

CANADIAN CONDOMINIUM INSTITUTE
NORTH ALBERTA CHAPTER

INSITE^{TO} CONDOS

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BILL 30

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FUND: NEXT STEPS

| NAVIGATING THE ROLE
OF THE REGULATOR

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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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Larch Valley by Katherine Topolniski © 2021

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MEET THE ARTIST



Photo Credit: Alys McLeod © 2023

KATHERINE TOPOLNISKI

The cover art for this issue of *INSITE to Condos* features the yellow larches at Larch Valley in Moraine Lake, Alberta, captured by Katherine (Katt) Topolniski.

Katt is our new Education & Event Coordinator and a creative dynamo with decades of experience in creative fields, including event production and communications. She has worked in community development and engagement, and in leadership roles in the nonprofit sector.

Currently, she is pursuing certification as a Somatic Experiencing Practitioner to support people in trauma recovery, emotional resilience, and self-expression. In her work as a photographer, she specializes in photojournalistic portraiture and focuses on building trust and connection with her clients.

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FROM THE PRESIDENT



INTRODUCING

Susan Milner

Board President, CCI North Alberta Chapter

Valued Members and Partners,

I am honoured to write my first message to you as the new Board President of CCI North Alberta - I look forward to serving this organization. Our summer season has ended and the changing weather forecasts the upcoming winter season. CCI North Alberta, like many not-for-profit organizations, has faced a few challenges this past year, but have also had many positive achievements.

While the organization dealt with some staff turnover in the early part of last year, we are pleased to have Ms. Katy Campbell take on the role of Executive Director. She joined us in April and brings a wealth of organizational management experience and strong leadership to CCI North Alberta. Katy is supported by Ms. Katt Topolniski as the new Education & Event Coordinator, and Ms. Alena Valova, our Office and Communications Coordinator and an amazing artist.

With a focus on providing education about the condominium industry, we hosted educational events last year including our annual Alberta Condo Expo (ACE) which features both a conference and trade show. Recently we hosted *'Beyond the Reserve Fund: Navigating Next Steps After the Reserve Fund Report'* an Experts Panel Seminar that gave our members the chance to hear from a panel of experts. These educational events continue to be well attended by our members.

CCI North Alberta is also endeavouring to bring more education to those looking for the convenience and flexibility of online learning, thanks to the Education Committee and the office team. The long-awaited updates to our Condominium Management courses (CM 200 & CM 300) are nearing the final review stage and should roll out to our members over the next few months.

The Annual General Meeting was held on October 9th and saw the departure of our long-standing President, Mr. Anand Sharma. Anand served as our chapter President for over a decade, working tirelessly to ensure this industry is recognized as a unique industry, advocating for changes in legislation to better the condominium community, supporting industry licensing and licensing education, and leading CCI North Alberta into the future. Words cannot adequately reflect the contributions he made to CCI North Alberta over the years, nor can they adequately express our gratitude.

With more emphasis on the educational offerings during this upcoming year, CCI North Alberta is grateful for the continuing involvement of our members and business partners.

With respect,

Susan Milner

President, CCI North Alberta Chapter

ANNUAL MEETING HIGHLIGHTS

New Board, Updated Bylaws, and Legal Insights Fuel a Successful AGM

Written by: Katy Campbell



CCI North Alberta's 2024 AGM set the stage for an impactful year ahead; welcoming new board leadership and a focus on streamlining governance.

CCI North Alberta held its Annual General Meeting on October 9, 2024, at the Four Points Sheraton in South Edmonton. Members reflected on a successful year, voted on key bylaw changes, and elected the 2024-25 Board of Directors. Bylaw updates were central to the meeting, with changes designed to streamline governance, including a smaller board and a simplified executive structure.

We warmly welcome our new board members, Donna Impey and Rebekah Barron, and thank our returning members: Susan Milner, Hamish Farmer, Jeremy Dalglish, Sandi Danielson, Todd Shipley, Gary Caouette, and Steven DeLuca.

A heartfelt farewell goes to our outgoing Board President, Anand Sharma, for his dedicated leadership, along with departing board members Dawn Mitchell, Cody Hodson, Bereket Alazar, Darcie-Lee Rae, and Chris Vilcsak.

Closing the evening, a legal panel featuring Hugh Willis (Willis Law), Erin Berney (Field Law), and Michael Gibson (Miller Thomson) offered valuable insights into current condo legal matters, engaging all attendees. Thank you to everyone who joined and contributed to a memorable year! 🏢

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MEET THE CCI TEAM



INTRODUCING

Rebekah Barron

CCI North Alberta Board Director

Written by: Katherine Topolniski

Rebekah Barron, Owner of Realty Key Group and a broker with over a decade of real estate experience specializing in condo management, is one of CCI North Alberta's newest Board Directors. Elected at the AGM, Rebekah brings extensive industry knowledge, experience, and energy to her role. One of her core strengths is relationship-building—developing trust with those she works with. She believes in open communication, transparency, and takes a proactive approach to conflict resolution and challenges.

I recently had the pleasure of connecting with Rebekah to learn more about her journey and her vision for the condo industry.

What inspired you to join the CCI North Alberta team, and what made you want to get more involved?

I was inspired to join CCI North Alberta to help make a positive impact in the industry by fostering education and awareness. I want to turn interests into meaningful actions that benefit condo communities and the broader industry.

What do you see as the key priorities for CCI's advocacy, outreach, and educational focus?

I'm passionate about the condominium industry, and I see several key priorities for CCI's advocacy, outreach, and education—such as regulatory awareness, best practices education, and industry engagement.

Fostering regulatory awareness means ensuring

condo managers and owners are informed about legislative changes that affect their communities. To enhance the overall quality of condo-life and ensure sustainable operations, education is important. Condo managers, boards, and owners all benefit from learning best practices and having access to resources and training on governance, financial management, and maintenance.

I also think encouraging industry engagement through social events and networking opportunities for property managers, condo owners, and board members will build a stronger sense of connection and help strengthen the industry.

“Clear, consistent communication between managers, boards, and owners sets the foundation for well-functioning condo communities.”

- Rebekah Barron

What is a key challenge you see condo owners facing and how might they address it?

Communication is key! When communication breaks down, misunderstandings and frustrations can quickly escalate. Keeping all parties informed with accurate, timely information helps prevent unnecessary tension and fosters collaboration. Clear, consistent communication between managers, boards, and owners sets the foundation for well-functioning condo communities.

Continued on page 10.

What are you currently excited about or focusing on in your work in the condo community/industry?

Educating owners on bylaws and common practices is essential for maintaining a harmonious and well-managed condo community. When owners understand the bylaws and how they apply to daily living, they're more likely to follow rules about things like noise levels, parking, and pet policies.

Informed owners are also more likely to engage in meetings, participate in voting, and contribute to community decisions, which strengthens governance. When owners understand how decisions are made, such as with budgeting or bylaw amendments, they develop a sense of trust and involvement in the community's future.

What condo industry challenges do you hope to address through your work with CCI North Alberta?

One of the biggest challenges I've observed in the industry is the gap in owner involvement, awareness, and participation in condo education. When owners are educated, the entire corporation benefits.

Most importantly, condo owners are more likely to actively engage in learning about bylaws, governance processes, and operational best practices. Their participation and awareness contribute to building a stronger sense of community.

Do you believe it's essential for all condo owners to understand the basics of condo management, even if they aren't on the board?



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MEET THE CCI TEAM

Managing a condo involves many moving parts, and understanding the roles and responsibilities of your condo manager is crucial. This knowledge helps eliminate unrealistic expectations about what a manager can or cannot do. For example, while the manager enforces bylaws, they don't create them—that's the board's role.

By understanding the basics, condo owners can set realistic expectations and reduce unnecessary conflicts.

How do you strike a balance between your professional and personal life?

Achieving work-life balance as a condo manager can be challenging due to the unpredictable nature of the

job which often involves managing emergencies, resolving conflicts, and meeting the demands of boards and residents.

However, with intentional strategies like setting clear boundaries, prioritizing, and practicing time management, it's possible to find balance. A long walk always helps me reset my day! 🏡

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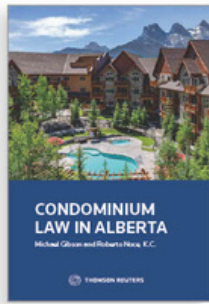
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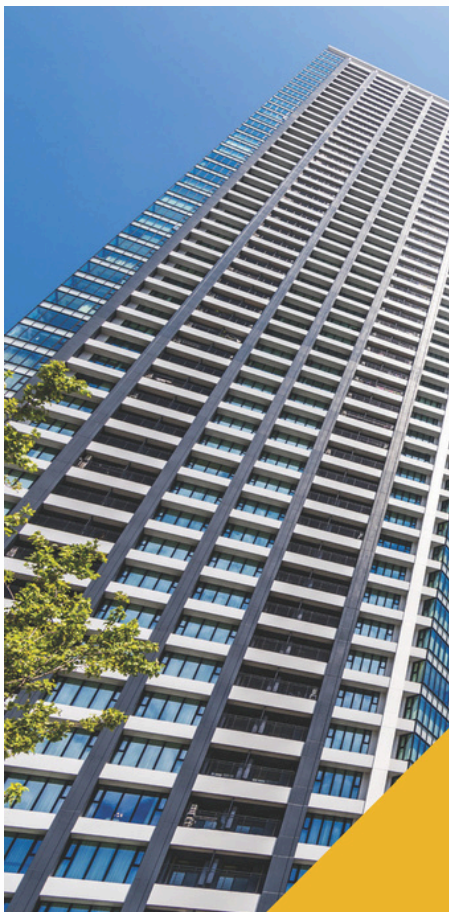
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GOVERNMENT ADVOCACY

A FIRST LOOK AT BILL 30

Exciting New Legislative Changes for the Condo Community

Written by: Katy Campbell



The introduction of Bill 30, the Service Alberta Statutes Amendment Act, 2024, marks a historic moment for Alberta's condo landscape, with the introduction of a long awaited dispute resolution tribunal and many other changes.

This proposed legislation includes a host of long-awaited reforms aimed at improving consumer protection, streamlining dispute resolution, and providing vital support to the province's nearly 500,000 condominium owners and their boards.

While this bill represents a significant step forward for Alberta's condo community, it still has yet to pass into law with much to be determined after it has passed in the development of the regulations. Given the memory of Bill 19, which was introduced in 2022 but ultimately failed to pass, CCI North Alberta is cautious about celebrating too soon.

That said, we are pleased with what is included within Bill 30. We encourage all members to stay engaged with this legislation as it moves forward, ensuring that the reforms promised are fully realized.

Bill 30 includes many different changes that will impact Alberta's condo community. CCI North Alberta's Government Advocacy Committee notes a few key areas.

A New Path for Resolving Disputes: The Condo Dispute Resolution Tribunal

One of the most notable aspects of Bill 30 is the introduction of a condominium dispute resolution tribunal, a measure that CCI North Alberta has long advocated for. This new tribunal is intended to provide a faster, more affordable way for condo owners and boards to resolve disputes, alleviating pressure on Alberta's already overburdened court system.

This approach mirrors successful models already in place in other provinces, including British Columbia and Ontario, where condominium dispute resolution tribunals have been operating for several years. These tribunals have proven to be an effective mechanism for resolving condo-related conflicts while keeping costs down for both parties.

To get the tribunal off the ground, the provincial government is investing \$8 million to cover initial setup costs. Once established, the tribunal is expected to be funded by condominium owners through a per-door fee.

This legislation will successfully put the creation of the tribunal into motion and the key aspects of the tribunal will be worked out through yet-to-be tabled Regulations. Those aspects include what type of disputes will be under the Tribunal's jurisdiction, cost and timelines (among other aspects).

CCI North Alberta has long advocated for a dispute resolution tribunal, and Bill 30 promises to deliver on this key reform.

Technical Audits: Enhanced Consumer Protection

Another key reform in Bill 30 is the requirement for technical audits on new condominium construction. This measure aims to provide added protection for condo buyers by ensuring that new developments meet industry standards and are free from significant structural or safety issues.

Technical audits are vital to help identify deficiencies early, reducing the risk of unforeseen costs that could arise later for condo owners. By implementing this reform, the Alberta government hopes to provide purchasers with greater confidence in their investments and help to prevent situations where defects in construction lead to expensive repairs and disputes. With this reform, potential buyers will have more clarity and assurance that the properties they purchase are



structurally sound and compliant with building codes.

The legislation doesn't lay out what the exact requirements will be for these assessments. This is another area we will have to keep an eye on as it progresses.

Technical audits are vital to help identify deficiencies early, reducing the risk of unforeseen costs for condo owners.

Legislated Protections for Condo Board Members

After condo board members were left out of the recently introduced Freedom to Care Act, our government advocacy committee has worked hard to stress the importance of extending similar legislative protections for condo board members.

Volunteer condominium boards play a crucial role in the day-to-day management of condo communities, yet many board members have long expressed concerns about the risks associated with their responsibilities.

Continued on page 16.



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GOVERNMENT ADVOCACY

Bill 30 addresses this by extending legal protections to volunteer board members acting in good faith, similar to protections offered to volunteers in the non-profit sector.



Re-Introduction of Changes Outlined in Bill 19

Those who remember 2022's Bill 19 will notice some familiar aspects of this new legislation. Bill 30 re-introduces reforms aimed at simplifying and clarifying governance procedures within condominiums. A notable change is the option for simplified voting in condo corporations. This reform allows for one vote per owner at meetings, while also allowing owners to request a unit factor vote before the results of a per-owner vote are announced.

This change would streamline the requirements for voting which will improve owners' ability to participate in the governance of their condominiums and will help keep administrative costs down.

Bill 30 also includes clarifications on chargebacks to ensure legislation works as intended when it comes to accountability for unexpected costs or damages in condominiums. Note that the legislation now clarifies there will be an opportunity for owners to dispute chargebacks they believe to be improper.

A Milestone for Alberta's Condo Community

"We are incredibly pleased to see the Alberta government take action to address the needs of condominium owners and boards," said Hugh Willis, co-chair of the CCI North Alberta Government Advocacy Committee.

"We thank the Ministry for their extensive efforts to consult with the condo community to ensure the right amendments were brought forward. While there is always more to be done, this bill represents a significant step forward for condo owners and the industry as a whole."

While the introduction of Bill 30 is certainly a good news story for Alberta's condo community, there is still work to do, in particular with the details in the Regulations.

CCI North Alberta encourages all members to stay engaged, contact their MLA, and support Bill 30 as it moves forward.

Your Voice Matters for the Future of Bill 30

CCI North Alberta encourages all members to write to their local MLA and express their support for Bill 30.

Your voice is critical in ensuring that these much-needed reforms become law. By continuing to advocate for condo owners and staying involved in the legislative process, we can help ensure that Alberta's condominium communities receive the protections and support they deserve.

Stay tuned as we announce upcoming events to discuss the contents of Bill 30 in more detail! 🏢



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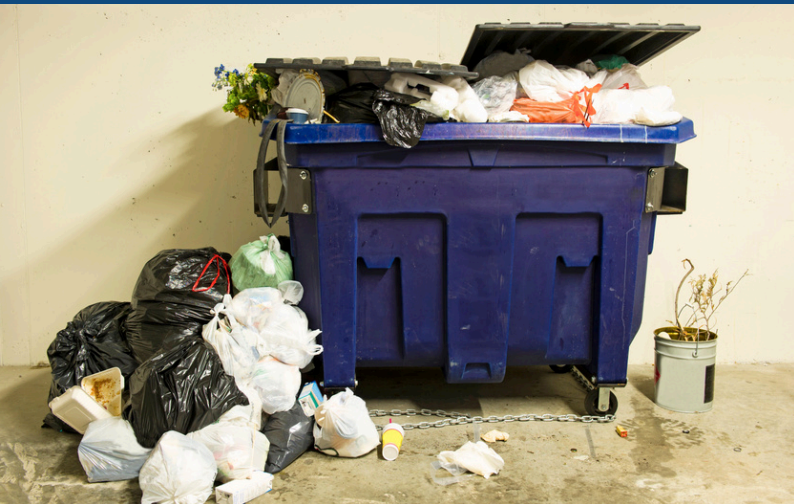
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IS IT TIME TO SLOW THE ROLL?

Checking in on the City of Edmonton's New Waste Rollout, the Challenges Condos Face, and Potential Solutions

Written by: Katy Campbell

Condos face a rocky transition as the City of Edmonton rolls out new waste collection policies in multifamily buildings, marked by overflowing bins and rising costs.

A year into the City of Edmonton's phased rollout of green bins and mandated waste sorting for multifamily residences, about 28% of the city's condos and apartments have seen changes implemented so far. The rollout is planned to be citywide by 2027. With a quarter of the multifamily buildings in the city currently adapting to the new program, challenges with the new way of doing things are already coming to light.

While these changes aim to reduce landfill waste and promote environmental sustainability, feedback from CCI North Alberta members reveals that the rollout has not been smooth. Increases in illegal dumping, overflowing bins, and rising costs are leaving some condo corporations wondering if the rollout should be slowed or reconsidered.

The organic waste bins, intended to help residents separate food scraps and recyclables, were presented as a positive environmental initiative. However, it wasn't made clear that these changes would come with a nearly 50% reduction in regular waste capacity and less frequent waste removal. For condos that rely on shared waste bins, this reduction has created significant challenges.

Increased Costs and Overflowing Bins

For condo boards and managers, the cut in waste capacity has led to operational headaches and increased costs. Overflowing bins have become commonplace, as shared waste facilities make it difficult to enforce individual sorting and waste volume limits. Unlike single-family homeowners, who can more easily see and manage their weekly waste output, individual condo residents may not fully recognize the impact of their waste disposal habits. This places an unfair burden on condo boards to monitor and address compliance.

While some condo residents are diligently sorting food waste and recyclables, the collective nature of shared bins makes it harder to identify certain residents who aren't sorting and are exceeding their share of space. Condo boards are often left holding the bag.

The problem is compounded by increased illegal dumping on condo properties by non-residents. As waste capacity has decreased across the city, some people have chosen to discard their excess garbage at multifamily sites, which leads to unsightly overflows and, in some cases, bylaw enforcement

visits, costly clean-ups, or fines. Many condos affected by the new changes have had to hire private waste contractors to manage the overflow, adding yet another financial strain to condo corporations already dealing with rising expenses.

Limited Solutions & a Call for Flexibility

Current solutions and available options to address the issue of excess waste are limited and far from ideal. The roll-off bin program, previously offered by the city to help condos handle bulky waste items such as old furniture more effectively, has been discontinued. While the city allows extra waste pickups, the frequency is capped.


Recognizing these challenges, the CCI Government Advocacy Committee has raised the issue with Edmonton City Councillors and city staff. The primary recommendation proposed by the city is increased education for condo residents on waste sorting, supported by outreach from the city itself, and also condo boards and condo managers.

While education may help over time, many CCI North Alberta members have expressed the need for a more gradual transition to green bins, reduced waste capacity and waste removal services.

While education may help over time, many CCI North Alberta members have expressed the need for a more gradual transition to reduced waste capacity and waste removal services. This would allow condo owners more time to adopt new practices, give educational efforts a chance to be effective, and ensure that city support is in place to help manage the transition.

Call for Input from Condo Residents & Managers

CCI North Alberta is gathering experiences and insights from those impacted by these changes to inform our ongoing advocacy efforts. Your feedback can help shape the solutions we advocate for on behalf of condo residents and corporations across Edmonton.

CCI North Alberta is committed to representing your voice. Together, we can advocate for a more manageable transition to sustainable waste practices. 

SHARE YOUR EXPERIENCE

If you are a condo resident, board member, or manager, we want to hear from you on this issue.

- Is the new waste rollout negatively impacting you, your multifamily building, or your condo corporation?
- Share your experience with the rollout – tell us what's working and what isn't.
- Do you have thoughts, ideas, or possible solutions that might help condo residents and/or corporations affected by the rollout?
- Any advice to offer other residents/condo communities navigating this issue?

Share your input, feedback, or responses to these questions by email to: info@ccinorthalberta.com

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BEYOND THE RESERVE FUND

Turn Reserve Fund Studies into Action: Expert Answers for Condo Boards

Written by: Katherine Topolniski

Source: Answers contributed by the panel of experts.



Photo (from L to R): CCINA's Executive Director, Katy Campbell welcomes the panel; Leo Leibel, Barb Surry, CMA, Billy Huet, P.Eng., Shantel Kalakalo, & Gary Caouette.

A panel of experts offered their insights and actionable guidance for condo boards navigating the critical steps that follow a Reserve Fund Study.

When it comes to managing reserve funds effectively after completing a Reserve Fund Study (RFS) report, condo boards and managers face crucial next steps. To provide expert guidance on moving forward after an RFS, CCI North Alberta recently hosted *Beyond the Reserve Fund: Navigating Next Steps After the Report*, a sold-out seminar with a panel of specialists from key areas of the condo industry.

The panel discussion, moderated by Rebekah Barron from *Realty Key Group*, included General Contractor—Leo Leibel (*Restruction*), Accountant—Barb Surry (*CMA*), Engineer and Building Envelope Consultant—Billy Huet (*Wade Consulting*), Reserve Fund Planner—Shantel Kalakalo (*Kalham Consulting*), and Condo Document Reviewer—Gary Caouette (*Bylaw Consultants*).

The seminar offered 110 attendees unique access to a panel of experts there to discuss critical topics like accounting for expenditures, legislative requirements, preventive maintenance, five-year project planning, and identifying red flags in document reviews. Afterward, the audience connected directly with panellists and the moderator in breakout roundtable discussions, diving deeper into these important areas.

Our panellists generously answered many submitted and live questions, some of which we've compiled below to support condo boards and managers in developing effective, actionable strategies for reserve fund management.



Continued on page 23.

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What does a Reserve Fund Study include?

- ▶ **Site inspection** ~ assess condition of common property components by appropriate personnel familiar with components.
- ▶ **Report** ~ component descriptions, conditions noted, specific recommendations, complete with photographs
- ▶ **Spreadsheets** ~ common property components requiring major repair/replacement with current estimated repair/replacement costs.
 - **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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RESERVE FUND PLANNING QUESTIONS ANSWERED:

Do you recommend involving owners in developing the reserve fund plan to encourage buy-in?

Yes, it's beneficial to involve unit owners in the high-level planning to gain buy-in; however, keep the details within the board. Plans, pricing, and timelines may change over time, and it's not practical to involve all owners in the day-to-day aspects of the project. If there is a qualified unit owner, you might consider including them in specific discussions. Ultimately, the board is responsible for handling the details and decisions.

Are boards required to share five-year plans with owners?

Yes, the plan must be shared with all unit owners. According to the *Condominium Property Act (CPA)* regulations:

Section 20.52(1)(a)(ii): An information statement provided to owners must include the amount of the capital replacement reserve fund and copies of reserve fund plans, reports, and annual updates.

Section 23(4) and (6): After approving the reserve fund plan, the board must provide owners with a copy of this approved plan before collecting any funds. Owners must be informed of any fund allocations and future expenditures based on the reserve fund report.

Once boards begin the five-year plan, are they required to follow it strictly, or can it be adjusted as needed?

The five-year plan should be updated as needed to reflect the anticipated reserve fund expenses for the year. The initial plan should include the recommendations from the

Reserve Fund report and then be updated accordingly. It is essential to keep unit owners informed. Consider sending out an annual update to the five-year plan to ensure owners are aware of any changes. This annual update can then become your new five-year plan.

Would a board meet its obligations if it reduced annual reserve fund contributions by 30% to 60% from the approved plan?

The CPA does not mandate strict adherence to every recommendation in the Reserve Fund Study (RFS). The board has the authority to adjust contributions in compliance with the CPA and *Sections 37* and *38*, as long as owners are informed of any changes. Owners may ask the board to explain significant alterations in contributions or requirements outlined in the reserve fund plan.


How should boards address significant price increases in studies completed during or before COVID-19?

Adjust your budgets and plans to reflect current costs. While the RFS may account for general inflation, it doesn't account for unexpected cost increases driven by external factors. Update your plan annually or more frequently if needed, and ensure that unit owners are informed of any adjustments.

What constitutes a major repair or replacement? What is "reasonable and sufficient," and does it include items not in the RFS?

There's room for interpretation, but adhering to the guidelines in *Sections 37(2)* and *38(1)* of the CPA and *Section 28* of the Regulations is advised. Occasionally, items not listed in the RFS may be eligible for reserve fund coverage. If unsure, consult your accountant or legal advisor or reserve fund provider. Establishing a contingency fund within the operating account, in addition to your reserve fund, can provide flexibility for unanticipated expenses while staying compliant.

Continued on page 24.



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Major repair is a repair that would allow the components to realize their expected life or allow the component to exceed its expected life and is not considered regular maintenance.

Reasonable – Covers "predictable expenses" yet maintains a cash stream that flows as close to the Safety Margin as possible.

Sufficient - The reserve fund does not fall below Safety Margin, required to help offset "unpredictable expenses".

If you are anticipating an expense to be paid from the reserve fund, ensure your Reserve Fund Provider is aware of this to ensure this component is included in the reporting.

If an expense isn't anticipated by the RFS but would be appropriate as a reserve fund expense, can the board use reserve funds?

Generally, expenses should be anticipated in the reserve fund study and budgeted accordingly. However, if an unforeseen expense is reasonable as defined by *Sections 37(2) and 38(1)* of the CPA, it may be covered by the reserve fund. Consult your accountant or legal advisor if uncertain. A resolution or levy may be necessary if this expense results in a shortfall. Any known future expenses should be included in the updated RFS.

If an expense anticipated in the RFS exceeds the estimated amount, can the board use reserve funds to cover the total expense?

Yes, as long as the expense is an approved reserve fund expenditure, the board may use the reserve fund to cover it. The RFS is a guide, and the board determines the amount spent. A special resolution to use the reserve fund may be required or a special levy may need to be issued if this expense results in a shortfall in the reserve fund.

Can the board cover the remainder from operating funds? Would owner permission be required in either scenario?

Yes, the operating account can be used to address shortfalls with respect to Reserve Fund expenses. Funds may be transferred from the operating account to the reserve fund without owner approval, as this falls within the board's decision-making scope.

Note: As per *Section 27(2)(3)* funds must not be commingled and as such reserve funds cannot be transferred to the operating account to cover operating expenses. Surplus funds in the operating account can be transferred to the Reserve Fund. A special resolution is required from owners if reserve funds are used for improvements or upgrades to common property.

Strengthening Reserve Fund Management

Navigating the complexities of reserve fund management requires both knowledge and flexibility, especially as conditions change over time. The questions and answers compiled here reflect common concerns and practical strategies—we hope these insights empower your board to make well-informed decisions and create a resilient, future-ready reserve fund.

By following expert guidance, maintaining transparent communication with owners, and regularly updating plans, condo boards can fulfill their regulatory obligations while safeguarding their community's financial well-being. Continuous learning and proactive planning are key to effective condo governance, and we encourage you to take full advantage of the educational resources CCI North Alberta offers. 🏢

Connect with industry experts at our next Experts Panel Seminar: *Capital Project Essentials: Strategies for Effective Planning & Implementation.* [See the Education Calendar on PG 33.]



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CONDO MANAGEMENT



NAVIGATING THE ROLE OF THE REGULATOR

**Clarifying RECA's Role and Your
Responsibilities as a Condo Owner.**

Article written by Katherine Topolniski (CCI North Alberta)

Condo ownership and management are complex, with various roles and responsibilities to navigate—and since 2021, a regulatory body has been added to the mix

Whether you're a long-time condo resident or new to the experience, you've likely encountered both the benefits and unique challenges of condo living and working with condo managers. Understanding how the regulator's role intersects with your responsibilities as a condo owner, board member, or condo manager can help you better navigate challenges and enhance your condo experience.

One key governing body in Alberta's real estate sector is the Real Estate Council of Alberta (RECA), whose primary mission is to protect the public interest and ensure ethical and professional conduct in the industries it regulates.

In 2021, a new layer of oversight was introduced with RECA beginning to license and regulate condominium managers. To be working as a condominium manager (unless employed directly by a condo corporation) one must now be licensed by RECA. The process includes two courses and exams covering the fundamentals and practical aspects of condo management, ensuring that condo managers are equipped to meet industry standards.

As of September 2024, RECA has made significant strides in regulating the industry.

Licenses have been issued to:

- 611 individual condo managers
- 181 condo management companies

With an estimated 9,000 to 10,000 condo corporations in Alberta, many are in need of management and the demand for professional condominium managers is high. While some condominiums are self-managed, relying on condo owners and boards to handle operations, an increasing number are turning to professional management services, due to increases in regulations and legislative changes.

This notable gap between the number of qualified, licensed condo managers in the province and the growing demand from condo corporations highlights the pressing need for more trained professionals in the industry.

Since the initiation of the licensing and regulation process, RECA has become a key point of contact for condo owners and boards when addressing issues

with condo managers. Condo owners expect RECA to hold management companies accountable to professional standards, while condo managers may sometimes view RECA as a regulatory body they'd rather avoid. In reality, RECA plays a balancing role: it licenses and regulates condo managers, enforces industry standards and supports professionalism in this in demand industry—all while protecting the interests of condo owners.

However, there can be misunderstandings. While RECA is the authority for investigating formal complaints about licensed condo managers, they sometimes receive grievances that fall outside their purview due to confusion about the role RECA plays and the responsibilities of everyone involved in condominium management.

This includes the fact that it is condo board's, not owners, that are best positioned to elevate complaints about condo managers to RECA. This is because condo boards, on behalf of the condo corporation, hire and oversee condo managers.

Of the 227 complaints RECA received last fiscal year related to condo licensees, only 12% of complaints came from boards and the majority came from individual unit owners and non-board members.

Common Complaints:

- 23% related to alleged failure to follow a bylaw
- 20% related to proper handling of maintenance items
- Other common themes include issues with information requests, condo fee collections, and general communication/responsiveness.

Last year's complaints resulted in two (2) Administrative Penalties issued for unlicensed condo management and one (1) reprimand for disclosure of confidential information and 24 complaints were related to unlicensed activities.

What RECA Is and What It Isn't

RECA licenses and regulates industry standards, playing a balancing role between condo managers, condo boards and owners. As the regulatory body, RECA has identified capacity challenges and other gaps in the world of condo management, including awareness of what RECA is and what it isn't.

WHAT RECA IS:

- A regulatory body that exists to protect the public interest by ensuring that condominium management is conducted ethically and professionally.
- A complaint resolution resource that can investigate complaints, act as a mediator in disputes between condo corporations and condo managers, and enforce disciplinary actions.
- An source of information and educator that offers workshops, guides, articles and materials to keep condo managers and owners informed about regulator changes and best practices.

WHAT RECA ISN'T:

- A problem-solver that intervenes/mediates on any issue/conflict arising within a condo community. Many issues should first be addressed at with the board and/or directly with condo managers.
- A bylaw replacement/enforcer. Condo corporation' bylaws often outline dispute resolution processes and policies, with the board as the key decision maker accountable for governance of the condo corporation.
- A direct line to legal advice. RECA cannot offer legal advice or represent individuals in legal disputes. For legal matters consult a qualified lawyer familiar with condo law.

Continued on page 28.



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CONDO MANAGEMENT

Sources of Tension in Condo Communities

Misunderstandings about RECA's authority can lead to increased tensions and misdirected complaints, overshadowing the root causes of tension that often need addressing within the condo's own structure. While the range of issues is vast, tension between unit owners, board members, and condo managers is a recurring theme.



Three root causes often contribute to friction in condominium management:

1. **Communication Gaps:** A very common issue is miscommunication, especially regarding roles and responsibilities.
2. **Misdirected Frustrations:** When problems arise—whether related to maintenance, neighbour disputes, or bylaw enforcement—grievances are often aimed at condo managers. This can be a result of their visibility amongst residents or misconceptions about decision-making authority.
3. **Lack of Information:** It can be challenging to stay informed about governance or management changes or roles, and often there are knowledge gaps around things like bylaws, policies, rights and responsibilities.

Navigating the Roles and Responsibilities

All issues are two-way streets, and in some cases, they might even be a 4-way intersection. Condo

management involves multiple roles and misunderstandings about how these roles intersect often contribute to disputes.

Core Responsibilities:

- **Condo Owners** have a vested interest in the condo corporation. They are responsible for familiarizing themselves with the governing documents, especially the bylaws, which define their rights and obligations. Owners should actively participate in meetings and decision-making processes to ensure their interests are represented and contribute to the community's well-being.
- **Board Members** are responsible for the management of the condo corporation's affairs, oversee finances, enforce bylaws, and make policy decisions in the best interest of all owners. Transparency and open communication with owners are essential to building trust and maintaining a healthy condo environment.
- **Condo Managers** execute the board's decisions and handle daily operations. They act as liaisons between the board and owners, but do not set policies. Understanding this distinction helps manage expectations. Clear communication between managers, the board, and owners is vital for effective condo management.
- **The Regulator (RECA)**, licenses individual condo managers and management companies, ensuring they meet professional standards and providing oversight to protect condo owners. They provide resources and information, handle formal complaints and enforce regulations when management companies fail to meet their responsibilities.

Continued on page 30..

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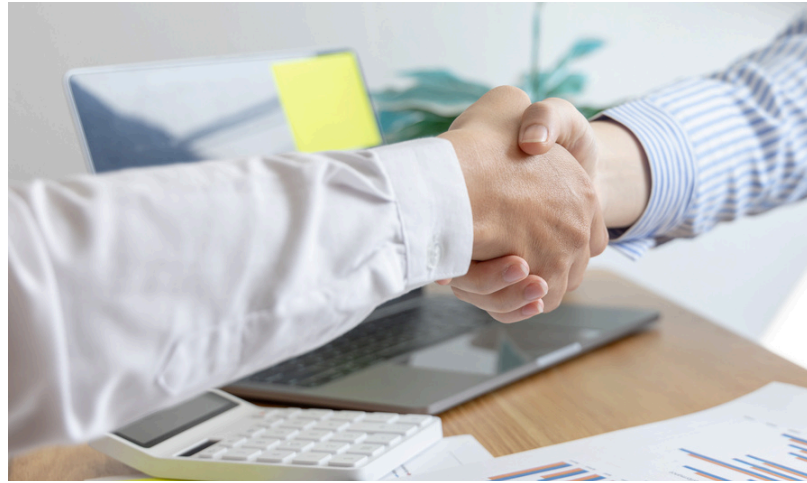
Escalating a Dispute to RECA

Navigating condo disputes can be challenging, especially when it's unclear whether the issue requires external intervention or should be handled internally. While RECA enforces professional standards and can provide recourse when management companies fall short, it's important to assess whether the issue lies within the condo's internal governance.

Understanding when to escalate a matter to RECA helps ensure smoother resolutions and prevents unnecessary complications.

Follow These Steps Before Involving RECA

- 1. Review the Bylaws:** Start by reviewing your condo's bylaws, which often provide guidance on the types of decisions handled by the board versus the condo manager. The bylaws act as a roadmap for resolving internal disputes and set out each party's responsibilities.
- 2. Assess the Condo Manager's Role:** Keep in mind that condo managers are typically responsible for overseeing third-party service providers and enforcing bylaws under the board's direction. They handle day-to-day operations but do not make policy decisions—this responsibility rests with the board.
- 3. Contact the Board First:** If you believe a condo manager has acted inappropriately, direct your concerns to the board. Since the board hires and oversees the manager on behalf of the condo corporation, ideally they would be the first point of contact for addressing such issues.
- 4. Escalate to RECA if Necessary:** If the board feels that the manager's actions may be in violation of the regulations, they can escalate the matter by filing a formal complaint with RECA, they assess the complaint and determine if it falls within their regulatory authority.



Industry Support to Enhance Condo-Life

Whether you're an owner, board member, or condo manager, staying engaged and informed about the roles and responsibilities, will empower you to handle issues more effectively and maintain a positive living environment.

Organizations like CCI work together with RECA to support greater awareness and capacity-building within the condo industry by providing education, information, and resources about best practices and regulatory changes.

Leveraging the support from these organizations will help you play your part, avoid tensions, and ensure your condo community operates smoothly. 🏢

Learn how RECA can assist and work with condo owners and board members in our 2-part INSITE Series, *Navigating RECA: A Roadmap for Condo Owners/Boards & Condo Managers* [See the Education Calendar on PG 33.]



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CCI EDUCATION CALENDAR

UPCOMING EVENTS

Navigating RECA: A Roadmap for Owners/Board Members & Managers

CCI North Alberta and the Real Estate Council of Alberta (RECA) present an insightful two-part **INSITE Series** webinar exploring RECA's role in condo management. In this series, Doug Dixon, RECA's Regulatory Compliance Advisor, will guide condo owners and managers through how RECA can support their efforts to navigate the complexities of condo management and highlight how to collaborate effectively to ensure smoother operations and successful condo communities.

Part 1: Roadmap for Condo Owners

Members \$20 / Non-Members \$30

Condo owners and board members will gain valuable insights into effectively working with condo management companies and RECA. The session will provide clarity on the distinct responsibilities of condo boards and managers, strategies to avoid delays and complications in the formal complaint process, and guidance on how RECA facilitates efficient dispute resolution.

Date: Wednesday, November 27, 2024

Time: 6:30-7:30 pm

Location: Online over Zoom

Register: bit.ly/RECA-Condo-Owners



NOVEMBER
27

INSITE SESSION



Part 2: Roadmap for Condo Managers

Members \$20 / Non-Members \$30

Condo managers can expect practical guidance on navigating responsibilities and gain insights on engaging effectively with RECA. The session will offer effective strategies for resolving disputes before they escalate, a clearer understanding of RECA's structure and purpose, and collaborative approaches to addressing challenges and ensuring smooth operations.

Date: Wednesday, January 22, 2025

Time: 12:00-1:00 pm

Location: Online over Zoom

Register: bit.ly/RECA-Condo-Managers



INSITE SESSION

22 JANUARY



CCI EDUCATION CALENDAR

INSITE SESSION



26 NOVEMBER

Cold Weather Claims: Condo Insurance

Members \$20 / Non-Members \$30

This session provides condominium board members and managers with essential insights on managing insurance claims related to cold weather incidents.

Attendees will learn best practices for preparing for and handling claims effectively during the winter months, ensuring their properties remain protected.

Date: Tuesday, November 26, 2024

Time: 12:00-1:00 pm

Location: Online via Zoom

Registration: bit.ly/cold-weather-claims



Beyond the Basics: Online Q&A

Members FREE / Non-Members \$20

Expand on the learning in the *Condo Board Basics & Best Practices* online course at this interactive Q&A. *(Please be sure you have taken the course before attending this event)*

Sit with the experts and get your questions answered, discuss real challenges, and receive tailored advice on key topics like budgeting, bylaws, and complaints.

Date: Friday, December 6, 2024

Time: 12:00-1:00 pm

Location: Online via Zoom

Registration: bit.ly/beyond-basics-QA



DECEMBER 6

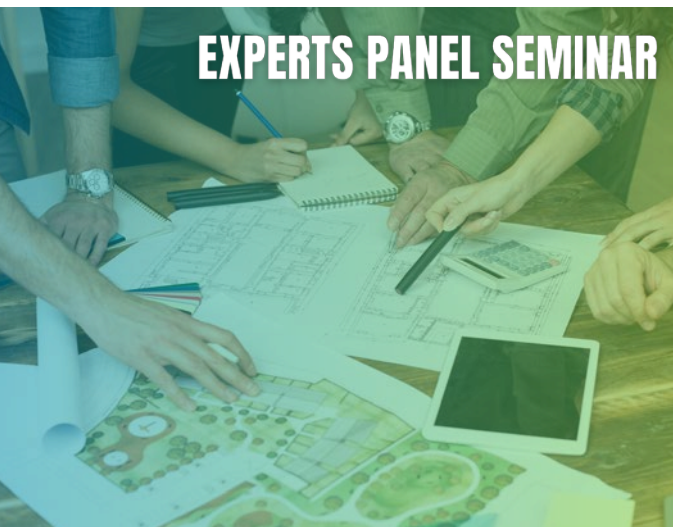
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Date: Tuesday, March 4, 2025

Time: 2:00-5:00 pm

Location: Chateau Louis Conference Centre

Registration: bit.ly/capital-project-essentials



FORE! THE GREATER GOOD

Golf Mixer Raised \$3,479 for Food Banks Alberta

Written by: Katherine Topolniski

Photos by: Katherine Topolniski




Thanks to the incredible generosity of our Golf Mixer guests, over \$3,400 was raised to support the vital work Food Banks Alberta does for across the province.

Members, sponsors and golfers supported the important work that Food Banks Alberta does in our province and raised nearly \$3,500 at our annual Golf Mixer at the Ranch Golf and Country Club this past summer.

It was especially meaningful to have representatives from Food Banks Alberta join us at the event. They gave us a chance to hear directly about the difference donations make in their important work.

We want to extend a heartfelt thank you to all who donated by participating in a 50/50 and Prize Raffle. We'd like to acknowledge the generosity of the winner of the 50/50, Jay Spate, who donated back half of his winnings to Food Banks Alberta.

"Thank you for hosting such a wonderful golf event! We truly appreciate events like this that give us the chance to raise awareness about our mission and help us collect donations. Your kindness and generosity means the world to us and it was a pleasure to get to drive around the golf course and talk about Food Banks Alberta." said Emily Van Ee, Community Partnerships Manager from Food Banks Alberta.

Each year we select a charity for our annual Golf Mixer fundraising efforts. 

"This contribution makes a big difference! Every dollar donated helps ensure individuals across the province who rely on Food Banks have access to essential resources."

- Emily Van Ee

TO DONATE/LEARN MORE: www.foodbanksalberta.ca



Photo (from L to R): Emily Van Ee, Community Partnerships Manager and Leslie von Albedyhl, Office Manager from Food Banks Alberta share about the work they do across Alberta.

GOLF, GAMES, AND GIVEAWAYS

How Our Sponsors Made Our Golf Mixer a Swinging Success!

Written by: Katherine Topolniski

Photos by: Katherine Topolniski



Our annual golf mixer was packed with exciting activities, fun games, and generous giveaways, thanks to our incredible sponsors and members.

The very early morning started off right at the Ranch Golf and Country Club with golfers fueling up for the day with grab-n-go breakfast sandwiches, courtesy of **Concept Controls**.

Hot breakfast sandwiches weren't all golfers had in their hands, **Smart Fix Asphalt Infrared Repair** made sure they had extra balls as our ball sponsor, and **All About Abatement** helped them get where they were going as our Golf Cart sponsor.

Golfers had lots to look forward to beyond the greens that day... one lucky golfer will end up far past the fescue after taking home the \$1000 WestJet Grand Prize, sponsored by **Wade Consulting**.

After an 8:00 am shotgun start, golfers got down to the business of the day - connecting and networking with other golfers, and of course, connecting with sponsors at every hole.

To keep their energy and spirits up, golfers were supplied with tasty conversation starting beverages thanks to **KDM Management** and **Premier Fire & Flood Restoration** helped stave off hunger disaster with their snack sponsorship.

Looking Ahead to an Expanded Golf Mixer

Our Annual Golf Mixer is always a hit—and this year was no exception! All golf spots sold out within weeks, and the competition for our coveted Hole Sponsorships was fierce. Due to the popularity of our Golf Mixer and the incredible demand to participate, we're thrilled to announce that next year's event will be held at The Quarry in Edmonton, featuring 27 holes and expanded opportunities for sponsors and participants alike. We can't wait to make this event even bigger and better in 2025!

Continued on page 38.

2025 GOLF MIXER SAVE-THE-DATE

LOCATION: The Quarry Edmonton
DATE: August 11, 2025

27 Holes & New Sponsorship Opportunities!

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CCI EVENTS



Photos (from L to R): Reps from Miller Thomson share laughs and drinks with golfers; Golfers enjoyed Nordic Mechanical Services' ladder golf; 4-Way Inspection Services had an active booth, lots of treats and a football game; CWB kept the energy on the up and up with cold brew coffees.

Hole, Putting Green, and Driving Range Sponsors brought their A-game - and a toilet.

It wasn't just the Hole Sponsors that brought the fun, other sponsors also brought unique experiences to the course, including **Donewell Property Services** & **EDL Building Solutions** who got creative and collaborated on a Putting Green challenge that had golfers perched on a sparkling white toilet to put from their butt directly in front of the Ranch's Clubhouse. It raised plenty of eyebrows and got lots of laughs.



Photo: Sponsors Donewell Property Services and EDL Building Solutions shared the putting green and invited golfers to test their putting abilities... while sitting on a toilet. Jay Spate (pictured here) succeeded in this silly challenge.

Homeward Trust Edmonton got things started with a Giant Connect 4 game, where participants competed for prizes, adding a fun and competitive edge to the day. **Entuitive Corporation** kept the energy high with a range of games and tasty snacks, while **Morrison Hershfield, now Stantec**, kept players on their toes with their minute-to-win-it challenges, also fueling the crowd with even more snacks.

With an impressive lineup of refreshments, the event ensured players were refreshed on the course. **Normac Reliance** set up a large display tent with snacks and generous giveaways. **Miraculous Maids** sweetened the day with a selection of classic candies and a prize giveaway for a premium cleaning package.

Nordic Mechanical Services teed up a relaxing break with Ladder Golf and an alcohol pitstop, letting players unwind between swings. **Miller Thompson LLP** kept everyone in the fairway hydrated, offering a selection of beverages that golfers enjoyed responsibly, of course.

ServiceMaster Restore did not disappoint, they went all out with their traditional and highly anticipated mini donuts and slushies, drawing golfers in with the aroma of freshly baked donuts from their conveniently parked temporary mini-donut factory.



Photo: CCI North Alberta Board President, Anand Sharma, followed his nose to ServiceMaster Restore's hole to enjoy their infamous donuts.



Photos (from L to R): Off the Ledge joined us on the ground for the day; Acclaimed! tested golfer's axe tossing skills; a Trusty Tree rep shows off one of their large wood chippers; HUB International gave a variety of offerings to golfers, but managed to hold onto their hole insurance money.

Not to mention, **4-Way Inspection Services** brought a fun football-themed game and lively music, making sure players stayed entertained while enjoying chats, snacks and beverages. **Off the Ledge** entertained golfers with cornhole and ring toss games, offering branded giveaways and refreshments to keep everyone cool and engaged.

Paul Davis Restoration tested players' memory for song-lyrics and their luck with a draw prize game, alongside fruit kabobs and candy. **Trusty Tree Services** brought their large equipment to show off at their chipping game...a woodchipper that commanded golfers' attention! **Acclaimed!** added a touch more danger with an axe-throwing contest (*don't worry they were plastic*) and captured comradery in group photos.

Fort Sands Construction featured a cocktail mixer giveaway, plus copies of their "11 Deficiencies" book, adding a refreshing and informative touch to the event. Meanwhile, **CWB Maxium Financial** kept everyone cool and caffeinated with cold brew coffee and snacks.

To keep the atmosphere friendly but competitive, **Paneless Property Services** offered up lawn games, like bocce and mini-basketball. **EXP Services** also leaned into the lawn games by inviting golfers to a laid-back game of lawn bowling with plenty of branded swag on hand they created a playful and welcoming stop on the course.

There were 3 exciting Hole-In-One challenges and participants had a real shot at winning BIG thanks to **Blueprint Management** (\$2,500), **BFL** (\$10,000), and our title sponsor, **HUB Insurance** who dangled an impressive \$25,000 prize in front of our golfers. In the end, these sponsors got to keep the prize money... we can only hope they save it for next year and give golfers time to sharpen their skills! 🏌️



Photo (on the left): The winning team was dressed to impress, Della Mills, Marty McNamara, Dave Langford and Adam Selinger, are pictured here with CCI Board Members Anand Sharma, Susan Milner, and Hamish Farmer.

Photos (above): With three hole-in-one prizes, golfers kept sponsors on their toes, Hamish Farmer from BFL Canada (*pictured here on the left*) kept watch on competitors vying for their \$10,000 prize.

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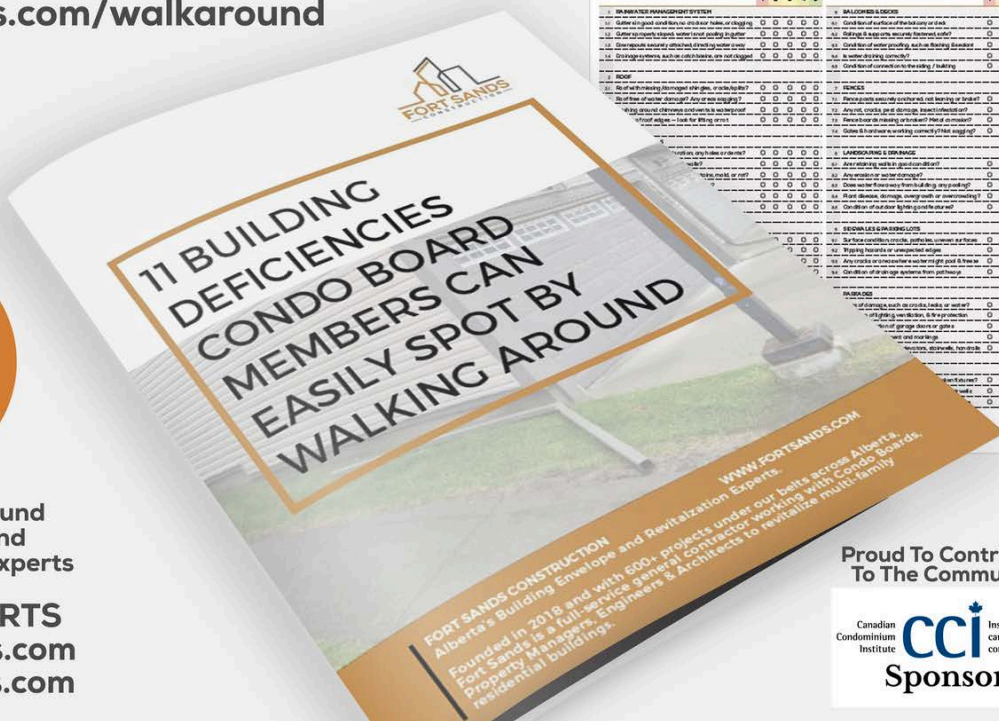
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MEMBERS BUSINESS DIRECTORY

FALL 2024

Fall 2024 Members Business Directory includes all CCI North Alberta Members in good standing as of October 2, 2024.

Accountants & Bookkeepers			
Company	Name	Phone	Email
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
Heather Zeniuk Professional Corporation	Heather Zeniuk	(780) 463-8425	heather@hzcpc.ca
Ho LLP	Kimberly Gioia	(780) 448-7317	info@hollp.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
Mosaic Home Services	Steven Knight	(780) 910-6688	steven@getmosaic.ca
PM Renovations	Brian Pan	604 338-2659	pmrenovations1510@gmail.com
Pulkit Homes Ltd	Pulkit Jain	(780) 604-3162	pulkit89.pj@gmail.com
Rapid Electrical Ltd.	Travis Worton	(780) 996-6506	travis@rapidelectrical.ca
Taylor Construction	Kristine Opp	(403) 244-5225	office@taylorconstruction.ca

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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 ext. 322	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	tamara@bridgegate.ca
Condo Management Solutions Inc.	Carrie Plett	(780) 278-8373	carrie@cms2020.ca
Converge Condo Management Inc.	Jeremy Dalglish	(587) 920-3550	jeremy@convergecondo.com
CorBec Management Group Inc.	Laura Lindbeck	(780) 445-4928	laura@corbecmanagement.ca
Core Realty & Management Group Inc.	Don Brown	(780) 651-1577	don@coremanagement.ca
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	(780) 229-3882	trevor.schulz@fsresidential.com
Gleniffer Lake Resort & Country Club	Tammy Campbell	(403) 728-3010	tammy@mylakeresort.com
Group Three Property Management Inc.	Sharon Zhang	(780) 641-0222	accounting@groupthree.ca
Hallmark Management Inc.	Darcie-Lee Rea	(780) 819-2108	darcie@hallmarkmanagement.ca
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
Manhattan Realty Inc.	Evgeny Fialkov	(780) 221-9739	info@manhattanrealestate.ca
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 Key Group Inc.	Rebekah Barron	(780) 719-0100	info@realtykeygroup.com
Royal LePage Summitview Realty	Nancy Caul	(780) 852-5500	jasper@royalpage.ca
Royal LePage, The Realty Group Gr. Prairie - Property Mgmt	Angie Peters	(780) 532-3400	angiepeters@royalpage.ca
Shift Management Services	Kelly Bertrand	(780) 872-4556	info@shiftmanagement.ca
Simco Management (Edmonton) Inc.	Christine Pratt	(780) 455-4111	simcomanagement@telusplanet.net
Square 1 Property Management	Kelly Bertrand	(780) 453-1515	Kelly@square1management.ca
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

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FALL 2024

Consultants & Mediators			
Company	Name	Phone	Email
Condo Check	Bernice Winter	(403) 509-2250	accounts@condo-check.com
Condominium Document Specialist	Cathy Scarfone	(780) 920-7386	cathy@condodocspecialist.com
CQ Network	Ronnie Tallman	(780) 449-5545	ronnie.tallman@cqnetwork.com
Excel Bldg. Inspection & Consulting	Stuart Schechtel	(780) 464-5634	excelins@telus.net
Garrvan Consulting	Stephen Hutchings	(780) 232-7180	Stephen.Hutchings@Garrvan.com
HRS Condominium Consulting	Helena R. Smith	(780) 433-8058	helenarsmith1@gmail.com

Disaster Restoration			
Company	Name	Phone	Email
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
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
Pure Restoration Inc.	Robyn Scarlett	(780) 475-7044	admin@purerestoration.ca
Restruction Alberta Ltd.	Janu Subramaniam	(780) 454-7762	janus@restruction.ca

Engineering			
Company	Name	Phone	Email
Aegis West Engineering Inc.	Garett Cochrane	(780) 238-3418	garett@aegiswest.ca
Entuitive Corporation	Adrian Breitwieser	(403) 879-1270	adrian.breitwieser@entuitive.com
EXP Services Inc.	Aamir Shaikh	(780) 203-8605	aamir.shaikh@exp.com
Keller Engineering	Andree Ball	(403) 471-3492	aball@kellerengineering.com
Morrison Hershfield Ltd.	Jose Fernandez	(780) 483-5200 x 1042272	jfernandez@morrisonhershfield.com
RJC Engineers	Jamie Murphy	(780) 452-2325	JMurphy@rjc.ca
Tree of Knowledge (TOK) Engineering	Martin Bankey	(780) 434-2376	mbankey.tok@shaw.ca
Wade Consulting Inc.	Billy Huet	(780) 486-2828	bhuet@wadeconsulting.ca
Wade Consulting Inc.	Derek Zilke	(780) 486-2828	dzilke@wadeconsulting.ca
Williams Engineering Canada Inc.	Marla Snoddon	(780) 910-9968	msnoddon@williamsengineering.com

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

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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
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
LETY Construction Ltd.	Wes Sutherland	(780) 467-6960	admin@letyconstruction.ca
No Water Roofing	Thomas Cicak	(587) 990-7663	info@nowaterroofing.ca
Off The Ledge Inc.	Cody Hodson	(587) 873-2020	contact@offtheledge.ca
Oscor 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
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

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@cwbsmaxium.com
Morrison Financial Services Limited	Luka Milidragovic	(416) 391-3535 x111	lmilidragovic@morrisonfinancial.com
Rhind & Associates	Will Pozzo	(403) 283-1378	will@wjrhind.com
Servus Credit Union	Tammy MacKenzie	(780) 638-8492	Tammy.mackenzie@servus.ca

Insurance - Brokers & Adjusters			
Company	Name	Phone	Email
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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
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

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FALL 2024

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
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Miller Thomson LLP	Ryley Schmidt	(780) 429-1751	rschmidt@millerthomson.com
Miller Thomson LLP	Roberto Noce	(780) 429-9728	rnoce@millerthomson.com
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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
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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
Polar Electrical Contracting Ltd.	Cory Peters	(587) 985-6403	info@gopolar.ca
Renew Services Inc.	Richard Nelson	(780) 544-8060	info@renewservicesinc.ca

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
CondoVoter	Alexis Barrett	(647) 689-7507	info@condovoter.com
CQ Network	Ronnie Tallman	(780) 449-5545	ronnie.tallman@cqnetwork.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
Summit Lock & Safe	Holly Pickard	(780) 722-5101	info@summitlockandsafe.ca
Total Integration Inc.	Maralyn Watt	(780) 444-7004	accounts@totalintegrationinc.com
Yardi Canada Ltd.	Jasmin Rodas	1-800-866-1124 EXT 7069	nafisa.khan@yardi.com

MEMBERS BUSINESS DIRECTORY

FALL 2024

Real Estate			
Company	Name	Phone	Email
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 Gr. Prairie - Property Mgmt	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
Aegis West Engineering Inc.	Garett Cochrane	(780) 238-3418	garett@aegiswest.ca
Balance Valuations Ltd	Cassidy MacDonald	(780) 296-2323	cassidy@balancevaluations.com
Bigelow Reserve Fund Studies	Sharon Bigelow, CRP	(780)-965-0965	sharonbigelow@shaw.ca
Bigelow Reserve Fund Studies	Sharon Bigelow, CRP	(780)-965-0965	sharonbigelow@shaw.ca
Entuitive Corporation	Adrian Breitwieser	(403) 879-1270	adrian.breitwieser@entuitive.com
Excel Bldg. Inspection & Consulting	Stuart Schechtel	(780) 464-5634	excelins@telus.net
EXP Services Inc.	Aamir Shaikh	(780) 203-8605	aamir.shaikh@exp.com
Kalham Consulting Ltd.	Shantel Kalakalo	(587) 743-0555	shantel@kalham.ca
Keller Engineering	Andree Ball	(403) 471-3492	aball@kellerengineering.com
Reliance Asset Consulting	Daniel Jablonski	(833) 737-7839	dan@relianceconsulting.ca
Reserve Fund Planners Ltd.	Brian Barlund	(403) 348-5444	bbarlund@reservefundplanners.ca
RJC Engineers	Jamie Murphy	(780) 452-2325	JMurphy@rjc.ca
Tree of Knowledge (TOK) Engineering	Martin Bankey	(780) 434-2376	mbankey.tok@shaw.ca
Williams Engineering Canada Inc.	Marla Snoddon	(780) 910-9968	msnoddon@williamsengineering.com
Xplortek Property Inspections Ltd.	Sue Faraschuk	(587) 357-7940	sfaraschuk@xplortek.ca

Utility Management			
Company	Name	Phone	Email
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 Windows Renovations	Everett Fradsham	(780) 915-6120	efradsham@aww.ca
Centra Windows	Greg Martineau	(403) 589-1701	GMartineau@centra.ca
Duxton Windows and Doors	Aynsley Dueck	(204) 339-6456	reception@duxtontwindows.com
Summit Lock & Safe	Holly Pickard	(780) 722-5101	info@summitlockandsafe.ca

Disclaimer: The above listed businesses directory was generated as of October 2, 2024.

WELCOME TO OUR NEW MEMBERS!

Thank you for joining the CCI North Alberta Chapter!

The new members listed here joined CCI North Alberta prior to September 30, 2024.

CONDOS:

Ravinbes of Blackburn Creek 942 2220
Waterstone Condo Corporation 112 1540
Summerhill Lane 0227810
Hollick Kenyon Pointe - 092 9029
Bears paw Manor - 8323264

INDIVIDUALS:

Laverne Waters
Gerrit Roosenboom
Joyce Lawrence
Susan Edwards
Gary Caouette

BUSINESSES:

Triad Electric Ltd.
EPCOR Water Services
Rapid Electrical Ltd.
Pulkit Homes Ltd.
Total Integration Inc.
Accurate Realty & Property Management Ltd.
Condominium Document Specialist
Condominium Lending Group



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