added terms like "social distancing" to our vocabulary and we have had to embrace digital ways of doing our work. It's been a year of big changes for many.

One thing that hasn't changed at CCI North Alberta is our commitment to helping you navigate condominium living. We are continuing to bring our members relevant educational content through virtual sessions. Our Alberta Condo Expo will be going virtual for the first time ever, and our team is busy putting together all the final details for this event. I am looking forward to connecting with many of you on April 23 and 24. One of the benefits of membership in CCI is a registration discount for the Alberta Condo Expo.

It feels like it's a long ways away, but the new membership year for 2021-22 will be starting on July 1. Note that any renewals received after April 1, 2021 will count towards the 2021-2022 membership. 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. If you refer new members to register for the Alberta Condo Expo, they can register for a 2021-22 membership and receive a membership discount for their conference registration.

We have unfortunately had to say farewell to our Education Coordinator, Lesley Thompson. While we are sad to see Lesley go, her contributions to our work in the short time she was with us were extremely helpful. She did most of the 'behind the scenes' organizing on our first several webinars in 2021 and did an incredible job connecting with presenters for the Alberta Condo Expo. She also worked closely with our Business Partners Liaison Committee to produce several "Ask the Professionals" video interviews which you can check out on our website. We do not have an update on future plans for the Education Coordinator role, but I will report on updates in a future issue.

Our committee volunteers have been hard at work making sure that we continue to provide relevant, timely services and activities for our members. The Education Committee is continuing to support the development of our online education calendar, and the Government Advocacy Committee has been hard at work, as you will see from their report in this issue. The Business Partner Liaison Committee is hosting monthly "Condo Business Connections" virtual mixers where business partners and prospective business partners can meet and share tips. The Membership Committee has been hard at work promoting our half-year membership promotion, and is now turning their attention to updating our digital materials about membership benefits. The Communications Committee is meeting regularly to strategize on improvements to our website, social media, and magazine. And the Condo Owners Initiative is recruiting new members! If you are an owner who is interested in getting more involved with CCI, please contact our office and ask about joining.

I would like to take a moment to touch briefly on the 2021 Golf Mixer. A number of you have asked whether we will be going forward with this event. We really hope that we will be able to host a golf mixer this year, but the board has not yet made a decision. We are closely monitoring the COVID-19 situation, and will revisit the issue of the golf tournament later this spring once we have a better sense of the progress on the vaccine rollout and on the Alberta government's "Path Forward" relaunch strategy. Our member safety is paramount, and we will only proceed with this event if we are confident we can do it safely. Stay tuned.

I would also like to share an update on our board. We have welcomed Jeremy Dagliesh to the board of CCI North Alberta. Jeremy is the President of Converge Condominium Management in Edmonton. He is an incredible volunteer and we are pleased to have him join our board.

Thank you for continuing to be a part of CCI North Alberta. Your continued support is key to our chapter's success. On behalf of the Executive and Board of CCI North Alberta, we wish you a sunny spring!

Anand Sharma
President, CCI North Alberta



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12:30 - 1:30 PM	Welcome to the Alberta Condo Expo!
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2:30 - 3:00 PM	ACExpress Break
3:00 - 4:00 PM	Conference Session 2 (Choose one from three topics)
4:00 - 4:30 PM	Day 1 Wrap Up
4:30 - 5:30 PM	Virtual Social

SCHEDULE • DAY 2

SATURDAY APRIL 24

9:45 - 10:00 AM	Day 2 Welcome
10:00 - 11:00 AM	Condominium Legal Panel
11:00 - 11:30 AM	ACExpress Break
11:30 - 12:30 PM	Conference Session 3 (Choose one from three topics)
12:30 - 1:30 PM	Lunch
1:30 - 2:00 PM	Lightning Round: Networking
2:00 - 3:00 PM	Conference Session 4 (Choose one from three topics)
3:00 - 3:30 PM	Conference Closing Remarks and Prize Draw

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MEET THE BOARD

AMBER NICKEL

Amber Nickel is a lawyer at Willis Law. Her practice focuses on condominium law and employment law. Amber is experienced in acting for condominium corporations on issues such as collections, bylaw enforcement, construction deficiencies and general advising.

Being a condo owner and a condo lawyer gives you a unique insight and perspective into the world of condo living. How do you think this dual perspective has been most valuable to you?

I have owned and occupied my unit, which is a part of a bareland condominium with managed property, for approximately 9 years. I have been practicing condo law for almost the same length of time. I think having this dual perspective and understanding has given me the ability to provide guidance and advice to clients that is practical and focuses on solutions.

Your current firm describes itself as a boutique law firm - what's the best part about working at your firm?

The best part about working at my firm is the people. I work with an amazing team of talented men and women who provide endless support for each other as we continue to grow and develop not only as lawyers, but as people. While we take our work seriously, there's never-ending shenanigans that keep us laughing every day.

You recently represented CCI North Alberta Chapter at Service Alberta's Prompt Payment Project Stakeholder Consultations. Tell us about a lesson or observation you took from that process.

This was a very interesting experience. It became evident early in the consultations that the connection between the condominium industry and the construction industry is greatly overlooked. There is a continual need by condominiums for both day to day repairs and maintenance, as well as large projects. Participating gave me an opportunity to bring attention to this ongoing interaction.

Dogs or cats? And if you have any pets, tell us a bit about them!

Dogs! I have a 13-year-old chihuahua fox terrier named Tag. He is full of energy

and personality. He is very aware of his cuteness and uses it to his advantage. A true mastermind.

What was your first job?

My first job was working at a fresh juice bar. Nothing beats cutting and juicing cases of oranges at 7:00 a.m. on the weekends. I did manage to get my own creation on the menu board though, so I guess it was worth it.

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

Bread. Enough said.

Favourite pastime?

Hanging out with my dog, baking, and golfing.

What advice would you give to your younger self?

Trust your instincts.

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GOVERNMENT ADVOCACY REPORT

Dear Members,

The big news on the advocacy front is the Alberta government's introduction of Bill 53, Service Alberta Statutes (Virtual Meetings) Amendment Act. The bill allows condominium corporations and other corporate entities in Alberta to host their Annual General Meetings virtually, by telephone, or in a hybrid format. As I reported in the last issue, CCI North Alberta has been strongly advocating for the government to give this flexibility to condominium corporations. While we are pleased that the government has taken action, we are concerned that the bill as written may unintentionally pose additional challenges for condominium corporations in convening their general meetings. We will be shifting our focus to providing education and information to our members about how to implement virtual meetings and what changes they may want to make to their bylaws to adapt to the new legislation. Join us at the Alberta Condo Expo for a session on this topic.

There have also been some developments on the condominium manager licensing front. In March, the Real Estate Council of Alberta (RECA) released a survey to condo managers on what the 'core competencies' for licensing could look like. CCI North Alberta and CCI South Alberta provided a joint written submission to RECA outlining our comments and suggestions. Overall we are supportive of the establishment of core competencies and we are in broad support of many of the draft core competencies. We provided specific comments to encourage RECA to develop competencies that focus on condominium management as a profession that is distinct from real estate and that the focus be on condominium management rather than business administration best practices that would be common in all private companies.

On condominium manager licensing, we are also looking for updates on RECA on the implementation plan for licensing. RECA has indicated that they are still committed to seeing condominium manager licensing requirements take effect on December 1, 2021. At the timing of writing this report, we have not yet received updates on when the licensing exam will be offered or what the license fee schedule will be. We are urging RECA to ensure this information is shared with condominium managers soon so they have enough time to plan for the licensing process.

In March, Government Advocacy Committee Co-Chair Hugh Willis hosted a series of Virtual Town Halls to discuss Alberta Condo Insurance. We were pleased to be joined by CCI South Alberta for the South Alberta session. The town halls were very well-attended and informative. The discussions were very productive and participants shared many concerns and ideas about what we can do together to solve the problems facing condominiums as they relate to insurance.

The government of Alberta's 2021-22 budget has passed the legislature. Much of the focus in Budget 2021 was on health care and continuing to fund the fight against COVID-19. Full details on the budget are available on the Alberta government website (accessible directly from www.alberta.ca).

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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REGIONAL SPOTLIGHT: EDMONTON

WITH FILES FROM CCI NORTH ALBERTA AND THE ALBERTA RESIDENTIAL
LANDLORD ASSOCIATION (ARLA)

Regional Spotlight is a new, semi-regular feature where we focus on the condo community or issues affecting condominiums in a particular municipality in northern Alberta. If you would like to be interviewed or contribute, please get in touch with us at info@ccinorthalberta.com. We'd love to hear from you!

Spotlight on Edmonton: Waste Management Changes

The way Edmonton collects and manages residential waste is changing. Last fall, City Council approved a 25 year waste strategy which is going to involve some changes for Edmonton residents and residential property managers.

The City of Edmonton has adopted the goal of diverting 90% of waste from landfill, and is pursuing a long term zero waste strategy. This means the city is going to be adding capacity to process organics and working on other strategies to reduce, recycle, and divert household waste. To get there, the City is rolling out changes to how residential waste collection works.

If successful, the City of Edmonton's pursuit of zero waste will have a significant positive environmental impact.

Changes Already Here for Condo Curbside Pickup Sites

Multi-unit residential complexes that set out their household waste in bags for curbside or back alley pick up are part of the first phase of the City's Cart Rollout, which is happening in early 2021 (as we speak). Delivery of the new carts is scheduled to be completed in August 2021.

The new system involves residents using standardized carts delivered by the City of Edmonton, a new pickup schedule, and a new requirement to separate food scraps and yard waste. Full details on the new system are included in the information package that is being delivered with the carts and the City of Edmonton website.

You will receive a large (240L) garbage cart unless you submitted your small (120L) garbage cart request before February 12, 2021. You will be able to exchange your garbage cart size beginning April 6, 2021 or after you receive your carts, whichever is later. You can look up how to request an exchange on the City's website or call 311.

Looking Ahead: Blue Bin, Brown Bin, New Bin?

Most apartments and apartment-style condominiums in Edmonton have their garbage collected from large shared brown garbage bins. Apartments and condominiums with recycling collection use large shared blue bins. Complexes with bin pick-up are not part of the Cart Rollout that is happening now, but changes will be coming to bin service as well.

Starting in 2023, residents in multi-unit complexes will have to separate food scraps, recycling, and garbage. It's not yet clear how or if this will require the addition of a new bin, or what the schedule and fees will be like for condominiums that use bin service.

Consultation Update

Phase One and Phase Two of the public consultation for multi-unit residential complexes have been completed. CCI North Alberta and the Alberta Residential Landlord Association both participated in these consultations.

The Phase One report identified a number of concerns, questions and possible solutions around how the addition of food scrap sorting will work in practice in multi-unit apartments and condos.

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Residents noted that the City will need to work with buildings on an in-suite food scrap container that controls mess, odour, and the potential for pests and that the container needs to be easy to move through common areas and hallways without leaking. There were also discussions about how to manage garbage chutes now that general garbage and food scraps will be separated.

Residents and property managers both flagged concerns about the feasibility of adding a third bin, as where bins are located and how they are secured varies considerably between buildings. In some buildings, bins are on a custom-poured concrete pad that is too small to add a third bin. Some buildings secure their waste disposal indoors, and will require smaller bins or 2 locations for bins to make three bins feasible. Many condominiums have a high number of seniors in the complex, some with mobility challenges. It was raised that it is not feasible to ask residents to run around to several locations with their garbage, especially those residents who rely on chutes because of mobility constraints.

Property managers and residents also raised the issue of compliance. If there is an issue with non-compliance in a multi-unit building, it will be difficult if not impossible to tell who is responsible. This is compounded by the existing challenge that multi-unit buildings deal with around illegal dumping.

Phase Two consultations explored these issues in more depth as well as some possible solutions. Results of the Phase Two consultations have not yet been published.

What does this mean for waste collection fees?

Currently, the City of Edmonton requires residential complexes to use the City of Edmonton's Waste Removal Program.

The Alberta Residential Landlord Association gave a presentation to Edmonton City Councilors during City budget deliberations in December 2020 and requested that the City of Edmonton to give multi-family residential building operators the same respect that they have given the commercial sector by allowing the multi-family properties with bin collection, the option to opt out of the City of Edmonton Waste Removal and recycling service and fees and allow them to contract to the private sector a service that will meet or exceed the minimal City Standards for Waste & Recycling Services. ARLA returned to City Council again on February 5 and was joined by a condominium corporation to reiterate the request for giving multi-unit residential operators some flexibility to address our waste removal needs. They are currently awaiting a response to this request.

What's Next

The City of Edmonton should be releasing its report on the results of the Phase Two consultations on multi-unit residential waste collection soon. From there, stakeholders and residents will need to continue to be actively engaged with consultation and implementation to ensure that the unique needs of residential multi-family complexes are considered.



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OWNERS GUIDE TO CONDO LIVING

BY COLE GOSHULAK, PYRAMID CONCRETE AND CONSULTING

Welcome to “Owners Guide to Condo Living” created specifically for condominium owners as well as prospective owners.

If you have any topic suggestions please forward them to info@ccinorthalberta.com. We’d love to hear from you.

THINGS TO CONSIDER WHEN HIRING A CONTRACTOR

Leaky roof? Concrete tripping hazards? Mechanical issues? New siding and balcony railings? We all understand the woes of condo repair, restoration, and construction. Projects forcing condo corporations to spend their hard-earned and meticulously saved reserve funds to maintain the status of the building is not typically an exciting undertaking. Unfortunate but necessary, maintenance and repairs are key ways to reduce your condo corporation’s liability, increase equity for owners, modernize the aesthetics of your home, increase the building’s performance and efficiency, and replace materials and products that have reached the end of their lifecycle.

With so many functions of a condo, as a condo owner, board member, or property manager, you not only have to choose what to spend your reserve funds on, but who to spend it with.

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Choosing a contractor can be a daunting task – will the project be completed correctly? Are they cost-effective? Am I (the condo corporation) liable for them on-site? With so many questions and unknowns, it is important to understand the process of selecting a contractor and to know what to look for in each potential candidate.

First, condo management needs to determine what they want the outcome of the project to be. Having a clear vision of the project will pay dividends when meeting with contractors later. Remember, as condo management, you do not necessarily need to know the specific steps it is going to take to achieve your desired outcome – the contractor candidates should develop a scope of work that both achieves what you are looking for and completes it as efficiently as possible.

Once a project outcome has been determined, it is time to receive quotes and proposals from contractors. It is industry standard to receive three quotes for any given project, which will allow condo management to compare each contractor on their scope of work and subsequent cost. There are several things to look for from the three contractors you choose to provide quotes. First, finding contractors who have relevant experience in completing projects identical or similar to yours. A contractor’s experience can tremendously help in completing a project successfully and ward off undesired surprises. They may even have helpful recommendations to get more bang for your buck. Second, see what associations or partnerships the contractor belongs to. Memberships in industry-specific associations often hold contractors to a higher standard and add legitimacy to their operation. Third, to protect the liability of the condo corporation, do not be afraid to request a Workers’ Compensation Board Clearance Letter and a Certificate of Insurance from the contractor. Completing this due diligence will provide a higher level of security for the condo corporation.

An alternative to the three quote method is a “trusted contractor” system put in place through condo management. Often, property managers or self-managed condos have lists of trusted contractors that they have used in the past with great success. Having access to vetted contractors in this way has its benefits and provides peace of mind for owners.

Now that you have selected your three contractor bidding list, it is time to tender the project. It is highly recommended that condo management designates one person, perhaps a board member or property manager, to meet with each contractor to show them the project area and field any questions they may have. Meeting with potential contractors ensures that all

bidding parties receive the same information about the project and this distribution of information will allow you to compare the quotes “apples to apples.”

After all of the bidders have viewed the site and submitted their tender, it is time to review the quotes. When reviewing, there are several things to keep in mind. First, what is each contractor including? There is no such thing as too much detail in a quote – you should feel confident in what you are buying. Second, how do the product and material specifications compare? The quality of the products used can make a major impact on the longevity of the project and is worth investigating. This could also be the answer to the differences in cost of each quote you receive. Third, the cheapest quote is not necessarily the best quote. If you are given a wide range of prices, ask why? Did a contractor include something others did not? Did they leave something out that others are including? Remember, you are not only buying the goods and services from a contractor but peace of mind and confidence in their ability. Finally, what considerations did they take and include about your specific project? For example, is the project going to interrupt waste pick-up? Impact resident parking? Require inside access to a unit? Close an entry/exit of the building, etc.? What is their plan to remediate this? When these kinds of considerations are taken, it is proof of a contractor's level of competency in dealing with condos and their complexities.

Understanding what to look for in a contractor will inevitably lead you to choose the right fit for your condo. The method described in this article is designed to give condo management and owners confidence in the contractors they hire and that the project will be successful.

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CATEGORIZING WATER LOSS

Rod Donahue,
Complete Care Restoration



Insights from a Restoration Contractor

Water loss is one of the most stressful phrases in condominium. These losses are costly, and clean-up can be complex.

The first step in determining which direction we go on the claim is categorizing the water loss. Each category is broken out with descriptions and is very important to know so restoration contractors are utilizing the correct procedures on site.

The biggest mistake most companies make is not categorizing the water loss correctly and this can lead to secondary damages and in adverse health concerns for the occupants. The category of water loss will also determine if drying methods can be implemented or if remove of building materials are necessary.

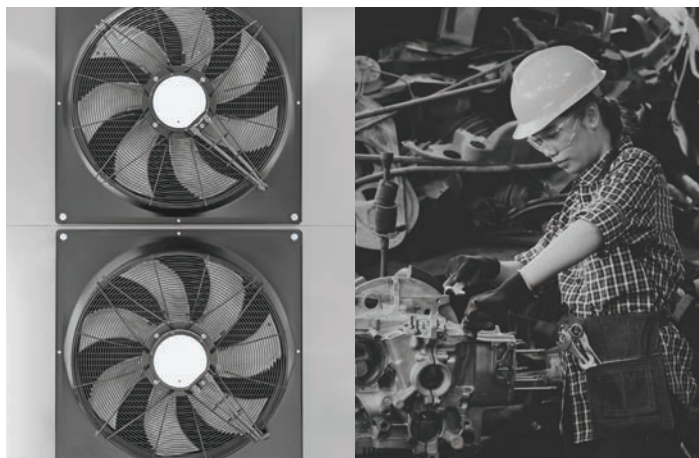
It is important to determine category of water loss on the first visit as this will ensure the proper techniques are utilized and condo corporations are not paying for unnecessary steps in the process.

Why Categorize Water Loss?

Each claim we encounter is unique, with varying degrees of saturation, contamination, and damage.

Categorizing the water loss is very important. It will help ensure restoration contractors are using the correct procedures on site.

Failure to categorize the loss correctly can lead to secondary damages and adverse health effects for building occupants.



Categories of Water Loss

The Category of Water, as defined by this document, refer to the range of contamination in water, considering both its originating source and quality after it contacts materials present on the job site.

Time and temperature can affect the amplification of contaminants. Restorers should consider potential contamination, defined as the presence of undesired substances; the identity, location and quantity of which are not reflective of a normal indoor environment; and can produce adverse health effects, cause damage to structure and contents or adversely affect the operation or function of building systems.

Category 1 water originates from a sanitary water source and does not pose substantial risk from consumption or contact. Category 1 examples: broken water supply lines; tub or sink overflows with no contaminants; falling rainwater; broken toilet tanks.

Category 1 water can deteriorate to Category 2 or 3. Once microorganisms become wet from the water intrusion, depending upon the length of time that they remain wet and the temperature, they can begin to grow in numbers and can change the category of the water. Odours can indicate that Category 1 water has deteriorated.




Category 2 water contains significant contamination and has the potential to cause discomfort or sickness if contacted or consumed by humans. Category 2 water can contain potentially unsafe levels of microorganisms, as well as other organic or inorganic matter (chemical or biological). Examples of Category 2: discharge from dishwashers or washing machine; overflows from toilet bowls on the room side of the trap with some urine but no feces; broken aquariums.

Category 2 water can deteriorate to Category 3.

Category 3 water is grossly contaminated and can contain pathogenic, toxigenic or other harmful agents and can cause significant adverse reactions to humans if contacted or consumed. Examples of Category 3: sewage, waste line backflows that originate from beyond any trap regardless of visible content or color, rivers.

Category 3 water can carry trace levels of regulated or hazardous materials and mold. If a regulated or hazardous material is part of a water damage restoration project, then a specialized expert may be necessary to assist in damage assessment. Restorers shall comply with applicable federal, state, provincial and local laws and regulations. Regulated materials posing potential or recognized health risks include things such as arsenic, mercury, lead, asbestos, pesticides, fuels, solvents, and caustic chemicals.

Category refers to level of water contamination

	Category 1 <ul style="list-style-type: none">• Sanitary source• No substantial health risk• Example sources: broken supply lines, rainwater, broken toilet tanks
	Category 2 <ul style="list-style-type: none">• Substantially contaminated, either at the source or from exposure• Can cause sickness if consumed• Example sources: broken aquariums, dishwasher discharge
	Category 3 <ul style="list-style-type: none">• Grossly contaminated• Can be a significant health hazard through consumption or contact• Example sources: sewage, rivers, waste line backup

Class refers to **severity of water absorption**



Class 1

- least amount of water absorption
- Absorptive materials like carpet or fibre insulation represent less than 5% of surface area in the affected space



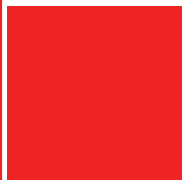
Class 2

- Significant absorption
- ~5% to 40% of surface area in the affected space is high absorptive material



Class 3

- Highest degree of absorption
- More than 40% of the space is high absorptive material



Class 4

- Deeply held or bound water
- A significant intrusion of water into low evaporation materials such as wood, concrete, masonry
- May require specialized drying methods

Reference: Institute of Inspection, Cleaning and Restoration Certification ANSI/IICRC S500: 2015 ANSI/IICRC S500 Standard and Reference Guide for Professional Water Damage Restoration

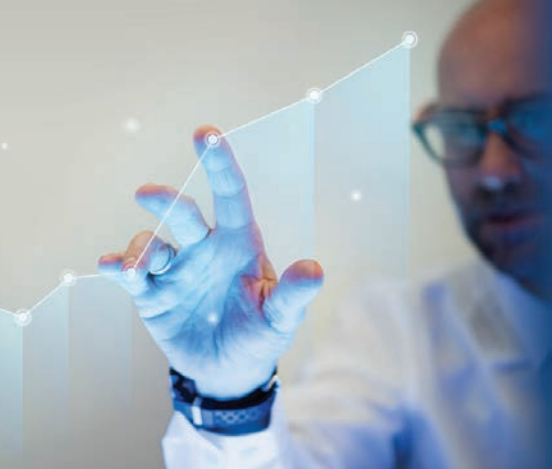
Classes of Water Loss

Class 1 — (least amount of water absorption and evaporation load): Water intrusion where wet, porous materials (e.g., carpet, gypsum board, fibre-fill insulation, concrete masonry unit (CMU), textiles) represent less than ~5% of the combined floor, wall and ceiling surface area in the space; and where materials described as low evaporation materials (e.g., plaster, wood, concrete, masonry) or low evaporation assemblies (e.g., multilayer wallboard, multilayer subfloors, gym floors, or other complex, built-up assemblies) have absorbed minimal moisture.

Class 2 — (significant amount of water absorption and evaporation load): water intrusion where wet, porous materials represent ~5% to ~40% of the combined floor, wall and ceiling surface area in the space; and where materials described as low evaporation materials or low evaporation assemblies have absorbed minimal moisture.

Class 3 — (greatest amount of water absorption and evaporation load): water intrusion where wet, porous materials represent more than ~40% of the combined floor, wall and ceiling surface area in the space; and where materials described as low evaporation materials or low evaporation assemblies have absorbed minimal moisture.

Class 4 — (deeply held or bound water): water intrusion that involves a significant amount of water absorption into low evaporation materials (e.g., plaster, wood, concrete, masonry) or low evaporation assemblies (e.g., multilayer wallboard, multilayer subfloors, gym floors, or other complex, built-up assemblies). Drying may require special methods, longer drying times, or substantial water vapour pressure differentials.



THE IMPORTANCE OF DATA ANALYTICS IN MANAGING YOUR BUILDING'S OPERATIONS

BY : MAX PHARAON, BUILDING LINK

Are you considering creating a sustainability plan to reduce your building's carbon footprint and reduce energy costs? Are you thinking about implementing an efficient and safe usage of amenities?

From simply updating your lighting to LED to replacing all your windows...the options are endless, costly and overwhelming all without knowing if it resulted in overall savings to your budget or if these changes had any significant impact on reducing your carbon footprint.

So where do you begin? Ideally it all begins with data, real and actionable data that provides you with your building's baseline performance. Data analytics plays a pivotal role in property management and the more data you collect, the better your ability to understand how your building's critical assets and amenities are used. Data analytics is the process of examining raw information and uncovering patterns that will lead to driving operational changes and improve efficiencies.

So where does this data come from? Raw data is collected from the existing systems such as your HVAC, the building's utility meters and more recently IoT device sensors (Internet of Things-connected devices). This data is then run through a software engine that analyzes the data and presents it in a meaningful format to humans. The collected data is now used to create your baseline which is used to support you on what changes may be necessary that will have the biggest impact in reducing energy consumption and reduce your building's carbon footprint.

I recently installed a smart thermostat and IoT sensors throughout my home and I was able to leverage the data collected to adjust how I heated my home in a more efficient manner and realized a 30% reduction in my heating bill which over 6 months will pay for my investment.

What else?

You will be able to see trends and patterns allowing you to create efficiencies within your building's day to day operations, including:

- Creating an efficient and predictive maintenance strategy that helps reduce breakdowns and downtime saving you thousands of dollars.
- Effectively managing occupancy in common areas such as the fitness facility or meeting rooms allowing you to control when to heat, cool and clean.

Property and Strata managers can track an entire building's portfolio, condition, effectiveness, and utilization of the critical assets and amenities in a much more pragmatic way. As a bonus you can benchmark your buildings performance against other similar buildings with this data. You are now well on your way in creating a long-term sustainability plan; while providing a healthier, flexible and more effective environment for your tenants.

To accomplish this, you will need to introduce new and supportive technologies. Such as Property Management Software with a Data Analytics Engine. Multi-purpose IoT devices that measure environmental, space occupancy, water flow and leak detection.

And when all is said and done, you can say with conviction, our building has significantly contributed to reducing the carbon footprint and supporting the Canadian Governments goals towards 2030 NetZero.

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A SPRING MAINTENANCE SCHEDULE FOR CONDOS

THIS ARTICLE PREVIOUSLY APPEARED IN THE SUPERIOR REGION CONDO NEWS, PUBLISHED BY THE CCI NORTHWESTERN ONTARIO CHAPTER

A regular schedule of seasonal maintenance can put a stop to the most common and costly problems, before they occur. If necessary use a camera to take pictures of anything you might want to share with an expert for advice or to monitor or remind you of a situation later. By following the information noted here, you will learn about protecting your building and how to help keep it a safe and healthy place to live. If you do not feel comfortable performing some of the maintenance tasks listed below, or do not have the necessary equipment, for example a ladder, you may want to consider hiring a qualified person to help you.

While most maintenance is seasonal, there are some things you should do on a frequent basis year round in your individual unit:

- Make sure air vents indoors and outside (intake, exhaust and forced air) are not blocked by snow or debris. Check and clean range hood filters on a monthly basis. then cause the reset button to pop up. If there are young children in the home, make sure electrical outlets are equipped with safety plugs.
- Regularly check the home for safety hazards such as a loose handrail, lifting or buckling carpet, etc.
- Vacuum bathroom fan grill.
- Vacuum fire and smoke detectors, as dust or spider webs can prevent them from functioning. Remember: Smoke detectors need to be replaced every 10 years.
- Vacuum radiator grills on back of refrigerators and freezers, and empty and clean drip trays.

Monitor your home for excessive moisture levels, for example:

- Condensation on your windows, which can cause significant damage over time and pose serious health problems.
- Take corrective action.
- Check all faucets for signs of dripping and change washers as needed. Faucets requiring frequent replacement of washers may require a new faucet to be installed. If you have a plumbing fixture that is not used frequently, such as a laundry tub or spare bathroom sink, tub or shower stall, run some water briefly to keep water in the trap.
- Clean drains in dishwasher, sinks, bathtubs and shower stalls.
- Test plumbing shut off valves to ensure they are working and to prevent them from seizing.
- Examine windows and doors for ice accumulation or cold air leaks. If found, make a note to repair or replace in the warmer months.
- Have fireplace or woodstove and chimney cleaned and serviced as needed.

- Shut down and clean heating system humidifier, and close the heating system humidifier damper on units with central air conditioning.
- Clean windows, screens and hardware, and replace storm windows with screens.
- Check screens and repair or replace if needed.
- Disconnect the duct connected to the dryer and vacuum lint from duct, the areas surrounding your clothes dryer and your dryer vent hood outside.
- Check security of all guardrails and handrails.
- Check smooth functioning of all windows and lubricate as required.
- Inspect window putty on outside of glass panes and replace if needed.
- Lubricate door hinges and tighten screws as needed.

The seasonal maintenance schedule, presented here, is a general guide for you to follow. The actual timing is left for you to decide, and you may want to further divide the list of items by month:

SPRING CHECKLIST

- Check and clean or replace heating system air filters each month during the heating season. Ventilation systems, for example: heat recovery ventilators, filters should be checked every two months. Have heating/cooling system serviced by a qualified service company as often as necessary.
- Many condominiums have a service contractor to maintain their mechanical systems.
- Clean or replace air conditioning filter (if applicable).
- Open valve to outside hose connections after all danger of frost has passed.
- Examine the foundation walls for cracks, leaks or signs of moisture, and repair as required.
- Repair and paint fences as necessary.
- Ensure sump pump is operating properly before the spring thaw sets in. Ensure discharge pipe is connected and allows water to drain away from the foundation.
- Level any exterior steps or decks which moved due to frost or settling.
- Check eavestroughs and downspouts for loose joints and secure attachment to your building, clear any obstructions, and ensure water flows away from your foundation.
- Clear all drainage ditches and culverts of debris.
- Undertake spring landscape maintenance and, if necessary, fertilize young trees.

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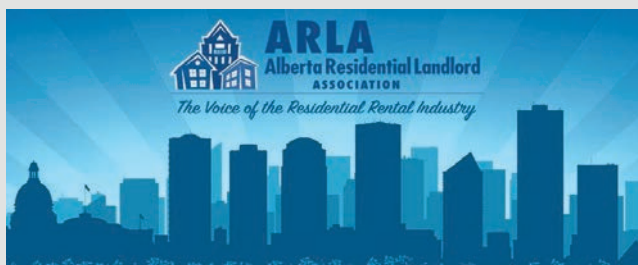
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SELECTING THE “RIGHT” PROPERTY MANAGER

BY CHERYL PROBERT, FOUNDER AND PRESIDENT OF BIG SKY RECRUITMENT CONSULTING

This is part 2 of a series on condominium manager recruiting. Please see our Winter 2020-21 issue for Part 1.

As we touched on in the first article in our series, the relationship between a property management firm and a condominium Board is of critical importance for not only the health and 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 to oversee the management and administration of the corporation is the first step in establishing a strong working relationship. Once the Board has selected and engaged a property management firm, the next step is to make sure that the individual property manager assigned to your building is a great fit for your Board's requirements.

While the property manager is an employee of the property management firm, it is recommended that you approach the property manager selection process in the same way that you would approach hiring an employee. After all, your property manager will be an integral part of your Board's team!

As you did prior to selecting a new property management firm, it is important to have a frank conversation among your Board members to ensure there is agreement on what you are looking for in your new property manager. Using a “hiring manager's mindset” throughout this process will help your Board get a clear sense of the traits, characteristics, values and behaviours that will make a property manager a successful partner for your Board.

Once you have determined the type of personality and style that you are looking for, the Board should share these details with the property management firm, to allow them to consider which of their employees might be the best possible fit. Ideally, the firm should be able to provide you with resumes or profiles of the property managers they feel would be your best options. Best practice would suggest that the Board members review between 3 and 5 profiles, which should ideally include some work history, any particular achievements and any special skills that this individual would bring to the relationship. These special skills could include exceptional budget management, the ability to speak another language or any awards and accolades they have received. In addition to the written profiles, it is recommended that someone on the Board look up their backgrounds, recommendations and qualifications using LinkedIn and other online tools and then advise the other Board members of their positive and negative findings.

As we mentioned in our previous article, it is a good idea to establish a committee to participate in every step of the process, to ensure consistency and efficiency and in the decision-making. The final step in this process is ideally an interview between the selected property manager candidates and representatives of the Board. In this time of COVID-19,

it is likely that these interviews will be conducted virtually using an online platform such as Zoom, Google Meet, Microsoft Teams or even Facetime. This means it is important that the members of your interview & selection committee be comfortable with using these technologies in order to participate.

The structure of an interview for a property manager should be substantially similar to what you would do if you were hiring an employee. Open the interview with **brief** introductions of each person in attendance. Ask the interviewee to give you a **brief** walk-through of their work history. For the sake of expediency, it is often enough to review the most recent 10 years' worth of experience. After all, in a 60 minute interview, the interviewer(s)

should have the floor for a maximum of 10 minutes, and the remaining 50 minutes should be all about the interviewee!

In order to gather the information you need about their soft skills, it is recommended that you use a behavioural interview style of question, such as:

- Please describe a situation where you had to interact with a difficult resident. What made it difficult? How did you manage yourself through the conversations? What was the outcome? Is there anything you would do differently if you were faced with the same situation again?
- Tell us about a time when a Board called you after hours or on a weekend to help with an emergency situation. What was the situation? What made it urgent for the Board? What did you do to help them? What was the result?
- Describe a time when you were asked to do something on behalf of a Board or an individual, that you did not feel was the right thing to do. Who else was involved in the scenario? How did you handle the situation? What was the outcome? What did you learn from this scenario that you apply in your work now?

In hiring employees, the philosophy behind this approach is that the best indicator of future behaviour is past behaviour. This means that by having the interviewee provide you with concrete examples of how they have behaved in the past, you should be able to reasonably predict how they might react to a similar situation in the future.

Taking notes while the interviewee is responding will help the interviewers keep track of who gave which examples, and it gives you data to refer to once the interviews are all complete and

you are in a position to make the decision about who your best option is, as your new property manager.

Once the selection committee has decided who they think is the top pick to partner with your Board, you will ideally be able to conduct between 2 and 3 reference checks.

These references should be members of other Boards who have also been customers of your chosen property manager. Asking a set of predetermined reference check questions will allow your Board to get a sense of what the property manager excelled at and also perhaps what might be an area or two for future improvement. In the same way that reference checks can help a hiring manager inform the way they train, develop and retain their employees, reference checks in this scenario can help set expectations between your Board and your new property manager.

While this may feel like a lengthy process, by expending the time and energy to follow an objective & consistent selection process, your Board should be successful in selecting a property manager who can provide you with all the expertise and support you require.

How to make sure your Board gets the right Property Manager for your building:

1. Approach the process with a "Hiring Manager" mindset - this person will be part of your Board's "team"
2. Define what you REALLY need and also what you DON'T want - it's not ONLY about cost but also personality, goal setting, values and expertise in condominium.
3. Define your selection process will be and then follow it:
 - a. review resumes/profiles from PM firm
 - b. interview candidates if possible
 - c. do good reference checks
4. Provide feedback to the individual and/or Firm, both positive and constructive, right from the start.



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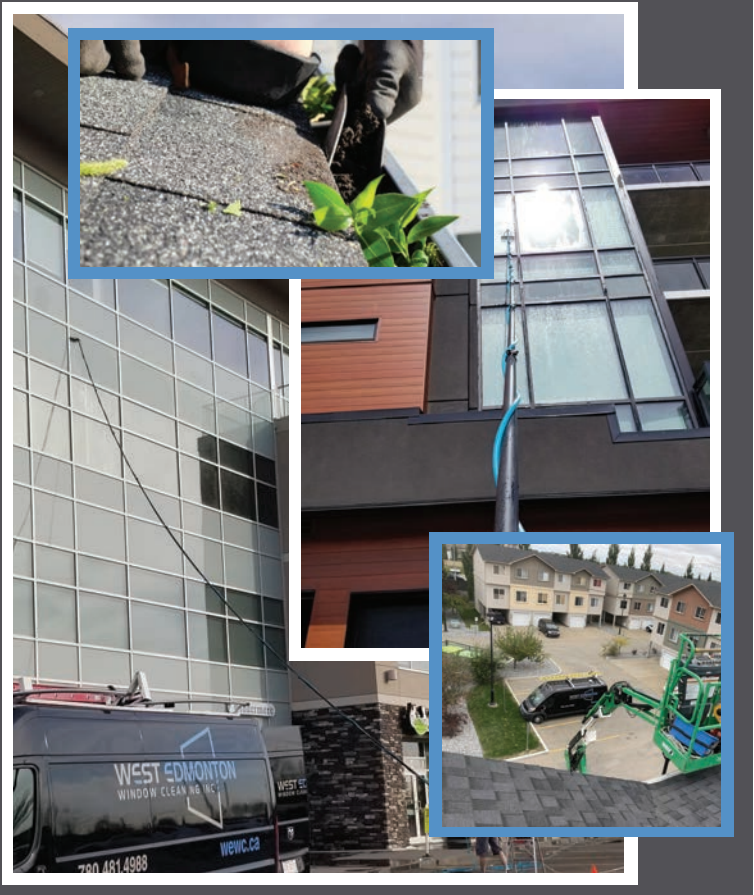
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ASK THE PROFESSIONALS

Spring & Condos: Tips from Property Managers

Ask the Professionals is a regular feature in Insite to Condos. In this issue we ask condo managers to answer some questions we commonly hear from owners as the weather improves.

Responses have been edited for length.

QUESTION # 1 My suite is too hot, what should I do and who is in charge of fixing it?

Jeremy Dagliesh, Converge Condo Management

Your Bylaws will always govern who is responsible for the heating system for your condominium. The issue could be a building wide problem, so contacting your management company would be a good first step. Typically, when suites are too hot it means that your thermostat and zone valve are not communicating with each other resulting in the inability to regulate the temperature.

If the Bylaws note that the heating system is in fact your responsibility, you can always connect with other owners or the management company for plumber recommendations. If the Bylaws confirm that the heating system is not your responsibility, submit a service request with your condominium manager and find safe ways to cool your condo down until help arrives.

In the winter months, don't rectify the situation by opening up a window or patio door! Most heating systems use hot water circulation and can result in the water freezing and pipes bursting.

Jamie Shima, Pivotal Property Management

In an apartment-style condominium, uncontrollable heat in a unit will often be related to either the thermostat or the hot water heating system in the unit, such as a zone valve. For either one of these situations, you should check your bylaws to see if these components are the responsibility of the corporation or the owner. Your management company may also be a resource to use for this information as they will likely have quick resources to tell you who is responsible.

Carrie Plett, Condo Management Solutions

Depending on your bylaws and the type of unit, this question can have many answers. If it is an apartment type unit with radiant heating, the first things to check are the thermostat and zone valves. Quite often these items are owner responsibility,

and the Condo Manager can recommend a qualified contractor to the Unit Owner. If the Unit has fan coils or heat pumps, it may be as simple as a reset of the in-suite unit, changing of filters. These units also require regular servicing just like a furnace or AC unit in a single-family home.

QUESTION # 2 Can I have a BBQ?

Jamie Shima, Pivotal Property Management

Some condominiums will have natural gas hookups that you can use. For the most part, when a natural gas hookup is available, BBQs are permitted, however you still should review your corporation's bylaws and rules to verify that they are permitted and that there are no other restrictions. Some corporations may allow for BBQs but will have restrictions such as the requirement to have the BBQ placed a specific distance away from fences and the building, to avoid any damage to common property.

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Many condominiums do not have natural gas hookups. In this case, we often get the question of whether propane or charcoal BBQs are permitted. If the use of propane or other fuel-types is not clear in a corporation's bylaws, the Board of Directors should consider any provincial and municipal laws/regulations along with their local fire department's recommendations for storage and transportation of the fuel for BBQs before creating a rule. If a corporation's stance is to allow BBQs, it would be a best practice to remind all residents about BBQ and fire safety on a regular basis.

Carrie Plett, Condo Management Solutions

This is really dependent on the Bylaws and local fire code. Some buildings with sunken main floor patios can be in violation of local fire code if they permit combustible fuel BBQs. It is always best for the Board to verify with local fire authorities when in doubt.

Jeremy Dagliesh, Converge Condo Management

The first thing you should do is check your Bylaws or your condominium corporation rules and policies. The condominium corporation will govern any specific requirements associated with using a BBQ.

Secondly, you should be familiar with the city fire code. In Edmonton for example, it requires that BBQs be at least 3 feet from the combustible exterior wall material and that no person shall use a solid fuel fired BBQ in a building or on the balcony of a building containing more than 2 dwelling units.

QUESTION # 3 The smokers in my complex are back to 'butting out' outside. What do we need to do to make sure smoking doesn't present a fire hazard?

Jeremy Dagliesh, Converge Condo Management

Butting out cigarettes improperly (throwing them off your balcony, putting them out in planters, etc.) continues to be one of the leading causes of condominium fires.

From an owner standpoint, if you see someone practicing unsafe protocol regarding the butting out of their cigarettes, a friendly reminder to that individual could be helpful. We'd also encourage you to contact the management company with any concerns regarding improper butting out so that they can contact that individual and curb the unsafe practice.

From a Board of Directors standpoint, education to the residents is very important! I encourage constant communication to the ownership group to remind them of the dangers of not disposing their cigarettes properly. Depending on smoking locations for the condominium, a board may want to purchase ashtrays for condo owners to place on their balconies, or an industrial outdoor ashtray placed near the entrance.

Carrie Plett, Condo Management Solutions

Continuous reminders to all residents of the hazards of improper disposal of smoking materials is a must. I know it gets tiresome for Boards and Managers, but you cannot remind residents too often.

Jamie Shima, Pivotal Property Management

As a rule of thumb for property-wide bylaw infractions and safety matters, it is always good and neighbourly to attempt ongoing education of the residents. Providing information and periodic reminders before trying to clamp down on bylaw

infractions and levies will go a long way. Due to the severity of the safety issue with cigarette butts that are improperly disposed of, bylaw infraction letters and levies, if permitted by your corporation's bylaws should be utilized. Your Board of Directors may also want to consider the feasibility of installing safe receptacles for the disposal of cigarette butts.

QUESTION # 4 How do I handle noisy neighbours in the summer months outside at night?

Carrie Plett, Condo Management Solutions

This can be challenging for everyone. If you are having guests over, ensure you are following all noise guidelines for quiet times, etc. noted in the Bylaws. If a neighbour approaches you regarding disruptive noise, be courteous and try to bring the noise levels down to reasonable levels. If you are on the other end of the noise issue, try to approach your neighbour in an amicable manner, do not be aggressive.

If a simple conversation does not resolve the issue and you need it addressed immediately, call City Bylaw and report it as a noise complaint. Follow up with your Condo Manager the next business day and provide them with all of the details including the file number if you are able to.

Jeremy Dagliesh, Converge Condo Management

Given the current environment with COVID-19, noise complaints have definitely been on the rise. Less of us are travelling and more of us are having to stay at home. It's important for all residents to be cognizant of and respectful to their neighbours.

Most Bylaws will speak to excessive noise, or nuisance, and are in place as an enforcement measure if your neighbour will not keep the peace. You can first try discussing your concern about noise with your neighbour. If that does not resolve the situation, you can then contact the municipality to address the problem as (e.g. in Edmonton, excessive noise is prohibited between 10 p.m. and 7 a.m.). You should also contact your Condominium Manager and let them know of the issues you've been having and have them attempt to resolve it.

Jamie Shima, Pivotal Property Management

Being proactive with ongoing education and reminders about certain bylaws that tend to be problematic seasonally, is an excellent way to create a more friendly community with the residents. Those that do not heed the information in the reminders should be dealt with through your corporation's bylaw enforcement options. Your Board may work with the management company to review the options that are available to them to help enforce the bylaws.

QUESTION # 5 Can I have a patio or balcony garden or plants on my balcony, railings, or hanging planters?

Jamie Shima, Pivotal Property Management

Each condominium corporation will have bylaws that may address this matter, in addition, there may be corporation rules that provide more clarity. If you are unsure of what your corporation's bylaws and rules allow for, reach out to your management company. They will have a quick reference guide to be able to provide you with this information. From a Board perspective, prior to allowing these types of exterior decorations, it is important to consider any unintended consequences that may arise by allowing them. Those may be: damage due to the weight of the planters, debris falling onto other units' exclusive

use areas, exclusive-use areas that become cluttered with these decorations and personal belongings, etc.

Carrie Plett, Condo Management Solutions

Some bylaws do have restrictions regarding plants on balconies and patios. Owners/residents need to be familiar with the bylaws. The good neighbour policy also applies, making sure that you are not doing anything that will negatively impact units around/below you.

Jeremy Dagliesh, Converge Condo Management

Some Bylaws or Condominium Rules & Policies discuss the ability to have plants on your balcony or hanging planters so I would start by confirming you are allowed. If you are planning on watering plants on your balconies, you need to be cognizant of the neighbours below you, and ensure the water isn't running off and making a mess of the balcony below you. Hanging planters can be a concern, especially in highrise complexes, as high winds can pick them up and create a planter projectile. If your condo allows hanging planters, please ensure they are strapped to the balcony framing so they don't become a danger to units and individuals below you.



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LEGAL CORNER



BY HEIDI BESUIJEN AND MELISSA L. STAPPLER

Tackling Human Rights in Condos

Alberta case law has confirmed that the Alberta Human Rights Act (the “Act”) applies to condominium corporations. This means that condominium corporations are prohibited from discriminating against unit owners or occupants on the basis of any of the protected grounds identified in the Act, which are: race, religious beliefs, colour, gender, gender identity, gender expression, physical disability, mental disability, age, ancestry, place of origin, marital status, source of income, family status and sexual orientation.

When an owner or occupant informs a condominium corporation that they have an individual need (based on a protected ground) that requires accommodation, the corporation then has a duty to accommodate that owner or occupant. This requires the condominium corporation to take reasonable steps to accommodate the owner's or occupant's individual needs to the point of undue hardship. In other words, the condominium corporation must make reasonable efforts to find an appropriate accommodation for the individual. This might involve the physical alteration of some amenity in a condominium complex (i.e. installing an automatic door mechanism so that a person using a wheelchair is able to open the door) or it might involve permitting an owner to display an item of religious importance during a religious celebration even though this would normally be prohibited by the bylaws.

Undue hardship occurs if the condominium corporation has investigated its options in an attempt to affect accommodation, but has determined that accommodation would create onerous conditions. Undue hardship is determined in light of all the circumstances, but it must be something more than mere inconvenience. Relevant factors when determining whether an owner or occupant's request can or cannot be accommodated include cost, level of disruption,

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interference with the rights of other persons, and health and safety concerns.

It is also important to remember that both the individual seeking accommodation and the condominium corporation have rights and responsibilities in the accommodation process.

Responsibilities of the Individual

The individual who is requesting an accommodation must inform the corporation in writing about their individual need(s) that require accommodation. They must also provide an explanation of why the accommodation is required. The request should be supported with documentary evidence where possible, such as a written statement from a physician. The request should also suggest what measures would be appropriate as well as how long the accommodation will be required.

It is very important that the request for accommodation be submitted to the condominium corporation clearly and in writing. In order for the condominium corporation to know how to appropriately respond to an owner or occupant's request, it must have sufficient information about what the person requesting the accommodation needs.

Responsibilities of the Corporation

Once a request for accommodation has been received, the corporation has an onus or responsibility to accommodate. This means that condominium corporations and their Board members must act in good faith and make reasonable efforts to accommodate the owner or occupant's request. This will involve a careful and considered review of the materials and information submitted with the request for accommodation. It might also require the corporation to gather additional information so that the condominium corporation can fully understand the nature of the request. Board members must always respect the privacy of any person seeking accommodation by not discussing the request with other owners.

From a practical perspective, it is important that condominium corporations take a creative and flexible approach when considering the accommodation options. It is okay for Board members to discuss the options with the person requesting the accommodation and attempt to identify solutions that work for everyone. Once a solution has been found, the corporation should make a formal, written agreement with the person requesting the accommodation.

Remember, the corporation must take reasonable steps to accommodate to the point of undue hardship and if that is proving difficult, the corporation should consider seeking legal counsel.

Throughout the process, the condominium corporation should also maintain detailed records including the dates and time of conversations, what was discussed, copies of communications between the parties, quotes from contractors, investigations undertaken to address the request for accommodation and any other information or materials relating to the request and the condominium corporation's efforts to accommodate.

Alberta Human Rights Commission

Unfortunately in some cases, an appropriate accommodation cannot be agreed upon as between the parties. In such cases, it is possible that a complaint may be made to the Alberta Human Rights Commission.

Upon receiving notification of a human rights complaint, a condominium corporation should seek legal counsel to assist in the process of responding to the complaint and resolving the matter.

The details of the Alberta Human Rights Commission complaints process are too complex to deal with in this short article. Condominium corporations are urged to review the materials available on the Alberta Human Rights Commission's website. The materials include information about each stage of the complaints process and reference the role of the representative for the Alberta Human Rights Commission at each stage.

The Alberta Human Rights Commission website is:
<https://www.albertahumanrights.ab.ca>

At the 2019 Alberta Condo Expo, Heidi Besuijen of Reynolds Mirth, Richards & Farmer LLP and Melissa L. Stappler of Willis Law presented on the topic of dealing with requests for accommodation under the Alberta Human Rights Act. This article was previously published on the CCI North Alberta website.



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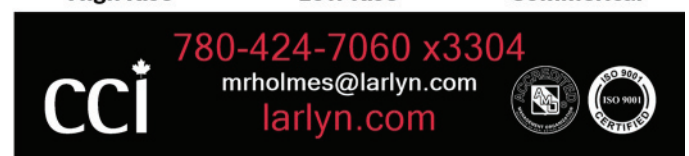
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Classic Elevator Interiors Ltd.	John Blackstock	(780) 478-4014	sales@classicelevatorinteriors.ca
Custom Sweep	Melissa Bossel	(780) 451-4010	customsweep19@outlook.com
Dryer Vent Scrubbing	Adriaan Van Papeveld	(780) 819-4527	dryerventscrubbing@gmail.com
Gem Cabinets	Bob Moon	(780) 414-5394	bobmoon@gemcabinets.com
Karlen-Elecom Ltd.	Mickie Poon	(780) 453-1362	mp@elecom.ca
Mosaic Home Services	Steven Knight	(780) 910-6688	steven@getmosaic.ca
Painters Enterprise	Graham Audenart	(780) 668-9311	graham@paintersenterprise.com

<i>Company</i>	<i>Full Name</i>	<i>Phone</i>	<i>E-mail</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>Company</i>	<i>Full Name</i>	<i>Phone</i>	<i>E-mail</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.	Braden Paquette	(780) 429-5956	info@bradenequitiesinc.com
Bridgeway Property Management Group Inc.	Tamara Langille	(780) 266-2778	tamara@bridgeway.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 Masters	Beverley Matthias	(780) 987-2900	bev.matthias@century21.ca
Condo Management Solutions Inc.	Carrie Plett	(780) 278-8373	carrie@cms2020.ca
Converge Condo Management Inc.	Jeremy Dalgliesh	(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@dapmgt.ca
Divine Property Management Ltd.	Israel Ademola	(780) 420-1095	info@divineproperty.ca
Durston Properties	Alan Durston	(587) 590-1535	alan@durston.ca
Esquire Management Group	Michael McNeil	(780) 414-0390	info@emgroup.ca
Estate Properties Incorporated	Lynne Bothorel	(780) 433-2345	lynne@estategroup.ca
FirstService Residential Alberta Ltd.	Robert LaParque	(780) 784-2888	robert.leparque@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
Hearthstone Management Ltd.	Kelly Spanach	(780) 993-5606	kspanach@live.ca

<i>Company</i>	<i>Full Name</i>	<i>Phone</i>	<i>E-mail</i>
CONDOMINIUM MANAGEMENT (CONTINUED)			
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Inland Property Management Ltd.	Kate Brisson	(780) 461-1177	kate@inlandpropertymanagement.ca
JLR Property Management Inc.	Lisa Wallbridge	(587) 521-2090	lisa@jlrmgmt.ca
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
Premiere Group	Brent Graham	(780) 756-2840	brent@premieregrp.ca
Prime Property Management	Mark Rousseau	(780) 538-0214	mark@gpprime.net
Prince Property Inc.	Sandi Danielson	(780) 416-9098	sandi@princeproperty.ca
Progressive Property Management Ltd.	Jo-Anne Syskasis	(780) 473-5474	js@progressivepropertymanagement.ca
Realty Canada Inc.	Donald King	(780) 434-2222	don@realtycan.com
Red Key Realty & Property Management Ltd.	Nicole Jaggard	(403) 340-0065	nicole@redkeyproperties.ca
Re/Max Commercial Capital Property Management	Scott Hughes	(587) 525-8900	admin@rccpm.ca
Royal LePage Summitview Realty	Rich Potter	(780) 852-5500	rpotter@royalpage.ca
Royal LePage, The Realty Group Grande Prairie - Property Management	Angie Peters	(780) 532-3400	angiepeters@royalpage.ca
Shift Management Services	Kelly Bertrand	(780) 872-4556	info@shiftmanagement.ca
Simco Management (Edmonton) Inc.	Ray Pratt	(780) 455-4111	simcomanagement@telusplanet.net
Skyline Property Management	Seang Hem	(780) 994-3100	shem@skylineproperty.ca
Square One Realty & Economy Management	Jen Martin	(780) 453-1515	info@square1realty.ca
Stellar Condominium Management Ltd.	Alicia Jentner	(587) 990-4583	contact@stellarcondos.com
Strategic Property Management	Diane Drew	(780) 739-6619	diane@strategiccondo.com
TEGA Property Management Ltd.	Susan Milner	(780) 757-7828	smilner@tegapm.ca
TREVIC Management Services Inc.	Vickie Brige	(587) 521-8342	v.brige@trevic-inc.ca
Unusual Attitude Service	Sandra Deuchar	(780) 352-9277	sandra@unusualattitude.ca
VARA Management	Dave Chapman	(780) 919-9409	dave@varamanagement.com
Victorian Property Management	Anthony Canada	(780) 463-0066	anthony@victorianmanagement.ca
Western Realty Group Inc.	Jordan Gogal	(780) 437-2900	jordan@realtygr.com

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Condo Doc Review	Murray Doherty	(780) 886-0869	admin@condodocreview.com
Excel Bldg. Inspection & Consulting	Stuart Schechtel	(780) 464-5634	excelins@telus.net
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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Skyline QS Consultants Ltd.	Maeve Duggan	(780) 920-9962	mduggan@skylineqs.ca

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DISASTER RESTORATION			
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Complete Care Restoration	Rod Donahue	(780) 499-8369	rod@completerestoration.ca
FirstOnSite Restoration	Ian Newman	(780) 733-3399	inewman@firstonsite.ca
Kalloway Property Services	Ken Allman	(780) 436-8090	kenallman@kalloway.com
Lydale Construction	Leeanne Booth	(780) 443-8851	lbooth@lydale.com
On Point Restore	John Wegner	(780) 701-3891	contact@on-point.ca
ServiceMaster Restore	Kimber-Lee Kuyvenhoven	(780) 443-4338	Kimber-Lee.Kuyvenhoven@svmrestore.ca

<i>Company</i>	<i>Full Name</i>	<i>Phone</i>	<i>E-mail</i>
ENGINEERING			
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C3 Engineering Technology Inc.	Cliff Swain	(780) 940-5578	C3Engineering@Shaw.ca
Entuitive Corporation	Brian Shedden, BSS	(780) 902-9119	brian.shedden@entuitive.com
EXP	Amir Hassan, MSc, PE, PEng	(780) 952-5807	amir.hassan@exp.com
	Steven DeLuca	(780) 203-8605	steven.deluca@exp.com
	Adam Crawford	(780) 554-5835	adam.crawford@exp.com
Keller Engineering	Andree Ball	(403) 471-3492	aball@kellerengineering.com
Morrison Hershfield Ltd.	Billy Huet	(780) 483-5200	bhuet@morrisonhershfield.com
Read Jones Christoffersen Ltd.	Nick Trovato	(780) 452-2325	ntrovato@rjc.ca
TCL Engineering	Ted Hagemann	(780) 907-5554	thageman@telus.net
Tree of Knowledge (TOK) Engineering	Martin Bankey	(780) 434-2376	mbankey.tok@shaw.ca
Wade Engineering Ltd.	Allan King	(780) 486-2828	aking@wadeengineering.com
Williams Engineering Canada Inc.	Matt Fenwick	(780) 409-3160	mfenwick@williamsengineering.com

<i>Company</i>	<i>Full Name</i>	<i>Phone</i>	<i>E-mail</i>
EXTERIOR MAINTENANCE			
AAA Striping	Dorian Andrews	(780) 435-2214	info@aaastriping.ca
Archer Residential Services	Michael Archer	(780) 991-4094	99archer@telus.net
Ardent Roof Systems Inc.	Vincent Charpentier	(780) 488-4900	vince@ardentroof.ca
Capitall Exterior Solutions	Craig Hatt	(780) 757-3930	craighatt@capitall.ca
Christensen & McLean Roofing Co. Ltd.	Phil Roy	(780) 447-1672	phil@cmroofing.ca
Donewell Property Services	Cam Massie	(780) 906-9495	cam@donewell.ca
G & J Construction Group LP	Grant Wall	(780) 454-0700	services@gjconstruction.ca
GDB Landscaping Ltd.	Tyler Christopher	(780) 243-3003	info@gdblandscaping.ca
Gord's Window Cleaning	David Perrott	(780) 444-4136	dave@gordswindowcleaning.com
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
Macsson Snow Removal	Mathias Jonsson	(780) 996-4484	info@macsson.ca
Off The Ledge	Cody Hodson	(587) 873-2020	cody@offtheledge.ca
Osco Mudjacking & Shotcreting Ltd.	Don Moroz	(780) 469-1234	don@oscomudjacking.com
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
West Edmonton Window Cleaning	Tyler Bayn	(780) 481-4988	contact@wewc.ca

<i>Company</i>	<i>Full Name</i>	<i>Phone</i>	<i>E-mail</i>
FINANCIAL SERVICES			
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Condominium Financial	Jim Wallace	(780) 952-7763	jim@condominiumfinancial.com
VersaBank	Karl Neufeld	(604) 984-7564	karln@versabank.com

<i>Company</i>	<i>Full Name</i>	<i>Phone</i>	<i>E-mail</i>
INSURANCE			
Arthur J. Gallagher Canada Limited	Michael Boisclair	(403) 299-2465	michael_boisclair@ajg.com
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
MHK Insurance	Snjezana (Suzi) Alaber	(587) 525-6060	salaber@mhkinsurance.com
PRIMELINK Insurance Brokers Ltd.	Murray Dadswell	(780) 435-3632	Mdadswell.prim-01@insuremail.net
RiskTech Insurance Services	Jason Ploof	(780) 453-9840	jploof@excelrisk.ca
	Carly Gartner	(780) 732-6880	cgartner@excelrisk.ca
	Anneisa Henkel	(780) 720-6936	ahenkel@excelrisk.ca
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INSURANCE APPRAISERS			
Balance Valuations	Cassidy MacDonald, AACI, P.App, CRP	(780) 296-2323	cassidy@balancevaluations.com
Gardiner Appraisals Inc.	Cheryl Gardiner, AACI, P.App	(780) 413-9070	info@gardinerappraisals.ca
Go West Valuations Corp	Pete West	(587) 356-1555	pete@gowestcorp.com
HarrisonBowker Valuation Group	Jordan Gillespie, AACI, P.App, RFPP	(780) 458-3814	jordan@harrisonbowker.com
Normac	Omar Khan	(780) 935-8258	omar@normac.ca
Northern Lights Appraisals	Gerhardt Klann	(780) 757-2060	info@northernlightsappraisals.ca
Reliance Asset Consulting Inc.	Harold Weidman	(780) 702-7068	info@relianceconsulting.ca
Suncorp Valuations Ltd.	Sami Dib	(780) 421-7300	sami.dib@suncorpvaluations.com

<i>Company</i>	<i>Full Name</i>	<i>Phone</i>	<i>E-mail</i>
JANITORIAL SERVICES			
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Sunshine Cleaning Services Ltd.	Robert Hennigan	(780) 477-7067	sunshinecleaningsltd@gmail.com
TKO Services Ltd.	Tasha Crowley	(780) 777-3055	info@tkoclean.com

<i>Company</i>	<i>Full Name</i>	<i>Phone</i>	<i>E-mail</i>
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Ogilvie LLP	Robert P. Assaly	(780) 429-6243	rassaly@ogilvielaw.com
PDS Law	Shane Parker	(780) 444-8404	sparker@pdsllaw.ca
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Shourie Bhatia LLP	Arun Shourie	(780) 438-5281	ashourie@sb-llp.com
Van Doesburg Law	Jason Van Doesburg	(780) 451-2661	jason@jvdlaw.ca
Willis Law	Hugh Willis	(780) 809-1888	hwillis@willislaw.ca
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	Amber Nickel	(780) 809-1888	anickel@willislaw.ca
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<i>Company</i>	<i>Full Name</i>	<i>Phone</i>	<i>E-mail</i>
MECHANICAL & ELECTRICAL			
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Enercare Home and Commercial Services	Warren Kuchta	(780) 884-2742	warren.kuchta@enercare.ca
Environmental Dynamics Ltd.	Kelvin Eaton	(780) 421-0686	k.eaton@edl.ca
Gateway Mechanical Services Inc.	Paul Flynn	1-800-414-4929	pflynn@gatewaymechanical.ca
Jetco Mechanical Ltd.	Blaine McMurdo	(780) 451-2732	blaine.mcmurdo@jetcomechanical.com
Multigas Detection & Instrumentation Services Group Inc.	Shiku Patel	(780) 980-0799	shiku@multigasinc.com
Nordic Mechanical Services Ltd.	Rene Cloutier	(780) 469-7799	rene@nordicsystems.ca
Rahall Electric Ltd.	Will Rahall	(780) 271-1174	will@rahallelectric.com
Renew Services Inc.	Richard Nelson	(780) 544-8060	info@renewservicesinc.ca
Viking Mechanical	Adam Hansen	(780) 455-0181	office@vikingmechanical.ca
Weiss-Johnson Heating and Cooling	Dennis Johnson	(780) 463-3096	Dennis.Johnson@weiss-johnson.com

<i>Company</i>	<i>Full Name</i>	<i>Phone</i>	<i>E-mail</i>
PROPERTY SERVICES			
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CondoGenie	Rafal Dyrda	(800) 274-9704	rafal@condogenie.com
digital EDGE media inc.	Alexandria Sneath	(780) 405-4331	alexandria.s@digitaledgemedia.ca
Direct Dumpsters	Matt MacLean	(780) 922-0618	info@directdumpsters.com
Edmonton Eviction Services Inc.	Donald Gray	(780) 974-8427	don@edmontonevictionservices.com
Integrity Waste Solutions	Bryan Stout	(780) 468-9989	sales@integritysolutions.ca
Lock & Door Works Inc.	Joe Maksymiuk	(780) 818-0513	ldworks@shaw.ca
MaxTV Media	Erik Kehat	(780) 652-0200	info@maxtvmedia.com
My Condo Spot Ltd.	Justin Schultz	(780) 240-5755	hello@mycondospot.com
Pop-A-Lock of Edmonton	Ron Murray	(587) 672-5625	ron.murray@popalock.ca
SafewithUlli o/a Safe With Ulli Inc.	Ulli Robson	(780) 288-2986	ulli@safewithulli.com
Togondo	Ashley Nealon	(780) 982-5950	ashley.nealon@togondo.com
Turnip Home Inc.	Henok Kassaye	(780) 863-9740	henok@turniphome.com

<i>Company</i>	<i>Full Name</i>	<i>Phone</i>	<i>E-mail</i>
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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
Pinnacle Realty & Management Inc.	Rick Murti	(780) 758-4434	rmurti@pinnaclemgmt.ca
Royal LePage Summitview Realty	Rich Potter	(780) 852-5500	rpotter@royallepage.ca
Royal LePage, The Realty Group Grande Prairie - Property Management	Angie Peters	(780) 532-3400	angiepeters@royallepage.ca

<i>Company</i>	<i>Full Name</i>	<i>Phone</i>	<i>E-mail</i>
RESERVE FUND STUDY PROVIDERS			
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Company	Full Name	Phone	E-mail
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	Steven DeLuca	(780) 203-8605	steven.deluca@exp.com
	Adam Crawford	(780) 554-5835	adam.crawford@exp.com
HarrisonBowker Valuation Group	Jordan Gillespie. AACI. P.App, RFPP	(780) 458-3814	jordan@harrisonbowker.com
Keller Engineering	Andree Ball	(403) 471-3492	aball@kellerengineering.com
Morrison Hershfield Ltd.	Derek Silke	(780) 483-5200	dzilke@morrisonhershfield.com
Read Jones Christoffersen Ltd.	Nick Trovato	(780) 452-2325	ntrovato@rjc.ca
Reliance Asset Consulting Inc.	Harold Weidman	(780) 702-7068	info@relianceconsulting.ca
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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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Company	Full Name	Phone	E-mail
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Capitall Exterior Solutions	Craig Hatt	(780) 757-3930	craighatt@capitall.ca
Durabuilt Windows & Doors Inc.	Steve Roy	(780) 982-6156	steve@durabuiltwindows.com
Ply Gem	Michael Beyer	(780) 818-8683	mike.beyer@cornerstone-bb.com

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More important than your building's location is where your insurance resides

HUB International is the top insurance brokerage for Condominium's in Alberta. Ever since insuring the very first Condominium in Canada we have worked hard to develop and lead the industry with our Condominium program. Today, it is stronger than ever and we would like to bring our services to you and your clients. We pride ourselves in leading the industry in terms of coverages, limits, pricing, broker services and most importantly claims service. We work with property managers and boards alike, tailoring the policy to suit the needs of those specific clients. This would include coverage options, pricing, risk management and board education on insurance as needed.

Condo Complete Highlights:

- Specifically designed coverage for Condominium Corporations
- Limits and coverages that exceed the minimum requirements of the Condominium Act
- Unparalleled access to insurance markets
- Loss Control Adjuster on your account – 24/7 live claims service

Got HUB?

- 7th largest insurance broker in the world
- 1M+ clients around the globe
- 400 offices across North America
- 11,000 employees throughout North America

An International brokerage that delivers like a local agency. Your local HUB offers personal service, individual attention and has the ability to respond quickly to your needs and regional market changes. Collectively, the HUB's are a knowledge powerhouse providing you with specific solutions that are designed by drawing upon our combined skill and expertise.

Hub International Insurance Brokers
201, 5227 - 55 Avenue NW
Edmonton, AB T6B 3V1
1-800-563-5325 or 780-482-6936

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Kelly Barclay	Direct # 780-453-8415
Randy Frost	Direct # 780-453-8427



Why we are *Unique.*

We make your board member journey easy with solutions to meet your community's needs.

As Alberta's property management leader we know Alberta's industry because we live and work in the communities we serve across the province. Our services are customized to suit your community and maximize your property values — making it easy for you to enjoy your community.

Our services

- Comprehensive property management solutions
- Property services and sited staff
- Integrated financial and communications systems
- Resident portal
- Credentialed vendors
- 24/7/365 Customer Care
- Net promoter score — your feedback matters

Our talented, well-trained associates are part of a culture valuing continued local industry education.

Call us today, and let's create value in your community.

Telephone: 403.299.1810



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