



CCI South Alberta President's Message

By Stephen Cassady • President, CCI South Alberta Chapter

As real estate prices in Vancouver cool and the direction of Toronto prices seem to be the subject of discussion in every daily newspaper, Calgary has set a sky high record for a condo: \$8.3 million. The luxury condo, located in the to-be-developed The River, located along the Elbow, more than doubles the largest previous record price set last year. That unit sold for \$4.1 million.

Condominium prices in Calgary will be interesting the next couple of years. On the positive side for maintained or raising prices: Calgary's massive influx of easterners and new immigrants, and the mayors focus on increasing city density and reducing sprawl. On the downside is a definite weakening of the national real-estate market, high record debit levels (Alberta has the highest per capital levels), and interest rates that can only go up.

In all, I'm very excited about the mayor's focus on reducing sprawl. I've always argued that condominium development – high (or at least higher) density living would be a significant advantage to controlling city costs.

Even a couple year old report from the city indicated increasing city density would have significant and real cost savings for the city.

Coupled with the fact that sprawl has to be subsidized by commercial and high-density living (it's not self-supporting from taxes when looking from bare land to developed) I'm all for more "up" development and less "out".

Condominium is, and continues to prove itself, as the best option for urban growth. And while condominium brings its own set of new challenges, and increased regulation both provincially and through corporation bylaws, I believe that such concerns can be managed and mitigated by education and avocation – both at the individual level and through our own offerings with CCI.

Stephen Cassady
President CCI South Alberta

Events Calendar

Luncheons & Courses starting March 27th, 2012

Luncheons

- **March 27, 2012**
Understanding Accounting Documents and Condominiums
Presented by
Debbie Hensman from
Thompson & Penner Lo LLP

CCI is always looking for volunteers to speak at our luncheons. If you are interested in speaking at a luncheon please contact Melanie at the CCI Office by phone at 403-253-9082 or e-mail southalberta@cci.ca.

Courses

- **Condominium Management 101 Course**
Danish Canadian Club, Calgary
Thursday, April 19th
6pm-9:30pm
The Canadian Condominium Institute, South Alberta Chapter 101 Condominium Course is a 3.5 hour session designed to introduce and educate on board governance, board meetings and running an AGM. This our first and only course geared to Condominium Boards.
Registration deadline is Friday, April 13, 2012.

- **Condominium Management 300**
Practical Management Issues
3 evening sessions **Wednesday, May 2nd** 6pm-9pm, **Thursday, May 3rd** 6pm-9pm, **Thursday, May 10th**, 6pm-9pm
2 Saturday sessions **May 5th** 9am-4pm, **May 12th** 9am-1pm
Danish Canadian Club, Calgary
Level three of the Condominium Management Program is an advanced course designed for Condominium Managers and other professionals. Board Members who oversee the self-management of a Corporation will also find it useful. It contains discussion about a variety of specialty or complex management issues. Successful completion of the Condominium Management 200 course is a pre-requisite to this course. *Registration deadline is Tuesday, April 24th, 2012.*
Contact the CCI office at 403-253-9082 or southalberta@cci.ca or our website www.cci.ca/southalberta for more information.

South Alberta Chapter

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

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Crime Prevention Tips for Apartments & Condominiums

By Randy Brown • Fahrenheit 451

Introduction

Crime rates are down. Even with Calgary's massive growth in recent history, statistics are indicating that overall reported instances of criminal activity have decreased. Upon hearing this, you may be inclined to believe that your task of protecting your building against intruders, vandals, and thieves should be easier than ever. The truth is that Calgary's reduced crime rate is the result of a number of important factors, aside from the hard work and dedication of our police services:

- **Increased Security Measures:** The restaurant, bar, and hospitality industries in Calgary have invested significantly in cutting edge video surveillance systems and partnered with other businesses to keep out undesirable clientele. This has resulted in significantly less crime for those businesses and buildings that have invested in crime prevention, but not necessarily for those that have refrained.
- **More Crimes are Going Unreported:** The Calgary Herald reported that only 58% of victims reported their crimes to the police last year. This was down 15% from the previous year. Many incidents of theft or vandalism go unreported because citizens have little confidence that the perpetrators will ever be caught.

Another concern is that as criminal activity is effectively deterred from businesses in the downtown core, it may eventually lead to opportunity for crime in areas that are less secured such as surrounding areas and residential buildings with security weaknesses.

To avoid making your building a target to criminals looking for opportunities you should consider your entire building in the perspective of **CPTED** (or **Crime Prevention Through Environmental Design**). CPTED emphasizes the importance of making your building unattractive to potential thieves and vandals. Buildings that are easy to enter and exit or are poorly lit are attractive to criminals because the chances of getting caught are low. No one solution will eliminate the problem entirely, but the following ideas may be of some help.

Laundry Rooms

The attractiveness of laundry rooms lies in both that there is the money that can be obtained and their tendency to be open 24 hours. In some cases laundry rooms have been the scene of unwanted sexual advancements. Ask yourself the following questions about your laundry room:

- **Location:** Is the laundry room hidden in a basement or is it in an area that has lots of traffic? Can it be moved to an area with higher traffic? Can higher traffic be sent towards the laundry room by adding a social room or games room?
- **Access:** How easy is it to get into the laundry room? Is it locked or unlocked? If it is locked, is it a good lock? Is that lock protected by a mechanism that prevents prying the door open? Have you considered a card access system that will also allow you to track who enters the laundry room?
- **Surveillance:** Is the laundry room protected by video cameras? A surveillance system that is being recorded can help deter crime. The footage can also be used to identify criminals who commit vandalism and other crimes.
- **Opportunity:** Is there a lot of money left in the machines? If the money is emptied frequently and you do get broke into, then they will be less likely to return if they don't get much. Better yet, eliminate cash altogether by going to smart cards or offering free laundry and increasing the rent.



Membership Renewals 2011-2012 Year

Renewal notices were sent out at the beginning of June for the 2011-2012 year via e-mail to the contact person listed for your membership. If you have not done so already, please renew as soon as possible to avoid delays in notices.

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Crime Prevention Tips for Apartments & Condominiums (cont'd)

By Randy Brown • Fahrenheit 451

Parkades

By far the largest problem in buildings is parkade break-ins. Start by looking at the exterior of your building.

- **Private vs. Public Property:** Is it clear when you leave the public sidewalk and step onto private property when people go to your building? Consider hedges, chain-link or wrought-iron fences, etc. as ways to establish that you are on private property. Keep hedges, bushes and trees trimmed so they do not provide hiding spots but they do make it clear that this is a well-maintained private property.
- **Light Fixtures:** Is the exterior of the building well lit? Consider adding metal-halide to brighten up the exterior of the building. The use of white or light coloured paints can also go a long way to enhancing the light levels. Lighting should be reviewed to ensure that the area where the vehicles are parked is emphasized over the driving lanes. This allows residents walking towards their vehicles to see if someone is lurking around the vehicles. Too many parkades have the driving lanes over lit compared to the parking stalls. Consider a coat of white paint to really enhance the lighting. If funds are tight, start by painting around the light fixtures and expanding from there.
- **Traffic Levels:** If every parkade operated a 24-hour taxi stand, there would be no crime in parkades. The challenge is how you get more traffic moving through the parkade for legitimate reasons. A 24-hour security guard is very effective but way too expensive for most properties. Consider sharing these types of services with neighbouring buildings.
- **Parkade Egress:** One of the most common mistakes when hardening a parkade is locking the fire exits. If a door has an exit light over it (or if it is part of a designated fire exit route) then you must be able to get through that door (in an emergency) without the use of a key or special knowledge. Once inside the stairwell, you do not have to allow them back into the

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Crime Prevention Tips for Apartments & Condominiums (cont'd)

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building unless that is part of the exit route. In many buildings, it is permissible to lock the stairwell doors from the stairwell side so once in the stairwell, you must exit unless you have a key. A word of caution however: Before changing, altering or locking an exit route, consult with a fire inspector.

- **Door Fit:** The locks and doors themselves are very important to keep unwanted people out. Some locks and doors are very easy to defeat. Cheap locks may not have enough "throw." That is, the latch does not go into the door jamb very far. Other doors are easy to



defeat because the door does not fit into the jamb very well. A simple plastic card can be used to defeat a door when the lock and door are sloppy. A blocker plate can often help overcome this problem.

- **Access Controls:** Key control is another big issue. Traditional keys can be copied. Today Card Access systems allow each user to be issued a unique card and that is tracked by centralized software. It is nearly impossible to replicate a card and each time a user accesses a specific area, there is a record in the system.



More importantly, if a card is lost or stolen it can easily be deleted from the system and you do not have to re-key the building. Generally, this type of system has an upfront cost, but its implementation can save you in the long run by deterring unauthorized access and keeping those who use your building accountable for their actions.

- **Guest Access:** Intercom systems are another area to look at. Older intercom systems can easily be crossed up to open the door even if nobody presses the door button. The new telephone entry systems are more secure in that only one resident can be called at a time and they must answer their phone before opening the door. These new systems can also be programmed from the comfort of your office.

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Your support is encouraged as we continue to grow recognition of the Registered Condominium Manager (RCM) designation as a national symbol of professionalism in condominium management. NACM is pleased to announce that we now have RCM members in British Columbia, Alberta, Ontario, Quebec and Newfoundland.

For information on professional and corporate membership contact nacm@nacmofcanada.org or visit www.nacmofcanda.org
Thank you!

Our Mission:

To advance opportunities for persons involved in condominium management through awarding professional designations, providing lifelong learning, maintaining a relevant resource centre, representing and promoting the condominium management industry and profession.



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Crime Prevention Tips for Apartments & Condominiums (cont'd)

By Randy Brown • Fahrenheit 451

Graffiti

Graffiti is a very common vandalism problem and is very difficult to deal with. Often the culture surrounding graffiti can have one vandal attempting to claim territory over another leading to a cluster of unwanted markings. Other times they are simply crimes of opportunity. Here are some tips for minimizing graffiti in your building:

- **Immediate Removal:** The most important thing with graffiti is to remove it or cover it up as soon as it is found. Graffiti vandals consider themselves to be artists and they want people to see their work. If it is covered up as soon as it is put up, they will soon move on to other areas. This is not an easy battle, but it can be won. The important thing is to never leave the graffiti there for any length of time.
- **Ongoing Maintenance:** The "broken window theory" has been tested in many cities and many different types of neighbourhoods. Each time the research shows that if a broken window on a property is not repaired, then very soon all of the windows on the property are broken. Simply put, a well-maintained property is less likely to attract crime.



- **Surface Design:** The other thing with graffiti is that it generally occurs on large flat surfaces. These surfaces are the canvas on which graffiti artists work. Walls should have rose bushes or something similar planted at the base to keep people away. Often if you paint the wall yourself with a mural or sign of some sort, they will leave it as well.

Summary

Designing your building to deter crime is not about implementing one strategy. Instead it is reevaluating the entire building and looking for places of weakness. Often times the cost of repairing deficient items seems substantial, but pales in comparison to potential damage that could be done if your building appears unmaintained.

Randy Brown is a security expert for Fahrenheit 451 Fire & Security. If you have any questions regarding CPTED, please do not hesitate to contact Fahrenheit 451 at 403-256-6622 for more information. We also specialize in Card Access Systems and Video Surveillance Systems that can be used to deter crime in your building.

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Upcoming Courses

Condominium Management 101

Thursday, April 19th 6pm-9:30pm

Danish Canadian Club, Calgary

Registration deadline is Friday April 13, 2012.

Contact the CCI office at 403-253-9082 or southalberta@cci.ca or our website, www.cci.ca/southalberta, for more information.

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Practical Management Issues

Condominium Management 300

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Thursday, May 3rd 6pm-9pm

Thursday, May 10th, 6pm-9pm

2 Saturday sessions:

May 5th 9am-4pm

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The Condominium Act & its Investment Restrictions

By Richard G. Strand, CIM FCSI, DMS,CSWP

In January I gave a presentation to The Association of Condominium Managers of Alberta (ACMA) Luncheon. The luncheon presentation was about the condo act regulations concerning investments.

To clear up a common misconception it is important to note, in the legal sense, most "bonds" are not "bonds". In the strictest legal sense **bonds are debt securities of a government or corporation backed by specific assets.** This is the way the act uses the word bonds. In general use the word "Bond" refers to any debt.

Noteworthy is Bank indebtedness, all bank "bonds" are referred to in this act as deposit notes or deposit receipts what they are legally. In **general use** the word "bond" covers Government and corporate indebtedness based on the general credit of the issuer, these are not true bonds as the word is used in the act.

This distinction should be understood by industry professionals but not by most of the general public.

Condominium Property Act Structure

Condominium Property Act Section 43(1)

Investments

43 (1) Subject to section 37(3) and the regulations, a corporation

- may invest any funds not immediately required by it only in accordance with the regulations.

37 (3) A corporation may by a special resolution acquire or dispose of an interest in real property.

I have broken down the rules for better understanding.

Type 1 – Government Bonds or Government Guaranteed Bonds

Government of Canada – (US and UK Included)

- Direct marketable bonds of the GOC.
- Explicit GOC guaranteed bonds (Farm Credit Corp, Canadian Housing and Mortgage, Business Development Bank)

International Guaranteed Bonds – (US and UK Included)

- Direct or guaranteed obligations of International Bank for Reconstruction and Development, Inter-American Bank or Asian Development Bank.
- IBRD-restricted to currency of US, Canada, UK or British Commonwealth Country
- IAB and ADB restricted to the currency of US, Canada or UK.

Provincial and Territorial Government Bonds

- Direct marketable bonds of the Province
- Explicit guarantee of the Provincial and Territorial Government (Ontario Hydro)

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The Condominium Act & its Investment Restrictions (cont'd)

By Richard G. Strand, CIM FCSI, DMS, CSWP

Municipal Government Bonds

- Direct obligations of the municipal governments (GTA, Calgary, Vancouver and Sackville)
- Similar – health districts, drainage districts and school divisions in Alberta

Type 2 – Corporate Bonds

Canadian Corporate bonds or debentures Criteria for inclusion

- Notes or deposit receipts of banks, loan corporations, trust corporation or credit union
- Guaranteed investment certificates or receipts of a trust corporation
- dividends earned and paid of the last 5 years at least equal to its annual rate on its preferred shares

Type 3 – Equity

Preferred Shares –

- a dividend in each of the 5 years immediately preceding the date of investment at least equal to the specified annual rate on all of its preferred shares, or
- a dividend in each year of a period of 5 years ended less than one year before the date of investment on its common shares of at least 4% of the average value at which the shares were carried in the capital stock account of the body corporate during the year in which the dividend was paid;

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Notice to Apartment and Condominium Owners/Managers

In preparation for the next provincial general election, candidates or campaign workers will be visiting your building. Your cooperation and participation in allowing them access is appreciated.

A person in control of a multiple dwelling site is obligated to permit a candidate or campaign worker to canvass at each residential unit. The *Election Act* (section 133, see below) provides candidates and campaign workers the right of free access to your building and the residential units for the purpose of campaigning between 9 am and 9 pm daily. All candidates and campaign workers will be identified by a campaign worker identification badge prescribed by the Chief Electoral Officer.

For further inquiries call Sean Rathwell, Community Outreach, at 780-643-1096 or at 780-940-6006.

Election Act Excerpts

Right of access for campaigning

- 133 (1)** In this section, “multiple dwelling site” means
- (a) an apartment building, condominium building or other multiple residence building or
 - (b) any site in which more than one residence is contained, including a mobile home park, gated community and any similar site.
- (2)** A person who is in control of a multiple dwelling site shall permit a candidate or campaign worker who has produced identification prescribed by the Chief Electoral Officer to canvass between 9:00 a.m. and 9:00 p.m. at each residential unit in the multiple dwelling site.
- (3)** A person to whom the candidate or campaign worker has produced identification referred to in subsection (2) shall not
- (a) obstruct or interfere with, or
 - (b) cause or permit the obstruction or interference with, the free access of a candidate or campaign worker to each residential unit in a multiple dwelling site.

RSA 2000 cE-1 s133; 2004 c23 s63

The Condominium Act & its Investment Restrictions (cont'd)

By Richard G. Strand, CIM FCSI, DMS,CSWP

Common Shares - US and Canadian

- Has either paid or could have paid (had sufficient earnings) to meet the following criteria:
 - a dividend in each year of a period of 5 years ended less than one year before the date of investment on its common shares of at least 4% of the average value at which the shares were carried in the capital stock account of the body corporate during the year in which the dividend was paid

Type 4 – First Mortgages

- First mortgages, charges or hypothecs on improved real estate in Canada, but only if
 - (i) the loan does not exceed 75% of the value of the property at the time of the loan as established by a report as to the value of the property made by a person whom the corporation reasonably believed to be a competent valuator, instructed and employed independently of any owner of the property, or
 - (ii) the loan is an insured loan under the National Housing Act, 1954 (Canada) SC 1953-

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The Condominium Act & its Investment Restrictions (cont'd)

By Richard G. Strand, CIM FCSI, DMS, CSWP

- therefore condo managers can buy/sell on behalf of their clients.

Bonds, preferred shares and common shares are considered securities

- therefore condo managers cannot buy/sell on behalf of their clients.

The security act and the condo manager

- **Definitions**
- **1 In this Act, (a) "adviser" means a person or company engaging in or holding itself out as engaging in the business of advising in securities or exchange contracts**
- **Requirement to be registered**
- **75 (1) Unless registered in accordance with Alberta securities laws,**
- a person or company shall not act as
 - (a) a dealer,
 - (b) an adviser, or
 - (c) an investment fund manager.

For more information on the securities act and the regulations please feel free to contact the writer at richar@homeinvestmgmt.ca

HOME Investment Management Inc is an Alberta based discretionary Portfolio Manager, owned and operated by its principals.

Richard G. Strand CIM FCSI, DMS, CSWP is the Chief Compliance Officer and Chief Investment Officer of HOME Investment Management Inc., has over 25 years bond trading experience, and has been Chief Compliance Officer of a national brokerage firm and two portfolio management firms.



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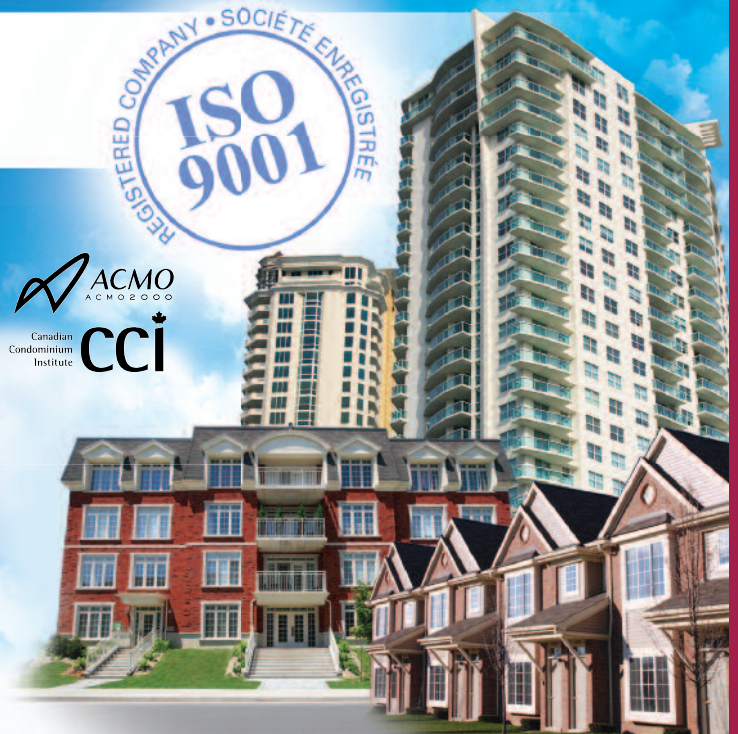
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The Strata Council as Asset Manager: Define your Vision, then Align your Decisions

By Ted Denniston, ASCT, LEED® AP, Halsall Associates, and Sally Thompson, P.Eng., Halsall Associates

Every day, Strata Councils are called upon to make important contracting and tendering decisions about their properties. These decisions can significantly affect current and resale property values, owner satisfaction, and the long-term financial viability of the Strata. But for Strata Councils to make the best possible decisions, they have to think like commercial real estate Asset Managers. This means defining the Vision for the property, then ensuring that capital decisions are aligned with that Vision.

Asset Manager versus Property Manager

Most commercial real estate properties (whether office, retail or industrial) have an Asset Manager and a Property Manager. The Asset Manager is responsible for the long-term vision for the property. The Asset Manager decides which capital projects will move forward and what strategy will be followed in defining the scope of work. By contrast, the Property Manager handles the building's day-to-day activities; he/she implements the project once decisions have been made.

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The Strata Council as Asset Manager: Define your Vision, then Align your Decisions (cont'd)

By Ted Denniston, ASCT, LEED® AP, Halsall Associates, and Sally Thompson, P.Eng., Halsall Associates

Asset Managers Define the Vision

Strata Councils need to recognize that they are more like Asset Managers than Property Managers.

As Asset Manager, the Strata Council should have a clear Vision for the corporation. This Vision will be a function of the type of building, including its size, age and location.

Consider the different Visions for the following two hypothetical properties:

123 Highend Street: Our property will be kept up so that it continues to be the most attractive and valuable condominium in the Luxuryhill Neighbourhood. We will upgrade our facilities and amenities as often as required to remain at par – or ahead of – new condominiums that are developed in our neighbourhood. We will provide our residents with a facility that meets the expectations of luxury condo owners. We are not solely focused on the first cost of work. We are also concerned about the impact projects will have on the value of our condo units.

123 Modest Street: Our property will be kept up so that it retains the character and attributes intended by the original design. We will strive to keep maintenance fees competitive with surrounding buildings. We will provide a neat, clean and safe environment for our residents, and we will ensure that our capital investments are practical but not extravagant.

Clear Vision Leads to Good Decisions

The Vision informs decision-making: it provides a framework to ensure that capital projects will be successful. Without a clear Vision for the property, there is a risk that the project will not meet the Strata's goals. No matter how well the project is tendered and implemented, the Strata Council may still be frustrated by the results.

Thus, a critical function for Strata Councils is setting - and adhering to - the Vision for the property. By accepting responsibility for the role of Asset Manager, the Strata Council will be starting on the right foot to ensure successful project tendering and contracting.

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CCI Wants You To Join Our Committees!

As the South Alberta Chapter gears towards a more Committee based structure we are encouraging our members to come join us in one of our exciting committees. We have 5 Committees seeking new faces. Below are listings and descriptions of each. If you feel you have the time, drive and commitment to join our committee's please contact our Administrator Melanie for additional information.

Education Committee:

The Education Committee is involved in all educational aspects of the Chapter such as our 100, 200 & 300 courses, seminars and monthly luncheons. The Committee is responsible for new course development and all educational material.

Communication Committee:

The Communication Committee is responsible for overseeing and implementing new initiatives in all media communications, newsletter and website.

Recognition Committee:

The Recognition Committee is responsible in overseeing and reviewing the National ACCI, FCCI, DSA Award Submissions as well as local chapter awards and implementing the new Chapter of the Year award.

Unfair Taxation Committee:

The Unfair Taxation Committee is responsible for identifying, building, and public dissemination of findings in various issues that pertain to Unfair Taxation or other.

Membership Committee:

The Membership Committee is responsible for recruitment, membership growth incentives and retaining memberships.



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