



CANADIAN CONDOMINIUM INSTITUTE
NORTH ALBERTA CHAPTER

INSITE^{TO} CONDOS

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UNDERSTANDING
CONDO TRIBUNALS

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YOUR CONDO AT RISK?

CONDO CONSTRUCTION
LIENS EXPLAINED

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The Canadian Condominium Institute (CCI) is an independent, non-profit organization formed in 1982 with Chapters throughout Canada. 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. CCI assists its members in establishing and operating successful Condominium Corporations through information dissemination, education, workshops, webinars, courses, seminars and government advocacy.

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Weekend Escape by Katy Campbell, © 2025

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MEET THE ARTIST



Photo Credit: Katherine Topolniski © 2024

KATY CAMPBELL

The cover art for this issue of INSITE to Condos features an impressionist take on Jasper's scenery by Katy Campbell.

Not only is Katy CCI North Alberta's new Executive Director, but she is also an avid painter. Working with oils and a distinctive finger-painting technique, her art is rich with texture and vibrant colours, bringing movement and energy to each piece.

A passionate advocate for positive change, Katy has a keen interest in community-building and policy development. She is honoured to lead CCI North Alberta, an organization dedicated to making a meaningful impact in the condo industry.

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FROM THE PRESIDENT



Susan Milner

Board President, CCI North Alberta Chapter

Valued Members and Partners,

As we move into a new year, I am pleased to reflect on an exciting and dynamic period for CCI North Alberta. The fall and early months of 2025 have been a busy and fruitful time for our organization, filled with growth and progress. Our educational calendar has seen a high volume of events, each offering top-notch quality presentations and delivering value to our members.

The strong attendance and positive feedback we've received from event attendees only reinforce our commitment to providing valuable resources and insights to the condo community.

CCI North Alberta remains committed to providing valuable resources and insights to the condo community.

One of the most significant milestones we've witnessed recently is the passing of Bill 30, which introduced several important changes to condominium legislation in our province. Among these changes is the establishment of a condominium tribunal, a new resource that we hope will offer a better option for dispute resolution for the condo community.

In addition, a critical enhancement for consumer protection was included in the legislation with new requirements for a technical audit of new condominium construction. This new legislation also provides much needed clarifications regarding voting, chargebacks and collection of insurance deductibles.

While these legislative changes are a positive development, we recognize that this is just the beginning. Much work remains to be done, particularly in ensuring that the regulations developed under Bill 30 match the intent of the legislation and best serve the condominium community.

Our Government Advocacy Committee continues to actively engage with policymakers to make sure that these regulations are thoughtfully crafted and that the needs of condo owners and boards are prioritized.

We are also continuing our advocacy efforts with the City of Edmonton regarding its waste program. We've heard from many of our members that the current waste program rollout has presented significant challenges for condo buildings.

As the city moves forward with its plans, we are committed to ensuring that condo buildings' unique

needs are addressed, and we will continue to work with the city to find solutions that benefit residents, Boards of Directors, and managers alike.

Looking ahead, I am excited about the remainder of our education calendar. One event that I am particularly looking forward to is the much-anticipated Alberta Condo Expo (ACE), which will take place on May 3rd. With a stellar lineup of topics and speakers, we expect this to be our best ACE yet. Tickets are on sale now, and I encourage you to grab yours before they sell out – you won't want to miss this event!

As always, we remain committed to our mission of providing education, advocacy, and resources that serve our condominium community. We are thankful for the continued support and active participation of our members, and we look forward to continuing this journey together in the months ahead. 🏢

With respect,




President, CCI North Alberta Chapter




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Photos (from L to R): Sandi Danielson facilitates CCI North Alberta's CM100 Course to a packed house at our January training; Executive Director, Katy Campbell and Government Advocacy Committee Chair, Hugh Willis are joined by guest experts, Armand Conant and Jamie Bleay, to talk condo tribunals as part of our popular Bill 30 Information Series.





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MEET THE CCI TEAM



INTRODUCING

Donna Impey

Board Director, CCI North Alberta Chapter

Written by: Katherine Topolniski, CCI North Alberta

Donna Impey, a condo owner, board member, and Licensed Condominium Manager, brings deep industry knowledge, hands-on expertise, and a passion for strengthening condo communities to her role as one of CCI North Alberta's newest Board Directors.

With over a decade of experience as President of multiple condo boards, she has built a leadership style centered on collaboration, transparency, and proactive problem-solving—skills further enhanced by her firsthand experience managing investment properties.

Now, as a CCI North Alberta Board Director, she is eager to advocate for best practices, enhance education, and drive meaningful change in the industry.

I recently had the pleasure of speaking with Donna to learn more about her journey, her vision for the future of condominium living, and what inspired her to take on this role.

What inspired you to join CCI North Alberta and get more involved?

I've always been interested in community development and creating positive change, which is why I was drawn to CCI North Alberta. As a condo owner myself and someone who sits on several condo boards, I've seen how important it is to have access to reliable resources, educational opportunities, and expert advice, which is exactly what CCI North Alberta offers.

My participation on condo boards has given me a deeper appreciation for the value of networking with other professionals in the industry, and I wanted to expand that by joining an organization that is at the forefront of advocating for best practices in property management.

I'm eager to get more involved because I believe in the mission of CCI North Alberta and I want to help strengthen the condo community, not only by bringing my own experience to the table but by learning from others and contributing to the initiatives that shape the future of the industry.

"My hope is to help build stronger, more connected communities where everyone feels heard and informed."

- Donna Impey

What condo industry challenges do you hope to address?

In my time serving on Condo Boards, I've seen a lot of common challenges, like improving communication between boards and owners, managing finances responsibly, and keeping up with changing rules and regulations.

I'd like to help tackle these issues through my volunteer work with CCI and the Education Committee by sharing practical advice and ideas that make things easier for board members and owners alike.

Continued on next page.

How has your background shaped your approach to working with condo communities?

Serving as president on two condo boards has given me firsthand experience in leadership, governance, and community management. This background has shaped my approach by emphasizing collaboration, clear communication, and adaptability. I believe in fostering trust and transparency to create informed, engaged communities.

Why is it important for condo owners to understand condo management?

It's essential for condo owners to understand condo management because they share a responsibility for the property and its operations.

A condo is not just a home—it's also a financial asset.

Understanding management ensures owners can make informed choices about budgets, special assessments, and capital projects and evaluate how well their property is being maintained, which directly impacts its value.

Even if they're not on the board, owners have a say in major decisions through voting. Well-run condos foster a positive community environment. Understanding how things work makes owners more proactive and confident, whether in addressing concerns, volunteering for committees, or supporting board efforts. This shared knowledge ensures the community thrives and protects everyone's interests.

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MEET THE CCI TEAM

What are some of your interests outside of work?

I have a variety of hobbies that bring me joy and balance outside of work. Spending quality time with my husband, Shaune, our children, grandchildren and Cocker Spaniel Charlie, reminds me what matters most—family and relationships. Knitting, gardening, quilting, golf and reading are things I like to do in my 'spare' time.

Shaune and I love to travel. Our home in Mexico allows us to escape the cold Alberta winters for a couple months each year. These activities influence my approach to life by fostering mindfulness and a deep appreciation for the small moments that make life meaningful.

What's a surprising fact about you?

While I am not currently employed in the condo industry, I successfully passed my Condo Manager exams in July 2023. This achievement keeps the door open for the possibility of pursuing a condo manager role in the future. 🏢



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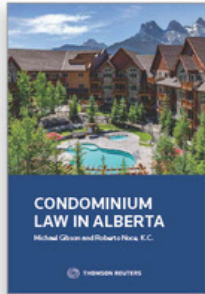
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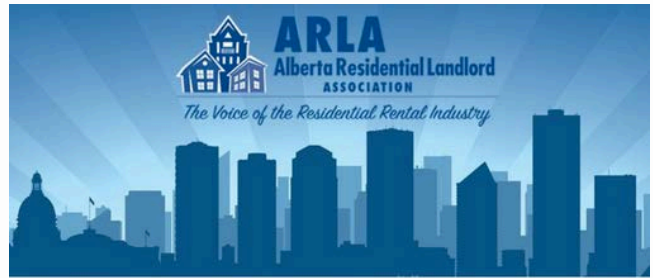


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UNDERSTANDING CONDO TRIBUNALS:

What Alberta Can Learn from British Columbia and Ontario

Written by: Katy Campbell, CCI North Alberta



Alberta's condo tribunal could be a game-changer—lessons learned in BC and Ontario indicate success requires careful planning, strong resources, and balance.

As Alberta moves forward with the establishment of its own condominium tribunal, following the recent passage of Bill 30, we have received many questions from members about what this new system will look like and how it will impact condo owners and boards.

The aim behind introducing a condo tribunal in Alberta is to provide an accessible, streamlined process for resolving common disputes within condo communities. The tribunal system is designed to offer a quicker, less costly alternative to the formal court system. While the idea sounds promising, the real question is: *Can these goals be achieved in practice?*

While we can't predict the future, British Columbia and Ontario's experiences with condo tribunals offer insights into what may be in store for Alberta.

We recently hosted a webinar with two out-of-province CCI Members who are experts in their respective provinces' condo dispute resolution systems. Armand Conant from Ontario and Jamie Bleay from British Columbia shared their insights from their firsthand experience with tribunals. Their perspectives were invaluable in giving our members a

view of the process of establishing a provincial tribunal.

What Can Alberta Learn from British Columbia?

In British Columbia, the majority of condo-related disputes are handled by the Civil Resolution Tribunal (CRT). The CRT was established as a way to provide a low-cost, efficient alternative to the court system. Most, but not all, condo disputes fall under the jurisdiction of the CRT. Some matters, such as harassment, bullying, slander, or disputes related to property rights, like the sale of a unit or ownership percentage, are excluded from the CRT's purview.

For condo disputes in BC, the tribunal process is entirely online. Individuals can file claims and upload evidence to an online platform. Disputes are resolved through a staged process, which begins with negotiation, followed by facilitation, and ends with a final decision if necessary.

According to the CRT website, the average timeline for most decisions is 254 days. However, that includes other areas of responsibility that may be less complex in nature than strata disputes. Jamie Bleay, who has

worked closely with BC's CRT, shared that most disputes that make it to the last stage of the process and require a final decision receive one within 12-16 months. According to the CRT, 40% of claims are resolved before adjudication.

British Columbia's Civil Resolution Tribunal aims to resolve disputes efficiently, and so far 40% of cases are settled before reaching adjudication.

The costs associated with the CRT in BC are designed to keep the process accessible. The initial application fee is \$150, with an additional fee of \$100 for a final decision. The CRT's operations are funded through provincial government revenues, making the system publicly funded and relatively low-cost for users. For low-income individuals, there are provisions to waive fees, ensuring that the system remains accessible to all.

Ontario's Condominium Authority Tribunal

Ontario, which established its Condominium Authority Tribunal (CAT) in 2018, took lessons learned from BC's CRT and applied them to its own system. Ontario's tribunal was initially limited in scope, dealing mainly with disputes related to condo documents, but has expanded over time to cover more areas, including nuisance-related disputes (such as noise, smoke, and odor) and by-law complaints.

Consultations are underway to further expand the tribunal's jurisdiction into areas such as owners' meetings and voting procedures.

Like BC, Ontario's tribunal uses an online, accessible platform with a three-stage dispute resolution process that advances step-by-step as needed.

STAGE 1 - NEGOTIATION: Parties involved work together to resolve their dispute using the CAT's online platform, streamlining the exchange of messages, settlement offers, and documents. Disputes move to mediation if negotiation is unsuccessful.

STAGE 2 - MEDIATION: A mediator helps the parties work through their differences, and if successful, a settlement agreement or consent order is issued. The case proceeds to adjudication if mediation fails.

STAGE 3 ADJUDICATION: A tribunal member conducts an online hearing, where parties present their arguments, evidence, and call witnesses. The adjudicator's final decision is legally binding, and the parties must abide by it.

Ontario's Tribunal: Fees, Timelines & Funding

Ontario's free structure is slightly more complex than BC's but is still designed to be affordable. If all stages in the tribunal are utilized, the total cost is \$200 (fees per stage include \$25 for negotiation, \$50 for mediation, and \$125 for adjudication). The person applying pays for each stage they use, ensuring they only pay for the services they need.

In terms of a timeline for a decision, what we have heard is that disputes that aren't resolved in the first two stages and do make it through to adjudication, take on average 6-8 months from the start of the process to receive a decision, with a decision expected within 30 days from the adjudication hearing.

Ontario's tribunal is funded through the Condominium Authority of Ontario (CAO), which collects an annual per-door fee from condo

Continued on next page.

GOVERNMENT ADVOCACY

corporations. This fee started at \$1 per unit per month and has decreased over time to \$0.75 per unit per month. The revenue generated helps cover the costs of the tribunal's operations, including its online platform, staff, and services.

With differing fees for each stage, Ontario's tribunal ensures that owners pay for the level of service they need.

The Role of Mediation and Negotiation

One of the features of both BC's and Ontario's systems is the emphasis on mediation and negotiation. These early stages of dispute resolution allow parties to settle matters without the need for a lengthy adjudication process. We anticipate Alberta's system will likely also prioritize these stages, offering affordable options for parties to work through their disputes collaboratively and cost-effectively.

There is Room for Improvement

Both panelists pointed out that while the tribunal systems are an improvement over past practices, there are areas that could be improved. One is that the low barrier of entry to file a claim may not be enough of a deterrent when it comes to filing frivolous claims. They both would like to see the initial fees raised, with the understanding that both provinces have fee waivers for low-income individuals.

Another area for improvement presented was the awarding of legal fees. Currently, legal fees are only awarded in exceptional cases, which means that the costs of defending against vexatious claims often fall on all unit owners of the corporation defending against a meritless claim. Both experts believe that changing this policy to allow for the legal fees to be awarded more easily would help to deter frivolous claims and protect condo owners from unnecessary costs.

LOOKING AHEAD: Alberta's Condo Tribunal

Albertans will likely not see an operational tribunal for at least another year or two as it takes time to develop the regulations that determine many of the details, to hire and onboard staff, develop systems and become fully operational. The regulations are expected to be complex, which may extend the timeline.

While it's likely Alberta will have something similar to other jurisdictions, it's hard to predict the final result. That being said, some information has been released, and we can tell you what CCI North Alberta has advocated for during stakeholder consultations.

We know a certain amount about how the tribunal will be funded, including the government's pledge of \$3 million in seed money to get the tribunal off the ground, with ongoing funding through a per-door condo fee, similar to the Ontario model.

CCI North Alberta has been advocating for a staged approach, similar to Ontario. Starting with a smaller scope focused on less complex issues would give the tribunal time to build expertise and refine its processes before addressing more nuanced challenges in the condo world. This approach aims to set the tribunal up for a successful launch and provide quicker decisions for Albertans seeking resolution.

Whatever the initial jurisdiction, a great deal is going to rely on the tribunal being well-resourced with knowledgeable and well-trained adjudicators. Through the various stages of tribunal development, we will continue representing our members in ongoing consultations with Service Alberta. 🏢

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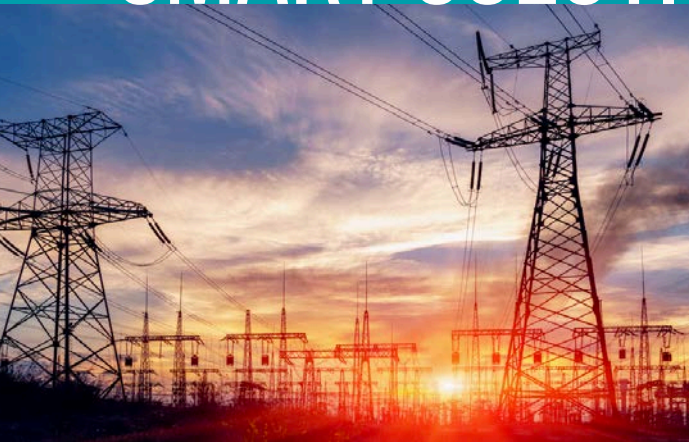


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Written by: Katherine Topolniski, CCI North Alberta

Knowing how to navigate Alberta's deregulated utility market and implement smart energy-saving strategies can help you cut down on soaring utility bills.

With rising energy costs, condo communities are looking for ways to reduce expenses. There are several effective strategies to manage utility costs while improving energy efficiency.

Recently, CCI North Alberta hosted a series of education sessions to help members understand their options in Alberta's complex utility market.

Here's an overview of expert tips and actionable advice to help you manage your energy costs more effectively.

One session featured a guest expert from the Utility Consumer Advocate (UCA)—a unique organization in Alberta that was established in 2003 when the province's electricity market was deregulated. The UCA's mandate is to educate consumers on the utility market and their available options, while also offering dispute resolution services.

If you'd like to learn more, visit the UCA website (ucahelps.ca) for helpful resources.

Navigating Alberta's Deregulated Utility Market

Alberta's utility market is unique in that it's partially deregulated, meaning there are both regulated and

competitive components. While the delivery of electricity and natural gas is regulated by the Alberta Utilities Commission (AUC), consumers can choose their energy providers in a competitive market. This provides condo owners with the opportunity to shop around for the best prices, but it can also lead to confusion if you're not familiar with how to evaluate offers.

In the competitive market, energy prices fluctuate based on supply and demand. By understanding pricing structures and how the market works and reviewing your contracts, you can avoid being locked into higher rates and make informed decisions that may lead to significant savings.

Practical Strategies to Reduce Utility Bills

REVIEW YOUR UTILITY CONTRACTS: *One of the most straightforward ways to lower utility costs is to regularly review your utility contracts.*

Many condo owners unknowingly pay more than necessary due to unfavorable contract terms, hidden fees, or outdated rates for electricity or natural gas. In a deregulated market, prices, fees, and contract terms can vary greatly between providers.

Before signing any contracts, carefully evaluate:

- **Contract Length:** Long-term contracts can lock you into fixed rates that may not be competitive. Shorter contracts offer flexibility to switch providers when rates drop.
- **Rate Structure:** Understand the difference between fixed rates (which provide stability) and floating rates (which change based on market conditions). Choose the option that aligns best with your condo's energy consumption patterns.
- **Rate of Last Resort:** This rate, which replaced the Regulated Rate Option (RRO) in Alberta as of January 1, 2025, is set by the Alberta Utilities Commission for a two-year period.
 - *Check your utility bill—if you're on the RoLR, you may find better options by shopping around.*
- **Additional Charges:** Be aware of hidden costs such as early termination fees, administrative charges, or service fees.

Switching providers or negotiating better terms can lead to long-term savings. The Utility Consumer Advocate has a great cost comparison tool on their website. **Go to ucahelps.ca for more information.**

USE ENERGY-EFFICIENT PRACTICES: *Beyond evaluating utility contracts, condo owners can take simple steps adopting energy-efficient habits can significantly lower costs and consumption.*

Even small energy-saving measures can result in significant long-term savings:

- **Upgrade to Energy-Efficient Lighting:** Switching to LED or CFL bulbs can cut energy use by up to 75% and reduce replacement costs due to their longer lifespan.
- **Optimize Heating and Cooling:** Regular HVAC maintenance ensures efficiency, while programmable thermostats help control

temperature based on occupancy, minimizing waste.

- **Improve Insulation:** Proper insulation in walls, ceilings, and windows maintains indoor temperatures, reducing the need for excessive heating or cooling.
- **Seal Drafts and Gaps:** Prevent energy loss-ensure proper seals on windows and doors, keep the heat in during winter and cool air inside during summer.

ENCOURAGE RESIDENT PARTICIPATION: *When residents, boards, and management work together, even small individual efforts can add up to substantial savings for the entire condo community.*

Raise awareness and encourage condo owners and tenants to adopt energy-smart habits:

- **Power Down and Unplug:** Avoid "phantom" energy consumption-turn off lights and unplug electronics when not in use.
- **Off-Peak Hours Usage:** Run dishwashers and washing machines during off-peak hours to reduce demand during peak times.

MONITOR ENERGY USE WITH SMART TECHNOLOGY: *Condo communities can take control of their energy expenses and maximize long-term savings by using smart technology that provides real-time insights.*

With the right tools and resources, managing energy use in a condo building is simpler and more effective than ever.

- **Implement Energy Management Systems (EMS):** Track real-time energy consumption to identify inefficiencies and take targeted action to reduce use.
- **Use Smart Meters and Submeters:** Unit-level data helps residents monitor usage, encourages mindful consumption, and reveals opportunities for savings.

Continued on next page.

SMART SOLUTIONS

STAY INFORMED: UTILITY SUPPORT SERVICES:
Condo communities can take charge of their energy consumption, cut costs, and build a more sustainable future by tapping into (free) resources to navigate Alberta's complex utility market.

Stay informed services that help you manage energy costs more effectively. These resources can help by:

- Clarifying billing issues and comparing rates to avoid overpaying.
- Providing mediation services to help resolve disputes with utility providers.
- Sharing up-to-date information on energy-saving programs that offer additional ways to reduce energy expenses.

The Utility Consumer Advocate (UCA) provides these services at no cost to Albertans - visit ucahelps.ca.

Take Charge of Your Condo's Energy Future

By leveraging these strategies—reviewing contracts, adopting energy-efficient practices, encouraging resident participation, and monitoring energy usage—condo owners can significantly reduce their utility costs.

While some energy-saving measures may require upfront investment, the long-term savings make it well worth the effort.

In Alberta's deregulated utility market, it's essential for condo owners to stay informed, make smart decisions, and use all available resources to keep energy bills in check. With the right knowledge and approach, condo communities can thrive in the face of rising utility costs. 🏢



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CHEQUE FRAUD IS ON THE RISE— IS YOUR CONDO AT RISK?

Safeguarding Your Condo Corporation from Cheque Fraud

Written by: Corey Krakower

Corey Krakower is a payments expert with over a decade of experience with financial technology providers and one of Canada's largest accounting firms. He is currently serving as the Director of Business Development for SparcPay, a leading secure digital payments provider to the condominium industry.

Outdated payment processes expose condo corporations to fraud, financial losses, and legal risks, making it crucial to understand how fraud occurs and implement key protective strategies.

Cheque fraud is on the rise, costing organizations millions of dollars each year. Unfortunately, condominium corporations are not immune.

Their reliance on cheques for vendor payments and other transactions makes them especially vulnerable. The consequences of cheque fraud are far-reaching, encompassing financial losses, reputational harm, and the potential erosion of trust among board members and residents.¹ However, with the right strategies and tools, these risks can be mitigated.

The Current State of Cheque Fraud

According to a 2023 report by the Association for Financial Professionals,² cheque fraud remains one of the most prevalent types of payment fraud, accounting for nearly 66% of reported incidents. The relatively simple nature of cheque manipulation, combined with outdated practices, makes it an attractive target for fraudsters.

Despite the risks being publicized for years, condo

corporations often issue a significant number of cheques to contractors, service providers, and utility companies. While this may seem straightforward, the inherent vulnerabilities of cheques make them a risky choice. Fraudsters can alter the payee's name, modify amounts, or even counterfeit cheques outright. These attacks are often sophisticated, leveraging stolen chequebooks or exploiting relaxed oversight during the approval process.

Unfortunately, many directors believe that cheques are protected by their bank or that the presence of a signature ensures there is no unauthorized release of the condo's funds. In most cases, this is simply not true, and the banks do not provide protection against cheque fraud. This is demonstrated by a business that experienced repeated cheque fraud incidents that the bank could not stop.³ The result was over half a million dollars in losses, failure of the business and a lawsuit against the bank. In another case, a condo in BC experienced \$50,000 in cheque fraud, and their bank admitted they “do not look at names or signatures on cheques”.⁴

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 - **Present Course** ~ illustrates current funding practices and factors in interest & inflation.
 - **Reasonable & Sufficient** ~ illustrates future funding recommendations/scenarios and factors in interest & inflation. 30-Year major repair/replacement schedule.
- ▶ **Meeting** with Board to discuss draft report, spreadsheets, findings and next steps.

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Real-World Examples of Fraud Tactics

Cheque fraud can occur in various ways, and condo corporations are particularly vulnerable due to their operational structure.

Common tactics include intercepting cheques during mailing and altering the payee or amount to divert funds to unauthorized accounts. In some cases, fraudsters may create counterfeit cheques using stolen account details. Internal fraud is another risk, where individuals with access to cheque books or banking information exploit weak oversight to issue unauthorized payments.

These scenarios highlight the importance of robust controls and vigilant monitoring to detect and prevent fraudulent activity.

Proven Strategies to Protect Your Funds

1. TRANSITION TO DIGITAL PAYMENTS:

Digital payment solutions significantly reduce the risks associated with cheque fraud. Unlike cheques, digital payments offer greater transparency and are often equipped with built-in fraud prevention features, such as multi-factor authentication and audit trails.

By adopting platforms that specialize in secure automated approvals and electronic payments, condo corporations can eliminate the vulnerabilities of cheques entirely.

Cheque fraud thrives on weak or nonexistent approval processes. Despite years of warnings, many condo corporations still rely on cheques—making them easy targets for fraudsters



2. IMPLEMENT APPROVAL WORKFLOWS:

Fraud often exploits weak or nonexistent approval processes. Condo corporations should enforce strict dual-approval workflows for all payments, ensuring no single individual has unilateral control over funds. Modern digital payment platforms allow for the seamless integration of approval workflows, enabling transparency and accountability at every step.

3. CONDUCT REGULAR BANK RECONCILIATIONS:

The timely reconciliation of bank statements can help detect irregularities early. Assigning this responsibility to an independent party, such as a third-party property management firm, ensures an additional layer of oversight and reduces the risk of insider fraud.

4. EDUCATE BOARD MEMBERS AND STAFF:

Knowledge is a powerful tool in preventing fraud. Regular training sessions on common fraud tactics, warning signs, and best practices can empower board members and staff to act as the first line of defense.

Continued on page 24.

Staying Ahead of Financial Threats

The financial and reputational stakes are too high for condo corporations to ignore the risks associated with cheque fraud. By embracing digital payment technologies, strengthening internal controls, and fostering a culture of vigilance, condo boards can protect their communities from the devastating consequences of fraud.

Transitioning to secure, automated payment systems

can transform the financial operations of organizations. Beyond reducing fraud risk, these tools enhance efficiency, transparency, and trust—qualities that every condo corporation should strive for.

In a world where financial threats continue to evolve, staying ahead requires proactive measures and a commitment to modernization. Safeguarding your condo corporation's funds isn't just about preventing losses; it's about preserving the integrity and trust that strengthen the communities we call home. 🏠

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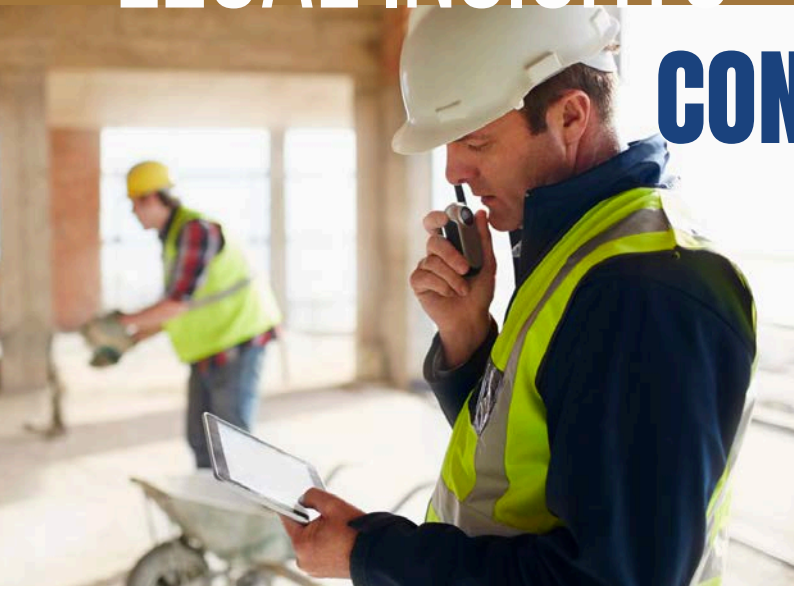
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CONDO CONSTRUCTION LIENS EXPLAINED

Understanding Risks and Responsibilities for Owners

Written by: Michael Gibson

Michael Gibson is a lawyer at Miller Thomson LLP and is one of the authors of the textbook on condominium law in Alberta. He has extensive experience in condominium law, advising developers, corporations, boards, managers, and owners.

Construction liens can be a nightmare for homeowners, but for condominium owners, they often become a tangled web of confusion and risk—especially when common property is involved.

Construction liens can be a headache for any homeowner, but can be particularly challenging to deal with in condominiums. This is, at least in part, primarily due to the inevitable disparity of information between condominium boards and their ownership when work is done on common property and in units.

Construction liens may be registered against a unit owner's title, with very little knowledge or input from the individual unit owner themselves. To explain this process, it is important to review how construction liens arise and how they are currently treated in condominiums in particular.

What Are Construction Liens?

Construction liens are a legal mechanism available to contractors/builders to enforce the payment of invoices for labour and materials supplied to a property owner. In accordance with the Prompt Payment and Construction Lien Act, a contractor who supplies labour and/or materials that benefit a property owner has a right to register a lien against

the property owner's title to enforce the collection on any unpaid invoices. That is, where labour and materials are supplied to the benefit of a property owner, the contractor who supplied those labour and materials is entitled to a registered security against the property if they were not paid for their services.

The Subcontractor Challenge

Sometimes, this means that an unpaid subcontractor has lien rights against an owner's property, despite the fact that the owner has paid the general contractor. If the general contractor does not pay their subtrades, those subcontractors may have lien rights against the owner's property, notwithstanding the fact that the general may have actually been paid.

This lien right arises under the Prompt Payment and Construction Lien Act because the subcontractor's efforts were supplied to the benefit of the property owner, and the subcontractor is entitled to compensation for those efforts.

The Subcontractor Challenge

Sometimes, this means that an unpaid subcontractor has lien rights against an owner's property, despite the fact that the owner has paid the general contractor.

If the general contractor does not pay their subtrades, those subcontractors may have lien rights against the owner's property, notwithstanding the general may have actually been paid. This lien right arises under the Prompt Payment and Construction Lien Act because the subcontractor's efforts were supplied to the benefit of the property owner, and the subcontractor is entitled to compensation for those efforts.

The Disparity of Information

An obvious disparity of information and control arises in this system. The property owner may have directly hired and paid a general contractor for some work done on their property.

The property owner will often, though, have very little control or input over the subtrades hired by the general contractor. Liens can arise against the property through no direct fault of the property owner, who may have to pay out the liens and seek reimbursement from the general contractor.

One way or another, there is potential for exposure for any property owner, who may find themselves embroiled in a bitter dispute between a general contractor and a subcontractor.

The situation is even more complicated with condominiums, where there is an added layer of potential disparity of information and control over contractors.

Governance & Maintenance Responsibilities

As a form of collective property ownership, condos operate through democratically elected boards, who manage the affairs of the condominium corporation.

Through this democratic governance structure, one of the primary responsibilities of condominium boards is the maintenance of the shared real property. In carrying out these duties, condominium boards will often have cause to hire a contractor.



Whether an intensive restoration job, an elevator modernization, a building envelope refurbishment, or any other capital project, condominiums will constantly have need for construction service professionals in carrying out their maintenance and repair obligations.

This fact, though, comes with the potential for complicated construction lien claims when condominiums or their general contractors fail to pay for labour and materials that may be supplied.

Continued on page 28.

How Construction Liens Arise

The Condominium Property Act contains special provisions for dealing with construction liens that may arise in the condominium setting. In the condominium context, there are essentially three ways a construction lien may arise:

1. OWNER-HIRED CONTRACTORS:

Where a unit owner hires a contractor to do work in their own private unit. In this case, any construction liens that arise are against the owner's title to their unit and their share in the common property only. This is not dissimilar to the situation where the owner of a single-family home hires a contractor, the lien rights are against that owner's property only.

2. WORK ON COMMON PROPERTY:

Where the condominium corporation hires a contractor to do work in respect of the common property and such work is intended for the benefit of the common property generally, such as restoration work following a water loss that affects multiple units, a building envelope or elevator refurbishment project, or any other common property work for which the condominium corporation may need to hire a contractor. In these cases, any construction liens that arise are against the title of owners of all units in proportion to the unit factors assigned to their units, as well as the common property generally. These liens are unique to condominiums.

3. WORK ON INDIVIDUAL UNITS:

Where the condominium corporation hires a contractor to do work in respect of any particular

unit. This type of work may arise, for example, through an insurance loss, where the condominium has to hire a contractor to repair damage to an owner's unit, in accordance with the condominium corporation's insurance and repair obligations. In this final case, any construction liens that arise are against the title of the owner's unit and their share in the common property only.

When Liens Arising from Common Property Work

Construction liens that arise under item 2 from the above list tend to prove to be the most challenging for condominiums and contractors to contend with. For instance, with liens arising under these circumstances, the statement of the lien is registered against the condominium plan generally, reflecting the lienholder's claim against the common property, but is also deemed to be registered against title to every unit.

This is because it is all the unit owners collectively who actually own the common property, in proportion to their unit factors. They are the ultimate owners of the property that benefited from the supply of labour and materials and are therefore ultimately responsible for ensuring the contractors and subcontractors are paid for the labour and materials supplied.

Impact of Liens on Unit Owners

Under this legislative scheme, there is a standard practice in the construction industry for lien claimants to register their liens against the certificates of title for all the condominium units, in addition to the condominium plan. This means, too, that in any lawsuit to enforce the liens, all unit owners personally and the condominium corporation

Continued on page 29.

will be named as defendants to a lienholder's claim. This has several logistical implications. Firstly, any lawsuit arising in respect of a simple construction lien claim may balloon to a claim against tens or hundreds of parties.

Unfortunately, lien claimants rarely clarify in their statement of lien registered on an owner's title that the owner is only liable up their proportionate share of the total lien, based on their unit factors.

The effect is that owners may find liens registered against their titles for hundreds of thousands (or millions in larger condominiums) of dollars of major

construction work related to the common property generally.

This can significantly impact an owner's ability to obtain financing or sell their unit, notwithstanding that their actual share of the total lien amount is only a fraction of the overall claim.

In fact, under the Condominium Property Act, where a unit owner pays the lienholder their proportionate share directly, the lienholder must discharge the lien against that owner's unit and their share in the common property.




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The Legal and Practical Dilemmas for Owners

The practical issue comes when lienholders have to take enforcement steps. It is the condominium board, not the unit owners, who hires contractors on behalf of the condominium corporation to perform work in respect of the common property generally. Not every unit owner will have perfect knowledge of the specific work the contractor was hired to do, or whether there is any dispute over the work completed that could impact the amount ultimately owing under any lien claim. Unit owners who had no input in hiring a contractor may find that they have a lien registered against their title and are subsequently named in a lawsuit in respect of enforcing those liens, with little to no ability to respond to such lawsuit.

Condo Corporation's Role in Defending Lien Claims

As the statutory manager of the common property, the condominium corporation, through its board, will have the particulars of any construction contracts, what work was requested, etc. Regardless of transparency and communication efforts to keep the ownership informed, the practical reality is that each defendant owner in such cases will suffer from the inevitable information disparity, being sued and having to defend on the basis of limited information. The condominium corporation may dispute the lienholder's claim on the basis of information not readily available to all owners.

Options for Unit Owners Facing Liens

The owner's plight is made worse by the fact that if an owner chooses to pay their proportionate share of the lienholder's claim, they are not immediately entitled to reimbursement by the condominium corporation, nor are they easily able to claim a reimbursement if the amounts claimed by the lienholder are subsequently reduced through Court

Order or settlement with the condominium corporation.

Ensuring Better Transparency for Condo Owners

The condominium corporation is usually best positioned to respond to and deal with lienholder's claims against the common property, but the current scheme under the legislation throws unit owners into the quagmire with little ability to protect themselves.

An aggressive lienholder may seek enforcement against the unit owners directly, regardless of any merit to their lien claims that the condominium corporation may ultimately defend, leaving those owners who do pay worse off and leaving the condominium corporation with a political and legal battle not just with the lienholder, but with many of its owners who may have independently chosen to pay the lienholder, without full knowledge of the legitimacy of the lienholder's claims.

Moving Forward: Education & Transparency Are Key

In view of these practical issues, unless there is a legislative change to direct construction lienholders to pursue their claims directly with the condominium corporation, as with any other contractor who engages with a condominium corporation, condominium boards should endeavour to be as transparent as possible with their ownership about any major capital projects in which a construction lien might arise.

Owners, for their part, should ensure they stay educated and informed on such projects, lest they face a lien claim to which they are ill-prepared to respond. 🏢

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Written by: Katherine Topolniski

Photos by: dbphotographics.ca



As Alberta's condominium industry continues to evolve, so too does the need for tailored education, actionable insights, and networking opportunities.

The Alberta Condo Expo (ACE) 2025 isn't just another conference—it's the event that offers unparalleled opportunities for all corners of Alberta's condo community.

With Alberta's condominium landscape undergoing significant changes, including the impact of Bill 30, staying informed and prepared has never been more crucial.

Whether you're a condo owner, board member, manager, or industry provider, ACE is an event you simply can't afford to miss.

This year's event features a lineup of 12 dynamic educational sessions delivered by the experts, a Condo Legal Panel Discussion, a bustling trade show with 70+ businesses and industry leaders, and a variety of networking opportunities.

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The best way to maximize this opportunity? Attend as a team.

When multiple board members or condo managers participate together, the knowledge gained is amplified—leading to more informed decision-making, stronger leadership, and a greater impact on your condominium community.

To help make this possible, ACE offers Group Passes (for 3 people), making it easier for condo boards and management teams to attend together. The more perspectives at the table, the better equipped your team will be to implement new strategies, navigate emerging legal and operational challenges, and build a thriving condo community.

This year's event features four specialized learning streams that address the industry's most pressing topics. Read on for a closer look at what's in store.

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Photos (from L to R): Service AB Critic, MLA Calgary-Falconridge, Parmmeet Singh Boparai addresses the guests; Erin Berney (Field Law), Heidi Besuijen (RMRF LLC); Jen Beyer (Convoke Consulting); CCI Board President, Anand Sharma, welcome guests.

walking a tightrope. You're balancing everything from financial planning and property maintenance to managing board expectations and keeping residents satisfied. In this stream, experts will provide guidance on the latest industry standards, emerging trends, and best practices for efficient, effective condo management.

Topics will range from budgeting and financial management to the importance of creating a positive community culture. Whether you're new to the role or an experienced manager, these sessions are packed with information that will help you take your career to the next level.

STREAM B | Addressing Bill 30: A New Era for Alberta Condos

Bill 30 is the game-changer that will impact how condominium corporations are governed, managed, and operated in Alberta. As part of this year's event, ACE is providing a deep dive into Bill 30—and we're offering a unique opportunity to participate via a **Digital Pass**, for those who can't attend in person.

This stream is a must for anyone who manages, operates, or owns a condominium in Alberta. Bill 30 introduces significant changes to how condominium disputes are handled, how condo managers and boards must interact with owners, and how property standards will be enforced.

You won't want to miss these crucial sessions, where our legal experts and condo industry leaders will

break down what these changes mean for you. Plus, we're offering **Digital Passes** so you can tune in and watch all 3 Bill 30 sessions live, and even tune into the in-demand Condo Legal Panel Discussion from anywhere.

As an added bonus, Digital Pass holders will have the exclusive opportunity to submit questions in advance and get answers from industry experts. This will ensure you gain practical, actionable insights—whether you're tuning in live or catching up later.

STREAM C | Building Better Communities—Property & Connection

When it comes to managing a successful condominium, it's not just about the bricks and mortar—it's about creating a sense of belonging and a thriving community. This stream, Building Better Communities, focuses on the importance of property care and resident connection.

Sessions will cover strategies for improving property maintenance, ensuring long-term sustainability, and fostering a sense of community within your condo.

Topics include building maintenance best practices, the latest in energy efficiency, and how to handle community issues ranging from noise complaints to pet policies.

As the industry faces environmental challenges, sustainability has become a priority for many condo boards and managers. Learn how you can create a positive impact on the environment while reducing



Photos (from L to R): Mayor Sohi, pictured beside Anand Sharma, offered morning remarks; Michael Gibson (Miller Thomson), Dawn Mitchell (HUB International), Hamish Farmer (BFL Canada)

operating costs and improving the quality of life for residents.

This stream is perfect for anyone responsible for the day-to-day management of a condo building, as it tackles the key elements that contribute to a well-run, harmonious living environment.

STREAM D | Condo Board Foundations: Empowering Condo Board Members

Are you a condo board member who wants to understand the ins and outs of effective board governance? If so, the Condo Board Foundations stream is designed just for you. These sessions are focused on providing practical guidance and actionable strategies to condo board members—whether you're new to the board or an experienced leader.

Attendees will gain a deeper understanding of governance principles, financial oversight, conflict resolution, and how to navigate complex decisions with confidence. Board members will also learn how to create and maintain a positive working relationship with condo managers, ensuring smoother communication and decision-making processes.

This stream is perfect for anyone who plays a leadership role within a condo board. The sessions will give you the tools to better serve your community, enhance your knowledge, and foster collaboration between board members, residents, and property managers.

NEW THIS YEAR: GROUP PASSES

A Convenient, Cost Effective Way to Attend

If you're part of a condo management team or a condo board, the Group Pass is an excellent option. With the Group Pass, your entire team can attend the event together, ensuring that everyone—from board members to managers—gets the insights they need to succeed.

A Group Pass allows you to register three people at a discounted rate, making it easier to send a team to the event. It's a great opportunity for boards and condo managers to learn together and discuss ideas, ensuring that the knowledge gained at ACE is implemented.

Each attendee selects 3 sessions from the learning streams, which creates the opportunity to maximize the learning and participate in sessions most relevant to their roles or skills.

DIGITAL PASS: Learn about Bill 30 from Anywhere in Alberta

Not able to make it to ACE in person? No problem!

The Digital Pass gives you access to 3 live-streamed sessions about Bill 30, and the ability to tune into the Condo Legal Panel Discussion. With the Digital Pass, you'll be able to submit your questions in advance. It's the perfect solution for anyone who wants to stay informed but can't make it to the physical event. 🏠



REGISTER TODAY

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CCI EDUCATION CALENDAR

ACE CONFERENCE PREVIEW

Learn, Connect, and Empower Your Condo Community

This year's Alberta Condo Expo offers four dynamic learning streams and 12 expert-led breakout sessions—Conference Passes allow you to choose 3 sessions and there are 3 registration options: **Conference Pass**, **Group Pass** (for 3 attendees), and a **Digital Pass** (Stream B only). **As always, CCI Members save 40% on registration!**

We're excited to introduce **Group Passes** this year, offering unbeatable value! Get 3 registrations for the price of 1, and enjoy the added benefit of maximizing your learning, together. Diverse insights and shared-understanding is an asset and can strengthen your team/board. Whether you attend solo or as a team, you'll gain relevant knowledge and opportunities to connect with industry experts.

EDUCATION PARTNER:



STREAM A

CONDO MANAGER ESSENTIALS: These sessions address the unique challenges and responsibilities of condo managers, offering insights into key processes, regulatory changes, and best practices to ensure effective management and successful collaboration with boards.

Session A1

MORNING

What New Condominiums Need to Know: Setting a Strong Foundation

Gain a clear understanding of key requirements and best practices for newly formed condominium corporations. This session offers practical guidance for the critical early years, looking at governance, compliance, Bill 30 updates and technical assessments, risk management and long-term financial planning.

Presenters:

Victoria Archer, Archer Law | Alex Zovighian, Converge Condo Management

Session A2

MIDDAY

Condo Manager Responsibilities in Takeovers

Learn how to effectively handle condominium management transitions to ensure continuity, compliance, and seamless operations. This session offers practical steps for handling records, contracts, and expectations during takeovers.

Presenters:

Maria Bartolotti, New Concept Management | Carrie Plett, Condo Management Solutions Inc.

Session A3

AFTERNOON

Understanding Agency Relationships in Condominium Management

Gain clarity on agency relationships in condominium management, including the scope of authority, responsibilities, and legal considerations for managers and boards. This session provides insights into contractual obligations, board-manager dynamics, and handling non-compliant board decisions.

Presenters:

Melissa Stapler, Willis Law | Sandi Danielson, Prince Property Inc.

STREAM B SPONSOR:



STREAM B

ADDRESSING BILL 30: A NEW ERA FOR ALBERTA CONDOS: Bill 30 introduces significant changes for Alberta condominiums, including a dispute resolution tribunal, enhanced consumer protections, and new operational requirements. These sessions equip condo boards, managers, and owners with actionable insights to navigate the reforms confidently.

Session B1

MORNING

Managing Contentious Matters at General Meetings

Learn strategies to handle contentious issues during general meetings while maintaining order and fairness. This session explores changes to Section 26 of the Act and provides strategies to adapt voting procedures and foster productive discussions.

Presenters:

Todd Shipley, RMRF | Gerrit Roosenboom, Rosetree Mediation, Arbitration & Consulting Services

Session B2

MIDDAY

Preparing for the Tribunal

Gain a deeper understanding of the proposed dispute resolution tribunal, and learn from other jurisdictions' experiences to prepare effectively. This session offers strategies to help boards and managers prepare to confidently navigate tribunal proceedings.

Presenters:

Hugh Willis, Willis Law | Katy Campbell, CCI NA

Session B3

AFTERNOON

Chargebacks: What you NEED to Know

Learn proactive strategies for maintaining and protecting your condo's common property while adhering to codes and regulations. This session provides actionable tips to prevent costly surprises and achieve long-term property care.

Presenters:

Michael Gibson, Miller Thomson LLP | Darcie-Lee Rae, Hallmark Management Inc.

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CCI EDUCATION CALENDAR

STREAM C SPONSOR:

WADE

STREAM C

BUILDING BETTER COMMUNITIES: PROPERTY & CONNECTION: Creating thriving condo communities requires attention to both property maintenance and relationship-building among owners, occupants, and boards. These sessions focus on practical strategies for improving physical assets and fostering connections.

Session C1

MORNING

Proactive Approaches to Maintaining Common Property

Learn proactive strategies for maintaining and protecting your condo's common property while adhering to codes and regulations. This session provides actionable tips to prevent costly surprises and achieve long-term property care.

Presenters:

Keven Lackey, *Acclaimed! Heating, Cooling & Furnace Cleaning* | Dawn Ker, *Group Three Property Management* | Billy Huet, *Wade*

Session C2

MIDDAY

Preparing for the Tribunal

Gain a deeper understanding of the proposed dispute resolution tribunal, and learn from other jurisdictions' experiences to prepare effectively. This session offers strategies to help boards and managers prepare to confidently navigate tribunal proceedings.

Presenters:

Hugh Willis, *Willis Law* | Katy Campbell, *CCI North Alberta*

Session C3

AFTERNOON

Chargebacks: What you NEED to Know

Learn proactive strategies for maintaining and protecting your condo's common property while adhering to codes and regulations. This session provides actionable tips to prevent costly surprises and achieve long-term property care.

Presenters:

Michael Gibson, *Miller Thomson LLP* | Darcie-Lee Rae, *Hallmark Management Inc.*



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E: anthony@victorianmanagement.ca
W: www.victorianmanagement.ca

Professional Condominium Corporation Management

CCI EDUCATION CALENDAR

STREAM D SPONSOR:



STREAM D

CONDO BOARD FOUNDATIONS: Strong governance begins with a solid foundation of knowledge and skills. These sessions offer practical guidance to help condo boards navigate roles, manage finances, and govern with confidence and clarity.

Session D1

MORNING

Navigating Roles: Condo Owners, Boards & Managers

Clarify the roles and responsibilities of condo boards, licensed managers, and owners to improve collaboration and ensure compliance. This session provides guidance on how to streamline operations and address common challenges.

Presenters:

Mark Dudar, Birdsell Grant LLP | Maurice Perrault, Blue Line Condominium Document Reading Service | Doug Dixon, RECA

Session D2

MIDDAY

Financial Fundamentals for Boards

Gain a deeper understanding of this overview of the basics of condo financial management, including budgets, audits, and reserve funds, to ensure compliance and reduce risk. This session provides practical insights to enhance financial oversight and decision-making.

Presenters:

Jeremy Dalglish, Converge Condo Mngmnt | Shantel Kalakalo, Kalham Consulting | Walter Wakula, Foothills Global Capital Group

Session D3

AFTERNOON

Governing with Confidence: Rules, Bylaws & Decision-Making

Learn the art of drafting enforceable rules, navigating bylaws, and making fair, effective decisions for your condo community. This session provides a framework for building stronger condo communities through good governance.

Presenters:

Gary Caouette, Bylaw Consultants | Don Brown, Core Realty & Management Group Inc. | John Frame, Witten LLP



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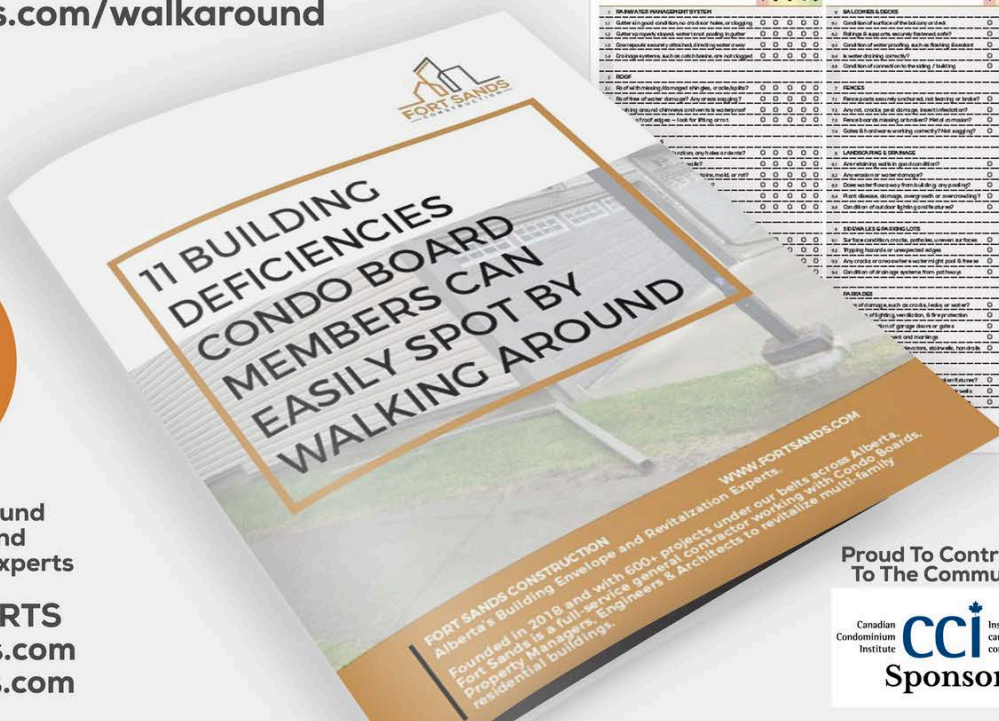
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PROPERTY NAME _____
PROPERTY ADDRESS _____
DATE OF WALKAROUND _____
YOUR NAME _____



CONDUCTOR	1	2	3	4	5	CONDUCTOR	1	2	3	4	5
1. INSURANCE MANAGEMENT SYSTEM						6. BALCONY/DECK SURFACES					
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MEMBERS BUSINESS DIRECTORY

WINTER 2025

Winter 2025 Members Business Directory includes all CCI North Alberta Members in good standing as of February 10, 2025.

Accountants & Bookkeepers			
Company	Name	Phone	Email
Al Scherbarth Professional Corporation	Al Scherbarth	780-426-6446	aspc@telus.net
Amzad Amiri Professional Corporation	Amzad Amiri, CPA, CGA	780-489-8450	amzad@aapc.pro
Barbara L. Surry Chartered Professional Accountant, CMA	Barbara Surry	780-467-0562	blsurry@blsurrycma.com
Donnelly & Co. LLP	Pei San Chan	780-488-7071	peisan@donnellyco.ab.ca
Heather Zeniuk Professional Corporation	Heather Zeniuk	780-463-8425	heather@hzcpa.ca
Ho LLP	Kimberly Gioia	780-448-7317	info@holp.ca
KBH Chartered Accountants	Mohini Kumar	780-463-8101	m.kumar@kbh.ca

Building Maintenance			
Company	Name	Phone	Email
4-Way Inspection Services Ltd.	Travis Olinek	780-504-7896	travis@4wayinspections.com
Abris Construction Inc.	Nathan Kawulka	780-906-8055	Nathan@AbrisConstruction.com
Acclaimed! Heating, Cooling & Furnace Cleaning	Tammy Lackey	780-413-1655	tami@acclaimedfurnace.com
Alberta Commercial Painting	Jason Love	780-913-9136	aaapainting@shaw.ca
Alberta Ground Effects Ltd.	Monique Richard	780-605-1989	absweep6@gmail.com
BROJAM Construction & Maintenance Ltd.	Jamie Brown	780-757-5512	admin@brojamconstruction.com
Condominium Repair Company	Jim Wallace	780-952-7763	jim@condominiumrepaircompany.com
Dryer Vent Scrubbing, Summit Fireplaces Heating & Cooling	Adriaan Van Papeveld	780-819-4527	dryerventscrubbing@gmail.com
Ecopest Inc.	Alyshah Thawer	780-448-2661	service@ecopest.ca
Fort Sands Construction Ltd.	Bret McKay	403-669-5270	bmckay@fortsands.com
Karlen-Kada Intergration	Mickie Poon	780-453-1362 ext. 1225	linh@karlengroup.ca
Master Mechanical Systems LTD.	Craig Riley	780-486-7480	craigriley@mmsystems.ca
Mosaic Home Services	Steven Knight	780-910-6688	steven@getmosaic.ca
NB Benny's Contracting Ltd.	Andrew Rafo	780-265-4029	info@nbbennys.com
Pulkit Homes Ltd	Pulkit Jain	780-604 3162	pulkit89.pj@gmail.com
Rapid Electrical Ltd.	Travis Worton	780-996-6506	travis@rapidelectrical.ca
Restruction Alberta Ltd.	Janu Subramaniam	780-454-7762	janus@restruction.ca
Taylor Construction	Kristine Opp	403-244-5225	office@taylorconstruction.ca

Enhance your profile in the CONDO COMMUNITY

A CCI Business Membership offers many benefits, including direct access to Condo Managers & Board Members, and opportunities to share your expertise, promote your business, and get involved.

MEMBERS BUSINESS DIRECTORY

WINTER 2025

Condominium Management			
Company	Name	Phone	Email
113 West Management Ltd.	Anand Sharma	780-784-3001	anand@113west.ca
Accurate Realty & Property Management Ltd.	Barry Meckelberg	780-288-5043	barrymeck@shaw.ca
AIM Real Estate Corporation	Dan McDaniel	780-424-0397 x235	dmcDaniel@aimrec.ca
AV8 Solutions	Brett Binnie	780-352-9277	info@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 (Abe) Butt	780-665-5350	ibrahim@blueprintmanagement.ca
Bridgegate Property Management Group Inc.	Tamara Langille	780-266-2778 ext 201	tamara@bridgegate.ca
Canwest Management & Realty Inc.	Shenandoah Dramer	780-461-2447	canwestmgmt@gmail.com
Condo Management Solutions Inc.	Carrie Plett	780-278-8373	carrie@cms2020.ca
Converge Condo Management Inc.	Jeremy Dalgliesh	587-920-3550	jeremy@convergecondo.com
CorBec Management Group Inc.	Laura Lindbeck	780-445-4928	laura@corbecmanagement.ca
Core Realty & Management Group Inc.	Don Brown	780-651-1577	don@coremanagement.ca
CS Management Inc.	Curtis Siracky	780-760-6197	info@csmgmtinc.ca
Esquire Management Group	Michael McNeil	780-414-0390	m.mcneil@emgroup.ca
Evolution Condominium Management	Sandra Deuchar	780-361-3121	sandra@evolutioncondo.ca
FirstService Residential Alberta Ltd.	Trevor Schulz	403-909-0649	trevor.schulz@fsresidential.com
Fort Management	Sean Hearn	780-838-3951	sean@fortman.ca
Gleniffer Lake Resort & Country Club	Tammy Campbell	403-728-3010	tammy@mylakeresort.com
Group Three Property Management Inc.	Sharon Zhang	780-641-0222	accounting@grouphree.ca
Hallmark Management Inc.	Darcie-Lee Rea	780-819-2108	darcie@hallmarkmanagement.ca
Inland Property Management Ltd.	Kate Brisson	780-461-1177	kate@inlandpropertymanagement.ca
Jasper Real Estate	Cam Jenkins	780-852-8779	cam.jasperrealstate@gmail.com
JLR Condo Specialists Inc.	Lisa Wallbridge	587-521-2090	lisa@jlrmgmt.ca
KDM Management Inc.	Brian Fischer	780-460-0444	bfischer@kdmgmt.ca
Key Investment Property Management Inc.	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 ext. 3304	larlyn@larlyn.com
Magnum York Property Management Ltd.	Josh Dingreville	780-482-1644	jdingreville@magnumyork.com
Manhattan Realty Inc.	Evgeny Fialkov	780-221-9739	info@manhattanrealestate.ca
Mountain Condo Management Inc.	Nicole Marcoux	780-817-8599	nicole@mcmalberta.ca
Owl Condo Management	Elliot Kerr	780-700-3223	admin@owl.condos
Parterre Property Services Inc.	Tammy Hughes	403-241-2162	thughes@parterreproperty.ca
Pinnacle Realty & Management Inc.	Rick Murti	780-758-4434 ext. 108	rmurti@pinnaclegroup.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
Realty Canada Inc.	Dan Lachambre	780-434-2222 x117	dan@realtycan.com
Realty Key Group Inc.	Rebekah Barron	780-719-0100	info@realtykeygroup.com
Roots to Peak Management Ltd.	Melissa Southorn	780-860-6707	melissa@rootstopeak.com
Royal LePage Summitview Realty	Nancy Caul	780-852-5500	jasper@royallepage.ca
Royal LePage, The Realty Group Grande Prairie - Property Mgr	Angie Peters	780-532-3400	angiepeters@royallepage.ca
Shift Management Services	Kelly Bertrand	780-872-4556	info@shiftmanagement.ca
Simco Management (Edmonton) Inc.	Christine Pratt	780-455-4111	simcomanagement@telusplanet.net
Skyline Property Management Inc.	Seang Hem	780-577-1761	shem@skylineproperty.ca
Square 1 Property Management	Kelly Bertrand	780-453-1515	Kelly@square1management.ca
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 Inc.	Helena Cooper	403-341-5554	condos@therealtystore.ca
Verve Condo Management Ltd.	MJ Lindemann	780-742.1760	mj@vervemgmt.ca
Victorian Management Ltd.	Anthony Canada	780-463-0066	anthony@victorianmanagement.ca

MEMBERS BUSINESS DIRECTORY

WINTER 2025

Consultants & Mediators			
Company	Name	Phone	Email
Clutch Property Solutions	Celeste Plaizier	780-220-5884	info@clutchproperty.ca
Condo Check	Bernice Winter	403-509-2250	accounts@condo-check.com
Condolyzers	Carissa Notland	587-802-3945	carissa@condolyzers.com
Condominium Document Specialist	Cathy Scarfone	780-920-7386	cathy@condodocspecialist.com
CQNetwork	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	780-433-8058	helenasmith1@gmail.com
Twenty 8 Capital	Dylan Kelley	780-616-8658	Dylan@Twenty8Capital.com

Disaster Restoration			
Company	Name	Phone	Email
911 Restoration Edmonton	Patrick Laurie	780-803-9473	patrick.l@911restoration.com
All About Abatement	Kyle Davidson	780-920-0040	kyle@all-about.ca
First General Edmonton	Moe Barzagar	780-903-0402	moe.barzagar@firstgeneraledm.ca
Jasart Services Inc.	Jason Norgard	780-454-0624	admin@jasartservices.com
Kalloway Property Services	Ken Allman	780-436-8090	kenallman@kalloway.com
Lydale Construction	Leeanne Booth	780-443-8851	lbooth@lydale.com
One Call Restoration & Services Inc.	Katherine Chang	780-800-4110	Katherine@onecallrestoration.ca
Paul Davis Restoration	Ryan Bubenko	780-454-4047	ryan.bubenko@pauldavis.com
Premier Fire & Flood Restoration	Kimber-Lee Kuyvenhoven	780-446-8500	kimber-lee@pffr.ca
ProShield Leak Detection Inc.	John Setterlund	780-937-1136	john@proshieldab.ca
Pure Restoration Inc.	Robyn Scarlett	780-475-7044	admin@purerestoration.ca
ServiceMaster Restore Edmonton	Jason Miller	780-443-4338 ext. 221	jason.miller@svmrestore.ca
WINMAR Property Restoration Specialists	Gabrielle Lawrence	780-488-8854	gabriellelawrence@edmonton.winmar.ca

Electrical			
Company	Name	Phone	Email
Rapid Electrical Ltd.	Travis Worton	780-996-6506	travis@rapidelectrical.ca
Triad Electric Ltd.	Tyler Visser	780-452-7050	service@triadelectric.ca

Engineering			
Company	Name	Phone	Email
Building Consulting Services (Red Deer)	Kevin Wilkins	587-360-3885	kevin@buildingconsulting.ca
Morrison Hershfield Ltd. / Stantec	Jose Fernandez, P.L.(Eng.)	780-483-5200 x 1042272	jfernandez@morrisonhershfield.com
Stephenson Engineering, a Company of Salas O'Brien	Aamir Shaikh	589-337-5011	Aamir.Shaikh@salasobrien.com
Wade Consulting Inc.	Billy Huet	780-486-2828	bhuet@wadeconsulting.ca
Wade Consulting Inc.	Derek Zilke	780-486-2828	dzilke@wadeconsulting.ca

Exterior Maintenance			
Company	Name	Phone	Email
APS Landscaping	Troy Fougere	780-246-5106	troy@apslandscaping.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
Capital City Tree Service	Matthew Desfosses	587-735-6383	info@capitalcitytreeservice.ca
Christensen & McLean Roofing Co. Ltd.	Phil Roy	780-447-1672	phil@cmroofing.ca
CR Concrete Lifting	Kyle Wright	780-940-5976	estimate@crconcretelifting.ca
Davey Tree Expert Company of Canada Limited	Kevin Cassells	780-433-8733	kevin.cassells@davey.com
Donewell Property Services	Cam Massie	780-906-9495	cam@donewell.ca
EPCOR Water Services	Heather Callicott	780-554-5313	HCallicott@epcor.com
G & J Construction Group LP	Grant Wall	780-454-0700	services@gjparking.com
Gorilla Property Services Edmonton South	Mike Zwack	780-668-0963	mzwack@gorillapropertyservices.com
LETY Construction Ltd.	Wes Sutherland	780 467-6960	admin@letyconstruction.ca
NB Benny's Contracting Ltd.	Andrew Rafo	780-265-4029	info@nbbennys.com
No Water Roofing	Thomas Cicak	587-990-7663	info@nowaterroofing.ca
Off The Ledge Inc.	Cody Hodson	587-873-2020	contact@offtheledge.ca
Osco Mudjacking & Construction Ltd	Don Moroz	780-469-1234	don@oscomudjacking.com
Paneless Property Services Inc.	Matthew Stewart	780-707-8385	contact@panelesswindow.com
Pyramid Concrete & Consulting Ltd.	Cole Goshulak	780-481-0808	cole@pyramidconcrete.net
RBKS Construction Ltd	Dean Amundson	780-920-4419	damundson@rbksconstruction.com
Restruction Alberta Ltd.	Janu Subramaniam	780-454-7762	janus@restruction.ca
Safesidewalks Canada Inc.	Jeff Adolf	780-278-4434	jeff@safesidewalks.ca
Smart Fix Asphalt Infrared Repair Ltd.	Sarah McDermott	780-488-9688	sales@smartfixasphalt.ca
Trusty Tree Services	Kolton Canning	780-860-5500	info@trustytree.ca
Tufdek	Grant Lawton	877-860-9333. Ext.219	grant@tuffindustriesinc.com

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Financial Services			
Company	Name	Phone	Email
Condominium Financial	Jim Wallace	780-952-7763	jim@condominiumfinancial.com
Condominium Lending Group	Ryan Griffiths	905-537-3557	ryan.griffiths@condolending.com
CWB Maxium Financial Ltd.	Kelly McFadyen	604-562-5403	kelly.mcfadyen@cwbmamaxium.com
Morrison Financial Services Limited	Luka Milidragovic	416-391-3535 x111	imilidragovic@morrisonfinancial.com
Rhind & Associates	Will Pozzo	403-283-1378	will@wjrhind.com
Servus Credit Union	Tammy MacKenzie	780-638-8492	Tammy.mackenzie@servus.ca
SparkPay	Corey Krakower	514-705-6350	coreyk@sparcpay.com

Insurance - Appraisers			
Company	Name	Phone	Email
Balance Valuations Ltd	Cassidy MacDonald	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
Suncorp Valuations Ltd.	Devin Baker	306-652-8373	Devin.Baker@suncorpvaluations.com

Insurance - Brokers & Adjusters			
Company	Name	Phone	Email
Arthur J. Gallagher Canada Limited	Bryce Tickner	403-299-1290	Bryce_Tickner@ajg.com
BFL CANADA Insurance Services Inc.	Hamish Farmer	780-229-3780	hfarmer@bflcanada.ca
Desjardins Insurance/Scales Insurance & Financial Services	Corey Scales	780-757-1176	corey@coreyscales.ca
Diverse Claims Adjusters Ltd.	Paul Whitman	780-756-4222 ext. 222	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
T & L Adjusters Ltd.	Cory Gilliam	780-395-2222	cgilliam@tladjusters.com
Westland Insurance Group Ltd.	Jason Ploof	780-453-9840	jploof@westlandinsurance.ca
Zensurance	Zak Barbary	888-654-6030	info@zensurance.com

Janitorial Services			
Company	Name	Phone	Email
Cosmopolitan Cleaning Ltd.	Mark Oprecio	780-937-7611	info@cosmoclean.ca
Sunshine Cleaning Services Ltd.	Robert Hennigan	780-477-7067	sunshinecleaningsltd@gmail.com

Lawyers			
Company	Name	Phone	Email
Birdsell Grant LLP	Mark Dudar	780-968-1213	mdudar@birdsell.ca
Field Law	Erin Berney	780-429-7856	eberney@fieldlaw.com
Miller Thomson LLP	Michael Gibson	780-429-1751	mgibson@millerthomson.com
Miller Thomson LLP	Ryley Schmidt	780-429-1751	rschmidt@millerthomson.com
Miller Thomson LLP	Roberto Noce	780-429-9728	rnoce@millerthomson.com
Reynolds Mirth Richards & Farmer LLP	Todd Shipley	780-497-3339	tshipley@rmrf.com
Reynolds Mirth Richards & Farmer LLP	Emmanuel Mirth	780-425-9510	emirth@rmrf.com
Reynolds Mirth Richards & Farmer LLP	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	JSheldon@sb-llp.com
Willis Law	Amber Nickel	780-809-1888	anickel@willislaw.ca
Willis Law	Hugh Willis	780-809-1888	hwillis@willislaw.ca
Willis Law	Melissa Stappler	780-809-1888	mstappler@willislaw.ca
Willis Law	Rachael Hovan	780-809-1888	rhovan@willislaw.ca
Willis Law	Brian Anslow	780-809-1888	banslow@willislaw.ca
Witten LLP	John M Frame	780-428-0501	jframe@wittenlaw.com

Mechanical / Electrical / Plumbing			
Company	Name	Phone	Email
4-Way Inspection Services Ltd.	Travis Olinek	780-504-7896	travis@4wayinspections.com
Acclaimed! Heating, Cooling & Furnace Cleaning	Tammy Lackey	780-413-1655	tami@acclaimedfurnace.com
Concept Controls	Amy Hann	403-899-7633	AmyH@conceptcontrols.com
Environmental Dynamics Ltd.	Nicole Boudreau	780-421-0686 ext 1003	N.Boudreau@edl.ca
Hydro-Flo Plumbing & Heating Ltd.	James Tingey	780-203-2230	james@hydro-flo.ca
Master Mechanical Systems LTD.	Craig Riley	780-486-7480	craigriley@mmsystems.ca
Nordic Mechanical Services Ltd.	Allison Dennis	780-469-7799	allison@nordicmechanical.com
Polar Electrical Contracting Ltd.	Cory Peters	587-985-6403	info@gopolar.ca
Renew Services Inc.	Richard Nelson	780-544-8060	info@renewservicesinc.ca
Top Tech Mechanical Ltd.	Justin Barbour, CPA, CA	780-756-5900	justin@toptechmechanical.com

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Property & Technology Services			
Company	Name	Phone	Email
AEDARSA (Alberta Elevating Devices and Amusement Rides Safety Association)	Charlene Zatorski	780-466-1368	charlene.zatorski@aedarsa.com
Alberta Ecotrust Foundation	Kate Woloshyn	403-209-2245	k.woloshyn@albertaecotrust.com
CondoGenie	Rafal Dyda	800-274-9704 ext. 701	rafal@condogenie.com
Condolyzers	Carissa Notland	587-802-3945	carissa@condolyzers.com
CondoVoter	Alexis Barrett	647-689-7507	info@condovoter.com
CQNetwork	Ronnie Tallman	780-449-5545	ronnie.tallman@cqnetwork.com
Eager Beaver Moving and Storage	Susan Lamash	780-434-1100	susan@eagerbeavermoving.com
Edmonton Eviction Services Inc.	Donald Gray	780-974-8427	don@edmontonevictionservices.com
ElectionBuddy Inc.	David Bodnarchuk	855-386-8464	sales@electionbuddy.com
GetQuorum	Mark DiPinto	877-353-9450	mark@getquorum.com
SafewithUlli a/o Safe With Ulli Inc.	Ulli Robson	780-288-2986	Ulli@SafewithUlli.com
SparkPay	Corey Krakower	514-705-6350	coreyk@sparkpay.com
Summit Lock & Safe	Holly Pickard	780-722-5101	info@summitlockandsafe.ca
Total Integration Inc.	Maralyn Watt	780-444-7004	accounts@totalintegrationinc.com
UpperBee Software	Mark Bush	514-641-1171	mark@upperbee.com
Yardi Canada Ltd.	Jasmin Rodas	1-800-866-1124 ext 7069	nafisa.khan@yardi.com
ZoJacks	Dustin Orr	403-332-0144	dustin@zojacks.com

Real Estate			
Company	Name	Phone	Email
Canwest Management & Realty Inc.	Shenandoah Dramer	780-461-2447	canwestmgmt@gmail.com
EXP Realty	Bryan Seredynski	780-715-5025	bryanseredynski@gmail.com
Jasper Real Estate	Cam Jenkins	780-852-8779	cam.jasperrealestate@gmail.com
Liv Real Estate	Sheldon Johnston	780-486-8655	sheldon@livrealestate.ca
Manhattan Realty Inc.	Evgeny Fialkov	780-221-9739	info@manhattanrealestate.ca
McLeod Realty & Management Ltd	Robert F McLeod	780-453-1108	info@mcleodrealty.com
Pinnacle Realty & Management Inc.	Rick Murti	780-758-4434 ext. 108	rmurti@pinnaclegroup.ca
Realty72	Salman Rajani	780-716-0777	srajani@realty72.ca
Royal LePage Summitview Realty	Nancy Caul	780-852-5500	jasper@royallepage.ca
Royal LePage, The Realty Group Grande Prairie - Property Mgr	Angie Peters	780-532-3400	angiepeters@royallepage.ca
Xplortek Property Inspections Ltd.	Sue Faraschuk	587-357-7940	sfaraschuk@xplortek.ca

Reserve Fund Study Providers			
Company	Name	Phone	Email
Balance Valuations Ltd	Cassidy MacDonald	780-296-2323	cassidy@balancevaluations.com
Bigelow Reserve Fund Studies	Sharon Bigelow, CRP	780-965-0965	sharonbigelow@shaw.ca
Excel Bldg. Inspection & Consulting	Stuart Schechtel	780-464-5634	excelins@telus.net
Kalham Consulting Ltd.	Shantel Kalakalo	587-743-0555	shantel@kalham.ca
Morrison Hershfield Ltd. / Stantec	Hafsa Salman	780-483-5200 x1042280	hsalman@morrisonhershfield.com
Reliance Asset Consulting	Daniel Jablonski	833-737-7839	dan@relianceconsulting.ca
Reserve Fund Planners Ltd.	Brian Barlund	403-348-5444	bbarlund@reservefundplanners.ca
Xplortek Property Inspections Ltd.	Sue Faraschuk	587-357-7940	sfaraschuk@xplortek.ca

Utility Management			
Company	Name	Phone	Email
Carma Corp. Utility Submetering and Billing Solutions	Jim Rychlo	587-598-3441	jrychlo@carmacorp.com
Duxton Windows and Doors	Aynsley Dueck	1-204-339-6456	reception@duxtontowindows.com
Enterprise Energy	Harsh Bagga	587-926-4577	hbagga@enterpriseenergy.ca
Solution 105 Consulting Ltd.	Chris Vilcsak	780-429-4774	timinski@solution105.com

Windows & Doors			
Company	Name	Phone	Email
All Reach Glass Services Inc.	Jason Adams	780-483-9561	office@allreachglass.com
All Weather at Home Installation Services	Everett Fradsham	780-915-6120	efradsham@allweatherathome.ca
Centra Windows	Greg Martineau	403-589-1701	GMartineau@centra.ca
Summit Lock & Safe	Holly Pickard	780-722-5101	info@summitlockandsafe.ca

Disclaimer: The above listed businesses directory was generated as of February 10, 2025.

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WELCOME TO OUR NEW MEMBERS!

Thank you for joining CCI North Alberta Chapter!

The new members listed here joined CCI North Alberta prior to January 31, 2025.

CONDOS:

304 Elements Lofts & Flats
Allure
Aloft Tamarack
Athabasca Acres North
Brava Condominiums
Clareview Station and Junction
Grande Plaza
Greenview Terrace
Melrose Gardens
Place One
Silver Oak 2
Stone Ridge Manor
The Quay / 410
Valleyview Manor
Venetian
Westhaven
Willow Walk #22
Woodbridge Manor

BUSINESSES:

911 Restoration Edmonton
Building Consulting Services (Red Deer)
Clutch Property Solutions
Condolyzers
Duxton Windows and Doors
Eager Beaver Moving and Storage
EXP Realty
Jasper Real Estate
Mountain Condo Management Inc.
One Call Restoration & Services Inc.
Owl Condo Management
ProShield Leak Detection Inc.
SparcPay
Top Tech Mechanical Ltd.
Twenty 8 Capital
UpperBee Software
WINMAR Property Restoration Specialists
ZoJacks

INDIVIDUALS:

Allan King
David Miller
Diana Holt
Dianne Bergevin
Dilys Dranchuk
Gail Lawrence

Gordon Webb
Greg Schoepp
Jean Renner
Jim Noble
Judy Nickerson

Leanne McHardy
Marie MacLean
Pamella Heikel
Randy Rogiani
Ruth Stevenson
Tyler Dickerson



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CONTACT US:

BFL CANADA Insurance Services Inc.
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