



CCI South Alberta President's Message

By Stephen Cassady • President, CCI South Alberta Chapter

The Value of Other People's Participation

In helping helm a couple condominium boards, a couple non-profit chapters, and as an executive on the national board for CCI, I've slowly come to appreciate the value of other people's participation.

I'm likely defined as a very outgoing person, with significant drive to overcome new and interesting challenges. If we had to apply a more specific personality type to me, it would be a classic Extrovert / Intuition / Thinking / Judging (EMTJ) from a Myers-Brigg test. It's classic leadership personality - specifically I'm prone to have a strong desire to lead, I not as happy being a follower, and to fully unleash my capabilities it often requires me to be in charge. That's pretty close to true.

But this personality also has some downfalls. Most importantly, it's very hard for me to understand why anyone would want to participate in a volunteer role without the same need to be in charge. As with the greatest ego, if I see something one way then by nature all others must see it that way too (spoiler – it doesn't actually work this way).

For many, many, years this has hampered my ability to move projects forward, and build great teams. I lacked the ability to understand why people wanted to participate (they didn't fit my world view) and as such I distrusted the motivations.

Thankfully, the current and past boards of CCI have included (one and all) exceptional people that both accept my weird personality traits, and more importantly, have demonstrated how people can be motivated in ways I don't directly understand. They have shown me their drive, their passion, and their support of the organization. They have shown their dedication and time commitment to CCI's ideals and mission. They have shown me that while motivations may differ, the results focus had by the board is one in the same, couched in the premise of doing more good for our organization. For this perspective I have learned from them, I am deeply indebted to all of them. For that, CCI is deeply indebted to them.

This rambling self-centered story actually has a point regarding condominiums. Condominiums are also run by boards, and in many cases I hear and see the same things I used to espouse. I see boards that have the same 3 or 4 people on them for years. And I hear them say nobody else wants to, or can, do as good a job as they in managing their condominium. Often, and especially with lifelong presidents, they say only they can fulfill the duties expected.

Well, as I have slowly come to realize, that's simply nonsense. The reason why boards are small and the same people: because those already there don't understand why others want to participate, and therefore distrust the motivations of new members. As such, the existing board creates self-fulfilling prophecies. New people don't join because the board doesn't take action to encourage or welcome new people. All the work is done by the 3 or 4 lifers because there's too much work, and there's too much work because there is not enough people. Condominium boards create super-executive sub groups of board members that block vote because only they understand each other.

In all actuality, board members can always be replaced by others who – though motivation and drive may differ – still bring the same results, passion, and their outright support of the organization. Yes, it can be downright scary to see people that want to participate in our condominium societies, our condominium culture, when they express very foreign motivations and reasons to participate than our own. But discouragement to participate cannot be justified on differing motivation.

A board is not all about the A type, or ENTJ leadership personality. It's about the everyone – and how the board can structure an environment that is conducive and supportive of all. You condominium boards will flourish (CCI is exceptional in this manner) by placing less worry on what motivates people, and more focus on simply letting them participate.

Time to update your calendars!

See our **2012–2013 Year at a Glance** on page 12 for upcoming luncheons, courses and events.

South Alberta Chapter

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

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- The CCI Review is one of the many benefits enjoyed by Members of the Canadian Condominium Institute, South Alberta Chapter.

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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 currently have 6 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 101, 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.

Awards & 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.

Membership Committee

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

Government Communications Initiative Committee

The Government Communications Initiative Committee is working together to correspond with Municipal Officials around South Alberta. This Committee is actively involved in the New Home Warranty legislation changes and aims to bring forward issues pertaining to condominium living on a Municipal level.

Trade Show Committee

The Trade Show Committee is working on a joint venture in organizing a Trade Show for the CCI South Alberta Chapter and other organizations.



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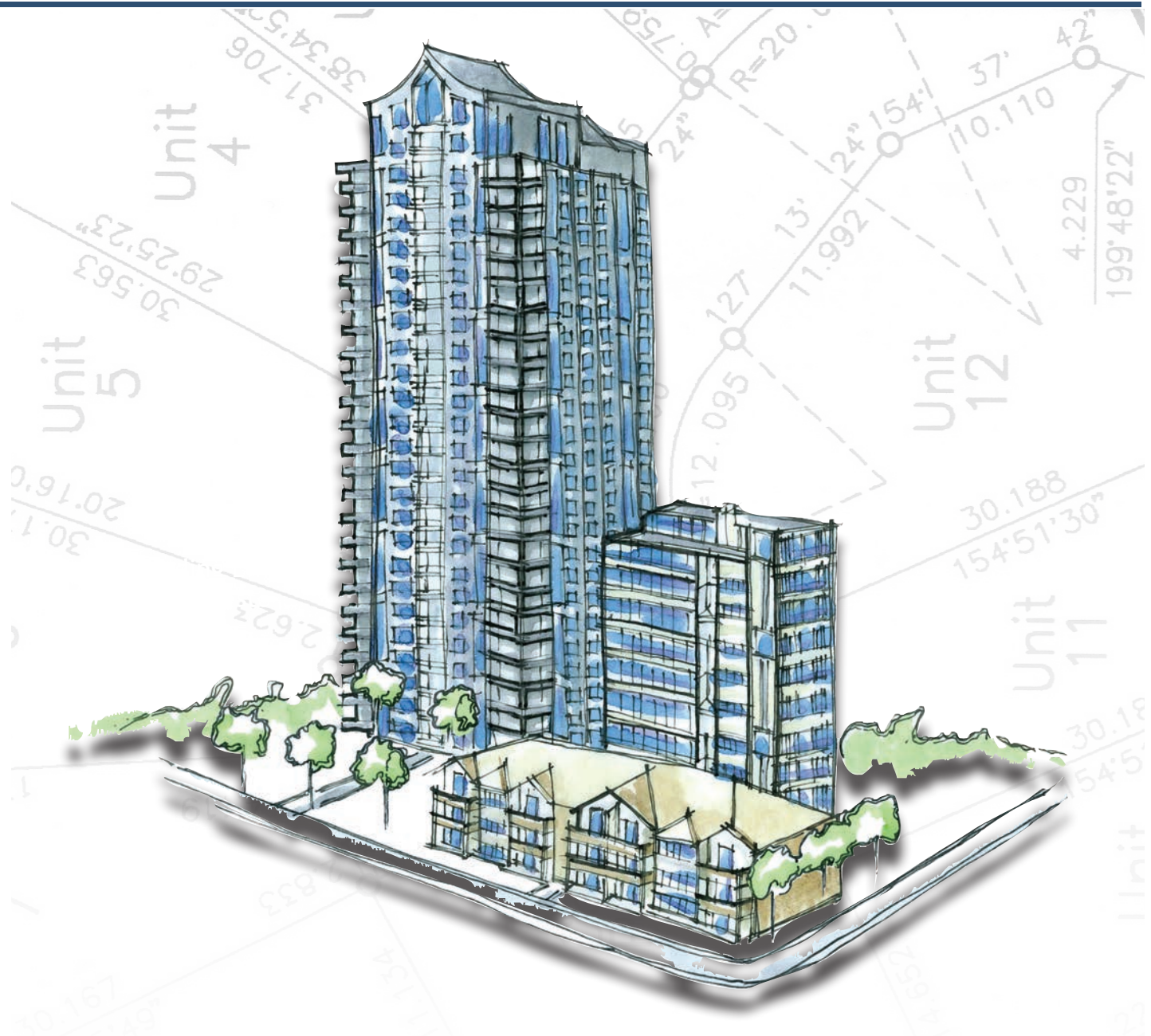


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The Condo Brain Trust

The importance of a condo board

By Maria Bartolotti

As a Condominium Manager, I do attend my share of Board meetings and I can tell you from experience that some meetings can run longer than they should. So, how can you, as a board, stay on track and avoid the dreaded three-hour board meeting.

Serving on the board may be a tedious task, but the board's importance to the life of a condo cannot be over emphasized. People you elect to serve on the board play a huge part in determining the direction of your condo life.

Condo owners have the ability at a formally convened annual general meeting to choose who will make decisions on behalf of their condominium corporation for the upcoming fiscal year.

After the election process is complete and your board has been elected, they will call for a meeting of the board and choose the directors positions and any committee positions they would like to have.

In general, there are four positions to be filled on a board: The president is responsible for overseeing the daily business of the corporation, chairing and setting the agenda for the board meetings. The vice-president takes on these responsibilities in the absence of the president. Your treasurer's role is to oversee the financial statements and report this to the board. While the secretary records all discussions and actions taken by the board, called the minutes.



The purpose of the board of directors is to set policy for the corporation, and to direct the professional management company to carry out those policies.

Personal grievances, chatting about your last vacation or the great date you went on the week before, does not make for a productive meeting and should be kept outside board discussions.

Having the president of the board send an agenda with the time and location of the meeting a week prior, will give everyone a sense of what the topics will be at the meeting.

Agendas should be concise and should include all the matters that need decided by the board, identifying responsibilities for each task along with timelines and follow up steps after the meeting.

Your condominium manager should be at the meeting and come prepared to discuss it's progress on the directives that were given by the board as well as any new items that may require action by the board.

Discussions, motions, approvals and action items arise from your committee reports and will form the basis for your minutes.

It is said, that the most successful board meetings are those chaired by strong leaders. Be it the president, a member on the board or your condominium manager, regardless of who chairs the meeting, it is their responsibility to keep the discussions focused, move the meeting forward and keep everyone on track. Until next time...



Maria Bartolotti is the owner-manager of New Concept Management Inc. She has developed a strong reputation for rendering timely and efficient services to the condominium industry. Maria believes that her company's success hinges on her hands-on approach to condominium management as well as maintaining open lines of communications with her clientele. Maria is actively involved in her industry. For more information, visit www.newconceptmanagement.com

Alberta New Home Buyer Protection Act Regulation Consultation

Alberta Municipal Affairs is currently developing the regulations to support the proposed Alberta New Home Buyer Protection Act. As part of this process you are invited to participate and provide feedback to this targeted stakeholder consultation.

This web-based consultation will be hosted on the Municipal Affairs website between October 26, 2012 and November 23, 2012 at:

http://municipalaffairs.alberta.ca/WP_NewHomeBuyerProtectionActConsultation.cfm

On the website you will find an overview of the consultation, survey instructions, and the consultation. If you have questions about the consultation, please contact the Safety Services branch at 1-866-421-6929 or safety.services@gov.ab.ca.



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Condo of the Year Award

We would like to Congratulate once again our very first

Condo of the Year Award

recipient **Christie Point Condominium Corporation.**

Christie Point showed our Recognition Committee through their application their community spirit and uniqueness and the Committee truly felt they were the most deserving of the award. The award was presented at the September 25, 2012 Annual General Meeting. *Pictured left to right:* CCI South Alberta President Stephen Cassidy, Christie Point representative Fred Prior, Recognition Committee Chair Andrew Fulcher and Christie Point Treasurer Ann Mitchell.



The Second Annual Condo of the Year Award will be up for grabs again in the 2013 year.

More information will follow in the Chapter Newsletters, Website and Member e-mails. All Condominium Corporation members are eligible to apply. Start thinking about what sets your Condo apart from the rest and keep an eye out for the Application information!



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Canadian Condominium Institute FCCI Designation



CCI South Alberta was proud to announce at the September 25, 2012 Annual General Meeting Judy Walker had been nominated and approved for the Canadian Condominium Institute FCCI Designation. This is presented to members who have shown meritorious service to the institute or to the condominium community. Congratulations once again Judy!

Pictured left Steve Tomchishin CCI South Alberta Chapter Treasurer and Judy Walker.

Common Area Lighting – Achieving Energy Efficiency with LED & Induction Lighting

By Tracy L. Grills P.Eng.

It is no surprise, to the condominium manager, that the largest increases in years to come will be in rising utility costs, taxes, insurance, and maintenance. Energy costs are predicted to rise by a minimum of 35-50% in the next ten years alone. As these costs increase, monthly condominium contributions by default also increase.

Pro-Active condominium boards are always searching for ways to reduce costs for their owners. With a great deal of time and effort expended, they try to negotiate better deals for management, maintenance staff, contractors, insurance companies, and sign long term agreements with utility companies. While both necessary and important, these types of activities generally lead to little or no lasting

improvement in monthly condo fees. Very often managers and boards expend all of their energy on these and other routine items, (parking issues, complaints from owners, administration, and routine maintenance), yet they fail to address the simple yet high potential items such as achieving cost savings through energy efficiency.

Energy efficiency upgrades are generally permanent, have dramatic positive effects on utility costs, and once installed continue to pay the owners back year after year after year. While not all upgrades make economic sense, or are cosmetic, there are energy efficiency upgrades often can reap large rewards for their owners. When discussing energy efficiency most people think boilers, windows and insulation.

Continued on page 10



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Common Area Lighting – Achieving Energy Efficiency with LED & Induction Lighting (cont'd)

By Tracy L. Grills P.Eng.

While upgrading these items can increase efficiency, it is costly and often not economically feasible unless the items are at the end of their life, or a major building retrofit is being performed.

The simplest and most often overlooked retrofit available today is converting common area lighting to “Green” lighting. High quality, energy efficient, common area lighting enhances the look and feel of the complex, saves energy, and increases the safety and security for the residents.

Green lighting does not necessarily mean Fluorescent. “Green” lighting solutions available today such as LED and Induction produce high quality light, in a spectrum that is pleasing to the eye and boast a lifespan of between 30,000 and 100,000 hours. Although the initial cost is higher, the energy and maintenance cost savings achieved make LED and Induction lighting some of the best choices available today. Bulbs either contain no mercury, or they contain it in an amalgam pellet form which is non-toxic and easily recyclable. High quality commercial LED lighting generally use 40% less energy than compact fluorescent bulbs,

last 5-6 times longer and contains no lead or mercury. Induction lighting, a newer commercial technology for outdoor lighting and parking garages, has similar energy consumption to LED yet lasts up to 100,000 hours.

Introducing LED and Induction to a complex generally results in electricity savings of 40-80%, and condo fee reductions of up to \$22.00 per unit per month. Savings come from reduced energy usage and drastically reduced maintenance costs. The return for unit owners investing in energy efficient lighting is generally 25-30% of the initial investment per year.

The Pillars, an older 42 unit apartment complex in Calgary’s beltline, recently upgraded their incandescent, compact fluorescent and Fluorescent common area and parkade lighting to LED lighting, and their exterior lighting to induction lighting at a total cost of about \$21,000.00. The project was completed in October 2012, and the owners expect to net savings of approximately 10,000.00 per year, meaning their investment will be recovered in just over 2 years.

Continued on page 11



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Common Area Lighting – Achieving Energy Efficiency with LED & Induction Lighting (cont'd)

By Tracy L. Grills P.Eng.

In 2011, the new Cochrane Pointe condominium complex located on Railway Street in Cochrane was experiencing high failure rates on their T8 fluorescent lighting. Both bulbs and ballasts were failing rapidly and maintenance costs were increasing. By replacing their 33 fixtures with a combination of LED and Induction lighting, and modifying the parkade for occupancy sensing, the electrical utility bills for the parkade dropped by approximately 70-80% resulting in total annual savings of approximately \$8,000.00 per year.

For any condominium association considering these types of upgrades, it is important to complete a lighting energy analysis to understand current energy and maintenance costs and the options available for retrofit. Ask your lighting provider to complete for you a comprehensive 10 year total cost of ownership analysis. The analysis should take into account the cost of energy, electrical demand charges, the costs of changing bulbs and ballasts, including labor. Once you have the facts you will be in a great position to understand which upgrades make sense and which ones don't. Just make sure they consider LED and induction lighting in their analysis.

Tracy L. Grills P.Eng. is the President of Green Building initiatives, (greenbuildinginitiatives.ca) a Green Lighting company located in Calgary, Alberta. Tracy is an expert in Condominium and parkade lighting issues.



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2012-2013 YEAR AT A GLANCE

Luncheon Dates to Remember

DANISH CANADIAN CLUB

November 27, 2012

January 22, 2013

February 26, 2013

March 26, 2013

April 23, 2013

May 28, 2013

June 25, 2013

June 2013

15th Annual Golf Tournament

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

Courses

DANISH CANADIAN CLUB

January 26 & 27, 2013 8am-4pm
CM 200 Course

March 7, 2013 6-9:30pm
CM 101 Course

April 11, 18 & 25, 2013 8am-4pm
CM 300 Course

May 2, 2013 6-9:30pm
CM 101 Course

To register or for more info:

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November 2012

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Individual Membership

As of November 7, 2012

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Terry Brown
John Burton
Stephen Cassady
Tracey Cote
John Cox
Tracy Grills
Harold Hansel

Cathy Haslam
Ed Heck
Philip Horch
James Kelly
Marvie Kenny
Glenn Kenny
Audrey Kokesch
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Colonial House

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Country Lane RV Park

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Dreamview Village Edgemont

Dreamview Village Riverbend

Eau Claire Estates

Edgepark Villas

Evergreen Village

Fletcher Village

Fresco Gardens

Glenbrook Meadows

Heritage Manor

Holly Springs

Killarney Grande

Killarney Meadows

Kingswood Estates

Kings Heights

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Manhattan Condo Corporation

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Mount Pleasant Court

Oakhampton Court

Orchard Place

Park Place

Pine Pointe Place

Pines Condominium Association

Polo Park Phase 5A

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Canadian Condominium Institute – South Alberta Chapter as of November 7, 2012

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Vicci O'Brien	Montgomery Ross & Associates	403-234-7556
Maria Bartolotti	New Concept Management	403-398-9528
Dwayne Ropchan	Parterre Property Services Inc.	403-241-2162
Andrew Fulcher	Prairie Management & Realty Inc.	403-995-2810
Evelyn Thompson	Rancho Realty (1975) Ltd.	403-253-7642
Eleanor Kidder	Royal LePage Integrity	403-932-2101
Garey Kirkland	Simco Management (Calgary) Inc.	403-234-0166
Gordon J. Sheward	Tonquin Park Management Inc.	403-680-2830
Judy Walker	Ultimate Property Management Inc.	403-287-3056

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Professional Membership (cont'd)

Canadian Condominium Institute – South Alberta Chapter as of November 7, 2012

Consulting

JC Bawa	Bambrough & Associates Inc.- Elevator Consultants	403-478-9211
Nina Bhasin	Condo Document Inspection Centre Inc.	403-228-6770
Janet Porteous	Condo-Smart Inc.	403-247-2802
Randy Brown	Fahrenheit 451 Fire & Security	403-256-6622
Sharon Fuchs	Max 7 Cleaning Services Ltd.	403-836-7377
Jodi Scarlett	ProStar Cleaning & Restoration	403-695-1082
Gerald Quigley	Condospec Inc.	403-245-3666

Arbitration & Mediation

Dolores Herman	HighClouds Inc.	403-919-3809
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Engineering & Technology

Don Allen	Excalibur Efficient Buildings Ltd.	403-243-0626
Maaz Alam	JRS Engineering	403-452-3377
Dana Bjornson	Optimize Envelope Engineering Ltd.	403-990-3369
Jon Maynard	Halsall Associates Ltd.	403-255-7946
Marc Doucette	Black & McDonald Limited	403-235-0331
Ron Kellam	Kellam Berg Engineering & Surveys Ltd.	403-640-0900
Michael Ball	Morrison Hershfield Ltd.	403-246-4500
Fred Edwards	Read Jones Christofferson Ltd.	403-283-5073

Insurance

Sherry Bignell	BKI Risk Management	403-276-8766
Greg Cortese	Renfrew Insurance Ltd.	403-299-2849
Michael Acheson	The Cooperators/Rockyview Insurance Services	403-948-1195

Legal

Alexander Bruce Cameron	Cameron Horne Law Office LLP	403-531-2700
Richard I. John	Richard I John Professional Corporation	403-205-3949
Gordon Van Vliet	Macleod Dixon LLP	403-267-9346
Heather Bonnycastle	McLeod & Company LLP	403-873-3703
Laurie Kiedrowski, LL.B.	McLeod & Company LLP	403-225-6413
James Polley	McLeod & Company LLP	403-873-3709
Stephanie Whyte	McLeod & Company LLP	403-278-9411
Jeffrey H. Selby	Parlee McLaws LLP	403-233-7117
John McDougall	Scott Venturo LLP	403-231-8206

Real Estate & Condominium Sales

Richard Bergeron	Berg Real Estate/Re/Max Realty Professionals	403-214-7718
Karen Hermeston	CB Richard Ellis Alberta Limited	403-750-0809
Eddie Li	CIR Realty	403-667-3388
Eleanor Kidder	Royal LePage Integrity	403-932-2101

Sponsor Membership

As of November 7, 2012

Accounting/Finance

Home Investment Management Inc.
Pacific & Western Bank of Canada
Strata Capital Corporation
William J. Rhind & Associates Ltd.

Richard Strand 403-229-1485
Brian Conley 403-781-5231
Terri-Lynne Belzil 780-863-7872
Steve Tomchishin 403-233-7113

Condominium Management

Astoria Asset Management Ltd.
Condeau Management Services Ltd.
Condominium First Management Services Ltd.
Diversified Management Southern
Emerald Management & Realty Ltd.
Gateway Property Management
Larlyn Property Management Ltd.
MCM Property Management Ltd.
Monday Management & Condominium Services Corp.
New Concept Management
Rancho Realty (1975) Ltd.
Sunreal Property Management Ltd.
Ultimate Property Management Inc.
York West Asset Management Group Inc.

Lorelei Talbot 403- 948-0337
Andy Tarr 403-531-1588
Linda Grey-Martin 403-299-1808
Joanne Sieb 403-230-7376
Lauretta Enders 403-237-8600
Gary Gurnsey 403-283-7118
Michael Holmes 403-693-0022
Ming Chow 403-262-7955
Pamela Wilson 403-230-9405
Ashley Leonard 403-398-9528
Evelyn Thompson 403-640-9378
Mike Stevens 403-343-0200
Judy Walker 403-287-3056
Angela Bardsley 403-294-0411

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Stephanie D. Whyte 403.254.3687
Michael C. Kwiatkowski 403.873.3706
Jesse S. Moe 403.254.3694

Condominiums and Multi-Family Developments
Project Development
Financings and Mortgages
Bylaw Drafting and Enforcement
Foreclosures and Arrears

SUPPLY INSTALL SERVICES
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- SIDING & SOFFIT
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Sponsor Membership (cont'd)

As of November 7, 2012

Consulting

247Condo	Stephen Cassady	403-770-2939
Alberta Real Estate Association	Debra Bunston	403-209-3608
All Weather Windows		403-720-8055
Building Works Ltd.	Susan Peddie	403-235-5400
City of Calgary Water Services	Christian Pfeiffer	403-268-5247
Clear Vu Canada Inc.	Alan Ring	403-246-8805
Mold Squad-		
A Division of Building Works Ltd.	Erich Krause	403-249-4610
Mold Plus Ltd.	Bret McKay	403-801-4350
Property Solutions Advisory Inc.	Nelson Gaudry	403-346-6666
Reliance Asset Consulting Inc.	Harold Weidman	403-241-2535
Shaganappi Insurance Services	Lindsay Voth	403-221-7224
Skyline Roofing Ltd.		403-398-0996
SIS Supply Install Services (1994) Ltd.	Jody Roberts	403-640-1334
Trotter and Morton	Walter Galler	403-255-7535
Unicrete Products Ltd.	Ivy Younge	403-279-8321
VTwin Windows and Doors	Tom Vitoliands	403-692-0880

Developer

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

First On Site Disaster Restoration	Ian Newman	403-520-7778
Service Master of Calgary Disaster Restoration	Jay Laplante	403-612-6882