



Ryan Coles

My primary goal as the president is to continue to grow our membership, with special emphasis on condo owners. They are the ones who we are all here to better serve.

Message from the President

It's been almost a year since I wrote a message for this newsletter. Since then we've had exciting cover page news to share, including an announcement about the new LCCI designation released by CCI National last spring. I'm happy to announce that myself and Andrew Fulcher of the CCI South AB Board are two of the first people to obtain this designation.

For those of you who have been members for more than three years, please consider applying for this and spreading the word. The designation is a form of marketing that can grow CCI's brand and recognition. It also shows clients that you are an experienced, condo-focused service provider.

Another recent front page announcement highlighted the Volunteer and Condo of the Year

awards. Congratulations to Kim Schulte of The Tudors and Glorand Place respectively for receiving these well-earned acknowledgements. I had the opportunity to give Kim the award in person, with his fellow owners. (They had wine and cookies...I was not about to pass up the opportunity to present). Kim's fellow owners had some lovely words to say about Kim and it was great to be back at a building I actually first visited 10 years ago for a Reserve Fund Study.

(continued on page 3) →

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CCI South Alberta Chapter

- To keep updated on chapter events;
- To receive updates on industry news and condominium related issues;
- To network with other CCI South Alberta members;
- To sign up for future CCI events.

in this issue

- | | |
|---|--|
| <p>3 Message from the President
(continuation)</p> <p>4 Year At A Glance</p> <p>5 How to Prevent Leaks in Older Residential Buildings</p> <p>9 Getting to know Lauren Larre</p> <p>11 The Supply-Chain Condo Conundrum</p> | <p>13 Ten Helpful Tips to be an Effective Board Member</p> <p>16 The Litigation Committee Or, Why You Shouldn't Have All Owners Vote On A Settlement Proposal</p> <p>18 CCI South Alberta Chapter Members</p> <p>26 The Delicate Balance of Social Media in Condos</p> <p>27 ACMCE Announcement: Pre-Licensing Education Options Now Available
Announcing Alberta Condominium Management Education Consortium</p> |
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The LCCI Designation Program

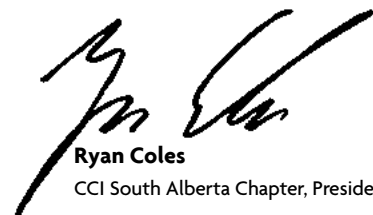
(continuation from page 1)

Continuing on the thread of our chapter's news headlines, CCI South AB and North AB have partnered with the Alberta Real Estate Association (AREA) to create the Alberta Condominium Management Education Consortium (ACMEC). Apologies for adding another acronym to your life. ACMEC is one of only two providers currently approved by RECA to provide courses that assist condo managers in meeting their licensing requirements. The ACMEC course material was jointly produced by CCI members and AREA.

I've made a number of phone calls and emails to various property managers to get the word out about our course offerings. We are the most cost-competitive and timely option on the table right now. Even if you don't need to be licensed, consider taking the Fundamentals of Condo Management course to be more informed about the requirements of a property manager's job. Property managers are critical contributors to this industry and its one of the toughest jobs I know. And if you are self-managed, the Fundamentals course would be an excellent supplement to our CCI 100/200/300 courses. We hope that our educational courses

continue to be a valuable asset to Board members and those property managers who want to expand their knowledge base. CCI covers many topics in greater detail in our 200 and 300 courses - for example, we dive pretty deep into building envelope topics (one of my true passions) in our 300 course.

Let's close with a classic anecdote many of you are likely familiar with. I was chatting with a coworker who is in a tiff with his own condo Board/developer over a bylaw and rules clarification. I explained that from my perspective, there are often two streams of owners who are trying to get the actions/responses they need from the Corporation - those who play an 'empathy card'...and others who can tend towards an angrier approach, needing responses immediately and sometimes with a threatening tone. A more patient and respectful approach leads to better results for us all in this industry. My team focuses on this mantra every day and we certainly appreciate every one of you who demonstrate the same. Let's set out to share some kind words with our fellow Board members and project teams in the coming months. I hope to see more of you in person soon too!



Ryan Coles
CCI South Alberta Chapter, President

At a Glance

ANNUAL GENERAL MEETING (HYBRID) -

Thursday, September 30, 2021

FIRESIDE CHAT WITH THE EXPERTS ON

October 29, 2021	Builder's Liens
November 25, 2021	Managers are from Mars, Boards are from Venus
January 27, 2022	The Concrete Parkade Conundrum
February 24, 2022	Asbestos, Mould, Microbial Awareness in Condos
March 31, 2022	Legal Costs for Condominium Corporations
April 28, 2022	RECA Condominium Licensing Update
May 26, 2022	Coming soon
June 30, 2022	Mix & Mingle Social

COURSES

CM101	Directors Education
CM100	Fundamental Management Principles
CM	Intro Financial Mgmt & Successful Budgeting
CM200	Practical Management Principles
CM300	Specialty Management Issues

*Please note the CCISA Board has decided to continue virtual events for the time being.
Please review CCI South Alberta COVID-19 SAFE EVENTS POLICY on the website

! notice

CCI-SA has taken steps to support the temporary social distancing measures currently being implemented to arrest the spread of COVID-19.

Please check our website for updates on events as they become available.

GOLF TOURNAMENT

June 7th, 2022

Bearspaw Golf Course

ACR CONFERENCE 2022

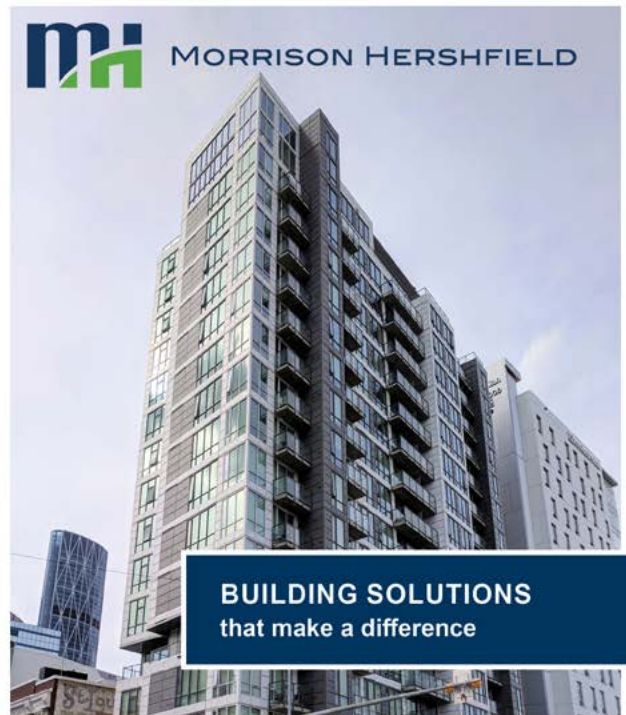
2022 Alberta Condominium & Real Estate Conference
September 16 & September 17
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How to Prevent Leaks in Older Residential Buildings

By Violet Lim, P.Eng.,
Read Jones Christoffersen Ltd.

If the walls are not adequately waterproofed, or if there are through-cracks present and the water isn't properly drained away from the foundation wall via a weeping tile system at the foundation's footing, water is forced into the basement.

Leaky basements are a common issue in older, smaller residential buildings. Annoying and potentially costly for building owners, they aren't necessarily a sign that the building was poorly constructed.

Time works against older buildings. However, new builds are also susceptible to leaks. Concrete foundation walls can be just as vulnerable as those made of masonry (ie. brick) or concrete block units.

In most cases, leaks are a result of an unfortunate combination of time and forces of nature. Concrete inevitably cracks at some point in time, and often these cracks will extend the width of a basement's foundation wall (known as "through-cracks"), allowing water in saturated soil to seep through.

Basement leaks are typically caused by one, or a combination, of the following:

1. Hydrostatic pressure. This occurs when the soil below the foundation and/or around the foundation walls is

saturated with water, creating pressure against the foundation slab from below or against the walls. If the walls are not adequately waterproofed, or if there are through-cracks present and the water isn't properly drained away from the foundation wall via a weeping tile system at the foundation's footing, water is forced into the basement.

Some soils, like sand or loam, absorb little water and allow fast drainage, while clayey soils are very absorptive and potentially expansive when saturated. If water is not adequately discharged via weeping tiles to a municipal storm drainage system, surface soil can become saturated during heavy rain or snowmelt events.

Additionally, blocked or clogged gutters and downspouts that do not extend away from the building will discharge large volumes of water adjacent to the foundation.

2. Seepage. If the top of a foundation wall is below the surface soil grade, seepage is likely to occur over the top of the wall during heavy rain or snowmelt events.

3. Backsloping. Sometimes, a negative-sloped yard that slopes towards the building (rather than away from it) will direct large volumes of water to the exterior wall and create hydrostatic pressure. If that wall is not adequately waterproofed, and if cracks are present, the water will have nowhere →



Leaks can cause further structural damage if not dealt with in a timely fashion, potentially rendering the foundation and the building unsafe.

else to drain. If there is no weeping tile system at the foundation footing to direct water to a storm sewer system, then leaking will occur into the basement.

4. Poor reinforcement. A foundation wall that has too little steel reinforcement sometimes results in structural cracks that extend the width of the wall, allowing water to seep through. Bowing foundation walls and/or horizontal cracks at or near the mid-span of the basement wall are indicative of inadequate steel reinforcement within the walls.

However, the most common source of water seepage is actually through non-structural cracks in a concrete wall. Non-structural cracks occur over time and are caused by changes in concrete moisture during initial curing (i.e. concrete shrinks as it dries and hardens), temperature changes, or improper concrete application at time of

installation. Both structural and non-structural cracks are caused by different mechanisms, and may require different repairs or combinations of repairs.

5. Clogged window wells. While most window wells come with drains in case water accumulates from heavy rain or snowmelt events, these drains may become clogged or may be missing entirely, in which case water will enter around the window.

Preventative maintenance and repair

Typically, basement repair leaks can be performed from the inside or the outside as needed, and they can be done on concrete, cement block, or masonry foundations. There are several ways to repair existing leaks and prevent future ones from occurring.

1. Install a waterproofing membrane on the exterior side of the foundation wall. This would require excavation of soil to facilitate the installation. At the same time, if not already installed, adding an exterior weeping tile or drain system is recommended. This is a belt-and-suspenders system designed to reduce hydrostatic pressure during heavy rain or snowmelt events, and to direct large volumes of water away from the foundation wall to the storm sewer system.

2. If the grade is backsloped towards the house, it should be properly re-sloped away from the building. Ensure downspouts are discharging and directing water away from the building.

3. If there are structural cracks present in the concrete wall, this could be a sign that the structure is shifting or sinking, or that there is inadequate steel reinforcement within the wall. Consult a structural engineer, as structural repairs may be required. If the engineer deems that the cause is inadequate steel reinforcement within the wall, the wall then needs to be reinforced and stabilized, usually in the form of supplementary steel reinforcement installed in the basement interior. Both structural and non-structural cracks can be sealed from the interior with expanding polyurethane injections – essentially inserting an expanding, flexible material that fills and seals the crack. If the cracks are narrow enough, they can be bridged with an exterior waterproofing membrane.

4. Window wells that don't have drains should have them installed to direct water to the weeping tile system below or away from the building. Clogged drains should be inspected regularly and cleaned of debris. Window well covers keep out debris and minimize the chances of a drain from being clogged.

Implications of unchecked water leakage

Water is the source of most building issues, and these can exacerbate or compound over time. For buildings that have drywall covering interior basement foundation walls, the presence of water promotes the growth of mould, which is dangerous and harmful to the occupants' health. Additionally, leaks can cause further structural damage if not dealt with in a timely fashion, potentially rendering the foundation and the building unsafe. It is crucial to detect any moisture ingress as early as possible.

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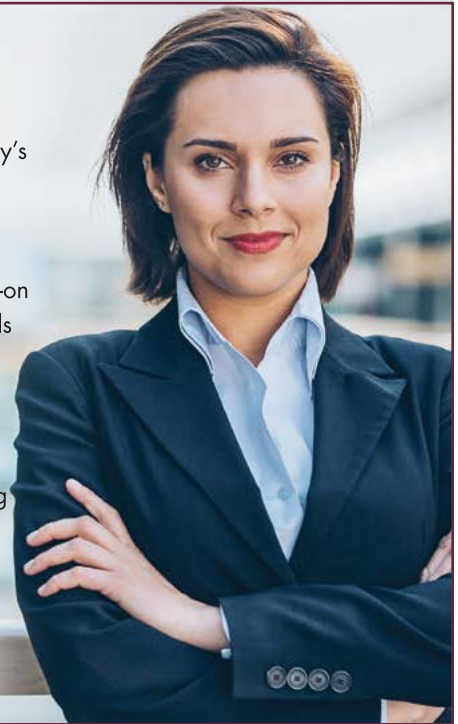
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Getting to know Lauren Larre

Usually, you would be able to meet CCI South Alberta Chapter's Board of Directors' at around the networking portion of luncheons, at breaks throughout various courses they may instructor, or in our Alberta Condominium & Real Estate (ACR) Conference exhibitor booth. We are pleased to provide an opportunity for you to get to know us.



Laren Larre

In this edition, we would like you to meet one of the new CCI South Alberta's Director, Lauren Larre! Lauren is the Regional Director of FirstService Residential.

How long have you been in this position(s)?
6 years

How did you get into the Condominium Industry?
I started property management on the rental side. I have always been interested in real estate (my mother is a realtor) and jumped at the opportunity

to Join FirstService Residential in 2016, when I was selected to join the company

What was/is the most rewarding aspect of the project?

I have just finished implementing a new internal system called Property Fundamentals at FirstService Residential. This system will utilize technology and take property specific data

points to provide the Property Manager (PM) automatic notices on upcoming key dates, by property. This program was also designed for Regional Director (RD) oversight to proactively manage PM performance. A Dashboard will provide a snapshot to the RD of the PM to monitor performance based on specific KPI's.

The most rewarding part is that it is another tool that will assist PM's in providing top notch service. It will add another level of support and oversight for the RD's to be able to add extra support and coaching where need be.

How long have you been a CCISAC Member?
Less than a year

Current CCI South Alberta Board Position
Member at Large

Do you sit on any Committees?
Membership Committee. Also recently was appointed to the ACMEC Education Committee

What do you value most of your CCISAC membership?
The depth of resources and expertise that CCIAC offers to management firms, property managers, vendors, board members and condo owners. →

My team of Property Managers inspire me every day. They work so hard for the Boards and are very supportive of each other.

Why did you decide to volunteer as a Board member with CCISA?

I am a big believer in education for board members and condo owners. At FirstService Residential we focus on Board education, and I wanted to learn more outside of my own network. Being a CCI Board member has already taught me so much and I have only been on the Board for less than 6 months. So far, it has been a very rewarding experience!

What advice would you provide to someone who is thinking about joining CCISA?

Just do it! The learning opportunities are endless. CCI is also great for networking and thinking outside your own box.

What is the biggest distraction when you are working?

Email notifications popping up! In order for me to stay focused on a task, I had to turn them off.

What/Who inspires you and why?

My team of Property Managers inspire me every day. They work so hard for the Boards and are very supportive of each other. I have managers on my team that have been in the industry much longer than me and teach me every day and for that, I am very grateful.

What does “success” mean to you in terms of your work as a board member?

Success to me would be making an impact or difference and being able to contribute to the chapter in a meaningful way.

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The Supply-Chain Condo Conundrum

By Brian Shedden, BSS®
Entuitive Corporation

Well, yet another term brought to us by the Pandemic: Supply-Chain.

Like 2020's "Pivot", a term we grew to dislike, the 2021 to present "Supply-Chain" term is one we could have well done without.

Alas, the disruptions in both manufacturing and distribution, which is a world-wide phenomenon, is both very real and very unwelcome.

In your daily life, it may mean that grocery stores have fewer items on the shelf, a new car may be harder to find and prices, well they just keep going up.

For the first time in many years, there is renewed concern over inflation. Prices keep going up, driving up the inflation rate and with few tools in their tool boxes to combat inflation, Central Banks are now signaling an impending round of interest hikes, making consumers pay yet more.

So, how does this affect Condominiums and what does it mean for your corporation?

Well, the biggest impact is on your Reserve Fund. This fund is updated every five years in Alberta and it is essentially an attempt to look 30 years into the future to forecast the financial resources that will be required at various times to ensure that the physical property of your corporation can be restored or replaced if needed. In most

corporations, your contributions to the Reserve Fund typically represent 20-30% of your monthly condo fees.

For many years, interest rates have been stable and low and inflation has also been low as well. However, that all changed with the

onset of the Pandemic.

For those of us in the Engineering world, this is what we are seeing:

- Contractors are having difficulty getting the materials that they need to conduct their work.
- Extraordinarily long lead times on the delivery of materials are leading to projects taking significantly longer than originally planned, leading to anxiety on the part of unit owners as they live in a construction site for many months.
- The costs of projects are rising at a fairly alarming rate. Why? With so much uncertainty surrounding material costs, contractors are having to manage their risk by increasing their bid prices to cover the cost of the unknowns.
- Reserve funds are taking significant hits as the costs to replace that were in place when your study was conducted 4 years ago may be largely irrelevant now.
- The costs of adequately funding the reserves are driving up condo fees or leading to Special Levy's.

This situation, like so many of the problems brought about by the Pandemic, is having to be managed on the fly and that leads to increased uncertainty and increased costs. As there is only one person who bears the brunt of these increased costs, the Unit Owners, we are in the middle of tough times and the end is nowhere in sight, yet.

CCI

Extraordinarily long lead times on the delivery of materials are leading to projects taking significantly longer than originally planned, leading to anxiety on the part of unit owners as they live in a construction site for many months.





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Ten helpful tips to be an effective board member

By Lauren Larre
FirstService Residential

Extraordinarily long lead times on the delivery of materials are leading to projects taking significantly longer than originally planned, leading to anxiety on the part of unit owners as they live in a construction site for many months.

Congratulations, you're on the board of directors for your condominium corporation. Whether this is your first time sitting on a board of directors or you've been doing this for years, keeping up with the fiscal responsibility for your community is a big job.

Each officer on the board of directors has a fiduciary relationship with the corporation members and must act in good faith. This relationship imposes obligations of trust and confidence on the board in favour of the corporation and its members. Board members must act in good faith and in the best interests of the corporation members.

Acting on behalf of others in your community may sound like a daunting task, but following these simple, common-sense tips will make your time on the board a valuable and enjoyable learning experience.

Tip #1: Community wants and needs supersede personal agendas.

Everyone has a unique vision for their community, and the kind of lifestyle they want to see. People will have different ideas of what kind of projects will bring value.

Now that you're a board member your own needs may have to take a backseat to community needs. The decisions you and the board make now affect everyone in the community, today and tomorrow. You might have to walk in someone else's shoes at times during your role to see the big picture.

Cassie Henderson, Manager Service Excellence at FirstService Residential, agrees. "We understand how critical it is for board members to honour their fiduciary obligations while acting in their property's best interest, and this may mean setting aside personal agendas. Establishing common goals and timelines from the beginning, and especially after elections, goes a long way in helping boards work together and achieve their goals."

Tip # 2: Your friends & neighbours may be on the board.

It's an enjoyable experience when you can work alongside people who have common interests. Community residents all want the same thing — a well-managed home. Not everyone will agree all the time and differing opinions can side-track get you. →



Keeping your board's community vision and goals at the heart of every matter helps manage expectations, provide reasoning for decisions, and work through conflicts.

On the bright side, different perspectives and opinions can be a healthy way to reach the best solution, as long as everyone maintains respect.

Tip #3: Learn, listen, and educate yourself.

Your community is a treasure trove of information. Get to know the property and people who live around you. Understanding your community needs, what residents want, and the kind of community lifestyle the board wants to create will turn community dreams into reality.

Educating yourself helps with informed decision-making. Not only do you need your ear to the ground in the community, why not tap into knowledge and support outside your corporation. Seminars, books, condo events and networking with other condo corporation boards are valuable and nurture new ideas.

Tip #4: Engage with your community.

Your community is stronger when you work together, and people like sharing their ideas. Consider hosting community events and getting to know your neighbours. Whether it's a food drive, holiday party or fundraiser, this is an excellent opportunity for a meet n' greet between neighbours.

Events are a great way to learn which residents are game to work on special committees. Many people want to contribute, and hosting informal events encourages people to come forward with ideas and knowledge sharing.

"Knowledge should be shared," says Glenne Manlig, President of FirstService Residential. "Trust is earned when we empower residents through transparent, clear communications and managing expectations — while fostering strong community relationships."

Engaging with your community can also be a form of 'succession planning': people attending an event or volunteering on a committee may be future board members.

Tip #5: Set a good example.

Being a role model is a significant part of your job. You're part of a leadership team, and essential that people see you lead by example. How you portray yourself influences how others perceive you, and positive behaviour cultivates

respect and trust in the board and their decisions. When board members embody community values and abide by the policies, others will follow suit.

Leading by example could be as simple as behaviour like taking time to listen to residents and following up on all issues in a timely manner. Or it could be more involved where following a community by-law means making certain sacrifices; like pet restrictions.

Tip #6: Be prepared.

Board meetings keep people engaged and on the same page as you meet community goals and follow your vision. Remember, board roles are volunteer positions and another activity in busy lives. Come to meetings prepared.

If you have materials to present, distribute them ahead of the meeting. Please read materials in advance when you receive meeting material beforehand. Being prepared acknowledges and values people's time and ensures efficiency and informed decision-making. Ready board members elicit more robust conversations where everyone feels informed and on equal footing.

Tip #7: Be responsive.

Concerns and issues always pop up in communities. Some may need to be dealt with immediately, while others aren't critical to attend to right away. Don't procrastinate. When someone in your community raises a concern or issue, address it, don't put it on the back burner.

Henderson believes that "High-performing boards are committed to protecting the interests of the property and owners, which means maintaining and enhancing common areas. The goal →

Remain transparent, keep the lines of communication open, and share news regularly — with residents, tenants and fellow board members. Encourage people to attend open board meetings. You'll be sharing important news and information while hearing new ideas.

should always be improving residents' quality of life."

Whether the matter at hand is critical or can wait for a while, get to it. Wouldn't you want your concern cleared up as soon as possible?

Tip #8: Be transparent.

Adopt an attitude of sharing. The rumour mill is fraught with inaccurate information, and speculation among residents about a community issue can quickly turn into a bush fire.

Remain transparent, keep the lines of communication open, and share news regularly — with residents, tenants and fellow board members. Encourage people to attend open board meetings. You'll be sharing important news and information while hearing new ideas.

Transparency isn't a viable option when confidentiality is at stake. However, you can still be transparent by informing people that you are aware of the issue and gathering information to facilitate decision-making. Assure them they'll be informed once the board has a clear direction to follow.

Tip #9: Consider hiring a professional condo management company.

Alleviate some growing pains and look into hiring some experts to manage your community. We aren't all-knowing, and some board work may be unfamiliar to you. Your board likely consists of experienced and new members. Either way, condominium

management companies are a value-added resource.

Property or community managers are highly beneficial because they have the expertise and knowledge to prevent costly mistakes. They'll keep your board on the right path by providing planning, budgeting and project management advice, in addition to managing your operational obligations.

With the new amendments to the Condominium Property Act, all property managers must be fully licensed by Nov. 30, 2022. The coursework is demanding however once complete, property managers will receive a professional designation with their full license.

With a licensed property manager at the helm of your community operations, you'll find a little peace of mind your community is in good hands.

Tip #10: Work with, not against, your community manager.

Your board role is to set policies, make policy decisions and plan for your community. Your community manager is your partner, providing guidance and advice.

This role distinction is crucial. You and your board are the decision-makers, and your community manager carries them out. Based on the board's direction, the community manager will enforce policies and manage all property operations.

Make your journey easy and work in tandem with your community manager. They're a valuable partner providing you with free learnings and navigating any pitfalls along the way.

Your board journey promises new learnings and partnerships, meeting new people, and participating in your community. Follow these easy tips, and you'll be rewarded with a well-run community, and satisfaction that you've made a difference.

Never forget: A cohesive community means residents and boards work together in creating successful governance of one of your most important assets — your home!

cci

The Litigation Committee Or, Why You Shouldn't Have All Owners Vote On A Settlement Proposal

by David Cumming
McLeod Law LLP

The Board should delegate to this committee unfettered discretion to settle matters and make decisions in the litigation.

I recently heard a story where a file a lawyer-friend of mine inherited had a Condominium Corporation continuing litigation against a Developer against their will. Some time ago the Developer had offered a settlement proposal, and this proposal had been put to the owners for a vote. The Board tended to think it was a good idea to accept the settlement proposal, but the owners rejected it. Now they are reluctantly continuing the litigation after spurring the chance to pocket some money and put this behind them.

Condominium Boards may think that it is fair that the owners should get a voice in accepting or rejecting any settlement proposal, particularly a settlement in an action against and developer or contractor involving expensive repair of deficiencies. After all, each owner is a shareholder

in the Corporation and the result of the litigation affects their interests. However, I'm here to tell you that this is a bad idea. Unless you live in a very small condominium project such as a four-plex, only a small sub-set of owners should handle all matters dealing with any litigation.

To understand why, consider the following scenario:

The Condominium discovers that there is building envelope leaking issues that is going to require remediation in the amount of approximately \$1 million. They sue the developer over these deficiencies, and during the litigation the developer offers a settlement of \$600,000. If this is put to the owners, they might feel that this unfair and well under what they should be entitled to. After all, the remediation is going to cost them a million dollars, and it was the developer's fault. Why should they settle for any less than that?

Depending on the case, there may be several answers to this question. There might be issues with a limitations period such that the developer might have a complete defence to the claim and is not liable for anything. The developer being a shell company with no assets and have of insurance limits that are well under the amount of



the claim, making collecting upon a judgment an issue. There might also be an issue with the Corporation not taking reasonable steps to mitigate the damage by conducting repairs sooner, as if they did so the cost of repair would be much less. Last, even if the Corporation has a very strong case, it is going to take years of costly litigation including questioning, hiring experts, and trial before they can get a Judgment. In short, there may be several reasons why it might be a good idea for a Corporation take this offer, but those reasons might be complicated and require a fair bit of work to understand.

The above should illustrate that deciding whether to make or accept a settlement offer, or take any steps in a lawsuit, requires the weighing of several factors. You'll need to have a comprehensive understanding of all the facts, be able to assess the risks, and even delve into legal concepts which might be difficult to understand (if you ever want to feel needlessly confused, just Google "doctrine of pure economic loss"). That is not to say this is an impossible task; in my experience most Condominium Board members can get a good intuitive grasp of the legal issues if they are explained to them properly and if they have the chance to ask questions. It is one thing, however, to have this discussion with a small group of Board members who are up-to-date on the status of the legal action; it is quite another to try and impart this information to a large group of owners who may or may not know the history. The conversation simply isn't going to go well if it takes place in a large group.

My typical recommendation to Condominium Corporations when dealing with big litigation matters like building deficiencies is to appoint a litigation committee of three members. The Board should delegate to this committee unfettered discretion to



settle matters and make decisions in the litigation. The litigation committee members can focus on the litigation and should not be expected to contribute to other Board business to the same extent as the remaining members, who should be expected to pick up a little of the slack given the commitment that the litigation committee may entail. I find three to be the ideal number as there's always a tie-breaking vote if decisions have to be made, and it is small enough so that if each member takes the time to familiarize himself or herself with the action and the issues they should be able to make informed decisions when the time comes.

This is not to say that the ownership shouldn't be apprised of the litigation. I recommend giving status reports to the owners when each major step occurs in the litigation and a general update on the status at each AGM (being careful not to give away any strategy or privileged information as you have to assume that the opposing side may get their hands on the report). However, the major decisions in the litigation should not be put to the ownership at large, and the best response to any owner who is taking a very close interest in the litigation would be to invite them to put their name forward at the next AGM to be a Board member and volunteer their services for the litigation committee.

The Board should delegate to this committee unfettered discretion to settle matters and make decisions in the litigation.

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Welcome to new members

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Cathy Robinson
Margrit Henning
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JRS Engineering, Mike Dietrich
Quarter Park Management, Jason Ager
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Shirley Ganong
Terry Gibson
Nadine Godlonton
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Jonathan Grose
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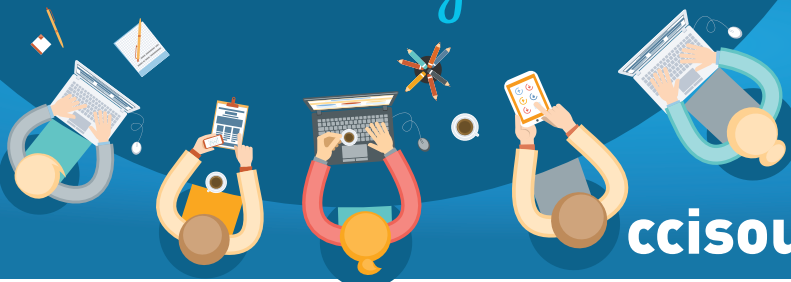
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The delicate balance of social media in condos: Creating a safe venue for more transparent communities

By Shlomo Sharon, CEO of Taft Management Inc.

Almost every condominium corporation has a social media site, which is the domain of the residents. Often, the owners themselves, or sometimes management, initiate this. Some people view it as a positive tool and are very excited about it, while others have concerns.

How can we work with this platform to find a way for owners, residents, boards and management not to be afraid, but to enjoy the benefits it brings?

Set initial goals with social media

An important first step is to define what creating this tool attempts to achieve. Be clear as possible about who should administer the site, not control it, and who should be allowed to participate.

Should the administrators be a mix of non-board owners, a board member and a property manager? Or, should there be another structure for administration? Selecting the right people will prove useful and help to resolve future issues which may arise.

Clarify what the function of social media is in the life of the condominium community. Such a tool can introduce

the owners and residents to each other and to the board and management. Some may feel the site should be reserved only for owners, but when management is invited to participate, it could be helpful.

The site can allow owners to take initiative in creating social events, such as dinners, parties, lectures, movie nights, the sale of personal items, etc., which can enhance the social life of a condominium community's residents.

A safe venue for transparency

A social media forum can also be a venue to express opinions and issues concerning the management of the community. This freedom of expression should never be restricted; however, it is possible to cross the line.

In certain circumstances, where anger and frustration may escalate, it is never justifiable to post an offensive message of foul language, as is sometimes the case. There is no room for such behaviour in a community.

How should residents present their thoughts and ideas on social media without offending people? Differing opinions and concerns are welcome, but in a respectful way. Administrators are primarily responsible for determining if one's language has gone beyond what is proper and are there to handle troubling situations and diffuse a message's unwelcome tone.

A proper guideline, which each

This social platform is restricted to a particular community of which the management company is an integral part.



owner receives, should outline what is acceptable to post on social media. It is essential this guide is updated on an ongoing basis and is clear to avoid any misunderstandings.

The appointed administrators, in turn, should have the authority to delete any offensive postings and also have a set of guidelines themselves to dictate what it deemed “dangerous” and “offensive”. Legal advice may also be suggested. But posting on social media comes with responsibility and freedom; understanding this delicate balance helps avoid any legal dilemmas.

Sometimes, before raising an issue with management, residents might take to social media to voice concerns over maintenance, such as window leaks or balcony repairs, as a way to determine if issues are their responsibility or a common element. Sometimes, they may even voice a concern about management itself.

Managers should be willing to accept that social media is a likely platform where owners and residents discuss such affairs, and that regulating the issue is the priority—not taking apparent criticism to heart. This social platform is restricted to a particular community of which the management company is an integral part. In turn, management should likely participate in a condominium’s social media platform.

Living in a condo brings advantages and challenges. Social media should not serve to offend, but rather be a tool to enhance the lives of owners and residents.

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Reprinted with permission: CondoBusiness, Part of the Reminetwork.com; Shlomo Sharon, Wednesday, January 19, 2022, The delicate balance of social media in condos Creating a safe venue for more transparent communities, February 23, 2022, www.reminetwork.com/articles/delicate-balance-of-social-media-condos/

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- Condominium Management Broker Program

Our education program was developed for condominium professionals by condominium professionals. ACMEC partners, CCI and AREA, collaborated with subject matter experts who have practical experience in condominium law and condominium management in Alberta to create this content. As a result, our online education program is high-quality, competitively priced and offers a course bundle option to provide additional value to the condominium management community.

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About Us: The Alberta Condominium Management Education Consortium is a Canadian non-profit organization whose members include CCI North Alberta, CCI South Alberta, and the Alberta Real Estate Association (AREA). The consortium exists to offer high quality condominium management education for industry professionals, by industry professionals. Contact: info@acmec.ca



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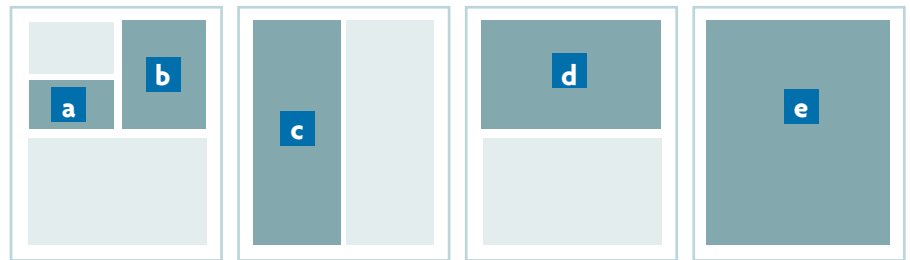
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