

CANADIAN CONDOMINIUM INSTITUTE
NORTH ALBERTA CHAPTER

INSITE^{TO} CONDOS

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PREVENTING A CONDO
FINANCIAL CRISIS

USING AI IN CONDOMINIUM
MANAGEMENT

WHEN POWER FAILS, WILL
YOUR BUILDING BE READY?

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North Alberta Chapter

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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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FROM THE PRESIDENT



Susan Milner

Board President, CCI North Alberta Chapter

Dear Members, Colleagues, and Friends,

This has been another exciting season for CCI North Alberta. As an organization, we continued to reach out to more community members and work to strengthen our industry. We are pleased our members continue to support our efforts to be the most respected resource for the condominium community.

Our annual Alberta Condo Expo was held at the Edmonton Convention Centre this year. As ACE continues to grow, this new venue provides more opportunities for everyone. The trade show expanded with booths suitably situated to showcase each of our participant's industry offerings, allowing our trade experts to network with our community members. The expanded presentation rooms allowed for increased attendance and participation as well as presentation capabilities. Our ACE planning team put together multiple educational streams to better connect with our members and partners to provide new and updated information. Overall, we were able to present more information on more topics of interest to more people.

One of the recent highlights for our industry is the establishment of a Condominium Tribunal aimed at improving dispute resolution. Still in its

infancy, our community believes the Tribunal will bring some guidance and clarity to Boards, Managers, and Owners as they navigate issues before them.

CCI North Alberta continues to advocate for our members dealing with issues around waste and waste collection. Through CCI's various efforts, the City of Edmonton is recognizing the difficulties our condominium complexes face with illegal dumping, insufficient waste bin sizes, and inadequate pick-up schedules.

CCI North Alberta has completed the major revision of our core course materials for the CM100, CM200, and CM300, and we are pleased that these materials have been shared with the South Alberta Chapter for their educational events. This ensures our province-wide CCI members have the same standard level of educational materials available to them. We continue to host other education sessions, both in-person and virtually to ensure accessibility to as many individuals as possible and are committed to ensuring our educational offerings remain interesting and pertinent. We maintain our focus on providing valuable resources and insights to our community.

Continued on next page

As always, I want to extend my thanks to our Executive Director, Katy Campbell, and her hardworking staff as well as to our dedicated Board of Directors. Their efforts continue to drive our organization to be single best resource for the condominium community. I also want to thank each of our members, volunteers, and sponsors for their continued input, support, and encouragement. Together, we make our industry stronger.

With respect,



Susan Milner
President, CCI North Alberta Chapter



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PREVENTING A CONDO FINANCIAL CRISIS

Planning Today to Protect Tomorrow

Written By: Shantel Kalakalo, President, Kalham Consulting, Kelly McFadyen, Director, Condo Lending Group and Ryley Schmidt, Associate, Miller Thomson LLP

Condominium corporations rarely find themselves in financial difficulty overnight. More often, financial crises develop gradually through years of rising construction costs, aging building components, deferred maintenance, outdated reserve fund assumptions, or simply a reluctance to make difficult financial decisions.

By the time a roof begins leaking, balconies require structural repairs, or the building envelope reaches the end of its service life, boards may discover that the reserve fund is no longer sufficient to cover the work.

The encouraging news is that most financial crises are preventable.

During the Alberta Condo Expo (ACE), industry experts Shantel Kalakalo, President of Kalham Consulting, Kelly McFadyen, Director at Condominium Lending Group (project financing), and Ryley Schmidt, Associate at Miller Thomson LLP, shared practical strategies for helping condominium corporations avoid funding shortfalls, and navigate them effectively when they do occur.

Their message was clear: financial crises are rarely just about money. More often, they result from delayed planning, insufficient communication, and postponed decision-making.

Key Takeaway

Strong planning + timely decisions = stronger communities

A healthy reserve fund doesn't happen by accident. It requires regular review, realistic budgeting, and a willingness to address problems before they become emergencies.

It Starts Long Before the Money Runs Out

Under Alberta's Condominium Property Act, condominium corporations have a legal, ongoing duty to maintain and repair common property and fund future replacements through a reserve fund. That obligation doesn't disappear simply because funding is limited.

The best boards take a proactive approach by identifying aging components early, obtaining professional assessments, updating project costs, and incorporating those findings into a realistic reserve fund plan. Waiting until a component fails often leaves fewer options and significantly higher costs.

Unfortunately, reserve fund studies can become outdated almost as soon as they are completed. Construction inflation, supply chain challenges, and labour shortages have changed project pricing dramatically over the past several years. A reserve fund plan based on estimates from even a few years ago may no longer reflect today's reality.

Rather than treating the reserve fund study as a document that sits on a shelf until the next legislative update, boards should view it as a living financial roadmap that deserves regular review.

Continued on next page

Board Planning Checklist

Before approving next year's budget, ask:

- ✓ Is our reserve fund study less than five years old?
- ✓ Have project costs been updated using current market pricing?
- ✓ Have we reviewed expected repairs over the next five years?
- ✓ Are annual reserve contributions keeping pace with inflation?
- ✓ Have we discussed known concerns with our reserve fund provider or engineer?

Why Reserve Funds Fall Behind

Reserve fund shortfalls rarely have a single cause. Instead, several factors often combine over time.

A condominium corporation may postpone a large project to reduce immediate costs, only to discover that construction prices have increased substantially by the time the work becomes unavoidable. Unexpected failures, changing building conditions, severe weather events, or new code requirements can also accelerate repair schedules.

Sometimes the reserve fund itself isn't the problem. Rather, the assumptions behind the funding plan are no longer accurate.

Warning Signs Your Corporation May Be Heading for a Funding Gap

- Major repairs continue to be postponed.
- Reserve contributions have remained unchanged despite rising construction costs.
- Emergency repairs are becoming more frequent.
- The reserve fund study no longer reflects current pricing.
- Building components are aging faster than anticipated.
- Owners are surprised whenever significant repairs are discussed.

Recognizing these warning signs early gives boards far more flexibility than waiting until a crisis develops.

When the Reserve Fund Isn't Enough

Discovering that a major project cannot be fully funded from the reserve account does not necessarily mean the corporation is in crisis. It does, however, mean the board needs to carefully evaluate both the scope of the work and the available funding options.

One mistake boards sometimes make is discussing funding before determining exactly what work needs to be completed. Instead, the experts recommend addressing the project first.

Can the repair safely, fairly, and economically be phased over several years? Would a targeted repair extend the life of the component? Is immediate replacement necessary because of safety concerns or water intrusion? These questions should be answered with professional advice before deciding how to pay for the project. **(TABLE 1 - Page 11)**

While delaying work may appear attractive in the short term, it often results in larger repair bills, additional property damage, insurance concerns, and greater disruption for residents.



Choosing the Right Funding Solution

Every condominium corporation is different, which means there is rarely a single "correct" way to fund a major capital project.

Boards should compare several approaches while considering owner affordability, long-term reserve health, borrowing capacity, and future repair needs.

(TABLE 2 - Page 11)

Continued on page 11.

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Scenario planning can also help owners understand the practical implications of each option. Rather than presenting only one solution, boards should explain the advantages, costs, and risks associated with each approach whenever possible.

Communication Is One of the Board's Most Important Tools

Even well-planned projects can become contentious if owners feel they have been left out of the process.

Transparent communication builds trust and helps owners understand not only what decisions are being made, but why those decisions are necessary.

Information meetings provide an opportunity for engineers, reserve fund professionals, contractors,

legal counsel, and lenders to answer questions directly before major decisions are finalized.

Owners Want to Know

When communicating a major project, boards should clearly explain:

- What problem has been identified.
- What professional advice has been received.
- What options were considered.
- Why the recommended solution was chosen.
- How the project will be funded.
- What the financial impact will be for owners.
- What risks exist if the work is delayed.
- What happens next.

Owners are far more likely to support difficult decisions when they understand the process that led to them.

(TABLE 1) Decision Guide: Should We Delay the Project?

Situation	Delay May Be Reasonable	Act Now
Cosmetic deterioration	✓	
Temporary repair can safely extend service life	✓	
Water infiltration		✓
Structural concerns		✓
Safety or insurance risk		✓
Delaying will significantly increase costs		✓

(TABLE 2) Funding Options at a Glance

Funding Method	Best Used When	Things to Consider
Reserve Fund	Adequate funds already exist	May reduce funds available for future projects
Special Levy	Immediate funding is required	Can create financial hardship for some owners
Financing	Large capital projects	Interest costs and borrowing approvals
Blended Approach	Balances affordability and reserve preservation	Requires careful planning and communication

Continued on page 13.



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Looking Beyond Today's Repair

Every major repair presents a balancing act.

Boards must address today's problems while ensuring that tomorrow's projects remain adequately funded. Solving one issue by completely depleting the reserve fund may simply postpone another financial crisis a few years down the road.

Successful condominium corporations should focus on long-term financial resilience rather than short-term relief. Reserve fund contributions should be reviewed regularly, funding plans updated as conditions change, and major decisions documented carefully to provide continuity for future boards.

Financial stability isn't achieved by avoiding difficult conversations. It comes from having those conversations early, relying on qualified professional advice, and making informed decisions before options become limited.

Five Questions Every Board Should Ask Before approving a major capital project, ask:

1. Have we obtained current professional advice (i.e., engineering, legal, accounting, etc.)?
2. Are our project costs based on today's market?
3. Have we compared multiple funding options?
4. Have we clearly communicated the impacts to owners?
5. Will this decision protect the corporation's long-term financial health?

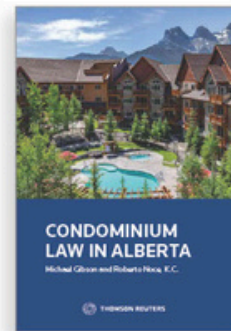
By planning ahead, reviewing reserve fund assumptions regularly, and communicating openly with owners, boards can significantly reduce the risk of financial crisis while protecting both the community and the value of every owner's investment. 🏢

About the Authors

Shantel Kalakalo is President and Partner of Kalham Consulting Ltd., with 20+ years of condominium industry experience specializing in Reserve Fund Studies.

Kelly McFayden specializes in condominium financing and reserve fund shortfalls. With 20+ years of experience, she recently joined Condominium Lending Group after beginning her career with CWB.

Ryley Schmidt is a civil litigation and real estate lawyer specializing in condominiums and cooperatives, with experience in governance, bylaws, collections, construction, and project financing.



Condominium Law in ALBERTA

Authored by Miller Thomson Condominium & Strata lawyers Michael Gibson and Roberto Noce, KC, *Condominium Law in Alberta* is an invaluable resource to assist condominium boards and property managers in navigating the legal principles and ensure compliance.

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USING AI IN CONDOMINIUM MANAGEMENT

Practical wins, real risks and a sensible roadmap for Alberta condominium boards and managers

Written by: Erin Berney, Darcie-Lee Rea, Matthew Rude & Melissa L. Stappler

Artificial intelligence has moved from buzzword to everyday tool. Many condominium corporations in Alberta are already encountering AI (sometimes intentionally, often informally) through internet searches, drafting aids, meeting transcription and document summary tools. Used well, AI can streamline administration, sharpen communications and support better governance. Used poorly, it can create legal, privacy, insurance and reputational exposure.

For the condominium industry, the goal should be not to avoid AI, but to use it deliberately, carefully and with clear human oversight.

Why Condominium Communities Should Care

Condominium boards and managers regularly juggle lengthy documents, routine notices, owner inquiries and data-heavy records. AI can reduce the time spent on administrative tasks so teams can focus on higher-value, people-centred work. It can assist with drafting, organizing, translating and summarizing content, including letters, emails, notices, templates, meeting notes and document summaries.

***AI should support governance,
not conduct governance.***

Practical Uses That Add Value

Drafting and polishing communications

Boards and managers can use AI to improve clarity, adjust tone and prepare first drafts of letters, emails, meeting notices, owner updates and educational materials. AI can also help simplify technical information for residents, provided the final version is

reviewed for accuracy, tone and compliance before it is distributed to residents.

Consistent communication also reduces risk. AI can help boards and managers prepare timely reminders about seasonal maintenance, insurance obligations, water shut-off procedures, pet compliance and resident safety initiatives, which may reduce misunderstandings that lead to disputes or claims.

Summarizing and organizing information

AI can help summarize lengthy reports, articles, bylaws, reserve fund studies, insurance policies and meeting materials. It can also help organize information into agendas, issue summaries, action lists or plain-language explanations. These uses are most appropriate when AI is helping people understand and manage information – but it should not be used to replace professional advice or Board judgment.

For example, a possible use of AI is to assist a Board with drafting meeting minutes. But caution must be exercised and Boards must remember that meeting minutes are a legal record requiring careful human review. An AI system may incorrectly record motions and voting results, misattribute comments or votes, or distort reasons for decisions – all of which have consequences that may persist long after the meeting concludes.

Continued on next page.

SMART SOLUTIONS

Templates and routine workflows

Routine workflows are another practical starting point. AI can help create templates for notices, inspection checklists, walk-around reports, maintenance reminders, incident reports and recurring communications. The efficiency comes from creating a strong first draft quickly, then applying human review, condominium-specific context and professional judgment before anything leaves the organization.

Insurance and Risk Management

Insurance and risk-management professionals are also beginning to use AI-assisted tools to identify claims trends, analyze loss data and support risk assessments. For condominium corporations, this may help identify recurring exposures such as water damage, fire loss, liability claims and maintenance-related incidents. These insights should be reviewed alongside professional insurance advice and the corporation's actual claims history. AI can enhance risk management, but it cannot replace strong governance, proactive maintenance, clear documentation, privacy compliance or appropriate insurance coverage.

Where AI Can Go Wrong

When AI Sounds Right but Isn't

AI tools can produce answers that sound polished and confident even when they are wrong. In a condominium context, a tool may misstate legislation, misunderstand a bylaw or invent a legal authority. Any AI-generated content that affects rights, obligations, enforcement, money, privacy, safety or legal interpretation should be independently verified. Accuracy matters, particularly when financial, insurance and liability exposures are involved.

Decision-making and enforcement

AI should not be used to make enforcement decisions, determine credibility, assess complaints, provide legal advice or replace the Board's judgment. AI should support governance, not conduct governance. Decisions about enforcement, expenditures, accommodation requests, bylaw interpretation and dispute resolution must remain with the Board, with professional advice obtained where reasonably required.

False Authorities and Fabricated Content

A "hallucination" occurs when AI generates false but plausible content. In practice, this can mislead Boards, escalate disputes or result in inaccurate communications to owners. The risk is not merely embarrassment; inaccurate AI-assisted content can affect governance, insurance, privacy and the corporation's credibility.

An AI-generated maintenance recommendation, safety procedure or insurance interpretation that appears credible but is wrong may contribute to operational mistakes, liability exposure or avoidable claims. Independent verification remains essential.

A real-world cautionary tale

A recent Alberta Court of Appeal costs decision involved a lawyer who filed a brief containing fabricated case authorities and argued that the "inadvertent use of AI hallucinations" should shield against costs. The Court disagreed and awarded costs against the lawyer personally, emphasizing that unchecked AI use misled the process and wasted resources.

The lesson for condominium communities is straightforward: if you rely on AI-assisted content, you remain responsible for it.

Privacy, Records and Evidence Risks

Privacy and Confidentiality Guardrails

Condominium corporations in Alberta handle personal information every day, including names, unit numbers, contact details, arrears, complaints, accommodation requests and correspondence. AI can complicate privacy obligations when information is pasted into external tools, transmitted to third-party servers or processed outside Canada.

Everyday actions can create risk. Uploading a draft owner letter to "improve the tone," enabling an AI meeting companion or asking a tool to summarize a reserve fund study or contract may amount to a disclosure, depending on the circumstances and the tool being used. The practical response is to limit inputs, remove identifying details and avoid entering sensitive personal information.

Continued on page 18

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Board members and managers should avoid uploading legal opinions, advice from legal counsel, litigation documents or settlement discussions into public or open AI tools, as doing so may create confidentiality concerns and potentially affect privilege. Different risks may arise with open public tools versus closed enterprise platforms. Even AI-generated summaries should be checked for names and personal information and redacted before being shared.

AI Meeting Tools and Corporate Records

Boards and managers should exercise caution before enabling AI meeting companions, recording bots or automatic transcription tools. These systems can capture confidential Board discussions and create additional governance records the corporation did not intend to retain, including transcripts, summaries, draft minutes, notes and chat histories. Some may trigger retention and disclosure obligations under the Condominium Property Act and related Regulations. Before using these features, consider what will be generated, transmitted or retained, how long it should be kept and whether it could later be subject to records requests or production in a dispute.

AI in Monitoring, Enforcement and Evidence

AI is increasingly appearing in security systems, access control platforms and noise-monitoring technologies. These tools may assist with investigations and enforcement, but Boards should ensure their use is reasonable, properly disclosed and compliant with privacy requirements.

Where AI summarizes complaints, incidents or investigations, Boards and managers must still preserve original records. Decision-makers will generally prefer raw footage or photos, original logs, contemporaneous records and direct witness evidence over AI summaries. Summaries can help, but the underlying documentation remains the most reliable evidence if a dispute arises.

How to Use AI Safely

- Start with low-risk uses such as drafting templates or summarizing public information.
- Keep humans responsible for review, verification, judgment and approval.

- Do not enter personal, confidential, privileged or sensitive information into open AI tools.
- Verify legal, insurance, engineering, financial and privacy-related content with the appropriate professional.
- Document decisions made by humans, particularly where AI-assisted information was considered during the decision-making process.



Bottom Line

As AI tools become more common, condominium corporations may wish to adopt a simple AI policy identifying approved tools, permitted uses, privacy expectations, record-retention practices and responsibilities for human review. Clear expectations can reduce risk while allowing Boards and managers to benefit from AI's operational efficiencies.

AI can be a practical and valuable administrative tool for condominium communities, but it is not a substitute for governance, judgment, privacy compliance or professional advice. The best approach is cautious adoption: use AI where it saves time and improves clarity; avoid using it where it replaces human responsibility and build simple guardrails **before** the risks appear. 🏢

About the Authors

Erin Berney is a Partner with Field Law and regularly advises boards, managers and owners on condominium-related issues.

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Melissa L. Stappler is a condominium lawyer practicing at Willis Law in Edmonton.



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WHEN POWER FAILS, Will Your Building Be Ready?

**Protecting People, Property and Peace of Mind Through Routine
Inspection, Testing and Maintenance**

*Written By: Ryan Kranic, Territory Manager, Equipment Sales and
Preventative Maintenance Sales with Frontier Power Products ULC*

Emergency generators are among the most important life safety systems in a building, yet they're often the least understood. Routine inspection, testing and maintenance aren't simply about compliance; they're about helping ensure emergency power is available when residents, emergency responders and building staff need it most.

Power outages are unpredictable.

For condominium boards and property managers, the expectation is not.

When normal electrical service is interrupted, residents expect emergency lighting to illuminate exit routes. Fire alarm systems must remain operational. In many buildings, emergency power also supports life safety equipment that helps protect occupants until utility power is restored.

Most residents never think about the emergency generator.

That's exactly how it should be.

An emergency generator isn't designed to be noticed every day. It's designed to perform on the day everything else stops.

The challenge is that emergency generators spend most of their lives waiting.

Unlike equipment that operates every day, standby generators may sit idle for weeks at a time. While they aren't accumulating operating hours, time continues to affect the equipment. Batteries slowly lose capacity. Fluids age. Rubber components harden. Electrical connections can loosen. Dust, moisture and temperature fluctuations can all affect long-term reliability.

A generator doesn't have to be running to develop problems.

That's why routine inspection, testing and maintenance are so important.

More Than a Regulatory Requirement

Many people assume emergency generator inspections exist simply because regulations require them.

The reality is much more practical.

CSA C282 provides a nationally recognized framework for the inspection, testing and maintenance of emergency electrical power supply systems. Its purpose is to promote reliability through a structured maintenance program rather than waiting for equipment to fail.

Think of it the same way you think about servicing your vehicle.

Routine maintenance isn't performed because you expect your vehicle to break down tomorrow. It's performed to reduce the likelihood of unexpected failures and to help ensure dependable operation over the long term.

Emergency generators are no different.

Reliability Is Built Over Time

One inspection doesn't guarantee reliability.

Reliability is built through consistency.

Continued on next page.

Throughout the year, emergency power systems undergo inspection, testing and maintenance at scheduled intervals. Some activities focus on confirming that the system is ready to operate. Others verify system performance under operating conditions. More comprehensive maintenance evaluates major components, replaces wear items and helps identify issues that may not be visible during routine inspections.

Each stage contributes to the same objective: building confidence that the emergency power system will perform when utility power is lost.

Preventative maintenance also helps identify small concerns before they become larger problems. A battery nearing the end of its service life, a deteriorating hose or a developing coolant leak is far easier to address during a scheduled service visit than during a building emergency.



Documentation Tells the Story

An effective maintenance program is about more than servicing equipment.

It's also about maintaining accurate records.

Inspection reports and maintenance documentation create a history of the emergency power system. They demonstrate that inspections have been completed, deficiencies have been addressed and preventative maintenance has been performed consistently over time.

Those records also provide valuable information when planning future maintenance or troubleshooting unexpected issues.

A Shared Responsibility

Reliable emergency power doesn't happen by accident. It requires commitment from everyone involved.

Condominium boards establish maintenance expectations. Property managers coordinate service activities and maintain records. Qualified service providers perform inspections, testing and maintenance while identifying developing concerns before they affect system reliability.

Together, those efforts help create confidence that the emergency power system will respond when it's needed most.

When the Power Fails

Emergency generators spend nearly their entire lives waiting.

When they're finally called upon, there's no opportunity for a second attempt.

Residents expect emergency systems to perform immediately. Emergency responders depend on critical building infrastructure. Property managers rely on equipment that has often sat quietly for weeks or months.

Routine inspection, testing and maintenance help make that possible.

CSA C282 provides the framework. Consistent maintenance builds the confidence.

When the power fails, the question isn't whether your emergency generator was inspected yesterday. It's whether your building is ready today. 🏢

Ryan Kranic is Territory Manager, Equipment Sales and Preventative Maintenance Sales with Frontier Power Products ULC. With more than 22 years of experience in the heavy equipment and power generation industries, Ryan works with condominium corporations, property managers and facility owners to support reliable emergency power systems through preventative maintenance, equipment solutions and education.

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THE HIDDEN COST OF DEFERRED HVAC MAINTENANCE

Written By: Dawn Neville, VETS Group

Deferred today. Paid for tomorrow. Condominium boards and property managers face difficult choices every budget season. Rising operating costs, reserve fund obligations, insurance premiums and inflation all compete for limited resources. When budgets tighten, HVAC maintenance can appear to be one of the easier expenses to reduce or postpone.

Unfortunately, mechanical systems do not recognize budget cycles. Unlike cosmetic improvements, boilers, make-up air units, pumps, fans, controls and ventilation equipment continue operating every day.

Small deficiencies continue to grow, efficiency continues to decline and wear continues to accumulate. What looks like a short-term saving can return months later as higher utility bills, resident complaints, costly emergency repairs or premature capital replacement.

Deferred maintenance rarely eliminates a cost. More often, it changes when the cost arrives, how disruptive it becomes and how much the condominium corporation ultimately pays.



The cost that does not always appear on a repair invoice

One of the earliest effects of deferred HVAC maintenance is increased operating cost. As filters become restricted, coils accumulate dirt, bearings wear and controls drift out of calibration, equipment must work harder and run longer to maintain heating, cooling and ventilation. The impact is often gradual, appearing as higher utility consumption, increased strain on equipment and less consistent comfort rather than a major breakdown, allowing the true cost of deferred maintenance to remain hidden within everyday operating expenses.

Common warning signs

- Utility costs rising without a clear reason
- Uneven hallway or common-area temperatures
- Stale air, excess humidity or persistent odour migration or complaints
- Increased resident comfort complaints
- More frequent service calls and temporary repairs
- Mechanical equipment running longer or cycling more often

When a small deficiency becomes a chain reaction

Deferred maintenance rarely produces only one consequence. A dirty coil can reduce heat transfer, which increases run time, which raises energy use and places additional load on motors and compressors. A worn belt can affect airflow, which can alter building pressurization and contribute to drafts, odour migration or poor ventilation. A minor control problem can cause equipment to short-cycle, increasing wear while making comfort less predictable.

The hidden costs condominium corporations commonly experience include emergency repairs instead of planned repairs, earlier equipment replacement, reduced asset life, increased utility consumption and greater pressure on reserve funds. In an emergency, boards may also lose the ability to compare options, coordinate funding, schedule work during lower-demand periods or wait for preferred equipment to become available.

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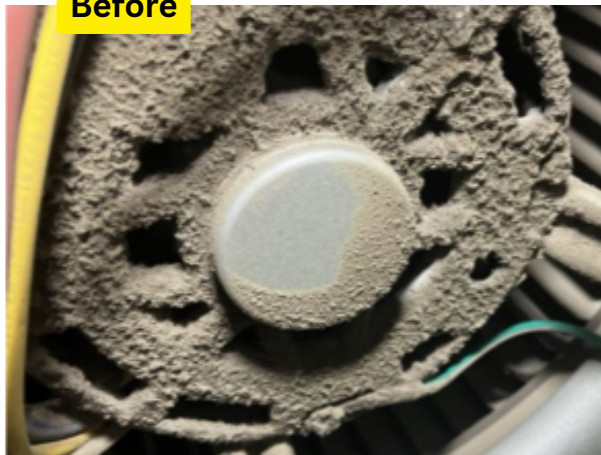
SMART SOLUTIONS

The global HVAC market continues to face pricing and supply pressures driven by material costs, tariffs, changing refrigerant requirements and complex international supply chains.

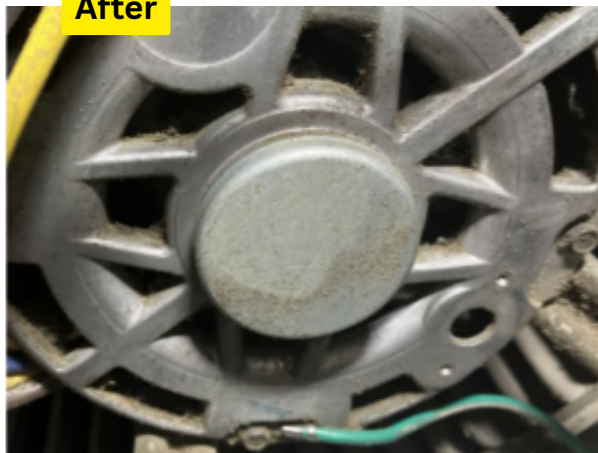
In Canada, this can translate into higher equipment costs and extended lead times, particularly for larger or specialized equipment such as boilers, cooling towers and chillers. Depending on equipment size and specifications, replacement equipment can take several months or longer to manufacture and deliver.

For condominium corporations, understanding equipment condition and expected service life/ equipment list provides valuable time to plan, budget and source the right replacement rather than being forced to make an urgent decision based on what is available when critical equipment fails

Before



After



Before-and-after example of in-depth maintenance on an HVAC motor assembly. Image supplied by VETS Group.

A real-world example: moving from reactive spending to predictable costs

A large western Canadian multi-use facility (over 140,000 square feet) offers a useful illustration of the financial difference between reacting to HVAC failures and managing mechanical assets proactively. The site included 223 HVAC assets, more than 600 tons of cooling and over 6,000 horsepower of connected equipment.

Before the maintenance strategy was changed, annual HVAC service costs were approximately \$501,056. Following a comprehensive asset assessment and implementation of a fixed-cost proactive maintenance program, the annual investment was \$245,352. That represented annual HVAC service savings of \$255,704, while also improving budget predictability and equipment reliability.

Facility profile	223 HVAC assets
Previous annual HVAC costs	\$501,056
Proactive maintenance investment	\$245,352
Annual HVAC service savings	\$255,704
Projected energy savings at 10%	\$222,500

The example is commercial rather than condominium-specific, and each building's results will vary. The principle, however, is directly relevant to condominium corporations: knowing the condition of the assets, addressing deficiencies before failure and converting unpredictable repair exposure into planned maintenance can materially improve both operating performance and financial control.

The impact residents feel every day

The reach of deferred HVAC maintenance does not stay in the mechanical room. It eventually reaches individual residents. While owners may be responsible for certain in-suite equipment, those systems still rely on the building's central mechanical infrastructure to operate as intended. Boilers, make-up air units, air handling units, ventilation systems, pumps and building automation controls work together to maintain comfortable and healthy conditions.

Continued on next page.

When central systems begin to decline, residents may experience uneven temperatures, poor airflow, stale air, increased humidity, excess dust or odours travelling between suites. In many cases, these complaints are symptoms of broader building-level performance issues rather than isolated problems within one unit.

Deferred maintenance can also force fan coils, heat pumps and other in-suite equipment to run longer than designed. That can increase energy use, accelerate wear and generate additional service calls for residents and property management teams.

Maintenance and the reserve fund are part of the same strategy

Operating budgets and reserve fund plans are often discussed separately, but HVAC maintenance connects the two. Proactive maintenance provides information about asset condition, recurring deficiencies and probable remaining service life. That information allows boards and managers to make better capital decisions before an emergency removes their options.

A planned replacement can be evaluated, competitively priced, coordinated with other projects and scheduled to reduce resident disruption. An emergency replacement is usually driven by urgency, availability and the immediate need to restore service. Deferring modest operating expenditures can therefore accelerate major capital expenditures and place pressure on the reserve fund years earlier than anticipated.

Understanding Equipment Service Life

Mechanical equipment has an expected service life, but age alone does not determine when an asset will require replacement. ASHRAE estimates, for example, place the service life of many common building systems within broad ranges: boilers may range from approximately 15 to 35 years depending on their type, package chillers around 20 to 25 years, cooling towers approximately 20 years or more, and pumps, motors and fans commonly between 10 and 25 years depending on their application.

These timelines are useful for long-term capital planning, but they should not be treated as automatic replacement dates. Maintenance history, operating conditions, equipment loading and the actual condition of the asset all influence how long equipment remains reliable.

For condominium boards, this is where preventive maintenance and reserve fund planning intersect. Regular inspections and preventative maintenance help establish whether an asset is performing as expected for its age, whether deterioration is accelerating and whether a repair or replacement should begin to be planned before failure dictates the timing.

Questions boards and managers should be asking

- Do we have a complete and current inventory of the building's mechanical assets?
- Are recurring deficiencies being tracked, or are service calls treated as isolated events?
- Does maintenance reporting clearly identify condition, risk and recommended timing?
- Are energy trends and comfort complaints reviewed alongside service history?
- Which assets are most likely to fail before the next reserve fund study milestone?
- Can upcoming repairs or replacements be scheduled before peak heating or cooling seasons?



The goal is not to eliminate every breakdown. No maintenance program can do that. The goal is to reduce avoidable, unplanned failures, identify risk early and give the condominium corporation time to make informed decisions.

Continued on next page.

SMART SOLUTIONS

Looking beyond this year's budget

Every condominium corporation has a responsibility to control costs. The challenge is recognizing the difference between avoiding an expense and merely delaying it. Proactive HVAC maintenance shifts decision-making away from reacting to failures and toward managing assets strategically.

When maintenance is planned and documented, boards gain greater budget certainty, managers gain better information, residents experience more consistent comfort, and critical equipment has a better opportunity to reach its expected service life. The result is not simply a better-maintained mechanical room. It is a more resilient building and a more defensible long-term financial plan.

In the end, the most expensive maintenance is often the maintenance that never happened. 🏠

About the author

Dawn Neville is part of the Partnership Development team at VETS Group, where she brings an outgoing, relationship-focused approach to her work and enjoys helping customers find the right balance for their building's HVAC program. Originally from Newfoundland, Dawn enjoys spending time with family, friends, and her dog, Bo.

VETS Facility Services supports commercial and multi-residential buildings across Alberta with HVAC, refrigeration, electrical, and plumbing maintenance and repair services.

Editorial source note: Case-study figures and images are drawn from VETS Group client results. The draft also reflects the supplied article outline and references ASHRAE guidance regarding the energy impact of well-maintained HVAC systems.

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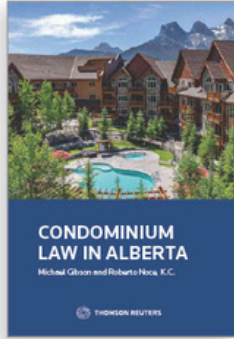


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MANAGING CONTENTIOUS ANNUAL MEETINGS

LEGISLATIVE UPDATE

*Written by: Gerrit Roosenboom,
Rosetree Mediation, Arbitration, and Consulting Services*

Originally published May 3, 2025; updated August 2026 to reflect Alberta's condominium legislation and processes currently in effect, including the Condominium Property Act, Condominium Property Regulation, and the new Condominium Dispute Resolution Tribunal (CDRT) framework.

The CDRT began operating on April 1, 2026, and provides a process for resolving certain condominium disputes, including disputes involving general and special general meetings, access to condominium documents, and monetary sanctions.

Because legislation and regulations can change, condominium corporations should confirm the current requirements of the Act, Regulation, and their registered bylaws before each meeting and obtain legal advice when appropriate.

1. Be Prepared

The guiding principle of the Boy Scouts — “**Be Prepared**” — is particularly important when dealing with contentious condominium matters.

Before the meeting, make sure you:

- Clearly understand the issues that may arise.
 - Review the Condominium Property Act, Condominium Property Regulation, condominium plan, registered bylaws, and any applicable rules or policies.
 - Confirm who will chair the meeting and who will record the minutes.
 - Confirm the applicable voting requirements, including:
 - owner votes;
 - unit-factor voting where required;
 - quorum requirements;
 - voting restrictions;
 - proxy requirements;
 - electronic participation, where permitted; and
 - whether a proposed motion requires an ordinary or special resolution.
- Ensure that the notice, agenda, proxy forms, voting instructions, financial statements, budget materials, insurance information, reports, and other required documents have been prepared and distributed within the applicable timelines.
 - Determine whether committee or project reports will be presented.
 - Consider whether specialists or guest speakers should attend.
 - Determine in advance who will speak on behalf of the board or corporation.
 - Ensure that directors are prepared and, where appropriate, have a consistent understanding of the board's position.
 - Consider the composition of the audience and whether there are individuals directly involved in the matter being discussed.
 - Consider whether an impartial or independent chair would be appropriate.

Continued on next page.

Preparation is one of the best ways to prevent a difficult issue from becoming a difficult meeting.

2. Establish and Follow Meeting Protocol

Like any organized activity, a meeting needs clear rules and procedures.

Meeting procedures generally follow Robert's Rules of Order, unless the corporation's bylaws or applicable legislation establish different requirements. It is worthwhile for anyone chairing a contentious meeting to be familiar with the basic principles of parliamentary procedure.

The chair should make every effort to maintain an appearance of impartiality so that members on all sides of an issue can feel confident that they will receive fair treatment.

The chair should understand the procedures relating to:

- motions and amendments;
- ordinary and special resolutions;
- points of order;
- debate and discussion;
- voting;
- requests for clarification; and
- adjournment.

A **point of order** should be addressed promptly when a participant raises a concern that meeting procedures are not being followed.

When a meeting involves statutory rights, access to records, sanctions, or general meeting procedures, the chair should be particularly careful to follow the requirements of the **Condominium Property Act, Condominium Property Regulation**, and the corporation's registered bylaws.

This is particularly important given that certain disputes concerning general and special general meetings may now fall within the jurisdiction of the CDRT.

The Chair

The registered bylaws should always be reviewed to determine who is responsible for chairing the meeting. In many corporations, the president of the board serves as chair, but the bylaws may provide otherwise.

The bylaws may also specify who is responsible for recording the minutes.

If the corporation wishes to depart from the procedures established by its bylaws, legal advice should be obtained before proceeding, and the decision should be clearly documented in the minutes.

The chair's role is to maintain order and ensure that the meeting is conducted fairly and in accordance with the applicable rules.

At the beginning of the meeting, the chair should confirm, as appropriate:

- that proper notice was provided;
- that quorum has been established;
- who is entitled to vote;
- the validity of proxies;
- the voting procedure;
- the rules of conduct; and
- any other procedural requirements that may affect the meeting.

Participants should be asked not to interrupt speakers. Anyone wishing to speak should be recognized by the chair and, where appropriate, identify themselves and their unit.



Questions and comments should be directed through the chair.

Personal attacks, accusations, intimidation, and disrespectful conduct should not be permitted.

The chair may establish reasonable time limits for speakers, manage follow-up questions, and ensure that discussion remains relevant to the matter before the meeting.

Questions or matters outside the agenda should only be addressed as new business where permitted by the applicable legislation, bylaws, and meeting notice.

Continued on page 31.




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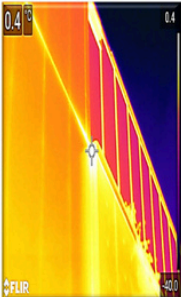
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3. Voting and Resolutions

Before the meeting, confirm the voting requirements under the current legislation and the corporation's registered bylaws.

The chair should explain the applicable voting method to the owners **before a contentious motion is put to a vote**.

The corporation should ensure that votes are accurately counted and that the method used to determine the result is properly documented.

For matters involving ordinary resolutions, special resolutions, unit-factor voting, or other statutory voting requirements, the corporation should confirm the specific requirements applicable to the proposed resolution before the meeting.

Where there is uncertainty about the appropriate voting procedure, obtain legal advice before proceeding rather than attempting to resolve the issue during a contentious meeting.

4. Managing Conflict During the Meeting

When tensions rise, **the chair must remain calm**.

Contentious meetings can become emotionally charged. The chair should avoid taking comments personally and should treat all participants respectfully.

People often become frustrated because they feel they are not being heard. Acknowledging the concern does not mean agreeing with it.

Useful responses may include:

- "I understand that you feel your concern has not been addressed."
- "Can you explain what specifically concerns you?"
- "What outcome would you consider fair?"
- "Let me make sure I understand your concern correctly."

Where appropriate, the chair can summarize the concern before moving the discussion forward.

The objective is not necessarily to make everyone agree. The objective is to ensure that participants have a

reasonable opportunity to be heard and that the meeting remains orderly and focused on making valid decisions.

5. Preventing Conflict Before It Starts

Many contentious meetings can be avoided – or at least made less contentious – through better communication.

Boards should:

- Communicate regularly with owners.
- Address concerns before they become major disputes.
- Keep owners informed about significant issues affecting the corporation.
- Explain significant financial concerns and decisions.
- Invite questions and suggestions.
- Consider holding special general meetings when important issues require broader discussion.
- Present options to owners when appropriate.
- Use informal or non-binding feedback processes where appropriate to understand owner concerns.

Owners generally respond better when they understand what is happening and why.

Communication is the foundation of a healthy condominium community.

A lack of communication can create rumours, misunderstandings, and distrust.

Directors should:

- Listen to owners and to one another.
- Respect different opinions and perspectives.
- Ask questions when they do not understand an issue.
- Research important matters before making decisions.
- Take advantage of educational opportunities and professional advice.
- Continue developing their understanding of condominium governance and legislation.

Continued on next page.

CCI educational programs, webinars, seminars, condominium publications, professional advisors and other reputable educational resources can all be valuable sources of information.

When a board is uncertain about a significant decision, it is better to **pause, gather the necessary information, and seek appropriate advice** than to make a decision based on incomplete information.

6. Information and Records Directors Should Have Available

Directors should have access to the corporation's current and relevant governing documents and records.

Depending on the corporation's circumstances, these should include:

- The current **Condominium Property Act**.
- The current **Condominium Property Regulation**.
- The corporation's current registered bylaws.
- The condominium plan.
- The current Reserve Fund Study.
- The current insurance certificate and relevant insurance information, including deductibles.
- Relevant insurance claim and chargeback information.
- Current rules, policies, and owner-information materials.
- Copies of current contracts, including the management agreement.
- The most recent year-end financial statements.
- The most recent monthly financial statements.
- Approved minutes from board and general meetings for at least the most recent 12 months.
- Relevant committee and project reports.
- Meeting notices and supporting documentation.
- Proxies, ballots, and electronic voting records, where applicable.
- Vote tabulations and records of objections.
- Significant chair rulings or procedural decisions.
- Records of owner requests for documents or information.
- Other documents required to be maintained or disclosed under applicable legislation.

The **Condominium Property Regulation** contains specific document-disclosure requirements, and corporations should ensure that their records-management practices reflect the requirements currently in force.

7. Create Your Own Board Reference File

Each director should consider maintaining a personal **board reference file** containing the key documents and information needed to understand the corporation and participate effectively in board decisions.

At a minimum, the file should include:

- Condominium plan
- Registered bylaws
- Current rules and policies
- Condominium Property Act
- Condominium Property Regulation
- Reserve Fund Study
- Insurance information
- Current management agreement
- Current financial statements
- Recent meeting minutes
- Important contracts
- Current projects and committee information
- Relevant legal or professional advice
- Important correspondence and owner communications

Being prepared, understanding the rules, communicating effectively, and remaining impartial are among the most effective tools a board and meeting chair have when dealing with contentious matters. 

About the Author

Gerrit Roosenboom has over 30 years of experience in mediation and alternative dispute resolution, specializing in residential and commercial condominiums. He provides ADR services and consulting to condominium communities and assists with board training and bylaw development.

A CCI member since 1991, Gerrit has served on CCI boards across Canada. He is also a member of ADRIA and the Condominium Dispute Resolution Tribunal (CDRT) framework.

CCI NORTH ALBERTA CHAPTER

2026 ANNUAL GENERAL MEETING

Wednesday, October 21st | 6 PM
Chateau Louis Hotel and Conference Centre Edmonton
[11420 117 St NW, Edmonton, AB T5G 3E8]

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Photos (from L to R): The Most Honest Team; KDM Management; ServiceMaster Restore; The Winning Team

There may not have been a hole-in-one winner this year, but there were plenty of winning moments — from great shots and close contests to new connections and familiar faces catching up on the course.

The success of the Golf Mixer would not be possible without the many people who contribute their time, energy, and support. Thank you to our Member Services and Benefits Committee and the CCI North Alberta staff team, along with our sponsors, volunteers, and everyone who joined us for the day.

The Golf Mixer continues to be one of the highlights of the CCI North Alberta year, bringing our community together in a setting where professional connections come naturally — and where there is always room for a little friendly competition. We'll see you on the greens next year!



Photos (from L to R): Best Dressed Team; Katy Campbell, CCINA's Executive Director hands out cold drinks on the course; WADE Consulting; Past CCINA President Anand Sharma with current Vice President Hamish Farmer and current President Susan Milner.

CCI EDUCATION CALENDAR

CONDO MANAGEMENT EDUCATION

The **Condominium Management Course Series** is a three-level education program designed to build knowledge, confidence, and practical skills in condominium governance and management. Each level builds on the last to support effective decision-making and long-term success in condo communities. Courses are delivered in a hybrid format, in person at **NAIT's Productivity & Innovation Centre** and online via Zoom. ***Find links to register at our online Education Calendar.***



CONDO MANAGEMENT 100

SATURDAY, NOVEMBER 28, 2026

SATURDAY, MAY 29, 2027

GM 100

CONDOMINIUM MANAGEMENT 200

CM200 builds on foundational knowledge in CM100. Deepen your understanding of governance, operations, and legislative requirements while strengthening decision-making skills. Gain practical tools to manage risk, contracts, records, and stakeholder relationships so you can confidently navigate the complexities of condo management.

DATES:

Saturday & Sunday, January 23-24, 2027

IN PERSON:

Members \$320 / Non-Members \$533

ONLINE:

Members \$275 / Non-Members \$458

CONDOMINIUM MANAGEMENT 100

CM100 introduces the foundational knowledge needed for effective condo management and governance.

Build awareness of board roles, operations, and maintenance responsibilities while strengthening practical management skills. Gain essential tools to support informed decision-making and best practices to apply in your condo community.

DATES:

- Saturday, November 28, 2026
- Saturday, May 29, 2027

IN PERSON:

Members \$195 / Non-Members \$275

ONLINE:

Members \$165 / Non-Members \$245

GM 200



CONDO MANAGEMENT 200

SATURDAY, JANUARY 23 -

SUNDAY JANUARY 24, 2027

CONDOMINIUM MANAGEMENT 300

CM300 builds skills in financial and physical stewardship for condominiums. Deepen understanding of financial statements, budgets, reserve fund planning, maintenance, and capital projects while strengthening oversight and risk management. Gain tools to support compliance, sustainability, and informed decision-making in complex condominium environments.

DATES:

Saturday & Sunday, October 31 - November 1, 2026
Saturday & Sunday, February 27 & 28, 2027

IN PERSON:

Members \$320 / Non-Members \$533

ONLINE:

Members \$275 / Non-Members \$458



CONDO MANAGEMENT 300

SAT & SUN, OCTOBER 31 - NOVEMBER 1, 2026

SAT & SUN, FEBRUARY 27-28, 2027

GM 300



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BUSINESS PARTNER DIRECTORY

FALL 2026

FALL 2026 Members Business Directory includes all CCI North Alberta Members in good standing as of September 21st, 2026.

Accountants & Bookkeepers			
Organization	Contact	Phone	Email
Al Scherbarth Professional Corporation	Al Scherbarth	780-426-6446	aspc@telus.net
Amzad Amiri Professional Corporation	Amzad Amiri, CPA	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@hzcpc.ca
Ho LLP	Kimberly Gioia	780-448-7317	info@hollp.ca

Building Maintenance			
Organization	Contact	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
Alltron Systems (1990) Ltd.	David Yarmuch	780-414-0194	info@alltronsystems.com
Amston Construction Ltd.	Dean Amundson	780-920-4419	damundson@amston.ca
Dryer Vent Scrubbing, Summit Fireplaces Heating & Cooling	Adriaan Van Papeveld	780-819-4527	dryerventscrubbing@gmail.com
Envelope Doctor Ltd.	Kirby Anderson	780-777-9353	kanderson@absoundexteriors.com
Iron Shield Roofing	Brittany Dorado	780-587-6663	brittany@ironshieldroofing.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 / MERIT Winter Services	Kevin Barrie	780-263-6644	kbarrie@meritconcrete.ca
NB Benny's Contracting Ltd.	Andrew Rafo	780-265-4029	info@nbbennys.com
Pest Detective	Jack Grandy	780-266-1400	edmonton@pestdetective.com
Reliant Residential Services	Tony Bulman	780-485-0101	service@reliantresidential.ca
Restruction Alberta Ltd.	Janu Subramaniam	780-454-7762	janus@restruction.ca
Taylor Construction	Kristine Opp	403-244-5225	office@taylorconstruction.ca
Unique Exterior Ninjas Ltd.	Konstantin Zaitsau	587-590-8129	ninjacontractingoffice@gmail.com

Continued on next page.

BUSINESS PARTNER DIRECTORY

SUMMER 2026

Condominium Management			
Organization	Contact	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 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
Bridgegate Property Management Group Inc.	Tamara Langille	780-266-2778 ext. 201	tamara@bridgegate.ca
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 Dalglish	587-920-3550	jeremy@convergecondo.com
CorBec Management Group Inc.	Laura Lindbeck	780-445-4928	corinna@corbecmanagement.ca
CS Management Inc.	Curtis Siracky	780-760-6197	info@csmgmtinc.ca
DIAMOND Management Group Inc.	Agatha Zadrozny	780.932.3633	agatha@diamondmgmt.ca
Esquire Management Group	Michael McNeil	780-414-0390	m.mcneil@emgroup.ca
FirstService Residential Alberta Ltd.	Trevor Schulz	403-909-0649	trevor.schulz@fsresidential.com
Fort Management	Sean Hearn	780-838-3951	sean@fortman.ca
Gleniffer Lake Resort & Country Club	Tammy Campbell	403-728-3010	tammy@mylakeresort.com
Group Three Property Management Inc.	Ajay Parmar	780-641-0222	aparmar@grouphree.ca
Hallmark Management Inc.	Darcie-Lee Rea	780-819-2108	darcie@hallmarkmanagement.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 Cox	780-461-1177	kate@inlandpropertymanagement.ca
JLR Condo Specialists Inc.	Lisa Wallbridge	587-521-2090	lisa@jlrmgmt.ca
Karen King & Associates Inc.	Cole Romaniuk	780-424-1151	cole@karenking.ca
KDM Management Inc.	Brian Fischer	780-460-0444	bfischer@kdmgmt.ca
Key Investment Property Management Inc.	Julia Rivera	780-833-5555	broker@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
Manhattan Realty Inc.	Evgeny Fialkov	780-221-9739	info@manhattanrealestate.ca
McLeod Realty & Management Ltd	Robert F McLeod	780-453-1108	info@mcleodrealty.com
Mountain Condo Management Inc.	Nicole Marcoux	780-817-8599	nicole@mcmalberta.ca
Owl Condo Management	Elliot Kerr	780-700-3223	admin@owl.condos
Parterre Property Services Inc.	Tammy Hughes	403-241-2162	thughes@parterreproperty.ca
Pinnacle Realty & Management Inc.	Rick Murti	780-758-4434 ext. 108	rmurti@pinnaclegroup.ca
Pivotal Property Management Inc.	Jamie Shima	780-701-4300	jamie@pivotalpm.ca
Prime Property Management	Kathleen Bildson	780-513-3060	kathleen@gpprime.net

Continued on next page.

BUSINESS PARTNER DIRECTORY

FALL 2026

Condominium Management			
Organization	Contact	Phone	Email
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 Robinson	780-852-5500	jasper@royalpage.ca
Royal LePage, The Realty Group GP - 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	simcoap@telus.net
Square 1 Property Management	Robin Riehl	780-453-1515	Robin@square1management.ca
StreetSide Development Corporation	Sharlene Egloff	780-490-2523	segloff@qualico.com
Sunreal Property Management Ltd.	Callie Voytechek	403-343-0200	cvoytechek@sunrealgroup.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
Vertus Property Management Inc.	Sarb Dhaliwal	780-932-7856	sarb@vertuspm.com
Victorian Management Ltd.	Anthony Canada	780-463-0066	anthony@victorianmanagement.ca

Consultants & Mediators			
Organization	Contact	Phone	Email
Alberta Condominium Consultants	Gary Caouette	587-991-0959	accgaryc@gmail.com
Brookstone Engineering	Joshua Ojierenem, P.Eng.	587-333-5530	info@brookstoneinspection.com
Condo Check	Bernice Winter	403-680-3373	accounts@condo-check.com
Condo Quick Reports Inc.	Yulia Zaliubovska-Annand	780-900-6160	admin@condoquickreports.com
Docwise Inc.	Marcos Oliveira	403-450-3586	support@docwise.ca
Excel Bldg. Inspection & Consulting	Stuart Schechtel	780-464-5634	excelins@telus.net
Neutral Space	Dee Thompson	780-514-5334	Denise@neutralspace.ca
Skyline QS Consultants Ltd.	Maeve Duggan	780-920-9962	mduggan@skylineqs.ca
Twenty 8 Capital	Dylan Kelley	780-616-8658	Dylan@Twenty8Capital.com

Continued on next page.

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Disaster Restoration			
Organization	Contact	Phone	Email
AmSteam Restoration Services	Sarah Nedeljak	780-487-0184	sarah@amsteam.com
First General Services Edmonton	Moe Barzagar	780-463-4040	moe.barzagar@firstgeneraledm.ca
First Onsite Property Restoration	Robin Chuchmuch	780-296-0035	robin.chuchmuch@firstonsite.ca
Kalloway Property Services	Ken Allman	780-436-8090	kenallman@kalloway.com
On Point Restore Inc.	John Wegner	780-701-3891	contact@on-point.ca
One Call Restoration & Services Inc.	Katherine Chang	780-800-4110	info@onecallrestoration.ca
Paul Davis Restoration	Ryan Bubenko	780-454-4047	ryan.bubenko@pauldavis.com
ProShield Leak Detection Inc.	John Setterlund	780-937-1136	john@proshieldab.ca
Pure Restoration Inc.	Robyn Scarlett	780-475-7044	admin@purerestoration.ca
ServiceMaster Restore Edmonton	Jason Miller	780-443-4338 ext. 221	jason.miller@svmrestore.ca

Engineering			
Organization	Contact	Phone	Email
Aegis West Engineering Inc.	Garett Cochrane	780-238-3418	garett@aegiswest.ca
Alberta Energy Efficiency Alliance	Ken Gibson	7806197852	ken.gibson@aeaa.ca
CIMA Canada Inc	Jamie Murphy	780-297-2462 ext. 7232	jamie.murphy@cima.ca
Entuitive Corporation	Bereket Alazar	587-926-6054	bereket.alazar@entuitive.com
EXP Services Inc.	Lori Lee	403-509-3030	lori.lee@exp.com
Keller Engineering	Andree Ball	403-471-3492	aball@kellerengineering.com
RJC Engineers	Bob Korneluk	780-452-2325	bkorneluk@rjc.ca
RJC Engineers	Frank Cavaliere	780-452-2325	fcavaliere@rjc.ca
Salas O'Brien	Aamir Shaikh	589-337-5011	Aamir.Shaikh@salasobrien.com
Stantec	Jose Fernandez	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

Exterior Maintenance			
Organization	Contact	Phone	Email
Alberta Asphalt and Concrete Assessment	Dave Nyenhuis	403-401-3222	dave@altaaaca.ca
All Earth Construction Inc.	Dillon Dalziel	780-966-8532	info@allearthconstruction.ca
Amston Construction Ltd.	Dean Amundson	780-920-4419	damundson@amston.ca
Ardent Roof Systems Inc.	Derrick Lukin	780-488-4900	derrick@ardentroof.ca
Armadillo Asphalt Construction Inc.	Christopher Miller	780-680-3491	chris@armadilloasphalt.ca
CR Concrete Lifting	Kyle Wright	780.940.5976	estimate@crconcretelifting.ca
Donewell Property Services	Cam Massie	780-906-9495	cam@donewell.ca
Edmonton Tree Health	Nicholas Scott	780-222-4820	edmontontreehealth@gmail.com

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Exterior Maintenance			
Organization	Contact	Phone	Email
Embark Landscape & Design Inc.	Ben Hobden	780-716-3064	admin@embarkld.com
EPCOR Water Services	Derek Mueller	780-289-0780	
G & J Construction Group LP	Grant Wall	780-454-0700	services@gjparking.com
Gorilla Property Services	Mike Zwack	780-668-0963	mzwack@gorillapropertyservices.com
Merit Home Services / MERIT Winter Services	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@offtheledge.ca
Osco Mudjacking & Construction Ltd	Don Moroz	780-469-1234	don@oscomudjacking.com
Paneless Property Services Inc.	Matthew Stewart	780-707-8385	contact@panelesswindow.com
Raven Drone Services Ltd.	Darrel Pendry	780-905-7371	darrel@ravendrones.ca
Restruction Alberta Ltd.	Janu Subramaniam	780-454-7762	janus@restruction.ca
Safesidewalks Canada Inc.	Jeff Adolf	780-278-4434	jeff@safesidewalks.ca
Shack Shine	Dustin Grainger	780-660-2586	dustin.grainger@shackshine.com
Triumph Inc.	Chuck Barnicott	780-665-1145	cbarnicott@triumphinc.ca
Trusty Tree Services	Kolton Canning	780-860-5500	info@trustytree.ca
Tufdek	Grant Lawton	1-877-860-9333 Ext.5112	grant@tuffindustriesinc.com
Unique Exterior Ninjas Ltd.	Konstantin Zaitsau	587-590-8129	ninjacontractingoffice@gmail.com

Financial Services			
Organization	Contact	Phone	Email
Agile Wealth Management	David Tomlinson	587-430-1951	dave@agilewm.ca
Condominium Financial	Jim Wallace	780-952-7763	jim@condominiumfinancial.com
Condominium Lending Group	Kelly McFadyen	905-537-3557	Kelly.mcfadyen@condolending.com
SparcPay	Corey Krakower	514-705-6350	coreyk@sparcpay.com
Stantec	Jose Fernandez	780-917-6953	jose.fernandez@stantec.com

Insurance - Appraiser			
Organization	Contact	Phone	Email
Balance Valuations Ltd	Cassidy MacDonald	780-296-2323	cassidy@balancevaluations.com
Go West Valuations Corp	Pete West	587-356-1555	pete@gowestcorp.com
Normac	Omar Khan	780-935-8258	omar@normac.ca
Suncorp Valuations Ltd.	Devin Baker	306-652-8373	Devin.Baker@suncorpvaluations.com

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FALL 2026

Insurance - Brokers & Adjusters			
Organization	Contact	Phone	Email
Arthur J. Gallagher Canada Limited	Bryce Tickner	403-299-1290	Bryce_Tickner@ajg.com
BFL CANADA Insurance Services Inc.	Hamish Farmer	780-229-3780	hfarmer@bflcanada.ca
Desjardins Insurance/Scales Insurance & Financial Services	Corey Scales	780-757-1176	corey@coreyscales.ca
Diverse Claims Adjusters Ltd.	Paul Whitman	780-756-4222 ext. 222	paul@diverseclaims.ca
HUB International Insurance Brokers	Dawn Mitchell	780-453-8407	dawn.mitchell@hubinternational.com
Katherine Hanna Insurance Agency Inc.	Katherine Hanna	780-464-6858	katherine@katherinehanna.ca
NFP Canada Corp.	Jasmin Kaur	780-930-4446	jasmin.kaur@nfp.ca
T & L Adjusters Ltd.	Cory Gilliam	780-463-7776	cgilliam@tladjusters.com
Westland Insurance Group Ltd.	Jason Ploof	780-453-9840	jploof@westlandinsurance.ca

Janitorial Services			
Organization	Contact	Phone	Email
AltraCare Commercial Maintenance Ltd.	Mark Ferrara	780-995-0565	mark@altracare.com
Octo-Pro Facility Services Ltd	Mutahi Cesard	587-566-9081	info@octoproclean.ca
Sunshine Cleaning Services Ltd.	Susan Umbania	780-932-2524	sunshinecleaningsltd@gmail.com

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FALL 2026

Lawyers			
Organization	Contact	Phone	Email
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Bishop & McKenzie LLP	Amber Nickel	780-421-2449	anickel@bmlp.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
Parker Dubrule Davies LLP	Edward Davies	780-444-8445	edavies@pddl.ca
Reynolds Mirth Richards & Farmer LLP	Todd Shipley	780-497-3339	tshipley@rmrf.com
Reynolds Mirth Richards & Farmer LLP	Emmanuel Mirth	780-425-9510	emirth@rmrf.com
Reynolds Mirth Richards & Farmer LLP	Heidi Besuijen	780-497-3327	hbesuijen@rmrf.com
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Mechanical, Electrical & Plumbing			
Organization	Contact	Phone	Email
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Avria Mechanical Services Ltd.	Daniel Ducharme	780-264-8010	daniel@avriamechanical.ca
Concept Controls	Amy Hann	403-899-7633	AmyH@conceptcontrols.com
Frontier Power Products ULC	Ryan Kranic	780-916-7790	kranicryan@frontierpower.com
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Master Mechanical Systems LTD.	Craig Riley	780-486-7480	craigriley@mmsystems.ca
Maximum Mechanical Services Ltd	Gord Alexander	780-761-2500	info@maximummechservices.com
Polar Electrical Contracting Ltd.	Cory Peters	587-985-6403	info@gopolar.ca
Renew Services Inc.	Richard Nelson	780-544-8060	info@renewservicesinc.ca
Top Tech Mechanical Ltd.	Justin Barbour, CPA, CA	780-756-5900	justin@toptechmechanical.com

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BUSINESS PARTNER DIRECTORY

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Property & Technology Services			
Organization	Contact	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
Edmonton Eviction Services Inc.	Donald Gray	780-974-8427	don@edmontonevictionservices.com
EPCOR Water Services	Derek Mueller	780-289-0780	
GetQuorum	Mark DiPinto	877-353-9450	mark@getquorum.com
GlobalTech Group Ltd.	Jamie Popowich	780-453-3433	j.popowich@globaltechgroup.ca
Hoodo Technologies Inc	Mary Llaneta	403-803-6836	mary@hoodo.ca
Shiftsuite	Christopher Deen	416-489-5972 ext. 7200023	chris@shiftsuite.com
SparcPay	Corey Krakower	514-705-6350	coreyk@sparcpay.com
Summit Lock & Safe	Holly Pickard	780-722-5101	holly@summitdoorsolutions.ca
Trauma Scene	Zach Semeniuk	780-416-8464	info@traumascenebio.ca
UpperBee Software	Jordan Tapper	514-686-0753	Jordan.tapper@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			
Organization	Contact	Phone	Email
Canadian Apartment Advisors	Chris Davies	780-905-7562	chris@canadianapartmentadvisors.com
DIAMOND Management Group Inc.	Agatha Zadrozny	780.932.3633	agatha@diamondmgmt.ca
Manhattan Realty Inc.	Evgeny Fialkov	780-221-9739	info@manhattanrealestate.ca
Pinnacle Realty & Management Inc.	Rick Murti	780-758-4434 ext. 108	rmurti@pinnaclegroup.ca
REALTORS® Association of Edmonton	Keean Lehtinen	780-451-6666	raegr@therae.com
Royal LePage Summitview Realty	Nancy Robinson	780-852-5500	jasper@royallepage.ca
Royal LePage, The Realty Group GP - Property Mgmt	Angie Peters	780-532-3400	angiepeters@royallepage.ca

Reserve Fund Study Providers			
Organization	Contact	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
Brookstone Engineering	Joshua Ojierenem, P.Eng.	587-333-5530	info@brookstoneinspection.com
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	403-509-3030	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
Reserve Fund Planners Ltd.	Brian Barlund	402-348-5444	bbarlund@reservefundplanners.ca
RJC Engineers	Bob Korneluk	780-452-2325	bkorneluk@rjc.ca
RJC Engineers	Frank Cavaliere	780-452-2325	fcavaliere@rjc.ca
Tree of Knowledge (TOK) Engineering	Martin Bankey	780-434-2376	mbankey.tok@shaw.ca

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Utility Management			
Organization	Contact	Phone	Email
Carma Corp. Utility Submetering and Billing Solutions		587-598-3441	info@carmacorp.com
Optiem Energy	Geoffrey McNeil	780-498-2333	gmcneil@optiem.energy
Solution 105 Consulting Ltd.	Chris Vilcsak	780-429-4774	timinski@solution105.com

Windows & Doors			
Organization	Contact	Phone	Email
All Reach Glass Services Inc.	Jason Adams	780-483-9561	office@allreachglass.com
HomeTECH Windows & Doors	Lena Kruchynina	780-755-0380	info@hometechwindows.ca
Summit Lock & Safe	Holly Pickard	780-722-5101	holly@summitdoorsolutions.ca
Window Mart Inc.	Vincent Zyp	780-229-8277	vincent@windowmart.ca

Disclaimer: The above listed businesses directory was generated as of September 21st, 2026.

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Are you a CCI Business Partner or Professional Member with expertise to share?

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WELCOME TO OUR NEW MEMBERS!

Thank you for joining CCI North Alberta!

Disclaimer: The members listed below joined CCI North Alberta prior to Sept 21st, 2026

CONDO CORPORATIONS:

Strathcona EcoHouse
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WestCastle
Allentown
Deer Ridge Place
White Oaks Estates Condominium Association
Aloft Skyview Corporation
Oakwood Towers

BUSINESSES:

NFP Canada Corp.
Raven Drone Services Ltd.
DIAMOND Management Group Inc.
Octo-Pro Facility Services Ltd
Maximum Mechanical Services Ltd

INDIVIDUALS:

Jackie Annett
Patricia Cox
Bernadine McDowall
Diana Ritchie
Jeannette Ilnicki
Michelle Frazer

PROFESSIONAL:

Callie Voytechek
(Sunreal Property Management Ltd.)



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*For information on joining or renewing, contact:
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Corporation Insurance

Dawn Mitchell

dawn.mitchell@hubinternational.com

Matt Cruikshank

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Kelly Barclay

kelly.barclay@hubinternational.com

Bryson Dobush

bryson.dobush@hubinternational.com



Unit Owner Insurance

Erika Fisher

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Miranda Phillips

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