

CANADIAN CONDOMINIUM INSTITUTE  
NORTH ALBERTA CHAPTER

# INSITE TO CONDOS

## THIS ISSUE:

**Understanding Roof  
Anchors &  
Requirements**

**Staying Safe on  
Boards &  
in your  
Condominium**

**Building Better  
Bylaws**

**VOL. 38, ISSUE 3 - SPRING 2023**

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The Canadian Condominium Institute is an independent, non-profit organization formed in 1982 with Chapters throughout Canada, including the North Alberta Chapter. This organization is the only national association dealing exclusively with condominium issues affecting all of the participants in the condominium community. The Chapters throughout the country provide practical comparisons to the different provincial Acts. The CCI assists its members in establishing and operating successful Condominium Corporations through information dissemination, education, workshops, webinars, courses, and seminars.

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# ABOUT THE ARTIST



*In the previous issue of Insite to Condos we spoke about the important work of reconciliation our country is undertaking, work that we as an organization and community are committed to as well. This is ongoing work, it will require continual efforts, and this is something we recognize.*

*One of the ways CCI NA is engaging in this work is by creating space in our magazine. For the 2023 year, we are working with Indigenous artists to create our cover art, with the frame of what condominium and urban living means to them. Our previous cover and this issue have featured the work of two youth artists.*

*If you know an Indigenous artist who is looking for opportunities to share their craft, we encourage you to connect us with them.*

## **About the artwork**

The drawing brings to light about beautiful unique condos that are being built in our ever changing economy.

It also shows the beauty in someone's kindness and the curiosity spring brings. From the curious observation of the cat, and the curiosity of the lady.

All the little things in life matter, beautiful sceneries and space to roam.



A member of the Frog Lake First Nation, Ember Herron enjoys everything! Her vast background in the arts keeps her very busy!

The arts includes; painting, singing, writing music and playing several percussion instruments.

She thoroughly enjoys being a fancy dancer in the summer in her home community. Currently a student, Ember is looking forward to attending college in the fall of 2023.



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# MESSAGE FROM THE PRESIDENT

BY ANAND SHARMA

## Welcome to the Spring Edition of Insite to Condos! It has been an incredibly busy 2023 for CCI North Alberta.

Our Board of Directors and staff are hard at work on several fronts, and I am excited to update you on our progress.

Since I last reported to you, we have hosted a few education events, including a webinar on Condos Going Green. We also held a new format for a luncheon on Reserve Fund Studies which was held at our new conference facility, the NAIT Productivity and Innovation Centre. Both events were highly successful thanks to our volunteer speakers and staff as well as our participation.

I am proud to announce that our online module-based Condo Board Basics course launched at the start of 2023. The project was a labour of love for many people over many years. Much thanks go out to our former Executive Director Alan Whyte, consultant Gordon Shepherd with Business Expert Solutions, our education committee co chair Susan Milner, our Education Coordinator Raffaella Loro and the amazing volunteers who helped to create and review content. I encourage every member to take the course online, it is a free benefit for every owner in every condominium corporation that is a member.

The Education Committee has already moved on to our next new project, which is revamping the Condominium Management 100-300 series. We will be offering these courses in 2023 with updated and refreshed content, so stay tuned for when we launch enrolment for these courses.

Our annual Alberta Condominium Expo (ACE) is nearly upon us! If you have not registered yet, do so right away because this conference and trade show will be the best yet and tickets are selling fast. I have personally reached out to speakers and helped curate topics with the condominium community in mind. Contracts, Building Envelope Projects, Reserve Studies, Aging in Place and Mental Health in Condominiums, How to Write Minutes, How to Understand Financials, are just a few of the relevant topics we will address. Nine seminars will be presented along with our always greatly anticipated legal panel, and this year I've asked the presenters to add a twist to their presentations! We have also brought back our popular Condominium Owners Stream this year which promises to help new and prospective condominium owners navigate condominium living.

Please encourage your network and fellow board members to attend on April 29, 2023 as we bring the Alberta Condominium Expo back fully in person.

CCI North Alberta has hosted two business partner events recently, including a bowling and pizza night held on March 2. A great time was had by all, even if the President of CCI North Alberta could barely break 100! Many thanks to Off The Ledge and Complete Care Restoration for sponsoring this fun event.

Speaking of fun events, save the date for our annual golf mixer! This event will be held on August 25, 2023 with more event details to come. Every year this event is sold out, so do not miss out.

On behalf of the Executive and Board of CCI North Alberta, I thank you, the members, for your ongoing support and participation in our events and being part of our CCI family.

I look forward to seeing all of you at our upcoming conference on April 29, 2023, and at all our other events over the spring months!

Anand Sharma  
President  
CCI North Alberta



# Membership Musings

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# EDUCATION STATION

## SET YOUR SCHEDULE FOR OUR 2023 EDUCATION SESSIONS

### CONDO BOARD BASICS

#### **\*NEW\* Online Course**

Condo Board Basics and Best Practices is back with a brand new online course! This is an introductory course that will assist condominium board members to understand their roles and obligations to better serve their corporation. This course covers the basics of Board Governance, Financial and Maintenance Responsibilities as well as Common Legal Obligations.

This course is free for all CCI North Alberta members.

### DEALING WITH DIFFICULT PEOPLE

#### **Webinar, 12pm, April 5, 2023**

Condo living isn't always easy. Learn about the ways to approach dealing with complex relationships and difficult people.

Join us for a deep dive into Dealing with Difficult People. Amber Nickel & Brian Anslow from Willis Law will examine the best practices and complex challenges facing condo owners, condo boards, and condo managers when situations get tricky.

We'll answer some of your top questions including:

- How to identify common behaviours that lead to a feeling of disruption, or that one could be seen as 'difficult'
- Solutions for difficult board members
- What supports condo boards and condo managers can access when conflict moves from constructive to destructive

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#### COMING UP:

### **ALBERTA CONDO EXPO**

Conference, April 29, 2023

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Webinars, May 2023

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## MEET THE BOARD

Darcie-Lee Rea

Let's get to know our newest Board Director.

**How has condo management changed since the start of your career?**

Significantly with the RECA licensing that is finally here. Although a very challenging time for Condo Managers, it is a good thing that the industry is regulated.

**What's the most important leadership lesson you've learned and how is it valuable?**

To listen and reflect. If you really and truly listen to people the path forward to a positive outcome will become apparent.

**In your opinion, what are the ingredients for a successful condo board?**

Board members that can leave self-interest at the door and focus on what's best for the corporation. Members that come prepared to engage in discussion at meetings. Consistent attendance at board meetings. Board members that invest time in professional development through the various opportunities CCI presents.

**What are some of the challenges of being a condo manager?**

Education of owners about the ACT, the Regulations, and the bylaws especially where insurance is concerned.

**Favourite Summertime activity?**

I rediscovered cycling in 2019 just before COVID and purchased an E-Bike. We are out in the river valley as soon as the weather allows in spring and as late as possible in fall. So much fun!

**Favourite movie of all time?**

A Star is Born – Bradley Cooper version. But all time favourite book series and show is the Outlander Series.

**What is your favourite technology tool to date and why?**

ZOOM is awesome and has allowed me to be more productive in board meetings and get follow up done quicker. Although in person meetings are nice once in a while too.

**What is the best advice you've ever received?**

Lift yourself up by helping others.

**Is there a charitable cause you support? Why?**

Food Bank, Ukrainian Canadian Social Services. Both are causes I support for the obvious reasons. I am grateful that I am in a position to be able to contribute to the relief efforts.

**If you were to go back to school, what major would you choose?**

Psychology

**What are you most grateful for?**

The opportunity to watch my boys grow into amazing young men and see where their paths lead them.

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

IT.

**If you didn't have to sleep, what would you do with the extra time?**

Quilt.

**When people come to you for help, what are they looking for help with?**

How to understand and navigate through condo issues, water leaks mostly.

What was your dream job growing up?

Veterinarian.

If you were the CEO of your own company, name one thing you would make compulsory in the office and one thing you would ban in the office?

Self Care time for meditation or the gym.  
Ban negativity and discourage poor lifestyle choices.

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

Miss Vickies

Would you rather live for a week in the past or the future?

Past, If I could choose the week.

What is the sound you love most?

Children laughing.



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Co-Chairs  
Government Advocacy Committee

In the first Government Advocacy report of 2023, it is safe to say the year has started off full steam ahead, and it does not look like it will be slowing down anytime soon as we advocate for CCI North Alberta, and the condominium community as a whole.

There are many different issues that we have brought to the provincial government to make sure they are aware of, and we are continuing to work to get the changes we are suggesting enacted.

This work has included a meeting early in the new year with Minister Dale Nally, the Minister of Service Alberta and Red Tape Reduction, where we spoke about the ongoing implementation of the condo manager licensing process, and the necessary improvements that are required to make sure we have a

fair and effective regulatory process. While we are certainly not there yet, we are working with our provincial partners and we are confident we will get it to where it needs to be for our community.

We brought up several more issues with the Minister, including the need for Bill 19 to move forward, and the great amount of work that went into the Bill this far along. Our major concern is about the potential consequences if it does not get passed. In this discussion, we spoke to the benefits and need for a dispute resolution tribunal, and suggested opportunities on how this can move forward. It was understood the importance of this going forward, and work will continue to find opportunities to implement it. However, it was made clear that this will be in the post provincial election timeframe.

Finally in this meeting, we brought up the issue of safety in condo buildings and how this has been an escalating issue since the beginning of the pandemic. This has to do with impacts to mental health, and the need for increasing support services. This impacts everyone in the condominium community, from owners and tenants, to condo managers, and even our business partners. We committed to the Minister to doing more background work on this, and get back to the Province

with our findings. Our Members Survey is currently active, and I encourage you all to fill it out and provide insight and data that we can bring to the Minister's attention. This is not the only work we are doing on this issue. We will be holding a webinar on Dealing With Difficult People in April, along with a session at our upcoming ACE conference on Mental Health and Human Rights. If you, or anyone you know, has experienced safety issues, these will be valuable resources to access.

We are all too aware that these are a very tight financial time for many Albertans. This is why we worked closely with our partners at CCI South Alberta to develop and gather data from our Condo Manager members on the number of condo units that are provided power through a common electricity meter and have missed out on receiving recent provincial utility rebates. We thank all those who responded to our survey. We have since provided an update to the Minister of Affordability and Utilities, and have heard that this data was positively received, and we are confident there will be movement to ensure there is equitable access for condo owners to these affordability tools.



A Provincial election is just around the corner, and will be called in the coming weeks. CCI North Alberta will be actively engaging with each political party as they campaign to ensure the issues impacting the condo community are known, and that if they form government, that they will need to move forward on. We will be bringing forward these priorities, the passing of Bill 19, including voting rights and chargebacks to condo owners, the enacting of the dispute resolution tribunal as well as the utilities rebate to condo units that are on a community utility meter, and gather feedback on how these fit into each of their platforms. When we are provided answers as to how each party will move forward on these issues if elected, we will communicate it out to our members, so you have an informed perspective when you go to fill out your ballot on election day.

If there are any questions, or there are arising issues that feel the Government Advocacy committee should know about, please do not hesitate to reach out to the CCI North Alberta office, and it will be brought up with our committee. As always, we continue to work hard to advocate on the condo communities behalf.



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# SPRING CLEANING AND AFFORDABILITY IN CONDO LIVING

DAN NIELSEN  
EXECUTIVE DIRECTOR  
CCI NORTH ALBERTA

You can feel it in the air, it might be still a bit chilly but it's there. The days are getting longer, the ice and snow is starting to melt. It's clear that Spring is creeping up upon us.

While I can't speak for everyone, I know that I'm over the winter cold, and ready to shed a few layers of clothing, grab my sunglasses, and enjoy some outdoor activities... mostly a few beverages on some patios.

With the arrival of spring, comes the opportunity to do spring cleaning, a bit of a check-in to make sure your home is in order. That is the theme of this issue of Insite to Condos, both for your own condo, and also for your condo board. In this issue you can read a feature on how to update your condo bylaws to make sure they're in order and as helpful and useful as they need to be, to will help get your board in order.

When the temperatures start to rise outside, you might start to open up some windows or the doors to your balcony to get some fresh air and

realize it is time to finally get that new furniture you have been meaning to update, or get rid of some of those books you read years back and are now just taking up space in your bedroom. If this is you, I want to bring your attention to an organization that can not only help you declutter your home, but also helps individuals and families transition from homelessness to safe stable housing.

This organization, Find, is a not-for-profit social enterprise branch of the housing organization Homeward Trust who runs the Housing First program in Edmonton which supports individuals and families transitioning out of homelessness. Find works to reduce the barriers for those securing stable and safe housing and move on from homelessness, by providing people their own furniture at no cost. Whether it's kitchenware, decor, living or dresser/nightstand sets, providing these items at no cost takes away the upfront costs that can prevent people from having a successful and secure living situation. It helps change a simple house into a home, and helps end the cycle of homelessness, and everyone in society benefits from this.

When you're looking for your new decor, and don't want to spend an arm and a leg, Find can help you there, as well where you can shop and pick out gently used goods that can freshen up your home at a

*Find is a non-profit social enterprise with two goals: providing essential furnishings free of charge to individuals and families who are moving out of homelessness through Housing First, and supplying low-cost, quality furniture and housewares for sale to the public.*





very reasonable price, and the money you spend there goes to help further Find's goal of ending homelessness. My own home has many treasures that I have found at Find.

This highlights a theme that CCI North Alberta continues to focus on, affordability. Without a doubt, since the start of the pandemic, we have all experienced financial impacts, whether in our own households, our places of work, or seen it in the community as a whole. It has been a tough three years since it began, and we are all working hard to make every dollar stretch as far as possible.

CCI NA continues to work on the issue of affordability in a number of different ways. We have done this through our advocacy work to the Provincial Government to ensure condominium residents receive equitable treatment and can receive

the benefits of the Provincial Utility Rebate program, which will help keep down monthly living costs. Further to that, CCI NA has been a long standing supporter of the Edmonton Food Bank, with it being our charitable contribution from our fundraising at our annual Golf Mixer, which keep your eyes peeled, we'll be hosting again this August, details to come.

Recently, the CCI NA staff and members of the board rolled up our sleeves and spent a morning at the food bank volunteering our time to help out and see for ourselves the great need that exists in the Edmonton area.

And now, you can help others in need with such donations of gently used furniture and household items. Find will even arrange to come pick up the items from your own home to reduce the stress of moving it for you. I encourage you to learn more about the work that Find and the Edmonton Food Bank are both undertaking at [finedmonton.com](http://finedmonton.com) and

[edmontonsfoodbank.com](http://edmontonsfoodbank.com). While you are helping them out, I promise you CCI NA will continue to work to keep your condo costs affordable as well. When you're done updating your decor and your bylaws, I hope you get some time to enjoy the outdoors, I know I'll be out there.







## Regional Member Profile - Grande Prairie

# CASSIDY MACDONALD AACI, P. App, BBE, CRP

A sit down with Cassidy MacDonald, AACI, P. App, BBE, CRP from Balance Valuations. Cassidy is a professional and knowledgeable commercial appraiser accredited through the Appraisal Institute of Canada. She is also a Certified Reserve Planner with the Real Estate Institute of Canada. She has 10-years of experience completing reserve fund studies and depreciation reports across Alberta & British Columbia. Cassidy is proud to be a leader in business and looks forward to expanding and growing Balance Valuations.

Prior getting into the appraisal industry, I worked for my father's company - a commercial real estate development and construction company assisting him in creating reserve fund reports for his own commercial condominium projects. With that previous experience, I started in the appraisal industry in 2011 with plans to expand in reserve fund planning. I became a Certified Reserve Planner through REIC, and went on to earn my designation as an AACI, P.App by the Appraisal Institute of Canada. As of 2019, my partner and I opened Balance Valuations.

Our firm completes all types of appraisals including residential, commercial, and industrial as well as reserve fund studies and depreciation reports across Alberta and BC.

I was born and raised in Grande Prairie. My roots to the area run deep as my great grandfather established the first trading post in the area in 1881. He went on to open his own trading post at Sturgeon Lake just east of Grande Prairie, a place where our large extended family still enjoys today.

Grande Prairie's diverse economy including an abundance of oil and gas

resources has allowed the area to enjoy a relatively stable economy compared to other areas of Alberta over time. Our population is uniquely young, with a median age of 31.9 (City of Grande Prairie) is considered markedly entrepreneurial and has doubled in the last two decades.

There is a mix of condo developments within Grande Prairie including typical residential apartments and townhouses, bare land projects, as well as commercial projects that include and office and shop area mix. There are several



commercial office condominium developments in the downtown area, one of which our office is located. A recent development is a bare land condominium project created as an adult gated community in a high-end rural estate area that promotes a maintenance free lifestyle. Another on-going project is a planned 350 lot bareland condominium project located on the west side of the city development for premium factory-built homes with phase 1 underway currently.

While our firm can deal with any building type, in the Grande Prairie area, we predominately see low-rise structures including residential townhouses, apartments, commercial/industrial spaces.

Our firm completes insurance appraisals across all property types. This has been as important offering given volatile construction prices in the last few years. We are finding condo boards taking more initiative than we have seen in the past to ensure their replacement values are up to date to mitigate a potential loss.



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# BUILDING BETTER BYLAWS

GARY CAQUETTE  
BYLAW CONSULTANTS

The first question you probably have is, where do I go from here? Should I take some other condominium corporation's bylaws and modify them for my corporation, or should I update them myself?

## Where do I go for advice?

Some condo managers are pretty knowledgeable, while some are just familiar with the most-used sections of the Condominium Property Act. There are government sources, law firms, and condominium associations that can provide good information on their websites. You will need to search for what you need and then interpret what you have found, which may not be easy. The process will require many hours of your time, and you may not see all the answers you are looking for.

Consultants and lawyers specializing in the Act and any applicable laws are invaluable and pay for their services many times over when you use them to update your bylaws. You want your bylaws to comply with the Act, stand up to a court challenge, and do what they were designed to do.



## Should I use a consultant or a lawyer?

The answer is you should probably use both, depending on your needs.

Lawyers specializing in condominium property law can address all the legal questions you might have and create bylaws that will stand up in court when needed.

Consultants guide you through the process and ensure that you get bylaws that work for your corporation. Consultants minimize your costs by providing services that a lawyer may not be required for.

Consultants can follow up quickly and provide options and answers to many of your questions.

## Update versus complete rebuild?

If your bylaws are old, have not been updated regularly, are non-compliant, or missing new changes to the Act, they may require a complete rebuild.

If your bylaws have been updated regularly and you want to add a new bylaw or update the recent changes to the Act, they may only require updating.

### What will it cost?

The cost will depend on what you want to be done and how often you require revisions to each bylaw. Building new bylaws where the Act is silent takes time and research, which may mean extra costs.

Consultants and lawyers may charge a flat fee for services or an hourly rate. Consultants usually charge around \$175 to \$225 per hour, and lawyers charge around \$350 to \$450 per hour. You should budget a minimum of \$7,500 and be prepared to go higher for an entire bylaw rebuild, depending on what you need. (Fees listed in this article are for budgeting purposes only and may not reflect your specific costs).

### How long will it take?

How long it will take will depend on how long each group in the process returns the required information as the cycle continues. Eventually, the unit owners get to vote on a special resolution. After a successful vote on the updates, the land titles office will need to register the document before it is enforceable.

Expect it to take a minimum of 10 to 12 weeks or six to nine months, depending on how quickly each task is completed.

### Who should be involved in the process?

You have your experienced consultant; you have your experienced condominium lawyer. You have a bylaw committee of three to five people made up of members of the board and some unit owners. Who else is left?

The most important person in this process is the rest of the unit owners. The unit owners will have the final say with their vote. If they are not happy with the revisions, they will not vote yes. All that work for nothing.

Get all unit owners involved in the process just before the vote so you can see what they are thinking. What may not be an issue to some unit owners may be a big issue to others. After getting the unit owners to tell you what they think, you can make revisions that will pass a special resolution vote.

### Better bylaws make better-managed properties.

A proper set of bylaws will serve all unit owners well and save your corporation a lot of time and money. One successful court challenge of your bylaws may cover most of the costs of doing it right the first time.

*Gary Caouette is a consultant at Bylaw Consultants.*

*Reach him by phone at 587-991-0959  
or by email at [bylawconsultants@gmail.com](mailto:bylawconsultants@gmail.com).*

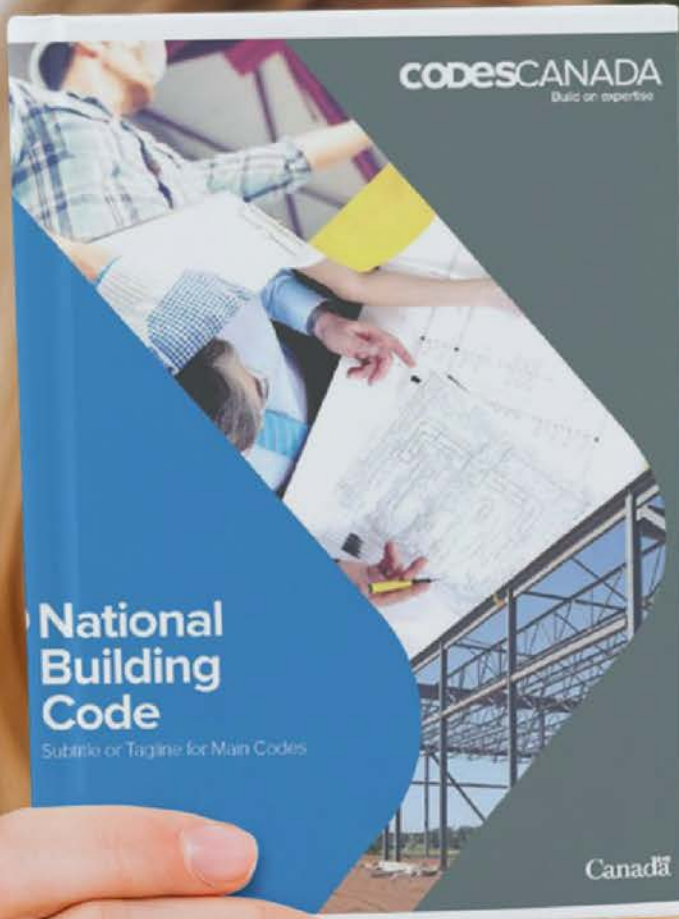
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# GRANDFATHERING BUILDING CODES

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*Ask the City*

Building codes are said to be “grandfathered in” when a building was constructed to the codes of the time, which have since changed. This is acceptable most of the time, since it wouldn’t be practical to update buildings every time the code changes. Additionally, if making small repairs, it may not be practical to update everything to the current code.

In some cases, building codes cannot be “grandfathered in”, such as:

- If there is an addition being added to an existing building
- If the whole of a building element is being replaced
- If there is a life safety or fire code concern

If in doubt, discuss with your engineer and the authority having jurisdiction.





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On behalf of our entire team, thank you.

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# UNDERSTANDING ROOF ANCHORS AND REQUIREMENTS

KELLER ENGINEERING

“The windows are scheduled to be washed next week! But have the roof anchors been certified for use?”.

We frequently encounter Property Managers who require inspection of the roof anchors that form a part of their fall arrest system. Often, the Property Managers are not aware of whether they need a visual inspection or load test or even that the certification of fall arrest systems is required by law.

Understanding a building's roof anchor maintenance and inspection requirements is not difficult, and with relatively little effort, Property Managers can automate this process in 3 easy steps.

## 1. KNOW THE ANCHOR TYPES AND REQUIREMENTS

The building's initial design drawings or the roof anchor plan will identify the type, attachment, and purpose of the roof anchors and fall arrest system. Not all fall arrest systems are designed for swing stage use. There are various types of anchors and components that may form part of your fall arrest systems, such as Davit arms and horizontal lifelines, however, for the most part, we come across 2 types of anchor points:



Figure 1. Wall Mounted Anchors



Figure 2. Pedestal Anchors

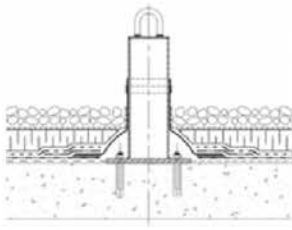


Figure 3. Adhesive anchor (note bolts embedded in slab)

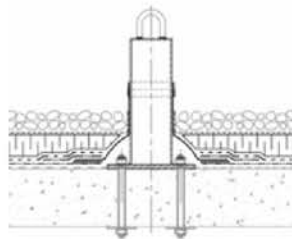


Figure 4. Mechanically fastened anchor (note bolts through slab and fastened on underside)

The Health and Safety Code for Suspended Equipment Operations stipulates that, at a minimum, all anchors must be inspected at intervals not exceeding 12 months. This annual, visual inspection requires the inspector to:

- Review the design drawings to ensure compliance with current regulations, standards, and engineering standards – Did the plan make sense?
- Assess the system to ensure compliance with the engineered drawings – Did they install the anchors according to the plan?
- Inspect all exposed, visible, and accessible components of the system for signs of distress – Are the anchors in good conditions?
- Inspect all adhesive and expansion fasteners – Were the anchors requiring occasional load testing included in this inspection?

Mechanically fastened anchors are attached to the structure using welds or fastened bolts and typically require only the annual visual inspection. Adhesive or expansion anchors, on the other hand require physical load testing of at intervals not exceeding 5 years.

The idea behind this additional requirement for adhesive or expansion anchors are attached to the structure by adhesive (glue) or forces induced by expansion (friction, wedge pressure) and are more prone to non-visible methods of loosening or failure. Anchors are required by code to meet two distinct standards.

- Anchors must resist 22.2 kN (5000 lbs) of force without failure.
- Anchors must resist 11.1 kN (2500 lbs) of force without permanent deflection.

Permanent deflection refers to any movement of the anchor that does not return to the pre-loaded condition when the load is removed.

As such, during load tests, anchors are loaded to 2500 lbs (50% of their design capacity) to confirm that they meet the second standard. When load tested in this way, anchors that have been properly designed and installed should not undergo any damage.

The 5-year load test requires more time on site for the inspection, wherein the inspector will bring appropriate equipment to load the anchors and measure any deflections. A typical loading set up is shown below:



Figure 5. Typical loading apparatus between pedestal anchors

## 2. KNOW WHO CAN INSPECT AND REPAIR THE ANCHORS

The standard mandates that either the visual inspection or the load tests be completed by a professional engineer, or a qualified person under the supervision of a professional engineer. There are several general building engineers and roof anchor inspection companies that can provide this service.

Following visual or loading inspections, the report may determine that minor repairs, such as caulking or flashing failures, or major repairs, such as anchor replacement, may be required. Depending on the level of complexity of these repairs they may require a simple handyman or the involvement of a design engineer. If a Property Manager is unsure from whom to obtain an inspection or load test, they can seek recommendation from their general building engineer, their window cleaners, or their roof anchor manufacturers.



### 3. SCHEDULE YOUR INSPECTIONS.

Although roof anchors must be certified for any work that will require attachment (caulking replacement from swing stage, pre-cast panel inspection from bosun's chair, etc.), typically the inspection is scheduled to be completed before the first window cleaning of the season. Recalling that varying degrees of repairs may be required following the inspection, we recommend that Property Managers look to schedule their annual inspection during the month of March or April. Many anchor inspectors and certifiers are offering multi-year inspection programs, wherein the inspector is engaged to preform all inspections (annual visuals and load testing) with the requirement that they will be completed each year without explicit annual authorization. This approach reasonably shares the requirement of ensuring regular annual inspections with the contracted inspector and allows for cost savings as the inspector benefits from previous annual work they have performed.

#### Important things to remember:

- Building or anchor plans will indicate the types of anchors on the roof.
- All anchors must be visually inspected every year.
- Adhesive or expansion anchors need to be load tested every 5 years.
- Qualified inspectors under the supervision of a Professional Engineer may preform the inspections and load test.
- Annual scheduling or pre-contracting inspection services helps ensure that the fall arrest systems will always be compliant.



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Willis Law



Dawn Mitchell  
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Shantel Kalakalo  
Wade KH Reserve  
Fund Planners Ltd.



Jamie Murphy  
RJC Engineering



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# STAYING SAFE ON BOARDS AND IN YOUR CONDOMINIUM


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Volunteering for your condominium board of directors can be a thankless job at times, but can it also be a dangerous one?

In light of the December 18, 2022 tragic shooting by an individual unit owner in a Vaughan, Ontario condominium complex, many current and prospective board members have begun to ask themselves this very question.

How can a board manage any risk and ensure the safety of the community whilst carrying out their duties?

Condominium unit ownership is a form of shared, collective property ownership. The units are the owners' private property and the board's responsibility is to manage the shared, common property. This means that the decisions boards make can directly affect the private property and financial interests of the owners. Being on your condominium board is to accept a position of responsibility within your community and it is a demanding job. Boards are tasked with managing the collective affairs of their communities, setting the budget, levying the fees and ensuring that the shared condominium property is managed effectively, for the best interests of all owners.



It is a political position and much like any political position, condominium board members will often be faced with decisions that will not please everyone in the community. As the classic saying goes “you can please some of the people all of the time, you can please all of the people some of the time, but you can’t please all of the people all of the time.”

With the private property interests of each individual owner and the collective interests that the board needs to manage, there will inherently be opportunity for conflict and the

This means, too, that boards should keep a certain professional distance from their duties as board members and their personal role as neighbours and members of the community. While neighbours may have a perfectly friendly relationship, boards should take steps to ensure a quick discussion with a board member in the elevator is not necessarily taken as a formal request from an owner for the board to do something. There should be official lines of communication for community business to the board.

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***Boards need to be able to diffuse potentially contentious interactions with owners before they become unproductive or even dangerous. This includes recognizing when to ask for help from professional mediators or lawyers.***

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relationship between board and owners can quickly become very challenging. Boards therefore need to be able to diffuse potentially contentious interactions with owners before they become unproductive or even dangerous. This includes recognizing when to ask for help from professional mediators or lawyers.

The first thing that boards can and should do is be transparent with the ownership about the decisions they are making. Often times, even if a person does not agree with a decision, they can at least accept the outcome if they have an appreciation for what drove the result.

There is a safety component to even this simple level of administrative practice too: it discourages owners from seeking out board members individually, including at their own units. Meeting someone at their home should be by personal invitation only. Friends and neighbours may get together socially at their homes, but matters of board business are matters of political business that affect the whole community and for the same safety and security reasons that elected officials at the municipal, provincial and federal levels do not meet with voters at their personal residences, so too should all owners be clear on the appropriate avenues of communication with their boards.





Sometimes, of course, contentious issues can spill over into potentially high-conflict interactions at general meetings. This is why it is so important to ensure that all members of a meeting understand the rules of procedure that govern the meeting and that the chair is competent to ensure the meeting progresses in accordance with the approved agenda and the rules of procedure which govern how long participants are entitled to speak when debating an issue. In this regard, the chair's role is not to pick sides on an issue, but to simply ensure the rules are followed. At general meetings, it is the group that votes and makes decisions, and ensuring compliance with the applicable rules of procedure helps to ensure that everyone's voice is heard and decisions are made as amicably as possible.

As members of a shared community, it is possible, though, that the relationship between community members may break down and become unproductive or even hostile, and this is especially likely in the political context. Many times this is due to personal disagreements or grievances or even just a clash of personalities or values. The challenge with such situations is that it is often "who is talking," instead of "what is being said" that is the cause

of disagreement. It is important to recognize when these clashes arise and to disengage as much as possible, relying on the process and proper procedures and not the personality.

With personal disputes, a professional mediator or lawyer can often assist with the governance of a board or general meeting. Having an independent third party assist with the governance of a meeting can go a long way to overcoming these types of personal clashes, allowing the meeting itself to progress productively and achieving an outcome that everyone can accept.

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***Having an independent third party assist with the governance of a meeting can go a long way to overcoming personal clashes***

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The situation may become more serious where, for example, a person in the community becomes aggressive or engages in harassing behaviour, refusing to comply with the proper policies and procedures for communication and potentially singling out individuals in the community. In such situations, it may be worthwhile to engage the assistance of a lawyer who can assist with obtaining the appropriate relief through the Court process to ensure the offending individual ceases and desists from such behaviour.

Where there is a concern of personal or community safety or a potential threat, board members and owners should disengage, not open their homes to angry neighbours and call the police if they feel unsafe. The police are a public service to help ensure a safe community and if you feel unsafe in the community, it is not wrong to reach out for help and guidance to diffuse a potentially dangerous situation before any threat to safety fully manifests itself.

At the end of the day, condominium boards should always remember they are in positions of responsibility and to take their owners' concerns (and threats) seriously. Maintaining proper

processes and procedures, and hiring professional assistance when needed, to conduct meetings can go a long way to overcoming a relationship where trust has been broken and helps get ahead a situation before it may become unsafe.

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*Insite to Condos, Spring 2023*



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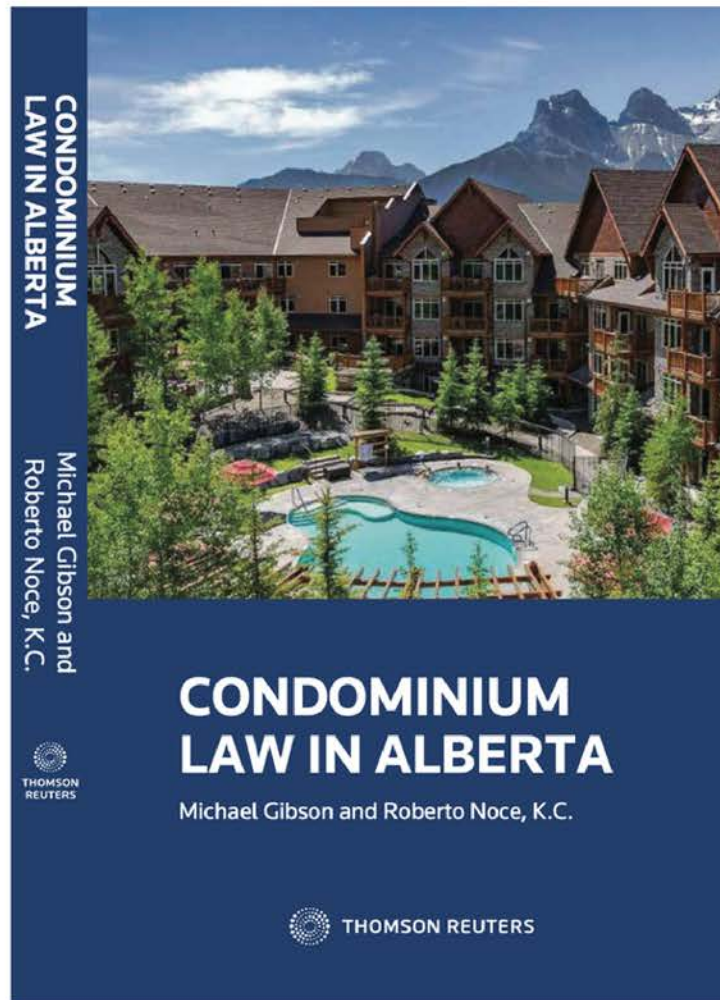
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