



## President's Message

By Stephen Cassady • President, CCI South Alberta Chapter

If we can apply a theme to the upcoming year for CCI Southern Alberta, it would be one of metamorphosis.

For the last few years the condominium community in Calgary, and the surrounding area, has experienced massive growth in both numbers of developments and residents. This is especially evident in Calgary, which historically ranks as one of the lowest population density urban centers in North America. Now our downtown skyline is ringed by dozens of large scale residential skyscrapers, and our population in the downtown rim is beginning to meet the critical mass required to bring life back into our well lamented ghost-town evenings and weekends. No longer are we a city that flees to our suburbs, but one that works, lives, and plays in all districts.

And that is certainly a metamorphosis – it is the life of a city's core reawaking, and rising, from the once quiet ashes of the race to build expanses of suburbia.

And this change brings a huge amount of new stress, need, and opportunity to the city. The opportunities are great – higher tax base on the same footprint, the critical mass of active transit users to fund our transportation infrastructure, and the opportunity for better mixed zoning. The stresses are just as powerful – rapid density

use of secondary streets and the requirement for traffic shaping, and the acquisition of land for schooling, medical centers, and government services for the new population centers.

So CCI Southern Alberta needs to change, to rebuild our own focus and efforts with this phenomenal growth in condominiums. At our core, we are begging to rebuild our customer service focus – to become more approachable, more responsible, and more welcoming to this first time wave of condo residents. Secondly, there is a huge, and new, stable of service, hardware, and operational suppliers to the condominium community. Even with the economy the way it has been, the growth in businesses designed to support condominiums has been so good that we continually see shortages of trained, professional, and experienced women and men to meet the new demand. So we are opening up our assistance and support of them.

This next year will be an exciting year to belong to CCI Southern Alberta, and I'm very proud to be part of a vibrant organization that will be there to champion condominium rights and needs, and deliver the training and support required for our community.

## Events Calendar

*Luncheons & Courses from November 2009 to May 2010*

### Luncheons

- **November 24, 2009** – Morrison Hershfield Limited will present information on **Health Canada Safety Code 6** which defines human exposure limits to radiation from radio antenna systems. The presentation will provide an overview of the Code and its applications, focusing on roof-top antenna installations. The objective of the presentation is to inform building owners and tenants of potential risks and mitigation strategies related to radiation, safe practices, industry standards, and recommendations to minimize liability. It will also provide condominium managers and board members with insight on what to expect during a typical roof-top installation, and what to look out for in order to protect the building and property from physical damage and long term durability.
- **January 26, 2010** – The Condominium Contractors Point of View
- **February 23, 2010** – Ask an Insurance Professional

### Courses

- **November 21, 28 & December 5, 2009** – CM 300-Specialty Management Issues
- **February 6 & 13, 2010** – CM 200 Practical Management Issues
- **May 29, 2010** – CM 100 Fundamental Management Principles

# South Alberta Chapter

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

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## CCI REVIEW

### Advertising Opportunity

- Showcase your products & services to individual owners, board 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.

Please email advertisements preferably in PDF format to:  
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# Condominium Corporation Water Damage Prevention

By Sherry Bignell, CIP, CAIB • BKI Risk Management

## Where is the water coming from?

**W**ater damage claims have increased dramatically in Calgary over the past couple of years. There isn't one problem that we can pin point, it's a multitude of things:

- Windows left open during freezing temperatures
- Lack of maintenance on appliance hoses
- Leaky roofs
- Building envelope failure due to poor design or poor workmanship
- Sprinklers
- Old pipes
- Turning taps on and forgetting about them
- Weather related water damage



Water damage claims are impacting the Calgary Condominium Marketplace, and action is needed in water damage prevention.

## Prevention

What can condominium property managers, board members and unit owners do to prevent water damage?

- Hire licensed and insured plumbers.
- Perform periodic inspections of all appliances connected to water & drainage lines.
- Require the use of check flow hoses for washing machines (a check valve prevents overflows).
- Educate owners about the importance of maintaining & using plumbing fixtures & appliances properly ie. don't use toilets or drains as a trash receptacle.
- Require owner's to obtain & install a water alarm.
- Hire a thermal imaging contractor to inspect for leaks.
- If owners are going away during the usual heating season (ie. October – April) for more than 4 consecutive days, leave the furnace on (have a minimum temperature of 12° Celsius for your pipes not to freeze). Shut the water off at the source and label your shut off valve in case someone has to find it. Turn off the water supply to the washing machine. Have a friend or neighbor check on your property daily to make sure there isn't any water damage.

A water alarm is an early warning signal for leaky pipes, faulty water heaters, dishwashers & washing machines.

Thermal imaging can detect water leaks, water intrusion & plumbing leaks inside walls before they become visible. It can also trace the leak back to the source to find the area that needs to be repaired.





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## Upcoming Courses

### **Condominium Management 100**

#### **Fundamental**

#### **Management Principles**

**Saturday, May 29, 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](mailto:info@cci-south.ab.ca).

Visit our website,  
[www.cci-south.ab.ca](http://www.cci-south.ab.ca),  
for more detailed course descriptions.

### **Condominium Management 300**

#### **Specialty Management Issues**

**Saturday, November 21, 28**

**& December 5, 2009**

**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](mailto:info@cci-south.ab.ca)  
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### **Condominium Management 200**

#### **Practical Management Issues**

**Saturday, February 6 & 13, 2010**

**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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longer the expected lifespan, and the lower the maintenance costs, the lower the life cycle cost.

Unicrete Products Ltd. received an Award of Excellence in the renovation category from the American Concrete Association's Alberta Chapter. The winning project was the tile re-roofing of Briar Park Estates. Condominium projects throughout Alberta deserve to have an award winning product protecting their roofs. For more information please contact Unicrete directly at 1.800.570.4733 or [www.unicrete.com](http://www.unicrete.com).



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The City of Calgary, Water Services encourages you to take a look at the program online at [www.calgary.ca/toilet](http://www.calgary.ca/toilet) and follow the links on the left or call 3-1-1 for assistance.



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# Turning Conflict into Cooperation

By Michelle Phaneuf, P.Eng • Reaching Enduring Agreements

Is it possible to deal with conflict effectively and still ensure that the needs of both parties are being met, all through a respectful exchange? Yes! If you keep in mind



and work to apply the following points you can be assured that conflict will be constructive for you in the future.

## ***Separate the People from the Problem.***

A condo owner has a problem with construction noise in the complex and calls to inform you in a very nasty tone. His bad attitude has raised your hackles and marked him as a complainer before the issue is even investigated. Instead of reacting in anger, take a deep breath and listen. Put yourself in the other person's shoes – understanding their point of view and listening while they explain their

situation does not mean you are agreeing with them. Be curious and ask questions. Once your listening skills have determined that the owner is working shift work, has health problems and has tried to get someone to deal with this issue for over a year you are on your way to

getting a much better understanding of their point of view. Show you are listening by reframing what they are saying and put it back to them.

OWNER: 'The noise is unacceptable and I will take this to the highest level to get action.'

YOUR REFRAME: 'So the noise has had a great effect on you and you want to find a resolution to your concerns.'

*Do you often take out your frustrations about the problem on the people involved? Do you want to 'speak courageously' but are afraid it will make things worse?*



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# Turning Conflict into Cooperation (cont'd)

By Michelle Phaneuf, P.Eng • Reaching Enduring Agreements

## Speaking Courageously

### 1. Use "I Messages"

Simply put, if you start a sentence off with "You", it comes off as more of a judgment or attack, and puts people on the defensive. If you start with "I", the focus is more on how you are feeling and how you are affected by their behavior. Also, it shows more ownership of your reactions, and less blame.



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*Keep in mind that it's not  
'you' against 'me', but  
'we' against the problem.*

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### 2. Focus on Needs not Positions

A person's needs encompass their desires, fears, concerns, hopes, expectations etc. Needs are the drivers for any conflict and are what motivate the people involved. They are the silent movers behind the positions that are taken. One owner may say "Our Condo Association fees are too high" and another position may be "we need high fees to ensure that our properties remain in excellent condition". Getting behind these two positions we realize that both owners are concerned about the resale value of their properties. Their fear is that they will not see an increase in their property's value when it comes time to sell. So the new conflict becomes – how can the Condo Association ensure we are doing everything to maintain the value of our properties. Try to think win-win: see if you can find a way for you to both get your needs met.



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**YOU MESSAGE:** "You need to stop speaking in such a loud voice!"

**I MESSAGE:** "I'd like it if you'd stop speaking in such a loud voice."

#### Be specific:

When approaching someone about behavior you'd like to see changed, stick to factual descriptions of what they've done that's upset you, rather than labels or judgments. Your condo board colleague, who habitually arrives late, has again shown up twenty minutes into a meeting.

**INAPPROPRIATE:** "You're so rude! You're always late."

**COURAGEOUS:** "The meeting was scheduled for 7:30, but now it's 7:50."

#### Describe the behavior:

The same should be done if describing the effects of their behavior. Don't exaggerate, label or judge; just describe:

**INAPPROPRIATE:** "Now the meeting is a waste of time."

**COURAGEOUS:** "I'm worried we may not have enough time to discuss all the issues because I need to leave by 9 pm."

#### Put it all together:

When used with factual statements, rather than judgments or labels, the following formula provides a

---

***Remember to stick to  
'I feel' statements and  
avoid the 'you make  
me feel' statements.***

---

direct, non-attacking, more responsible way of letting people know how their behavior affects you. "When you [describe their behavior], I feel [your feelings]." "When you're late, I feel under pressure to get through all the issues in time." A more advanced variation of this formula includes the results of their behavior (again, put into factual terms), and looks like this: "When you [their behavior], then [results of their behavior], and I feel [how you feel]." "When you arrive late, I have to rush to finish in time, and I feel stressed."

# Turning Conflict into Cooperation (cont'd)

By Michelle Phaneuf, P.Eng • Reaching Enduring Agreements



### 3. Use Objective Criteria

Often lease documents, condo board bylaws or the Condominium Property Act and Regulation can be used as an objective measure in conflicts. Do your homework and check with these documents before disputes become entrenched. Using independent standard specifications to resolve issues is an amicable and efficient way to deal with conflict.

### 4. Brainstorm Options

The definition of brainstorming is 'a method of shared problem solving in which all parties spontaneously generate a variety of possible solutions'. To invent creative options we need to separate the act of inventing options from the act of judging them. Invent first – decide later. Once these inhibitions from being judged are removed, one idea should stimulate another. Don't try to look for the one best answer, but get as many as ten options and then sit back and evaluate which one or combination works best for your situation.

*Michelle Phaneuf, P.Eng is a mediator 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 'speak courageously', be hard on the problem and focus on parties' needs in each negotiation, mediation and facilitation.*



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# Sponsor Membership

As at October 15, 2009

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## Accounting/Finance

William J. Rhind & Associates	Colin McGilvery	403-233-7113
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## Condominium Management

Astoria Asset Management Ltd.*	Lorelei Talbot	403- 948-0337
Condeau Management Services Ltd.*	Andy Tarr	403-531-1588
Condominium First Management Services Ltd.*	Linda Grey-Martin	403-299-1808
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*\*Denotes that the individual manager holds the license as issued by the Real Estate Council of Alberta pursuant to the Real Estate Act (Alberta). For more information, contact RECA directly at (403) 228-2954 or visit [www.reca.ca](http://www.reca.ca).*

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Trotter and Morton	Catherine McKenzie	403-255-7535
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Exactet Systems Inc.	Bob Poole	403-242-6660
Gateway Mechanical Services Inc.	Dez Lewis	403-265-0010
Mold Squad	John Murray	403-589-5175
Monarch Metal Systems Inc.	Rob MacCannell	403-287-9222
Reggin Technical Services Ltd.	Steve Richards	403-289-2540

## Developer

Homes by Avi Inc.	Charlene Francis	403-259-2122
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