



Ryan Coles

*My primary goal as the new 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

Well, look what I went and did. After two years with the CCI SAB Board, I'm flattered to have been nominated by my fellow Board members to fill the role of President of CCI Southern Alberta over the next 12 months. I look forward to serving you with a fresh mindset for the coming year.

Thanks to our past-president, Andrew Fulcher, for an outstanding three years of service where he manned the rudder as we sailed through a few storms. We came out better as a result of his, and the Board's, hard work. He's a true English gent who's always good for a chat and a laugh. We'll now cross the Atlantic as I replace him with my east coast mannerisms and slowly fading accent. I'm sure you noticed I already snuck in my first nautical metaphor.

At our September AGM, the membership elected three new members to the Board. Welcome to our team: Adrian Breitwieser, Kelly Christopher

and Thomas Kerr. Unfortunately since then, Kelly Christopher had to step down as she has since moved out of province. Thanks to Rhiannon Thomas-Uyayer for stepping up to fill the vacant Board role. If you see our new Board members at the luncheons or through your personal condo activities, shake their hands and thank them for volunteering their time. I'd still personally like to see condo owner(s) or condo Board member(s) join our Board in future years. If not, perhaps they may be interested in joining one of our committees that are always in need of help achieving our goals.

(continued on page 3) →

## join our mailing list



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

- |   |  |
|---|--|
| <b>3</b> Message from the President<br>(continuation)       | <b>13</b> In Appreciation...   |
| <b>5</b> Year At A Glance:<br>Luncheons, Courses            | <b>14</b> Welcome new members  |
| <b>7</b> Mental health disorders in condos                  | <b>15</b> CCI South Alberta Chapter Members                                      |
| <b>9</b> Insurance Appraisals<br>— The difference they make | <b>23</b> The future of construction<br>— smart technology in building materials |



### Alberta's Leading Condominium Insurance Brokerage

Finding the right insurance can be intimidating and confusing. BFL CANADA, with its market leading Condo Protect insurance package, takes the stress out of the process, providing coverage specifically for condominiums. BFL understands the risks facing condominium corporations; In addition to protecting your investment, we offer guidance for property managers and condominium boards focused around claims prevention, coverage education and bylaw review.

### WHY CONDO PROTECT?

- ◆ Eleven specifically designed coverages that exceed the Condominium Property Act requirements
- ◆ Manuscript wording designed for condominiums
- ◆ Access to more insurers than any other broker
- ◆ Dedicated condominium claims support unit
- ◆ Condominium team of 60 people in Western Canada



CONDO PROTECT



Contact us to find out how **BFL makes a difference!**

Phone: 1-888-451-4132

Email: [albertarealestate@bflcanada.ca](mailto:albertarealestate@bflcanada.ca)

Visit us at [www.bflrealestate.ca](http://www.bflrealestate.ca)



Canadian Condominium Institute  
South Alberta Chapter

### THE VOICE OF CONDOS IN CANADA

Formed in 1982, the Canadian Condominium Institute is a national, independent, non-profit organization dealing exclusively with condominium issues and representing all participants in the condominium community

### OUR MISSION

CCI's members work together toward one common goal — creating a successful, viable condominium community. CCI's mission is to educate, develop standards, offer referral resources and improve legislation.

### 2018 - 2019 BOARD OF DIRECTORS

#### President

Ryan Coles

#### Vice President

Tony Reed

#### Treasurer

Andrew Fulcher

#### Secretary

Maria Bartolotti

#### Directors

Drew Spencer

Dionne Levesque LL.B

Michael Ball, P.Eng.

Laurie Kiedrowski

Rhiannon Thomas-Uyarer

Adrian Breitwieser

Thomas Kerr

#### Administrator

Elaine Courte, CAE

### CONTACT US

PO Box 38107, Calgary, Alberta T3K 4Y0  
tel 403.253.9082; fax 403.220.1215  
admin@ccisouthalberta.com  
ccisouthalberta.com

©2019 CCI-South Alberta Chapter. Contents may not be reproduced by any means, in whole or in part, without the prior written permission of the publisher. CCI-South Alberta agrees to advertise on behalf of the advertiser without responsibility for claims or inaccurate information provided by the advertiser and acts only as an advertising medium. The opinions expressed in this newsletter's editorial content may not necessarily reflect the opinions of CCI-SA.

## message from the president

(continuation)

Also at the AGM, we thanked our longstanding and unfortunately outgoing Board member Evelyn Thompson for her years of service with the CCI SAB Board, and presented her with a plaque to represent our gratitude. I'm sure I wasn't the only one in the room who got a little teary-eyed during her speech. Thank you Evelyn.

I'm already getting the hang of this presidential stuff. So far involves just thanking people for their hard work. For the upcoming membership year, once again the education committee is ahead of the curve and has organized an impressive slate of luncheon presenters as well as a few evening events. Information on dates and presenters can be found on our website. We have upcoming topics on how to address human rights complaints, a 90-minute workshop on time management, a case study on a massive condo building envelope failure, and possibly a Q&A panel with service providers. If you have an idea or want to present yourself, our doors are always open.

If it's education you crave and you live near or around Medicine Hat, we're working on a date for the Fundamental Management Principles – CM100 course. CM100 (March 30), CM200

(April 27 and 28) and CM300 (May 25, 26 and June 1) will be offered in Calgary this coming spring. Dates are tentative. We may even make it down to Lethbridge in the next year, continuing our commitment to bring condo education to all of Southern Alberta.

Our Education Committee is working hard to provide us valuable updates with the new updates to the Condominium Property Act. Join us on March 28 for Part One of our series and April 25 for Part Two of: Phase II Changes to the Condominium Property Act.

My primary goal as the new 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. If we can grow/engage this sector in our membership, I then hope to convince condo owners to join our committees and potentially even get the CondoSTRENGTH program up and running for CCI SAB. In speaking with other CCI chapters across the country, this program has received excellent feedback from condominium directors. If you have anything CCI SAB can do better for you, or if you have any new ideas for us, feel free to contact me any time.

Ryan Coles

CCI South Alberta Chapter, President





MORRISON HERSHFIELD

- **FACILITY ASSESSMENTS:**

- RESERVE FUND STUDIES
- TECHNICAL AUDIT AND WARRANTY REVIEWS
- BUILDING CONDITION ASSESSMENTS
- DUE DILIGENCE ASSESSMENTS

- **BUILDING ENVELOPE EXPERTISE:**

- BUILDING ENVELOPE RESTORATION
- WATER/AIR LEAKAGE INVESTIGATIONS

- **ADDITIONAL SERVICES:**

- ROOF INVESTIGATIONS AND RESTORATIONS
- MECHANICAL / ELECTRICAL INVESTIGATIONS AND REPAIRS
- PROJECT AND CONSTRUCTION MANAGEMENT
- SUSTAINABILITY / GREEN BUILDING/LEED® CERTIFICATION

Michael Ball P.Eng

403.246.4500

[mball@morrisonhershfield.com](mailto:mball@morrisonhershfield.com)

## Leading The Way

Since 2005, New Concept Management Inc. has established itself as one of Calgary's leading condominium management companies in Calgary, Alberta

### Why we are the best choice...

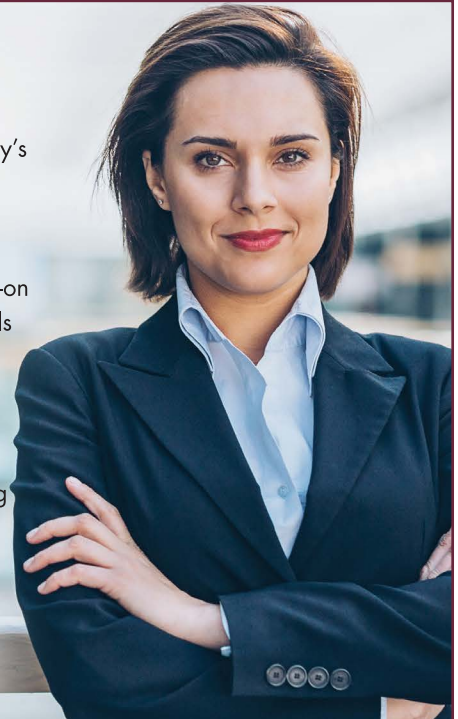
New Concept Management Inc. prides itself on managing all dealings with a hands-on approach, we listen, we communicate and we follow through. One of our main goals is educating condominium corporations, boards, owners, and residents in order to achieve the highest standard of living possible.



### What makes us different...

New Concept Management Inc. believes that maintaining and building relations with all parties involved in condominium management is key to effective communication.

This value ensures that condominium corporations, boards, owners, and residents are all informed and up-to-date on the workings of the condominium.



**We are here for YOU...** To learn more about New Concept Management Inc. and what we can offer contact us



**New Concept Management Inc.**

Condominium Management Through Integrity, Fidelity and Professionalism

Stay connected with us...



403-398-9528 • [info@newconceptmanagement.com](mailto:info@newconceptmanagement.com)

**[www.newconceptmanagement.com](http://www.newconceptmanagement.com)**

## 2018-2019 LUNCHEONS

### October 25, 2018

How to Amend, Repeal and Draft Bylaws  
Laurie Kiedrowski | McLeod Law LLP  
Dionne Levesques | Scott Venturo Rudaooff LLP

### November 28, 2018

Requests for Accommodation –  
A Doctor's "Script" is not Enough!  
Sonja Hodis | Hodis Law

### January 31, 2019- WORKSHOP

How to Be a Productivity Ninja  
Nancy Smith | Think Productive  
Please Note: Lunch is 11:30am-12:00pm  
Workshop: 12:00pm-1:30pm  
(workshop is 90 minutes in length)

## UPCOMING LUNCHEONS

### February 28, 2019

Building Envelope Horror Stories  
Brian Shedden, Principal | Entuitive

### March 28, 2019

Phase II Changes to the Condominium  
Property Act - Part 1 (details on page 25)

### April 25, 2019

Phase II Changes to the Condominium  
Property Act - Part 2 (details on page 25)

### May 15, 2019

New Builds, Warranty Work and the Relationship  
Between the Condo Corporation, Condominium  
Management Company and Owners – Panel  
Discussion (Evening)

### June 20, 2019

Changes to the Regulations (Evening)

## COURSES

### CM 100 Condominium Management

Fundamental Management Principles  
March 30, 2019 – REGISTRATION NOW OPEN  
--Check our website to register--

### CM 200 Condominium Management

Practical Management Principles  
April 2019  
--Check our website for more details coming soon


### CM300 Condominium Management

Specialty Management Issues  
May/June 2019  
--Check our website for more details coming soon

**\*\*Please Note:** tentative - and may change with instructor  
availability

## reminders

For all available  
**EVENT REGISTRATIONS** visit  
[ccisouthalberta.com](http://ccisouthalberta.com)

For more information on  
**CHAPTER EVENTS** please visit  
[ccisouthalberta.com](http://ccisouthalberta.com) or follow us   
Registration notices are emailed to  
members three to four weeks in advance.

CCI is always **LOOKING FOR**  
**VOLUNTEERS** to speak at our luncheons.  
If you are interested, contact  
Elaine at 403.253.9082 or  
email: [admin@ccisouthalberta.com](mailto:admin@ccisouthalberta.com)

Luncheons and Courses: for more  
information and/or to be added to our  
email list go to [ccisouthalberta.com/  
events-education/upcoming-events](http://ccisouthalberta.com/events-education/upcoming-events)



# Condominium Law & Homeowner Associations

A legal team dedicated to Alberta's multi-family industry.



Heather Bonnycastle, Q.C., Counsel  
403.873.3703 | hbonnycastle@mcleod-law.com

Jamie Polley, Counsel  
403.873.3709 | jpolley@mcleod-law.com

Laurie Kiedrowski, Partner  
403.225.6413 | lkiedrowski@mcleod-law.com

Stephanie Whyte, Partner  
403.254.3687 | swhyte@mcleod-law.com

David Cumming, Associate  
403.225.6402 | dcumming@mcleod-law.com

[www.mcleod-law.com](http://www.mcleod-law.com)



# Mental health disorders in condos

How condo boards and property managers can cope with this growing issue

By Maria Bartolotti

This is a topic that most fear talking about, but it's one that needs to have a voice in the condominium industry. Mental Health disorders are now reported to be the leading cause of non-fatal illness not only in Canada, but worldwide.

What is mental health? Generally, this includes our emotional, psychological and social well-being. It affects how people think, feel, and act. It also helps determine how we handle stress, relate to others, and make choices. Mental Health is important at every stage of life from childhood and adolescence through adulthood.

The affliction does affect young people, but it is more common among the older generations. Calgary has seen its

aging population begin downsizing from the single-family homes to condo communities. And with this comes increased risks for mental health disorders in multi-family setting. Condo boards and management companies will find that they will have to address mental health disabilities and psychological disorders among their condo residents as part of their daily tasks.

Most managers are not trained and/or equipped around dealing with mental health issues, but it's important →



to understand and know how to address concerns with individuals facing mental health disorders.

So, what can you do as a condo manager or a board member and how can you help address the issue when it comes up?

Be proactive. Start with the least intrusive, least costly, and least heavy-handed measures and work from there. There are many horror stories of condo managers and or board members who lack compassion. Well, doesn't need to be that way. The old adage is true: you can catch more flies with honey than vinegar. Being nice to nice people is great but being nice to those who are not nice to you or have a hard time with basic communication skills is how the world becomes better.

Here are some suggestions that may help go a long way.

1. Be supportive — it doesn't hurt or cost anyone to show some compassion towards one another. Kindness goes a long way even in the toughest of situations.

2. If someone has disclosed that they have a mental health issue. See how you and the board can accommodate their request. Every condominium in Alberta has a duty to accommodate an owner with a disorder, whether it is a physical or mental one up to the point of undue hardship and upon request. The obligation is set out in the Human Rights Code (the "Code"). The assessment of undue hardship is usually limited to considerations of any significant financial impairment to the condominium or health and safety concerns, but on rare occasions the courts have considered the effect on the other residents.

3. Gather as much information as possible regarding the nature of the disability and the request for accommodation from the owner, caregiver or family member.

4. Keep the information confidential. It should never be disclosed to outside sources like residents or other owners. It's also as important to keep all communications regarding the request on file and not delay responding to the request for accommodation.

5. Most importantly, act in good faith in reviewing the request for accommodation and accept it unless there is legitimate reason for denial. You may want to seek legal counsel and or review the Human Rights Code.

6. Boards are infamous for setting policies and procedures

that govern their condo. Be proactive by setting a policy on how to respond to requests for accommodations that deal with mental health disorders or any disability.

As an owner, if you have a disability such as a mental health disorder that requires accommodation by the condominium, don't be afraid to reach out to your elected management company for assistance. It's also your obligation to provide as much information as reasonably possible and cooperate in the process of accommodation. Further, you should be willing to participate in discussions and solutions to better your living environment.

As an organization, this process can be very difficult if the owner is not willing to cooperate or follow through on their obligations, but it is important not to ignore or disregard the request for accommodation as the actions of the individual can prove to be fatal to himself or others in the condominium. If this is the case, you may want to seek help from the individual's family and or care worker for assistance.

Dealing with mental health issues is not easy for those who suffer from it or those around them. Most individuals with mental health disabilities do not know the impact that their actions can have on others.

Don't be so quick to judge; patience, kindness and compassion go a long way. If this were your family member would you not want them to be treated with dignity? I know I would!

Always Be Kind.

If you see someone falling behind, walk beside them. If you see someone is being ignored, find a way to include them.

If someone has been knocked down, lift them up.

Always remind people of their worth.

Be whom you needed when you were going through hard times. Just one small act of kindness could mean the world to someone.

Until next time ...

cci

**Dealing with mental health issues is not easy for those who suffer from it or those around them. Most individuals with mental health disabilities do not know the impact that their actions can have on others.**



# Insurance Appraisals

## – The difference they make

By Pete West

Some of the most common issues appraisers see relating to the condominium market sector, surround either the over or under insurance of real property assets. Whilst there are many contributing factors to either of these positions, most issues arise from either not having a professional appraisal performed, relying on an outdated appraisal or an appraisal that doesn't correctly address the individual insurance policy, using the developer's insured value or city assessment values, or having a policy that has been artificially inflated over time.

The inherent risk of under-insuring is pretty clear. Co-insurance is a topic that is certainly at the forefront,

likewise the ability to fully rebuild after a total loss. Many condominiums haven't had a professional appraisal done for years (or ever) or have been relying on an insured value that has no actual basis. A classic case of under-insuring is when a new condominium is constructed by a developer and then turned over to the board for management and ownership. The board takes the developer's construction insurance value and utilizes this for the condominium policy. Seems like the right thing to do as the developer should know the cost to replace the complex, correct? Not so fast. The majority of developers only insure their "cost of construction" which consists of materials, labour and soft costs, but they don't insure their overhead or profit, which can account for approximately 20-25 per cent of the full cost of construction. It's easy to see in this example how a condominium could be under-insured by 20-25 per cent if they solely relied on the developer's numbers to insure their complex.

An appraisal benefits the condominium two-fold if there is an under-insurance issue. Firstly, by →



## Over-insurance can be just as common and while not nearly as potentially devastating, it can have a major financial impact on insurance premiums and the resulting condominium fees paid by residents.

having an appraisal done or a current appraisal on hand, the co-insurance clause is removed from the policy which drastically reduces the corporation's financial liability for any partial or full insurable loss. Secondly, a good appraisal will ensure that all insurable real property is valued, which is comprised of the building(s), site improvements (hard and soft landscaping) and any underground utilities if required by the corporation's bylaws or policy.

Also, demolition and debris removal costs need to be considered in the appraisal as this is the very first amount that is withdrawn from the policy in the event of a loss. The costs for demolition can vary widely dependent upon the construction material used and particularly if hazardous materials such as asbestos is present, which can see demolition fees soar up to 25 per cent of the construction value of the complex. As an example, recently reported was a building in Edmonton that had asbestos in it's construction and after suffering a loss, the demolition, debris removal and dumping fees totaled \$1 million. The property was insured for \$4 million only, so there was only \$3 million left to rebuild the \$4 million complex. A highly unfortunate situation for the board and residents of course, however preventable if a

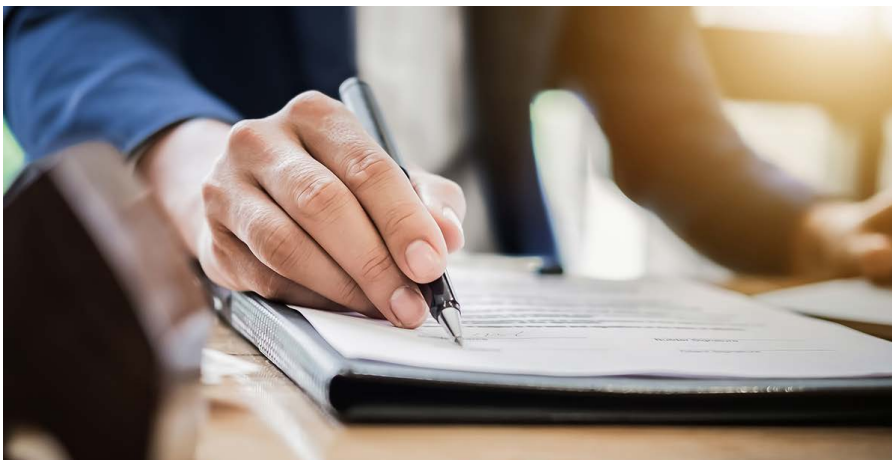
professional appraisal was in place.

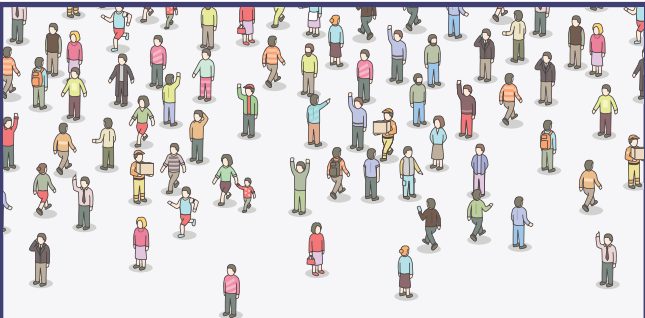
Over-insurance can be just as common and while not nearly as potentially devastating, it can have a major financial impact on insurance premiums and the resulting condominium fees paid by residents. Typically, for every \$1 million your complex is over-insured, it will cost approximately \$2,000 on average in extra annual insurance premiums. Compounded with annual construction and insurance increases, one can see that this number can grow quite rapidly over the mid to long term. Last year I appraised a complex that had been appraised by another company for the previous five years and was insured for \$105 million. Upon re-appraisal we found that due to numerous appraiser errors and inexperience that the complex was over-appraised and thus over-insured by \$37 million. This meant that the condominium was paying approximately \$74,000 extra per annum in premiums that they needn't have paid, which totalled \$370,000 over the five years. It is an extreme example, but it does illustrate the financial impact that over-insurance can have.

Appraisers who specialize in insurance ensure that all insurable real property of the corporation is valued accurately for the full replacement cost thereof, so in the event of a loss the complex is fully covered according to the bylaws, condominium act, and the insurance policy. Secondly, we ensure that the corporation is not over-insured and paying more than required for their annual premiums.

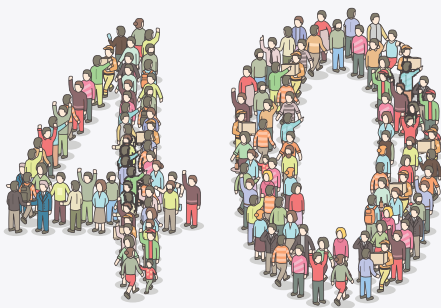
It's a fine balance between the two, however a professional insurance appraiser can ensure you benefit from both!

cci





Bringing  
communities  
together for  
over...



Years

 **RANCHO**  
REALTY (1975) LTD.

Property Management  
Services

(403) 253-7642

RanchoCalgary.com



# The Buck Starts Here.



Wondering where to get the bucks for unexpected or large repair and maintenance expenses without depleting your reserve funds or facing unpopular lump-sum assessments? The buck starts with CondoCorp Term Financing™.

Condominium corporations can pay large repair bills over time, in convenient monthly installments. Almost any type of project can be financed from the garage to the roof, inside or out.

The buck starts here, with CondoCorp Term Financing™ so you can get your repair, upgrade or retrofit done right away, before it gets worse and costs go even higher. Call for more information and a list of satisfied customers.

CondoCorp Term Financing™ from



MORRISON FINANCIAL  
SERVICES LIMITED

Morrison  
Financial

1-844-344-3535



*Treat your grounds as an investment, not an expense...*



## Landscapes Inc.

**design • build • maintain**

*We will provide an outstanding level of service that exceeds the expectations of our clients through Quality, Integrity & Professionalism*

Prairie West is a full-service landscape maintenance company providing high quality service to condominium complexes since 1978. Our services include:

- Turf Management
- Arboriculture Services
- Pesticide and Herbicide Application
- Fertilizer Application
- Irrigation Maintenance and Repair
- Snow and Ice Management
- Landscape Design & Construction
- Site Inspection/Quality Control Reports

We employ qualified staff to meet any of your needs, including:

- Certified Horticulturist
- Certified Arborist
- Certified Pesticide Applicator
- Certified Landscape Designer

**Visit us at:**

**[www.prairiewestgroup.com](http://www.prairiewestgroup.com)**



**Follow us on:**

Facebook—Prairie West Landscapes Inc

Twitter—@PWLSapes

Instagram—pwlsapes

LinkedIn—Prairie West Landscapes Inc

**(403) 252-6330**  
**[info@pwlsapes.com](mailto:info@pwlsapes.com)**

# In Appreciation...

By Elaine Courte

**T**he Oxford dictionary defines a volunteer as “a person who freely offers to take part in an enterprise or undertake a task, as well as, “a person who works for an organization without being paid.”

The Canadian Condominium Institute, South Alberta Chapter is very fortunate to have many wonderful volunteers, each who give and have given, of themselves freely. John F Kennedy said: “We must find time to stop and thank the people who make a difference in our lives.”



Maria Bartolotti (left) and Evelyn Thompson.

At the September Annual General Meeting we stopped to thank a person who has given freely of herself to your organization for many years. For over 17 years, Evelyn Thompson, Rancho Realty (1975), has actively been a speaker, instructed condominium management courses, sat on many committees, has been a director on the board, held president's position and enthusiastically given of herself to CCI South Alberta.

When asked to provide a few words about Evelyn, Kelly Christopher, said: “Evelyn has been my mentor during the five plus years I have been in the property management business. She is well spoken, kind, methodical, professional and has a huge heart... Evelyn will be missed at the CCI board meetings; however, I still have the pleasure of getting to see her daily and carry on learning from all of her years of experience in this crazy business we all enjoy. Thanks again Evelyn you are one in a million!”

It is with appreciation and respect the Board of Directors honoured Evelyn by presenting to her a plaque with read: “Service Award to Evelyn Thompson in recognition of her dedication, commitment to excellence and service to the CCI-SA Chapter!” Heartfelt words for a long-term volunteer who made a tremendous impact on the organization and continues to inspire.

Thank you, Evelyn!





# Welcome to new members

## Business Partner Member

Jyllis McLean  
Aurora Industries Ltd

Simon Rolland Basco  
Calgary Property Services

Susan Peddie  
Building Works Ltd.

Nancy Matheos  
Canadian Western Bank

Drew Spencer  
Catalyst Condo Management

Matt Whiteley  
Harding's Painting

Chad Clarke  
Servus Credit Union

Christina Cook

## Condominium Corporation Members

Palm Village Condominium  
Association (#9012188)

Stonekeep  
Terraces North

## Individual Member

Kathy Green  
Ernie Johnson  
Ramsey Kostandi  
Shelley Lepage  
Gail McDermott

## Professional Member

Brad Findlater  
Anderson James McCall - Barristers

Marty Connelly  
Connelly & Company Management

Ian Bonsma  
HGC Engineering

Todd Brand  
Todd Brand Consulting



## READY WHEN YOU NEED US.

ServiceMaster Restore...our network of certified experts are at your service.

In the event of fire, water or any other disaster, our team of certified recovery professionals will be on-site fast; providing effective emergency services to mitigate the damage with expert guidance. As a leader in disaster restoration, we bring more than 60 years of experience to every challenge.

**403-287-7700**  
**smcalgary.com**



WATER



FIRE



STORM

**ServiceMASTER**  
**Restore**

24 HOURS A DAY. 7 DAYS A WEEK. 365 DAYS A YEAR.



## CONDOMINIUM CORPORATION MEMBERSHIP AS OF FEBRUARY 1, 2019

Agora Condominiums	Manor Homes of Inverness (Site 1)/ 9610460	Sierras of Evergreen
Aviara	Mayland Terrace	Stella Nova (CP#: 0414396)
CC# 9510648	Norwood Grande	Stonekeep
CC# 9813047	Palm Village Condominium Association (#9012188)	Sunrise Heights Villas (CC#: 0811379)
Champagne Condominium	Park Place	Suntree Place (CC#: 9512009)
Chaparral Estates (CC#: 9811079)	Pine Pointe Place	Sunvale Place Villas (Condo Corp#: 1513108)
Christie Point	Poplar Green (CC#: 0012525)	Terraces North
Citadel Heights (CP 9311726)	Prairie Sound Townhomes	The Estates at Terrace View
Clarion House	Prestwick Place (CP#: 0810325)	The Homesteads
Coach Bluff Villas	Prince of Peace Village/ CC#: 9812469	The Mesa at Crystal Shores
Coachway Green	Redberry Ridge Condominium	The Renaissance @ North Hill (CC#: 0211811)
Colonial House	River Ridge Estates Condo Corp No. 0410106	The Sierras of Richmond Hill
Condominium Plan 9210296	RiverReach Condominium (Corp No. 1312207)	The Tudors at the Landings (CP 0311055)
Coulee Estate Condo Inc	Riverview Condo (CP#: 9611050)	The View at Sunrise
Courtyard/ Plan #: 9710247	Rutland Mews	The Villas of Rocky Ridge Ranch
CP 0312860	Sanderson Ridge Condominium Corporation/ 091 2007	Townhomes of Peacekeepers Way/ 0614675
Creekside Village	Sheep Creek View Condominium (CC#: 0910178)	Wellington Retirement Residence Partnership (No 051-3792)
East Glen Horizon Village (CC#: 8810578)	Sierra Morena Villas (CC#: 9510122)	Westchester Pointe Garden
Eau Claire Estates	Sierras of Country Hills	Whitehorn Village Retirement Residence
Evolution (CP#: 1512254)		
Fairway Greens Condominium		
Fairway Village		
Fletcher Village		
Gladstone Village		
Glenbrook Meadows		
Grandview Village		
Hallmark Estates (Condo Plan No. 8110076)		
Heritage Heights Condominium		
Heritage Manor		
Holly Springs		
Hong Kong Plaza (CC#: 9012335)		
Kincora Summit (CC15110870)		

**Join Our Mailing List**

to receive notifications on upcoming Events, Courses, Luncheons...

[ccisouthalberta.com](http://ccisouthalberta.com)

\*In accordance with the Canada anti-spam law by completing this you are authorizing CCI South Alberta to send electronic correspondence.

## cci south alberta chapter members

### INDIVIDUAL MEMBERSHIP AS OF FEBRUARY 1, 2019

Warren Barker	Robert MacLeod
Bruce Blight	Nancy Marshall
John Burton	Kathleen McCabe
Stephen Cassady	Gail McDermott
Cynthia DeDeugd	Debbi McDonald
Linda Faulkner	Frits Pannekoek
Kathy Green	Sandra Pichler
Mark Hambridge	Barry Rosenfelt
Ernie Johnson	Phil Rosenzweig
James Kelly	Etienne Rouselle
Marvie Kenny	Charles Scott
Arlene Kirkpatrick	Jan Thompson
Ramsey Kostandi	Shannon Walker
Shelley Lepage	Jeffrey Westman →



**normac**  
we measure up

### WE ARE CANADA'S INSURANCE APPRAISALS EXPERTS.

We deliver peace of mind to owners, property managers, and insurance brokers with our industry-leading replacement cost reports and unrivalled customer service.

HEAD OFFICE:	604 221 8258	TOLL FREE:	1 888 887 0002
ALBERTA:	403 918 6566	EMAIL:	info@normac.ca
ONTARIO:	416 879 8258	WEBSITE:	normac.ca



Now Offering AIR MILES® Reward Miles



©1998 Trademarks of AM Royalties Limited Partnership used under license by LoyaltyOne, Co. and Vanguard Cleaning Systems.

## Durable, Long Term Cleaning Solutions That Simplify Building Management

### Why Vanguard?

- Our clients choose to remain with Vanguard 3x longer than the industry average.
- Customized solution approach to fit our client's unique needs.
- Not locked into long term contract
- Consistent Cleaning Associate who will remain long term with your building.
- Over 15 years experience with condo management and operations

Contact us today to discuss your cleaning needs !

403-736-0555 extension 21  
Calgary@vanguardcleaning.com



## YOUR CONDOMINIUM ENGINEERS

Keller Engineering is a multi-disciplinary engineering and building science firm that provides building and systems assessment and associated repair and renewal consulting services. Since the company's formation in 1982, Keller Engineering has worked with a diverse range of clients across several markets including condominium, commercial, residential and public buildings.

Our team has the experience and accountability to safeguard your investment.

### COMMERCIAL & RESIDENTIAL SERVICES

#### INCLUDE:

- Building Condition Assessments
- New Construction and Building Additions
- Interior Tenant Fit-ups
- Investigations and Testing
- Energy Audits and Incentive Grant Assistance
- Building Rehabilitation Project Design and Coordination in Occupied Properties
- Mechanical and Electrical Systems Upgrades and Repairs

### CONDOMINIUM SERVICES

#### INCLUDE:

- Reserve Fund Studies
- Performance Audits
- Technical Audits
- Investigations and Testing
- Energy Audits and Incentive Grant Assistance
- Building Rehabilitation Project Design and Coordination in Occupied Properties
- Mechanical and Electrical Systems Upgrades and Repairs

Our management team would be pleased to meet with condominium boards and property managers to discuss our services and how Keller Engineering can assist you with your building maintenance needs.



**WWW.KELLERENGINEERING.COM**

**(403) 471-3492**  
**200,1001 1ST ST. SE,**  
**CALGARY, ALBERTA, T2G 5G3**



## cci south alberta chapter members

### BUSINESS PARTNER MEMBERSHIPS AS OF FEBRUARY 1, 2019

#### ■ ACCOUNTING/ FINANCE

**Canadian Western Bank**  
Nancy Matheos (403) 726-8249

**Condominium Financial Inc.**  
Jim Critchley (403) 669-9516

**CWB Maxium Financial**  
Pierre Sauve

**Manulife Securities**  
Kevin Rendek (403) 230-3909

**Matco Financial**  
Samia Preston

**Morrison Financial Services Limited**  
Matthew Solda

**Servus Credit Union**  
Chad Clarke (780) 496-2000

**VersaBank**  
Karl Neufeld (604) 984-7564

**William J. Rhind & Associates Ltd.**  
Will Pozzo (403) 283-1378

#### ■ CONDOMINIUM MANAGEMENT

**Condeau Management Services Ltd.**  
Andy Tarr (403) 531-1588

**Emerald Management & Realty Ltd**  
Jodena Rogers (403) 237-8600

**Lenyx Corp.**  
Carlos Giovanazzi (587) 475-8800

**Magnum York Property Management Ltd.**  
Peter Best (403) 294-0411

**PEKA Professional Property Management LTD.**  
Chuck Patel

**Pivotal Property Management Inc.**  
Jamie Shima

**Rancho Realty Services (1975) Ltd.**  
Evelyn Thompson (780) 701-4300

**Ultimate Property Management Inc.**  
Denise Swaine (403) 640-9378

#### ■ DEVELOPER

Homes by Avi Urban (2006) Inc.  
Charlene Francis

#### ■ ENGINEERING/RESERVE FUND STUDY

**Keller Engineering**  
Andree Ball (613) 224-1594

**EXP Services Inc.**  
Sathya Ramachandran (403) 617-0659

**Entuitive Corporation**  
Adrian Breitweiser

#### ■ INSURANCE/ INSURANCE APPRAISERS

**BFL CANADA Insurance Services Inc.**  
Tony Reed (403) 398-2421

**Normac Appraisals Ltd.**  
Thomas Kerr (403) 918-6566

**Reliance Asset Consulting Inc.**  
Harold Weidman (403) 241-2535

#### ■ PROPERTY MANAGEMENT

**247 Condo**  
Stephen Cassidy (403) 770-2939

**Abris Construction Calgary**  
Lindsay Boon (403) 629-3474

**Astoria Asset Management Ltd.**  
Lorelei Talbot (403) 948-0337

**Aurora Industries Ltd**  
Jyllis McLean (780) 898-7078

**Basco Calgary**  
Simon Rolland (587) 538-11997

**Building Envelope Services Ltd.**  
Mark Comeau (403) 4634366

**Building Works Ltd.**  
Susan Peddie (403) 235-5400

**Catalyst Condo Management**  
Drew Spencer (403) 542-6651

## Memberships expired on July 1

Please contact to the office if you have not received your membership renewal information or would like to pay by phone. To pay online visit:

» <https://ccisouthalberta.com/join-today/become-a-member>

<b>Charter Property Management</b>	
Nadine Buchanan	(403) 800-0292
<b>Classic Elevator Interiors Ltd.</b>	
John Blackstock	(780) 478-4014
<b>Fire Ant Contracting Ltd.</b>	
Edward Bushnell	(403) 312-5995
<b>Flooring Superstores</b>	
Cameron Lang	(403) 290-0006
<b>Goodmen Roofing (Calgary) Ltd.</b>	
Ron Forsyth	(403) 948-4433
<b>Harding's Painting</b>	
Matt Whiteley	(403) 700-6770
<b>Iron Peak Industries Inc.</b>	
Dan Kohlman	(306) 753-7100
<b>Ivrnet Inc.</b>	
Louise Challes	(403) 705-4447
<b>Keystone Grey Property Management</b>	
Eldon Morrison	(403) 668-4866
<b>Little Big Recycling Inc</b>	
Elizabeth Kuchler	(403) 992-6469
<b>Max 7 Cleaning &amp; Property Services Ltd.</b>	
Sharon Fuchs	(403) 805-7778
<b>Maxim Building Restoration</b>	
Drew Campbell	(403) 472-5069
<b>McCOR Management (AB) Inc.</b>	
Alan R. Durston	(780) 423-4400
<b>Mircom</b>	
Lawrence Bunyan	(403) 873-1091
<b>Multigas Detection</b>	
Sonny Bassi	(403) 454-4301
<b>NationWide Restorations Ltd.</b>	
Tarik Aziz	(587) 885-1718
<b>New Concept Management</b>	
Alexis Milnes	(403) 398-9528
<b>Prairie West Landscapes Inc.</b>	
Pepi Supino	(403) 252-6330
<b>ProStar Cleaning &amp; Restoration</b>	
Jodi Scarlett	(403) 695-1082
<b>Pro Property Services</b>	
Michael Baker	(403) 890-5296
<b>Pure Restoration</b>	
Tyler Scarlett	
<b>Real Seal Contracting (1987) Ltd</b>	
Steve Spackman	(403) 243-4888
<b>Rooster Building Group Ltd.</b>	
Scott Seguin	(403) 200-7868

<b>SIS Supply Install Services Ltd</b>	
Jody Roberts	(403) 640-1334
<b>Service Master of Calgary Disaster Restoration</b>	
Joan Montgomery	(403) 287-7700
<b>Servpro Restoration</b>	
Steve Pollard	(403) 255-0202
<b>Signature Alliance Management Group Inc.</b>	
Karen Kovacs	(403) 254-0344
<b>Springer Landscape Services Ltd</b>	
Michael Brooks	(403) 827-4447
<b>Streetwise Property Management Inc</b>	
Christina Cook	(587) 227-0913
<b>Superior Flood and Fire Restoration</b>	
Tahany Yasin	(403) 383-8478
<b>Supreme Windows</b>	
Gordon Sokolon	(403) 279-2797
<b>Taylor Construction</b>	
Mike Warren	(403) 244-5225
<b>Winmar</b>	
Tim Ponton	
<b>Urbantec Property Management Inc.</b>	
Tim Erickson	(403) 971-1511
<b>Vanguard Cleaning</b>	
Suzanne Seliga	(403) 862-6848



## Professional or Business Partner?

Do you have the right membership?

Professional Memberships are individually based. Business Partner Membership are corporate based.

Note: Member/Non-Member pricing are in effect for Events and Luncheons



It's not our first flood...  
it may be yours.

**Let us help.**

**Job done right.**



**403-234-Star**  
7 8 2 7



## Commercial, Industrial & Multi-Family Roof Systems & Exteriors

*Property owners depend on Goodmen Roofing to protect their investment by installing quality products at competitive prices in a timely manner.*

**FREE on-site consultation**  
**Call today, 1-403-948-4433**



**Best Products, Best Warranties - Since 1999**

Visit us online for a listing of authorized products **WWW.GOODMENROOFING.COM**



### ■ ACCOUNTING/ FINANCE

#### Insight Condo Services Inc.

Sandra Johnston (403)288-1630

### ■ CONDOMINIUM MANAGEMENT

#### Acclaim Condominium Managers

Marc Bateman (403) 201-7571 ext. 225

#### Charter Property Management

Claire Barnett (587) 393-0984

#### Connelly & Company Management

Marty Connelly (403) 228-1557

#### Diversified Management Southern

Gordon Sieb (403) 230-7376

#### FPMG

Jason Ferguson (403) 370-8184

#### Garey Kirkland

Simco Management (Calgary) Inc. (403) 234-0166  
Property Management

#### Hometime

Stuart Maddaford (403) 308-0805

#### Jems Condo Management Ltd.

Dara Devore (403) 928-2719

#### Kidder & Company Real Estate Property Management

Eleanor Kidder (403) 830-8636  
Property Management & Realty

#### Maverick Condo Management Inc.

Dana Gysen (403) 287-7770

#### Mayfield Management Group

Deby Campbell (403) 512-7666

#### MCM Property Management Ltd.

Ming Chow (403) 262-7955

#### Monday Management & Condominium Services Corp.

Pamela Wilson (403) 230-9405

#### New Concept Management Inc.

Maria Bartolotti (403) 398-9528

#### Parterre Property Services Inc.

Dwayne Ropchan (403) 241.2162  
(Property Management)

#### Paula Martin

Paula Martin (403) 831-6820  
Property Management

#### Prairie Management & Realty Inc.

Andrew Fulcher (403) 995-2810  
Property Management & Realty

#### Rancho Realty

Rhiannon Thomas-Uyarer (403) 640-9385  
Property Management

#### Real Property Management Central

Tom Sanderson (403) 305-3534  
Property Management

#### Three By Three Inc.

Kyle MacQuarrie (403) 472.0462  
Property Management

### ■ ENGINEERING/ RESERVE FUND STUDY

#### Calgary Condominium Consulting Ltd.

Edwin Gnenz (403) 660-0550  
Reserve Fund

#### Entuitive Corporation

Brian Shedden (403) 604-3075

#### Harry Koyle

Building Sciences (613) 232-1922

#### HGC Engineering

Ian Bonsma (403) 705-3934

#### JRS Engineering

Patrick Cyr (403) 620-0061

#### Kellam Berg Engineering & Surveys Ltd.

Ron Kellam (403) 640-0900  
Engineering & Surveys

#### Morrison Hershfield

Michael Ball (403) 246-4500  
Building Sciences

#### Read Jones Christoffersen Ltd.

Ryan Coles (403) 338-5818  
Building Sciences

#### Reserve Fund Planners

Brian Barlund (403) 348-5444  
Reserve Fund

#### Stantec Consulting Ltd.

Jennifer Razzo (403) 569-5393  
Building Sciences

#### Taycon Consulting Inc.

Terry Brown (403) 519-2693  
Building Sciences

### ■ LEGAL SERVICES

#### Anderson James McCall - Barristers

Brad Findlater (403) 817-3014  
Lawyer

#### Code Hunter LLP

Ben Franken (403) 716-2380

#### Core Law

Evan Freitag (403) 716-2093

#### Hendrix Law

Denise M. Hendrix (403) 269-9400 →

## cci south alberta chapter members

### PROFESSIONAL MEMBERSHIPS AS OF JUNE 30, 2018

<b>McLeod Law LLP</b>	
Heather Bonnycastle	(403) 873-3703
<b>McLeod Law LLP</b>	
David Cumming	(403) 225-6402
<b>McLeod Law LLP</b>	
Laurie S. Kiedrowski	(403) 225-6413
<b>McLeod Law LLP</b>	
James E. Polley	(403) 873-3709
<b>McLeod Law LLP</b>	
Stephanie Whyte	(403) 278-9411
<b>Miller Thompson LLP</b>	
Roberto Noce	(403) 298-2439
<b>Scott Venturo LLP</b>	
Kate Kozowyk	
<b>Scott Venturo Rudakoff LLP</b>	
Dionne Levesque	(403) 231-3459
<b>Scott Venturo Rudakoff LLP</b>	
John McDougall	(403) 231-8206

#### ■ PROPERTY SERVICES

<b>ARTEC Construction Ltd</b>	
Marvin Boyko	(403) 242-1861
Construction	

<b>Condo-Check</b>	
Lorraine Williamson	(403) 509-2250
<b>Condo Document Inspection Centre Inc.</b>	
Nina Bhasin	(403) 228-6770
Condo Documents	
<b>Todd Brand Consulting</b>	
Todd Brand	(403) 608-2710
Registered Parliamentarian	

#### ■ REAL ESTATE SERVICES

<b>Aurora Holdings Inc, o/a Guardian Advisory Group</b>	
Charles Starke	(403) 374-2546
<b>Chris Lawley</b>	(403) 519-0297
<b>Clear Stone Asset Consulting Inc.</b>	
Allan Carr	(587) 830-4066
Asset Consulting	
<b>Go West Valuations Corp.</b>	
Pete West	
West Valuations	
<b>Urbanmove Realty</b>	
Marsha Graham	(403) 313-6683



## Stay Informed!

Keep up with the latest condo industry news and updates.



[ccisouthalberta.com](http://ccisouthalberta.com)

# The future of construction

## – Smart technology in building materials

By Thomas Kerr

2018 seems to have been the year of smart home technology. Gadgets such as smart locks, lights, thermostats, home assistants and other devices are becoming more popular with consumers. All these smart home products can be a great addition for any individual looking to make their home a more comfortable, efficient space — but what about the physical property itself? Basic wood and concrete have been fundamental elements of building construction for centuries, and although construction techniques have certainly improved, there hasn't been anything necessarily smart about these construction materials until recent developments in building material technology.

### What to expect?

While society continues to barrel toward a more tech-based future, new companies are taking advantage of adding smart capabilities with

building materials. These developments aim to help make buildings and structures safer, more durable, and technologically capable. Currently, there are a multitude of smart materials in development with applicable uses:

### Smart Concrete

Whether a structure is intended for residential, industrial, or commercial use — concrete is a necessary and critical component of any building. Smart concrete is a recent development from the State University of New York at Buffalo and is not only stronger than traditional concrete, but can be monitored wirelessly for strain, stress, and damage before the concrete structure fails. With smart concrete, there will be no need for →





manual inspection or expensive embedded sensors. The composition of this new concrete can help in detecting areas where damage is present or likely to occur by using voltage monitors. These monitors allow for timely repairs which is ultimately safer and more cost effective. There are even current developments working to create a version of this smart concrete that can self heal when it comes in contact with water. The applications of this type of concrete are endless, as it requires no special setup or additions as smart concrete is premixed with the necessary material.


### Smart Glass

The future of windows is right around the corner. Smart glass is a new technology that enables glass panels to alter its transmission properties based on a change to either voltage, heat, or light. When a high amount of light is applied, smart glass can dim itself and transition from transparent to translucent. Given that the glass can respond to a variety of different influences makes this smart material ideal for construction purposes. This glass can be used to replace static building envelopes, with the dynamic ability to respond to climate and adapt

accordingly to save costs on electricity, heat, air-conditioning, and even the cost to buy and maintain traditional blinds and curtains. Smart glass is already being used by Boeing's new 787 Dreamliner.

### Self-Healing Coatings

Self-healing coatings are a revolutionary product set to greatly impact building structures of all types. These coatings are a polymer-based product that can be applied directly to a variety of material, which will repair themselves when influenced by heat, light, or water. The most interesting part about these coatings is they can be used on existing structures, creating self-healing properties for material such as metal, ceramic, paint, glass, and even concrete. Coatings can be used to create building envelopes that can intrinsically correct damage such as scratches, cracks, and even utilize anti-corrosion properties. The application of coatings such as these can potentially save hundreds of thousands in repair and maintenance costs for property owners or managers.

With smart materials such as the above being introduced to the market, we are on track for safer, more reliable, and more durable structures. These structures can respond appropriately to the elements, monitor and repair themselves, and provide useful alternatives to older building components and forms of construction. 

**With smart materials such as the above being introduced to the market, we are on track for safer, more reliable, and more durable structures.**

# Changes are coming to the Condominium Property Act

Learn how these changes can affect your condominium

On December 14, 2018, the Alberta Government announced the second phase of the overhaul of the Condominium Property Act and Condominium Property Regulation. The Phase II changes will substantially alter that way in which condominiums conduct their internal business. The changes come into effect July 1, 2019 and January 1, 2020.

*Don't miss out!*

## Phase II: Changes to the Condominium Property Act

**DATE:** March 28, 2019 (Part 1)  
April 25, 2019 (Part 2)

**VENUE:** Best Western Premier Calgary  
Plaza Hotel

**LOCATION:** 1316 33rd St. NE  
Calgary, AB T2A 6B6

**TIME:** 11:30 am registration – 1:00pm

**COST:** **Member:** \$40 (+GST)  
each date/person  
**Non-Member:** \$50 (+GST)  
each date/person

Check out our website for more information and to register!

**ccisouthalberta.com**

# Disrupting A 6 Billion Dollar Industry:

## A Story Of Two Condo Boards In Southern Alberta Who Chose Two Completely Different Paths...

On a dark, crisp, winter's evening, approximately a year ago, two condo boards had their AGM. Both chose new boards.

Both boards were alike. Each had 8 members representing a similar number of total units and average age. There was equal representation of men and women with similar past board and business experience. All had the same outcomes in mind for their term.

Both boards were eager. Their philosophy was to run the board as a business, not a social club, thereby improving on the status quo. This would in turn have a positive impact on the lives of their owners, while being fiscally responsible and protecting and growing their investments.

Looking back over their term, there was a distinct difference between the boards. One was effective, efficient, thoroughly enjoyed their time on the board (even considered another term), and owners literally praised their progress. The other had dysfunctional communication which infuriated owners, went over budget, were left liable for an oversight on a major building upgrade, and wanted to resign.

### What Was The Difference?

It came down to a single choice each board made.

Who would they partner with for property management?

***Taking the time to research for a reputable PM company is essential to success in our unregulated industry - board members take on major risk and financial responsibility while volunteering their time.***

***Managing your condominium, when done right, is largely a predictable process. When done wrong, can leave owners exposed and the board liable.***

On the outside, PM companies appear somewhat similar - **they are not.**

The successful board did their research. They wanted a team whose expertise and experience could guide them in all aspects of Property Management, including construction, asset management, maintenance, accounting, operations and more.

They wanted integrity and trust to be an integral part of their PM partnership. They didn't want to be "just another number".

They wanted to make informed, objective decisions about next steps - they know "knowledge is power".

They found industry leading technology that made their role

effective and communication with all stakeholders timely - they know "time is money".

Their PM company had a full-service maintenance team with proven systems. This allowed them to track required maintenance from request to fulfillment, ensuring items were addressed quickly and more cost efficiently.

Financials and reports were always accurate and up to date. Relationship management was a key focus and as such meetings were always professional and organized.

There were seamless, turn-key processes in place. This got them up and running quickly, so transition was smooth.

It became clear when the successful board engaged Mayfield Management Group Ltd. and enrolled in their **Trusted Condo PM Program**, they had made the right decision.

The other board didn't take the time to perform due diligence on their PM company and it turned into their worst nightmare, leaving them at risk of being held liable.

***Which path will your board choose?*** Mayfield Management Group Ltd. ~Committing to excellence in everything we do.



Proudly Serving Alberta Since 1991.  
Questions? Give Us A Call Toll Free:

1-844-588-4111

Big enough to serve you...  
Small enough to know you.  
[www.mmgltd.com](http://www.mmgltd.com)





## specs and rates

Showcase your products and services to owners, boards of directors and property managers of Calgary condominiums. The CCI Review is one of the many benefits enjoyed by members of the Canadian Condominium Institute, South Alberta Chapter.

<b>a</b>	Eighth page	3.39 x 2.40 inches	\$75
<b>b</b>	Quarter page	3.39 x 5 inches	\$125
<b>c</b>	Half page (VERTICAL)	3.39 x 10.22 inches	\$250
<b>d</b>	Half page (HORIZONTAL)	7.08 x 5 inches	\$250
<b>e</b>	Full page	7.08 x 10.22 inches	\$400



## deadlines

Fall	September 30
Winter	December 30
Spring	April 30
Summer	June 30

## production requirements

The CCI Review provides the following specifications to ensure the highest quality for ad reproduction:

- colours must be converted to RGB;
- minimum resolution of 300 dpi for all images;
- completed ad must be submitted as high resolution PDF or EPS;
- all ads, except full page ads, must have defining border on all sides;
- do not use crop marks;
- ensure all artwork is embedded and all fonts are set to outlines.

## advertising submission

Please email your ad, with this form, to **admin@ccisouthalberta.com**. We will invoice you upon receipt.

COMPANY .....

CONTACT NAME .....

ADDRESS .....

PHONE ..... EMAIL .....

CHOOSE AD SIZE:

☐ eighth page   ☐ quarter page   ☐ half page V   ☐ half page H   ☐ full page