



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

I hope this message finds you well and ready for the spring season. As we move forward into this new season, here's update on some activities happening within our chapter and the condo industry in Alberta. I've also got a bonus tip for you at the end.

Firstly, I am excited to announce that several of our board members will be attending the CCI National Spring Leader's Forum in Saskatoon. This event brings together condo industry leaders from across the country to discuss important issues and share best practices. We look forward to bringing back valuable insights and ideas to our chapter and sharing them with all of you.

As we enter the spring season, I remind everyone about the importance of spring cleanup and maintenance around our condominiums. This includes tasks such as cleaning

gutters, inspecting roofs and exteriors, reviewing where meltwater pools, cleanup of forested area brush/deadwood, and looking for new tripping hazards throughout your sidewalks. By staying on top of these tasks, we can help prevent costly repairs down the line and keep our communities looking their best.

Recently, I had the opportunity to attend an introductory meeting with Dale Nally, the new Minister of Service Alberta, along with CCI North Alberta. At this meeting, we discussed the most important topics related to the condo

(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

- | | |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>3 Message from the President
(continuation from page 1)</p> <p>4 Year At A Glance</p> <p>5 Strategies for Board Members</p> <p>9 Investing the Reserve Fund</p> <p>13 Considering the Importance of Periodic Inspections of Façades for Tall Buildings</p> | <p>19 Avoiding a Loss of Your Bank Account Balance</p> <p>23 Is "Preventive" Maintenance Costing You Money?</p> <p>27 CCI South Alberta Chapter Members</p> |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|



BFL CANADA

Condominium Insurance Brokerage

Proud Gold Sponsor of the Canadian Condominium Institute South Alberta Chapter

Finding the right insurance can be intimidating and confusing, so let us take the stress out of the process and help you make an informed risk strategy. In addition to protecting your investment, the BFL CANADA team can offer guidance focused around claims prevention, coverage education and bylaw review to property managers and condominium boards.

THE CONDO PROTECT ADVANTAGE

Our Condo Protect insurance package is designed to cover the risks faced by condominium corporations. It includes:

- 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 proactive claims support unit
- National Condominium team of 150+ people across Canada

FIND OUT HOW WE CAN HELP INSURE YOUR PROPERTY, CONTACT US

BFL CANADA Insurance Services Inc.

1-888-451-4132
albertarealestate@bflcanada.ca

Condominium Insurance Broker

bflcanada.ca |   



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

To lead condominium owners and industry members through education and advocacy with integrity and professionalism.

2022 - 2023 BOARD OF DIRECTORS

President

Ryan Coles

Vice President

Abbie Thurgood

Treasurer

Walter Wakula

Secretary

Maria Bartolotti

Directors

Sherry Bignell
Adrian Breitwieser
Stephen Cassady
Andrew Fulcher
Laurie Kiedrowski
Lauren Larre
Dionne Levesque

Administrator

Elaine Courte, CAE

CONTACT US

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

©2023 CCI-South Alberta Chapter. Contents may not be reproduced by any means, in whole or in part without written permission for the publisher. This publication is designed to provide informative material of interest to its readers. It is distributed with the understanding that it does not constitute legal or other professional advice. The views of the authors expressed in any articles are not necessarily the views of the Canadian Condominium Institute and neither CCI nor any other party will assume liability for loss or damage as a result of reliance on this material. Appropriate legal or other professional advice or other expert professional assistance should be sought from a competent professional. Advertisements are paid advertising and do not imply endorsement of or any liability whatsoever on the part of CCI with respect to any product, service, or statement.

Message from the President

(continuation from page 1)

industry and shared our thoughts on how to address them. We will continue to work with the government to advocate for the needs of our industry and ensure that our concerns are heard and addressed.

In addition to our meeting with the Minister of Service Alberta, we also met with the Assistant Deputy Minister – Utilities to discuss how to include all condos in the Alberta energy rebate program for homeowners. In support of this effort, both the North and South CCI chapters surveyed our condo manager chapter members to give the Alberta government an idea of how many non sub-metered condos exist in Alberta. We believe it is important for all condos to have access to these rebates, and we will continue to work towards achieving this goal.

Finally, I am thrilled to announce that our chapter is actively seeking a new venue for our upcoming in-person luncheons. We understand how important it is to connect with one another in person and are eager to get back to these events. Stay tuned for

more information about our upcoming sessions.

Thanks to all of you for your continued support of the CCI South Alberta chapter. As we move forward into this new season, let's continue to work together to make our communities strong and vibrant.

P.S. I'm coming clean to admit that I used ChatGPT by OpenAI for this newsletter. If you haven't heard of this yet, it's a free online large language model designed to generate human-like responses and engage in natural language conversations in a wide range of topics (I asked it to give me a one sentence description). In my example, I asked the chat to prepare this newsletter with some specific parameters and a list of topics to mention. I then had minimal editing and fact checking to do. It's not always accurate. Why am I telling you this? Because you may have a difficult email or letter to write a client, Board member, Owner, etc. This can help you with that writer's block. I guarantee you'll be surprised at what it can do.



At a Glance

FIRESIDE CHAT WITH THE EXPERTS ON

April 27, 2023	Insurance - Regulations/Preventative Maintenance in Condos
May 25, 2023	What to do When RECA Calls
June 29, 2023	Networking Luncheon: Mix & Mingle Social

COURSES

June 6, 2023	Condominium Management (CM) 101 – Directors Education Our 3.5-hour course is designed to introduce and educate on board governance, board meetings and running an AGM. Topics include: Role of the Board/Management, Directors' Code of Ethics, Conflict of Interest, Condominium Property Act, By-laws, Board Confidentiality, Notice of Meetings, Nominations and Elections, Board Confidentiality...and more.
June 7, 2023	Introductory Financial Management and Successful Budgeting This course will provide, new condominium corporation directors and property managers and in particular corporation presidents and treasurers. This course will provide them with the tools necessary to understand financial management principles and to successfully prepare an annual budget. The 3.5 hour course topics include: Financial obligations of the Board and the Treasurer, introductory Condominium financial statements, capital replacement reserve fund plan, budget planning, special assessments, budget contributions, successful budgeting basics...and more.



notice

CCI-SA has changed the venue for in person luncheons, courses or events. Please check our website event calendar and registration sites for specific location and details as they may vary.

CCISA Open Letter to Member on Courses

Dear Valued CCI-SA Members,

After careful thought and consideration, the Canadian Condominium Institute - South Alberta (CCI-S) Board of Directors will suspend the current 100-300 courses. The Condominium Management Program offered by the Canadian Condominium Institute was initially designed to provide condominium managers and directors with the necessary tools and resources to assist them with all aspects of the management of a condominium corporation. Since then, the Real Estate Council of Alberta (RECA) has been tasked by the Alberta Government with regulating condominium managers in the industry.

With the new licensing and exam requirements, CCI-S, CCI North Alberta, and Alberta Real Estate Association (AREA) jointly established the Alberta Condominium Management Education Consortium (ACMEC) to provide the course materials to assist condominium managers in the licensing process. Rather than duplicating the efforts and updating the 100-300 courses, the Canadian Condominium Institute South Alberta Chapter, with the help of industry experts, will be pursuing alternative educational course development for the betterment of the condominium industry.

We invite you to follow us on social media for updates relating to upcoming courses that will be relevant to condominium managers and board members alike.

Thank you,

Maria Bartolotti, LCCI, FCCI
Chair of the Education Committee, CCI-SA

Strategies for Board Members

Addressing Complaints and Mental Health Issues in Condominiums

By Erin Berney and Maryam Musbah, Field Law

Dealing with residents' complaints can be exceptionally difficult for volunteer board members who have no special training in dispute resolution.

According to the Canadian Mental Health Association, 1 in 5 Canadians will experience a mental health issue or illness during their lifetime. Roughly 2 million Canadians now live in condominiums, so most of these communities will inevitably face a situation involving a resident who is experiencing such issues. Condominium boards must therefore be prepared to deal with and address mental health disorders among their residents.

Most recently, a 73-year-old man in Toronto who had a long-running dispute with his condominium corporation ended up allegedly killing five people, including three members of the board of directors. The now-deceased unit owner is believed to have been suffering from mental health issues. His dispute with the condominium board was centered around concerns about an electrical room, which he claimed was causing harmful vibrations within his unit. He also claimed that members of the condominium board had actively engaged in efforts and conspired to intentionally harm him.

There were multiple court actions between the condo corporation and the unit owner. In one such action in which the owner had named several board members personally as defendants, the Ontario Superior Court of Justice ultimately concluded that the claims were frivolous and vexatious (see: *Villi v Camilleri*, 2022 ONSC 4561). Although the condominium board had taken steps to reduce the vibrations, the occupant's issues were apparently not fully resolved. In the days leading up to this tragic incident, he continued to post videos on social media discussing his ongoing dispute with the condominium board, alleging that [the condominium board] wanted him dead.

These recent events in Toronto serve to highlight similar issues faced by the majority of condominium corporations involving resident complaints and mental health issues. Most condo lawyers would agree these types of claims have increased dramatically and were even exacerbated by the COVID-19 pandemic shut-downs.

Dealing with residents' complaints can be exceptionally difficult for volunteer board members who have no special training in dispute resolution, but this is unfortunately a large part of the board's duties and cannot be avoided. Identifying a potential mental health issue early on and understanding the board's role and duties in



addressing complaints, particularly where such issues exist, are crucial. This may help avoid lengthy court proceedings with high costs, and could, hopefully, also minimize the risk of tragic consequences such as these.

The following are a few general strategies for condo boards to improve their approach to complaint resolution involving residents who may suffer from mental illness or disorder:

1 Understand the Duty to Accommodate

The duty to accommodate someone with a physical or mental disability or disorder, among other things, applies to all condominium corporations. Accommodation might mean making certain changes to rules, standards, policies and/or physical environments. Strict enforcement of condominium bylaws may have to be relaxed in these instances, although the duty to accommodate doesn't eliminate the general obligation of occupants to conduct themselves reasonably, communicate respectfully, and comply with the bylaws.

The duty to accommodate also extends to the point of undue hardship, being the limit at which accommodation would create onerous or overly burdensome conditions for the condominium corporation. This includes but is not limited to causing significant financial impairment and impacting safety/security requirements.

If an occupant has disclosed that they have a mental health issue, the condominium board must act in good faith when considering how to accommodate the occupant. Accommodation must be reasonable, but it needn't be perfect, nor must it take the exact form requested by the occupant. Condominium boards should be mindful that accommodation of mental health issues can be a creative exercise.

On receiving information concerning an occupant's mental health issue and requested accommodation(s), the board should try to gather as much information as possible and then consider ways to accommodate the individual's needs.



2 Encourage Early Disclosure

Engaging in respectful and clear communication with the individual is instrumental in obtaining the information necessary for the board to provide an appropriate response and (hopefully) avoid claims of discrimination. Early disclosure of a mental health issue and the need for accommodation at the outset of the discussion should always be encouraged, as it enables the board to act promptly, showing the individual that their needs are being heard and taken seriously.

Ultimately, it is up to the individual to inform the condominium corporation of their particular issues and needs so as to give the corporation an opportunity to consider accommodation requests and make reasonable adjustments. On receiving information concerning an occupant's mental health issue and requested accommodation(s), the board should try to gather as much information as possible (subject to respecting the individual's privacy rights) and then consider ways to accommodate the individual's needs. Practice active listening habits and acknowledge the occupant's concerns, encouraging them to feel comfortable and respected, which will make them more likely to voluntarily disclose any mental health issues.

3 Be Responsive

Condominium boards should endeavour to substantively respond to all occupant's complaints in a timely fashion. This not only satisfies the board's duties of good faith, but also ensures that the occupant feels heard. If a complaint is received orally, encourage the individual to submit the complaint in writing. Document all interactions and responses.

On receipt of a complaint, investigate and ask questions to determine the what, when, where, who, how and why of the situation. As a →

starting point, the board needs to determine if the complaint is legitimate and reasonable. Ask open-ended questions, as this may help identify options for accommodation to address mental health or another issue, if necessary.

Finally, keep the individual updated on what steps the board has taken and/or plans to take, so they know that their concerns are being respected and addressed. Practice empathy and work together to set goals to resolve the issue or complaint. Including the individual in the resolution process demonstrates that the condominium board is receptive and sympathetic to their concerns.

At the end of the day, not all occupant complaints or disputes are easily addressed, even when employing the above strategies, and some will inevitably wind up being decided by a court. Where mental health issues are involved, resolving complaints can be especially tricky, and sometimes even dangerous, as we have seen in recent weeks. But having a good understanding of the board's duties, being respectful, responsive, and generally practising good listening and communication skills will help to minimize these and other risks.

If you have questions about this blog post or others, please reach out for legal advice.

cci



exp.

EFFICIENT STRATEGIES FOR HIGH PERFORMING BUILDINGS

At EXP, we specialize in the science of buildings.

EXPONENTIAL POSSIBILITIES.
exp.com

BUILDING SERVICES

Reserve Fund Studies | Technical Audits | Restoration | Investigation | Construction
Building Envelope | Energy | Sustainability | Mechanical | Electrical | Structural



MORRISON HERSHFIELD



BUILDING SOLUTIONS
that make a difference

Michael Ball | 403.246.4500 | mball@morrisonhershfield.com | Suite 300, 6807 Railway Street SE, Calgary



Keep your condominium right on course.

YOUR PROPERTY CAN'T AFFORD A MISSTEP.

We get that, and we can help. McLeod Law's experienced Condominium Law group helps condominium corporations, property managers, boards, developers and owners to prevent issues and solve challenges of all shapes and sizes. We've seen it all.

Visit us at McLeod-Law.com



Condo Case

Investing the Reserve Fund

By: Walter Wakula, BComm, MBA, ICD.D
President, Foothills Global Capital Group Inc.

The condominium corporation's capital property reserve fund is typically the largest asset that the condo board of directors manages besides the actual common property and the equipment managed on behalf of the owners of the corporation. Over 20 per cent of condo fees typically flow into these reserve funds and interest rates have more than tripled in the past year or so with rising inflation. Properly investing this money has taken on a new importance to enable the fund to keep up with the cost escalation needed to repair and replace the capital assets of the building complex. However, investing this money can be daunting and I will try to guide you through this.

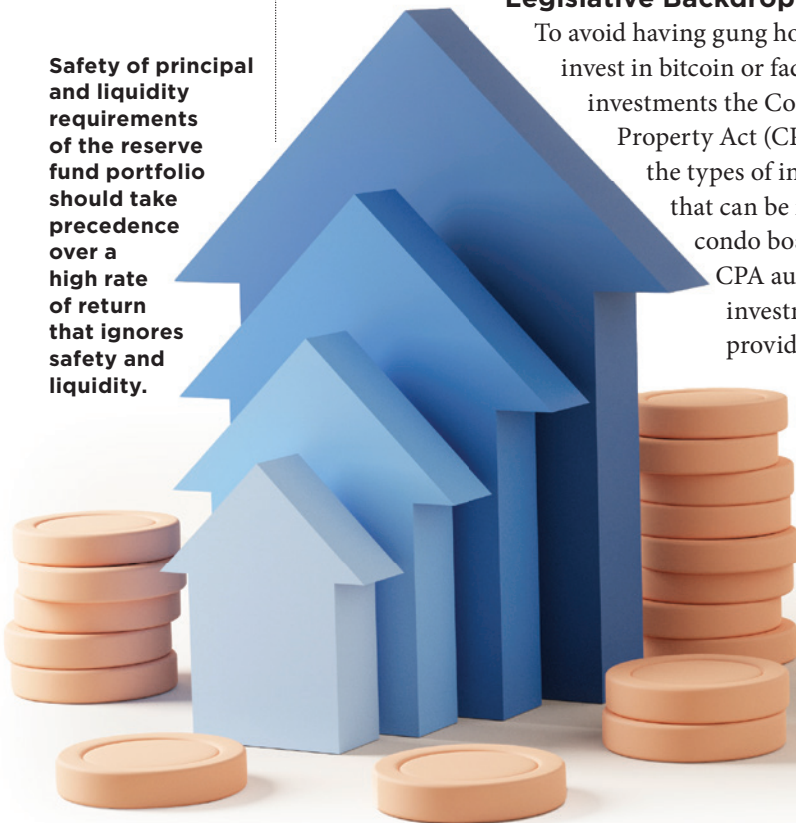
Legislative Backdrop

To avoid having gung ho boards invest in bitcoin or fad and risky investments the Condominium Property Act (CPA) restricts the types of investments that can be made by a condo board. These CPA authorized investments provide a lot of

Safety of principal and liquidity requirements of the reserve fund portfolio should take precedence over a high rate of return that ignores safety and liquidity.

flexibility with a comprehensive array of common and preferred stocks, bonds and other fixed-income securities including guaranteed investment certificates and other securities issued by banks, trust companies, credit unions and other financial institutions. In fact, the list of permitted investments is so comprehensive that many condo owners have further restricted the list of authorized investments in their bylaws to suit a more conservative style of investment. This is to avoid having a Board go into risky high-return strategies where directors bring to the Board their personal "appetite for risk" which is usually not shared by most unit owners. Safety of principal and liquidity requirements of the reserve fund portfolio should take precedence over a high rate of return that ignores safety and liquidity.

In addition to providing a list of approved investments the CPA restricts the percentage of the reserve fund that can be invested in each major category of investment. For those of you who are routinely in the financial markets, this deals with asset allocation and is a means to diversify the investment portfolio. Common share investment may not exceed 15% of the reserve fund portfolio and the value of bonds, debentures and preferred shares cannot exceed 35 per cent of the portfolio at the time of investment. That leaves over 50 per cent of the portfolio for GICs and similar less-risky securities. →



Properly investing this money has taken on a new importance to enable the fund to keep up with the cost escalation needed to repair and replace the capital assets of the building complex.

Before setting up a reserve fund investment portfolio a condo board should draft and approve an investment policy and strategy.

Investment Policy and Strategy

Before setting up a reserve fund investment portfolio a condo board should draft and approve an investment policy and strategy. This policy document should start with a paragraph on background referring to the Corporation's investment bylaw(s) and the CPA and the reason for further restricting investments if they are to be restricted. The document should go on to provide the intent of the investment policy such as security of capital and liquidity of investments taking precedence over return on investment. This can be followed with a paragraph on the investment strategy which may refer to hiring an investment fund manager for the long-term portion of the portfolio and a fund administrator for the GIC

portion of the portfolio implementing, for example, a 5-year ladder investment strategy.

The policy document may then wrap up with a decision-making procedure under which the Board will consider economic conditions, inflation, major uncertainties, needs for liquidity, etc before making a decision on a course of action or strategy. Finally, the document establishes the authorities delegated by the Board to the Treasurer and the Property Manager under this policy. cci

■ *This article has covered an introduction to the reserve fund and investing the money in it, the CPA legislative backdrop which regulates reserve fund investments and the importance of and some suggested content for a condo corporation investment policy. In the next edition, Part 2 of "Investing the Reserve Fund" will cover some investment strategies and how, practically, to implement your investment policy.)*

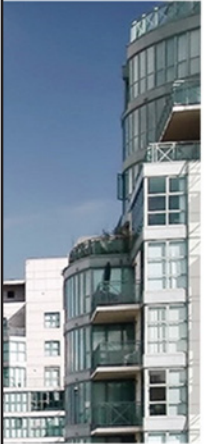




LARLYN

Property Management Ltd.

Condominium Specialists since 1975



High Rise



Low Rise



Commerical

CCI

403-693-0022
mrholmes@larlyn.com
larlyn.com



PEOPLE, PETS + PARKING

Excessive barking giving
you a headache?

We can help.



fieldlaw.com

"Field Law" is a
trademark and trade
name of Field LLP.

FIELD LAW

Condo financing made easier

Tailored solutions for condo corporations,
property managers and owners.

WE FINANCE:

- Balconies and windows
- Building envelopes
- Guest and super suites
- Underground parking
- Lobbies and recreational facilities
- Energy retrofits
- HVAC systems
- Elevators

Pierre Sauvé

Director, Originations, CWB Maxium Financial
t: 800.379.5888 ext. 8994399 | c: 519.588.6783
e: Pierre.Sauve@cwbsmaxium.com

CWBMAXIUM.COM

OBSESSED WITH YOUR SUCCESS™





We deliver
**uncompromising
performance.**

We are Entuitive.

ENTUITIVE

ADVANCED PERFORMANCE ANALYSIS
BUILDING ENVELOPE
BUILDING RESTORATION
BRIDGE ENGINEERING
CONSTRUCTION ENGINEERING
FIRE ENGINEERING
PEDESTRIAN MODELLING
SPECIAL PROJECTS
STRUCTURAL ENGINEERING
SUSTAINABLE BUILDING CONSULTING
TRANSPORTATION STRUCTURES
WOOD DESIGN SERVICES

entuitive.com

VANCOUVER | CALGARY | EDMONTON | TORONTO | OTTAWA | NEW YORK

Considering the Importance of Periodic Inspections of Façades for Tall Buildings

By: Ryan Page, E.I.T., RJC Engineers

Effectively integrated legislation, combined with promoting an understanding of inherent risks and available mitigation techniques, may help reduce the impact of unsafe façade conditions in the urban setting.

Façades comprise the majority of the building envelope of tall buildings, and are the critical component providing separation between the conditioned and unconditioned environment. Building façades continue to evolve aesthetically, in complexity, but also in efficiency. At the same time, building façades deteriorate due to environmental exposure, lack of maintenance, design and construction errors, or a combination of such factors [1]. Deterioration can result in potentially unsafe conditions, and if unaddressed, can jeopardize public safety and surrounding properties. This prompts the need for periodic inspection and assessment of building exterior façades to identify such hazardous conditions.

Building façade deterioration is not specific to any one region, but is a widespread phenomenon. Even with the growing knowledge around the performance of building façades and their deterioration, a significantly low percentage of cities throughout North America have enacted façade ordinances. Effectively integrated legislation, combined with promoting an understanding of

inherent risks and available mitigation techniques, may help reduce the impact of unsafe façade conditions in the urban setting.

Notable Failures & Jurisdictional Requirements

Incidents of façade failures resulting in falling debris pose an endemic problem in the built-up areas of Canada and the United States, with many failures resulting in tragedy. For example, in 2009 in Montreal, a precast concrete panel fell from the 18th floor killing a woman in the restaurant directly below, as well as seriously injuring her partner [3]. Similarly in 2011, a metal cladding panel fell from the first floor of a downtown high-rise building in Chicago leaving a pedestrian in serious to critical condition. The metal panel was estimated to measure 15-feet tall, by 3-feet wide, and more than 1 inch thick [4]. In Alberta an incident was recorded in 2020, involving the collapse of an architectural feature roof, clad mainly with concrete roofing tiles and stucco, that fell from a 7th-floor penthouse resulting in property damage.

Incidents like these have resulted in multiple jurisdictions enacting legislation related to building façade inspection and maintenance. In Canada, Calgary, Alberta, and the province of Quebec have active façade ordinances. In the United States, cities include Boston, Chicago, →





Love your condo?

Is it a great place to live? Your condo could be our

CONDO *of the* YEAR

Why is your condo such a great place to live?

How do you build community?

What sets your community apart to have earned this prestigious award?

Idea suggestions:



OWNERS QUOTES

PICTURES

SOCIAL OR CULTURE COMMITTEES

CHALLENGES OVERCOME

If you're a condominium management company, just think about that, a feature article highlighting a terrific condo managed by your company. You have the opportunity to enhance that with your own advertorial. A Win Win proposition!

PRIZE The winning Condo will be awarded their 2023-2024 Membership and receive an article in our CCI Review Newsletter! This contest is also open to NON-MEMBERS!

SELECTION PROCESS:

All submissions are reviewed by CCI - South Alberta's Awards and Recognition Committee. **Three finalists will be chosen.**

In September, we will speak with representatives and, if permissible, site visits may be arranged to tour your property.

CCI Annual General Meeting where the winner will be announced.

SUBMISSION:

Due in our office **August 1, 2023**

3 Pages Maximum. (No handwritten submissions please.)

Please submit applications to:

PO BOX 38107, Calgary, AB T3K4Y0

or email: admin@ccisouthalberta.com

Cincinnati, Cleveland, Columbus, Detroit, Milwaukee, New York City, Philadelphia, Pittsburgh, San Francisco, and St. Louis [2].

A comparison of façade ordinances reveals the following common building façade inspection requirements:

- Building height: 5 storeys or greater (and/or buildings with appurtenances in excess of 60 feet)
- Building age: 10 years or older
- Review periods/intervals: 5-year intervals

Ordinances vary in specifying other requirements including:

- Minimum inspections methods
 - Minimum access methods
 - Inspector qualifications:
Registered architect or professional structural engineer
 - Hazardous condition repair deadlines
 - Penalties and fines for violations
- Research provides minimal

information related to building façade ordinances or any direct inspection and maintenance legislation for other municipal jurisdictions in Canada. Additionally, provinces do not provide legislation related to building façade inspection and maintenance in their Public Health Acts or building codes (excluding Quebec). A 2013 report by The Elliot Lake Commission of Inquiry outlining Property Maintenance and Repair Policies, Regulations, Legislation and By-Laws highlights in general the lack of written policy throughout Ontario municipalities requiring inspection or visual assessment of buildings for unsafe conditions [3]. It is noted that policies typically do not address how enforcement is carried out or what is required to trigger building inspections, but rather that practice of enforcement is mostly complaint-driven [3].

Interest and consensus surrounding the potentially unsafe conditions

caused by building façade deterioration led to the development of the ASTM E2270 – Standard Practice for Periodic Inspection of Building Facades for Unsafe Conditions [1]. ASTM International (formerly the American Society for Testing and Materials) is a global leader in developing voluntary consensus standards accepted internationally. ASTM elects a board of directors and is made up of over 30,000 volunteer members from +140 countries [4]. The intent of ASTM E2270 is to establish minimum requirements for conducting such periodic building façade inspections and provide basic guidelines or standard practices applicable in all jurisdictions internationally [1].

Active façade ordinances in the United States appear to define minimum requirements similar to those described in ASTM E2270, with several cities referencing the standard directly. However, variability still exists due to the jurisdictional nature of the legislation. For instance, New York City (NYC) permits only qualified exterior wall inspectors (QEWIs) to complete building façade inspections. QEWIs must be registered design professionals with at least seven years of relevant experience with facades over six storeys, and pass both written and oral exams as required by the NYC Department of Building's Facades Unit [2]. In contrast, Detroit, and Calgary provide minimal to no qualification criteria for inspectors. In Calgary, visual assessments must "be performed by a person with sufficient education, training, skill and experience [relating to roofs and/or walls] such that the person's visual assessment may reasonably be relied upon [5, p. 3]."

Available Façade Inspection Technologies

ASTM E2270 defines two façade inspection categories as follows, both of which are required to implement an adequate inspection:

(1) General inspection, which includes "visual observation of façade components from distances equal to or greater than 6 ft (1.8m) with or without the use of magnification or remote optical devices" [1, p. 3] (e.g., binoculars or drones); and

(2) Detailed inspection which requires "visual observation and tactile evaluation of façade components, including probing and NDT [non-destructive testing] to observe concealed conditions of wall construction" [1, p. 3].

General inspection or visual review from ground level



Visual assessments must "be performed by a person with sufficient education, training, skill and experience such that the person's visual assessment may reasonably be relied upon."



Volunteers are the backbone of our industry. Give them the recognition they deserve! Nominate your very best volunteer for CCI – South Alberta Chapter's exclusive and prodigious

VOLUNTEER *of the* YEAR AWARD



Criteria for nomination

- Duration of volunteering
- What project have they been instrumental in?
- Why is this person being nominated?
- How has the condo community benefited from their involvement?

Prizes

Personalized Plaque • Date Night (\$200 dinner + \$50 movie gift card)

Process:

All submissions are reviewed by CCI - South Alberta's Awards and Recognition Committee. **3 finalists will be chosen.**

In September, we will speak with representatives and, if permissible, site visits may be arranged to tour your property.

CCI Annual General Meeting where the winner will be announced.

Submission:

Due in our office **August 1, 2023**

3 Pages Maximum. (No handwritten submissions please.)

Please submit applications to:

PO BOX 38107, Calgary, AB T3K4Y0
or email: **admin@ccisouthalberta.com**

can be effective for the review of low-rise buildings and some mid-rise buildings but may provide limited ability to detect hazards during a review of high-rise building facades [6]. Close-up or tactile visual review can be performed via swingstage, rope access techniques, accessing adjacent balconies, etc. [6]. Industry consultants and contractors should inform building owners of the limitations of visual inspection or assessment as hidden façade conditions with potentially unsafe conditions cannot be captured.

Incorporation of NDT technologies can augment the effectiveness of the overall visual inspection and may detect or identify isolated façade areas requiring more detailed or intrusive review. When intrusive review is required, use of destructive testing (DT) technologies may capture conditions of hidden cladding components (such as anchor connections, reinforcement, etc.). Some examples of available NDT technologies include drones, laser scanning (LIDAR), infrared thermography, ultrasonic testing, and hammer sounding, while DT options may include exploratory openings and borescope probes.

Depending on the jurisdiction, selecting appropriate assessment methods and supplemental technologies is often left to the individual (or company) performing the façade inspection. Cost pressure for building owners may contribute to building façade inspections meeting only the minimum requirements of a jurisdictional façade ordinance (e.g., strictly visual assessment from ground and roofs).

Attaining a Reasonable Level of Confidence in the Inspection

A representative sample area must be defined when performing facade inspections to acquire data that is

statistically significant. This provides a reasonable level of confidence that the building's exterior has been adequately assessed for the stability of façade components. Existing facade conditions can vary widely between buildings and even jurisdictionally. There is no absolute value for representative sample sizes that apply to all buildings; therefore, a representative sample must be determined based on past knowledge of façade inspections, reference to available standards or best practices (such as ASTM E2270), and the building façade service history (if available).

A review of available architectural drawings, structural drawings, and past façade performance and service history for the building may distinguish between original construction issues and subsequent repairs. This document review may isolate façade areas that require more detailed inspection or provide grounds to expand the sample area based on indicated facade performance problems.

Solutions in Legislation and Standards

Cladding failure is an endemic problem that continues to jeopardize public safety and result in damage to property. Data suggests municipalities are typically the governing bodies to enact such regulations, but in Canada, provinces may also produce and enforce legislation (e.g. Quebec). Due to the jurisdictional nature of the legislation, variability of defined minimum façade inspection requirements is common.

Enacting legislation to enforce periodic building façade inspection may offer an approach to ensure preventative identification and maintenance of potentially unsafe building façade conditions are performed; however, the legislation does not guarantee public safety from hazardous conditions. The quality and reliability of building façade inspections are dependent on both the owner and inspector (i.e., fee/level of inspection/inspector qualifications). Cost pressure for building owners on inspection fees will remain and may result in only minimum legislative requirements being met.

Reference to internationally accepted standards, such as ASTM E2270, can assist when determining an appropriate level of façade inspection, representative sample area, and use of available NDT and DT technologies. Industry consultants and contractors should remain cognizant of standard practices and industry consensus for appropriate minimum requirements. This will assist in their efforts to educate building owners and continue to refine how building façade inspections for unsafe conditions are conducted.

cci



Building Confidence. Together.

For more than 90 years, we've been a trusted insurance, risk management and consulting partner for businesses, communities and people around the globe. Customizing programs and solutions tailored to your needs. Driving better outcomes for your people and your organization. Helping you build the confidence to handle whatever comes next.

AJG.com/ca The Gallagher Way. Since 1927

403.299.1692 | Michael_Arnold@ajg.com
403.299.2465 | Michael_Boisclair@ajg.com

© 2023 Arthur J. Gallagher & Co. | Arthur J. Gallagher Canada Limited



Insurance | Risk Management | Consulting

Avoiding a Loss of Your Bank Account Balance

By Walter Wakula, BComm, MBA, ICD.D
President, Foothills Global Capital Group Inc.

ATB Financial (ATB) is an Alberta financial institution that is owned by the Government of Alberta as an agent of the Crown in right of Alberta under the ATB Financial Act.

In the past week two U.S. banks have collapsed, the Credit Suisse bank group needed a lifeline from the Swiss government to survive and a group of large US banks lent \$30 billion to the ailing First Republic Bank to maintain confidence in the US banking system. Bank regulators have taken unprecedented measures to avoid further problems by backstopping the banking industry which has descended into turmoil at lightning speed. This is a wake-up call for Alberta condominium corporations and their property managers to take measures to avoid a loss of all or part of the cash held in their bank accounts. If you have more than \$100,000 in your bank accounts or your bank balances plus guaranteed investment certificates (GIC's) with one bank, trust company or credit union add up to more than \$100,000, then read on.

Deposit Guarantee Insurance

The Canada Deposit Guarantee Corporation (CDIC) insures the deposits in deposit accounts, GICs, deposit

receipts and similar deposits in member banks, trust companies and certain but very few credit unions. These deposit guarantees are limited to \$100,000 per financial institution, including the interest accrued on these funds, for Canadian dollar deposits only and are further limited to GICs and other financial instruments maturing in five years or less.

The Alberta Credit Union Deposit Guarantee Corporation (CUDGC) is an Alberta provincial agency with a mandate to provide regulatory oversight and a deposit guarantee to enable a safe and sound credit union system in Alberta. It guarantees the repayment of all deposits with Alberta credit unions, including accrued interest and had about \$418 million in securities at the end of 2021 to back up its guarantee. Additionally, the Credit Union Act provides that the Government of Alberta will ensure that this obligation of CUDGC is carried out. Although not an outright guarantee this provision provides comfort to credit union depositors.

ATB Financial (ATB) is an Alberta financial institution that is owned by the Government of Alberta as an agent of the Crown in right of Alberta under the ATB Financial Act. The repayment by ATB of money deposited and interest payable on that money is guaranteed by the Crown in right of Alberta. →



IF YOUR PROPERTY WAS INSPECTED TODAY, WOULD IT PASS?

PROACTIVE MAINTENANCE MAINTAINS THE VALUE OF YOUR INVESTMENT

Properties let us know when they need maintenance, and in most cases ahead of any disaster happening. If you hear whispers like, “My roof is leaking”, or “My boiler system is rattling”, it’s time to listen to your building.

After 10 - 15 years properties start needing a little extra care and attention. Project planning and scheduled maintenance is critical to keep your property in tip-top-shape.

Your older property has specific needs. Do you have the experience to address them?

FirstService
RESIDENTIAL

Avery Cox

Director, Business Development
Alberta

Avery.cox@fsresidential.com

587.393.1290



We manage properties in all stages of life, and can help you address your older property needs.

► Review and establish budgets

Our community managers have extensive budgeting know-how and experience. They’ll review your budget, reserve fund and capital plan to provide advice, suggestions and a realistic picture on any shortcomings or needed changes. .

► Depth of resources

Our combined 100 years of experience ranges from accounting, administrative, community support services and professional partnerships in legal and consulting services.

Reactive maintenance will surely turn your sweet dreams to nightmares.

We can provide you peace of mind knowing all aspects of your property needs are covered. Get proactive and call me today.

SCAN ME



www.fsresidential.com/alberta

Making a Difference. *Every Day.*

In investing, it is always critical to diversify because you never know what can happen in financial markets nor what can happen with changes to government policies.

Avoiding a Loss of Your Bank Account Balance

Based on federal and provincial deposit guarantees, your cash deposits, GICs etc. are 100 per cent guaranteed at ATB Financial and at Alberta registered credit unions and are guaranteed up to \$100,000 at member federally registered banks, trust companies and certain but very few credit unions. It would be tempting to move all your investments and deposits exceeding \$100,000 to ATB Financial or to a credit union. However, in investing, it is always critical to diversify because you never know what can happen in financial markets nor what can happen with changes to government policies. Recalling an old cliché, never put all your eggs in one basket. So before going

any further check to see where your money is deposited, how much there is and what the deposit guarantee provisions are for that financial institution.

To diversify your cash/investment portfolio under a conservative investment policy it makes sense to keep your cash balances at one financial institution below \$100,000 and to keep cash surplus to month-to-month requirements in a savings account. \$100,000 seems a good rule of thumb even if your funds are at ATB or a credit union. Amounts exceeding \$100,000 should be invested in GICs at a financial institution other than the one you bank with using a well thought out investment strategy. Shop around for the best interest rates. You will find that savings account rates have gone from as little as 0.01 per cent a year ago to as high as 4 per cent today and that GIC rates have gone from 1.5 per cent to 5 per cent today. This can generate approximately \$5,000 per \$100,000 per year in interest income with very little effort while reducing the risk in your cash/investment portfolio.

cci

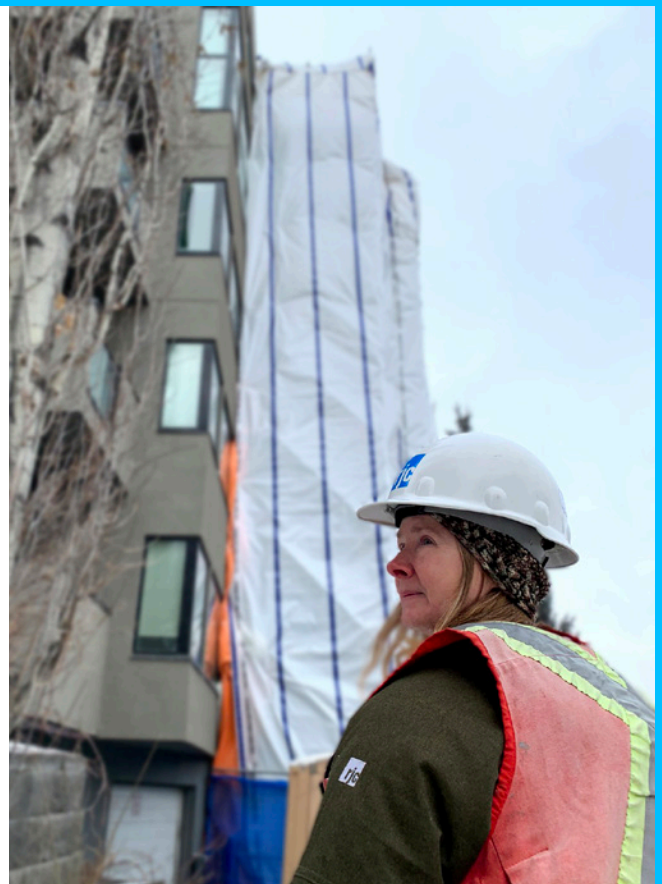


Engineers

Building Envelope & Structural Consulting

Reserve Fund Studies
Condition Assessments
Maintenance & Repair Projects
Parking Structures
Technical Audits
Energy Modelling

Ryan Coles (South-Central AB): (403) 283-5073
Jamie Murphy (North-Central AB): (780) 452-2325



Creative Thinking **Practical Results**

rjc.ca



CONDOMINIUM LAW IN ALBERTA

Michael Gibson and Roberto Noce, K.C.



AVAILABLE NOW!

A comprehensive reference
focused on condominium
laws specific to Alberta.

Purchase now at:

millerthomson.com/purchase-book



Michael Gibson

Partner | Edmonton
mgibson@millerthomson.com
780.429.9733



Roberto Noce, KC

Partner | Edmonton | Calgary
rnoce@millerthomson.com
780.429.9728 | 403.298.2439



MILLER THOMSON

AVOCATS | LAWYERS

[MILLERTHOMSON.COM](https://millerthomson.com)

Is “Preventive” Maintenance Costing You Money?

By Cory Bilyk, Trotter & Morton Facility Services Inc.

When preventive maintenance needs to be completed in the condominium world, typically the quote goes to the Property Manager, which then gets passed on to the Board, who then makes a decision based on the paper in front of them.

“Preventive” is defined as something designed to keep something undesirable such as harm or accidents from occurring or intent to stop something before it happens.

Condominium owners and Boards are in a unique situation. When a single-family homeowner needs work done in their house, they are typically home to watch over maintenance, repairs or replacements. When preventive maintenance needs to be completed in the condominium world, typically the quote goes to the Property Manager, which then gets passed on to the Board, who then makes a decision based on the paper in front of them.

Unknown to many, preventive maintenance can run a large gamut of what is included, from “Test and Inspect” styles of an agreement to agreements that can include parts, labour and replacements. The baseline should always be

what the manufacturer of the piece of equipment recommends as ongoing tasks. Oftentimes, this is not what is performed. A “Test and Inspect” style of maintenance program is the most common in our industry. Why? Because this is the cheapest program. This is also the most lucrative program for vendors. You might ask, “How can this be lucrative for vendors if it is the cheapest program that they offer?”

Let’s use your vehicle as an example. If you take your vehicle to a mechanic for a tune-up, they will typically come back to you and tell you what the manufacturer-recommended tasks are that should be performed on your vehicle due to the service intervals recommended by the manufacturer. If you choose not to do those tasks at that time, you will save some money... but is this really saving money? What happens if you don’t do those tasks? Over time, the gas mileage of your vehicle gets worse, which is a loss of efficiency. Over time, the inside of your vehicle gets very dirty due to a lack of changing the cabin air filter, and the inside of your engine gets very dirty due to the lack of changing the engine air filter. Most importantly, by not performing the tasks that the manufacturer recommends, the lifespan of the vehicle is drastically shortened, and engine components fail on an emergency basis, which means →



that you can't spend time sourcing out replacement parts. In fact, you are stuck using whatever mechanic you can get the vehicle towed to in order to complete the repairs.

How is this any different from the mechanical systems in your building? The big difference is that the mechanical systems in a condominium may be worth 10's or even hundreds of times more than your vehicle. If you have a vendor who is doing minimal maintenance on the mechanical systems, and they do not perform the manufacturer-recommended tasks, who makes money when the equipment fails? In the middle of winter when there is no heat and your vendor states that a heating circulation pump needs to be replaced and if you don't replace it there will be no heat in the building, is the Board going to go out for a quote, or do you pay whatever it costs?

The reason for failure that is typically given is, "... well, mechanical things fail...", but the reality is that in the vast majority of cases, mechanical systems will fail, but a proper proactive, predictive, preventive maintenance program should not only be able to extend mechanical equipment lifespan past industry averages but should also be able to give the Corporation some idea as to when equipment is on its

way to failure so it can be budgeted for replacement.

Proper preventive maintenance should include cleaning, calibrating, lubricating, aligning, adjusting, tightening and even touch-up painting to prevent corrosion on outdoor pieces of equipment. How can a Board know what tasks a vendor is doing on a regular basis? ASK to see the tasks that they will be performing on EACH piece of equipment. If a vendor is using a pre-populated checklist for every boiler or makeup air unit they take care of, how is this customized to the equipment in the building? If there are no categories on the checklist for recording voltages, amperage, temperatures, pressures, and if there is no history of what those readings have been in the past, then how can the preventive maintenance program be predictive, which allows your vendor to let you know when equipment

is on its way to getting replaced? Look at the wording of the tasks that the vendor will be performing...Do they include the words that are included in proper preventive maintenance? Do the tasks include words like cleaning, calibrating, lubricating, aligning, adjusting, tightening, and painting? If not, is the program that is in place really "preventive", or is it just "reactive", where your vendor makes money every time equipment fails? In fact, whose interests are being served by performing minimal preventive maintenance tasks, the Corporation's or the vendor's?

The reality is, a Board of Directors has a fiduciary responsibility to the Condominium Corporation that they are representing. While money saved in the short term may enable a Board to keep fees unchanged for the first year or even a couple of years, at some point in the near future, lack of proper preventive maintenance on the mechanical systems will end up costing every resident in the building more, through an increase in energy use as the equipment gets less efficient and through a rapid decline in equipment lifespan while repair costs also increase.

Stop allowing vendors to walk into your buildings with grocery carts that they fill up with emergency repairs.

Start making vendors accountable for performing the tasks that the manufacturer recommends to keep equipment lifespans and efficiencies at or above what the manufacturer says they should be.

Start holding preventive maintenance providers accountable for keeping something undesirable from occurring.

Preventive maintenance should not cost the Corporation money, it should save the Corporation money.



Proper preventive maintenance should include cleaning, calibrating, lubricating, aligning, adjusting, tightening and even touch-up painting to prevent corrosion on outdoor pieces of equipment.



Unpaid Condo Fees



Mask and Vaccine Requirements



Improper Owner Claims

When it really counts, clients count on SVR.



Evictions



Cannabis Grow and Smoking Violations



Construction Warranty Disputes

For help with *any* condominium matter, please contact



Dionne Levesque



John McDougall



Kate Kozowyk



Stuart Gray

Scott Venturo Rudakoff LLP's condominium lawyers can provide advice and recommend action on every legal aspect of condominium living.

SVR
LAWYERS

www.svrlawyers.com

1500, 222 3rd Avenue SW, Calgary, AB T2P 0B4 | 403.261.9043

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...

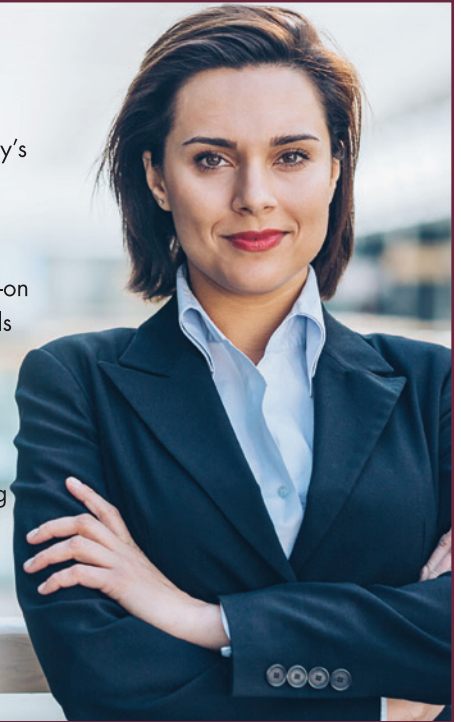
New Concept Management Inc. prides itself on managing all dealings with a hands-on approach, we listen, we communicate and we follow through. One of our main goals is educating condominium corporations, boards, owners, and residents in order to achieve the highest standard of living possible.



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

www.newconceptmanagement.com

After a disaster, we're faster.



prostarrestoration.ca



Welcome to new members

Individual Member

Tessa Carey
Shelley Cooper
Holly Howes
Theresa Parkinson
Carol-Ann Villeneuve

Professional Member

Harry Koyle, Wapiti Inspections Inc
Michelle Ellias, Integrity Condominium Management
Anton Suberlak, Ogilvie LLP
Cody Hull, Hyde & Hull LLP Chartered Professional Accountants

Condominium Corporation Members

Wedgewoods of New Discovery
Sierra Morena Villas (CC#: 9510122)
Rocky Ridge Villas (CP 9811303)

Business Partner Member

Cory Bilyk, Trotter & Morton Facility Services Inc.
Merv Pond, 911 Restoration of Calgary
Becki Brouwer, PEKA Professional Property Management
Cole Romaniuk, Karen King & Associates Inc
Louise Challes, Condeau Management Services Ltd.
Bruce Byun, McCuaig & Associates Engineering Ltd.
Leong Johnson, Fenix Engineering Ltd.

INDIVIDUAL MEMBERSHIP

Pamela Armstrong
Warren Barker
Mark Barnaby
Bruce Blight
Brian Boyle
Deborah Bradford
Deborah Bradford
Karen Bremner
Mark Burnaby
John Burton
Tessa Carey
Therese Cooke
Shelley Cooper
Howard deGa
Janice Dickin
Habiba Elahee
Linda Faulkner
Tania Fraser
Pamela Friesen

Terry Gibson
Mark Hambridge
Maureen Hendry
Darwin Hoimyr
Holly Howes
James Jay
Maureen Jenkins Pender
Guoying Jiang
Ernie Johnson
Jack Kotyk
Suzanne LeValley
Laura Lowry
Michelle Lucente
Robert MacLeod
Joan McCallum
Gail McDermott
Debbi McDonald
Teresa McDonald
Laura Mrochuk

Maria Mulcahy
Cassandra Nowak
Frits Pannenkoek
Theresa Parkinson
Byron Preston
Cathy Robinson
Barry Rosenfelt
Phil Rosenzweig
Donna Saari
Tracy Schuhart
Christine Stevenson
Marie Templeton
Jim Van Iderstine
Carol-Ann Villeneuve
Shannon Walker
Mairead Walsh
Christopher Wickens
Lisa Wood
Tom Young





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

CONDOMINIUM CORPORATION MEMBERSHIP

Agora Condominiums (CP 0010282)
 Avenue West End / CC1711770
 Braeburn Village (CC 7810487)
 Carefree Resort (CP 8621413)
 CC# 9510648 Southridge Village Mall 648
 CC#: 8311933 o/a Madison Heights
 Champagne Condominium (CC#: 1311832)
 Christie Point CC#9512707
 Coachway Green CP8211095
 Colonial House (CP 9811329)
 Condominium Corp #0312860
 Copperwood III
 Country Lane Estates CC 0311515
 Courtyard / CC9011495
 Creekside Village CCN 1311195
 Eau Claire Estates (CP# 8310913)
 Evergreen Village (CP 8911305)
 Fairway Village Condominiums (CC# 9910225)
 Fish Creek Ridge II /7911483
 Five West Phase II (CC#: 0715974)
 Gateway South Centre CC #0614475
 Gladstone Village (931 2049)

Groves of Varsity CC # 141 1334
 Heritage Bay CC #8010872
 Legacy Village - Condominium Corporation 0112651
 Loren CC#: 0710985
 Manor Homes of Inverness (Site 1)/ 9610460
 "Mesa at Crystal Shores 9840 CC No, 0510521"
 North Park Phase 2 (CC#: 8310851)
 Norwood Grande
 Oakfield Park Villas No. 0413768
 Park Place (Condominium Corporation #1310141)
 Park Point #1811544
 Peacekeepers CC No 0614675
 Pine Pointe Place (CP 982 0328)
 Poplar Green (CC#: 0012525)
 Redberry Ridge Condominium (CC# 0915066)
 River Reach Condominium (Corp No. 1312207)
 Riverfront Pointe / CN: 0915127
 Rocky Ridge Villas (CP 9811303)
 Rosewood Estates/7910811
 Roxboro House (CC: 7810681)

Sanderson Ridge Condominium Corporation/ 091 2007
 Scenic Gardens Condominiums #9410573
 Sheep Creek View Condominium (CC#: 0910178)
 Sierra Morena Villas (CC#: 9510122)
 Sierras of Country Hills (CP 0012058)
 Sierras of Tuscany
 Southridge Village Mall (CC#: 9512009)
 Stella Nova (CP#: 0414396)
 Stonewater Corporation /CN: 0714707
 Sunrise Heights Villas (CC#: 0811379)
 Sunvale Place Villas (Condo Corp#: 1513108)
 The Owners Condominium Plan 9210296
 The Park (CC 1513105)
 The Tudors at the Landings (CP 0311055)
 The View at Sunrise (CC#: 0712458)
 Varsity Towers (OCP# 8912018 OP)
 Villas at Parkview Estates CCP# 9413081
 Wedgewoods of New Discovery
 Westchester Pointe Garden
 Whitehorn Village Retirement Residence (CP 0210329)
 Whitmire Villas (CCN 9910542) →

Be a Member

Have you, or someone you know, been considering becoming a member?

Now is the perfect time! Membership fees are now on sale! This is a great opportunity to find out what a CCI membership can do for you!

- ✓ Discounted Rates
- ✓ Webinars
- ✓ Luncheon
- ✓ Networking
- ✓ Information
- ✓ Advocacy
- ✓ Communications
- ✓ Educational Course
- ✓ Quarterly Newsletter
- ✓ Contribute articles

403.253.9082 | admin@ccisouthalberta.com

ccisouthalberta.com

Canadian
Condominium
Institute
CCI
Institut
canadien des
condominiums
South Alberta Chapter





**READY WHEN
YOU NEED US.**



FIRE



WATER



MOLD



ODOR



STORM



SMOKE



CONSTRUCTION



INSURANCE

**RESIDENTIAL & COMMERCIAL
24 HOUR EMERGENCY**

ServiceMASTER
Restore

403-287-7700

smcalgary.com

PROFESSIONAL AND BUSINESS PARTNER MEMBERSHIPS

■ ACCOUNTING/BANKING/FINANCE

Organization	Name	Phone	Email
Condominium Financial	Jim Critchley	(403) 669-9516	jimcritchley@condominiumfinancial.com
CWB Maxium Financial	Pierre Sauve	1 (800) 379-5888 ext. 399	Pierre.Sauve@cwbsmaxium.com
Hyde & Hull LLP Chartered Professional Accountants	Cody Hull	(403) 472-4855	cody@hydeandhull.com
Morrison Financial Services Limited	Luka Milidragovic	(416) 391-3535 ext. 111	luka@morrisonfinancial.com

■ BUILDING SCIENCES/ENGINEERING/RESERVE FUND STUDY

Organization	Name	Phone	Email
Entuitive Corporation	Adrian Breitwieser	(403) 870-6735	adrian.breitwieser@entuitive.com
EXP Services Inc.	Johnathon Bain	(403) 519-6084	johnathon.bain@exp.com
Fenix Engineering Ltd.	leong Johnson	(587) 434-5928	info@fenixeng.ca
HGC Engineering	Ian Bonsma	(587) 441-1583	ibonsma@hgcengineering.com
JRS Engineering	Mike Dietrich	(403) 615-6619	mdietrich@jrsengineering.com
Kellam Berg Engineering & Surveys Ltd.	Ron Kellam	(403) 640-0900	rkellam@kellamberg.com
Keller Engineering	Andree Ball	(613) 224-1594	aball@kellerengineering.com
McCuaig & Associates Engineering Ltd.	Bruce Byun	(587) 586-1193	bruce@mccuaig.net
Morrison Hershfield	Tara Ersser	(403) 246-4500	tersser@morrisonhershfield.com
Motus Consult Ltd.	Marty Deemter	(403) 836-1144	mdeemter@motusconsult.ca
Read Jones Christoffersen Ltd.	Ryan Coles	(403) 338-5818	rcoles@rjc.ca
Read Jones Christoffersen Ltd.	Stacey McDougall	(403) 993-2276	smcdougall@rjc.ca
Reliance Asset Consulting Inc.	Daniel Jablonski	(587) 880-2659	dan@relianceconsulting.ca
Taycon Consulting Inc.	Terry Brown	(403) 519-2693	terrybrown@shaw.ca

■ CONDOMINIUM LAWYERS

Organization	Name	Phone	Email
Carbert Waite LLP	Michael Bokhaut	(403) 850-1316	bokhaut@carbertwaite.com
Code Hunter LLP	Ben Frenken	(403) 716-2380	ben.frenken@codehunterllp.com
Field LLP	Gordon Van Vliet	(403) 260-8523	gvanvliet@fieldlaw.com
HMC Lawyers LLP	Kirk Mason	(403) 261-3327	kmason@hmclawyers.com
McLennan Ross LLP	Jennifer Biernaskie	(403) 543-9120	jennifer.biernaskie@mross.com
McLeod Law LLP	Heather Bonnycastle	(403) 873-3703	bonnycastle@mcLeod-law.com
McLeod Law LLP	David Cumming	(403) 225-6402	dcumming@mcLeod-law.com
McLeod Law LLP	Laurie S. Kiedrowski	(403) 225-6413	kiedrowski@mcLeod-law.com
McLeod Law LLP	Daniel MacAulay	(403) 254-3857	dmacaulay@mcLeod-law.com
McLeod Law LLP	Stephanie Whyte	(403) 278-9411	SWhyte@mcLeod-law.com
McLeod Law LLP	Jeff Wreschner	(403) 254-3837	jwreschner@mcLeod-law.com
Miller Thomson LLP	Michael Gibson	(780) 429-9733	mgibson@millerthomson.com
Miller Thomson LLP	Roberto Noce	(403) 298-2439	rnoce@millerthomson.com
Ogilvie LLP	Anton Suberlak	(403) 543-2405	anton@masuchlaw.com



PROFESSIONAL AND BUSINESS PARTNER MEMBERSHIPS

■ CONDOMINIUM LAWYERS

Organization	Name	Phone	Email
Scott Venturo Rudakoff LLP	Stuart Gray	(403) 231-8208	s.gray@svrlawyers.com]
Scott Venturo Rudakoff LLP	Kate Kozowyk		k.kozowyk@scottventuro.com
Scott Venturo Rudakoff LLP	Dionne Levesque	(403) 231-3459	D.Levesque@svrlawyers.com
Scott Venturo Rudakoff LLP	John McDougall	(403) 231-8206	j.mcdougall@scottventuro.com

■ CONDOMINIUM/ PROPERTY MANAGEMENT

Organization	Name	Phone	Email
Astoria Asset Management Ltd.	Samantha Snoek	(403) 948-0337	samantha.s@astoriamanagement.ca
Avison Young Real Estate Management Services, LP	Mandie Barker	(403) 571-4254	mandie.barker@avisonyoung.com
Blue Jean Property Management	Charlene Francis	(403) 536-7080	cfrancis@bluejeanpm.com
Century 21 Maximum c/o Devereaux Property Management Services Ltd	Bill Hogg	(403) 346-0021	devpropmgt@gmail.com
Charter Property Management	Nadine Buchanan	(403) 800-0292	nadine@charterpm.ca
Condeau Management Services Ltd.	Louise Challes	(403) 936-4052	Louise@condeau.ca
Converge Condo Management	Dana Bouwman	(780) 394-2056	dana@convergecondo.com
Diversified Management Southern	Joanne Sieb	(403) 230-7376 ext 222	jsieb@divsouth.com
Emerald Management & Realty Ltd.	Jodena Rogers	(403) 237-8600	jrogers@emeraldmanagement.com
FirstService Residential Calgary	Lauren Larre	(403) 463-2064	lauren.larre@fsresidential.com
Guardian Advisory Group	Charles Starke	(403) 374-2546	info@guardianag.ca
Integrity Condominium Management Ltd.	Chris Cook	(587) 227-0913	chris@integritycondo.ca
Integrity Condominium Management Ltd.	Michelle Ellias	(403) 764-0913	Michelle@integritycondo.ca
Jems Condo Management Ltd.	Dara Devore	(403) 928.2719	dara@jemscondo.ca
Kidder & Company Real Estate Property Management	Eleanor Kidder	(403) 830-8636	eleanor.kidder@gmail.com
Larlyn Property Management Ltd.	Michael Holmes	(403) 693-0022	mrholmes@larlyn.com
Lenyx Corp.	Carlos Giovanazzi	(587) 475-8800	CGiovanazzi@lenyxcorp.ca
Magnum York Property Management / Associa	Holly Yuzwa	(403) 294-0411	hyuzwa@magnumyork.com
Mayfield Management Group Ltd.	AJ Slivinski	(780) 451-5192	aj@mmglt.com
Monday Management nc.	Pamela Wilson	(403) 546-4292	pwilson@mondaymanagement.ca
New Concept Management Inc.	Maria Bartolotti	(403) 398-9528	maria@newconceptmanagement.com
New Leaf Properties Ltd.	Steve Osmond	(403) 910-6480	Steveo@newleafproperties.ca
Parterre Property Services Inc.	Dwayne Ropchan	(403) 241-2162	dropchan@parterreproperty.ca
PEKA Professional Property Management	Becki Brouwer	(403) 678-6162	becki@peka.ca
Pivotal Property Management Inc.	Jamie Shima	(780) 701-4300	jamie@pivotalpm.ca
Prairie Management & Realty Inc.	Andrew Fulcher	(403) 995-2810	andrew@prairiemanagement.ca
Quarter Park Management	Jason Ager	(403) 852-5096	jason.ager@quarterpark.com
Rancho Realty (1975) Ltd.	Natalia Beilin	(587)-779-5215	natalia.beilin@ranchogroup.com →

PROFESSIONAL AND BUSINESS PARTNER MEMBERSHIPS

■ CONDOMINIUM/ PROPERTY MANAGEMENT

Organization	Name	Phone	Email
RC Condo Management	Amy Breznik	(403) 317-4555	info@rccondomanagement.com
Red Key Realty & Property Management	Laura Henriksen	(403) 340-0065	laura@redkeyproperties.ca
Sunreal Property Management Ltd.	Callie Voytechek	(403) 343-0200	Cvoytechek@sunrealgroup.com
Three by Three Inc.	Abbie Thurgood	(587) 703-3311	Hello@threebythree.ca
Urbantec Property Management Inc.	Tim Erickson	(403) 971-1511	tim@urbantec.ca

■ CONSULTING

Organization	Name	Phone	Email
Bylaw Consultants	Gary Caouette	(587) 991-0959	bylawconsultants@gmail.com
Condo Relief Consulting	Paula Martin	(403) 831 6820	paula@condoreliefconsulting.com
Go West Valuations Corp.	Pete West	(403) 680-5050	info@gowestcorp.com
LPM Enterprises	Lisa McGrath	(403) 477-7254	Lisa@lpmenterprises.net
Schooley Mitchell	Mickey Pendergast	(403) 875-4777	mickey.pendergast@schooleymitchell.com
Skyline QS Consultants Ltd.	Maeve Duggan	(833) 390-1040	info@skylineqs.ca
Todd Brand Consulting	Todd Brand	(403) 608-2710	toddbrand@hotmail.com
Wapiti Inspections Inc	Harry Koyle	(403) 688-1206	hkoyle@wapitiinspections.com

■ INSURANCE/INSURANCE APPRAISERS

Organization	Name	Phone	Email
BFL CANADA Insurance Services Inc.	Sherry Bignell	(403) 398-2421	sbignell@bflcanada.ca
Gallagher Insurance	Michael Arnold	(403) 299-1692	Michael_Arnold@ajg.com
HUB International Insurance Brokers	Jason Stallard	(403) 554-1524	jason.stallard@hubinternational.com
Normac Appraisals Ltd.	Omar Khan	(403) 918-6566	omar@normac.ca

■ SERVICE PROVIDER

Organization	Name	Phone	Email
247 Restoration	Nadia Freese		nkatz@247restoration.ca
247Condo	Stephen Cassady	(403) 770-2939	stephen.cassady@247condo.com
911 Restoration of Calgary	Merv Pond	(780) 808-0036	mervpond@gmail.com
Abris Construction Calgary	Lindsay Boon	(403) 629-3474	lindsay@abrisconstruction.com
Alberta Fire & Flood	Dianna Adams	(403) 204-2259	dadams@abff.ca
Alberta Indoor Comfort	Mike Berezowski	(403) 230-2691	mjb@albertaindoorcomfort.com
Canstar Restorations	Ryan Bedford	(403) 312-6674	rbedford@canstarrestorations.com
Condo Document Inspection Centre Inc	Nina Bhasin	(403) 228-6770	nina@cdicinspections.com
Fire Ant Contracting Ltd.	Ed Bushnell	(403) 312-5995	ed@fireantcontracting.com
First Onsite	Melissa Kesegic	(403) 312-2975	melissa.kesegic@firstonsite.ca
Fort Sands Construction	Stephen King	(403) 604-5678	sking@fortsands.com
Fountainhead Mechanical Inc.	Bob Henry	(403) 702-6900	info@fountainheadmech.ca →

PROFESSIONAL AND BUSINESS PARTNER MEMBERSHIPS

■ SERVICE PROVIDER

Organization	Name	Phone	Email
Get Quorum	Mark DiPinto	1 (877) 353-9450	mark@getquorum.com
Hank's Plumbing & Gasfitting LTD.	Kevin Lott	(403) 998-7924	kevin@hanksplumbing.com
Harding's Painting	Matt Whiteley	(403) 700-6770	matt@hardingspainting.com
Lydale Construction	Denise Kendrick	(403) 571-1200	dkendrick@lydale.com
Mircom	Mark Joudery	(403) 462-1778	mjoudrey@mircomgroup.com
Moby, a Division of Western Fibre Communications Corp.	Boaz Shilmover		ap@getmoby.com
Oaktree Carpets and Flooring	Kevin Williams	(403) 919-9477	kevin@oaktreecarpets.com
Perpetuity Security Consulting Inc.	Blaine Gillam	(403) 973-5502	info@perpetuitysecurity.com
Pro Property Services Inc.	Michael Baker	(403) 89-5296	michael@proproperty.ca
ProStar Cleaning & Restoration	Jodi Scarlett	(403) 695-1082	reception@prostarcleaning.com
Rocky Cross Construction North/DKI	Ryan Thelwell	(587) 888-9805	rthelwell@rccn.ca
ServiceMaster Restore of Calgary A Division of Ordman Corporation	Julie Visser	(403) 287-7700	julie.visser@smcalgary.com
Servpro Calgary	Kai Hochhausen	(403) 671-6409	khochhausen@servprocalgary.com
SIS Supply Install Services Ltd	Jody Roberts	(403) 640-1334	jodyr@sisltd.ca
Taylor Construction	Cam Brown	(403) 244-5225	office@taylorconstruction.ca
The Restorers Group Inc	Jonathan Maynard	(403) 462-6633	jonathanm@restorersgroup.ca
Trotter & Morton Facility Services Inc.	Cory Bilyk	(403) 827-4080	cbilyk@tmlgroup.com



Stay Informed!

Keep up with
the latest condo
industry news
and updates.



ccisouthalberta.com

Membership Renewals

We are expanding member benefits and services with opportunities for learning and promoting business partner and professional members!

Membership Renewals will be sent by the third week of May!

Keep an eye on your email. We look forward to your support. Please forward any changes for invoices purposes to admin@ccisouthalberta.com

Sponsorship Opportunities for 2023-2024 Coming Soon!

Sponsorship provides an excellent venue for our professional and business partner members to gain industry-wide recognition while also supporting CCI South Alberta. Opportunities will be open July 4, 2023

Our annual sponsorship opportunity year is from September 1 to August 31.

Call for Newsletter Article Submissions

A benefit of CCI membership is the opportunity to write an article for publication in CCI-South Alberta's "CCI Review" quarterly magazine. If you are a condominium director and have a unique tale to tell or advice to relay to other condominium boards, let us know! If you are a professional or business partner company offering services or products to condominiums and have a relevant article, let us know!

Find out word counts, format for submissions, deadlines and where to send your article on our CCI Review information online. Questions may be directed to the administrator: admin@ccisouthalberta.com



Members Annual Golf Tournament

Bearspaw Golf Course

06 • 13 • 23

Registration: ccisouthalberta.com
Sponsorships, Golf, Networking,
Fun, Prizes, BBQ and more

For more information and updates
<https://ccisouthalberta.com/events/2023/06/13/2023-annual-golf-tournament>

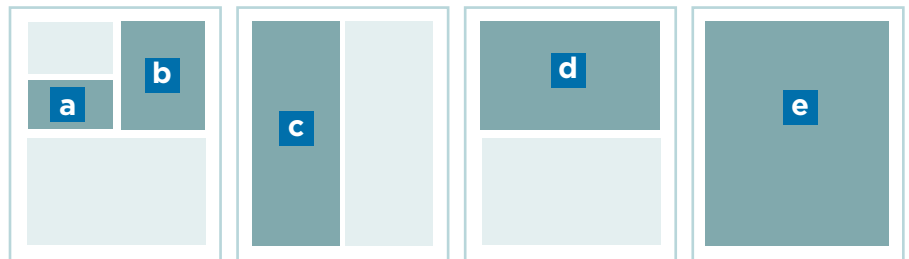
SAVE THE DATE



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.

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



deadlines

EDITION	SUBMISSION DEADLINE	DISTRIBUTION
Fall	August 30	September 30
Winter	November 30	December 30
Spring	March 30	April 30
Summer	May 30	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

Advertising in the CCI Review is now even easier! Please go to https://conventionall.swoogo.com/ccisa_review and complete the online form. With your contact information, ad size, and the edition(s) you would like your advertisement to appear in selected, you directly upload the advertisement and an invoice/receipt is generated immediately. By streamlining the process CCI South Alberta is able to better mitigate a timely delivered newsletter quarterly! Questions or concerns, can be forwarded to: admin@ccisouthalberta.com.