

CANADIAN CONDOMINIUM INSTITUTE
NORTH ALBERTA CHAPTER

INSITE TO CONDOS

THIS ISSUE:

**Truth &
Reconciliation
in Condos**

**Privacy Rights &
Considerations**

**Here's Looking at
You CCI National!**



VOL. 38, ISSUE 2 - WINTER 2022

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Chairperson/Education Co-Chair

Susan Milner - TEGA Property Management
P: 780-757-7828 E: smilner@tegapm.ca

President/Government Advocacy Co-Chair

Anand Sharma - 113 West Management Ltd.
P: 780-784-3003 E: anand@113west.ca

1st Vice President/Membership Chair

Hamish Farmer - BFL CANADA Insurance Services
P: 780-229-3780 E: hfarmer@bflcanada.ca

2nd Vice President

Dawn Mitchell - HUB International Insurance Brokers
P: 780-453-8407 E: dawn.mitchell@hubinternational.com

Treasurer

Barbara L. Surry - CPA CMA
P: 780-467-0562 E: blsurry@blsurrycma.com

Secretary/Communications Chair

Steven DeLuca - EXP
P: 780-203-8605 E: steven.deluca@exp.com

Directors

Amber Nickel - Willis Law

P: 780-809-1888 E: anickel@willislaw.ca

Bereket Alazar - Morrison Hershfield

P: 587-594-4599 E: balazar@morrisonhershfield.com

Chris Vilcsak - Solution 105 Consulting

P: 780-945-9606 E: vilcsak@solution105.com

Cody Hodson - Off the Ledge

P: 587-873-2020 E: cody@offtheledge.ca

Darcie-Lee Rea - Hallmark Management

P: 780-819-2108 E: darcie@hallmarkmanagement.ca

Jeremy Dalgliesh - Converge Condo Management

P: 587-920-3550 E: jeremy@convergecondo.com

Sandi Danielson - Prince Property

P: 780-416-9098 E: sandi@princeproperty.ca

Todd Shipley, BA, LLB - Reynolds Mirth Richards & Farmer LLP

P: 780-497-3339 E: tshipley@rmrf.com

Jayson Wood - Complete Care Restoration

P: 780-370-8997 E: jayson@completecaredelivery.com

Executive Director

Dan Nielsen - CCI NAB

Administrative & Communications Coordinator

Beverley Thornton - CCI NAB

Education Coordinator

Raffaella Loro - CCI NAB

HOW TO CONTACT US

#37, 11810 Kingsway NW Edmonton,
Alberta T5G 0X5
P: 780-453-9004
F: 780-452-9003
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WEB: <https://www.ccinorthalberta.com>

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CO-EDITORS

Dan Nielsen, Beverley Thornton, Raffaella Loro

COVER ILLUSTRATION

Effy Bull

PRODUCTION MANAGER

Minuteman Press Central CCI North Alberta

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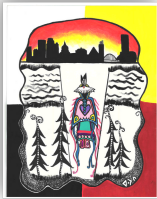
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ABOUT THE **ARTIST**



"The piece I created is about truth and Reconciliation.

The past is the black and white you see, while the darkness can consume you if you let it be. But the white is an ease of the mind and stillness that was in your past.

The fancy dancer that's walking towards the urban city still carries her humbleness, ego, and culture.

The colours red, yellow, black, and white symbolizes the medicine wheel and its four directions.

With any direction she chooses to go from north, west, south, and east, she will continue to keep herself grounded with her culture in the urban lifestyle for those in her black and white past that could not."



21 years old, First Nations artist Effy Bull originates from Whitefish Lake Band #128 in Goodfish Lake, Alberta, Treaty 6 Territory. Effy currently resides in Edmonton, Alberta.

Effy graduated high school in 2019 from Victoria School of Arts, receiving an award in her class for top animator. Some of Effy's art from Victoria high school was chosen to be displayed and circulated through the Edmonton Public Schools and Edmonton International Airport.

Her passion of abstract art comes from her aboriginal culture in which she draws inspiration for a majority of her work. She strongly desires to learn her culture as it inspires her creativity. Effy is currently in a entrepreneurship program to start her apparel brand called "Urban Wapos".



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MESSAGE FROM THE PRESIDENT

BY ANAND SHARMA

Welcome to the winter edition of the Insite to Condos Magazine. It has been a busy fall and winter session!

I write this report having just returned from the CCI National Leaders Forum held in historic Kingston, Ontario. For the National Council and Executive, it has been a few years since we last gathered in person with representatives from across the country. Many topics were discussed including how to ensure membership value in the post COVID era, the balance between in person and virtual education offerings, engagement strategies to build our momentum again on membership growth and individual participation, succession planning strategies, and other internally focused discussions. Attending with me at this event was Chairperson Susan Milner, 1st Vice President Hamish Farmer, and our new Executive Director Dan Nielsen as well as Education Coordinator Raffaella Loro. Much thanks to long time National Treasurer and North Alberta member Luu Ho who retired from his executive position on National. We appreciate all of your efforts to strengthen CCI National over the years.

I was proud to be able to introduce the newest CCI Distinguished Service Award recipient Mr. Hugh Willis at the Awards Dinner held during the National Leaders Forum. Hugh's tremendous contribution to the condominium community in Alberta, through his advocacy efforts and willingness to educate and teach is the epitome of selfless volunteerism which we don't see as much anymore. Other chapters are often shocked that our presenters and lawyers give their valuable time freely and without compensation, we are indeed very lucky, so congratulations on the well-deserved accolade Hugh.

Prior to this event, CCI North Alberta held our Annual General Meeting on November 2, 2022. This was once again a hybrid AGM with in-person and online participation. It was great to see many smiling faces despite the poor weather! Elections were held and some of my current colleagues were re-elected including Dawn Mitchell (Hub International), Barb Surry (Barb Surry CPA.CMA), Steven DeLuca (EXP Engineering), Amber Nickel (Willis Law), Chris Vilcsak (Solutions 105), and returning back to the Board Darcie-Lee Rea (Hallmark Management). Many thanks to all the candidates both successful and not for putting their names forward. Also, thanks to GetQuorum for assisting us with the virtual portion of the AGM.

I wish to thank the membership and new Board of Directors for entrusting me with the Presidency of CCI North Alberta for another term. I have enjoyed the past 10 years leading this organization and look forward to contributing to build CCI North Alberta further this year.

At the office, we are busy getting ready for the Alberta Condo Expo. This year's expo will be on April 29, 2023 and will be bigger and better. Mark off the date. Our education coordinator Raffaella is working diligently to expand the education seminars in a brand new venue so stay tuned!

Our condo board basics online course has finally launched! Look for it on our website in early January 2023. Many thanks to all those who

worked to create this course led by Alan Whyte, Carmen Zuorro, Susan Milner, the various members of the education committee over the past three years, and our consultants led by Gordon Shepherd with Business Expert Solutions.

Our education calendar is fully launched, check out all the seminars, luncheons and courses we are hosting both online and in person! www.ccinorthalberta.com/events/

Finally, I want to encourage each of you to tell a friend, a condominium board or owner, a business, or a professional about the work we do here at CCI. We want to grow our membership so that we can expand our services to you, but we cannot do this without your help. Please spread the word!

Wishing everyone a safe, warm, and peaceful Christmas and Holiday break, and a prosperous and healthy 2023!

Anand Sharma
President
CCI North Alberta



MESSAGE FROM THE EXECUTIVE DIRECTOR

BY DAN NIELSEN

A look at my first 90 days in the office.

While this will not be a regular feature, I thought it would be valuable to give a brief overview of my first 90 days in the position, as there was a great deal that was covered and wanted to give our CCI North Alberta members an update of all that is happening. I will say that there is a significant amount to learn, as CCI NA undertakes a wide spectrum of different services for our members and the greater condo community as whole, and there is also much that is changing in the condo world as well. I would like to say that my predecessor, Amanda Henry, left the organization in top shape and it will take a lot of hard work to fill her (figuratively) big shoes.

Jumping in the deep end, one of the things that I have quickly had to learn is getting up to speed with the Condo Manager Licensing process, and how influential CCI NA has been to make improvements. There is still work to be done to ensure the education and testing is as smooth as possible and provides appropriate expectations for our valuable and important condo managers. This is something CCI NA will continue to work for, and I look forward to help advocating to make the necessary improvements.

My third week into the role, I got to attend my first education session that CCI NA offers. It was the initial presentation of our updated Condo Management 100 course, and got a taste of how valuable and important our education is for our members, and how much this information is so desired by all walks of the condo world. The updated course work, and the breadth of topics

is something we are very aware of, and our Education Coordinator is actively working to make sure what we are providing is what our members need. Please do not hesitate to reach out to our office and let us know topics that are rising in importance so that we can continue to provide necessary and up to date information.

Education programming will be central to the upcoming Alberta Condominium Expo (ACE), that we are already in the process of planning for. Mark your calendars, it will take place on April 29, 2023 and will be hosted at a new venue, the NAIT Productivity and Innovation Centre. We are looking forward to building on last year's event, with a keen focus to make sure condo owners and board members are provided exceptional education sessions and are able to connect with our business providers who are so important to the quality of living for all who live in a condo building. And in addition to all the education, we will be sure there are plenty of opportunity to socialize at our evening and mixer events, including what's sure to be a great trade show. Looking forward to seeing all of you there in person.

Finally, I have had the opportunity to have some very interesting and important conversations around the role of the condominium community in reducing environmental impacts, and reconciliation with Indigenous peoples. These are both very complex issues that have long-term timelines, but both also have some opportunities to have very immediate actions that will have positive impacts to those living in condo buildings. With energy efficiency, there are ways to work to find options for solar and renewable energy creation for buildings, and ways to add value to properties by reducing energy loss, electric vehicle charging station opportunity, and also making sure

these improvements are recognized through appropriate accreditation and energy audits. With reconciliation, this issue of *Insite to Condos* has several pieces related to this, including the exceptional cover artwork provided by a young emerging Indigenous artist, and we speak to some of the initial conversations the staff have had with local Indigenous leaders on the role and importance that the condo community can and must play in reconciliation. While this is a focus of this issue of *Insite*, we will look to find ways to continue the conversation through our many resources, and CCI NA looks forward to doing necessary work, both locally through our chapter, but also encouraging our other national chapters to engage in it as well. We do this to help make our country the one that we all know it can be, and one that we all deserve to live in.

This is a small view into the work I get to work on every day with CCI NA, and I look forward to building on the significant legacy of work that exists before me!

Thank you for this opportunity.

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This course is free for all CCI North Alberta members.

PREPARING YOUR CONDOMINIUM'S RESERVE FUND STUDY

January 18, 2023

CCI North Alberta returns with our Lunch & Learn Series to dive into Reserve Fund Studies.

Join the expert team from Morrison Hershfield and Condominium Community Resource Centre to learn all about the requirements of a reserve fund study and how your condominium corporation can prepare for the practical applications. This will be a participatory in-person workshop, so bring your working hats and your fellow condo board members to not only learn how you need to prepare for an upcoming reserve fund study but also start to create a strategic approach for your corporation to prioritize and plan around what might emerge from your reserve fund study.

CONDOS GOING GREEN

Webinar January 25, 2023, 12pm

A conversation about reducing utility costs, impacts, and accessing available programs.

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PREPARING FINANCIAL STATEMENTS

Webinar February 15, 2023

LET'S TALK INSURANCE

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ANNUAL GENERAL MEETING HIGHLIGHTS

CCI North Alberta hosted our second hybrid AGM on November 2nd, 2022.

November kicked off with CCI North Alberta holding our Annual General Meeting (AGM) on the evening of November 2nd. Using all the versatility that we have learned throughout the pandemic, the event was hybrid offering both in person and online attendance. On what ended up being an exceptionally cold and snowy night, utilizing technology to allow for those to participate who were not able to make it in person has benefits outside of just pandemic times, especially for an organization like CCI North Alberta that has members spread over the entire north half of our province.

We want to thank GetQuorum, who provided their services to help run the online aspects of the meeting to ensure virtual participation was possible. We had strong in-person attendance, and we thank all who braved the conditions and showed up. We heard from many how great it was to be back in person, and they enjoyed the pre-meeting trade show which had eight of our business partners participating, exhibiting the products and services they offer to our condominium community.

At the start of our meeting, new Executive Director Dan Nielsen had the opportunity to introduce himself, and give a few insights from his first weeks on the job, what the staff had undertaken over the last year, and plans for the coming year. The approved agenda had President Anand Sharma, and each committee chair provide brief statements for their submitted reports, and speak to the highlights that were accomplished over the last year.

Only three weeks into his new position, we challenged our new Executive Director, Dan Nielsen to give a year-in-review. He did a stellar job.

These accomplishments included (but were not limited to):

- another successful Golf Mixer that raised nearly \$5800 for the Edmonton Food Bank,
- the first in-person Alberta Condominium Expo held in nearly two years due to the pandemic,
- significant government advocacy specifically focused on changes to the current condo property manager licensing process and input to Bill 19,
- the education sessions provided, with updates to the Condo Management courses, and the continued development of a new Condo Board Basics online series,



Our AGM landed on one of the first chilly and snowy nights of the season. While we had a great in-person crowd, we were hosted a hybrid session and many of our members joined in virtually,.

- a thorough review of the financial statements and audit, which saw decreases due to impacts of the pandemic, and highlighted areas which will be financial focuses for the coming year.

The election of several Board of Directors was required, as several two year terms had come to completion, and we are pleased to announce the current Board of: Susan Milner, Anand Sharma, Hamish Farmer, Dawn Mitchell, Barb Surry, Steven DeLuca, Bereket Alazar, Jeremy Dalgliesh, Sandi Danielson, Cody Hodson, Amber Nickel, Darcie-Lee Rea, Todd Shipley, Chris Vilcsak, and Jayson Wood.

Thanks to GetQuorum for providing their all-in-one virtual meeting and electronic voting platform for our meeting.

Following the completion of the AGM agenda, the night was capped off by a much anticipated legal panel that covered many of the burning legal questions that our members had submitted, and answered by our insightful expert volunteers, Victoria Archer (Archer Law), Hugh Willis (Willis Law) and Todd Shipley (Reynolds Mirth Richards & Farmer LLP).

While there was a lot to cover through the AGM, attendance remained strong for the legal panel, both in person and virtually, and certainly shows that the demand for such panel discussions is strong, and will be something that we will continue to provide throughout the next year. Many thanks to our panelists, and for the great questions from our participants, and to all who attended.

Here is to a great 2023, and for much more great and diverse content for our members and the greater condo community over the whole year.



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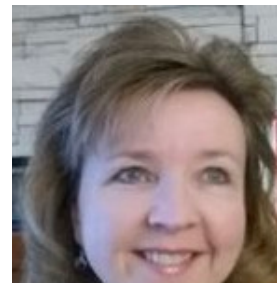
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GOVERNMENT ADVOCACY REPORT

ANAND SHARMA & HUGH WILLIIS

Co-Chairs

Government Advocacy Committee

This year has been an exceedingly busy one for members of the advocacy team.

CONDOMINIUM MANAGER LICENSING AND RECA

The Government Advocacy Committee has been communicating with Service Alberta and the Industry Council at RECA in respect of manager licensing. In the last few months our efforts were to discuss the red tape in the manager examination competencies and questions. As discussed at the 2022 AGM, we have received reports on questions which have very limited-to-no application to the condominium management industry.

We are pleased to advise that the deadlines for managers to complete their licensing has been extended to September 2023. This will permit the examination questions to be reviewed, education providers to update their materials, and for condominium managers to prepare with better education materials to be tested on more relevant questions.

We would like to thank the Industry Council, Service Alberta, and RECA for their willingness to discuss these issues with CCI North Alberta and work through solutions that can be achieved.

It is important to note that CCI North Alberta has been the lead organization working with RECA, the Industry Council, and the Government of Alberta to advocate for a fair and balanced licensing process that protects the consumer and the industry. We have been consistently at the table since 2015 attempting to steer this process to better outcomes. Our new Premier, Honourable Danielle Smith, specifically cited the Canadian Condominium Institute as the organization to work with to better the process in her mandate letter to Service Alberta and its new Minister, Honourable Dale Nally.

CCI will be meeting with Minister Nally in the new year to continue the lines of dialogue on this and other matters of interest related to condominiums.

BILL 19 – SHELVED...FOR NOW

As we have reported previously, Bill 19 was introduced in the spring of 2022. This bill amended the Condominium Property Act primarily by amending the language around voting to allow for show of hands votes, and provides a legislative response to case law on voting. This was led by condominium lawyer Victoria Archer.

The bill also finally addressed the issue of chargeback in condominiums, entrenching the ability to charge back to owners damage chargeback, insurance deductible chargebacks, and other costs through the regular collections process condominiums may use to collect outstanding contributions.

Unfortunately, with the resignation of then Premier Kenney, the UCP finished their spring session abruptly and Bill 19 was left in second reading.

CCI North Alberta spent countless hours working with Service Alberta to ensure the language and intent of the amendments would address long standing issues.

The new winter legislative session did not see the bill reintroduced, and therefore the bill failed to be passed. CCI North Alberta will be pushing to make sure this legislation is reintroduced in the spring session of 2023 and supported. Good condominium owners have been left holding the bag on paying for damages by some owners that are preventable and not the responsibility of the collective owners to fund.

CONDOMINIUM DISPUTE RESOLUTION TRIBUNAL

CCI North Alberta continues to advocate for the introduction of a dispute resolution tribunal that is accessible, affordable, and open.

Our committee members serve on the Service Alberta working committee to address this issue, and other emergent topics.

PROMPT PAYMENT LEGISLATION

Led and sponsored by CCI members Keller Engineering (Justin Tudor) and Willis Law (Melissa Stappler, Brian Anslow, Hugh Willis, and Amber Nickel) CCI North Alberta held a hybrid session on the new prompt payment legislation that came into effect in August of 2022. This legislation changes the process and time in which invoicing and payment occurs in the Alberta market.

A recording is available on this important seminar to members so please check it out.

UTILITY REBATES

CCI North Alberta's push for fairness around electricity and natural gas rebates may be successful yet. Recently, the Alberta Government has indicated that they are closely looking at a way to rebate condominium corporations and its owners. We will continue to push for the government to treat Albertans equally regardless of the type of housing they live in.

NEW HOME BUYER PROTECTION REGIME

CCI North Alberta was consulted on amendments to the New Home Buyer Protection regime, which is legislation under the Municipal Affairs ministry. We advocated on behalf of condominium owners for the need for a transparent and effective mechanism to enable purchasers to better protect their interests when buying new condominiums from a developer.

A public consultation survey is being circulated with requests for responses by December 22nd, 2022.

COMMITTEE UPDATE

Once again thank you to our volunteer committee of condominium lawyers Victoria Archer (Archer Law), Todd Shipley (Reynolds Mirth Richards & Farmer), Amber Nickel, Melissa Stappler and Hugh Willis (Willis Law), Jeremy Dalgliesh (Converge Condominium Management) as well as Dawn Mitchell with HUB International for their ongoing work and dedication.



Celebrating our President's Dedication

ANAND SHARMA AWARDED QUEEN ELIZABETH II'S PLATINUM JUBILEE MEDAL

At our December CCI NAB Board meeting, Anand Sharma was awarded the Queen Elizabeth II's Platinum Jubilee Medal by MLAs Sarah Hoffman and Christina Grey.

The medal was created to mark the 70th anniversary of Her Majesty Queen Elizabeth II's accession to the Throne as Queen of Canada and a way for Alberta to honour Her Majesty's service to Canada.

The Queen Elizabeth II's Platinum Jubilee Medal have been awarded to thousands of Albertans throughout 2022 in recognition of significant contributions to the province.

Before pinning the medal on Anand, Ms. Grey cited the many reasons that she nominated Anand for this award, from his 11 years as CCI NAB President, to the many years spent working on government advocacy on behalf of the condominium community.

We are so very pleased to have such a dynamic force leading the Board of Directors for CCI North Alberta.

Congratulations Anand!





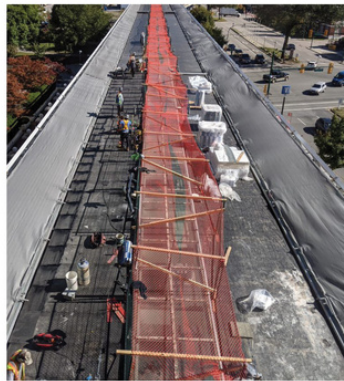
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HERE'S LOOKING AT YOU CCI NATIONAL!

CCI North Alberta sent a delegation to our National Leaders Forum in historic Kingston.

Following the trend with high rates of vaccination, and the desire to get back to in person events, at the end of November, CCI National hosted the first in-person National Leaders Forum since the beginning of the pandemic in historic Kingston, Ontario. This was the first time the chapters from across the country were able to gather in the same space, catch up on what the different chapters had been up to over the past several years, what challenges and successes they had come across, and to meet new faces that had joined the team, and to remember some old ones.

The event kicked off with a social gathering on Wednesday evening to share in some food and drink, and connect in an informal and fun way before getting down to business the next day. With that, the forum officially kicked off the next morning with opening remarks from the National Executive President, Jamie Herle, and an introduction to CCI National's new Executive Director, Laura Pacheco, who you can learn a bit more about with our "In the Hot Seat" article on page 24 in this issue of Insite to Condos.

Throughout the forum's program, there was a great deal of information sharing which allowed different chapters to highlight some of their successes, and CCI North Alberta was invited to participate in a few different panels allowing our own President Anand Sharma and Chair Susan Milner to showcase what CCI North Alberta has been up to.

Recognizing One of Our Own

HUGH WILLIS RECEIVES CCI'S DISTINGUISHED SERVICE AWARD

A highlight of our visit to the National Leader's Forum was the opportunity to recognize one of our own, Hugh Willis, with the honour of the Distinguished Service Award. This award, or the "DSA" as it's known in Canadian Condominium Institute circles, was created to honour individuals who have made an outstanding contribution to CCI or the condominium community either at the chapter or national level.

It is a national honorary designation to be awarded to those deserving individuals who, by their volunteer work or other achievements have brought distinction to CCI, exemplify the standards that CCI promotes and serve as a positive role model

for others. It is important that, as their peers, we recognize these friends of CCI for the time and effort they have contributed to our organization and community.

Hugh has dedicated thousands of hours on behalf of CCI North Alberta at stakeholder meetings with government, crisscrossing the province holding forums on critical issues such as insurance charge backs. On behalf of all of our Chapter we would like to formally congratulate Hugh on this well-deserved recognition. His passion and dedication to CCI continues to guide the issues that are important to our owners and we would not have achieved the success that we have without you.



CCI is celebrating its 40th anniversary. This significant milestone was a point of pride during the National Leaders Forum and a bit of fun too! Pictured on p. 23, delegates traveled back in time during the Gala Awards dinner to the 1980s when CCI was born.



Susan spoke on a panel about different functions of a board, being strategic rather than operational, how the CCI NA board operates in a strategic manner, and the benefits and actions that are undertaken to have the most effective board. Anand spoke of how chapters can ensure there is value for members, and how to maximize that value through the different events and resources that can be produced by each chapter and provided to their members. Anand provided insights to our many educational programs, including our Condo Management classes and webinars, as well as the upcoming Condo Board Basics (which will be released online in early 2023). He also highlighted the many networking opportunities for our members whether at our Business Partner mixers or our annual golf tournament.

The National Leaders Forum is a tremendous opportunity for us to connect directly with other Chapters, and most importantly learn and share about valuable programs and resources that can benefit our members.

One of the key benefits that exist for the North Alberta chapter is the access to our staff, that are here to serve our members, whether helping to organize these events, or available to answer questions related to connecting members to necessarily services, or updates or clarification related to current changes to regulations, much

like the Property Manager Licensing processes. Access to these resources is something we often hear about for our members, and know the value they bring, and hope that other chapters across the country can help institute some of these in their own local chapters.

Further panel discussions included Responsible Financial Management, and Sponsorship, both provided insights into making sure practices are taking place to map out appropriate yearly financial plans and how to follow these plans. And how to help bring on sponsorships to keep the costs of events for those attending as low as possible and make sure sponsors are getting the benefits they are looking for by being a part of such events. These provided some great ideas, many of which North Alberta already has in place confirming that we are on the right track, but also providing some great improvements that we will work on including in the coming year.

One of the most exciting developments to learn about during the forum was the presentation from CCI Toronto on the work they have undertaken to develop a new membership database. The chapter started this project about a year ago, and is now nearly three quarters complete, and looks to be a transformational step forward to better service their members, create efficiencies, and support insights to grow

as an organization. While they are still putting the final touches on this work, we will be connecting with them in the new year to see how it is rolling out, improvements they are experiencing, and how we may be able to replicate their work to build out our own database to ensure such benefits can be experienced here for our members. Stay tuned in 2023 for more information on this.

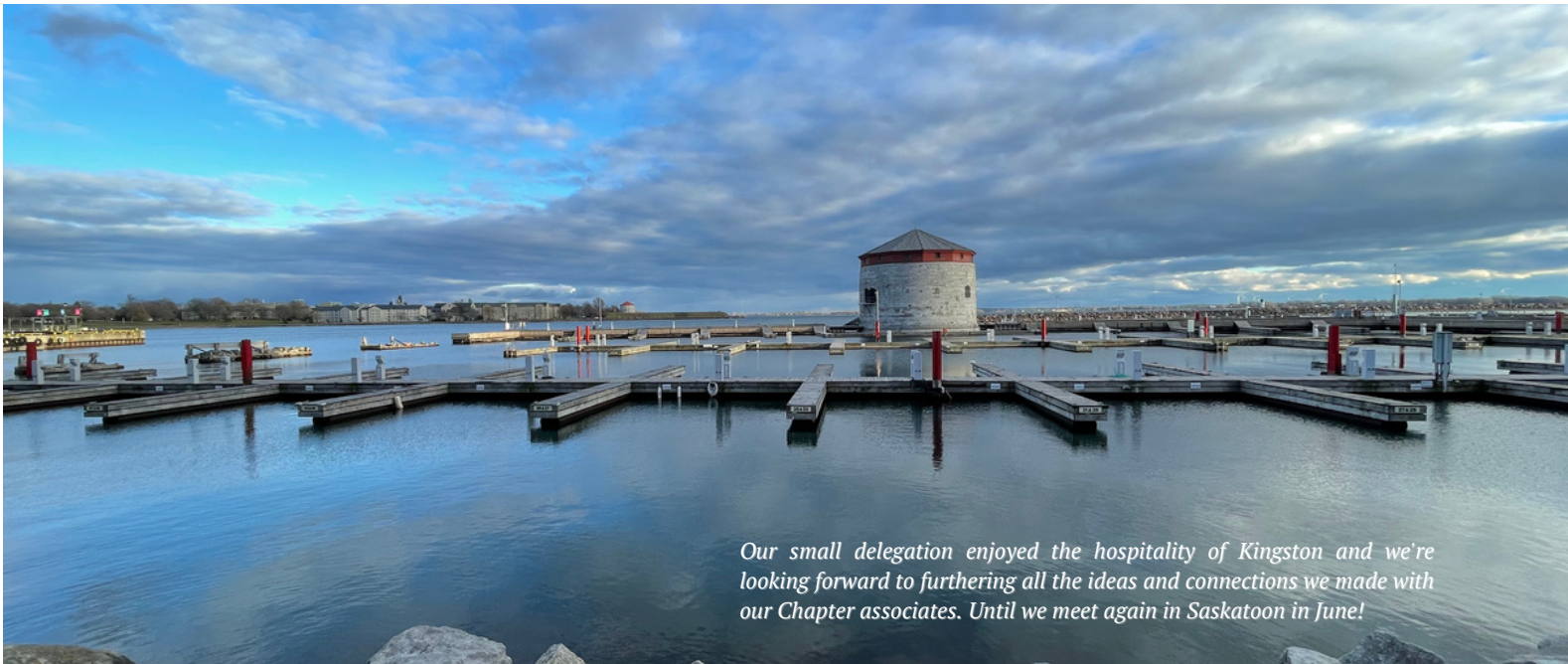
As with everything, all good things must come to an end. And after three days of getting to connect with our cross country colleagues in person, who we get to interact with so often through emails and video meetings, we were forced to say goodbye and go home to our respective regions. While it's sad to say goodbye to new and old friends, we come back with stronger connections, and a new level of excitement to get down to work, put into place some new ideas with an increased level of enthusiasm, and ready to continue to make our local condominium community as best as it possibly can be. Kingston, thank you for being such a great host, and to our CCI friends from across the country, thanks for the memories and great interactions, looking forward to building on that work in the coming year!



CCI North Alberta President Anand Sharma presents Hugh Willis with CCI's Distinguished Service Award.



Travel back in time to the 80s at the Award Gala! How many Run-DMCs can you spot!



Our small delegation enjoyed the hospitality of Kingston and we're looking forward to furthering all the ideas and connections we made with our Chapter associates. Until we meet again in Saskatoon in June!



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The Hot Seat with the New National Executive Director

LAURA PACHECO

CCI National hired a new Executive Director back in June. During our time in Kingston we had a chance to friendly face-to-face chat and here are some of the personal tidbits Laura had to share about herself.

Favourite family movie of all time?

The Sound of Music! I really enjoy musicals and it's a classic.

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

I'd love to have dinner with both my mother and daughter with each of us being 50 years old at the time of the dinner and all three of us being fully bilingual (Portuguese and English). My parents immigrated to Canada relatively late in life with 6 boys in tow, I was the Canadian and female addition. Mom was a homemaker and was unable to learn/retain English despite repeated ESL classes. My daughter never really learned to speak Portuguese so unfortunately, as much as they loved each other, verbal communication between the two was very limited. I chose the age of 50 because I think we are 'comfortable in our own skin' by the time we hit 50. I'd be most interested in hearing each reflect on their life journey.

What was your first job?

My first paid job was as a customer service representative at a bank. I enjoyed getting to know the clients that visited the branch and helping them.

Is there a charitable cause you support? Why?

There are several charitable causes I support. I have a very strong sense of community and volunteerism that I consider part of my DNA. My family has always volunteered in our community and my life has been in service to others. I often came home to find strangers, waiting for one of my brothers to fill out forms and serve as a translator for English documents. The power and value of community was something that had

been taught to me my entire life, and when my father died, I was 9 years old, I experienced this kindness firsthand. For three days, neighbours of diverse backgrounds paid their respects – an experience with lifelong impact. That December, I received a gift box from the Salvation Army addressed to me. These small acts of kindness and empathy set the tone for how I wanted to live my life in the future – to be of service and assistance to others, especially those whose voices are not always heard.



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Financially, there are a number of charitable causes I support including my local church, Alzheimer's society, Aphasia Institute, Bloor West Village ('loaves and fishes') Foodbank, Casey House, Doctors without borders, Ethics Centre, Heart and Stroke Foundation Canada, Federation of Portuguese Canadian Business and Professionals (FPCBP), Princess Margaret Cancer Foundation, Romero House, Salvation Army, and the Terry Fox Foundation.

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

Restaurant recommendations!

I enjoy eating out and finding hidden gems in the city. I keep an active list of restaurants in the Toronto area and have them categorized by neighbourhood, cost, and cuisine.

What is one sound you love to hear most?

A baby's laugh. It's a beautiful thing.

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EXPLORING TRUTH & RECONCILIATION IN CONDOS

LARRY PAYNE

President, Board of Directors

Riverview House

As a member of the Board of Directors, I recently tabled the suggestion and possibility of renaming our building.

For thirty years, Grandin House was the tradename of our condominium. We are a close knit community with only ten units and are located on a prominent street in the heart of Edmonton's downtown core.

As the realities of residential schools unfolded, the Board became more and more apparent of the harm and trauma caused by the building's namesake. Working in a public school system, myself, I was heavily involved in dialogues and teaching on a daily basis regarding truth and reconciliation including the Calls to Action within the Commission.

I tabled with the Board that any branding of buildings or businesses speaks to character and core values inherent within; therefore, I raised the topic with our Board and the possible perceptions of our building if we continued with a name largely associated with Vital Grandin. I provided the following historical account to assist with the Board's dialogue and deliberations about the possibility.

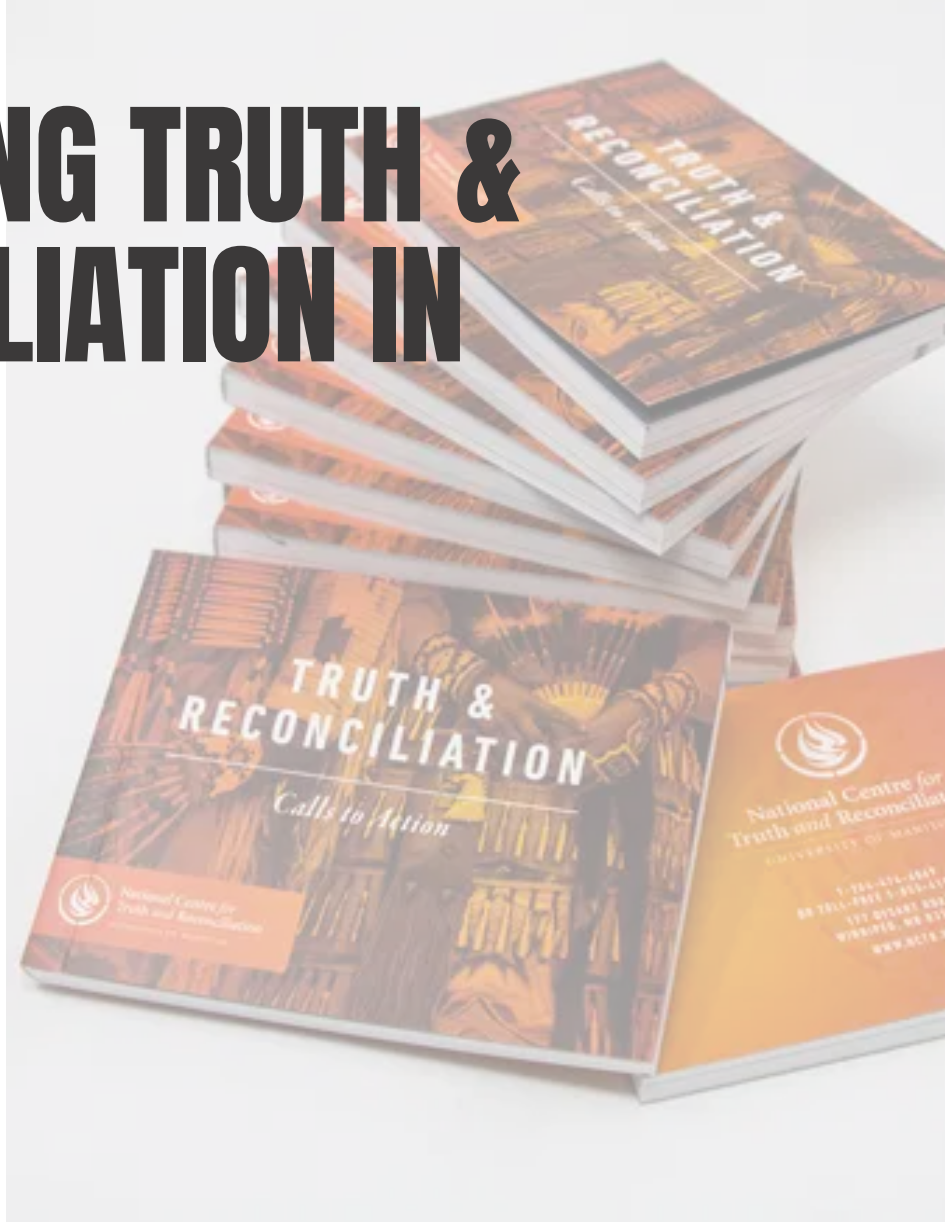
"Volume one of The Final Report of the Truth and Reconciliation Commission of Canada, which provides a historical account of Canada's residential schools system from its 19th-century origins up until 1939, contains background information about Grandin's motivations for championing residential schools. According to the report, Grandin was "convinced that Aboriginal people faced extinction, and doubtful that adult hunters and trappers could be transformed successfully into farmers." The report states Grandin implored Langevin that for Indigenous children "to become civilized they should be taken with the consent of their parents and made to lead a life different from their parents and cause them to forget the customs, habits and language of their ancestors."

Subsequent to the Board's agreement to pursue a name change, the following

pursue a name change, the following survey was sent to all owners to gauge the level of support to move forward. The following communication as sent to all owners:

Dear Owners,

The Board has its next meeting on June 22nd. One of the agenda items we will be discussing is the renaming of Grandin House. This is not our legal corporate number but rather a trademark name associated with our building. Given recent events respecting residential school deaths and to do our part for Truth and Reconciliation, and in light of the current direction the City of Edmonton is taking in renaming of the LRT station, the Board is



looking for input from all owners on whether a name change is desirable. Before the Board makes a final decision, we would like to canvas all owners on the following:

- *Do you support renaming the building?*
- *Do you have any suggestions for a new name?*

General consensus was received from the owners to proceed. A list of possible names was generated. The Board pursued two avenues **1)** *at nominal cost reserve any names we were considering for 90 days* and **2)** *provincial and federal name searches were conducted for results of incorporated entities, partnerships and trade names.*

Once the Board narrowed it down to three potential names, another survey was sent to all owners with the top vote being that Grandin House be rebranded with the registered trade name of Riverview House. Afterwards, a legal office filed documents on behalf of our Condominium Plan with Alberta Corporate Registry as follows:

- Ceasing the registration of our trade name "Grandin House"; and
- Registering the trade name "Riverview House" for use by our condo.

It was a successful process for our Board; however, **it was important to not rush the dialogue or push the topic through without thorough consultation.** We needed to **educate ourselves as a collective building of owners as to the historical knowledge and realities of Canada's past actions.**

Once all ten owners fully understood the rationale for the name rebranding they became empowered to act on one small part of the Commission's Call to Action.

And we did.



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Our Local Chapter Commitment

Our nation is currently going through a very important conversation and exercise that is difficult, and a long time coming, rooted in our history of colonialism that has outcomes we continue to see the generational impacts from. Over the past several years, this has been acutely apparent with the discovery of the victims of residential schools and has brought to light the reality that our history is still playing a part of our current everyday lives. To build the country that we want to be and that our citizens deserve, we must address these historical realities, and work to reconcile them.

While these conversation and acts of reconciliation are often seen at a high level, and the role of government, this year on September 30th, the National Day of Truth and Reconciliation, the CCI NA staff took the morning to discuss reconciliation, and the role that our

organization, our members, our community can and must play in reconciliation with Indigenous peoples. This was an impactful conversation, and we continued it on a later day with a local Indigenous leader who spoke to our discussion of the role condominiums play in reconciliation. We spoke about how as an organization, we can help guide our members through some steps that can acknowledge our past, and make changes to ensure all members of our society are respected, included and uplifted.

There are many actions that can take place, and while it may seem daunting, or perhaps small actions may not feel impactful in a widespread society changing way, we want to find ways through our many resources, including this magazine, our tutorials and class sessions, and ACE, etc, to show our members how and why it is important, and how often it is not as difficult as you may believe it to be. That these actions can be truly impactful, regardless of how big or small they are. We will work to bring

examples for why and how such acts of reconciliation are important, and how our members can undertake these actions themselves. As such, we reached out to a local condominium association, which undertook the process of renaming their building, and we asked them to provide some insights into why and how they went about this, which we have included this article. By no means, is there only one way to undergo such a process, and by undertaking a name change, it does not mean mission accomplished in terms of a reconciled nation, but it is impactful, and as a chapter of a national organization, we will continue to be a part of this process, and will support our members, and our community to navigate it through the best of our ability.

DAN NIELSEN
EXECUTIVE DIRECTOR
CCI North Alberta Chapter

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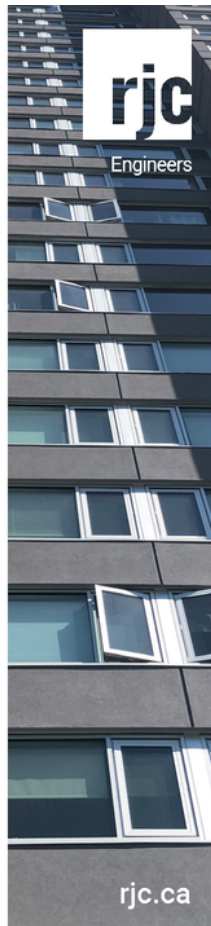
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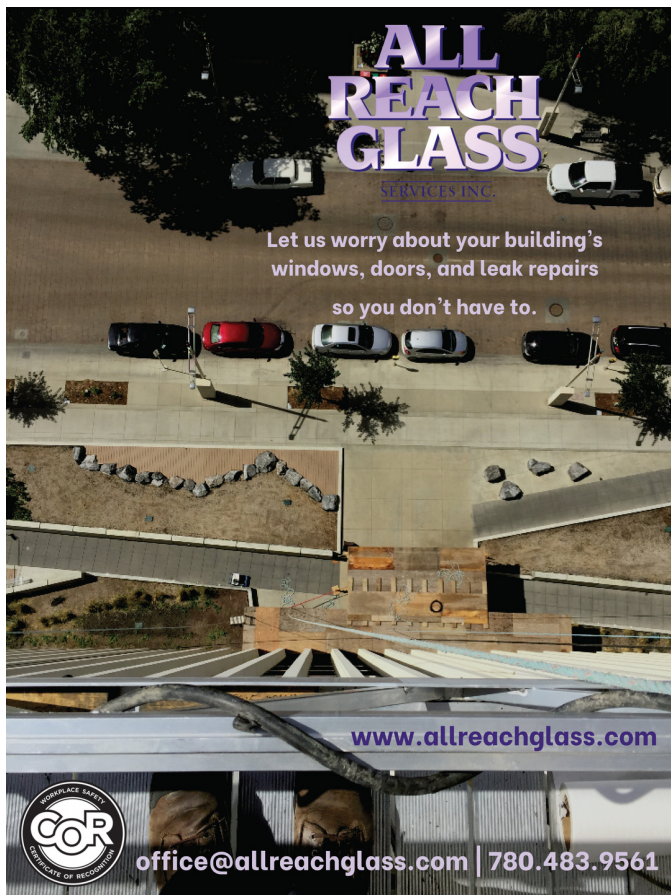
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HOW TO HIRE A SNOW REMOVAL CONTRACTOR

REBEKAH BARRON | DEVELOPMENT MANAGER
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Choosing the right snow removal contractor is crucial when it comes to maintaining your property or condominium!

Whether you are an owner or a property manager, you want to ensure the contractor you hire is reliable, efficient, and follows proper protocols and procedures to keep the property as safe as possible.

Safety is managed by keeping daily snow logs, before and after pictures, and making sure that each site is monitored on a regular basis. Attention to detail is very important for maintaining a safe environment.

This includes the contractor reporting any possible hazards, issues, or concerns. Communication is key!

Ask the right questions to get the information you need.



Here are a few important questions you as an owner or property manager should ask potential contractors:

What kind of liability insurance do they have? Is it up to date? (Always get a copy for your files.)

A contractor having the right amount of liability insurance is pivotal, not only does this protect you personally, but it also protects the corporation.

Do they have WCB coverage?

Worker's compensation coverage provides workers with the services and benefits needed to help them get back to work safely should they be injured on the job.

Remember, safety is managed by keeping daily snow logs, before and after pictures, and making sure that each site is monitored on a regular basis.

Does the contractor have a formal contract?

Not only does this protect the contractor, it also protects owners, property managers, and corporations to ensure all expectations are clearly laid out.

Can they provide current references?

It is important to verify the contractor's references to ensure their quality of workmanship is of the highest standard.



What type of sites do they services for snow removal? Do they have experience with large sites?

It is always good practice to verify that the contractor has experience with similar properties (in both size and scope), so you have confidence that they can service the site in a safe and timely manner.

What is their snow removal crew ratio to properties?

You want to ensure the contractor has the staff and time to service your site.

Where does your site fall within their route?

This will help eliminate any confusion regarding timelines. Adjustments can be made prior to the contract should there be any special requests.

What equipment will be used, and do they have the proper equipment to service your site?

Some sites require specific equipment to be used, advising expectations upfront allows all parties transparency.

What is the turnaround time for emergency visits (i.e., freezing rain)?

As sites should be monitored on a regular basis, it is imperative to request what the contractor's procedure for icy conditions are.

What is their policy for damages onsite?

Knowing ahead of time how the contractor manages damages to the property can reduce future frustration if the client is aware of their policies and procedures.

Here are a couple of ways owners and property managers can ensure a smooth process:

- Confirm the scope of work provided is the same for all contractors, this helps minimize the confusion of pricing when quotes are received.
- Reach out for snow removal quotes early. This allows adequate time for questions and concerns to be answered by all parties, and ensures a contract is in place before the snow flies!

Knowing what to look for, and asking the right questions, is key when choosing the right contractor.



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CONSIDERATIONS FOR PRIVACY RIGHTS IN CONDOMINIUMS

HEIDI N. BESUIJEN | PARTNER
REYNOLDS MIRTH RICHARDS & FARMER LLP

Following from a recent presentation addressing condominiums corporations and obligations under privacy law, this article works to recap that presentation and address certain questions arising from it.

Condominiums in Alberta are bound by the operation of the Personal Information Protection Act, SA 2003, s P-6.5 (the "Act"). The Act addresses the collection, use, and disclosure of personal information which is broadly conceived of any information about an identifiable individual.

It is important to note that privacy law is nuanced. The Act largely operates to offer the broadest possible protection of individual's person information and then proceeds to carve out exceptions. For this reason, there are no easy answers and condominium corporations would be well served to develop privacy policies to aid in the governance of private information in an appropriate manner. In fact, the corporation is obligated to develop such a policy and any practices flowing from it.

Many questions were received regarding the privacy officer and their role. Simply put, the privacy officer is tasked with ensuring the privacy policy and any practices are followed. There is no strict requirement to have a privacy officer, the Act contemplates that one might be appointed, but it



makes sense to have one “expert” who is knowledgeable on the issue of privacy at the corporation and can keep everything on track with regard to how personal information is managed. Essentially, condominiums must ensure that any personal information gathered is gathered for an appropriate purpose or purposes, is used in accordance with that purpose or purpose, and is only disclosed where there is consent to disclose or consent is assumed. The policy ensures this happens and the privacy officer (if one is appointed) ensures the policy is properly implemented.

information which can be requested from a condominium corporation. Before releasing such minutes, then, it is important to review and vet the minutes in order to redact any personal information for which there is no consent to disclose. It is suggested that any time the minutes are approved, a redacted or anonymized version of the minutes is produced immediately in order to have those ready to provide in response to any information request. This will ensure there is no need to frantically review minutes to meet the tight deadlines for

Condominiums must ensure personal information is gathered with consent and for appropriate purposes. A privacy policy ensures this happens and the privacy officer (if one is appointed) ensures the policy is properly implemented.

Common personal information that condominium corporations could be expected to encounter include the names of any persons on title for a unit, the names of the occupants of a unit, the contact information for any of these persons, information about who is in arrears and the extent of them, information provided relating to rental of social or common areas, insurance information, details relating to individuals found in meeting minutes. All of this information must be appropriately managed.

An example of this might be the meeting minutes of the corporation. As you are likely aware, the meeting minutes are amongst the types of

disclosure, will distribute the work over time to allow any redactions to be applied as the minutes are reviewed or shortly thereafter and, hopefully, ensure each set of minutes need only be reviewed once for this purpose.

Corporations working towards developing a privacy policy (which is recommended you at least have legal counsel review if not draft for you) should consider all of the personal information they will encounter and collect. They should also consider where that information will be kept and how it will be kept in order to address security concerns arising from that and also in order to allow ease of access when any requests relating to the same might come in.



One aspect relating to personal information is the accuracy of such information so a process for updating information (both on an as-needed basis such as when an owner sells and moves as well as on a regularly scheduled basis to catch anything that might have changed otherwise) is important to incorporate.

You will want to address who access information and how they access it including who will respond to requests for information and how those will be met.

Records retention is an important aspect of managing personal information. The *Condominium Property Regulations* (at Schedule 3) have a requirement for minimum retention periods for corporation records. This should inform any policy in terms of what information is maintained and for how long (be it personal information under the Act or not). Records can take many forms (i.e. reports, minutes, budgets) but one which you will want to consider is the management of emails and the information contained in them. Many corporations use cameras to provide surveillance of key areas (entrances/exits, parkades). Corporations may only do so where surveillance is linked to the purpose it is said to be carried out for and should be limited to areas where there is no expectation of privacy

(i.e. surveilling a common entrance to a building is ok but surveilling unit doors likely is not).

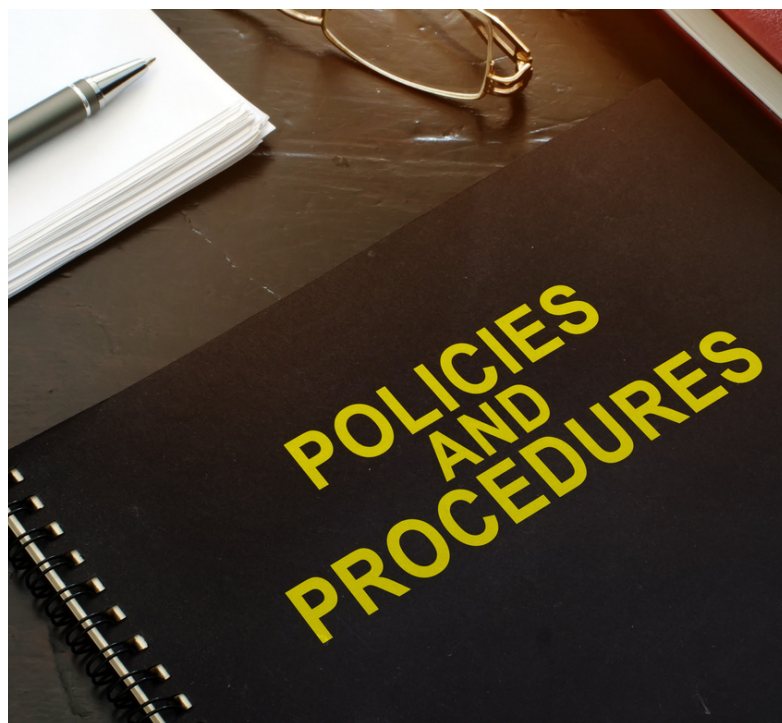
Corporations must be sure to post signage alerting anyone who may be caught by these cameras that the surveillance is being done and what the purpose is for it. Further, information must be made available as to who may be contacted in the event of any questions.

Corporations must be sure to post signage alerting anyone who may be caught by these cameras that the surveillance is being done and what the purpose is for it. Further, information must be made available as to who may be contacted in the event of any questions.

Make sure to review your bylaws and consider how they might inform the development of your policy.

Your privacy policy should address these matters as well as who will deal with any questions or requests coming in, how they will respond to them and the timeline for doing so. One last comment for developing your policy, as always, **it is important to review your bylaws and consider how they might inform the development of your policy.**

Do they account for consent? Do they require the collection of certain information? Do they address expectations of privacy or otherwise inform those?



The time and effort put into developing your policies and practices, as appropriate for the context of your corporation, will be well spent in ensuring the smooth application of the Act to your corporation into the future.

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4255 - 53 Avenue NW
Edmonton, AB T6B 3P4

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F: (780) 463 - 0359

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Sandi Danielson
Owner / Manager

office: 780.416.9098
fax: 780.640.9453
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www.princeproperty.ca

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BUSINESS DIRECTORY

WINTER 2022



COMPANY NAME	FULL NAME	PHONE	EMAIL
ACCOUNTANTS & BOOKKEEPERS			
Al Scherbarth Professional Corporation	Al Scherbarth	(780) 426-6446	aspc@telus.net
Amzad Amiri Professional Corporation	Amzad Amiri	(780) 489-8450	amzad@aapc.pro
Barbara L. Surry Chartered Professional	Barbara Surry Accountant, CMA	(780) 467-0562	blsurry@blsurrycma.com
Donnelly & Co. LLP	Pei San Chan	(780) 488-7071	peisan@donnellyco.ab.ca
Heather Zeniuk Professional	Heather Zeniuk Corporation	(780) 463-8425	heather@hzcpc.ca
Ho LLP	Luu Ho	(780) 448-7317	lho@hollp.ca
KBH Chartered Accountants	Mohini Kumar	(780) 463-8101	m.kumar@kbh.ca
Metrix Group LLP	Jeff Alliston	(780) 489-9606	jalliston@metrixgroup.ca
Radke Professional Corporation	Edwin Radke	(780) 424-2844	eradke@radkeca.com
Rutwind Brar LLP	Sukhi Brar	(780) 483-5490	sbrar@rbpa.ca
Scott Dalsin Professional Corp	Scott Dalsin	(780) 439-9646	scottdalsinpc@telus.net
Special Office Services	Christine Schultz	(780) 240-5755	schuchris@outlook.com

COMPANY NAME	FULL NAME	PHONE	EMAIL
BUILDING MAINTENANCE			
4-Way Inspection Services Ltd.	Travis Olinek	(780) 473-8464	travis@4wayinspections.com
Acclaimed! Heating, Cooling & Furnace Cleaning	Mallory Caudron	(780) 413-1655	mallory@acclaimedfurnace.com
Alberta Commercial Painting	Jason Love	(780) 913-9136	aaapainting@shaw.ca
Alltron Systems	Angela Parkes	(780) 414-0194	anglea.parkes@alltronsystems.com
BROJAM Construction & Maintenance Ltd.	Jamie Brown	(780) 757-5512	admin@brojamconstruction.com
Dryer Vent Scrubbing, Summit Fireplaces Heating & Cooling	Adriaan Van Papeveld	(780) 819-4527	dryerventscrubbing@gmail.com
Karlen-Kada Integration	Mickie Poon	(780) 453-1362	mp@elecom.ca
Mosaic Home Services	Steven Knight	(780) 910-6688	steven@getmosaic.ca
NB Benny's Contracting Ltd.	Rebekah Barron	(780) 660-2888	rebekah@nbbennys.com
Taylor Construction	Kristine Opp	(403) 244-5225	office@taylorconstruction.ca
The Restorers Group Inc.	Dean Amundson	(780) 239-6760	dean@restorersgroup.ca

COMPANY NAME	FULL NAME	PHONE	EMAIL
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
AIM Real Estate Corporation	Dan McDaniel	(780) 424-0397	dmcdaniel@aimrec.ca
Alberta Property Management Solutions Inc.	Georgina MacNeil	(780) 715-7270	accounting@apmsi.ca
AV8 Solutions	Brett Binnie	(780) 352-9277	brett@av8solutions.com
Ayre & Oxford Inc.	Roseanne Evans	(780) 448-4984	roseevans@ayreoxford.com
Bella Management and Realty Ltd.	Alison Pon	(780) 444-2665	info@realtybella.com
Blueprint Condominium Management Inc.	Ibrahim Butt	(780) 665-5350	ibrahim@blueprintmanagement.ca
Braden Equities Inc.	Braden Paquette	(780) 429-5956	info@bradenequitiesinc.com
Bridgegate Property Management Group Inc.	Tamara Langille	(780) 266-2778	tamara@bridgegate.ca
Burk Management & Realty Inc.	Shannon Dennis	(780) 421-9995	info@burkmanagement.com
Canwest Management & Realty Inc.	Arvind Kapur	(780) 461-2447	canwestmgmt@gmail.com
Celtic Group of Companies	Keri Roszko	(780) 784-0028	keri@celticmanagement.ca
Condo Management Solutions Inc.	Carrie Plett	(780) 278-8373	carrie@cms2020.ca
Converge Condo Management Inc.	Jeremy Dalglish	(587) 920-3550	jeremy@convergecondo.com
CorBec Management Group Inc.	Laura Lindbeck	(780) 445-4928	laura@corbecmanagement.ca
Core Realty & Management Group Inc.	Don Brown	(780) 651-1577	don@coremanagement.ca
Coutts & Associates Inc.	Peter C. Coutts	(780) 756-9222	peter@edmontonpropertymanagement.ca
CS Management Inc.	Curtis Siracky	(780) 760-6197	curtis@csmgmtinc.ca
Durston Properties	Alan Durston	(587) 590-1535	alan@durston.ca
FirstService Residential	Alicia Jentner	(780) 229-3882	alicia.jentner@fsresidential.com
Fort Management Ltd.	Kathy Bowers	(780) 791-3948	condos@fortman.ca
Gleniffer Lake Resort	Tammy Campbell	(403) 728-3010	tammy@mylakeresort.com
Group Three Property Management Inc.	Michele Curtis	(780) 641-0222	mcurtis@grouphree.ca
Habitat for Humanity	Connie Pitruniak	(780) 453-2979	cpitruniak@hfh.org
Hallmark Management Inc.	Darcie-Lea Rea, ACM	(780) 819-2108	darcie@hallmarkmanagement.ca
Homestead Property Management	Shirley & Ted Appelman	(780) 203-4105	ted.hpm@hotmail.com
Inland Property Management Ltd.	Kate Brisson	(780) 461-1177	kate@inlandpropertymanagement.ca
JLR Condo Specialists	Lisa Wallbridge	(587) 521-2090	lisa@jlrmgmt.ca
KDM Management Inc.	Brian Fischer	(780) 460-0444	bfischer@kdmmgmt.ca
Key Investment Property Management Inc.	Kyle Miller	(780) 833-5555	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 Silvinski	(780) 451-5192	aj@mmgltld.com
McLeod Realty & Management	Robert F McLeod	(780) 453-1108	info@mcleodrealty.com
Parterre Property Services Inc.	Tammy Hughes	(403) 241-2162	thughes@parterreproperty.ca
Pivotal Property Management Inc.	Jamie Shima	(780) 701-4300	jamie@pivotalpm.ca
Prime Property Management,	Kathleen Bildson	(780) 513-3060	kathleen@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
Re/Max Commercial Capital Property Management	Scott Hughes	(587) 525-8900	admin@rccpm.ca
Roots to Peak Management Ltd.	Melissa Southorn	(780) 860-6707	melissa@rootstopeak.com
Royal LePage Summitview Realty	Nancy Caul	(780) 852-5500	jasper@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

COMPANY NAME	FULL NAME	PHONE	EMAIL
CONDOMINIUM MANAGEMENT			
Strategic Condo Management & Consulting	Diane Drew	(780) 739-6619	diane@strategiccondo.com
TEGA Property Management Ltd.	Susan Milner	(780) 757-7828	smilner@tegapm.ca
The Realty Store	Tamara Janzen	(403) 341-5554	condos@therealtystore.ca
Victorian Management Inc.	Anthony Canada	(780) 463-0066	anthony@victorianmanagement.ca

COMPANY NAME	FULL NAME	PHONE	EMAIL
CONSULTANTS & MEDIATORS			
Bylaw Consultants	Gary Caouette	(587) 991-0959	bylawconsultants@gmail.com
Condo Check	Bernie Winter	(403) 509-2250	bernie@condo-check.com
CQ Network	Ronnie Tallman	(780) 449-5545	ronnie.tallman@cqnetwork.com
Excel Bldg. Inspection & Consulting	Stuart Schechtel	(780) 464-5634	excelins@telus.net
HRS Condominium Consulting	Helena R. Smith, ACCI FCCI	(780) 433-8058	helenarsmith1@gmail.com
Rosetree Mediation, Arbitration and Consulting Services	Gerrit Roosenboom	(780) 982-4355	rosetree.g@gmail.com
Skyline QS Consultants Ltd.	Maeve Duggan	(780) 920-9962	mduggan@skylineqs.ca
Todd Brand Consulting	Todd Brand	(403) 608-2710	toddbrand@hotmail.com

COMPANY NAME	FULL NAME	PHONE	EMAIL
DISASTER RESTORATION			
Belfor Property Restoration	Nikita Cooze	(780) 908-2469	nikita.cooze@ca.belfor.com
Complete Care Restoration	Jayson Wood	(780) 370-8997	jayson@completecarerestoration.ca
Delnor Restoration Services	Leanne Smith	(780) 929-4004	info@delnorrestoration.ca
First General Edmonton	Moe Barzagar	(780) 903-0402	moe.barzagar@firstgeneral.ca
First Onsite Property Restoration	Robin Chuchmuch	(780) 296-0035	robin.chuchmuch@firstonsite.ca
Kalloway Property Services	Ken Allman	(780) 436-8090	kenallman@kalloway.com
Lydale Construction	Denize Kendrick	(306) 934-6116	dkendrick@lydale.com
On Point Restore	John Wegner	(780) 701-3891	contact@on-point.ca
Paul Davis Restoration	Ryan Bubenko	(780) 454-4047	ryan.bubenko@pauldavis.com
Premier Fire & Flood Restoration	Kimber-Lee Kuyvenhoven	(780) 455-5881	kimber-lee@pfrr.ca
Pure Restoration	Tyler Scarlett	(780) 475-7044	tyler@purerestoration.ca
Restruction Alberta Ltd.	Janu Subramaniam	(780) 454-7762	janus@restruction.ca
ServiceMaster of Edmonton	Jason Miller	(780) 443-4338	jason.miller@svmrestore.ca
Titan Construction	Brandon Van Unen	(780) 483-3426	bvanunen@titan89.com
TRU North Restoration	Michael Anderson	(780) 994-0504	michael@trunorthrestoration.ca

COMPANY NAME	FULL NAME	PHONE	EMAIL
ENGINEERING			
Aegis West Engineering Inc.	Garett Cochrane	(780) 238-3418	garett@aegiswest.ca
C3 Engineering Technology Inc.	Cliff Swain	(780) 940-5578	c3engineering@Shaw.ca
Elements Roof Management Consulting Ltd.	Allan King	(587) 416-0555	aking@ermc.ca
Entutive Corporation	Adrain Breitwieser	(403) 879-1270	adrian.breitwieser@entuitive.com
EXP	Steven DeLuca	(780) 203-8605	steven.deluca@exp.com
HGC Engineering	Ian Bonsma	(587) 441-1583	ibonsma@hgcengineering.com
IRC Building Sciences Group	Marcia Araujo	(778) 580-5956	maraujo@rimkus.com
Keller Engineering	Andree Ball	(403) 471-3492	aball@kellerengineering.com
Morrison Hershfield Ltd.	Bereket Alazar	(780) 483-5200	balazar@morrisonhershfield.com
RJC Engineers	Jamie Murphy	(780) 452-2325	jmurphy@rjc.ca
Tree of Knowledge (TOK) Engineering	Martin Bankey	(780) 434-2376	mbankey.tok@shaw.ca
Wade Consulting Inc.	Billy Huet	(780) 977-5437	bhuet@wadeconsulting.ca
	Derek Zilke	(780) 486-2828	dzilke@wadeconsulting.ca
Williams Engineering	Marla Snoddon	(780) 910-9968	msnoddon@williamsengineering.com

COMPANY NAME	FULL NAME	PHONE	EMAIL
EXTERIOR MAINTENANCE			
Alberta Commercial Painting	Jason Love	(780) 913-9136	aaapainting@shaw.ca
Ardent Roof Systems Inc.	Derrick Lukin	(780) 488-4900	derrick@ardentroof.ca
Ascend Cleaning Services Inc.	Robert Panchuk	(780) 667-7263	info@ascendcleaningservices.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
Elements Roof Management Consulting Ltd.	Allan King	(587) 416-0555	aking@ermc.ca
Evertex Concrete Restoration Inc.	Rick Carbone	(403) 714-1799	rcarbone@shaw.ca
G & J Construction Group LP	Grant Wall	(780) 454-0700	services@gjconstruction.ca
NB Benny's Contracting Ltd.	Rebekah Barron	(780) 660-2888	rebekah@nbbennys.com
No Water Roofing	Thomas Cicak	(587) 990-7663	info@nowatercontracting.ca
Off The Ledge Inc.	Cody Hodson	(587) 873-2020	cody@offtheledge.ca
Osco Mudjacking & Shotcreting	Don Moroz	(780) 469-1234	don@oscomudjacking.com
Paneless Property Services	Matthew Stewart	(780) 707-8385	contact@panelesswindow.com
PolyLEVEL Alberta Corp.	Vincent Augert	(780) 660-8558	vincent@polylevelalberta.com
Pyramid Concrete Consulting Ltd.	Cole Goshulak	(780) 481-0808	cole@pyramidconcrete.net
Safesidewalks Canada Inc.	Jeff Adolf	(780) 278-4434	jeff@safesidewalks.ca
Shack Shine	Dustin Grainger	(780) 660-2586	dustin.grainger@shackshine.com
Trusty Tree Services	Kolton Canning	(780) 860-5500	info@trustytree.ca
West Edmonton Window Cleaning	Tyler Bayn	(780) 481-4988	contact@wewc.ca

COMPANY NAME	FULL NAME	PHONE	EMAIL
FINANCIAL SERVICES			
Condominium Financial	Jim Wallace	(780) 952-7763	jim@condominiumfinancial.com
CWB Maxium (Project Financing)	Kelly McFadyen	(604) 562-5403	kelly.mcfadyen@cwbsmaxium.com
Manulife Securities Inc.	Ryan Ardron	(403) 230-3909	ryan.ardron@manulifesecurities.ca
National Bank Financial - MacDougall Wealth Management	Christopher (Kit) Richmond	(403) 348-2606	christopher.richmond@nbc.ca
Rhind & Associates	Will Pozzo	(403) 283-1378	will@wjrhind.com
VersaBank	Karl Neufeld	(604) 984-7564	karln@versabank.com

COMPANY NAME	FULL NAME	PHONE	EMAIL
INSURANCE BROKERS & ADJUSTERS			
Allstate Insurance	Jamie Cairns	(780) 456-6138	jcairns@allstate.ca
Arthur J. Gallagher Canada Limited	Michael Arnold	(403) 299-1692	michael_arnold@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
RiskTech Insurance Services	Jason Ploof	(780) 453-9840	jploof@excelrisk.ca
	Vicki Schendel	(780) 453-8428	vschendel@excelrisk.ca
T & L Adjusters Ltd.	Cory Gilliam	(780) 395-2222	cgilliam@tladjusters.com
Zensurance	Zak Babarry	(888) 654-6030	info@zensurance.com

COMPANY NAME	FULL NAME	PHONE	EMAIL
INSURANCE APPRAISERS			
Balance Valuations Ltd.	Cassidy MacDonald, ACCI, P.App, CRP	(780) 296-2323	cassidy@balancevaluations.com
Go West Valuations Corp	Pete West	(587) 356-1555	pete@gowestcorp.com
Normac	Omar Khan	(780) 935-8258	omar@normac.ca
Reliance Asset Consulting Inc.	Harold Weidman	(780) 702-7068	info@relianceconsulting.ca
Suncorp Valuations Ltd.	Devin Baker	(306) 652-8373	devin.baker@suncorpvaluations.com

COMPANY NAME	FULL NAME	PHONE	EMAIL
JANITORIAL SERVICES			
Cleaning Extraordinaire	Rhonda Koenig	(780) 982-2223	rhonda@cleaningex.com
Cosmopolitan Cleaning	Janine Sutherland	(780) 278-6222	info@cosmoclean.ca
Sunshine Cleaning Services Ltd.	Robert Hennigan	(780) 477-7067	sunshinecleaningsltd@gmail.com
TKO Services Ltd.	Tasha Crowley	(780) 777-3055	info@tkoclean.com

COMPANY NAME	FULL NAME	PHONE	EMAIL
LAWYERS			
Archer Law	Victoria A. Archer	(780) 465-4852	archer@archer-law.ca
Birdsell Grant LLP	Mark Dudar	(780) 968-1213	mdudar@birdsell.ca
Field Law	Erin Berney	(780) 429-7856	eberney@fieldlaw.com
Miller Thomson LLP	Roberto Noce	(780) 429-9728	rnoce@millerthomson.com
	Michael Gibson	(780) 429-1751	mgibson@millerthomson.com
Ogilvie LLP	Robert P. Assaly	(780) 429-6243	rassaly@ogilvielaw.com
Reynolds Mirth Richards & Farmer LLP	Todd Shipley	(780) 497-3339	tshipley@rmrf.com
	Emmanuel Mirth	(780) 425-9510	emirth@rmrf.com
	Heidi Besuijen	(780) 497-3327	hbesuijen@rmrf.com
Sharek Logan & van Leenen LLP	David van Leenen	(780) 413-3100	dvanLeenen@sharekco.com
Shourie Bhatia LLP	Arun Shourie	(780) 438-5281	ashourie@sb-llp.com
Willis Law	Hugh Willis	(780) 809-1888	hwillis@willislaw.ca
	Melissa Stappler		mstappler@willislaw.ca
	Rachael Hovan		rhovan@willislaw.ca
	Amber Nickel		anickel@willislaw.ca
	Brian Anslow		banslow@willislaw.ca j
Witten LLP	John M Frame	(780) 428-0501	jframe@wittenlaw.com

COMPANY NAME	FULL NAME	PHONE	EMAIL
MECHANICAL, ELECTRICAL, & PLUMBING			
4-Way Inspection Services Ltd.	Travis Olinek	(780) 473-8464	travis@4wayinspections.com
Acclaimed! Heating, Cooling, & Furnace Cleaning	Mallory Caudron	(780) 413-1655	mallory@acclaimedfurnace.com
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	(800) 414-4929	pfflynn@gatewaymechanical.ca
Multigas Detection & Instrumentation Services Group Inc.	Jennifer Parasynchuk	(780) 980-0799	jen@multigasinc.com
On Point Plumbing & Gas Ltd.	Ryan Glover	(780) 860-0550	ryan@onpointplumbing.ca
Points West Mechanical	Daniel Reid	(780) 488-2195	daniel@pointswestmechanical.ca
Polar Electric Contracting Ltd.	Cory Peters	(587) 985-6403	info@gopolar.ca
Renew Services Inc.	Richard Nelson	(780) 544-8060	info@renewservicesinc.ca
The VETS Group	Erin Rayner	(780) 434-7476	erayner@vetsgroup.com
Viking Mechanical Contractors	Adam Hansen	(780) 455-0181	office@vikingmechanical.ca
Weiss-Johnson Heating, Air Conditioning & Plumbing Services	Dennis Johnson	(780) 463-3096	dennis.johnson@weiss-johnson.com

COMPANY NAME	FULL NAME	PHONE	EMAIL
PROPERTY & TECHNOLOGY SERVICES			
CondoGenie	Rafal Dyrda	(800) 274-9704	rafal@condogenie.com
CQ Network	Ronnie Tallman	(780) 449-5545	ronnie.tallman@cqnetwork.com
Edmonton Eviction Services Inc.	Donald Gray	(780) 974-8427	don@edmontonevictionservices.com
GetQuorum	Mark DiPinto	(877) 353-9450	contact@getquorum.com
SafewithUlli o/a Safe With Ulli Inc.	Ulli Robson	(780) 288-2986	ulli@safewithulli.com
Summit Lock & Safe Inc.	Josh Kenny	(780) 722-5101	info@summitlockandsafe.ca
UB Connex	Erik Kehat	(647) 468-2277	e.kehat@ubmedia.ca
Unico Power Corp.	Cooper Holmes	(778) 886-6290	holmes@unicopower.com

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REAL ESTATE			
Canwest Management & Realty Inc.	Arvind Kapur	(780) 461-2447	canwestmgmt@gmail.com
McLeod Realty & Management Ltd	Robert F McLeod	(780) 453-1108	info@mcleodrealty.com
Pinnacle Realty & Management Inc.	Rick Murti	(780) 758-4434	rmurti@pinnaclemgmt.ca
Realty72	Salman Rajani	(780) 716-0777	srajani@realty72.ca
Royal LePage Andre Kopp & Associates	Doug Kopp	(780) 865-0071	dougkopp@telusplanet.net
Royal LePage Summitview Realty	Nancy Caul	(780) 852-5500	jasper@royallepage.ca
Royal LePage, The Realty Group Grande Prairie - Property Management	Angie Peters	(780) 532-3400	angiepeters@royallepage.ca
Xplortek Property Inspections Ltd.	Sue Faraschuk	(587) 357-7940	sfaraschuk@xplortek.ca

COMPANY NAME	FULL NAME	PHONE	EMAIL
RESERVE FUND STUDY PROVIDERS			
Aegis West Engineering Inc.	Garett Cochrane	(780) 238-3418	garett@aegiswest.ca
Balance Valuations	Cassidy MacDonald, AACI, P.App, CRP	(780) 296-2323	cassidy@balancevaluations.com
Bigelow Reserve Fund Studies	Sharon Bigelow, CRP	(780) 965-0965	sharonbigelow@shaw.ca
C3 Engineering Technology Inc.	Cliff Swain	(780) 940-5578	C3Engineering@Shaw.ca
Entuitive Corporation	Adrian Breitwieser	(403) 879-1270	adrian.breitwieser@entuitive.com
Excel Bldg. Inspection & Consulting	Stuart Schechtel	(780) 464-5634	excelins@telus.net
EXP	Steven DeLuca	(780) 203-8605	steven.deluca@exp.com
Keller Engineering	Andree Ball	(403) 471-3492	aball@kellerengineering.com
Morrison Hershfield Ltd.	Hafsa Salman	(780) 483-5200	hsalman@morrisonhershfield.com
RJC Engineers	Jamie Murphy	(780) 452-2325	jmurphy@rjc.ca
Reserve Fund Planners Ltd.	Brian Barlund	(403) 348-5444	bbarlund@reservefundplanners.ca
Tree of Knowledge (TOK) Engineering	Martin Bankey	(780) 434-2376	mbankey.tok@shaw.ca
Wade KH Reserve Fund Planners Ltd.	Shantel Kalakalo	(587) 743-0555	shantel@wadekhrfp.ca
Williams Engineering	Marla Snoddon	(780) 910-9968	msnoddon@williamsengineering.com
Xplortek Property Inspections Ltd.	Sue Faraschuk	(587) 357-7940	sfaraschuk@xplortek.ca

COMPANY NAME	FULL NAME	PHONE	EMAIL
UTILITY MANAGEMENT			
Carma Corp. Utility Submetering and Billing Solutions	Jim Rychlo	(587) 598-3441	jrychlo@carmacorp.com
Enercare Home and Commercial Services	Warren Kuchta	(780) 884-2742	warren.kuchta@enercare.ca
Solution 105 Consulting Ltd.	Chris Vilcsak	(780) 429-4774	timinski@solution105.com

COMPANY NAME	FULL NAME	PHONE	EMAIL
WINDOWS & DOORS			
All Reach Glass Services Inc.	Blaine Adams	(780) 483-9561	office@allreachglass.com
Capital Exterior Solutions	Craig Hatt	(780) 757-3930	craighatt@capital.ca
Summit Lock & Safe	Josh Kenny	(780) 722-5101	info@summitlockandsafe.ca

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Contacts:

Dawn Mitchell	Direct # 780-453-8407
Matt Cruikshank	Direct # 780-391-2116
Kelly Barclay	Direct # 780-453-8415
Randy Frost	Direct # 780-453-8427

