



8TH ANNUAL CCI NORTH ALBERTA CONFERENCE & TRADE SHOW 2017

DATE: SATURDAY, APRIL 29, 2017

NEW VENUE: ROBBINS HEALTH LEARNING CENTRE

MACEWAN UNIVERSITY, 10910-104 AVE, EDMONTON, AB

Our largest event of the year continues to grow! Book your calendars now and take advantage of the numerous condominium educational presentations and networking opportunities with other Condo Owners, Board Members, Managers and Business Professionals during our Conference and Trade Show.

Register early to avoid missing your choice of topics as over half of the sessions were sold out last year and save by registering prior to the EarlyBird deadline (March 31, 2017). Choose between either the full day Conference (Best Value) or if time is an issue, register for the individual sessions that interest you the most. The Tradeshow is free to the General Public.

THANK YOU TO ALL OUR SPONSORS TO DATE!



PRIMELINK
Insurance Brokers Limited



ENTUITIVE



NEW THIS YEAR

- *Condo Owner Information Sessions*
- *Networking Luncheon for Conference Attendees*
- *Improved Classroom Seating for each Conference session (easier for laptops and notetaking)*

CONFERENCE DETAILS:

Full Conference (Best Value)

Includes: ONE choice of four (4) topics in each of the 3 sessions, Legal Panel, Tradeshow, Continental Breakfast, Networking Luncheon and Parking Pass.

CCI Member Earlybird Rate: \$100 + GST (until March 31)

CCI Member Regular Rate: \$125 + GST (April 1-28)

Non-Member Rate: \$200 + GST

Individual Sessions (Register by Topic) and Legal Panel

Includes Tradeshow Access. Subject to Availability.

CCI Member Earlybird Rate:

\$30 + GST (until Mar 31) per Session

CCI Member Regular Rate:

\$35 + GST (April 1-28) per Session

Non-Member Rate: \$50 + GST per Session

Condo Owner Information Sessions (New this Year)

Includes Tradeshow Access. Subject to Availability.

Earlybird Rate - \$15 + GST (until Mar 31)

Regular Rate - \$20 + GST (April 1-28)

TRADESHOW DETAILS:

- Tradeshow will be open from 9:30 a.m. - 4:00 p.m. Limited booth availability (sold out last year).
- Set up Saturday Morning from 7:30 a.m.
- Free for Attendees and the General Public

Cost: *Includes a 5 foot skirted table, power on request (limited availability), Wi-Fi access & 2 Conference admissions with parking passes.*

Exhibitor CCI Member Earlybird Rate: \$400 + GST (until Mar 31)

Exhibitor CCI Member Regular Rate: \$500 + GST (April 1-28)

Exhibitor Non-Member Rate: \$750 + GST

REGISTER ONLINE AT
BIT.LY/CCI2017CTS



8TH ANNUAL CCI NORTH ALBERTA CONFERENCE & TRADE SHOW 2017

SCHEDULE SATURDAY, APRIL 29

7:30 AM to 8:30 AM	<ul style="list-style-type: none"> Registration and Check-in Tradeshow set up Continental Breakfast for Conference Registrants Welcome Address
8:30 AM to 9:45 AM	Conference Session #1 (<i>choose 1 of 4</i>)
9:30 AM to 3:30 PM	Tradeshow Open (<i>free to general public</i>)
9:45 AM to 10:15 AM	Break with Exhibitors
10:15 AM to 11:30 AM	Conference Sessions #2 (<i>choose 1 of 4</i>)
11:30 AM to 12:00 PM	Break with Exhibitors
12:00 PM to 1:30 PM	Networking Luncheon for Conference Registrants
1:30 PM to 2:45 PM	Conference Sessions #3 (<i>choose 1 of 4</i>)
2:45 PM to 3:15 PM	Break with Exhibitors
3:15 PM to 4:30 PM	Conference Session #4 - Condominium Legal Panel
4:30 PM to 5:00 PM	Grand Finale – Closing Remarks and Door Prize Draws

CONDO OWNER INFORMATION SESSION SCHEDULE

9:30 AM to 10:30 AM	Introduction to Condominium Governance
11:00 AM to 12:00 PM	Condominium Insurance from an Owner's Perspective
1:00 PM to 2:00 PM	Steps to Resolve Owner Issues - An Interactive Discussion
2:30 PM to 3:30 PM	10 Secrets to Surviving Life in a Condominium

CONFERENCE TOPIC DETAILS

SESSIONS #1: 8:30 AM – 9:45 AM

How Condo Boards Can Educate Owners: The Ten Most Important Topics to Cover

Presenter: Deborah M. Howes, ACCI, FCCI (High Clouds Incorporated)

Condominium boards often do not think about educating the owners in their community because they are focussed on managing the common property, protecting the finances and enforcing the bylaws. Owner education is part of the governance responsibility of boards. Education can be rewarding, provide cost savings, enhance owner engagement, and reduce conflict and stress in the community. This session will identify the 10 most important topics the board can help educate owners about. Participants will also work in groups to discuss two of the topics.

Rapid Fire Insurance – Panel Discussion

Panel: Dawn Mitchell (Hub International), Tony Reed (BFL Canada), Pete West (Reliance Asset Consulting), and Paul Whitman (Diverse Claims Adjustors)

Condominium Insurance is easily one of the most discussed topics and when incorrect information is received the result can be very costly for both condo owners and the condo corporation. With the current legislation still to be determined we will discuss some key points to address but focus on the current realities and help all attending understand the rights and responsibilities of all involved as well as some Best Practices to follow to reduce your risk and stress levels. If you have any questions or concerns regarding appraisals, claims process, deductibles or policy coverage this is the session you need to attend.

A Little Knowledge Can Be Dangerous: Identifying Roles & Responsibilities to Maintain Common Property

Presenter: Leo Leibel (Wade Engineering Ltd.)

This presentation will illustrate some of the common issues that arise in maintaining the physical components of condominium complexes. This interactive discussion will identify common mistakes that can cost Corporation's thousands of dollars unnecessarily when various stakeholders overstep their level of expertise when determining a proper course of action. We will also focus on the necessary protocols for clear communication with all parties to ensure that the common property and buildings have the best chance of meeting or exceeding their life expectancy.

Budgeting Best Practices: Improving your Accuracy

Presenters: Barb Surry, CMA and Brian Newbert (Victorian Property Management)

Proper budgeting requires much more than cursory preparation and a functioning calculator. Learn from two long time industry professionals on how to effectively plan your next budget by asking the right questions from the start of the process, drilling down on historical data and when to ignore it, identifying realistic savings opportunities and managing your cash flow. We will touch on how these practices can assist you with your budgeting process for the Reserve Fund Plan as well.

SESSIONS #2- 10:15 AM – 11:30 AM

How to Create Awesome Condo Board Meetings

Presenter: Gord Sheppard (Professional Facilitator and Coach)

Effective condominium board meetings are at the heart of every great condominium corporation. But too often, condo board meetings get side-tracked for a variety of reasons including:

- *Poor time management*
- *Open agenda*
- *The Chair lacks meeting experience*
- *People get into conflicts and more*

Sound familiar? Well if you're looking for a fast way to get the tools you need to make your condo board meetings fantastic then you should attend this session and learn:

- *How to become a better meeting facilitator*
- *How to fight, so you can really get along*
- *How to create an effective agenda*
- *How to connect your condo board meetings to your long term strategy and more*

Improve your Energy IQ to Reduce Expenses – Panel Discussion

Panel: David Dodge (Energy Efficiency Alberta), Nigel Gamester (8760 Expense Management), Chad Mielke (Peace Power), and Chris Vilcsak (Solution 105 Consulting)

There has been a lot of recent news about the electricity & natural gas markets in Alberta, including carbon levies and rebates, presenting a major challenge for Condominiums to fully understand what this means for their Corporation. This panel comes from various backgrounds of Professional Energy Management services to make sense out of this very complex operating expense for Condominiums. Attend this session to understand more about what is going on in the world of Alberta's deregulated energy markets and come to learn how valuable this expertise can be for your Condominium.

A Proactive Approach to Protect Parkades and Parking Lots

Presenter: Jamie Murphy (Read Jones Christoffersen)

When one has been involved with parking structure repairs and restoration for a lengthy period of time, you encounter a lot of interesting situations. This presentation will discuss the various types of parking structures and the deterioration that can take place. Damages resulting from deterioration of the structures can be extremely costly to repair if left unchecked. An overview of the evaluation process will be covered including the types of reviews and testing, recognizing the problems, analyzing the repair and protection alternatives to establish a suitable course of action and budgets.

Dissecting the Delivery of Condo Documents – Panel Discussion

Panel: Stephen Cassidy (Condo Papers), Mira Mehta (KDM Management), Brad Mitchell (AREA), and Bernice Winters (Condo Check)

Nothing is more representative of the Wild Wild West perspective of condominium living than the delivery of Condominium Documents to both owners and potential purchasers. The timeframe conflict between realtors and the current Act, the wide variance in fees charged, and what other documents should be distributed are just a few of the discussion points that the panel will debate. We will take a look at how other provinces are dealing with this issue and see if we can come to some agreement as to a guideline for reasonable costs and delivery times.

CONFERENCE TOPICS CONT'D

NETWORKING LUNCHEON 12 NOON – 1:30 PM

With this many people together in one place it only makes sense that we give you an opportunity to use your networking skills to your advantage. Whether you want to meet other condominium corporations that are similar to yours (e.g. - townhome, hi-rise, recently developed, self-managed, etc) or spend some time with a group of service providers (e.g. - engineers, maintenance companies, financial services, etc.) we will do our best to accommodate. Enjoy your lunch and catch up with your colleagues first, then make the most of the opportunities provided for the second half. Networking details will be decided by attendees in advance. Stay tuned for details.

SESSION #3- 1:30 PM – 2:45 PM

Why Can't We Be Friends? Resolving Disputes through Mediation

Presenter: Pete Desrochers (Alberta Arbitration and Mediation Society)

The presentation would be on the need for managers, condo board members and condo owners to better avail themselves of mediation and other Alternative Dispute Resolution (ADR) mechanisms available to resolve a growing number of issues and complaints received by the government and various societies. Using a live role play scenario, the presenter will show how effective this style of dispute resolution can be carried out and encourage stakeholders to consider this cost effective option in the future.

Dealing with Disaster: A Fort McMurray Update – Panel Discussion

Panel: Arianna Johnson (Hillview Park), Jane Simpson (Southridge Gardens), Hugh Willis (Willis Law), and Tony Esposito (BFL Canada)

Almost a year to the day was the start of the timeline for the unimaginable fire disaster that resulted in the full evacuation of Fort McMurray. Our panel includes two Board Members whose condominiums were significantly affected along with a legal and insurance perspective from others involved. While there is still much to complete to date, the presenters will outline the enormous challenges they faced including evacuation, ongoing communication and information gathering, financial considerations, bureaucracy barricades and reconstruction obstacles, never mind the emotional toll it has taken on all those affected. It is a unique lens seen through the eyes of a condominium community.

Make the Most of the Reserve Fund Assets without Breaking the Bank

Presenters: Elizabeth Lunney, CFA and Samia Preston (Matco Financial Inc.)

Searching for a higher return on investment? Worried about hidden investment risks? Confused by industry jargon? This session will provide a framework for addressing your fiduciary responsibilities as they relate to Reserve Fund asset management. We will address the correlation of the Reserve Fund Report and Plan with your investment plan and the importance of a well drafted Investment Policy Statement. From there we will provide an overview of investment industry participants, product choice, service options and pricing. The goal is to provide participants with a decision making framework and the tools to develop and implement a thoughtful investment plan designed to meet your Condo Board needs.

Follow the Rules or Face the Consequences: A Condo Fine Primer for Boards

Presenter: Todd Shipley (Reynolds, Mirth, Richards & Farmer LLP)

The Condominium Property Act and most modern condominium by-laws allow boards to issue fines for noncompliance. However, Courts have sometimes refused to enforce fines and awarded costs against condominium corporations who did not utilize their authority in a proper manner. This session will consider the benefits and risks of fines, how and when they can be utilized, and in what circumstances fines have been successfully challenged.

SESSION #4- 3:15 PM – 4:30 PM

Condominium Legal Panel

Panel: Robert Noce (Miller Thomson LLP), Todd Shipley (Reynolds Mirth Richards & Farmer LLP) and Hugh Willis (Willis Law)

Nominated for an Emmy for Outstanding Reality Competition based on last year's performance until we realized no one had bothered to take the time to film them, our trio of legal experts return to close out the Educational portion of our Conference. They will bring you up to date on recent case law that will either directly or indirectly affect how condominiums operate moving forward as well as lend their varying opinions to possible changes in the important Phase 2 Regulation Amendments. Attendees will also have the opportunity to ask questions to the panel during the session. Come prepared!

GRAND FINALE- 4:30 PM – 5:00 PM

Draw Prizes / Closing Remarks

We are very fortunate to have a large group of generous Business Partners who donate prizes for the attendees. It is definitely worth the wait as you must be present to take home a draw prize if selected.



CONDO OWNER INFO SESSIONS

ONLY \$15 PER SESSION UNTIL MARCH 31!

SESSION #1: 9:30 AM – 10:30 AM

Introduction to Condominium Governance

Presenters: Anand Sharma (CS Management), and Michael Gibson (Sharek Logan & van Leenen LLP)

If you have never had the opportunity to upgrade your understanding of how condominiums operate in Alberta, this session is geared for you! We will review the current governance structure in our province including the necessary documentation each owner should have. We will explain the rights and responsibilities of Condominium Owners, Boards and the Corporation itself as well as how they all function within the self-policing nature of condominium living. Come ready with your questions and remember, knowledge is power!

SESSION #2: 11:00 AM – 12:00 PM

Condominium Insurance from an Owner's Perspective

Presenters: Michael Boisclair FCIP, CRM, Sacha Carey and Will Summers (Arthur J Gallagher Canada)

Did you know there are a number of extenuating factors that have to be considered when a condominium owner purchases their insurance policy? Learn how to ensure you have proper personal coverage and understand the differences between what the condominium corporation policy and the individual owner policy will cover and how this can vary from one condo to another. We will also review how a possible insurance claim is handled in a condominium setting.

SESSION #3: 1:00 PM – 2:00 PM

Steps to Resolve Owner Issues: An Interactive Discussion

Presenters: Carol Humphries (Barth & Gosset Manor), Terry Gibson (Condo Owners Forum) and Trudy Anderson (KDM Management)

Believe it or not, every Owner will have frustrations and issues about their Condo from time to time. Whether it may involve your neighbour, a Board decision, or the management company, etc., finding a solution to your concerns is sometimes a time consuming process. This session will outline practical steps to take, and those not to take, to attempt to achieve a satisfactory resolution. Bring your success stories to the session and share with all of us as we learn how to face the all too common condo conflicts.

SESSION #4: 2:30 PM – 3:30 PM

10 Secrets to Surviving Life in a Condominium

Presenter: Bernice Winter ACCI, FCCI (Condo Check)

Condominium living is more than having door keys and parking in the right stall. Knowing which documents contain information that can make your condo experience enjoyable and help you protect your property value is of great importance to every owner. Using the keep-it-simple principle we will identify the critical content within the documents and identify how this information impacts you as a condominium unit owner or a seller. Let us take the guesswork out of wading through those condo documents. Each attendee will be given access to a complimentary e-copy of this 162 page book.



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