

# INSITE TO CONDOS

## IN THIS ISSUE:

ATTIC INSPECTIONS:  
TYPICAL PROBLEMS AND  
UNIQUE CASE SOLUTIONS

EMOTIONAL SUPPORT  
ANIMALS  
AND HUMAN RIGHTS

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# IN THIS ISSUE

- 06 Message from the President
- 10 Meet the CCI Team
- 36 Education Calendar
- 39 Members Business Directory
- 47 Welcoming Our New Members

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33 RAISING THE BAR: CCINA's New Speaker Selection Policies

Bronze Sponsors



17 ATTIC INSPECTIONS: Typical Problems and Unique Case Solutions



25 EMOTIONAL SUPPORT ANIMALS AND HUMAN RIGHTS



30 RESIDENTIAL CONDO LIVING  
What Are My Insurance Needs?



33 RAISING THE BAR: CCINA's New Speaker Selection Policies



36 CCI EDUCATION CALENDAR

# FROM THE PRESIDENT



**Susan Milner**

*Board President, CCI North Alberta Chapter*

Dear Members, Colleagues, and Friends,

As we move into the winter season, it is a great opportunity to reflect on the year behind us and look ahead to what promises to be an exciting and impactful year for CCI North Alberta and our members.

This fall, we were pleased to host a successful Annual General Meeting on October 14th. The AGM provided an important opportunity to connect with members, review our progress, and set the stage for the year ahead.

I would like to extend a sincere thank you to our returning Board members for their continued dedication and service. Your commitment and leadership are essential to the strength of our chapter. We are also very pleased to welcome Leo Leibel as a new Board member and look forward to the perspective and energy he will bring to the team.

Looking ahead, we are excited and optimistic about 2026. One of the major highlights of the coming year will be CCI's National Leaders' Forum, which will be hosted right here in Edmonton from May 6-8, 2026. This is a tremendous opportunity for our chapter and our members to connect with condominium leaders from across the country, share ideas, and engage in meaningful dialogue on the future of condominium living in Canada.

## INTRODUCING CCI NORTH ALBERTA'S 2025-26 Board of Directors



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**Gary Caouette**

Immediately following the National Leaders' Forum, we will host our Alberta Condo Expo on May 9, 2026, at the Edmonton Convention Centre. We are already hard at work planning what we expect to be our biggest and best Expo yet.

The Alberta Condo Expo continues to be a cornerstone event for education, networking, and industry connection, and we look forward to welcoming members, partners, and professionals for another outstanding day.

Beyond the Expo, our education calendar for 2026 is packed with opportunities. From courses and seminars to webinars and specialized sessions, we remain committed to providing relevant, practical education for condominium directors, owners, managers, and industry professionals.

I encourage you to review the education section of this magazine for details on what's coming in the year ahead.

In addition to our education and events, advocacy remains a key priority for CCI North Alberta. Along with our ongoing advocacy at the provincial level, we continue to actively engage with the City of Edmonton on waste collection challenges affecting condominium communities.

Member data and experiences are critical to strengthening our advocacy efforts on this issue. We encourage you to support our efforts by completing a short survey. More information, including a link to the survey, can be found in the Government Advocacy Report on page 14.

On behalf of the Board of Directors, thank you for your continued support, engagement, and trust in CCI North Alberta. Together, we are building informed, resilient, and well-supported condominium communities across our region. We look forward to another successful year ahead.

With respect,



Susan Milner  
President, CCI North Alberta Chapter





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# MEET THE TEAM



## INTRODUCING

### Hamish Farmer

*CCI North Alberta Board Vice President*

*Written by: Katherine Topolniski, CCI North Alberta*

*Today, we're speaking with Hamish, an experienced insurance broker who has specialized in condominium insurance since 2018. Alongside his professional work, Hamish has been a dedicated volunteer and board member within CCI North Alberta, contributing to the Membership Committee, the golf organizing committee, and serving in key leadership roles including Board Vice President and Membership Committee Chair. His practical approach and commitment to advocacy make him a valuable voice within our community.*

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

I was encouraged by my company, BFL, to join CCI North Alberta to connect and network with industry experts. BFL has supported CCI as an important part of the condominium (condo) community for years and has representation in each area of the country to keep up to date with the condo communities needs. Once I became involved, I saw first-hand how education and advocacy are CCI's focus and how it is delivered by a series of courses and seminars throughout the year by experts in their field. For me personally, the more informed the condo community is, the better it is for all unit owners, condo managers and stakeholders.

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

I see CCI North Alberta's key priority as offering education to its members. We have updated CM100 & 200 and are working to complete 300. Through engaged education, both Condo Managers and Board members are able to elevate the unit owner's living experience.

***What challenges and/or opportunities do you see arising for CCI in the near future?***

Some of CCI's challenges are awareness, membership growth and retention. How does CCI reach all the unit owners in Northern Alberta since there are many

barriers? I see an opportunity to use several social media platforms to reach more Albertans within the Condo community. This will take organization, planning and a focused group of volunteers.

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

I had the opportunity to present the insurance portion at the latest CM200 seminar. This is something I have never done before and it stretched my comfort zone. It was a great learning experience for me and I hope the attendees. I look forward to taking part again at the next session.

***What condo industry challenges do you hope to address through your work at CCI?***

I hope to assist CCI to continually reach new owners in Alberta. If they know about CCI, they could utilize all the great information and tools available as members.

***What advice would you offer to a new condo owner stepping into a Board member role for the first time?***

I would recommend they take the CCI course, "Condo Board Basics & Best Practices" which is a free on-line course for all members. Non-members can pay for the course or join CCI and take the course for free!

*Continued on next page*

**What advice would you offer to a condo manager who is just beginning their journey in this complex field?**

Research the condo management firm you choose to join. Do they have support, training and mentorship? Join CCI and take the CM100, 200 & 300.

**Can you share a hobby or interest outside of work that you're passionate about? How do you think it influences your approach to life?**

Overall fitness is a passion of mine. I've been a runner my whole life and sometimes other sports and past times get in the way but I always find my way back to running. The life benefits I experience are persistence, goal setting and re-evaluating my goals when I experience an injury or life hurdle. Fitness, like education, is lifelong.

Photo: Hamish Farmer in action—captivating the crowd as a speaker at the 2024 Alberta Condo Expo

**If you could have dinner with any historical figure or influential person—dead or alive—who would it be, and what would you most want to ask them?**

I would like to have dinner with David Goggins (still alive). He is the only member of the U.S. Armed Forces to complete SEAL training, Army Ranger School, and Air Force Tactical Air Controller training. Beyond his military accomplishments, he's a successful endurance athlete and author. I would ask him if his drive and mental toughness was innate or was it learned based on a series of successes and/or a product of his environment. 



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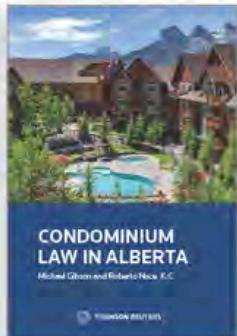
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# GOVERNMENT ADVOCACY

## GOVERNMENT ADVOCACY REPORT

Written by: Katy Campbell, Executive Director, CCI North Alberta

### Provincial Advocacy

It has now been one full year since Bill 30 was passed, with the legislation yet to be proclaimed into law. We recognize that significant work has been taking place behind the scenes to prepare for the implementation of these changes, including groundwork related to the establishment of the tribunal. At this time, no official timelines have been announced for proclamation or implementation. We anticipate that further clarity and updates may emerge in 2026.

CCI North Alberta remains committed to advocating for these important legislative changes to come into force. As more information becomes available, we will continue to support our members by offering free educational sessions to explain what these changes will mean in practice. Members are encouraged to stay connected through our communications channels for updates, news, and announcements as they arise.

### Municipal Advocacy – City of Edmonton

Municipal elections were held across Alberta on October 20, 2025. We extend our congratulations to both newly elected and returning municipal representatives throughout the province, and we thank them for their dedication to public service in what is often a challenging and demanding role.

During this election cycle, CCI North Alberta was particularly active in engaging with City of Edmonton candidates to raise ongoing concerns related to waste



collection for condominium communities. We had many productive and informative conversations with candidates across the city, helping to increase awareness of the challenges condo corporations are facing under the current waste collection framework.

Now that the newly elected councillors have had time to settle into their roles, we plan to re-engage with City Council in early 2026 to advocate for concrete action on this issue. Our goal is to ensure that municipal waste collection policies reflect the operational realities and diverse needs of condominium communities.

Member participation is essential to strengthening this advocacy work. We encourage our members to share their experiences with waste collection in their condominium communities. Whether the transition has been smooth or problematic, your input helps us build a clearer picture for city council of what is happening on the ground. Members are invited to complete our waste collection survey to contribute to this effort.



**Submission Deadline: February 9, 2026**

*Continued on next page.*

## Hot Topic Issue: Condominium Document Review Services

In late September, CCI North Alberta hosted a highly engaged member session focused on condominium document review services. Participation and feedback made it clear that document review is a critically important service within our condominium community, particularly for purchasers, owners, boards, and industry professionals who rely on accurate and thorough information.

At the same time, it became evident that there are growing concerns within the industry regarding inconsistencies in service quality and professional practices. These inconsistencies can create confusion and risk for consumers navigating condominium purchases.

This is a complex issue that warrants further discussion and thoughtful exploration, including consideration of potential best practices, consumer protections, and possible policy or industry-led solutions. CCI North Alberta views this as an emerging advocacy area and welcomes continued member feedback to help inform next steps. Member insights will be essential as we consider how best to support consistency, transparency, and consumer confidence in condominium document review services.



## Acknowledgements

We would like to extend our sincere thanks to all members of the Government Advocacy Committee for their dedication, expertise, and countless volunteer hours throughout 2025. Their commitment continues to play a vital role in advancing the interests of condominium communities across Alberta, and we are deeply grateful for their ongoing contributions.

We would also like to recognize and thank our outgoing Government Advocacy Co-Chair, Anand Sharma, for his many years of exceptional leadership and service. Anand has been instrumental in the committee's accomplishments and has played a key role in helping to drive meaningful legislative change for the condominium sector. His insight, persistence, and collaborative approach have left a lasting impact on our advocacy efforts. Anand is stepping down from this role following his recent election to RECA's Industry Council, and we congratulate him on this achievement while wishing him every success in his new endeavours.

At the same time, we are pleased to welcome Rosanna Fischer of KDM Management as the new Government Advocacy Co-Chair. We look forward to working with Rosanna and are excited for the experience, perspective, and leadership she brings to the committee as we continue our advocacy work into the coming year.

## YOUR FEEDBACK IS NEEDED

Our Chapter's Government Advocacy Committee believes this issue deserves further discussion and would value your input on:

- Experiences with condominium document review services
- Views on potential regulation or oversight
- Suggestions for improving the system to better protect purchasers and corporations

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## ATTIC INSPECTIONS:

### Typical Problems and Unique Case Solutions

*Written by: Allan C. King, P. Eng., LCCI, FCCI.*

Attic investigations are an essential component of residential and commercial property assessments. Although often overlooked, the attic can provide critical insight into a building's energy efficiency, environmental health, and potential sources of moisture-related problems. This article outlines the components examined during attic investigations, describes recommended procedures, tools, and best practices, and presents case histories demonstrating issues that arise from attic deficiencies.

As the transitional space between the roof and occupied areas, the attic directly influences overall building performance and health. Periodic attic investigations can reveal the causes of moisture activity, thermal inefficiency, mould, and pest intrusion. Whether performed as part of a poor-performance investigation, a thermal-efficiency review, a pre-purchase inspection, or a post-weather-event assessment, attic evaluations are vital to competent property management.

### Objectives of Attic Investigations

#### Attic investigations help identify:

- Signs of moisture activity, ice-damming potential, and possible organic growth
- The condition and adequacy of insulation and ventilation
- Evidence of pests such as rodents, birds, and insects
- Visible anomalies in electrical wiring or powered components
- Structural concerns such as sagging joists or compromised trusses
- Fire-safety issues (e.g., flue pipe clearances, fire separations)
- Problems associated with bathroom vent terminations
- Air-barrier and vapour-barrier deficiencies

### Methodology and Tools

Comprehensive attic investigations rely on both methodical inspection and the use of specialized tools.

### Systematic Inspection

#### Before conducting an attic investigation:

- Interview condominium managers or owners to document concerns and understand the reason for the inspection.
- Review the roof using mapping tools such as Google Earth or City of Edmonton SLIM Maps to evaluate roof type, slope, vent locations, proximity to adjacent structures, soffit overhangs, and other relevant features.
- Prepare a service proposal summarizing the reported concerns, any preliminary anomalies identified, and other pertinent attic-related components to be reviewed.

### Personal Protective Equipment (PPE)

- Gloves
- Masks/respirators
- Goggles
- Coveralls



*Continued on next page.*

## Inspection Tools

- **Flashlights/Headlamps:** For low-light conditions.
- **Photographic Documentation:** To record conditions and support recommendations.
- **Thermal Imaging Cameras:** To detect hidden moisture, missing insulation, and air/vapour-retarder failures.
- **Smoke Pencil:** To identify air-movement pathways and confirm air-barrier continuity.
- **Moisture Meters:** To detect dampness in wood or insulation.
- **Tape Measures:** For assessing insulation depth and measuring structural components when needed.
- **Drones:** Useful for pattern recognition of anomalous snow/ice loads and thermal imaging from above the roof.
- **Borescope:** For viewing hard-to-reach areas without dismantling components.



## Key Areas of Investigation

### 1. Insulation

Proper attic insulation is essential for energy efficiency, occupant comfort, preventing ice-damming, and reducing condensation risk. Investigators assess:

- **Type:** Batt, blown-in cellulose, wood chips, spray foam, and others
- **Depth and Placement:** Consistent coverage to avoid thermal bridging—especially near eaves
- **Condition:** Compaction, moisture intrusion, rodent disturbance, or other anomalies that may reduce performance or damage adjacent materials
- **R-Value Compliance:** Minimum performance standards as required by provincial building codes

### 2. Ventilation

Effective attic ventilation—through roof vents, soffit vents, gable vents, or mechanical systems—is critical for proper air movement. Inadequate ventilation can result in:

- Ice-damming
- Excess frost accumulation
- “Attic rain”
- Reduced roof lifespan
- Fire code infractions
- Occupant discomfort
- Energy inefficiency

Inspectors evaluate vent types, placement, airflow pathways, and whether net-free-area requirements and building-code standards are met (typically Part 9 metrics are used). Adequate air infiltration at the eaves and exfiltration at upper vent points is essential for proper attic performance.

### 3. Moisture and Signs of Organic Growth

Moisture issues may result from air/vapour-barrier leakage, poor ventilation, ice-damming, or inadequate insulation. Investigators look for:

- Wet or matted insulation
- Rust on nails, gusset plates, or other metal components
- Staining or discoloration from leaks or ice-damming
- Musty odors or visible organic growth

*Continued on next page.*



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## 4. Pest Infestations

Because attics are warm, dark, and seldom accessed, they can attract pests. Indicators include:

- Droppings or urine stains (often with noticeable odors)
- Nesting materials
- Chewed insulation or wiring
- Entry points around soffits, vents, or gaps

Pests can introduce disease, damage materials, and compromise insulation. Professional remediation is often required.

## 5. Fire Safety and Code Compliance

Inspectors look for fire hazards and code violations such as:

- Insufficient clearance around chimney flues
- Combustible materials placed near heat sources
- Inadequate fire-barrier design or detailing in multi-family buildings

Recent construction practices may require non-vented soffits in specific locations or specialized ventilation design. Where wall jogs and nearby windows exist, non-combustible sheathing beneath the roof deck may be required.

## 6. Electrical Hazards

Attics often contain wiring or junction boxes. Inspectors may note:

- Exposed, frayed, or outdated wiring
- Improperly secured electrical boxes
- Use of extension cords

These conditions present reliability and fire-safety risks and must be addressed by a licensed electrician. Electrical commentary is generally limited unless concerns are obvious or expressly requested.

## 7. Structural Integrity

Structural issues in the attic may indicate larger concerns in the building's framing system. Inspectors look for:

- Cracked, bowed, or overloaded rafters and joists
- Modified or cut trusses
- Insufficient bracing or shifting supports
- Sagging or delaminating roof decking

Such issues may result from aging materials, excessive loads, poor-quality renovations, or wind and moisture damage.

*Continued on next page.*



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# Case Studies: Ice Damming, Roof Leakage, Icicles in Attics, Attic Rain, Condensation, Mould, and Excessive Heat Loss

The author has inspected hundreds of attics during his career. The following case studies highlight unique attic-related problems and the site-specific solutions developed when attic performance was inadequate.

## 1. Four-Storey Condominium with Severe Ice Damming and Falling Icicles

### Problem

This four-storey condominium has a V-shaped footprint, with the main entrance located at the junction of the two wings. Directly above the entrance is a heated decorative façade. The valleys formed along each side of the façade collect snow during winter storms. Heat loss through the façade walls melted the accumulated snow, forming large icicles that fall onto the entrance canopy. These icicles damage the canopy roof and present a safety hazard to residents and visitors.

Additional issues:

- Non-vented soffits throughout the building, prevented attic airflow.
- Ice damming at the eaves, which increased the size of the falling icicles.
- Water ingress into the walls and ice accumulated on the sidewalk at the main entrance.

### Solution

An earlier repair attempt involved installing an SBS membrane 8 inches up the heated wall and 4 feet onto the roof along the valley, extending 30 feet upslope. This stopped water entry at the entrance but did not prevent icicle formation.

To eliminate icicles, a “cold wall” detail was constructed on the façade walls:

- A vented cavity measuring 3½ inches deep and 3 feet high was built along the length of the valley.

- Venting was provided above the eaves and at the top of the build-out via a grille.
- The SBS membrane was extended 12 inches up the new vented wall.
- The wall was then wrapped with a weather-resistant barrier and finished with metal cladding.
- A sloped cap flashing was installed and integrated into the wall cladding.

This vented assembly eliminated heat transfer through the façade walls, preventing snowmelt and stopped icicle formation at the valley.

The remaining soffits were retrofitted with thermal-fusible ventilation grilles, allowing proper attic cooling. In the event of an exterior fire, the fusible links melt and the spring-loaded grilles close, restoring code-compliant fire protection.

## 2. Two-Storey Townhouse with Dangerous Ice Accumulation Inside the Attic

### Problem

Interior ceiling damage was observed around bathroom fan grilles and at upper-floor exterior walls. Attic inspection revealed:

- Heavy frost on the underside of the roof sheathing, especially near the soffits and below the roof peak.
- Icicles up to 6 feet long hanging from bathroom fan pipe penetrations, with bases up to 8 inches in diameter—a significant safety hazard.

The bathroom fan duct was found to be connected to a metal pipe with a flange fastened from below the roof sheathing using screws and caulking. The sealant had failed, allowing condensation to drain into the attic. This increased attic humidity—causing frost and ice—and created large icicles at the bathroom fan pipe termination flange.

### Solution

The condominium manager immediately removed the large icicles to address the safety risk.

The faulty flanged termination was removed. A purpose-made, integral-flange roof terminal was installed from the exterior (shingle side):

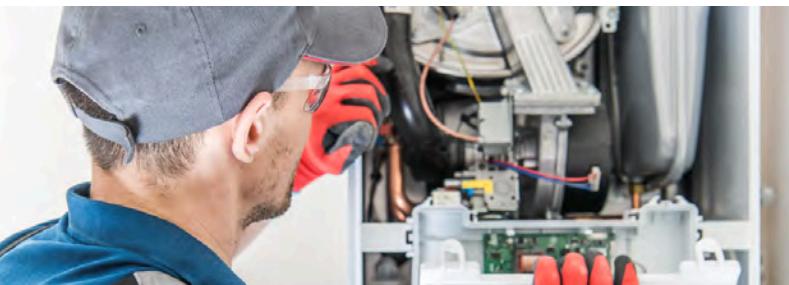
- The terminal includes a 2" pipe extension above the roof sheathing to prevent backflow of condensation.

*Continued on next page.*

# SMART SOLUTIONS

- The flange was sealed with peel-and-stick membrane woven into the existing shingles before reinstalling the roof jack.
- The interior fan duct was reconnected to the new terminal using a hose clamp.

This corrected detail prevents condensation from entering the attic and stops frost and icicle formation.



## 3. Second-Floor Coach Homes with Severe Furnace Room and Balcony Damage

### Problem

Multiple coach home developments (4-plex and 6-plex buildings with continuous second-floor balconies and main entrances) experienced significant ice damming with resultant water damage to exterior furnace rooms and balcony structures.

Key contributing factors included:

- Large, continuous 6 foot soffits interrupted by furnace and hot water tank rooms, which acted as localized heat sources.
- Unvented roof cavities above the furnace rooms, where batt insulation was packed from ceiling drywall to roof sheathing, resulting in inadequate ventilation.
- A large chimney chase above the furnace rooms that promoted snow accumulation.
- Heat loss into the snow drift caused melting and the formation of large icicles extending from the eavestroughs to the balconies.
- In extreme cases, icicles interfered with the operation of exterior doors.
- Meltwater caused deterioration of furnace room framing, balcony sheathing, and the supporting balcony structure.

### Solution

To correct the issue:

- Roof sheathing above the furnace rooms was removed to allow installation of high-performance rigid insulation on the furnace room ceiling. This created space for a ventilation channel between the new insulation and the roof sheathing.
- Soffit grilles were installed at the furnace rooms, and the chimney cladding was modified to create a connected air-exhaust pathway. This allowed heat from under the furnace room roof sheathing to vent harmlessly.
- During shingle replacement, an ice-dam protection membrane was installed, extending past the interior wall and lapping onto adjacent membranes.

These modifications reduced ice damming from severe to minimal and eliminated leakage into the furnace rooms and balconies.



### Conclusion

Attic investigations are a crucial aspect of home maintenance and real estate due diligence. They provide valuable information about the condition of a property and help identify problems that may otherwise go unnoticed until they cause significant damage. With proper attention and timely interventions, attic-related problems can be prevented or mitigated, resulting in safer, healthier, and more energy-efficient homes. ■

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*Allan C. King, P.Eng., is a building envelope and roofing consultant with over 30 years of experience. Formerly principal of Wade Engineering and is now the President of Elements Roof Management Consulting ([www.ermc.ca](http://www.ermc.ca)). He has inspected over 100 million sq. ft. of roofing and specializes in preventative maintenance and envelope restoration for multi-residential buildings.*

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# EMOTIONAL SUPPORT ANIMALS AND HUMAN RIGHTS

Written by: Michael Gibson

**The recent decision by the Human Rights Tribunal of Alberta in Hart versus Condominium Corporation No. 831 0969 o/a Westmount Place Condominium Corporation, 2025 AHRC 52 is a stark reminder of the challenges condominium boards face when trying to apply and enforce no-pets bylaws.**

## Strict “No Pets” Bylaws Under Scrutiny

In Hart, the condominium bylaws provided for a strictly “no pets” building. There was no real discretion afforded to the board to permit pets except a grandfathering provision that expired in 1992. Absent a claim for an approved service dog with training and certification pursuant to the Service Dogs Act, there was no obvious distinction between an emotional support animal and a pet under the bylaws. Indeed, as every pet provides a measure of emotional support to its owner, it is difficult to comprehend any real distinction between an emotional support animal as such and a pet.

## The Human Rights Complaint: Essential Facts

The unit owner in Hart filed a human rights complaint in respect of their emotional support dog. The essential facts in Hart were as follows:

- The complainant unit owner was physically disabled, having only 42% vision in one eye, and was blind in her other eye.
- She had her dog before her eyesight deteriorated and before purchasing her condominium unit.
- The dog was not an accredited “service dog” pursuant to the Service Dogs Act.
- The complainant was on a wait list for a service dog for a blind person.

- The complainant provided a medical note to the condominium board, which said only:

TO WHOM IT MAY CONCERN

*The above named needs an emotional support dog for medical reason [sic]. Please do not hesitate to contact the clinic should you require further information.*

- The medical note did not refer to a ‘support dog’ nor ‘service dog’ but rather, referred only to an ‘emotional support dog.’
- The complainant did not meet with her physician to secure the medical note nor was she assessed by her physician with respect to its content.

## Board Enforcement vs Tribunal Decision

In view of the foregoing, the condominium board in Hart did not view the medical note as sufficient to establish a duty to accommodate a service animal based on medical necessity and sought to enforce the no-pets bylaws. The Human Rights Tribunal disagreed. The Tribunal found that the sole reason for the complainant’s breach of the condominium bylaws and the subsequent enforcement steps taken by the condominium board was her keeping a dog that, according to the medical note provided, was needed as “*an emotional support dog for medical reason.*”

*Continued on page 27.*



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This was sufficient, in the Tribunal's view, to establish a link between the use of the dog as "an emotional support animal", the complainant's 'medical reason', and the adverse/discriminatory impact of the board's enforcement steps.

## Tribunal Findings

The Tribunal accordingly found that the condominium corporation had discriminated against the complainant and had failed in its duty to accommodate her. The Tribunal made the following order against the condominium corporation"

1. The condominium corporation shall pay \$15,000 to the complainant in general damages for injury to dignity;
2. The condominium corporation shall pay \$50 to the complainant for a Court filing fee (which was the subject of another, separate hearing before a different body, being the Court of King's Bench);
3. The condominium corporation was further directed to:
  - a. Review its Bylaws for compliance with the *Alberta Human Rights Act* and its duty to accommodate;
  - b. Complete training in Human Rights and the duty to accommodate, by a lawyer or experienced organization; and
  - c. Distribute to its board members and all its committees, the Alberta Human Rights Commission's policy, also found on its website, entitled "Duty to accommodate in goods and services."

## Growing Trend in Human Rights Cases

Hart marks the latest in a line of recent decisions by the Human Rights Tribunal involving condominiums. There is now a growing body of human rights cases that require condominium boards to abstain from strict enforcement of their bylaws where there is a potential for discrimination against the unit owner alleged to be in breach of the bylaws. This engages a positive duty on the part of condominium boards to make further enquiries to inform themselves of the

individual's circumstances and grounds for accommodation more broadly. The requirement is for condominium boards to sufficiently inform themselves so they understand more about the specific accommodation request being made in any given case. Failure to make adequate enquiries may amount to a failure in the procedural duty to accommodate, which can result in serious liability on the part of the condominium corporation for a breach of its obligations pursuant to the Human Rights Act.

As residential condominiums are places of residence for their owners and tenants, as well, an established breach of the Human Rights Act will often be treated as a very serious breach, attracting more significant penalties and remedies. This is due to the fact that the Tribunal will typically see such discriminatory conduct as falling on the more serious side given that it occurs in relation to the complainant's place of residence, a place where the complainant ought to feel most safe.



## Common Remedies in Recent Cases

As a result, the growing trend in human rights cases in respect of condominiums increasingly and consistently provides for the following sorts of remedies:

1. A five-figure damages award;
2. Direction that the condominium bylaws shall not apply or shall not be enforced against a particular individual to the extent of any found breach or conflict with human rights legislation; and
3. Direction that the board members take human rights training courses.

*Continued on next page.*

These types of awards have been upheld regardless of whether the human rights complaint is fully successful or whether the complainant has established discrimination on all grounds and issues complained of. That is, such awards have been granted even in cases where a complainant advanced multiple claims of discrimination, only some of which the Tribunal found to have merit.

In view of how these cases are increasingly being decided, how should condominium boards respond to claims or threats of human rights complaints more broadly, but also emotional support animal claims more specifically?

Fundamentally, the condominium board should treat the duty to accommodate as paramount, even over and above the strict application of the bylaws. The duty to accommodate applies in respect of every claim of discrimination on human rights grounds. The duty requires the condominium board to make enquiries of unit owners who request accommodations on human rights grounds.

## Condominium Boards: Duty to Accommodate

The board thus bears the positive duty to make sufficient enquiries and gather enough information about the request and the extent of accommodation that may be necessary, in order to evaluate its obligations and consider what is required of it to satisfy the duty. The flipside to this is that the individual seeking an accommodation also bears an obligation to provide the required medical or other information necessary to enable the condominium board to evaluate the extent of the duty to accommodate that will be required of it.

With respect to pet bylaws in particular, the low threshold required of unit owners to establish a duty to accommodate emotional support animals, coupled with the high burden placed on the condominium corporation to oppose such requests for accommodation, as well as the significant penalties for a breach of the duty to accommodate, throws into doubt the enforceability of a pets bylaw at all in the face of an accommodation request for an emotional support animal.

## Implications for Pet Bylaws

In dealing with such claims, condominium boards would be well advised not to be too dismissive of accommodation requests for emotional support animals. The duty to accommodate may require that the board simply not enforce a particular bylaw provision against a particular owner. At a minimum, the board should ensure that they make sufficient enquiries for all necessary information to evaluate the extent of the accommodation required in any particular circumstances. Otherwise, being too quick and too strict in the enforcement of the bylaws may result in significant liability and expenses for the condominium corporation. ■



*Michael Gibson is a Partner at Miller Thomson LLP (a national firm with condominium lawyers in BC, Alberta, Saskatchewan, Ontario, and Quebec) maintains a diverse practice primarily focusing on condominium and real estate law. In addition to his busy practice, Michael has been teaching Condominium Law at the University of Alberta, Faculty of Law since 2015. Michael Gibson and Roberto Noce, K.C. are also the authors of the textbook on Condominium Law in Alberta.*

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# RESIDENTIAL CONDOMINIUM LIVING

## What Are My Insurance Needs?

Written by: Hamish Farmer

### *Disclaimer:*

*This article provides general information only. Each condominium unit owner and tenant has unique insurance needs. Please consult a licensed insurance broker to ensure you have the appropriate coverage for your situation.*

### Condominium, Condo, or Apartment? Let's Clear Up the Terminology

Many people use the term condo to describe any apartment-style home, whether it's a registered condominium or a rental building owned by a landlord. However, the distinction matters.

A registered condominium can take many forms: High-rises, walk-ups, townhomes, duplexes, and row houses can all be condominiums if the individual units are owned. If the property is registered as a Condominium Corporation, it is governed by provincial condominium legislation, including the Condominium Act and its regulations.

If the building is fully owned by a landlord and rented or leased to tenants, it is not a condominium. Understanding this difference is the first step to understanding your insurance needs.

### Insurance Needs for Unit Owners

Most condo unit owners contribute to their community by attending the annual general meeting and reviewing the corporation's insurance documents. However, many mistakenly believe the Condominium Corporation's insurance policy covers their personal belongings or personal liability. It does not.

Regardless of whether you live in your unit or rent it out, you must ensure your personal insurance policy protects your property and liability. If you haven't reviewed your policy recently, consider reaching out to your broker.

### A Note About Bylaws and Building Coverage

Responsibility for insuring the building structure is determined by the Condominium Corporation's bylaws. Always review them carefully. If anything is unclear, consult an experienced condominium lawyer (check out the CCI business directory for a list of lawyers who are also CCI members).

### 1. Personal Property Coverage

A unit owner's policy covers the contents you bring into your unit or keep in on-site storage:

- Furniture
- Electronics
- Clothing
- Other personal belongings
- In some cases, provided appliances such as washers, dryers, fridges, and stoves

*Continued on next page.*



## 2. Additional Living Expenses (ALE)

If a fire, water loss, or other insured event makes your unit uninhabitable, ALE helps cover the additional costs of temporary accommodation and related expenses.

For investment properties, ALE can provide coverage for lost rental income if a tenant must vacate during repairs.

## 3. Betterments and Improvements

Many owners upgrade their units—new flooring, countertops, cabinets, and more. Whether you must insure these upgrades depends on the corporation's bylaws. If you're uncertain, consult the Board or obtain a legal opinion.

## 4. Deductible Assessment Coverage

Since January 1, 2020, Condominium Boards may recover up to the lesser of the Corporation's deductible or \$50,000 from a unit owner for damages originating within their unit—even without proof of negligence.

Condo deductibles can range from \$1,000 to \$50,000. Your personal policy must have enough deductible assessment coverage to match the Corporation's highest deductible (up to \$50,000).

## 5. Unit Additional Protection (Contingency Coverage)

This coverage applies if the Corporation:

- Has no insurance,
- Has inadequate insurance, or
- Its insurance does not respond to a loss.

Your personal policy may help cover repairs to your unit in these cases.

## 6. Common Elements Loss Assessment

If the Corporation issues a special assessment due to an insured loss affecting common elements, your policy may cover your share, provided the assessment is valid under the governing documents.

## 7. Personal Liability

Your policy covers you if you accidentally cause:

- Property damage
- Bodily injury

This can apply in your unit, in common spaces, or even away from home.

## If You Rent Out Your Unit

Ensure your tenant carries their own insurance policy. This protects:

- You, by allowing recovery from their insurer if the tenant causes damage
- Them, by covering their belongings and liability

Without insurance, a tenant who causes a loss could face significant out-of-pocket costs and potential legal action. Tenant insurance is inexpensive and essential.



## Insurance Needs of Tenants

Tenants often take pride in their homes and work with owners to maintain a safe environment. While the landlord or condo unit owner insures the building, tenants are responsible for insuring their own belongings, liability, and additional living expenses.

### 1. Personal Property

Tenant insurance covers:

- Furniture
- Clothing
- Electronics
- Other belongings
- Items stored in on-site lockers
- Belongings temporarily removed from the premises (e.g., while travelling)

Most policies include Replacement Cost coverage.

## 2. Additional Living Expenses

If an insured loss makes a rental unit unfit for occupancy, ALE covers the additional costs of temporary accommodation. Even if the tenant is not at fault, they may need to relocate during repairs.

## 3. Personal Liability

Tenant insurance provides coverage for accidental:

- Damage to the landlord's building or property
- Damage to neighbouring units
- Bodily injury to others

For example, a small kitchen fire can lead to smoke and soot damage throughout multiple units, resulting in costly claims.

## 4. Tenant's Legal Liability

This coverage helps pay for accidental damage caused directly to the rental unit the tenant occupies.

## Final Thoughts

While the insurance needs of unit owners and tenants differ, one thing is consistent:

Speaking with an experienced insurance broker is essential to ensure proper protection.

Thanks for reading, and take care! ☺

*Hamish Farmer, BA, serves as Vice President and Client Executive for the Real Estate Division at BFL Canada. Hamish can be reached at [hfarmer@bflcanada.ca](mailto:hfarmer@bflcanada.ca).*

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## RAISING THE BAR: HOW CCI NORTH ALBERTA'S NEW SPEAKER SELECTION POLICIES STRENGTHEN CONFIDENCE AND ELEVATE EDUCATION

Written by: Katy Campbell, Executive Director, CCI North Alberta

**Who gets to present to our members? How are decisions made about who we choose to platform through our education events? If there are multiple potential speakers on a topic, what factors go into making a decision on who is ultimately selected?**

These are the kinds of questions our Education Committee considered as we documented the process and clarified the guiding principles that inform our committee's decisions on speaker selection.

As a result, CCI North Alberta is proud to introduce a comprehensive *Speaker Selection Policy*—an important step in strengthening the quality, consistency, and integrity of our educational programming.

As demand for clear, trustworthy information continues to grow across our condominium community, this new policy provides members with greater transparency, enhanced member confidence, and assurance that presenters appearing at a CCI education event meet a high standard of professionalism and expertise.

CCI North Alberta has always relied on the generosity of volunteers who lend their time and expertise as Knowledge Contributors to help our members navigate the complexities of condominium living.

With this new policy, our aim is to establish a consistent framework that clarifies how speakers are chosen and ensures that each educational offering aligns with CCI's mission to educate, support, and advocate for condominium communities.

One of the primary aims of the new policy is **the creation of a fair, transparent, and criteria-based process** for evaluating potential speakers. Speakers will be selected based on a combination of their professional expertise,

industry reputation, commitment to CCI, and track record of delivering valuable educational content.

This includes assessing their subject matter knowledge, their experience presenting to audiences, and their level of involvement within the CCI community. Past contributions, participant feedback, and the quality of submitted materials are considered, giving the Education Committee a well-rounded view of each candidate's strengths and suitability.

By prioritizing fairness and clarity, the new policy helps ensure that members can trust that presenters are chosen thoughtfully, with objective criteria, and with the community's best interests in mind.



### Encouraging Diversity and Preventing Burnout

Another key component of the policy is attempting to address volunteer burnout and ensure we are hearing from a variety of voices.

*Continued on next page.*

We recognize the importance of offering a wide range of perspectives and ensuring that different professions, lived experiences, and membership categories are represented across our programming.

With this in mind, the policy outlines a goal for a maximum number of education sessions per year, per speaker with the aim to prevent over-reliance on a small number of contributors and the goal to open speaking opportunities more broadly across our membership.

We hope that this will not only support volunteer well-being by preventing burnout, but will also enhance our educational offerings with a diversity of perspectives. By potentially reducing the number of major speaking engagements an individual takes on each year, the policy helps ensure presenters remain energized and able to deliver their best work.

## Maintaining Educational Integrity

Integrity remains at the heart of CCI North Alberta's education programming. The policy reinforces ethical expectations for all speakers, including the requirement to disclose conflicts of interest and refrain from using CCI events for commercial promotion. Presentations are to be focused on delivering accurate, relevant information, not engaging in sales activities. Additionally, speakers are expected to present content that is inclusive, accessible, and reflective of the diversity within our condominium communities.

## Supporting and Recognizing Knowledge Contributors

This policy also recognizes that volunteers are the backbone of what we do here at CCI. Presenters who give their time and expertise enable us to deliver high-quality content and make a real difference in the condo community. In return, they benefit from professional visibility, recognition in CCI North Alberta communications, and opportunities to connect with peers and community members.

## Setting Volunteers Up for Success

The policy outlines simple but important commitments for those who wish to continue contributing to CCI North Alberta's educational programming.

This includes signing a Knowledge Contributor Agreement, submitting materials by deadlines, participating in preparation activities such as planning calls or technical run-throughs, and engaging constructively with attendees before, during, and after sessions. These expectations help ensure that all presenters are well-prepared, aligned with CCI's values, and equipped to deliver high quality content that meets the needs of our members.

## Strengthening Confidence Across the Community

By formalizing these policies, CCI North Alberta is raising the bar for what members can expect from our educational offerings, and offering a fairer and more transparent decision-making process to our volunteer presenters.

With these newly adopted policies and procedures now moving into implementation, our goal is to foster greater transparency, accountability, and consistency in how we deliver education. We want this framework to inspire confidence, promote inclusivity, and elevate the quality of our programs.

Above all, we hope it ensures that every seminar, course, and panel discussion reflects the professionalism, integrity, and community focus at the heart of CCI North Alberta's work. 



**Download our new Speaker Selection Policy. Use the QR code below to find it on our website**



**SPEAKER SELECTION POLICY**

# YOUR EXPERTISE. OUR PAGES. OUR STAGES.

Help Shape the Conversation: *Contribute to INSITE to CONDOS and CCINA Education*

CCI North Alberta accepts submissions and pitches for our educational programming and articles in *INSITE TO CONDOS* magazine. We source expert voices from within the local condo industry, encouraging our Business Partners and Professional Members to volunteer as CCI Knowledge Contributors and share their expertise.



CONTRIBUTOR

If you have an idea for an article or an education event on topics related to *Governance & Management*, *Finance*, *Compliance & Risk Management*, *Property Maintenance & Improvements*, and *Condo Community Matters*, we want to hear from you!

Our mission is to share valuable, practical knowledge, and foster a best practices across Northern Alberta's condo community. Along with practical information, we also invite other sector-relevant topics, including emerging trends, issues, challenges, innovations, and successes from the condo industry.

## WHAT WE ARE LOOKING FOR:

### MAGAZINE ARTICLES:

We are now accepting submissions for a variety of article types, including:

- Feature Articles
- Case Studies / Lessons-Learned
- Practical Guides & How-Tos
- Opinion & Thought Leadership Pieces
- Community Spotlights / Condo Success Stories

### EDUCATION SESSIONS:

We are now accepting proposals for a variety of educational programming, including:

- Webinars (*60-minute presentations on relevant topics*)
- Participate in Expert Panels / Seminars
- Interactive Q&As / Case Study Discussions
- ACE Conference Sessions



## DOWNLOAD OUR SUBMISSION GUIDELINES



Follow this link to download:

[EDUCATION SESSION SUBMISSION GUIDELINES](#)

Follow this link to download:

[MAGAZINE ARTICLE SUBMISSION GUIDELINES](#)



## GET IN TOUCH:

### We Want to Hear From You

We encourage you to submit your ideas and proposals for review by our committees by completing the abstract forms provided with the Submission Guidelines.

Email Submissions to: [education@ccinorthalberta.com](mailto:education@ccinorthalberta.com)

To discuss your ideas or share feedback, contact us any time.

# CCI EDUCATION CALENDAR

## CONDO MANAGEMENT EDUCATION

### The 2025-26 Education Calendar features the Full CM Series!

Our Condo Management Series provides foundational knowledge about condo management and is designed specifically for condo managers, and board members. There are 3 levels in the series and they are cumulative. We advise you to start at the beginning with Condo Management 100 and move up from there.

**CM100:** Find your footing with a foundation in the fundamentals of condo management and board duties.

**CM200:** Develop more skills and gain a deeper understanding of specialized topics and aspects of condo management.

**CM300:** Complete your condo management education with this final dive into details

*Have questions about these or any of our other educational offerings?* Email us at [info@ccinorthalberta.com](mailto:info@ccinorthalberta.com).



**CM 100**  
**CONDO MANAGEMENT 100**  
JANUARY 24, 2026 | 9:00 AM - 4:00 PM  
NAIT PRODUCTIVITY & INNOVATION CENTRE

24 JANUARY

### CONDOMINIUM MANAGEMENT 100

**IN PERSON:** Members \$195 / Non-Members \$275

**ONLINE:** Members \$165 / Non-Members \$245

CM100 lays the groundwork for effective condominium management, providing essential tools and knowledge for managers, board members, and owners. Particularly valuable for self-managed communities, this course covers governance, operations, and maintenance, giving participants the clarity and confidence to apply practical skills within their own condominium environments.

**Date:** Saturday, January 24, 2026

**Time:** 9:00 am - 4:00 pm

**Location:** NAIT Productivity & Innovation Centre & Online Via Zoom

**Registration:** <https://bit.ly/4gNpInv>



### CONDOMINIUM MANAGEMENT 200

**IN PERSON:** Members \$320 / Non-Members \$533

**ONLINE:** Members \$275 / Non-Members \$458

CM200 builds on foundational knowledge with a comprehensive, two-day program led by industry experts. Designed for managers, board members, and owners, it deepens understanding of key condominium issues, provides practical tools for effective decision-making, and develops the skills needed to confidently navigate the complexities of condominium management.

**Date:** March 7 & 8, 2026 (Saturday & Sunday)

**Time:** 9:00 am - 4:00 pm

**Location:** NAIT Productivity & Innovation Centre & Online Via Zoom

**Registration:** <https://bit.ly/4aSMysG>



7-8 MARCH

### CM 200

### CONDOS MANAGEMENT 200

MARCH 7 & 8, 2026 | 9:00 AM - 4:00 PM

NAIT PRODUCTIVITY & INNOVATION CENTRE

# INSITE SESSION

## CONDO MENTAL HEALTH

FRIDAY, FEBRUARY 20, 2026 | 2:00 - 5:00 PM  
CHATEAU LOUIS | HOTEL & CONFERENCE CENTRE

20 FEBRUARY

## CONDO MENTAL HEALTH MATTERS

Communication, Compassion, and Community Wellbeing

**FEES:** Members \$55 / Non-Members \$90

Condo Mental Health Matters explores mental health in condominium communities where governance, communication, and human connection meet. In partnership with the Canadian Mental Health Association, this session offers expert guidance and insights to help boards and managers address tough conversations, reduce stigma, and strengthen communities..

**Date:** Friday, February 20, 2026

**Time:** 2:00 - 5:00 pm

**Location:** Chateau Louis |  
Hotel & Conference Centre

**Registration:** <https://bit.ly/44rWF3P>



## PET PEEVES:

Practical Strategies for Managing Pet Conflicts,  
Compliance, and Compassion in Condo Communities

**FEES:** Members \$20 / Non-Members \$30

Pets can bring both joy and challenges to condominium communities. **Erin Berney of Field Law** will guide boards through managing pet-related issues, covering service vs. support animals, enforceable bylaws, licensing, behavioral concerns, and legal exemptions. Participants will gain practical tools, including a decision-making flow chart and communication tips, to handle pet matters fairly and effectively.

**Date:** Wednesday, March 25, 2026

**Time:** 12:00 am - 1:30 pm

**Location:** Online Via Zoom

**Registration:** <https://bit.ly/4aJ0hlR>



25 MARCH

# INSITE SESSION

## PET PEEVES

WEDNESDAY, MARCH 25, 2026 | 12:00 - 1:30 PM  
ONLINE VIA ZOOM

# UPCOMING EVENTS TO WATCH FOR

Visit our **Online Education Calendar** at the link below for up-to-date event listings.

[www.ccinorthalberta.com/events-and-education/](http://www.ccinorthalberta.com/events-and-education/)

## CONDOMINIUM MANAGEMENT 300 [ CM300 ]

**DATE:** June 6 & 7, 2026 (Saturday & Sunday)

**LOCATION:** NAIT Productivity & Innovation Centre & Online Via Zoom

**REGISTRATION OPENS:** April 2026



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# MEMBERS BUSINESS DIRECTORY

## WINTER 2025-2026

WINTER 2025-2026 Members Business Directory includes all CCI North Alberta Members in good standing as of December 22nd, 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@hollp.ca
KBH Chartered Accountants	Lucas Heath	780-463-8101	l.heath@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 Ground Effects Ltd.	Monique Richard	780-605-1989	absweep6@gmail.com
Amston Construction Ltd.	Dean Amundson	780-920-4419	damundson@amston.ca
BROJAM Construction & Maintenance Ltd.	Jamie Brown	780-757-5512	admin@brojamconstruction.com
Cherni Group	Kael Chernichan	780-904-3228	wadec@cherni.ca
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.	Randy Zerk	403-250-7999	billings@fortsands.com
Karlen-Kada Integration	Daniel Hildebrandt	780-453-1362 ext. 1261	Daniel@karlenkada.com
Master Mechanical Systems LTD.	Craig Riley	780-486-7480	craigriley@mmsystems.ca
MERIT Home Services / Winter Services (MERIT Concrete Lifters)	Kevin Barrie	780-263-6644	kbarrie@meritconcrete.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
Restruction Alberta Ltd.	Janu Subramaniam	780-454-7762	janus@restrucion.ca
Taylor Construction	Kristine Opp	403-244-5225	office@taylorconstruction.ca
Unique Exterior Ninjas Ltd DBA Zilka Property Solutions	Konstantin Zaitsau	587-590-8129	ninjacontractingoffice@gmail.com

Condominium Management			
Company	Name	Phone	Email
113 West Management Ltd.	Anand Sharma	780-784-3001	anand@113west.ca
20/20 Management	Katie Ekroth	780-714-0812	katie@2020management.ca
Accurate Realty & Property Management Ltd.	Barry Meckelberg	780-288-5043	barrymeck@shaw.ca
AIM Real Estate Corporation	Dan McDaniel	780-424-0397 ext. 235	dmcdaniel@aimrec.ca
Alberta Condominium Management Education Consortium	Walter Wakula	403-816-6206	walterwakula@shaw.ca
AV8 Solutions Rural Condo Management	Brett Binnie	780-352-9277	info@av8solutions.com
Ayre & Oxford Inc.	Roseanne Evans	780-448-4984 ext. 322	roseevans@ayreoxford.com
Blueprint Condominium Management Inc.	Ibrahim (Abe) Butt	780-665-5350	ibrahim@blueprintmanagement.ca

*Continued on next page.*

# MEMBERS BUSINESS DIRECTORY

## WINTER 2025-2026

Condominium Management			
Company	Name	Phone	Email
Bridgegate Property Management Group Inc.	Tamara Langille	780-266-2778 ext. 201	tamara@bridgegate.ca
Canwest Management & Realty Inc.	Arvind Kapur	780-461-2447	canwestmgmt@gmail.com
Celtic Group of Companies	Keri Roszko	780-784-0028	terri@celticmanagement.ca
Condo Management Solutions Inc.	Carrie Plett	780-278-8373	carrie@cms2020.ca
Converge Condo Management Inc.	Jeremy Dalgleish	587-920-3550	jeremy@convergecondo.com
CorBec Management Group Inc.	Laura Lindbeck	780-445-4928	corinna@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
Gleniffer Lake Resort & Country Club	Tammy Campbell	403-728-3010	tammy@mylakeresort.com
Group Three Property Management Inc.	Ajay Parmar	780-641-0222	aparmar@groupthree.ca
Hallmark Management Inc.	Darcie-Lee Rea	780-819-2108	darcie@hallmarkmanagement.ca
Hearthstone Management Ltd.	Kelly Spanach	780-993-5606	kelly@hearthstonemanagement.ca
Helm Property Management & Realty Ltd.	Joel Helm	(780) 408-3082	joel.helm@helmproperty.com
HomeVest Property Management Inc.	Sundas Khan	780-902-4406	sundas@hvpropmgmt.com
Inland Property Management Ltd.	Kate Brisson	780-461-1177	kate@inlandpropertymanagement.ca
JLR Condo Specialists Inc.	Lisa Wallbridge	587-521-2090	lisa@jlrmgmt.ca
Karen King & Associates Inc.	Cole Romanik	780-424-1151	cole@karenking.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	780-977-3994	jdingreville@magnumyork.com
McLeod Realty & Management Ltd	Robert F McLeod	780-453-1108	info@mcleodrealty.com
Mountain Condo Management Inc.	Nicole Marcoux	780-817-8599	nicole@mcmalta.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 ext. 117	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 Mgmt	Angie Peters	780-532-3400	angiepeters@royallepage.ca
Shift Management Services	Kelly Bertrand	780-872-4556	info@shiftmanagement.ca
Skyline Property Management Inc.	Seang Hem	780-577-1761	shem@skylineproperty.ca
Square One Property Management	Robin Riehl	780-453-1515	Robin@square1management.ca
StreetSide Development Corporation	Sharlene Egloff	780-490-2523	segloff@qualico.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
Victorian Management Ltd.	Anthony Canada	780-463-0066	anthony@victorianmanagement.ca

Continued on next page.

# MEMBERS BUSINESS DIRECTORY

## WINTER 2025-2026

### Consultants & Mediators

Company	Name	Phone	Email
Alberta Condominium Consultants	Gary Caouette	587-991-0959	accgaryc@gmail.com
Areospect Drone Services	Marc Dupuis	780-915-2382	info@areospect.com
Condo Check	Bernice Winter	403-509-2250	accounts@condo-check.com
Condo Quick Reports Inc.	Yulia Zaliubovska-Annand	780-900-6160	admin@condoquickreports.com
Condolyzers	Carissa Notland	587-802-3945	carissa@condolyzers.com
Excel Bldg. Inspection & Consulting	Stuart Schechtel	780-464-5634	excelins@telus.net
Skyline QS Consultants Ltd.	Maeve Duggan	780-920-9962	mduggan@skylineqs.ca
Twenty 8 Capital	Dylan Kelley	780-616-8658	Dylan@Twenty8Capital.com

### Disaster Restoration

Company	Name	Phone	Email
Delnor Restoration Services	Leanne Smith	780-929-4004	info@delnorrestoration.ca
First General Services Edmonton	Moe Barzagar	780-463-4040	moe.barzagar@firstgeneraledm.ca
Kalloway Property Services	Ken Allman	780-436-8090	ken.allman@kalloway.com
On Point Restore	John Wegner	780-701-3891	contact@on-point.ca
Paul Davis Restoration	Ryan Bubenko	780-454-4047	ryan.bubenko@pauldavis.com
Premier Fire & Flood Restoration	Riley Moir	780-446-8500	riley@pffr.ca
ServiceMaster Restore Edmonton	Jason Miller	780-443-4338 ext. 221	jason.miller@svmrestore.ca
SERVPRO Edmonton	Peggy Sanders	780-784-7777	psanders@servproedmonton.com
Titan Construction 1989 Ltd.	Brandon Van Unen	780-483-3426	bvanunen@titan89.com

### Engineering

Company	Name	Phone	Email
ABE&RE Canada	Umair Syed	780-938-6765	umair.syed@abenre.com
Aegis West Engineering Inc.	Garett Cochrane	780-238-3418	garett@aegiswest.ca
Alberta Energy Efficiency Alliance	Ken Gibson	780-619-7852	ken.gibson@aeEA.ca
Entuitive Corporation	Bereket Alazar B.Sc., R.R.O., P.L. (Eng)	587-926-6054	bereket.alazar@entuitive.com
EXP Services Inc.	Lori Lee	780-435-3662	lori.lee@exp.com
Keller Engineering	Andree Ball	403-471-3492	aball@kellerengineering.com
RJC Engineers	Bob Korneluk	780-452-2325	bkorneluk@rjc.ca
Salas O'Brien	Aamir Shaikh	589-337-5011	Aamir.Shaikh@salasobrien.com
Sense Engineering	Gord Rajewski, R.E.T.	780-719-8385	grajewski@senseengineering.com
Stantec	Hafsa Salman	780-917-8131	hafsa.salman@stantec.com
Stantec	Jose Fernandez, P.L.(Eng.)	780-917-6953	jose.fernandez@stantec.com
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

Continued on next page.

# MEMBERS BUSINESS DIRECTORY

## WINTER 2025-2026

Exterior Maintenance			
Company	Name	Phone	Email
Amston Construction Ltd.	Dean Amundson	780-920-4419	damundson@amston.ca
Ardent Roof Systems Inc.	Derrick Lukin	780-488-4900	derrick@ardentroof.ca
Areospect Drone Services	Marc Dupuis	780-915-2382	info@areospect.com
Baseline Property Works Inc.	Brock Wilde	780-233-7457	brock@baselinepropertyworks.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
Edmonton Tree Health	Nicholas Scott	780-222-4820	edmontontreehealth@gmail.com
Embark Landscape & Design Inc.	Ben Hobden	780-716-3064	admin@embarkld.com
Epcor	Michelle Poh	780-289-0780	MPoh@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
MERIT Home Services / Winter Services (MERIT Concrete Lifters)	Kevin Barrie	780-263-6644	kbarrie@meritconcrete.ca
NB Benny's Contracting Ltd.	Andrew Rafo	780-265-4029	info@nbbennys.com
Off The Ledge Inc.	Cody Hodson	587-873-2020	contact@offthegedge.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
Reids Roofing & Insulation	Jessica Reid (President)	780-460-5866	jessica@reidsroofing.net
Restriction Alberta Ltd.	Janu Subramaniam	780-454-7762	janus@restriction.ca
Safesidewalks Canada Inc.	Jeff Adolf	780-278-4434	jeff@safesidewalks.ca
Smartfix Asphalt Infrared Repair Ltd.	Colin Mizier	780-488-9688	colin@smartfixasphalt.ca
Triumph Inc.	Chuck Barnicott	780-665-1145	cbarnicott@triumphinc.ca
Trusty Tree Services	Kolton Canning	780-860-5500	info@trustytree.ca
Unique Exterior Ninjas Ltd DBA Zilka Property Solutions	Konstantin Zaitsau	587-590-8129	ninjacontractingoffice@gmail.com
West Edmonton Window Cleaning Inc.	Tyler Bayn	780-481-4988	contact@wewc.ca

Financial Services			
Company	Name	Phone	Email
Condominium Financial	Jim Wallace	780-952-7763	jim@condominiumfinancial.com
Condominium Lending Group	Kelly McFadyen	905-537-3557	Kelly.mcfadyen@condolending.com
CWB Maxium Financial Ltd.	Andrew Gallivan	604-562-5403	Andrew.Gallivan@cwbbank.com
SparcPay	Corey Krakower	514-705-6350	coreyk@sparcpay.com
Stantec	Jose Fernandez, P.L.(Eng.)	780-917-6953	jose.fernandez@stantec.com

*Continued on next page.*

# MEMBERS BUSINESS DIRECTORY

## WINTER 2025-2026

### 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

### Insurance - Brokers & Adjusters

Company	Name	Phone	Email
A-Kan Insurance Ltd.	Kanwar Bola	780-700-0907	Kanwar@akaninsurance.ca
Allstate Insurance	Randy Caron	587-330-2142	rcaron@allstate.ca
Arthur J. Gallagher Canada Limited	Bryce Tickner	403-299-1290	Bryce_Tickner@ajg.com
BFL CANADA Insurance Services Inc.	Hamish Farmer	780-229-3780	hfarmier@bflcanada.ca
Coast Claims	Jeanine Fahey	587-938-5219	jfahey@coastclaims.com
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	780-463-7776	cgilliam@tladjusters.com

### Janitorial Services

Company	Name	Phone	Email
AltraCare Commercial Maintenance Ltd.	Mark Ferrara	780-456-1387	Mark@altracare.com
Cosmopolitan Cleaning Ltd.	Mark Orecio	780-937-7611	info@cosmoclean.ca
Sunshine Cleaning Services Ltd.	Robert Hennigan	780-910-5404	sunshinecleaningsltd@gmail.com

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# MEMBERS BUSINESS DIRECTORY

## WINTER 2025-2026

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
Goodfellow & Schuettlaw	Amber Nickel	780-628-3531	anickel@gfslaw.ca
Miller Thomson LLP	Michael Gibson	780-429-1751	mgibson@millerthomson.com
Miller Thomson LLP	Roberto Noce	780-429-9728	rnoce@millerthomson.com
Miller Thomson LLP	Ryley Schmidt	780-429-1751	rschmidt@millerthomson.com
Ogilvie LLP	Robert P. Assaly	780-429-6243	rassaly@ogilvielaw.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
Reynolds Mirth Richards & Farmer LLP	Todd Shipley	780-497-3339	tshipley@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
Victoria A. Archer	Victoria A. Archer	780-465-4852	archer@archer-law.ca
Willis Law	Brian Anslow	780-809-1888	banslow@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
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
Avria Mechanical Services Ltd.	Daniel Ducharme	780-264-8010	daniel@avriamechanical.ca
Concept Controls	Amy Hann	403-899-7633	AmyH@conceptcontrols.com
GlobalTech Group Ltd.	Jamie Popowich	780-453-3433	j.popowich@globaltechgroup.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
Modern Air & Water Ltd.	Rossetti Vollweiter	780-475-6484	service@modernairwater.com
Points West Mechanical	Daniel Reid	780-488-2195	daniel@pointswestmechanical.ca
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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# MEMBERS BUSINESS DIRECTORY

## WINTER 2025-2026

Property & Technology Services			
Company	Name	Phone	Email
Alberta Ecotrust Foundation	Kate Woloshyn	403-209-2245	k.woloshyn@albertaecotrust.com
CondoGenie	Rafal Dyrda	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
Edmonton Eviction Services Inc.	Donald Gray	780-974-8427	don@edmontonevictionservices.com
Epcor	Michelle Poh	780-289-0780	MPoh@epcor.com
GetQuorum	Mark DiPinto	877-353-9450	mark@getquorum.com
GlobalTech Group Ltd.	Jamie Popowich	780-453-3433	j.popowich@globaltechgroup.ca
Hollen Industries Ltd.	Allen Palmer	780-974-2700	hollenindustries@gmail.com
Home Health Solutions	Drew Spencer	403-542-6651	drew.s@homehealthsolutions.io
SafewithUlli a/o Safe With Ulli Inc.	Ulli Robson	780-288-2986	Ulli@SafewithUlli.com
SHARC Door Controls Inc.	Matt Misenas	587-557-9800	matt@sharc.ca
SparcPay	Corey Krakower	514-705-6350	coreyk@sparcpay.com
Spartan Enhanced Property Management	Brittany Dorado	780-884-7351	brittany@spartanenhanced.com
Summit Lock & Safe	Holly Pickard	780-722-5101	info@summitlockandsafe.ca
TechConnect	Mike Ofstedahl	587-566-4447	mofstedahl@tcorp.ca
UpperBee Software	Mark Bush	514-641-1171	mark@upperbee.com
Yardi Canada Ltd.	Jasmin Rodas	1-800-866-1124 ext. 7069	Jasmin.Rodas@yardi.com
ZoJacks	Dustin Orr	403-332-0144	dustin@zojacks.com

Real Estate			
Company	Name	Phone	Email
Canwest Management & Realty Inc.	Arvind Kapur	780-461-2447	canwestmgmt@gmail.com
Liv Real Estate	Sheldon Johnston	780-486-8655	sheldon@livrealestate.ca
Pinnacle Realty & Management Inc.	Rick Murti	780-758-4434 ext. 108	rmurti@pinnaclegroup.ca
Royal LePage Summitview Realty	Nancy Caul	780-852-5500	jasper@royallepage.ca
Royal LePage, The Realty Group Grande 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
ABE&RE Canada	Umair Syed	780-938-6765	umair.syed@abenre.com
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
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.	Lori Lee	780-435-3662	lori.lee@exp.com
Kalham Consulting Ltd.	Shantel Kalakalo	587-743-0555	shantel@kalham.ca
Keller Engineering	Andree Ball	403-471-3492	aball@kellerengineering.com
Oak Reserve Planning	Jermele Campbell, RFPP	780-860-9242	Info@oakreserveplanning.com

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# MEMBERS BUSINESS DIRECTORY

## WINTER 2025-2026

Reserve Fund Study Providers			
RJC Engineers	Bob Korneluk	780-452-2325	bkorneluk@rjc.ca
Sense Engineering	Gord Rajewski, R.E.T.	780-719-8385	grajewski@senseengineering.com
Stantec	Hafsa Salman	780-917-8131	hafsa.salman@stantec.com
Tree of Knowledge (TOK) Engineering	Martin Bankey	780-434-2376	mbankey.tok@shaw.ca
Xplortek Property Inspections Ltd.	Sue Faraschuk	587-357-7940	sfaraschuk@xplortek.ca

Utility Management			
Company	Name	Phone	Email
Carma Corporation		587-598-3441	info@carmacorp.com
Provident Energy Management	Jim Rychlo	780-394-0826	jrychlo@pemi.com
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
HomeTECH Windows & Doors	Lena Kruchynina	780-755-0380	info@hometechwindows.ca
SHARC Door Controls Inc.	Matt Misenas	587-557-9800	matt@sharc.ca
Summit Lock & Safe	Holly Pickard	780-722-5101	info@summitlockandsafe.ca

*Disclaimer: The above listed businesses directory was generated as of December 22, 2025.*

## Enhance your profile in the CONDO COMMUNITY

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# WELCOME TO OUR NEW MEMBERS!

Thank you for joining CCI North Alberta Chapter!

*Disclaimer: The members listed below joined CCI North Alberta prior to January 9, 2026*

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## CONDO CORPORATIONS:

Village On The Creek

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## INDIVIDUALS:

Michael F. Belliveau  
Rose Gilroy  
Lynda Heyworth  
David Whalen  
Dale Decker  
Esther Kennedy-Mattson  
Cheryl Maureen  
Penny Miller  
Ray Groch  
Lindsay Ray  
Alan Kuysters  
Tony Tran

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## BUSINESSES:

Alberta Energy Efficiency Alliance  
Amston Construction Ltd.  
Edmonton Tree Health  
Karen King & Associates Inc.  
Modern Air & Water Ltd.  
Spartan Enhanced Property Management  
StreetSide Development Corporation

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## PROFESSIONALS:

Bob Korneluk - RJC Engineers

# HUB

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#### Corporation Insurance

**Dawn Mitchell**

[dawn.mitchell@hubinternational.com](mailto:dawn.mitchell@hubinternational.com)

**Matt Cruikshank**

[matt.cruikshank@hubinternational.com](mailto:matt.cruikshank@hubinternational.com)

**Kelly Barclay**

[kelly.barclay@hubinternational.com](mailto:kelly.barclay@hubinternational.com)

**Bryson Dobush**

[bryson.dobush@hubinternational.com](mailto:bryson.dobush@hubinternational.com)



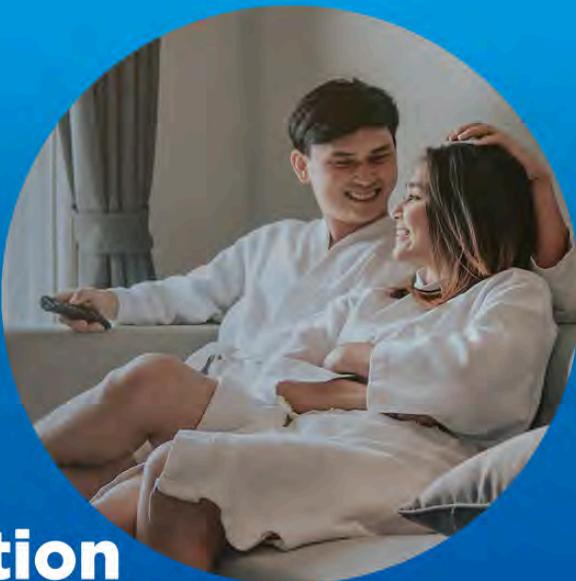
#### Unit Owner Insurance

**Erika Fisher**

[erika.fisher@hubinternational.com](mailto:erika.fisher@hubinternational.com)

**Miranda Phillips**

[miranda.phillips@hubinternational.com](mailto:miranda.phillips@hubinternational.com)



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