



President's Message

By Stephen Cassady • President, CCI South Alberta Chapter

If you have any doubt in the growth of condominiums in Alberta's metropolitan centers, look no further than the monthly sales numbers coming from the Calgary Real Estate Association. If you extrapolate the recent growth of condominium sales, and add in the new developments common online, it is possible that in 5 to 10 years half of all real estate sales will be condominiums. Even though Calgary has one of the lowest density populations in North America for a large metropolitan city, we are rapidly developing our high-density housing in the downtown ring. When you add in the non-high-density condominium developments (bare land, townhouse, and others) the trend is obvious.

That's why it is timely that the Alberta Government has started a review of the Condominium Property Act this last November. The purpose of this review is to determine what issues have affected the industry, and to look at possible changes of the Act to address those issues. Sitting on the committee is a broad section of the condominium community, including representatives from developers, lawyers, insurance, management companies, owners, condominium services companies, a document review company, the Alberta Condominium Manager's Association and from CCI.

I've had the pleasure to be asked to sit on the review committee, and every month I travel up to Edmonton (I'll soon be able to drive the road with my eyes closed!) to attend the meetings. At these meetings, it is important to me that I fairly and clearly represent the voice and needs of the members of CCI, and of the condominium community of south Alberta.

In this and the following newsletters, there will be surveys that we ask you respond to. The topics will be related to the current sections of the act that we are reviewing, or timely issues based on current events that impact condominiums and should drive a review of particular sections of the act.

You can always contact me through our CCI info email at info@cci-south.ab.ca, or directly at Stephen.Cassady@CondoPapers.com

And please, take a moment to fill out the survey in this month's newsletter!

Events Calendar

Luncheons & Courses starting April 27th, 2010

Luncheons

- April 27, 2010 – Reserve Funds with information from a Condominium Lawyer, Property Manager and Strata Capital Corporation on when it is appropriate for Condominium Corporations to borrow money.
- May 25, 2010 – Planning a Re-roofing Project for a Condominium
- June 22, 2010 – What You Need To Know About Special Assessments

Courses

- May 8, 2010 – CM 100 Fundamental Management Principles
- Winter/Spring 2011 – CM 200 Practical Management Issues
- Tentative Dates* October 16, 23 & 30, 2010 – CM 300 Specialty Management Issues

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South Alberta Chapter

Who to contact and how to get your ad into the Review

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Condominium Property Act Survey March/April 2010 Notice Warranty Issues

The Alberta government has organized a working committee to review the Condominium Property Act (CPA) to determine what issues have affected the industry and to look at possible changes of the CPA to address those issues.

The South Alberta Chapter or the Canadian Condominium Institute (CCI SAC) has been invited to provide feedback to this committee. CCI SAC's Government Liaison Committee will be conducting a number of surveys on the various issues being reviewed by the CPA working committee, looking for feedback from condominium corporations and industry members. These surveys will be sent to industry participants periodically, as various issues come before the committee.

This month's survey is about the Builder Warranty, and is appropriate to purchasers who have bought a new Condo directly from a developer (vs. one from a previous owner), or those who have bought from previous owner – but in the first year of the condominium's existence.

If this issue applies to your Corporation, we would appreciate your comments. Also, if you know of any other Corporations this survey may apply to, please pass this email onto them.

The information gained from your responses will be forwarded to the CPA working committee.

Thank you in advance for your help and participation on behalf of CCI South Alberta Chapter.

To fill out the survey, please follow this link: <http://www.surveymonkey.com/s/SNDLVRF>



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Upcoming Courses

Condominium Management 100

**Fundamental Management
Principles**

Saturday, May 8, 2010

Danish Canadian Club, Calgary

The Condominium Management 100 course is an introduction to the responsibilities and liabilities of condominiums and condominium management. This level is addressed to Professionals, new condominium Board members and owners.

To register for this course, contact the CCI office at 403-253-9082 or info@cci-south.ab.ca.

Visit our website,
www.cci-south.ab.ca,
for more detailed course descriptions.

Condominium Management 300

Specialty Management Issue

Tentative Dates –

Saturday, October 16, 23 & 30, 2010

Danish Canadian Club, Calgary

Level three of the Condominium Management Program is an advanced course designed for Condominium Property Managers and Board members who oversee the self-management of a Corporation. It contains discussion about a variety of specialty and complex management issues. The CM100 and 200 levels must be completed as a prerequisite to this course.

Contact the CCI office at
403-253-9082 or info@cci-south.ab.ca
for more information.

Condominium Management 200

**Practical Management Issues
Winter/Spring 2011**

Danish Canadian Club, Calgary

Level two of the Condominium Management Program is an intermediate program designed for Condominium Property Managers and Board Members, who must control, manage and administer the Condominium Corporation and complex. It contains specifics of their roles and responsibilities in most of the day to day activities, as well as resources to assist in carrying out their duties.

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Dispute Resolution in the Condominium Industry

By Michelle Phaneuf, P.Eng • Reaching Enduring Agreements

Disputes in the Condominium Industry are frequent and varied. Property managers, board members and condo owners come across them often. They can range from simple neighbor disputes to complex group disagreements. Looking at your options when dealing with disputes can save everyone time, money and help smooth the road ahead.

People get involved in many types of disputes. With a variety of options available, you can choose the best method for dealing with your particular situation. You may choose one way to deal with a condo board/owner dispute whereas a tenant problem or a dispute with your municipality might call for something different. There are three commonly used methods of resolving disputes without going to court:

1. Negotiation
2. Mediation
3. Arbitration

These methods are described in this article and each involves a process. Although the formal court process is not discussed here, it too is an option. In fact, sometimes the court will be the necessary route to follow. Remember that you may often be able to deal with your problem informally through discussions. Working together, you can try to reach an agreement that will suit both parties needs.

Negotiation:

People who disagree can often get together to discuss the problem and reach a mutual agreement. When people sort out a problem themselves, they can work out a solution that best meets their own needs.

Mediation:

A collaborative dispute resolution process in which the negotiations of two or more parties are assisted by an neutral third party who has no decision making authority and no "interest" in the outcome. Mediators do not decide cases or impose settlements. The mediator's role is



to help the people involved in a dispute to communicate and negotiate with each other in a productive manner, to gain a better understanding of the needs of all parties, and to find a resolution based on common understanding and mutual agreement. The purpose of

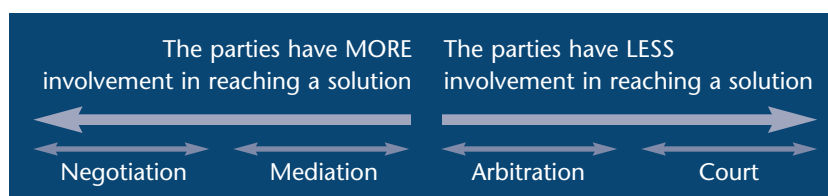
mediation is not to determine who wins and who loses, but to develop creative solutions to disputes in a way that is not possible through the court system.

Arbitration:

When people in a dispute cannot resolve the issue themselves, either through face-to-face negotiation or with the assistance of a mediator, they can agree to refer the matter to arbitration. In arbitration, a neutral person or panel of people hears the facts and issues and makes a decision. Arbitrators are often people who are experts in a specific area of the law or a particular industry, especially in cases where the decision-maker needs to be knowledgeable about a particular subject matter or business practice.

An arbitrator makes a decision based on the facts, any contract between the people, and the applicable laws. The arbitrator will explain how the decision was reached. If the applicable law allows, you can decide yourself in advance whether the arbitrator's decision will be final and binding or whether it should be subject to review by a court if a party disagrees with the decision.

For a list of Arbitrators and Mediators in Alberta check the Alberta Arbitration & Mediation Society website at www.aams.ab.ca.





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Dispute Resolution in the Condominium Industry (cont'd)

By Michelle Phaneuf, P.Eng • Reaching Enduring Agreements

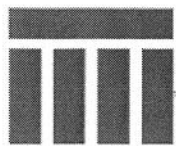
When Should You Consider ADR?

The sooner, the better. As time goes by, it may become harder to agree on a solution that satisfies everyone. Each side will become convinced they are "right" and the other side is "wrong." Your lawyer, if you have one, may suggest you try mediation before going to court. Or, you may be advised that it would be cheaper and faster to have the dispute go to arbitration. The fact is that most court actions settle before trial. Using ADR methods early can save both the time and money involved in taking a dispute to court. Even if you're already in court or have begun the process of going to court, you can still use other ADR options. In fact, many courts have established dispute resolution programs that require parties to participate in some other form of ADR prior to proceeding with their court action. The court office or your lawyer should be able to inform you of any such program in your community.

Using ADR methods early can save both the time and money involved in taking a dispute to court.

When Should Disputes be Left to the Courts to Decide?

The issue of violence itself is not something that can be mediated. The courts may provide better protection for people who have been the victim of violence or threats of violence. Further, where a power imbalance between the parties is so pronounced that it cannot be properly managed, even by an experienced mediator, the courts may be better equipped to handle the matter. ADR processes are generally confidential and therefore are not appropriate if one of the parties wants the issue to be publicized or wants the outcome to be seen as an example for other similar disputes. Where there is a need to establish precedent, where the outcome of the case could affect a great number of people or where a definite and broadly applicable solution is required, the court would be the appropriate forum to resolve the dispute.



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Dispute Resolution in the Condominium Industry (cont'd)

By Michelle Phaneuf, P.Eng • Reaching Enduring Agreements

What is Facilitation?

"Facilitation" is a term that means different things to different people. In the context of alternative dispute resolution (ADR) facilitation (or group facilitation) is generally considered to be a process in which a neutral person helps a group work together more effectively. Facilitators may work with small groups within an organization, or with representatives of different organizations who are working together in a collaborative or consensus-building process. The facilitator may be internal or external (that is, brought in from an outside organization). Either way, he or she must be acceptable to all members of the group. Such facilitators are process leaders only

— they have no decision-making authority, nor do they contribute to the substance of the discussion. The facilitator's job is to lead the group process; to help them improve the way they communicate, examine and solve problems, and make decisions. Good facilitators can help

Facilitators are especially helpful during contentious meetings.

groups stay on task, be more creative, efficient, and productive than they would be without such help. Facilitators are especially helpful during contentious meetings. They are an independent third party who set ground rules to ensure the meeting is effective.

Ground rules are the rules of conduct or behavioral guidelines that members of the group agree on before proceeding with their meeting. They are based on an assumption of equality and fairness. The idea is that no individual is permitted to dominate a discussion and dialogue takes place with respect for all participants. Having a skilled facilitator run or lead a meeting should also help focus the energy and thoughts of the various members on the task at hand. They can fully concentrate on how members of the group are working together and help the group work toward their goals, without bias. As a result, facilitation can be extremely useful in helping divided groups develop consensus on their issues.



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Michelle Phaneuf, P.Eng is a mediator, facilitator and conflict resolution specialist in the condominium industry with her own consulting company — Reaching Enduring Agreements. Her background in engineering and property management has enabled her to deal successfully with a variety of conflict situations over the past 20 years. She has been trained to build consensus on contentious issues and focus on parties needs in each negotiation, mediation and facilitation.



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Improve Property Appearance While Saving Money

By Bob Poole

Presenting a positive image is important to any business, and a healthy, attractive landscape certainly boosts the image of any condominium complex.

But, as all property managers are aware, maintaining a landscape can be costly.

That's why more and more local businesses are turning to 'smart' irrigation controllers.

They provide one of the best and easiest ways to reduce outdoor water usage, simplify landscape maintenance, keep properties looking great – and save significant amounts of money.

'Smart' irrigation systems are controlled by the climate. They take into account the prevailing weather (including rainfall, wind, sun and humidity) and also specific site conditions such as soil type, slope, root depth and plants.

In sharp contrast, the traditional timer-based irrigation systems used at most condominium complexes, operate on pre-set days (normally three times a week) and at pre-set times whether the landscape needs it or not.

As a result, plants and lawns are often watered too frequently and/or for too long, which wastes water, wastes money, damages plant and grass health, and can wash harmful lawn and garden chemicals into Calgary's rivers.

The chart below clearly points out the over-watering produced by traditional timer controllers versus the 'smart' climate controlled systems.

	2006	2007	2008	2009
Irrigation Frequencies under Climate-based	33	25	29	32
Irrigation Frequencies under Timer-based (3 days/week)	66	66	66	60

It's a little known fact, but more trees in urban areas are lost to over-watering than to any other cause.

In fact, a fairly recent City of Calgary audit on residential automatic irrigation systems found, on average, that lawns received 11.25 cm (4.5") of water a week – nearly five times more than what they actually need.

Self-adjusting irrigation controllers – or 'smart' controllers – solve those over-watering problems by monitoring soil moisture conditions

and automatically providing the right amount of water – not too much and not too little – to maintain ideal growing conditions.

During hot weather, for example, plants require more water than during cooler periods. Smart controllers adjust the amount of water applied accordingly. But if significant rainfall occurs, sensors compensate by reducing an appropriate amount of water. And if you have a soil type that absorbs water very slowly or a property with steep slopes, 'smart' controllers will use that information and apply less water, more often, to minimize run-off.

Canada's leader in climate controlled irrigation is Calgary-based ExactET Systems Inc. It has installed 500 plus 'smart' controllers in the past three years, many of them at condominium complexes.

Here are the results from some Calgary locations:

Condominium Properties

Property Name Savings period with ET (yrs)	2009 Water Savings (l)	Cumulative Water Savings (l)	Total Water Cost Savings (\$)	Return on Investment (yrs)
The Renaissance Villas 4 yrs	1,780,750	6,593,944	\$9,861.11	1.20
Mt Douglas Peaks 4 yrs	2,495,767	9,300,201	\$13,957.61	1.30
Chelsea Station 4 yrs	2,899,032	10,240,477	\$15,324.07	0.60
Springside Villas 4 yrs	1,175,897	8,266,710	\$12,142.24	0.80
Inglewood Grove 3 yrs	4,737,992	14,831,928	\$22,557.68	0.60
The Terraces North 2.5 yrs	3,203,511	9,636,222	\$14,800.13	0.90
Wentworth Villas 2 yrs	1,904,760	3,640,800	\$3085.90	0.80
Tuscany Pointe 1 yr	3,313,530	4,065,270	\$5,368.25	0.94

Improve Property Appearance While Saving Money (cont'd)

By Bob Poole

Red Armstrong, a board member of the Terraces North condominiums, said, "Installing climate controlled irrigation at The Terraces was not only the smart thing to do, but also the right thing to do. The system paid for itself in the first year and the landscape looks great. I would recommend it to any condominium development in Calgary which wants to support the environment and save money."

Of course, a 'smart' controller is not the complete answer to saving money and ensuring healthy landscapes.

"Smart' controllers only operate at their best when the entire irrigation system is in good shape. That's why it is recommended to conduct a full sprinkler system inspection, or audit, on a regular basis during the summer.

The system inspection will check for leaks, malfunctioning hardware, water pressure, and any other related issue that might impact the effectiveness of the entire system.

It's also highly recommended that potential clients work with a certified professional who is fully versed in the new technology. The Alberta Chapter of the Irrigation Association has compiled such a list and you can access it by calling 403-520-1980.

In the vast majority of cases, the operating savings achieved from installing 'smart' controllers far outweigh the capital cost of the upgrades. There are too many factors involved – weather patterns, size of property, condition of existing irrigation etc. — to guarantee when the new system pays for itself. But historical records from various Calgary area condominium complexes indicate the return on investment is usually two summers or less.

Bob Poole is vice-president of ExactET Systems Inc.

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Self-Managed, Sink or Swim

By Christopher Lawrence

In an effort to save money a number of smaller condominium corporations are switching to the self-managed concept rather than paying a full service, professional management company to come and do the dirty work. If your corporation is currently self-managed or is thinking of becoming self-managed then consider this a reality check.

Among the thousands of topics surrounding self-management that can be discussed there is one that doesn't get enough attention - how do you succeed as a self-managed condo? Of course, this question can be applied to any style of management but with self-managed it is almost never understood. Save for the few lucky corporations that have a real handy man, engineer, or construction manager living among them; corporations of this variety often don't know what is required to run a condominium complex. This is especially true for those with indoor common space which requires a lot of attention.

Outside of not knowing what to do, many self-managed buildings simply don't do the work because it can wait for another day. You'll often hear board members say, "The lights are burnt out, but what's the big deal?" These boards are misinformed. Besides the litigious nature of North Americans and the potential of being sued; it's also about managing the perception of unit owners, guests, and service people that enter the building. If you're not changing the lights, what else aren't you doing?

In the past I would walk past a burnt out light in my own building. Of course, I was only bending the rules, not breaking them. If this sounds familiar then you are probably in for a number of surprises when you decide to get cracking. The work builds up, it doesn't go away, and it can't always wait. It wasn't long after that I discovered I wasn't the only one bending the rules. It was the lights today, garbage tomorrow, vacuuming next week... The list just gets bigger.

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Self-Managed, Sink or Swim (cont'd)

By Christopher Lawrence

Perhaps this occurs because self-managed buildings are often cozy in nature. Like a small town, everyone knows your name; you get muffins from Unit 401 and go for dog walks with Unit 210. Sounds pleasant, doesn't it? It certainly paints a nice picture; but, these boards often lack the formality that is required to remain accountable. To make this concept work somebody needs to crack the whip. They may not be favored by their fellow board members, but the work has to get done.

I can already hear the groan of many self-managed boards saying, "There is just so much work, we have to bend the rules." So, when is bending the rules acceptable? I would suggest under three key circumstances; when there are

extenuating circumstances, when the board agrees that the work can wait and documents this decision, and when (and only when) the board understands the risks or potential risks to the corporation and its assets. This can be a daunting task but there are resources available, just be prepared to pay for them. Take some courses, talk to a condominium specialist or document reviewer, or pay for a condominium lawyer. Whatever, you do, make the decision with both eyes open.

So what does success look like? The following five points will help you to determine if self-managed is the right choice for your corporation:



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Self-Managed, Sink or Swim (cont'd)

By Christopher Lawrence

Do your share. Be accountable to yourself, your investment, and your corporation equally. This means that the board, corporation, and required work become a priority in your lifestyle.

Put the ace in its place. Utilize the skills of the owners willing to participate. For those not willing to participate, accept it and move on. If you can't get enough unit owners involved then you will need to hire a management company or contractors to do the work.

Be the police. Hold people accountable to the agreed workload, it's not personal; but be willing to except individual limitations. It's not about being fair, it's about getting the job done.

Remove emotion. Take the emotions out of the equation, it's a task that needs to get done and business is business.

Reward. Recognition is very important in the self-management condo concept but it's overlooked.

Too often I have seen over-worked under-appreciated board members throw up their hands and walk away. Sometimes thank you isn't enough.

By now you might be second guessing your decision to propose self-management at your next AGM. If so, don't sign those pink slips for the full service management company just yet! Whether you are considering self-managed or are already self-managed, adopt formality and documenting as your primary principals. Remember, somebody has to be the police – if your priority is popularity then don't bother. Lastly, don't bend the rules, but if you have to, then make sure you understand the full impact.

Becoming self-managed is easy; succeeding at it requires a larger commitment. This style of management can be really gratifying and a wonderful learning experience, just be sure you understand what's required and make a commitment that you can live up to. Think of it as a lifestyle choice.

Christopher Lawrence has been active on his self-managed condo board in Calgary, Alberta for two years where he has resided with all of the opportunities and challenges that come with owning shared space.



The ACCI: We Want Your Input!

The CCI National Education Committee is taking a look at the ACCI and making sure that it is *the* designation for professionals in the condominium industry.

So.... we are coming to you and asking for your input!

- ✓ Do you know what an ACCI is?
- ✓ Have you ever hired one?
- ✓ If you are a professional, have you ever considered becoming an ACCI?

We will be sending out a survey to all members of CCI, regardless of membership type to ask for your opinion on the program and ways we can make it a more valuable, yet accessible designation. We hope that you will take the short time to fill out the survey so that we can ensure the ACCI designation answers the needs of the entire condominium community.

To access the survey, go to:
CCI website at www.cci.ca/Survey

We thank you in advance for your input!



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The Best Roofing Material

By Jesse Krsa

Historically proven to be the best roofing product, concrete roof tile has significant value gains for owners and condominium managers compared to the alternatives. Unicrete tile is virtually hail proof, non-combustible, has unparalleled curb appeal and Unicrete's lightweight roof tile can be installed on most standard truss systems. With thousands of satisfied and worry free customers, Unicrete roof tile has proven to be the best solution for condominium owners. The benefits are many; once the roof system is installed, the owner costs associated to the reserve fund will not be required for sometime as the product carries a non prorated and transferable 50 year warranty, with a life expectancy of 80 plus years.

As more condominium management companies shift their focus to value add and lifecycle costing models, the obvious choice is to pick roofing based on materials that will not have to be replaced or repaired. Unicrete roof tiles add value to individual homes and condo units when assessed for the resale market.

While the initial cost of concrete tiles is comparable to higher end finishes like cedar shake and metal roofing systems, significant differentiators make concrete roof tile the best choice for condominium builders and renovators. Installation of Unicrete roof tile incorporates a fully waterproof membrane before the tile is layed on a double strapping system. This offers double protection against moisture penetration and a lifetime of worry free insurance against leakage. This also creates an environment that will assist in the longevity of both the tile and understructure. The Unicrete roof tile system offers significant thermal efficiency gains over other conventional products because of the airspace between the deck of the roof and the tile that is installed:

"Tile deck venting caused a significant 50% reduction in the heat penetrating the conditioned space compared to the direct-nailed asphalt roof that is in direct contact with the roof deck."

*Oak Ridge National Lab Report for the US Dept. of Energy
– Nov. 2005*

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The Best Roofing Material (cont'd)

By Jesse Krsa

In addition, concrete roof tile is fireproof. This is important in any dwelling and especially important in multi unit dwellings. To prevent the spread of fires from roof to roof is of a paramount nature, and in most cases there is a decrease in insurance premiums with the use of a fireproof roofing material.

Unicrete Products Ltd. is a local award winning manufacturer and supplier of concrete roof tiles. For over 30 years Unicrete Products, based in Calgary, has been transforming buildings throughout Western Canada into objects of class and elegance with various building products. For more information please contact Unicrete directly at 1.800.570.4733 or www.unicrete.com.

Jesse Krsa
Marketing & Sales Representative
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Canadian Condominium Institute – South Alberta Chapter as of March 15, 2010

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